FirstKey HOMES™

PARTNERING
with FirstKey Homes

Service Provider Guide

FirstKeyHomes.com

Your guide to success with FirstKey Homes.

FirstKey Homes would like to thank you for becoming a “best in the business” service provider. Our preferred vendor team is made up of talented professional contractors who complete work orders for our residents and create fantastic homes for future residents to enjoy.

We want to start you off right, from becoming a preferred approved service provider to the market being notified that you are ready to work. The attached guide contains helpful links to training materials, a team contact list, vendor programs, and partnerships. You can download a copy of the FirstKey Homes Service Provider guide here.

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ABOUT US

FirstKey Homes owns and operates in numerous markets across the country, with over 52,000 single-family homes and counting!

Our markets include Atlanta, Birmingham, Charlotte, Raleigh, Columbus (Ohio), Cincinnati, Chicago, Indianapolis, St. Louis, Jacksonville, Orlando, Tampa, Sarasota, Miami, Nashville, Memphis, Dallas, San Antonio, Houston, Phoenix, Tucson, Las Vegas, Denver and Colorado Springs – and more may be on the way!

Our Mission

We give our family of residents a place to call home.

Our Vision

To proudly serve the family of residents making our homes their own and build communities one caring experience at a time.

Our Values

Integrity, Kindness, Inclusion, Excellence, Teamwork, Accountability

As a company comprised of caring and compassionate professionals, we come to work each day with an unwavering commitment to serve our residents with respect, empathy, and dignity as a leader in the industry. FirstKey Homes continuously seeks to deliver resident value and quality experiences. We staff our local offices with dedicated teams of leasing, property management, and service professionals.

FKH STANDARD PRACTICES

As an extension of FirstKey Homes and as an important partner, we expect you to be professional to residents, neighbors, other service providers, FirstKey Homes team members and any other party you meet while working on-site.

NOTE: For more specific details regarding our partnership, please refer to your service agreement located in VendorCafe.

OUR BASIC SERVICE STANDARDS INCLUDE:

- No smoking on work site
- No drug or alcohol use in or around the home
- Cleaning up job site when done with project or done for the day
- No loud or offensive music on premises
- Provide updates on work – communicate with FirstKey Homes teams whenever possible!

THE BASICS

FirstKey Homes completes three main types of work: maintenance, turns and renovations.

Maintenance covers work orders created by residents in our homes through our online portal or by phone.

Turns include work completed once a resident moves out of our home and a new resident is expected to move in. We need homes in tip-top shape for our residents to move into and enjoy.

Renovations are needed when our acquisitions teams purchase a new home to add to our portfolio. These are usually higher scopes depending on the conditions of the home.

Maintenance Overview

If you complete maintenance work orders (occupied homes), we use an online platform called FacilGo – which you would have been trained on during onboarding. FacilGo is a single channel for you to receive work from FirstKey Homes, communicate through Supplier Messaging, track resident contact, and submit quotes and invoices.

There's a FacilGo mobile app too! Download on the App Store GET IT ON Google Play

Please click here with any questions and for training on how to use the FacilGo platform: FacilGo Training Guide.

FirstKey Homes strives to deliver outstanding service to our residents, from the time they submit a work order through the work order being completed. Once you receive a work order assigned to you through FacilGo, please reach out to the resident to schedule a time for the work to be completed. Remember that you are a direct extension of FirstKey Homes, so it's imperative for you to be kind, courteous and professional.

Our residents receive a survey upon completion of a work order. The metrics and feedback we receive are used for our service provider performance scorecard. Achieving the highest satisfaction rating should be a priority for all service providers. Please communicate with us as often as possible through FacilGo so we are always informed of any status updates.

Need a refresher on FacilGo training or want to start completing maintenance jobs? Contact: vendormanagement@firstkeyhomes.com.

WORKING ON UNOCCUPIED HOMES

Turns or Renovations

First, we create an award contract or scope in our internal construction app and then send you an email. Our Construction Superintendent for that market will contact you and set up an initial walk-through or review of the bid on site or on a live call. Any other contractors that are assigned to the job will be in the award email. It will be your responsibility to contact the other trades assigned to this award to coordinate install dates or other key items to complete the work in a timely manner. You will then reach out to the Construction Coordinator who is on the original award email and notify them of the final QC walk. If you have a change order to submit to FirstKey Homes, please respond to the award email with photos documenting the requested item and then await the Construction Manager approval.

Our Construction Superintendent will meet you on site to review with you and make sure all is completed to our standards. The Construction Superintendent will mark the job complete in our internal construction app. If you need to return to the property to complete warranty work, the home may be occupied at this time. Please stay professional and courteous to our residents.

MEET THE TEAM

Throughout this partnership as a preferred service provider with FirstKey Homes, there are many local market team members you will be in contact with. Their roles and responsibilities are below so you can become accustomed to acronyms we use. Here are just a few:

Maintenance Leaders

Service Manager (SM)

Service Managers oversee the maintenance requests that are sent to us by the resident through our online portal. They are responsible for assigning work to our internal technicians and to our service providers. They oversee the performance of the work being completed in our occupied homes.

Regional Service Manager (SM)

The Regional Service Manager will oversee Service Managers to ensure maintenance requests are fulfilled according to company standards in their assigned FirstKey Homes region, which spans across markets in multiple states. This leader will provide guidance and support, address complex escalated issues, ensure key performance metrics are met, reinforce compliance standards, and manage workforce planning and performance.

National Director of Maintenance

The National Director of Maintenance oversees all FirstKey Homes maintenance services initiatives. This leader will ensure that daily operations and service provider services meet company standards.

Turns and Renovation Leaders

Construction Coordinator

The Construction Coordinator is primarily responsible for supporting all construction functions and local market staff. They are responsible for the coordination of inspections and creation of contracts.

Construction Manager

The Construction Manager oversees all aspects of property renovations and turnover in their assigned region. They direct local markets to ensure proper implementation and reinforcement of established policies and procedures. The Construction Manager consistently monitors key performance indicators, analyzes trends and identifies solutions to enhance organizational operations. They will assist with training and developing team members and support the goals of FirstKey Homes and the Sr. Director of Construction. They ensure projects and personnel meet or exceed all FirstKey Homes standards of scheduling, budgeting and quality.

Construction Superintendent

The Construction Superintendent is responsible for inspections, estimates, and construction project management of new residential rental home purchases and homes recently vacated/in the turn process.

Vendor Management Team

This team is responsible for onboarding, platform training and assisting with anything service provider-related. They are responsible for being the liaison between the service providers and the markets.

Need help with something? Email Vendor Management – they're happy to help! vendormanagement@firstkeyhomes.com.

DIVERSITY, EQUITY, AND INCLUSION

FirstKey Homes offers more than just a place to live; we proudly serve our family of residents who make our homes their own. We have also established a Diversity, Equity & Inclusion (DEI) Council to help shape, guide and oversee the implementation of our company's long-term DEI strategy, which includes supplier diversity. This small, senior-level council that our CEO chairs is comprised of a diverse group of leaders from across the functions and geography at FirstKey Homes.

As real estate owners and operators, we understand our impact and responsibility to our residents and local communities, and we know that our supplier partners can share our commitment to social responsibility.

FirstKey Homes is committed to expanding our supplier diversity program. We believe that an investment and focus in furthering this program, in partnership with our DEI Council, will help our company continue to build a successful and inclusive workplace culture and community within our service provider partnership.

If you are in a minority business class, please make sure you select this in the business class field in your VendorCafe dashboard and upload any documentation you may have in order to be verified by VendorShield.

MANUFACTURER AND SUPPLIER PROGRAM

FirstKey Homes partners with leading manufacturers and suppliers to ensure consistent quality and streamlined processes across all our renovation and maintenance projects. Our standardized programs with PPG Paint, Beacon Building Products, Shaw Carpets, and MSI Hard Surfaces provide pre-approved products, pricing, and specifications that all service providers are required to follow. These partnerships help maintain the high standards of our homes while offering clear points of contact for support and materials ordering.

Home Depot Paint Program

We’ve standardized the Paint/Color in our homes. If you complete paint work for us, you will be required to purchase your materials through the PPG program. A representative will reach out to you with details, or you can contact them. For more information on the PPG visit our Help Center article: PPG Paint Program

PPG Paint National Account Rep – Raymond Khan: raymond.khan@ppg.com or 813.326.3710

Rapid Pass

At FirstKey, we are committed to being a people-first company. We want to bring you the savings when purchasing items from Home Depot while providing you convenience and value.

Through the FirstKey Rapid Pass Program, you will have access to special preferred pricing with consistent discounts and no minimum purchases required. Download the Rapid Pass app which is compatible for iOS and Android and register online. This program saves you time with one process, one pricing structure at all Home Deport locations while saving all your purchase orders in one app.

Roofing

FirstKey Homes partners with national and local roofers to deliver exceptional value to residents through a trusted network of expert installers. We use high-quality Tamko and Owens Corning roofing products, available at Home Depot and roofing supply houses with over 3,000 locations nationwide.

To ensure consistency, all our homes feature specific shingle colors and types. For more details, visit our Help Center article: Roofing Program.

Motili by Goodman

FirstKey Homes partners with Motili by Goodman to provide discounted HVAC equipment for replacement needs and to streamline HVAC service and installation across our portfolio. All FirstKey HVAC vendors are required to enroll in Motili to continue working with us.

Motili offers:

- Pre-negotiated Goodman equipment pricing for FirstKey Homes
- Streamlined ordering and documentation
- Improved job tracking and communication

Make your workflow easier and more efficient—enroll in Motili today and stay compliant with FirstKey Homes' vendor requirements!

Flooring

FirstKey Homes has partnerships with both Shaw Carpets and MSI Hard Surfaces for flooring. Shaw, MSI and FirstKey Homes have collaborated on a selection of high-quality products and appealing colors that are required to be used in all homes. Adhering to the established flooring specification, this will allow us to streamline our processes and ensure the quality of all FirstKey Homes projects.

Product Services: product_services@firstkeyhomes.com

NEXT STEPS FOR ONBOARDING

We need vendors for maintenance on occupied homes and turns/renovations work for unoccupied homes in various markets. To become a vendor, please provide as many details as possible at https://www.firstkeyhomes.com/become-a-vendor.

This does not guarantee a partnership. This information is saved in our database until there is an opening and a need for your service type in that specific market.

If we have a need for your service type in a market, a member of the Vendor Management team will reach out to set up a formal call to discuss our process and possible partnership with you as a vendor with FirstKey Homes. This conversation will include more details about your company, services, crews, capacities, and other required information. Once this is completed, we will review and see if you are a great fit for the market/service type we need. (We do not allow FirstKey Homes residents or employees to become vendors with us due to our policy on conflicts of interest.)

After a positive evaluation, we will begin onboarding!

FirstKey Homes partners with VendorCafe, which houses all information needed, such as contacts, your banking information for direct deposit, Economic Diversity Classification, and insurance agent's POC information. Once a Vendor Service Agreement has been signed and the annual compliance fee of $89.00 has been paid, you will move into the insurance verification portion of the process. (This fee does not go to FirstKey Homes; it goes directly to the third-party compliance company VendorShield.)

VENDORSHIELD AND INSURANCE

Step One

You receive an email invitatin from VendorCafe (YARDI)

Step Two

Complete your VendorCafe profile

Step Three

Review “VendorShield” tab for your **Compliance Status**

We’ve outlined the Certificate of Insurance (COI) requirements for each service category.
Review the requirements to see what’s needed based on your specific category
This will help ensure your coverage meets our partnership standards.

TIPS FOR FASTER ONBOARDING

The most common delays with onboarding include incomplete VendorCafe registrations and your agent not submitting your COI promptly to VendorShield or the Vendor Management team.

You can download a copy of your requirements by clicking the COI link above assigned to your category type and send this to your agent ahead of time. Let your agent know that VendorShield will be reaching out to gather this and to have it ready to submit to them or the Vendor Management team. If you have any questions regarding this, reach out to us at vendormanagement@firstkeyhomes.com.

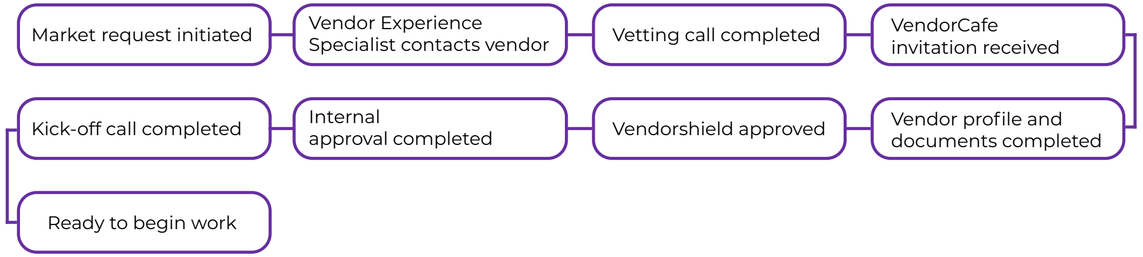
Once VendorShield verifies that the correct requirements have been met, the Vendor Management team is notified, and your Vendor Experience Specialist will set up a formal kick-off call with the leadership from that market.

For turns and renovations vendors:
This is the last step for turns and renovations vendors. Watch for a kick-off call, as this is your time to brag to the local leadership!

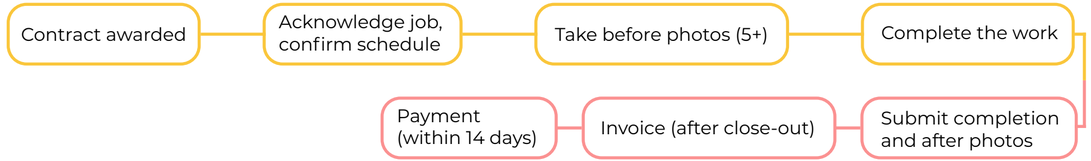
For vendors who provide maintenance services only or all services (maintenance, turns, and renovations) on occupied/unoccupied homes:
If you complete maintenance work orders (occupied homes), we use an online platform called FacilGo, which you will be trained on during onboarding. FacilGo is a single channel for you to receive work from FirstKey Homes, communicate through Supplier Messaging, track resident contact, and submit quotes and invoices. There is a fee to use this platform: 2% for every invoice submitted.

The Vendor Management team will send you a registration link for the training and all information on FacilGo. Once training has been completed in FacilGo, your Vendor Experience Specialist will set up a formal kick-off call with the leadership from that market. Thank you for your interest in becoming a vendor with FirstKey Homes!

Vendor Onboarding Process



Construction and Turns Vendor Workflow



Service and Maintenance Vendor Onboarding

INVOICING

Maintenance in Facilgo

View Help Center section here.

Turns and Renovations in VendorCafe

View Help Center article here.

Please log into your VendorCafe dashboard.
Click on Q&A > Help > FAQ >

Here you will find more information and steps to submit an invoice.

Have questions about invoicing for Maintenance (FacilGo) invoices? Please see the FacilGo Training Guide.

VENDOR SCORECARD

The Vendor Scorecard ranks vendors by market and vertical using key KPIs, feeding directly into Key Partner Select to drive performance improvements. Contact your Vendor Experience Specialist for a copy and review.

Step One

You receive an email invitatin from FirstKey Homes

Step Two

Complete your VendorCafe profile

Step Three

Review “VendorShield” tab for your **Compliance Status**

We’ve outlined the Certificate of Insurance (COI) requirements for each service category.
Review the requirements to see what’s needed based on your specific category
This will help ensure your coverage meets our partnership standards.

WHO TO CONTACT

LOCAL MARKET TEAM

- Pricing
- Scheduling
- Invoice questions
- Vendor Management

VENDORCAFE TECH SUPPORT

877.890.8627
vendorcafe_support@yardi.com

FACILGO SUPPORT

- Adding service areas
- Facilgo bug issues

https://facilgo.com/support-request/
801.610.6103

VENDOR MANAGEMENT

- Onboarding questions
- VendorCafe and compliance questions
- Training assistance with FacilGo
- Any other items you need assistance with and are unsure of who to contact

Bronte' Hampton
Vendor Experience Specialist:
Texas and Oklahoma
bhampton@firstKeyhomes.com | 214.868.1708

Michael A. Kumi
Manager, Product & Services
MKumi@firstkeyhomes.com | 404.431.4692

Tony Lambert
Vendor Experience Specialist: Florida
alambert@firstkeyhomes.com | 407.949.1045

Stacy Lusader
Senior Manager of Vendor Experience
slusader@firstkeyhomes.com | 480.326.9589

Octavio Martinez
Vendor Experience Specialist:
Arizona, Kansas, Nevada, and Colorado
omartinez@firstkeyhomes.com | 623. 692.5926

Cassidy McWhirter
Vendor Experience Specialist:
Ohio, Indiana, Illinois, and Missouri
cmcwhirter@firstkeyhomes.com | 317.429.6327

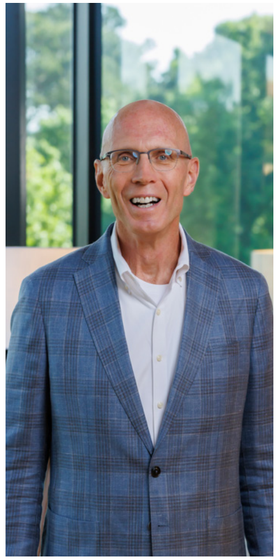
Tricia Ridgway
Manager, Product & Service
TRidgway@firstkeyhomes.com | 712.210.4946

Trevor White
Vendor Experience Specialist:
North Carolina, South Carolina, and Tennessee
twhite@firstkeyhomes.com or | 843.229.8708

THANK YOU

FirstKey Homes is grateful for the time you have spent onboarding to become a preferred service provider. Please do not hesitate to reach out to your market leaders or the vendor management team for support.

Have general questions or want more information about partnering with us? Check out our Help Center.

Thank you,

Mark Smith
President