Vendor Newsletter

Spring Edition



Working Together This Season

As we head into a busy season, small gaps in communication or documentation can quickly lead to delays, rework, or payment issues. Staying consistent on a few key steps helps keep work moving smoothly for everyone.

Before-and-After Photos
Required for all work orders. Before-and-after photos help document the quality of completed work and support communication with owners.

Invoices
You must include the work order number and property address on all invoices.
Missing information will delay processing.

Scope Changes
If additional issues are found on-site, approval must be obtained before proceeding.
Unapproved work is not guaranteed for reimbursement.

Compliance Matters: Are You Licensed for That

Proper licensing and scope-appropriate work protect residents, properties, and your business. Many routine repairs now fall under regulated trades, and even small deviations can lead to fines, failed inspections, or required rework.



Before starting work, please confirm:

- You are properly licensed for the task
- The scope aligns with what was approved
- Any changes or concerns are flagged before proceeding

We expect all vendors to verify licenses, stay within approved scopes, and communicate early when a licensed trade is required. This keeps projects moving efficiently and ensures every home remains safe and compliant.

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MAPLE LEAF
PROPERTY MANAGEMENT & REAL ESTATE

Vendor Spotlight: Bellevue Clean

In this edition, we're highlighting Eric and the team at Bellevue Clean, a trusted partner known for detailed work, strong communication, and consistent follow-through. High-performing vendors like Bellevue Clean help keep projects on track by staying proactive and well-documented.

What sets their work apart
"Communication is always excellent, and we get fast, clear support when needed. The team makes it easy for us to do our jobs."

How top vendors use AppFolio
"Everything stays in one place, including notes, photos, and updates, which reduces back-and-forth and keeps everyone aligned."

What high-performing vendors consistently do

- Keep all communication inside AppFolio work orders
- Provide clear, detailed notes with supporting photos
- Flag scope, access, or safety issues before proceeding



Eric Phan
Business Owner at Bellevue Clean

Where alignment matters most
"Clear upfront scope, access details, and inspection photos help us plan correctly, staff efficiently, and stay on budget."

Process improvements driven by this partnership
"We've implemented stricter checklists, photo standards, and internal processes to ensure every job meets expectations and is easy to review."

Strong vendor partnerships are built on clear communication, complete documentation, and proactive coordination. These standards help us reduce delays, avoid rework, and deliver consistent results across our portfolio.

A special thank you to Eric and the Bellevue Clean team for consistently setting a high standard. Your attention to detail, communication, and reliability make a measurable difference in how smoothly our projects run.