

VETERAN-OWNED

BREVARD COUNTY, FL

LANDLORD & PROPERTY MANAGER

# BUILT BY A PROBLEM SOLVER.

ONBOARDING PACKAGE

The Air Force trains its civil engineers to **fix things under pressure, with limited resources, on a deadline.** That's not marketing copy. That's two decades of field experience. When I show up at your property, I'm not guessing. I'm diagnosing.



20

YEARS U.S. AIR FORCE

E-6

TECHNICAL SERGEANT

CE

CIVIL ENGINEERING AFSC

Most handymen learned on YouTube. I trained at Patrick Space Force Base, deployed to global contingency sites, and spent 20 years keeping electrical power and critical infrastructure running for the U.S. Air Force. That background now goes to work for your properties.

SERVICE HISTORY

# 20 YEARS. REAL FIELD EXPERIENCE.

06

DEC 2006 – ENLISTMENT

**U.S. Air Force, Electrical Power Production**

AFSC 3E0X2 – Civil Engineering. Power generation, distribution systems, and mission-critical electrical infrastructure.

CE

554TH RED HORSE SQUADRON

**NCOIC, Power Production Contingency Training**

Led advanced field training and Silver Flag instruction for Air Force civil engineers in austere and contingency environments.

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CSAF INNOVATION COMPETITION

**Air Force-Wide Innovation Winner**

Designed and built a solar-powered generator project that took first place in the Chief of Staff of the Air Force innovation competition.

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PATRICK SFB, MELBOURNE FL – RETIRING ~2027

**Technical Sergeant (E-6)**

Transitioning full-time into HoneyDone – bringing military-grade accountability and diagnostics to Brevard County landlords.

WHAT MILITARY CE TRAINING ACTUALLY MEANS

- Read blueprints, schematics, and wiring diagrams without guessing
- Diagnose root causes, not just surface symptoms
- Document what was found, what was done, and why
- Operate safely around electrical systems – residential and commercial
- Meet hard deadlines even when conditions aren't ideal
- Communicate clearly to tenants, managers, and owners at every step

PERSONAL SKILL SET – BUILT OUTSIDE THE UNIFORM

- Auto restoration (Land Rover Defender 90) – mechanical diagnosis and fabrication
- Custom carpentry and cabinetry built from raw lumber
- Home improvement and structural problem-solving
- Real estate investment study and property maintenance focus
- BA in Project Management, AMU (in progress)

Property problems rarely announce themselves cleanly. A door that won't latch is sometimes a frame problem. A tripping breaker is sometimes a load issue. Two decades diagnosing complex systems means I look at the actual problem, not just the obvious symptom.

#### SERVICE SNAPSHOT

## THE RIGHT SKILLS FOR PROPERTY WORK.



### ELECTRICAL REPAIRS & FIXTURES

Outlet swaps, fixture replacements, GFCI installs, breaker troubleshooting, and general electrical diagnostics within handyman scope. Two decades of power production training backs every call I make on an electrical problem.



### PLUMBING REPAIRS & FIXTURES

Faucet replacements, toilet repairs, supply line swaps, shut-off valve replacement, and minor leak resolution. Clear scope communicated before any work begins.



### DOORS, HARDWARE & LOCKS

Strike-plate adjustments, lock replacement, self-closing hinges, door sweeps, threshold repairs, and frame corrections. Turnover-ready closeout on every visit.



### DRYWALL, TRIM & CAULK

Patch work, texture matching, trim nailing, caulk lines on tubs and windows, and make-ready finish items. Work that photographs clean for your property records.



### TURNOVER PUNCH WORK

Full punch-list completion between tenants. One accountable vendor for the whole list. No coordinating five people for five small jobs. Photos and notes on every line item.



### SHELVING, BLINDS & MAKE-READY

Mirror installs, shelving builds, blind swaps, towel bar anchoring, and the make-ready items that have to be right before a tenant moves in.

**Out-of-scope work is referred, not guessed at.** Major remodels, roofing, HVAC, and specialty trades requiring a licensed contractor get referred to qualified professionals. Clear scope protects you and the property.

SERVICE STANDARDS

# WHAT YOU GET, EVERY TIME.

<p><b>01</b></p> <p><b>CLEAR SCOPE BEFORE WORK</b></p> <p>No work assumed beyond what's in the estimate. You know exactly what's being done before I touch anything.</p>	<p><b>02</b></p> <p><b>NO SURPRISE INCREASES</b></p> <p>The approved price doesn't go up for conditions that should have been visible before work started.</p>	<p><b>03</b></p> <p><b>HIDDEN CONDITIONS? WE PAUSE.</b></p> <p>If I open a wall and find something unexpected, work stops and options are reviewed before proceeding.</p>
<p><b>04</b></p> <p><b>CLEAN DOCUMENTATION</b></p> <p>Photos, site notes, and professional invoicing on every job. Your records stay organized without chasing me.</p>	<p><b>05</b></p> <p><b>ONE POINT OF CONTACT</b></p> <p>One vendor. One accountable person from first call through final invoice.</p>	<p><b>06</b></p> <p><b>POSSIBLE DOWNWARD ADJUSTMENTS</b></p> <p>If a job comes in faster than estimated with no hidden issues, the final invoice may reflect that.</p>

PRICING MODEL

# HOW PRICING WORKS.

MODEL	HOW IT WORKS	BEST FOR
<p><b>TRIP FEE ONLY</b></p>	<p>Covers travel, dispatch, and overhead for quick resets, inspections, or simple service calls.</p>	<p>Small visits, quick single-task calls</p>
<p><b>FAIR MARKET VALUE</b></p>	<p>Pricing based on the result delivered, not raw time. Aligned with local skilled-trade expectations.</p>	<p>Standard repairs where value is clear</p>
<p><b>TRIP FEE + LINE ITEMS</b></p>	<p>Multi-part jobs built from a repeatable rate book. Each line item is visible and approved up front.</p>	<p>Turnovers, punch lists, multi-trade visits</p>
<p><b>EMERGENCY / RUSH</b></p>	<p>Priority scheduling at 2-3x the standard trip fee. Quoted before dispatch when possible.</p>	<p>True emergencies only</p>

— SETUP INFORMATION

# VENDOR PROFILE SHEET.

Use this to set up HoneyDone in your vendor management system. Attach W-9, COI, and applicable licensing behind this page.

LEGAL BUSINESS NAME	HoneyDone Property Maintenance LLC
OWNER / OPERATOR	Manny Rivero
BUSINESS TYPE	Veteran-Owned Property Maintenance & Handyman Service
PRIMARY SERVICE AREA	Brevard County, Florida
WEBSITE	321honeydone.com
PRIMARY PHONE	(321) 323-8047
PRIMARY EMAIL	321honeydone@gmail.com
SOFTWARE / WORKFLOW	Jobber – quotes, scheduling, notes, and invoicing
NET TERMS	Bank transfer or check preferred. Credit cards accepted with a 3% processing fee applied to the total invoice.
EMERGENCY AVAILABILITY	Subject to availability – emergency fee multiplier applies
W-9	Attach signed copy
CERTIFICATE OF INSURANCE	Attach current COI
WORKERS COMP	Attach certificate or exemption form
LICENSING	Attach applicable license documentation

**PACKET ASSEMBLY CHECKLIST**

- Business card in folder pocket
- Signed W-9 attached
- Introduction page included
- Certificate of insurance attached
- Services page included
- Workers comp cert or exemption
- Current contact info verified
- Applicable licensing documentation

# YOUR HONEY-DONE.



You're not hiring a guy with a tool belt. You're hiring **someone the Air Force trusted with mission-critical infrastructure for 20 years.** Fast turnover. Clean communication. Real accountability. That's not a promise — that's a track record.

Quick acknowledgement and tenant contact on all new work orders

Photos and notes captured for clean property records

Disciplined pricing on first jobs — margin-protected but manager-friendly

Access and scheduling issues documented early, not at invoice time

Clear scope up front — no assumed work, no billing surprises

Professional invoicing through Jobber — works with your record-keeping

