

A dedicated crew, scheduled to your portfolio every quarter

Most facility maintenance is reactive. Something fails, you find a vendor, you wait for a quote, you wait for scheduling, and you pay a premium for the rush. Then it happens again next month at a different property.

The Partnership Program replaces that cycle with a standing appointment. We assign a Gemstar crew to your portfolio in defined visit blocks each quarter. They arrive on a known schedule, work a prioritized list you control, and handle painting touch-ups, general repairs, and preventive maintenance before any of it becomes a work order.

You know what it costs. You know when they're coming. Your rate is locked for the length of your term.

PACKAGES FROM \$5,954 / year	VISIT DAY 8 hrs on site	ANNUAL SCHEDULE Set at signing	WORK LIST CHANGES Up to 48 hrs before	WARRANTY 5 years
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HOW A VISIT DAY WORKS

Eight hours of crew time, priorities you set

A visit day is an eight-hour on-site crew block. The crew arrives fully equipped — no separate trip charges, no mobilization fees. You set the priorities. They work the list. After every visit you receive a photo work-log documenting what was completed at each location.

CHOOSE YOUR PACKAGE

Sized to your portfolio, billed quarterly

PACKAGE	CREW	VISIT DAYS / QUARTER	ANNUAL	QUARTERLY
Bronze	1 person	2	\$5,954	\$1,489
Silver	2 people	3	\$17,862	\$4,466
Gold	3 people	4	\$35,724	\$8,931

Silver is our most requested package. Bronze suits smaller or lower-traffic portfolios needing steady upkeep; Gold covers large or high-turnover portfolios. Portfolios of 10+ locations qualify for additional volume pricing. Billed quarterly in advance — your package reserves dedicated crew capacity, which is held for you whether or not you use every day.

THE RATE LOCK IS THE REAL VALUE

Know your 2031 cost today

Labor and material costs in this trade have climbed every year since 2021, and nobody expects that to stop. A five-year agreement fixes your number for sixty months. The savings come on top of that, not instead of it.

	1-YEAR	3-YEAR	5-YEAR
Rate lock	12 months	36 months	60 months
Contract rate	Standard	5% savings	10% savings
Materials pricing	Standard	5% below	10% below
Add-on response	5 business days	3 business days	Next business day
Rush response	Next available	48-hour guarantee	Same day + 1 free callout
Account management	Shared line	Dedicated manager	Manager + annual report

EVERY PACKAGE INCLUDES

No line items you didn't expect

- + A fully equipped crew for every scheduled visit block, with no trip charges
- + Materials billed at cost plus your term's rate
- + A photo work-log after every visit
- + 5-year limited warranty on workmanship
- + One dedicated point of contact for your entire portfolio
- + Preferred-rate access to Gemstar's full subcontractor network
- + Same-day certificates of insurance, with additional insured and waiver of subrogation
- + Annual schedule set at signing, confirmed 10 business days before each visit

SCHEDULING

Dates locked a year out. Work list flexible until 48 hours before.

Most vendors give you one or the other. Your full annual visit schedule is set when you sign, so you can plan tenant notifications and building access months ahead, and we confirm each visit ten business days out. Up until 48 hours before the crew arrives you can reprioritize the work list at no charge. Need to move a visit date entirely? Five business days' notice, no charge.

PROGRAM TERMS

The details, up front

TERM	PROVISION
Billing	Quarterly in advance; capacity reserved whether or not every day is used
Rollover	Unused visit days roll forward one quarter, subject to crew availability
Expiry	Rollover days expire at contract year end; no cash value
Add a day	Available at the rate in your proposal, response time per your term
Remove a day	15 days' notice; credit applied to the following quarter
Portfolio changes	Properties added or removed without penalty when management changes
Termination for cause	30 days' written notice with a 30-day cure period
Termination for convenience	60 days' notice at quarter end, with recapture of term savings
After the term	Month-to-month at then-current rates unless renewed
Certificates of insurance	Same day, per property or per contract, endorsements at no charge

OUTSIDE THE PACKAGE

Quoted separately at your preferred network rate

- Work requiring permits, engineered drawings, or structural modification
- Emergency restoration following water, fire, or storm damage
- Licensed trade work — electrical, plumbing, HVAC
- Full-building repaints and capital improvement projects
- Hazardous materials, including lead, asbestos, and mold abatement
- Work requiring lift, boom, scaffold, or swing-stage equipment

You don't need to find another vendor for any of it. Same point of contact, same accountability, preferred pricing.

MULTIFAMILY PORTFOLIOS

Turnover and maintenance under one agreement

If your portfolio includes apartments, our Apartment Turnover Program handles unit turns on a flat per-unit rate with a 3–5 business day standard turnaround. Combined with this agreement, one vendor covers both vacant units and everything around them — common areas, corridors, exteriors, and preventive repairs.

Start with a complimentary walkthrough. We'll walk your properties, scope the actual condition, and recommend a package size and term. Final scope is confirmed after the walkthrough, in writing, before any work begins.