



THE REALTOR'S HANDYMAN™

BROKER PARTNER GUIDE

Professional Standards & Partnership Handbook



FIRST EDITION

WELCOME



DEAR REAL ESTATE PROFESSIONAL,

Real estate transactions don't stall because of major renovations.
They stall because of dozens of small issues that accumulate at exactly the wrong time.



An inspection report reveals deferred maintenance.



A seller needs repairs completed before closing.



A buyer requests corrections before funding.



A listing needs attention before it ever reaches the market.

Each item may seem minor on its own—but together they create friction, consume valuable time, and introduce uncertainty into an already demanding process.

THAT'S WHERE EQUILIBRIUM CONSULTING COMES IN.

We aren't a remodeling company. We aren't a general contractor. And we aren't the typical handyman.

EQC was created specifically to support real estate professionals by providing structured, professional transaction-readiness services that help properties move efficiently from listing through closing.

Every assessment, recommendation, and repair is approached with one objective: **Protect the transaction.**

OUR ROLE IS SIMPLE



Reduce surprises.



Improve communication.



Deliver dependable workmanship.

Help agents spend less time coordinating repairs and more time serving their clients.

Whether preparing a home for market, responding to inspection findings, or managing turnover between occupants, EQC is designed to become a trusted extension of your professional team.

We appreciate the opportunity to earn your confidence and look forward to helping your next transaction move forward.

Warm regards,

Erin Waters

Founder | Equilibrium Consulting LLC
The Realtor's Handyman™



OUR PROMISE

We will never try to become your contractor.
We intend to become your most dependable transaction partner.

HOW WE WORK TOGETHER

A simple process. Reliable results.



YOU REFER

Send us the property address and what you're trying to accomplish.



WE ASSESS

We inspect, identify needs, and provide a clear, professional assessment.



YOU DECIDE

You review our recommendations and approve the scope that works for your client.



WE EXECUTE

We complete the work to spec and communicate throughout.



YOU CLOSE

Your client gets a move-in ready property. You look great.

WHY BROKER PARTNERS CHOOSE EQC



RESPONSIVE COMMUNICATION

We inspect quickly and keep you informed from start to finish.



FLAT-RATE PRICING

Upfront assessments. No surprises. No padding.



DOCUMENTED STANDARDS

Professional work done right the first time, every time.



CLEAR & PROFESSIONAL REPORTS

Easy-to-understand reports with photos, priorities, and recommendations.



PARTNER, NOT VENDOR

We protect your reputation because your reputation is ours.



BUILT FOR REAL ESTATE

We understand your timelines, standards, and the pressure of every transaction.

WHAT AGENTS ARE SAYING

"EQC saves me time and protects my deals. They're my go-to."

Top Producing Agent,
Clarksville, TN

LET'S PLAN AHEAD

Have an upcoming listing or inspection? Let's schedule a pre-list walk-through or make-ready assessment to get ahead of the game

PARTNER PROGRAMS & BENEFITS

Simple Programs. Measurable Benefits.

EQC is built for real estate professionals who need a responsive partner that protects timelines, simplifies logistics, and delivers results their clients can see.

ASSESSMENT PRICING

Upfront pricing so you and your clients know exactly what to expect.

ASSESSMENT TYPE	CREDIT APPLIES AT
 \$195 EXPRESS Single issue, minor scope	\$600+ project
 \$395 ASSESSMENT Standard scope	\$1,200+ project
 \$595 PRO Large, complex or multi-system properties	\$2,000+ project

Assessment credit applies to approved repair work on the same property within 30 days of the completed assessment.

EVERY PARTNER RECEIVES

PRIORITY SCHEDULING

Your listings receive priority placement on our schedule.

PREFERRED PRICING

Flat-rate pricing that protects your deals and your clients.

PROFESSIONAL DIGITAL REPORTS

Clear assessments, photos, and recommendations you can share with confidence.

DIRECT COMMUNICATION

You'll always know the status. We don't disappear.

ASSESSMENT CREDIT PROGRAM

Assessment fees are credited toward approved repair work within 30 days.

LICENSED, INSURED & COMMITTED

Work is completed to the highest professional standards and backed by proper coverage.



ASSESSMENT CREDIT PROGRAM

When repair work for the same assessed property is approved within 30 days of the completed assessment, the assessment fee is credited toward the approved service work.

It's our way of investing in your success and preserving transaction momentum.

WHY PARTNER WITH EQC?

PROTECT YOUR CLIENTS

We help you identify and resolve issues early, preventing surprises and delays.

SAVE TIME

We handle coordination and communication so you can focus on your clients.

IMPROVE OUTCOMES

Well-prepared properties lead to smoother inspections, appraisals, and closings.

STRENGTHEN YOUR REPUTATION

Dependable service reflects well on you and earns repeat business.

INCREASE TRANSACTION MOMENTUM

We solve problems before they become roadblocks.

PEACE OF MIND

Licensed, insured, and committed to doing it right.

WHAT YOUR CLIENT RECEIVES

COMPREHENSIVE ASSESSMENT



INTERIOR & EXTERIOR INSPECTION

We evaluate visible conditions inside and out.



SAFETY & CODE CONCERNS

We identify urgent issues to protect your client and the property.



DEFERRED MAINTENANCE

We flag items that may become costly problems down the road.



BUYER REQUEST PRIORITIZATION

We identify items likely to come up during inspection.



PHOTO DOCUMENTATION

Clear, time-stamped photos support every finding.



REPAIR BUDGET GUIDANCE

We provide budget ranges so you can plan with confidence.



NEXT-STEP RECOMMENDATIONS

We outline smart, strategic options based on your client's goals.



Your assessment gave us exactly what we needed to make smart decisions and keep the deal on schedule. Our clients loved the clarity and professionalism.”

BROKER PARTNER

A clear plan. Real priorities. Confident decisions.

We deliver a comprehensive assessment that gives you and your clients a clear understanding of the property's condition and the smartest path forward.

SAMPLE ASSESSMENT REPORT

EXECUTIVE SUMMARY

PROPERTY OVERVIEW



KEY FINDINGS

- High Priority**
3 Items
- Medium Priority**
7 Items
- Low Priority**
5 Items

PRIORITIZED RECOMMENDATIONS

PRIORITY	ITEM	RECOMMENDATION	EST. RANGE
HIGH	Roofing Deficiencies	Replace or repair to prevent water intrusion	\$750 – \$2,000
MEDIUM	Exterior Door Adjustment	Adjust and lubricate hinges and latch	\$75 – \$150
MEDIUM	Drywall Damage	Patch and repaint walls as needed	\$250 – \$450
LOW	Tune / Clean HVAC	Inspect and clean system as needed	\$75 – \$125



WHY THIS HELPS YOU CLOSE FASTER

- ✓ Sets clear expectations early.
- ✓ Reduces surprises after inspection.
- ✓ Gains buyer confidence in the property.
- ✓ Keeps your deals moving and on track.

MOST REQUESTED REALTOR SERVICES



Make Ready. Fix What Matters. Move Forward.

MAKE READY SERVICES

Prepare the property for showings and a successful closing.

INSPECTION RESPONSE

We address buyer-requested repairs quickly and professionally.

PRE-LISTING REPAIRS

Fix issues upfront to increase value and avoid surprises.

PUNCH LISTS

We handle the details so your closing stays on schedule.

RENTAL TURNSOVERS

Fast, reliable turnover repairs to get units rent-ready.

LOCK CHANGES

Rekey or replace locks for safety and peace of mind.

SMOKE DETECTOR COMPLIANCE

Install or replace to meet local code requirements.

DRYWALL REPAIR

Patch holes, cracks, and damage for a like-new look.

DOOR & HARDWARE ADJUSTMENTS

Align doors, tighten hardware, and fix common issues.

TOILET REPAIR & REPLACEMENT

Repair leaks, replace toilets, and ensure proper function.

FAUCET REPLACEMENT

Replace kitchen or bathroom faucets for function and style.

GARBAGE DISPOSAL REPLACEMENT

Replace worn or leaking disposals quickly and cleanly.

DRYER VENT CLEANING

Improve safety and performance with professional cleaning.

FILTER REPLACEMENT

Replace HVAC filters to improve air quality and efficiency.

DRAWER & CABINET REPAIR

Fix loose drawers, adjust hinges, and repair damaged cabinetry.

AND MORE

Just ask! If it's on your list, we'll get it done right.

“Reliable, fair, and easy to work with. My clients love the results.”

BROKER PARTNER, SPRINGFIELD, TN



HOW WE PROTECT YOUR TRANSACTION

From contract to close,
we keep things moving.

Our proven process reduces friction,
eliminates surprises, and protects
your timeline and reputation.

1

UNDER CONTRACT

Request an
assessment. We
respond quickly.

2

INSPECTION PERIOD

We identify issues and
provide a detailed
estimate fast.

3

REPAIRS COMPLETED

Quality work,
documented and on
schedule.

4

FINAL INSPECTION

We ensure everything
is resolved.

5

CONFIDENT CLOSE

Your client moves
forward with
confidence.

6

CLIENT SATISFACTION

A smooth closing.
A strong referral.
Another win.

HOW EQC REDUCES FRICTION AT EVERY STEP

FAST RESPONSE

We answer when you need us.

CLEAR COMMUNICATION

You're never left wondering.

ACCURATE ESTIMATES

No surprises. No padding.

DEPENDABLE EXECUTION

We show up. We follow through.

DOCUMENTED RESULTS

You get the records you need.

WE UNDERSTAND WHAT YOU'RE MANAGING

TIGHT TIMELINES

Inspection periods are short. We work fast and efficiently.

MULTIPLE PARTIES

Agents, buyers, sellers, lenders, and vendors all depend on you.

HIGH STAKES

Small issues can delay or jeopardize the entire transaction.

PROTECTING YOUR REPUTATION

You need a partner who reflects your standards.

CLIENT EXPECTATIONS

Your clients expect quality, professional results.

OPERATIONAL EXCELLENCE

Every assessment and service visit follows
documented operating procedures,
standardized client expectations,
and consistent quality practices designed
to deliver predictable results and a
professional client experience.

DOCUMENTED FROM ARRIVAL TO DEPARTURE

Assessment visits are recorded to support
documentation accuracy, quality assurance,
and professional accountability.
Time-stamped photos and written findings
provide a complete record you can rely on.



PRIORITY & EXTENDED AVAILABILITY

Broker Partners may request priority scheduling for:

- ✓ Evening appointments
- ✓ Saturday appointments
- ✓ Sunday appointments
- ✓ Emergency response (when available)

*Extended-hours service is available
at published premium rates.*



LET'S WORK TOGETHER

We're here to help you deliver a better
experience for your clients.

THE EQC STANDARD

Professional. Consistent. Accountable.

Every assessment and service is performed to the highest professional standards so you and your clients can expect reliable results—every time.

EVERY PROJECT INCLUDES

1

ARRIVAL CONFIRMATION

We confirm our arrival and review the plan.

2

SHOE COVERS WHEN APPROPRIATE

We protect your client's home.

3

CLEAN WORK AREA

We respect the home and leave it better than we found it.

4

PROGRESS UPDATES

You'll always know how the work is going.

5

COMPLETION PHOTOS

Documented results for your records.

6

INVOICE & DOCUMENTATION

Clear invoicing and complete documentation.

7

FINAL WALKTHROUGH & SIGN-OFF

We confirm completion and ensure your satisfaction.

ASSESSMENTS MAY INCLUDE

THOROUGH EVALUATION

The depth and type of assessment deliverables depend on the product selected. Detailed scope information is provided before booking.

WRITTEN FINDINGS

Clear summary of issues identified.

PRIORITIZED RECOMMENDATIONS

What to fix first and why it matters.

BUDGET GUIDANCE

Accurate cost ranges to plan with confidence.

PHOTO DOCUMENTATION

Time-stamped photos for transparency.

SAFETY OBSERVATIONS

We flag any safety concerns we find.

REPAIR SEQUENCING

Logical order to minimize disruption.

RECORDED SITE DOCUMENTATION

Included with the Professional Assessment™. Available as an add-on for Express and Standard Assessments.

“They handle the details so I can focus on closing the next deal.”

TEAM LEADER, ROBERTSON COUNTY, TN

FREQUENTLY ASKED QUESTIONS

Answers That Keep Transactions Moving.

WORKING WITH EQC

HOW QUICKLY CAN YOU SCHEDULE AN ASSESSMENT?

Most assessments are scheduled within 24–48 hours.

HOW SOON CAN REPAIRS BEGIN?

Many repairs can begin the same day or next business day.

DO YOU PROVIDE WRITTEN ESTIMATES?

Yes. You'll receive a clear, detailed estimate with photos and scope.

ARE YOU BONDED, INSURED, AND BACKGROUND CHECKED?

Yes. Every EQC technician is background checked, and Equilibrium Consulting LLC is bonded and insured. We operate within all applicable Tennessee regulations and only accept work that falls within our legal scope. When specialized licensed trades are required, we'll let you know immediately and can recommend qualified professionals.

CAN BUYERS OR SELLERS COMMUNICATE DIRECTLY WITH EQC?

We communicate through you to keep you in control of the transaction.

WHAT PAYMENT METHODS DO YOU ACCEPT?

We accept all major credit cards, ACH, and checks.

HELPING SELLERS PREPARE WITH CONFIDENCE

SHOULD I BE HOME?

Not necessarily. We can access the property with a lockbox, code, or other approved access.

CAN SOMEONE ELSE PROVIDE ACCESS?

Yes. Family, neighbors, or agents can provide access on your behalf.

WHAT IF UTILITIES ARE OFF?

We can still assess most items. Some tests may be limited without power or water.

HOW SHOULD I PREPARE?

A clear path to the areas needing attention helps us work efficiently and safely.

EVERY ASSESSMENT HELPS YOU

Prioritize repairs that matter most.

Reduce inspection surprises.

Present your property with confidence.

Make informed decisions before listing.

Protect your investment.

Keep your transaction moving toward closing.

AFTER THE ASSESSMENT

WHAT DOES THE REPORT INCLUDE?

Findings, photos, prioritized recommendations, budget ranges, and next steps.

ARE REPAIRS REQUIRED?

No. The report provides options so you can decide what makes sense for your goals.

CAN REPAIRS BE COMPLETED IN PHASES?

Yes. We help you prioritize and schedule work in stages.

WILL I KNOW THE ESTIMATED COSTS?

Yes. You'll receive clear ranges for each recommended repair.

CAN WORK BE SCHEDULED AROUND SHOWINGS?

Absolutely. We coordinate to minimize disruptions.

CAN ADDITIONAL WORK BE ADDED LATER?

Yes. Just let us know—we'll adjust and reschedule as needed.

THE EQC DIFFERENCE

Not Just Another Handyman—An Operational Partner In Your Success.

WHAT MATTERS	TYPICAL HANDYMAN	EQC — THE DIFFERENCE
 ASSESSMENTS How the work begins	Quick look, verbal estimate	Structured assessment with written findings, photos, and costs
 DOCUMENTATION What you receive	A few photos, if any	Time-stamped photos, recorded assessment visit, detailed report
 STANDARDS How the work is performed	Based on individual experience	Governed by documented standards and an operations manual for consistent quality and accountability
 PROCESS How work is managed	Ad hoc and variable	Standardized workflow from assessment to completion
 FOCUS Primary priority	Completing the job	Supporting your transaction and protecting your reputation
 COMMUNICATION How you stay informed	Update when asked	Proactive updates, clear communication, no chasing
 AVAILABILITY When you need us	Standard business hours only	Flexible scheduling with extended-hours options when you need them
 CLIENT MANAGEMENT How we manage every client relationship	Phone contacts Memory Handwritten notes Text messages	Enterprise Home Services Platform: Digital scheduling Automated reminders Client portal Estimates Invoices Assessment history Permanent property record

PREPARED PROPERTIES CREATE CONFIDENT BUYERS.

We help you deliver the kind of experience that leads to smoother closings.

EVERY ASSESSMENT HELPS YOU



Prioritize Repairs
That Matter Most.



Reduce Inspection
Surprises.



Present your Property
with Confidence.



Make Informed Decisions
Before Listing.



Protect Your
Investment.



Keep Your Transaction
Moving Toward Closing.



EQUILIBRIUM
CONSULTING LLC
THE REALTOR'S HANDYMAN™

FLEXIBLE WHEN YOU NEED US

Options that fit the pace of real estate.



EVENING APPOINTMENTS

Available after standard business hours to keep your deals on track.



SATURDAY AVAILABILITY

Weekend appointments to support showings, inspections, and closings.



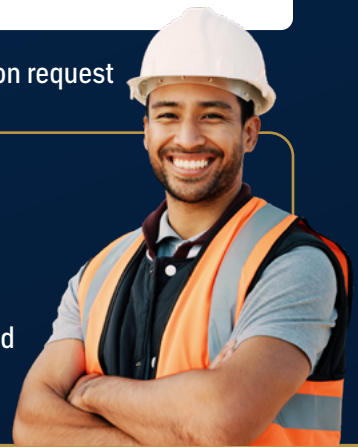
SUNDAY SERVICE

Sunday appointments available for time-sensitive transactions.

Extended-hours service is available at published premium rates. Details available upon request

A PARTNERSHIP BUILT ON TRUST, STANDARDS, AND RESULTS.

We don't just complete tasks — we help you deliver a better experience for your clients and a smoother path to closing. Thank you for trusting EQC as your go-to Make Ready partner.



LET'S WORK TOGETHER



931-357-5372



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therealtorshandyman.com



Serving Robertson County & Surrounding Areas



SCAN TO START A PARTNERSHIP

Fast.
Easy.
Professional.