

# 90-day pilot agreement

A short, honest agreement: what we will deliver, what you will measure us on, and what happens next if it works.

## THE CLIENT

CLIENT / ORGANISATION

*legal name as it will appear on the invoice*

PROPERTY OR CAMPUS

CONTACT PERSON & ROLE

UNITS / TENANCIES / ROOMS

VERTICAL

*residential · commercial · campus · stays*

## THE PILOT

START DATE

GO-LIVE DATE (RESIDENTS CLAIMING)

PILOT FEE (■)

CREDITED TO YEAR ONE?

*yes / no*

SCOPE — SERVICES LIVE FROM DAY ONE

*Essential tier as standard: claim · faults · notices · fees · passes · safety · health*

## HOW YOU WILL JUDGE US

Agree the targets before we start. We report against these at day 30, 60 and 90.

CLAIM RATE BY DAY 30

*% of homes/tenancies claimed — target*

FAULT RESOLUTION TIME

*average open → resolved — target*

COLLECTION RATE

*% collected within the period — target*

EMERGENCY RESPONSE

*acknowledgement and on-scene times — target*

ONE THING THAT MATTERS TO YOU

*in your words*

## WHAT WE COMMIT TO

- ✓ Provisioning, door cards and staff onboarding within 48 hours of the register.
- ✓ Three drilled emergency responses before any resident is told the alert exists.
- ✓ A named onboarding lead reachable through the pilot, and a day-7 and day-30 review.
- ✓ Your data is yours: exportable at any time, and health conversations are readable by nobody but the resident.

## AFTER THE PILOT

IF THE TARGETS ARE MET, THE AGREED CONTINUING BASIS

*tier, per-unit or per-building rate, contract length*

FOR THE CLIENT — NAME, SIGNATURE, DATE

FOR PROPSTACK PLATFORM LIMITED — DR JOSEPH OLOWE