



VENDOR NEWSLETTER

SUMMER EDITION



JULY 2025



WELCOME TO THE FIRST MAPLE LEAF VENDOR NEWSLETTER!

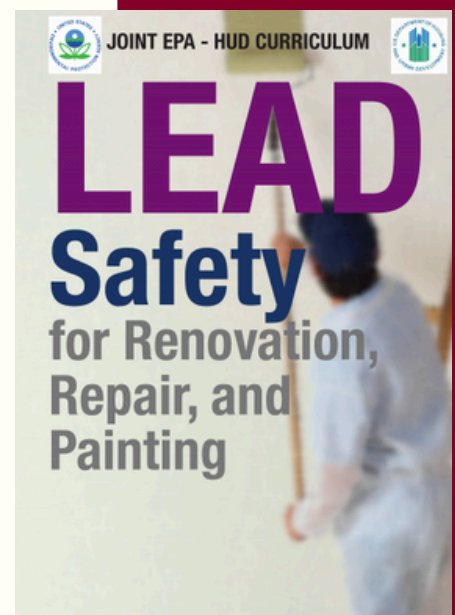
We're excited to launch this new way of staying connected with you, our valued vendors. Our goal is to strengthen our partnership by sharing key updates, best practices, and important reminders so that together we can provide the highest level of service to our residents and owners.

LEAD CAMPAIGN REMINDER

THANK YOU TO ALL VENDORS WHO HAVE COMPLETED THEIR CERTIFICATION — YOUR COMMITMENT TO SAFETY AND COMPLIANCE IS APPRECIATED!

Did you know that ~45% of our properties were built before 1978? Because of this, certain types of work require lead certification in compliance with Washington federal law.

Following lead-safe practices protects everyone involved and positions you as one of our top preferred vendors.



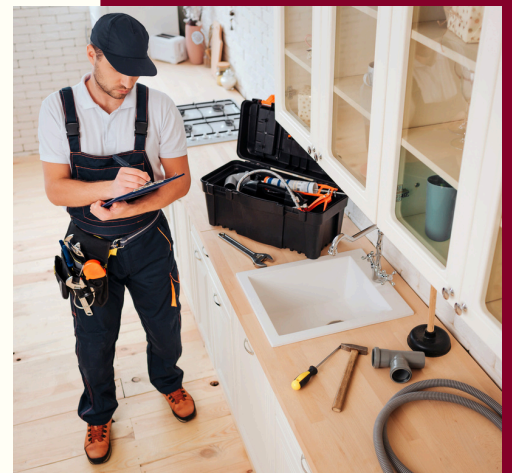
WE TEND TO CARE



STRONG STANDARDS, STRONGER PARTNERSHIPS

TO KEEP OUR PROPERTIES SAFE, CLEAN, AND WELL-MAINTAINED, PLEASE ENSURE YOU:

- **Clean up before you leave:** A thorough cleanup before you go helps create a great impression and prevents callbacks.
- **Lock up and turn off:** Double-check that all windows and doors are locked, and lights are turned off before leaving the property.
- **Respect resident spaces:** Kindly avoid using residents' private restrooms while onsite.
- **Maintain a professional attitude:** Please ensure your team presents themselves neatly, speaks respectfully, and refrains from offensive behavior or language.
- **Before and after photos:** Submitting these helps document your great work and prevents questions about quality.



- **Submit invoices within 14 days:** This is crucial for ensuring timely processing.
- **Notify us if there's an issue:** If access is denied, there's no response, or you can't complete the task, let us know right away.
- **Emergency work orders:** Should be handled as soon as reasonably possible.
- **Only perform authorized work:** If you discover additional issues during a job, please contact us for approval before proceeding.
- **Work must meet MLPM standards:** If corrections are needed, they must be addressed promptly and at your own expense.



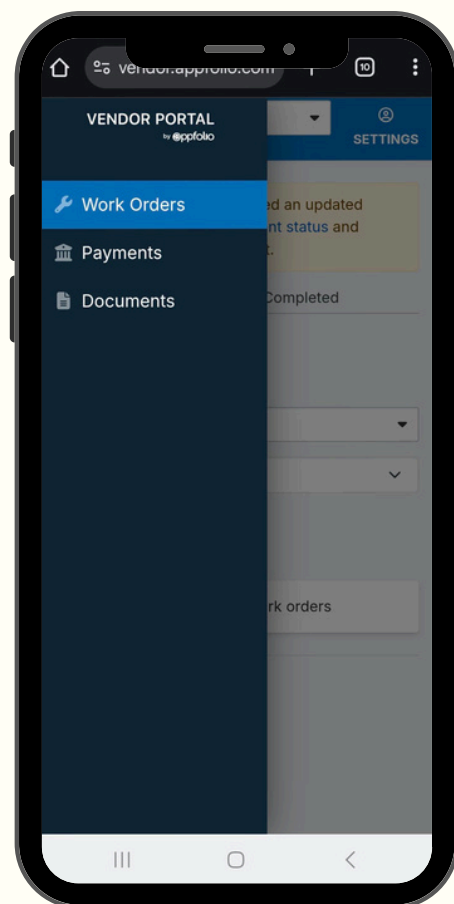
- **Submit invoices within 14 days:** This is crucial for ensuring timely processing.
- **Notify us if there's an issue:** If access is denied, there's no response, or you can't complete the task, let us know right away.
- **Emergency work orders:** Should be handled as soon as reasonably possible.
- **Only perform authorized work:** If you discover additional issues during a job, please contact us for approval before proceeding.
- **Work must meet MLPM standards:** If corrections are needed, they must be addressed promptly and at your own expense.



VENDOR PORTAL BEST PRACTICES

USING THE VENDOR PORTAL HELPS YOU WORK SMARTER AND GET RESULTS FASTER.

- **Track job history and status:** Keep a clear record of active and completed work orders, all in one place.
- **Stay connected and supported:** Message tenants and our maintenance team directly through the portal. This keeps communication clear, real-time, and easy to reference.
- **Submit invoices and get paid faster:** Invoices submitted through the portal with clear notes and photos speed up processing and reduce follow-up questions.
- **Keep everything in one place:** Storing photos, messages, and updates in the portal ensures transparency and quality of work.



VENDOR TESTIMONIAL

ALL KLEEN:

I just wanted to take a moment to express our sincere appreciation for the consistently positive experience we've had working with Maple Leaf. As a small business, we truly value the relationships we build—especially with the property managers who are reliable and responsive.

We're so grateful for your kind words, All Kleen! It means a lot to us to work with vendors who share the same commitment to reliability and professionalism.

Your Maple Leaf Team

Questions? Contact: Anielka at anielka@mapleleafmgt.com, Vendor Coordinator or Brian at brian@mapleleafmgt.com, Director of Maintenance and Marketing.

WE TEND TO CARE