

First Call Maintenance Services: Disclosure Statement

Effective Date: 6/1/2026

Introduction

This Maintenance Services Disclosure (“Disclosure”) is provided by Continuum Companies, Inc. and its affiliated property management brands (collectively, “Continuum”) to all current and prospective clients (“Clients”) who engage our affiliated brands for property management services, to inform them of the availability and use of maintenance services delivered through the First Call platform.

About First Call

First Call is a maintenance services platform operated by Continuum’s affiliated property management brands. It is designed to support the operational needs of client communities through a structured combination of in-house personnel and qualified third-party subcontractors.

All subcontractors engaged through the First Call platform are vetted and insured. Vendors are selected based on experience, service reliability, and alignment with community association standards.

Client Benefits

Continuum leverages its scale across its portfolio of managed communities to deliver maintenance services through First Call that provide the following benefits to Clients:

- A coordinated and centralized maintenance solution for general community needs
- Portfolio-based purchasing efficiencies that reduce per-community costs where applicable
- Defined service standards and response expectations
- Administrative oversight and quality control through the Continuum platform
- Budget-conscious, value-driven maintenance options

First Call Services

First Call services include, but are not limited to, the following:

- Handyman & General Repairs
- General Carpentry
- Cleaning & Janitorial
- Pest Control
- Preventative Maintenance Programs
- Life Safety & Compliance Coordination
- Minor Plumbing & Electrical
- Common Area Repairs
- Vendor Coordination & Project Oversight
- Other Qualified Trade Services

Subcontractor Engagement

First Call may engage third-party subcontractors to perform maintenance services on behalf of client communities. While subcontractors are independent contractors, when subcontractors are utilized, First Call retains responsibility for coordinating the scope of work, scheduling, and oversight of the engagement. First Call serves as the contracting party with such subcontractors, and Clients are invoiced directly by First Call for all services rendered, whether performed by in-house personnel or subcontracted trade professionals.

First Call maintains discretion in the selection and assignment of subcontractors based on the nature of the work, availability, geographic coverage, and quality standards.

Remuneration Disclosure

Clients are billed for maintenance and related services as applicable from vendors enrolled in our First Call program. Continuum and its affiliated property management brands may receive compensation associated with the coordination and delivery of these services.

In addition, First Call operates a Preferred Vendor Program through which it establishes relationships with qualified vendors and service providers. Participation in the Preferred Vendor Program is optional, and Clients may elect to use vendors outside of the program. Through this program, First Call may receive administrative fees, program fees, and remuneration derived from group purchasing arrangements. A separate disclosure regarding the terms and structure of the Preferred Vendor Program will be provided to Clients.

Client Rights

Usage of First Call services is optional. Communities retain the right to select alternative maintenance service providers at their discretion. There are frequently other maintenance service providers available with similar services, and Clients are free to solicit competitive proposals for any maintenance need.

Ongoing Program Review

Continuum is committed to maintaining a First Call platform in which the services, pricing, and vendor quality are competitive and beneficial to Clients. In alignment with Continuum's Conflict of Interest Policy, the First Call program and its vendor relationships are periodically reviewed to ensure transparency and consistency with market-based standards.

Acknowledgement

By engaging Continuum or any of its affiliated property management brands for property management services, each Client acknowledges that it has read and understands this Disclosure, has had the opportunity to ask questions, and consents to the arrangements described herein, including the use of affiliated service platforms and vendor relationships. This Disclosure does not modify any existing management agreements between Continuum and its Clients.

Additionally, Client acknowledges that Continuum reserves the right to modify, update, or discontinue the First Call platform, including vendor participation, pricing structures, and service offerings, upon reasonable notice to Clients.

Contact Information

For additional information regarding First Call maintenance services, please contact:

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