



**Nationwide Answering Service for Apartment Communities**

support@apartmentlines.com Fax: 877-225-9824 Phone: 800-583-7769

## ***Service Application & Contract***

Business Name: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Management Co.: \_\_\_\_\_ Mgmt. Co. Phone: \_\_\_\_\_  
(if none, enter owner's name)

Supervisor: \_\_\_\_\_ Supervisor Email: \_\_\_\_\_

Supervisor Phone: \_\_\_\_\_ # of Units: \_\_\_\_\_ Date Service Will Begin: \_\_\_\_\_

Apartment Lines and Cardinal One Ventures LLC (collectively, "Provider") agrees to provide Answering Services as outlined in published rate sheet or as agreed upon with Customer. Provider will attempt to give Customer advanced notice of any rate changes.

Customer hereby relieves Provider from any loss, delay or inaccuracy of any message or liability for any damages, expenses or any other associated cost arising from said loss, delay, or any inaccuracy as a result of any operational problem and/or act of God and beyond their control related to any service provided.

Excepting gross negligence, Provider's liability will be limited to the monthly cost of service to Customer for the month in which any claim occurs.

Apartment Lines has an approved script for recording your automated greeting. We recommend that it be used verbatim. If you change the text, we disclaim any resulting liability and you have assumed the risk for whatever may result.

Invoices are due the first day of the month for which service is being billed. Invoices are mailed approximately 30 days in advance to promote timely payment. The client understands that if the account is 60 days overdue, service may be interrupted for non-payment.

Any and all information provided to Customer is solely for use by Customer, and may not be distributed to any third parties.

Excluding immediate termination for non-payment, bankruptcy or illegal business practices, this contract remains in force unless terminated by either party (Customer or Provider) by a 30 day advanced written notice. Contract remains in force regardless of change of Management. In the event that the property or properties served under this contract is/are sold, Management agrees to inform Provider of such sale in writing no later than 5 days after sale. Failure to do so obligates Management for any services provided after sale date.

The undersigned represents that he/she is authorized to act as the Agent of Customer, and has the authority to execute this contract on behalf of Customer.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
As Agent for Customer and on behalf of Management.

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Accepted: *Apartment Lines / Cardinal One Ventures LLC* by  \_\_\_\_\_

**Please refer your partner properties to Apartment Lines:**

Phone **1-800-583-7769** Fax **1-877-225-9824** support@apartmentlines.com



**Nationwide Answering Service for Apartment Communities**

support@apartmentlines.com Fax: 877-225-9824 Phone: 800-583-7769

**Emergency Contact Sheet**

Apartment Name: \_\_\_\_\_ Address: \_\_\_\_\_  
City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
Office Hours: \_\_\_\_\_ # of Units: \_\_\_\_\_

**Contact Information**

Manager: _____	Cell#: _____	Other#: _____
Asst. Manager: _____	Cell#: _____	Other#: _____
Maintenance: _____	Cell#: _____	Other#: _____
Maintenance: _____	Cell#: _____	Other#: _____
Maintenance: _____	Cell#: _____	Other#: _____
Courtesy Ptrl: _____	Cell#: _____	Other#: _____
Courtesy Ptrl: _____	Cell#: _____	Other#: _____

**We dispatch automatically for fire or flood. Check off other emergency items you wish to be contacted for:**

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Access gate failure   | <input type="checkbox"/> Garage door stuck | <input type="checkbox"/> No working toilet   | <input type="checkbox"/> Stove not working   |
| <input type="checkbox"/> Alarm going off   | <input type="checkbox"/> Gas leak smell    | <input type="checkbox"/> Noise disturbances  | <input type="checkbox"/> Structural damage   |
| <input type="checkbox"/> Broken door or lock   | <input type="checkbox"/> Heat not working  | <input type="checkbox"/> Refrigerator outage | <input type="checkbox"/> Suspicious activity |
| <input type="checkbox"/> Electrical outages  | <input type="checkbox"/> No hot water      | <input type="checkbox"/> Sewer back-up       | <input type="checkbox"/> Towing requests     |
| <input type="checkbox"/> Elevator stuck  | <input type="checkbox"/> No running water  | <input type="checkbox"/> Stopped up drain    | <input type="checkbox"/> Water leaking       |
| <input type="checkbox"/> A/C not working: any service restrictions? _____  |  |  |  |
| <input type="checkbox"/> Caller locked out: Who to contact? _____ Lock out fee? \$ _____ Must pay upfront? _____ |  |  |  |

Please describe the call procedure operators should follow for the types of situations listed below (Example: "Call on-call maint. 1st, if no response within 15 min, call Manager.")

Maintenance: \_\_\_\_\_  
Courtesy Ptrl: \_\_\_\_\_  
Other instructions? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please attach any rotating on-call schedules for maintenance, courtesy patrol or management if applicable.