

TRUSTED HOME NETWORK LLC (THN)
Membership Rules & Code of Ethics
Annual Contractor Acknowledgment
Version 1.0

Purpose

Trusted Home Network LLC (“THN”) exists to connect homeowners, homeowners’ associations (HOAs), and property managers with independent contractors who demonstrate professionalism, integrity, craftsmanship, and exceptional customer service.

Our reputation depends upon every contractor representing these values every day.

Every THN Member agrees to uphold the following Membership Rules and Code of Ethics as a condition of maintaining active membership.

OUR MISSION

To connect homeowners with trusted contractors while helping contractors build stronger, more respected, and more successful businesses.

OUR CORE VALUES

Every THN Contractor agrees to conduct business with:

- Integrity
- Honesty
- Professionalism
- Respect
- Accountability
- Excellence
- Transparency
- 5* Service

MEMBERSHIP RULES

1. Protect the THN Reputation

Every action reflects on Trusted Home Network.

Members agree to represent THN in a manner that builds confidence and trust with homeowners and the community.

2. Put the Homeowner First

Members agree to:

- Listen before recommending solutions.
- Respect homeowners’ property.
- Treat every homeowner with courtesy and professionalism.
- Never pressure homeowners into unnecessary work.
- Recommend only work that is honestly needed.

3. Communicate Promptly

Members agree to:

- Respond to homeowner inquiries within one business day whenever reasonably possible.
- Keep scheduled appointments.
- Notify homeowners promptly if delayed.
- Return phone calls, emails, and text messages promptly.

4. Provide Honest Pricing

Members shall:

- Provide clear written estimates whenever practical.
- Explain the scope of work.
- Disclose known exclusions.
- Avoid hidden charges.
- Obtain homeowner approval before performing additional work.

5. Perform Quality Workmanship

Members agree to:

- Perform work consistent with industry standards.
- Follow applicable building codes.
- Use quality materials appropriate for the project.
- Complete work safely.
- Correct legitimate workmanship deficiencies in a timely manner.

6. Maintain Professional Appearance

Members shall maintain:

- Clean work vehicles.
- Professional clothing appropriate for the trade.
- Proper identification when available.
- Respectful language and behavior.

7. Respect Homeowners' Property

Members shall:

- Protect landscaping.
- Protect flooring and finishes.
- Clean the work area daily whenever practical.
- Remove debris.
- Leave the property in good condition.

8. Operate Legally

Members agree to maintain:

- Required licenses.
- Insurance.
- Permits.

- Tax compliance.
- All legal requirements applicable to their business.

9. Maintain Insurance

Members must maintain all insurance required by THN.

Failure to maintain insurance may result in immediate suspension.

10. Be Honest

Members shall never:

- Misrepresent qualifications.
- Misrepresent pricing.
- Falsify licenses or insurance.
- Submit fraudulent documents.
- Mislead homeowners.

11. Protect Confidential Information

Members shall protect confidential homeowner, HOA, property manager, and THN information. Customer information may never be sold or shared without permission.

12. Respect Fair Competition

Members agree to compete honestly.

Members shall not:

- Make false statements about competitors.
- Attempt to damage another contractor's reputation.
- Misrepresent another company's work.

13. No Discrimination

Members agree to provide professional service without unlawful discrimination based on legally protected characteristics.

Everyone deserves to be treated with dignity and respect.

14. No Harassment

Members shall maintain a safe and respectful environment for homeowners, employees, subcontractors, HOA representatives, and THN personnel.

Harassment, threats, intimidation, or abusive conduct will not be tolerated.

15. Safety First

Members agree to:

- Follow OSHA requirements when applicable.
- Maintain safe work practices.
- Protect homeowners from unnecessary hazards.
- Protect employees and subcontractors.

16. Resolve Problems Professionally

Mistakes occasionally happen.

Members agree to:

- Respond professionally to complaints.
- Work toward reasonable solutions.
- Communicate honestly.
- Avoid unnecessary conflict.

17. Protect the THN Brand

Members may use THN logos and marketing materials only while in good standing.

Members may not imply that THN guarantees their work or that they are employees or agents of THN.

18. Cooperate with THN

Members agree to cooperate with:

- Annual membership reviews.
- Updated insurance verification.
- License verification.
- Background screening (when required).
- Customer satisfaction reviews.

19. Continuous Improvement

Members are encouraged to participate in THN educational programs, coaching opportunities, webinars, and business development resources.

Professional growth benefits both the contractor and the homeowners we serve.

20. Report Business Changes

Members agree to promptly notify THN of any significant changes, including:

- Business ownership.
- License suspension or revocation.
- Insurance cancellation or lapse.
- Bankruptcy.
- Criminal charges that may affect business operations.
- Business closure.
- Significant customer litigation related to business operations.

DISCIPLINARY ACTION

Failure to comply with these Membership Rules may result in one or more of the following:

- Coaching or corrective action
- Written warning
- Temporary suspension
- Probationary membership
- Removal from homeowner referrals
- Termination of THN membership

THN reserves the right to determine the appropriate action based on the seriousness and frequency of the violation.

ANNUAL ACKNOWLEDGMENT

By checking the acknowledgment box and submitting this form electronically, I certify that:

- ✓ I have read the current THN Membership Rules & Code of Ethics.
- ✓ I understand these standards.
- ✓ I agree to comply with them.
- ✓ I understand these standards may be updated from time to time.
- ✓ I understand continued membership requires ongoing compliance.
- ✓ I agree that failure to comply may result in suspension or termination of my THN membership.

Contractor Business Name: _____

Authorized Representative: _____

Title: _____

Electronic Signature: _____

Date: _____