

PPM Ventures, INC.
d.b.a Pyramid Property Management
Post Office Box 911
West Tisbury, Massachusetts 02575

Description of Services

Management Program

When asked to assume responsibility for a property, PPM will immediately design a program for the site in consultation with the owner. We will ask the client to provide any and all available information on current and previous service providers so that we may consult with them regarding the history of the property and any pre-existing or recurring problems. We will then follow the steps described below to devise a seamless system for the care and management of the site that best addresses the owner's considerations and create an estimated annual budget for review.

PPM as Your Primary Caretaker

PPM will assume the primary day-to-day responsibility for monitoring the residence, grounds and staff/service contractors and will coordinate the delivery of those services. Upon assignment, PPM will become thoroughly familiar with the subject property through site inspection and review of project records, if available. If requested, PPM will compile a Preliminary Inspection Report consisting of a document, the Site Manual, which shall include contact and other information as follows:

- General Contractor
- Security system installer and monitoring service
- Plumbing contractor (current) and plumbing equipment manuals
- Electrical contractor (current) and electrical equipment manuals
- Stand-by generator service provider and equipment manuals
- HVAC contractor (current) and HVAC equipment manuals
- Window and exterior door manufacturers and manuals (including shop drawings)
- Hardware schedules and manufacturer/vendor information
- Telephone system service provider and manuals
- A/V and data systems service provider and manuals
- Appliance repair service provider and appliance manuals
- Swimming pool service provider and equipment manuals
- Painting contractor
- Water well and water system service provider
- Landscape service provider
- Irrigation service provider
- House cleaning and window cleaning service provider
- Trash removal service provider

- “As-Built” construction documents for all structures (if available) including plumbing, HVAC and electrical drawings
- Any available photo or video records of rough systems installations
- A copy of the original Project Manual (if available)
- Site plans showing the location of underground utilities
- Information and operator’s manuals for any special systems or equipment

There will be two printed copies of the Site Manual, one on-site and one at the office of PPM. The Site Manual will be periodically reviewed and updated to reflect changes of service providers or equipment.

Routine Site Inspections

When the site is not occupied, PPM will perform routine site inspections of the buildings and grounds during daylight hours and on a schedule to be determined in consultation with the Owner. Observations made during these inspections will be recorded on Site Inspection Report forms, which will be filed at the office of PPM and shall be transmitted to the Owner as necessary or, should the Client request, on a regular basis. PPM will also maintain a digital photographic record of damage or any other unusual conditions on the premises. Site inspection will include the following:

- Examination of building exteriors for damage or unusual deterioration
- Examination of building interiors for leaks
- Test of security and alarm systems
- Check that all exterior doors and windows are properly locked
- Check all windows & doors for proper operation – adjust as necessary
- Examination of basements and crawl spaces for leaks or excessive condensation
- Check dehumidifiers and condensation pumps for proper operation
- Record humidity levels in basements and crawl spaces
- Test heating and HVAC systems for response to thermostats
- Check telephone system for proper operation
- Check domestic hot water
- Check water filter/conditioning system
- Test standby generator(s) for proper operation
- Test all lighting circuits and replace burned-out lamps
- Test all power circuits
- Check all refrigeration and ice making equipment for proper temperature levels
- Check fuel oil storage tanks and piping for leaks and record fuel levels
- Check propane fuel levels
- Check that fireplace dampers are closed and that chimney screens are in place
- Check swimming pool & equipment (in season) – water level, pumps, filters, heaters, retractable covers, etc.
- Check all buildings for evidence of mice, termites, carpenter ants or other pests
- Test irrigation system (in season)

Deficiencies found during these inspections will be corrected immediately, if possible, or immediately reported to the appropriate service provider for scheduling of repairs as soon as possible. During the summer season, or when the Owner is in residence, the routine inspections will be re-scheduled according to the owner’s preference.

Special Site Inspections

PPM will make a special site visit as soon as practically possible following any weather event involving:

- a) Winds in excess of 50 mph
- b) Rain in excess of 3 inches in 24 hours
- c) Snow in excess of 6 inches
- d) Overnight temperature below 5° F
- e) Or any other conditions which, in the judgment of PPM would warrant a site inspection.

PPM will inspect the entire premises for storm related damage and arrange for repairs, clean-up, snow removal, road maintenance or other remedial work as required to restore the site to full access and operation. Any damage will be logged and reported to the owner along with the schedule and anticipated cost for repairs. Work necessary to restore the integrity of the buildings (roof damage broken glass, etc.) will be initiated immediately.

Response to Automatic Alarms

PPM will be available to respond to automatic fire and security alarms on a 24/7 basis.

- Response during working hours (8:00 AM to 4:30 PM) will be billed at the employee's regular billing rate.
- Response for weekends and night will be billed at 1.5 times the regular billing rate.

Other Services

PPM will provide, co-ordinate or arrange for other services, both on and off-site as the Owner may require. These may include:

- Seasonal opening and closing of swimming pools and hot tubs
- Seasonal exchange of storm windows and screens
- Winterization of outside water
- House cleaning and window washing services
- Moving and storage of small boats
- Powerwashing decks and sidewalls
- Moving and storage of outdoor furniture
- Seasonal start-up and shut-down of irrigation systems, outdoor showers and faucets
- Delivery of Owner's vehicles to M.V. Airport
- Arrangements for service and annual inspections of Owner's on-island vehicles
- Landscaping and lawn care services
- Scheduling periodic maintenance of HVAC systems
- Arrangements for receiving and storage of shipments to the Owner

Hurricane Preparedness

In the event of an approaching hurricane, PPM will monitor the storm track and will provide manpower to prepare its sites on a first priority emergency basis. Appropriate steps will be taken including:

- Storage and protection of outdoor furniture and any other loose objects
- Closing and securing window and door shutters
- Installing storm panels over large glass areas
- Securing small boats
- Testing stand-by generators and ordering fuel deliveries