Keystone Standard Residential Membership Service Agreement

Agreement version HF-RES-KEY-2026-10-21-01

HomesFirst LLC | 502 W 7th St, Ste 100, Erie, PA 16502, US

Telephone (717) 200-9311 | support@myhomesfirst.com

PA HIC registration number Fill in here

Current personal injury liability coverage Fill in here

Current property damage liability coverage Fill in here

Coverage basis and per occurrence or aggregate limits Fill in here

HomesFirst will maintain liability insurance required by applicable law for covered work.

Pennsylvania Attorney General contractor information: 1-888-520-6680. Registration is not an endorsement.

1 Agreement and covered property

HomesFirst LLC (HomesFirst) and the property owner or authorized customer identified in the Enrollment Schedule (Member) enter this Keystone Standard Residential Membership Service Agreement for the single residential property identified there. This Agreement includes the completed Enrollment Schedule, Property Service Schedule, applicable cancellation notices and signed change orders. Commercial and Portfolio services are separate and are not purchased through this Agreement.

The Member represents that the Member owns the property or has authority to order the services and permit access. A different property, additional building, transfer to another person or materially different scope requires a separate written agreement. The Member is not required to surrender any right or defense protected by law.

2 Annual price and membership term

The annual reference price for this plan is $3,588, paid in one annual payment, plus applicable taxes and separately authorized charges. The informational monthly equivalent of $299 is a comparison only; it does not create monthly installments. The Enrollment Schedule states the selected payment method, exact annual price, applicable tax, total payment, initial payment date, approximate service start and completion dates, annual term dates and renewal date. No separate onboarding fee applies.

The initial annual term begins on the paid membership start date recorded in the completed Enrollment Schedule and lasts twelve months. The annual payment and renewal dates must match the authorization actually presented and accepted. No services are performed during an applicable statutory rescission period. A completed agreement and required notices must be provided at execution; a receipt alone does not replace them.

Payment is processed through the authorized payment channel. Any recurring bank debit or other payment-method mandate required by law is obtained separately through that channel. The Member is not required to send full card or bank credentials by email or through an inquiry form. No undisclosed processing fee, cancellation fee or surcharge is imposed. An alternative method price, if offered lawfully, must be disclosed and accepted before authorization.

Advance payments and any special-order materials must comply with applicable law. If a lawful payment limit applies to the actual contract total or approved change, HomesFirst will not collect an impermissible advance payment; the parties must first agree in writing to a lawful payment arrangement. The membership label does not waive that protection.

3 Included services

Each annual term includes 10.5 hours of eligible routine-maintenance labor, 2 scheduled preventive-maintenance visits, an initial visual home-health assessment for the initial enrollment, a personalized annual care calendar, and access to the agreed service records or customer portal. The initial assessment and annual planning do not reduce routine hours. The Property Service Schedule identifies the covered systems, agreed tasks, approximate completion windows, access limitations and materials. No promise is made to perform every possible maintenance task or repair.

This plan includes one standard-home exterior soft wash and your choice of either one gutter cleaning or one window washing during each annual term. Your signed Property Service Schedule records that choice. The alternative is not an additional included service.

Preventive-maintenance visits and included exterior-service labor are separate from the routine-maintenance allowance. Parts and materials are separate unless the signed schedule expressly includes a particular item. A task cannot be counted as both an included PM or exterior service and a debit to routine hours.

The home-health assessment is an ordinary visual property-care review of reasonably accessible conditions. It is not a home-purchase inspection, engineering opinion, code certification, insurance inspection, regulated system inspection or guarantee against future failures. The assessment does not authorize destructive testing or concealed-condition investigation.

4 Routine labor accounting and unused benefits

Eligible routine work is limited to the minor repairs and upkeep described in the Property Service Schedule and within legally held qualifications. Potential examples include minor hardware or door adjustments, caulking, small drywall patches, touch-up painting, light carpentry and appropriate appliance-related upkeep. A listed example does not authorize regulated trade work without the required qualifications or a scope exceeding the signed schedule.

Routine labor begins when the technician arrives to perform the approved routine work and ends when that on-site routine work concludes. Actual on-site routine labor is documented. Each completed routine appointment uses at least 1.5 hours of the annual allowance; longer appointments use the applicable actual time. The 1.5-hour allowance minimum is not a statement that 1.5 hours were actually worked and does not inflate a guarantee-refund deduction. Unperformed work or a merely reserved appointment is not actual routine labor.

No Residential benefits roll over. Unused routine hours, PM visits and included exterior benefits expire at the end of the paid annual term and do not become a cash balance. Mandatory remedies for company-caused nonperformance, material breach and other protected claims remain unaffected. HomesFirst will not use expiration or its own scheduling failure to eliminate a mandatory remedy.

5 Annual scheduling and preventive care

HomesFirst coordinates included preventive-maintenance and exterior services throughout the membership year according to the property’s needs, seasonal conditions, safe access and appointment availability. The service schedule is organized during onboarding, and appointments require confirmation. There is no blanket 30-day or 90-day waiting period for these benefits. Benefit access does not promise immediate dispatch, a particular appointment date or unlimited visits.

The completed Property Service Schedule states the preventive tasks, covered equipment and approximate service windows. Safe, accessible tasks may include appropriate filter changes, detector checks and

batteries, basic dryer-vent cleaning, visual equipment checks, suitable appliance or water-heater upkeep, or seasonal preparation where agreed and lawful. The number of visits is the purchased entitlement; each visit does not automatically include every possible task.

HomesFirst will use reasonable care to arrange and perform the promised annual scope. Weather, unsafe conditions, unavailable parts or other genuine disruptions may require a reasonable revised appointment. The parties will communicate about material delays and alternatives. Rescheduling does not permit indefinite postponement, a hidden mandatory waiting period, or a waiver of remedies for nonperformance.

6 Exterior scope and exclusions

This plan includes one standard-home exterior soft wash and your choice of either one gutter cleaning or one window washing during each annual term. Your signed Property Service Schedule records that choice. The alternative is not an additional included service.

For an included exterior service, the Property Service Schedule identifies the surfaces, elevations, area measurement, height, windows or gutter runs, safe-access requirements and exclusions. Standard-property references are generally 3,000 square feet and 30 feet in height; the signed schedule controls the actual agreed eligible scope. A nonstandard condition does not authorize an undisclosed fee. Any changed scope or additional charge requires advance written acceptance.

Included services do not cover major remodeling, structural work, hazardous-material removal, mold or pest remediation, specialist diagnosis, regulated certification, work requiring qualifications not held by the assigned provider, or unsafe or inaccessible work. HomesFirst will explain a discovered exclusion and, where appropriate, propose a qualified separate service or referral. No work outside the membership is automatically authorized.

7 Materials and additional work

Authorized parts, filters, batteries, paint, hardware and other materials are billed at actual documented acquisition cost plus 20%, with applicable tax, unless the signed scope includes the particular material in the annual price. HomesFirst will disclose the proposed purchase and obtain the required authorization before incurring a separate customer charge. The Member receives an itemized accounting and credit for applicable returns, payments and refunds.

Additional routine labor, specialist work and nonstandard services require a separate disclosed scope and price or a lawful written estimate approved before work. The $115 routine-labor value used in the voluntary guarantee is not automatic authority to perform or bill any extra task. An approved membership or saved payment method does not authorize unlimited extras.

Where covered work is billed on time and materials, the signed work order states the initial estimate and the total potential maximum in actual dollars, including the applicable ten-percent allowance. The cost may not exceed that maximum without a written change order signed by the Member and HomesFirst. Specifications and materials may not be changed through an undisclosed oral substitution. No prepaid item or separately paid service is charged twice.

8 Access and worker safety

The Member provides lawful, reasonably safe access for confirmed appointments, secures animals, and discloses known hazards, fragile surfaces and relevant property defects. Unaccompanied entry, keys and access codes require a separate affirmative access arrangement. HomesFirst will limit access information to the personnel or authorized providers who need it.

HomesFirst may stop or decline unsafe work involving dangerous conditions, threats, harassment, aggressive animals, prohibited activity or work outside lawful qualifications. It will document the concern and discuss a reasonable safe way forward where feasible. This provision does not authorize retaining payment for company nonperformance or an undisclosed penalty.

If access is denied or an appointment cannot proceed, HomesFirst will contact the Member about rescheduling and any effect on completion. No automatic no-show fee or routine-hour debit for work not performed is created by this Agreement. A separately proposed charge requires an otherwise lawful, specifically accepted arrangement.

9 Work quality and damage concerns

HomesFirst will perform its agreed work with reasonable care and appropriate qualifications. The Member should report a workmanship or property-damage concern promptly to support@myhomesfirst.com or (717) 200-9311, identify the property and service, and preserve reasonably available records. Prompt reporting helps investigation; it does not shorten a statutory limitation period or waive a claim.

HomesFirst will investigate and make reasonable, good-faith efforts to offer an appropriate correction, completion, re-performance, rescheduling or another mutually acceptable remedy. The Member will provide reasonable safe access to investigate or correct a concern when appropriate. This opportunity is not an exclusive remedy and does not require the Member to accept correction instead of exercising a timely cancellation or other mandatory right.

Documented preexisting defects and concealed conditions are not automatically caused by HomesFirst merely because they are discovered during a visit. HomesFirst remains responsible for its own actionable conduct and legally attributable acts of its personnel or providers. No party waives a negligence claim, protected warranty, statutory remedy or other right that cannot lawfully be waived.

10 Statutory right to cancel

Where Pennsylvania home-improvement law applies, an individual signing this Agreement may rescind it without penalty within three business days after signing, except a narrow lawful statutory emergency exception separately established for an actual emergency transaction. HomesFirst will honor timely actual notice, including legally sufficient oral notice by telephone or in person, as well as written notice. Writing is encouraged for a record but is not the exclusive method.

The Member may use either completed Notice of Cancellation supplied with this Agreement. HomesFirst will provide all applicable notices and explain the transaction-specific deadline. An office closure does not shorten the legal cancellation period. No ordinary membership request is an emergency waiver.

For valid statutory rescission, HomesFirst will provide the refund and other relief required by law without applying the $115 routine-labor deduction as a cancellation penalty. Where the applicable rule requires payment to be returned within ten business days or another faster period, that deadline controls. The voluntary guarantee does not limit or replace statutory rights.

11 Thirty day satisfaction guarantee and remedy

In addition to statutory rights, the Member may request cancellation because of dissatisfaction within 30 calendar days after the start of each paid annual membership term, including each paid annual renewal. Send the request to support@myhomesfirst.com or call (717) 200-9311, identify the membership and property, and state the desire to cancel. HomesFirst does not require a particular form to preserve a timely request.

A timely request retains the date HomesFirst received it while the concern is investigated or corrective work is discussed. HomesFirst may offer a reasonable remedy, but the Member may decline it and continue cancellation. The remedy process does not extend the refund deadline or allow the guarantee window to expire on an already timely request. An agreed extension favorable to the Member may be recorded in writing.

Once cancellation of the current membership takes effect, HomesFirst stops its unperformed membership appointments and future renewal charges. The parties will coordinate any safety-related return visit or separately authorized work. A scheduled but unperformed service is not treated as completed.

12 Voluntary refund calculation and timing

After any applicable statutory rescission period, the voluntary guarantee membership refund equals the membership payment for the affected annual term minus $115 for each actual documented hour of eligible routine maintenance performed during that term before effective cancellation. The result is not less than zero and does not create an additional labor cancellation penalty.

Only actual routine-maintenance labor supplied under the annual allowance is deducted. Routine labor already separately paid is not deducted again. Initial inspection, preventive-maintenance and included exterior-service labor are not deducted, even if performed during the guarantee window. The 1.5-hour appointment allowance minimum does not inflate actual time. HomesFirst provides an itemized routine-hours record and handles applicable tax adjustments as required by law.

Authorized, lawfully chargeable materials actually supplied or used are reconciled separately at documented acquisition cost plus 20%, with applicable tax, crediting payments, returns and other credits already received. A separately paid material or service is not charged again or deducted again from the membership refund. Unused, returnable, unapproved or special-order items receive the treatment required by the applicable law and authorization. Mandatory statutory refunds and remedies control over this voluntary accounting.

HomesFirst issues an eligible voluntary guarantee refund within 30 business days after receipt of the timely cancellation request. For that voluntary deadline, business days are Monday through Friday excluding United States federal holidays. Investigation or a remedy offer does not extend the deadline. Any faster legally required refund is honored. Financial-institution posting time does not extend HomesFirst’s legal obligations.

13 Nonrenewal and remaining annual benefits

After the guarantee window, the Member may stop the next renewal without a cancellation penalty. There is no voluntary prorated refund of the prepaid annual membership price. The Member’s already-paid benefits remain available under this Agreement until the current annual term ends. Nonrenewal alone does not surrender those benefits.

If the Member wants services to end sooner, the Member should expressly request that result so the parties can address appointments and access. HomesFirst will not silently treat a request to stop future billing as abandonment of the paid term. Mandatory remedies for material breach, company-caused nonperformance, unauthorized charges and other protected claims remain available.

14 Automatic annual renewal and stopping future charges

AUTOMATIC ANNUAL RENEWAL. Unless the Member stops renewal, this membership renews for successive twelve-month terms at the authorized annual plan price of $3,588, plus applicable disclosed taxes, using the authorized payment method. The exact selected-method price and renewal date appear in the Enrollment Schedule and pre-payment authorization. This is an annual charge, not monthly installment billing.

HOW TO STOP RENEWAL. The Member may email support@myhomesfirst.com or call (717) 200-9311 before the next renewal charge. The Member may also send written nonrenewal notice by first-class mail to the contractor business address stated in this Agreement, postmarked no later than three business days before renewal. HomesFirst does not require the Member to buy another service, accept a remedy or pay a fee to stop renewal. It records a timely request and confirms the result.

RENEWAL NOTICE. HomesFirst will mail notice of automatic renewal and the option to cancel renewal no earlier than twenty days and no later than ten days before the renewal date, including the date, annual charge and cancellation methods. Required mail notice is not replaced merely by an email. Additional notices and consent required by applicable law remain controlling.

HomesFirst will not impose a higher renewal price or materially reduce purchased benefits without the required prior disclosure and agreement. Changing a technology provider alone does not change the price, benefits or customer rights. If required notice or authorization has not been established, HomesFirst will not proceed with the affected automatic renewal charge. New annual benefits begin with the renewed paid term; unused prior-term benefits do not roll over, subject to mandatory remedies.

15 Service providers records and continuity

HomesFirst may use appropriately qualified employees, authorized representatives and lawful subcontractors to perform the agreed scope. Known project subcontractors and required contact details are identified in the Property Service Schedule. Later appointments or changes requiring written disclosure or consent will be documented. No assignment or vendor change relieves HomesFirst of its existing obligations without a lawful agreement.

HomesFirst and its authorized service-management, communications, payment and infrastructure providers may handle relevant contact, property, agreement, scheduling, work and transaction records for their functions and applicable legal duties. Service photographs are for documentation; promotional use and unaccompanied entry require appropriate separate permission. Payment credentials belong in the authorized payment interface. The Privacy Policy explains information handling and does not replace this Agreement.

Severe weather, emergencies, utility interruption and events outside reasonable control may affect performance. HomesFirst will communicate and use reasonable efforts to arrange an appropriate safe alternative. Such events do not create unlimited delay or waive mandatory relief. If the promised work cannot be performed, the parties must address the unperformed obligations and any required remedy.

16 Administration and legal rights

HomesFirst LLC is the contracting service provider. Its personnel and authorized representatives do not individually promise a personal guaranty merely by performing company work or signing in an authorized capacity. This provision does not eliminate any independently applicable legal duty or liability.

The parties may contact each other to try to resolve a dispute in good faith, but that process does not prevent cancellation, filing a claim, contacting a regulator or exercising a protected right. This Agreement imposes no mandatory arbitration, class-action waiver, jury waiver, company attorney-fee entitlement, confession of judgment, hold-harmless obligation or waiver of consumer claims and defenses.

Pennsylvania law governs subject to controlling federal law and other mandatory protections. If a provision cannot lawfully be enforced, it applies only to the extent permitted, without rewriting it to impose a greater customer obligation. The remaining provisions continue only to the extent lawful. A change to price, scope or other material term requires the agreement and documentation required by law; a website update does not retroactively change this signed Agreement.

The complete Agreement and completed schedules and notices are supplied without charge at execution. Electronic execution and delivery require the applicable separate consent and a retainable record. The Member may use a paper process instead. Electronic payment alone is not consent to every electronic transaction or a substitute for the required signatures.

Enrollment Schedule

Member legal name and authority: _____

Covered residential property and unit: _____

Member notice mailing address: _____

Member email and telephone: _____

Transaction and customer signing date: _____

Plan: Keystone Standard. Annual reference price: $3,588. Routine allowance: 10.5 hours per annual term. Preventive visits: 2 per annual term.

Selected payment method: _____. Agreed method price: $_____.

Applicable taxes: $_____. Total annual payment: $_____.

Down payment, if any: $_____. Special-order materials advance, if any: $_____.

Initial paid membership start date: _____. Term expiration: _____.

First renewal date and authorized annual charge: _____.

Approximate work starting date: _____. Approximate completion date: _____.

Applicable statutory cancellation deadline, including time and time zone: _____.

Separate approved extras and payment schedule, if any: _____.

This Schedule and the completed Property Service Schedule are part of the Agreement. Annual dates and the exact charge shown here must match the authorization presented before payment.

Keystone exterior choice: gutter cleaning _____ or window washing _____.

Property Service Schedule

Property size, measurement basis, height and safe access: _____

Agreed routine tasks and specifications: _____

Covered equipment and agreed preventive tasks: _____

Preventive visit windows and approximate completion: _____

Included materials, if any, and separately authorized material purchases: _____

Exterior surfaces, elevations, windows or gutter runs included, if applicable: _____

Exterior completion windows, access limits and exclusions, if applicable: _____

Known preexisting conditions, hazards and access arrangements: _____

Known project subcontractors with name, street address and phone, or none: _____

Member signature and date: _____

HomesFirst authorized representative signature, name, title and date: _____

Additional Work and Change Order

Property and agreement reference: _____

Agreed additional work, specifications and materials: _____

Fixed total price, if used: $_____, plus separately disclosed tax $_____.

For time and materials, initial written estimate: $_____.

Ten-percent allowance in dollars: $_____. Total maximum including allowance: $_____.

Agreed labor rate and materials basis: _____

The time-and-materials cost may not exceed the stated initial estimate plus ten percent, expressed above as a total dollar maximum, without a written change order signed by the Member and HomesFirst. A required signed change must precede work above that maximum. Previously paid items are credited and not charged again.

Any lawful advance payment and special-order material advance are stated separately: _____.

Approximate starting and completion dates: _____

Effect on included membership services, if any: _____

Member signature and date: _____

HomesFirst authorized representative signature and date: _____

Electronic Records Choice

You may use a paper execution process instead of electronic records. For electronic execution, the records covered are this membership agreement and schedules, required notices where electronic delivery is legally permitted, signatures, payment associations and service communications. A required physical mailing is not replaced solely by this consent.

You need access to the supplied document format, an email account and a browser or reader capable of opening, downloading and retaining the records. You may print or save the completed records. Before electronic consent is accepted, the execution process must identify the actual format and access requirements and demonstrate your ability to access and retain that format.

You may request a paper copy or withdraw electronic-record consent by emailing support@myhomesfirst.com or calling (717) 200-9311, and may use those channels to update your contact information. No paper-copy or withdrawal fee is imposed by this Agreement. Withdrawal does not itself cancel your paid membership or authorize a loss of benefits. It does not change the validity of records properly provided before withdrawal; the parties arrange an appropriate permitted delivery method for later records.

Electronic document format and access requirements supplied: _____

Access and retention demonstration completed by Member: _____

Member separately chooses electronic execution and eligible electronic delivery: Yes _____ No _____.

Member signature or recorded electronic assent and date: _____

Agreement Signatures and Renewal Authorization

YOU MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FORMS FOR AN EXPLANATION OF THIS RIGHT. WHERE HICPA APPLIES, TIMELY ACTUAL ORAL NOTICE IS ALSO HONORED AS EXPLAINED IN SECTION 10.

Member signature, printed name and date: _____

HomesFirst authorized representative signature, printed name, title and date: _____

AUTOMATIC RENEWAL AUTHORIZATION. I authorize the annual membership charge stated in my completed Enrollment Schedule and automatic charges for successive annual terms under Section 14 unless I stop renewal. I have received the completed Agreement, cancellation notices, renewal procedure and instructions for stopping future charges. This separate authorization does not replace a required payment-method mandate.

Member separate signature or recorded affirmative assent and date: _____

Agreement version and execution identifier: _____

Completed copy and notices delivered to Member by method and on date:

_____

Notice of Cancellation

Date of transaction: _____

You may cancel this transaction, without any penalty or obligation, within three business days from the above date.

If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within ten business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be cancelled.

If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale, or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk.

If you do make the goods available to the seller and the seller does not pick them up within twenty days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, or send a telegram, to HomesFirst LLC, at 502 W 7th St, Ste 100, Erie, PA 16502, US, not later than midnight of _____.

I hereby cancel this transaction.

Date: _____ Buyer's signature: _____

Notice of Cancellation

Date of transaction: _____

You may cancel this transaction, without any penalty or obligation, within three business days from the above date.

If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within ten business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be cancelled.

If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale, or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk.

If you do make the goods available to the seller and the seller does not pick them up within twenty days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, or send a telegram, to HomesFirst LLC, at 502 W 7th St, Ste 100, Erie, PA 16502, US, not later than midnight of _____.

I hereby cancel this transaction.

Date: _____ Buyer's signature: _____