Customer's Service Regulations

Appendix 1 to the agreement with the contractor

Edition of 23.10.2026. For all the Customer's contractors (self-employed persons, individual entrepreneurs and legal entities). A violation of the regulations is grounds for sanctions under the Liability Agreement.

The provisions of this document on the website also apply to the HCC mobile app (the "mobile app"), unless their nature indicates otherwise; actions made on the website (request, consent, acceptance, payment) may be made in the mobile app and have the same force.

Part 1. General Regulations

1.1. Order life cycle

1. **A request** from the website, a call or a messenger goes into the CRM. A Customer employee contacts the client: during working hours (9:00 to 18:00) — within 15 minutes, at other times — within 30 minutes.

2. **Agreement:** address, scope, price "from", time. The client's confirmation is recorded in the CRM.

3. **Assigning a contractor:** the contractor receives the assignment: address, description, time, client's contact, price for the client and remuneration, special conditions (intercom, pets, children, parking).

4. **Confirmation:** the contractor confirms the assignment in the system. If there is no confirmation within 15 minutes, the Customer assigns another one.

5. **Departure:** 30 minutes before, the contractor calls or writes to the client "on my way"; in case of delay, warns. The client may cancel or reschedule the order no later than 30 minutes before arrival (except an emergency order); in case of a later cancellation the Customer retains 5,000 ₸ for the call-out. The contractor informs the manager of the cancellation and does not negotiate the cancellation price with the client.

6. **Inspection and estimate:** inspection of the site, "before" photos, agreement of scope, price, materials. Any change — through the Customer.

7. **Work** according to the specialized regulations (part 2).

8. **"After" photos**, cleaning of the workplace, briefing of the client.

9. **Acceptance:** the certificate (electronic or paper) is signed by the client.

10. **Payment:** the client pays the Customer by non-cash means (by card, by QR code, by invoice). The contractor does not accept cash.

11. **Report:** the contractor uploads the certificate, photos and receipts for materials within 24 hours.

12. **Warranty:** when the client makes a claim, the contractor remedies the defects within the agreed period.

1.2. Price and call-out

• Prices on the website are final or marked "from". The final price for "from" services is confirmed by the client before work begins. Prices are stated without VAT.

• The call-out is included in the price of the service for an order of at least 15,000 ₸. For a smaller order, the call-out is paid separately — 5,000 ₸. A call-out without ordering a service — 5,000 ₸.

• For lawn mowing and snow removal in Almaty and Astana, the minimum order amount with the call-out included is 20,000 ₸.

• Materials are paid for by the client separately unless otherwise stated in the service description. The contractor names the list of "what is paid separately" to the client before purchase.

• Warranty: 6 months for household and engineering services; 1 day for cleaning and territory services (territory cleaning, snow, lawn); no warranty is established for concierge services (taking out the trash, dog walking, "Home Keeper" errands).

1.3. Appearance and conduct

Clean branded Customer uniform (issued by the Customer), shoe covers or change of shoes, PPE according to the type of work. Smoking and alcohol in the client's premises are prohibited. Politeness, no discussion of other people's private affairs. The phone is for contact with the Customer and photo recording, not for personal filming.

1.4. Safety

• Having a briefing and a permit.

• Electricity and water — switch off, check, record.

• In case of a threat to life (gas, fire, smell of burning, sparking) — stop work, evacuate people, call 112 and inform the Customer.

• In case of injury — call an ambulance, inform the Customer.

1.5. What to do in a dispute with the client

Stay calm, do not promise discounts or refunds, record with photos, call the Customer. The decision is made by the manager.

1.6. Not allowed

Taking payment directly or in cash; leaving your own contacts for direct orders; selling materials to the client at inflated prices without agreement; engaging third parties without permission; leaving the client without water/electricity without warning; filming private spaces; using information about clients.

Part 2. Specialized Regulations

2.1. Plumbing (household and engineering services)

Before departure: clarify with the client the location of the fault, the equipment model, access to risers and valves, and the availability of water. Take consumables (siphons, hoses, gaskets, plumber's tape, sealant, clamps, valves) and the necessary tools (adjustable and pipe wrenches, wrenches for plumbing connections, a hacksaw for metal and a pipe cutter, screwdrivers, pliers, a container, a multitool and, if necessary, a cable or pump for clearing blockages).

Work:

1. Shut off the water in the relevant section, show the client the tap; if there is no shut-off valve, warn that the riser must be shut off through the management company.

2. Protect the floor and furniture, place a container.

3. Perform the work according to the manufacturer's technology; use certified materials.

4. Check tightness: open the water, check the connections with a dry cloth for 5–10 minutes, tighten if necessary.

5. Check the drain, pressure, temperature; for cisterns — flushing and filling.

6. Clean the workplace, remove the dismantled items (by agreement), explain to the client how to use it.

Not included without agreement: the client's materials and equipment purchased separately (mixers, toilets, filters, cartridges, taps, etc.), work requiring permits from the management company or licensed organizations. Installing main filters — tapping into the pipe and connection. A separate clean-water tap on the sink — included in the filter installation service.

Special rules: demolition of risers and relocation of bathrooms — only by design and with approval; hot water and heating — through the management company; gas equipment — only licensed organizations (the Customer does not perform it).

Quality control: "before/after" photos, video of the drain/tap operation, a certificate stating the 6-month warranty.

2.2. Electrical work

Before departure: clarify the nature of the fault, access to the panel, the age of the wiring, the presence of circuit breakers and RCDs, and the power of the equipment. Take consumables (cable, terminals, insulation, sleeves, fasteners, circuit breakers and sockets as ordered) and the necessary tools (voltage indicator, multimeter, a set of insulated screwdrivers, strippers, crimper, side cutters, drill or hammer drill, extension cord, flashlight).

Work:

1. Switch off the circuit breaker/main switch, check the absence of voltage with an indicator or multimeter, and if necessary hang a "Do not switch on" sign.

2. Work only when there is no voltage; working live is prohibited.

3. Use cable and equipment of the required cross-section and rating; connect with terminals or crimping, not twist joints.

4. After the work — check insulation, RCD tripping, load, and absence of heating.

5. Label the circuit breakers in the panel (if installation was done).

6. Show the client the result and the conditions of safe use.

Not performed: work at the input before the meter (the responsibility of the energy supply organization), changing the house power supply scheme, dangerous work with faulty wiring without agreeing the risks. The decision on the need for a design or certification is made by the Customer.

Quality control: "before/after" photos of the panel, a record of measurements (if taken), a certificate.

2.3. Carpentry and joinery work

Before departure: clarify the wall/floor materials, dimensions, load, and whether the client has the materials. Take consumables (fasteners, wall plugs, screws, anchors, glue, sealant) and the necessary tools (hammer drill or drill, screwdriver, level, tape measure, wiring detector, stepladder, vacuum cleaner, film to protect the floor).

Work: measure and agree the fixing points; check hidden wiring and pipes with a detector or from the diagram; protect the floor with film, use a vacuum cleaner when drilling; fix with suitable fasteners; check strength and level; remove debris and dust.

Special rules: hanging heavy furniture and a TV — according to the wall's characteristics; work at height — with a stepladder/ladder and PPE; the client approves the location before drilling.

Quality control: "before/after" photos, a certificate, a 6-month warranty on the work.

2.4. Cleaning

Cleaning is a standalone service, separate from concierge services (sections 2.4a, 2.12): it has its own contractors, a 1-day warranty and its own checklist.

Warranty: 1 day. The client may submit a claim within 1 day after completion; defects are remedied by repeat cleaning at the Customer's expense.

Before starting: clarify the area, the number of rooms and bathrooms, the type of surfaces, the presence of pets and allergies; agree the list of zones not to be cleaned; request access to water, electricity and the place for storing trash. "Before" photos.

General rules: the Customer's own chemicals and equipment (unless otherwise agreed); change of shoes or shoe covers; clean cloths and attachments for each room (kitchen, bathroom, rooms — different); gloves; do not mix chemical products; test the stability of the surface on an inconspicuous area; do not move fragile and valuable items without the client's consent; do not touch valuables, documents, money.

Order of cleaning an apartment or house:

1. Ventilate the room, collect trash, clear items from surfaces (by agreement).

2. Dust from top to bottom: shelves, furniture, appliances on the outside, window sills, baseboards, door handles, switches.

3. Kitchen: countertops, cabinet fronts, sink, stove and hood (outside), microwave and refrigerator (as ordered), backsplash.

4. Bathroom: bathtub or shower, toilet, sink, mirrors, tiles, plumbing fixtures; disinfection.

5. Floors: vacuum, then wet cleaning; carpets — vacuum.

6. Take out the trash; put items back in place; "after" photos; acceptance with the client.

Windows and glass: check the frames and seals; work from the safe side, at height — only with safety equipment; exterior washing above the 2nd floor is performed only by authorized rope-access workers or from an aerial platform; do not wash in frost, strong wind or in direct sun.

Dry cleaning of furniture and textiles: determine the material and the dye-fastness of the fabric from the label and a test; warn the client of the risk (old stains, fading); choose a method (extraction, foam, dry steam); drying for at least 6–12 hours; "before/after" photos.

Offices and commercial premises: agree a schedule outside working hours; do not open drawers or touch documents; confidential areas only in the presence of a representative; the certificate is signed by a responsible employee of the organization.

Not included without agreement: post-renovation cleaning beyond the ordered scope; facade washing; mold removal; work with biological contamination; washing chandeliers and cabinets inside — as ordered.

2.4a. Concierge services

The concierge service works remotely (more in clause 2.12); on site, only the services listed below are performed.

No warranty is established: the service is provided at the resident's request within the agreed procedure, and the client checks the result at acceptance; claims — at acceptance or no later than the next day.

Scope: taking out the trash (2.5), dog walking (2.6), "Home Keeper" errands (2.11): receiving parcels, flowers, checking the apartment, meeting repairmen, shopping.

General rules: the contractor acts only on the client's assignment through the Customer; keys and codes — by certificate; does not enter the premises or photograph the interior without the client's consent; records performance in the mobile app (time, photos without the interior); any questions about payment — through the Customer.

2.5. Taking out the trash (subscription)

Terms: the subscription is paid in advance; bags are placed at the door or handed over in person. 7 days a week, including holidays and weekends; the client chooses the interval from those offered; monthly rate 21,000 ₸ (apartment or private house), annual 189,000 ₸. Included: no more than 2 bags of up to 60 L, total weight up to 20 kg. Only household waste that can be put in a container.

Accepted: household waste in closed, sturdy bags.

Not accepted: construction and bulky waste; hazardous waste (batteries and accumulators, mercury-containing lamps and devices, chemicals, paints, solvents, medical waste, expired medicines); flammable, explosive, toxic and corrosive substances, pyrotechnics, gas cylinders; liquids; sharp objects without safe packaging (glass, razors, syringes); appliances; animals and their remains; items and substances prohibited by law; liquids without a sealed container; animal waste in large quantities; medical waste; anything that cannot be disposed of in a container.

Procedure:

1. The contractor arrives in the chosen interval and calls/writes 10 minutes before.

2. Takes the bags from the agreed place (door, vestibule). Does not enter the apartment without consent.

3. Records in the mobile app: time, number of bags, a photo of the bags at the door (without the interior).

4. Carries them to the container, not leaving them in corridors and elevators.

5. If the client did not put out the trash or is absent, the contractor marks the visit as "not handed over". **There is no recalculation.**

6. If there are more bags than the norm or the weight is more than 20 kg — records it with a photo; at the end of the month an additional invoice is issued to the client: 350 ₸ for each additional bag (50% of the cost of one trash removal of 700 ₸); every 10 kg above 20 kg is treated as one bag.

7. Keys (if issued) — by certificate, stored under the Customer's rules.

Quality control: a mark in the mobile app, client complaints, spot checks.

2.6. Dog walking

Before the start: the client has filled in the Pet Questionnaire; the Customer has checked the vaccinations and supporting documents; a **free trial walk** (one per dog, up to 30 minutes) has been held with the owner present and the dog's reactions recorded; if the client declines after it, or the Customer or dog walker refuses, no payment is charged; a repeat trial if it fell through through the client's fault — only with the manager's consent; the dog walker receives a fixed payment for the trial; the dog walker is familiar with the questionnaire and has signed the briefing.

On each walk:

1. The dog walker arrives on time, reports "on site", puts on the harness/collar, checks the fasteners, takes a leash (not a retractable one), bags for cleaning up, and water.

2. If the dog is to be muzzled per the questionnaire — puts the muzzle on.

3. Leaves without haste, does not let the dog off the leash, keeps it close in the elevator and stairwell.

4. The 30-minute walk: a route through safe places, avoiding the roadway, water, construction sites, trash areas, and other dogs. Contact with other dogs — only if the questionnaire allows it and the owners agree.

5. Does not feed or give anything except what is permitted; ensures the dog does not pick things up from the ground.

6. Cleans up after the dog.

7. Returns, wipes the paws (if specified), pours water, closes the door, checks that the dog is safe.

8. Sends a report: start/end time, toilet, well-being, a photo of the dog (without the interior).

City rules: walking is carried out under the Rules for Keeping and Walking Domestic Animals in the City of Almaty. A muzzle is put on in the cases provided by the rules (including in crowded places and during transportation); for animals requiring special responsibility of the owner — always, and only on a short leash; such animals are walked by a contractor over 21 years of age. Do not walk on playgrounds and sports grounds, near schools, kindergartens and hospitals, in swimming areas, or where prohibition signs are posted.

Prohibited: leaving the dog unattended or tied up; letting it off the leash; handing it to other people; entering shops and transport without permission; photographing the interior; bringing outsiders; using cruel methods.

Weather: heat above +30 °C, frost below −20 °C, thunderstorm, downpour, ice — shortening or rescheduling under the agreement's rules.

Incidents: call the owner and the Customer immediately. Escape — search, do not give up the search, involve the Customer; injury or illness — the veterinary clinic from the questionnaire; bite — give assistance, record witnesses, an incident report within 24 hours.

Two dogs: one dog walker leads no more than 2 dogs of the same owner at the same time (walked together, one duration); the second dog — a 50% discount on any package. Three or more dogs — a separate dog walker, price on request, the manager formalizes it individually.

One-off walks are not offered, only monthly and annual packages.

Payment: the invoice is issued after the manager confirms the request and the trial walk; the service starts after payment.

Veterinarian: in an urgent case and if the owner is unavailable for more than 30 minutes — the nearest 24-hour clinic, expenses up to 100,000 ₸ without additional consent; receipts and the report are kept.

2.7. Territory: lawn mowing

Terms: Almaty and Astana; the price is 5,000 ₸ per sotka (100 m²) for the first 10 sotkas and 3,500 ₸ for each sotka above the 10th (example: 15 sotkas — 67,500 ₸), with removal of the grass; call-out included; minimum order amount 20,000 ₸.

Procedure:

1. Inspection of the plot, "before" photos, clarification of the area (in sotkas), stones, hoses, irrigation systems, curbs, children's items; the client removes valuables.

2. Mowing with a wheeled lawn mower; hard-to-reach places and edges — with a trimmer. Any grass.

3. The grass is put into bags and removed.

4. "After" photos; a certificate.

Safety: PPE — goggles, footwear; do not mow wet grass during a thunderstorm; do not work in the presence of children and animals on the plot without removing them.

2.8. Territory: snow removal

Terms: Almaty and Astana; a snow removal machine without hauling away — 6,000 ₸ per sotka; manual clearing at entrances and in narrow areas — 8,000 ₸ per sotka, performed in parallel with machine clearing (machinery cannot reach everywhere); de-icing treatment — 2,000 ₸ per sotka; minimum order amount 20,000 ₸; snow hauling — through a partner company, price by volume and location.

Procedure:

1. Inspection: surface, curbs, tiles, manholes, fences, parking, lighting, equipment; "before" photos.

2. Agree the snow storage areas and routes; do not pile snow on the roadway, near other people's plots, or on lawns without consent.

3. Clearing by machine; in parallel manual clearing — at entrances, stairs and narrow places inaccessible to machinery.

4. Treatment with de-icing materials — only as ordered.

5. Hauling away — on request through a partner; the Customer supervises.

6. "After" photos; a certificate.

2.9. Cleaning of the adjacent territory

Terms: Almaty and Astana; without waste removal — 3,500 ₸ per sotka; with waste removal — 5,000 ₸ per sotka; call-out included; minimum order amount 15,000 ₸. Bulky and construction waste, hazardous waste, tires — not included, by estimate.

What is included: sweeping hard surfaces, collecting household waste and leaves from the territory and lawns, cleaning bins, paths and entrance areas. With removal: packing the waste into bags and hauling it away.

Procedure:

1. Inspection, "before" photos, clarification of the area (in sotkas) and the scope of work; agree the place of temporary storage.

2. Cleaning: sweeping, collecting waste and leaves, cleaning bins and drains at entrances.

3. The waste is collected into bags; without removal — placed at the place specified by the client, with removal — hauled away.

4. "After" photos; a certificate.

Safety: gloves and footwear; syringes, glass and dangerous objects — not by hand, inform the manager.

2.10. Engineering systems

General: before departure the technician takes consumables and the necessary tools and equipment for the type of work (according to the estimate and assignment). The work is performed by specialists with permits and briefing (electrical safety, work at height, gas — only licensed organizations). Prices "from": the Contractor agrees the final price after inspection, before work begins. A 6-month warranty on the work. "Before/after" photos, a certificate, a diagram or photo of hidden utilities in the report.

Air conditioning and ventilation: inspection of the installation site (load-bearing structures, route, drainage, power supply, management company permission for the outdoor unit); work at height — only with safety equipment, the outdoor unit is mounted on certified brackets; evacuation and leak testing of the circuit; commissioning and demonstration of modes to the client; cleaning and maintenance — according to the seasonal schedule.

Heating and underfloor heating: clarify the type of system (central, autonomous); work with central heating — in agreement with the management company and outside the heating season or after the riser is shut off; pressure testing (pressure check) and recording of the result; for underfloor heating — a layout diagram, resistance measurement, testing before screeding.

Water supply and water treatment: shutting off the water supply and agreement with neighbors if necessary; installation of filters and purification systems according to the manufacturer's instructions; flushing, checking pressure and tightness; the date of cartridge replacement is recorded in the certificate.

Low-voltage and security systems (video surveillance, intercom, alarm, network): agree the filming zones (do not point cameras at other people's apartments and common areas without consent), hand over passwords and access to the client immediately after setup with a recommendation to change them; do not keep access credentials with the contractor; test all sensors and recording.

Survey and diagnostics: inspection, measurements, photo recording, a written conclusion with a list of work and an estimate; repair obligations — after the client's approval.

Subscription maintenance: the schedule of visits and the list of work are in the agreement; a report after each visit; an urgent call-out — at the subscription rate.

2.11. "Home Keeper" (errands)

Service: the resident's one-off errands: receiving parcels and couriers, meeting a technician, checking the apartment, watering flowers, shopping and delivery from a list. A one-off call-out — 5,000 ₸.

Procedure: the errand is confirmed through the Customer; keys and codes — by certificate; do not open or move things without the client's consent; for purchases — a receipt and a report on the day of performance, goods are paid for with the client's card or by transfer, cash is not accepted; photos without the interior. No warranty is established for concierge services.

2.12. Concierge regulations (remote)

Role. The concierge is a Customer employee who works only remotely (from the office or at a distance) and does not travel to clients' sites. The concierge receives requests, organizes and controls the work of contractors and is responsible for communication with the client. All work on site is performed by contractors (technicians, cleaners, dog walkers, home keepers).

Working hours and deadlines. Working hours are from 9:00 to 18:00. During working hours the concierge contacts the client within 15 minutes after receiving the request, at other times — within 30 minutes (an on-duty concierge or an automatic notification followed by a call).

Communication channels. The website and mobile app, phone, messengers, e-mail; all requests are recorded in the CRM. The concierge communicates with the client only through the Customer's channels.

What the concierge does:

1. Receives and registers the request, checks the completeness of the data (full name, address, phone, description, time, photos, special conditions: pets, children, intercom, parking).

2. Contacts the client within the set time, clarifies the task, agrees the scope of work, the approximate price ("from"), the time and the method of payment.

3. Selects a contractor by type of work, district and schedule, sends the assignment to the CRM (address, description, time, client's contact, price for the client, remuneration, special conditions).

4. Monitors the contractor's confirmation of the assignment (15 minutes; if there is no confirmation, assigns another one).

5. Informs the client of the assigned contractor and the arrival time; 30 minutes before arrival checks the departure status.

6. Formalizes cancellation and rescheduling: without a deduction 30 minutes or more before arrival; in case of a later cancellation — a deduction of 5,000 ₸ for the call-out (except emergency orders).

7. Handles changes of scope and price: any change is agreed with the client through the concierge and recorded in the CRM.

8. Issues an invoice or a payment link after acceptance of the work (subscriptions — in advance), monitors payment, sends a receipt.

9. Receives from the contractor a report (certificate, "before/after" photos, receipts) and the client's confirmation of acceptance; records the warranty period.

10. Receives claims and warranty requests, arranges a repeat visit or passes the dispute to the manager; does not promise discounts or refunds without the manager's decision.

11. Manages subscriptions (taking out the trash, dog walking): schedule, replacements, reports, renewals, expiry notifications.

12. For "Home Keeper" services agrees the errand, confirms it with the client, receives the report and receipt.

13. In case of an incident (pet escape, injury, flooding, damage, conflict) immediately contacts the client and the manager, organizes help, draws up an incident report within 24 hours.

What the concierge does not do. Does not travel to the client; does not accept cash or transfers to personal accounts; does not keep keys, access codes, passwords and card data in personal notes and messengers; does not pass information about clients to third parties; does not promise contractors and clients terms not agreed with the Customer.

Data security. Clients' personal data is processed only in the CRM and the Customer's channels, with access by position. Keys, codes and photos of interiors are not recorded in open chats. Data does not leave the territory of the Republic of Kazakhstan.

Reporting. At the end of the shift the concierge checks open requests, unconfirmed assignments, overdue replies and unpaid invoices and passes them to the next shift or the manager. Checklist — Appendix C-13.

Quality control: time of first response, share of confirmed assignments, client complaints, spot listening to calls (with notice), compliance with deadlines.

Part 3. Checklists

The checklists are appendices to the Regulations and must be completed by the contractor and the concierge. Marks are entered in the mobile app or on a paper form and uploaded together with the report.

Appendix C-1. General contractor checklist

Before work

No.	Action	Mark
1	The assignment is confirmed in the system; the address, the client's phone, the list of work, the price for the	☐

	client and the remuneration are clear	
2	Materials, consumables, tools and PPE are checked and taken	☐
3	Branded uniform is clean, shoe covers or change of shoes, identity document on hand	☐
4	Special conditions are known (pets, children, intercom, parking, quiet hours)	☐
5	The "on my way" message was sent 30 minutes before	☐

On site

No.	Action	Mark
1	Inspection, "before" photos, agreement of scope and price	☐
2	Any change of scope and price agreed through the Customer	☐
3	The work is performed according to the regulations and the manufacturer's instructions	☐
4	The workplace is protected (film, mats) and cleaned after the work	☐

After work

No.	Action	Mark
1	"After" photos, checking the result together with the client	☐
2	The certificate is signed by the client or acceptance is confirmed in the mobile app	☐
3	The report, certificate, photos and receipts for materials are uploaded within 24 hours	☐
4	The warranty and the claims procedure are explained to the client	☐
5	The issued tools and the remaining materials are returned or accounted for	☐

Appendix C-2. Plumbing

Preparation

No.	Action	Mark
1	The location of the fault, the equipment model, access to risers and valves are clarified	☐
2	Consumables (siphons, hoses, gaskets, plumber's tape, sealant, clamps, valves) and tools are taken	☐
3	Water is shut off in the relevant section, the client has seen the tap; if there is no valve — the riser through the management company	☐
4	The floor and furniture are protected, a container is placed	☐

Work and checking

No.	Action	Mark
1	The work is performed according to the manufacturer's technology, certified materials are used	☐
2	Tightness is checked: water is on, connections checked with a dry cloth for 5–10 minutes	☐
3	Drain, pressure, temperature are checked; cistern — flushing and filling	☐
4	The workplace is cleaned, the dismantled items are removed (by agreement)	☐
5	The client is shown how to use it; certificate with a 6-month warranty; photos and video saved	☐

Appendix C-3. Electrical work

Preparation

No.	Action	Mark
1	The nature of the fault, access to the panel, the age of the wiring, the power	☐

	of the equipment are clarified	
2	Consumables and tools (indicator, multimeter, insulated tools) are taken	☐
3	The circuit breaker is switched off, absence of voltage is checked, the "Do not switch on" sign is placed	☐

Work and checking

No.	Action	Mark
1	The work is performed only when there is no voltage	☐
2	Cable and equipment of the required cross-section and rating, connections with terminals or crimping	☐
3	Insulation, RCD tripping, load, absence of heating are checked	☐
4	The circuit breakers in the panel are labeled (when installed)	☐
5	"Before/after" photos of the panel, measurements recorded, certificate with a 6-month warranty, the conditions of safe use are explained to the client	☐

Appendix C-4. Carpentry and joinery work

Preparation and work

No.	Action	Mark
1	The wall and floor material, dimensions, load are clarified; consumables and tools are taken	☐
2	The fixing points are agreed with the client before drilling	☐
3	Hidden wiring and pipes are checked with a detector or from the diagram	☐
4	The floor is protected with film, a vacuum cleaner is used when drilling	☐
5	Fasteners are selected by load and material, strength and level are checked	☐
6	When working at height — a	☐

	stepladder or ladder, PPE	

Completion

No.	Action	Mark
1	The workplace is cleaned, the trash is taken out	☐
2	"Before/after" photos, certificate, a 6-month warranty on the work	☐

Appendix C-5. Cleaning

Before starting

No.	Action	Mark
1	The area, rooms, bathrooms, surfaces, animals and allergies are clarified	☐
2	The list of zones not to be cleaned is agreed	☐
3	Access to water, electricity and the place for storing trash is obtained; "before" photos taken	☐
4	The Customer's chemicals and equipment are prepared, cloths and attachments separate for the kitchen, bathroom and rooms	☐

Cleaning

No.	Action	Mark
1	The room is ventilated, the trash is collected	☐
2	Dust from top to bottom: shelves, furniture, appliances on the outside, window sills, baseboards, handles, switches	☐
3	Kitchen: countertops, cabinet fronts, sink, stove, hood on the outside, backsplash	☐
4	Bathroom: bathtub or shower, toilet, sink, mirrors, tiles, disinfection	☐
5	Floors: vacuum, then wet cleaning	☐

6	Windows and glass — as ordered and with observance of height safety	☐

Completion

No.	Action	Mark
1	The trash is taken out, items are put back	☐
2	"After" photos, acceptance with the client, certificate	☐
3	The client is told: 1-day warranty, a claim within 1 day after completion	☐

Appendix C-6. Taking out the trash

Every visit

No.	Action	Mark
1	Arrival in the chosen interval; a call or message 10 minutes before	☐
2	The bags were taken from the agreed place; did not enter the apartment without consent	☐
3	Time, number of bags and a photo at the door (without the interior) are recorded in the mobile app	☐
4	The trash was carried to the container, not left in corridors and elevators	☐
5	If not handed over — the visit is marked "not handed over", no recalculation	☐
6	An excess over the norm (bags, weight above 20 kg) is recorded with a photo for an additional invoice	☐
7	Prohibited waste was not accepted, the client was informed	☐

Appendix C-7. Dog walking

Before the first (trial) walk

No.	Action	Mark
1	The Pet Questionnaire is filled in, vaccinations and supporting	☐

	documents are checked	
2	The dog's reactions and special conditions are recorded	☐
3	The owner is present at the trial walk	☐

Every walk

No.	Action	Mark
1	The dog walker arrived on time, marked "on site"	☐
2	The harness or collar is on, fasteners checked, the leash is not retractable, bags for cleaning up and water taken	☐
3	The muzzle is on in the cases provided by the city rules and the questionnaire	☐
4	Route through safe places, the dog is not let off the leash and does not pick things up from the ground	☐
5	Did not feed or give medication without an instruction in the questionnaire	☐
6	Cleaned up after the dog	☐
7	Paws wiped (if specified), water poured, door closed, the dog is safe	☐
8	Report sent: start and end time, toilet, well-being, a photo of the dog without the interior	☐

Appendix C-8. Lawn mowing

Preparation and work

No.	Action	Mark
1	Inspection of the plot, "before" photos, area in sotkas clarified	☐
2	Stones, hoses, irrigation systems, curbs, children's items removed or marked	☐
3	Lawn mower and trimmer are in working order, PPE (goggles, footwear) is on	☐
4	There are no children and animals on	☐

	the plot	
5	Mowing of the main area, edges and hard-to-reach places — with a trimmer	☐
6	The grass is collected into bags and removed	☐

Completion

No.	Action	Mark
1	"After" photos, certificate	☐
2	The minimum order amount of 20,000 ₸ is taken into account	☐

Appendix C-9. Snow removal

Preparation and work

No.	Action	Mark
1	Inspection of the surface, curbs, tiles, manholes, fences, parking; "before" photos	☐
2	Storage zones and routes agreed, snow is not piled on the roadway, near other people's plots or on lawns	☐
3	Clearing by machine; in parallel manual clearing — at entrances, stairs and narrow places	☐
4	De-icing treatment — only as ordered	☐
5	Hauling away — on request through a partner	☐

Completion

No.	Action	Mark
1	"After" photos, certificate	☐
2	The minimum order amount of 20,000 ₸ is taken into account	☐

Appendix C-10. Cleaning of the adjacent territory

Preparation and work

No.	Action	Mark
1	Inspection, "before" photos, area in sotkas and scope of work clarified	☐
2	The place of temporary storage of waste is agreed	☐
3	Sweeping of hard surfaces, collecting waste and leaves from the territory and lawns	☐
4	Cleaning of bins, paths, entrance areas and drains at entrances	☐
5	The waste is collected into bags; removed (if removal was ordered)	☐
6	Syringes, glass and dangerous objects — not by hand, the manager informed	☐

Completion

No.	Action	Mark
1	"After" photos, certificate	☐

Appendix C-11. Engineering systems

Preparation

No.	Action	Mark
1	Permits and briefing are confirmed; the price is agreed after inspection	☐
2	Consumables, tools and equipment according to the estimate are taken	☐
3	Approvals of the management company, neighbors and the client are obtained (if necessary)	☐

Work and checking

No.	Action	Mark
1	The work is performed according to the manufacturer's instructions; work at height — with safety equipment	☐
2	Pressure testing, evacuation, flushing, checking of pressure and tightness are	☐

	done, results recorded	
3	Cameras are not pointed at other people's apartments and common areas; passwords and access are handed to the client	☐
4	"Before/after" photos, certificate, 6-month warranty, maintenance schedule (for a subscription)	☐

Appendix C-12. "Home Keeper" (errands)

Performing the errand

No.	Action	Mark
1	The errand is confirmed through the Customer, the list and budget are agreed	☐
2	Keys and codes are received by certificate, things were not opened or moved without the client's consent	☐
3	Receiving parcels, meeting a technician, checking the apartment, watering or shopping are done according to the list	☐
4	Purchases are paid with the client's card or by transfer, cash was not accepted	☐
5	The receipt and report are sent on the day of performance, photos without the interior	☐
6	The keys are returned by certificate	☐

Appendix C-13. Concierge (remote), shift checklist

Start of shift

No.	Action	Mark
1	Open requests, unconfirmed assignments and invoices from the previous shift are taken over	☐
2	Communication channels (phone, messengers, app, e-mail) are checked	☐

During the shift

No.	Action	Mark
1	Every request is registered in the CRM, the client is contacted on time (15 minutes in working hours, 30 minutes at other times)	☐
2	The assignment is sent to the contractor, confirmation received within 15 minutes	☐
3	The client is informed of the contractor and the arrival time; 30 minutes before, the departure status is checked	☐
4	Cancellations and rescheduling are formalized under the rules (30 minutes, 5,000 ₸)	☐
5	Changes of scope and price are agreed and entered in the CRM	☐
6	The invoice or payment link is sent after acceptance; payment is monitored	☐
7	Contractors' reports and certificates are accepted, claims and warranty requests are formalized	☐

End of shift

No.	Action	Mark
1	Overdue replies, unpaid invoices and open incidents are passed to the next shift or the manager	☐
2	There are no keys, codes or photos of interiors in open chats	☐

Appendix C-14. Acceptance of work by the client (certificate)

Checking together with the client

No.	Action	Mark
1	The result is shown to the client, remarks are recorded	☐
2	Remediable defects are corrected on the spot or a deadline is set	☐
3	"Before/after" photos are attached to	☐

	the certificate	
4	The client confirmed acceptance: a signature on the certificate or confirmation in the mobile app	☐
5	The client is informed of the warranty (6 months; 1 day for cleaning and territory; no warranty for concierge services) and the contacts for claims	☐
6	Payment only by non-cash means in favor of the Customer	☐

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