

Membership Welcome Packet

Provided by Hammer Brick & Home LLC — Home Care Library

1. Welcome to Hammer Brick & Home Membership

Thank you for joining our membership program. This packet outlines how to use your benefits and what to expect from our team.

- Priority scheduling for masonry and remodeling projects where possible.
- Access to seasonal check-ins or maintenance reminders depending on your plan.
- Direct call or text options for small issues, advice, or photos.

2. How to Request Service

- Call or text the main number with a brief summary of your issue.
- Attach photos when possible to help us understand the scope.
- Let us know if the situation is urgent (safety or active leak).
- We'll respond with next steps, approximate timing, and if a site visit is needed.

3. House Rules & Expectations

- Please keep paths to work areas reasonably clear on our scheduled days.
- Secure pets and inform us of any entry instructions or alarm systems in advance.
- For larger work, we will provide written scope and estimates as usual.
- Membership benefits apply to the primary property listed on your account unless otherwise agreed.

4. Keeping Records

- Save your membership emails and any digital documents we send.
- Keep photos of completed projects for your records.
- Let us know if your contact info or preferred phone number changes.

Membership benefits, response times, and services may vary based on plan level and availability.

This packet is for general guidance only and does not replace the specific terms of your membership agreement or any individual project contract.