

Legacy Housing Bill Back Procedures and Requirements

1. Purchase Order (PO) Number Pre-requisite:

- Prior to initiating any repair work that exceeds a cost of \$300, it is mandatory to obtain a Purchase Order Number.
- For repair work that totals less than \$300, a PO is not required. Such work orders will be subject to review upon submission.
- Please direct your PO Requests or Service Bill Back Requests, with all necessary information, to the designated email addresses. Txservice@Legacyhousingcorp.com

2. Comprehensive Form Submission:

- Bill Back forms must be completed in their entirety. Incomplete submissions will be returned.
- All sections pertaining to dealer information, homeowner information, and home information must be filled out legibly.
- Detailed cause, description of the issues, and method of repair must be provided in a legible format. Typed submissions are preferred.
- PDF pictures of problem

3. Submission of Completed Work:

- Upon completion of the work, submissions can be made to the Txservice email address.
- Include pdf pictures of completed work.
- Please note that only one Bill Back is permitted per email.
- Include serial number in subject line of email.

4. Material Receipts:

- All receipts for materials utilized in the completion of a job must be included in the Bill Backs. Please note that reimbursements will not be provided for any tools purchased.
- Billbacks involving a third party need to have the invoice attached. W-9 if we do not already have one for the vendor.

5. Bill Back Rates:

- Labor is billed at a rate of \$30 per hour.
- Drive time is billed at a rate of \$15 per hour.
- Mileage is reimbursed at a rate of \$0.45 per mile.

6. Exclusions:

- Legacy Housing does not cover **cosmetic damage, trim out responsibilities, or normal wear and tear**. As per federal regulations, Legacy Housing is required to **rectify non-compliance with HUD code**. For any clarifications regarding coverage, please contact the Service Department.

7. Transportation Damages:

- Please note that Legacy Housing does not cover damages incurred during transportation by external companies.