

OPTIONAL PROPERTY SUPPORT SERVICES ADDENDUM

Limited callouts, purchasing and cleaning coordination

Addendum version 0.3 | Effective date: [DD Month YYYY]

This Addendum supplements the Kiraoba Landlord Service and Commission Agreement. It is optional, applies only to approved services, and does not appoint Kiraoba as property manager.

This Optional Property Support Services Addendum (the "Addendum") is made between the Landlord and Kiraoba identified below. It records the terms for limited property visits, quotations, purchases, deliveries, and cleaning coordination requested in relation to the identified property.

Landlord	Full legal name: [Enter name]
Kiraoba	Larry Strawson IE, Identification No. 145789714, trading as Kiraoba Service address: [Enter service address] Email: [Enter Kiraoba service email] Phone: [Enter Kiraoba service phone]
Property	[Full address, building and apartment number, Batumi, Georgia]
Main agreement	Kiraoba Landlord Service and Commission Agreement version 0.2 - 2 September 2026

1. STATUS AND LIMITED ROLE

Optional services. No support service is included in Kiraoba's rental-facilitation Commission. A service is provided only when requested and approved in accordance with this Addendum and the applicable Work Order or written approval.

Limited coordinator. Kiraoba may attend the property, observe and document an issue, relay information, obtain or present quotations, purchase and deliver approved items, or arrange an approved cleaner or contractor. Kiraoba is not appointed to administer the property on an ongoing basis.

Landlord control. The Landlord retains responsibility for the property, access decisions, repairs, replacements, safety, habitability, contractor selection, tenancy enforcement, rent, damage deposits, utilities, insurance, taxes, and compliance with law. Kiraoba may not bind the Landlord or authorize expenditure except within a specific written approval or standing emergency limit recorded in the Schedule.

No continuous duty. This Addendum does not create a retainer, monitoring obligation, guaranteed availability, emergency-response service, or duty to discover defects. Kiraoba may accept or decline a request according to availability, competence, safety, and the information provided.

2. REQUESTS, TRIAGE, APPROVAL, AND ACCESS

Tenant reports. A tenant may report an issue and provide photographs, video, or other information. A tenant report alone does not authorize a charge, purchase, repair, entry, or Work Order unless the Landlord has expressly identified that tenant as an authorized person in writing.

Remote triage. Kiraoba may first request photographs, video, model numbers, error messages, measurements, or other reasonable information. Remote review is intended to reduce unnecessary visits and is not a professional engineering, electrical, plumbing, structural, gas, fire-safety, mould, or other technical inspection.

Written approval. Except as permitted by a written standing emergency authorization, Kiraoba will disclose the applicable callout fee and obtain the Landlord's approval through the platform, email, WhatsApp, Telegram, or another durable written channel before attending.

Lawful access. The Landlord is responsible for ensuring that lawful entry has been arranged with the tenant or occupant and that keys, building access, and any required notice or consent are available. Kiraoba may refuse or leave an unsafe, hostile, unlawful, or inaccessible situation without waiving an earned callout fee.

Urgent designation. Urgent pricing applies when priority or immediate attendance is requested and accepted by Kiraoba, not merely because a tenant describes an issue as urgent. Urgent attendance is subject to availability and does not guarantee a particular arrival time unless Kiraoba confirms it in writing.

3. CALLOUT SERVICES AND FEES

Service	Fee	Scope and charging rule
Standard callout	100 GEL	Scheduled attendance during Kiraoba's stated normal service hours within Batumi. Includes travel, up to 45 minutes onsite, reasonable photographs, a brief report, and a repair or replacement recommendation or quotation where practicable.
Urgent callout	250 GEL	Priority or immediate attendance accepted by Kiraoba, including evenings, weekends, public holidays, or an issue involving an apparent imminent risk of significant property damage, loss of an essential service, or a safety concern.
Return visit	100 GEL	A further visit required for a reason outside Kiraoba's reasonable control, including denied or delayed access, materially incomplete or incorrect information, an inaccessible issue, unavailable parts or items, a third-party nonattendance, or another circumstance preventing completion during the prior visit.

Additional time and scope. If a visit requires more than 45 minutes, technical work, dismantling, testing, supervision, waiting time, transport outside the agreed area, or another service not included above, Kiraoba will stop or provide a separate quote before proceeding unless immediate action is authorized under the emergency provisions.

Fee earned. A callout fee is earned when Kiraoba begins travel to the property or starts the agreed attendance. The result of the assessment does not affect the fee. If Kiraoba causes the need for a return visit through its own failure to use reasonable care, no return-visit fee will be charged for correcting that failure.

Separate costs. The callout fee excludes parts, replacement items, delivery, parking or exceptional transport, contractors, cleaners, disposal, installation, and repair work. Those costs require a separate quote or written approval.

4. REPAIRS, REPLACEMENTS, AND QUOTATIONS

Assessment only. Unless a Work Order expressly states otherwise, Kiraoba's visit is a practical visual assessment and coordination service, not a regulated professional inspection or a warranty that every cause or defect has been identified.

No work without approval. Kiraoba will not order a repair, replacement, contractor, or material until the Landlord approves the supplier, scope, estimated price, and any coordination fee in writing. The Landlord should pay the contractor or supplier directly whenever practicable.

Quotation limits. A quotation is based on the information reasonably available and may be subject to site conditions, supplier availability, price changes, taxes, delivery, or further diagnosis. Kiraoba will seek renewed approval before knowingly exceeding an approved limit.

Independent providers. A contractor or supplier selected by the Landlord is an independent provider and remains responsible for its workmanship, licensing where required, safety, goods, timing, warranties, and invoices. Kiraoba will use reasonable care when coordinating but does not guarantee an independent provider's performance.

5. BASIC LIVING KIT PURCHASE AND DELIVERY

Approved list and budget. The Landlord will approve a written item list, quantities, quality level, maximum goods budget, delivery location, and Kiraoba purchasing or delivery fee before purchase. The exact contents of a basic living kit are determined by the applicable Work Order.

Advance funds. Unless Kiraoba agrees otherwise in writing, the Landlord must prepay the approved estimated cost of goods and Kiraoba's disclosed service fee. Kiraoba will provide receipts or a purchase record, request any shortfall before exceeding the approved budget, and return any material unused balance after reconciliation.

Availability and substitutions. Products, colours, sizes, and brands remain subject to availability. Kiraoba will not make a material substitution without written approval. Minor non-material substitutions may be made only where the Work Order expressly permits them.

Delivery and product issues. Delivery may be recorded by photographs, tenant or Landlord acknowledgment, or another reasonable record. Product defects, returns, and warranties remain subject to the retailer's or manufacturer's terms. Additional collection, return, redelivery, installation, or disposal is separately chargeable if approved.

6. ADDITIONAL FURNISHINGS DURING THE TENANCY

Written item approval. If the Landlord and tenant agree to add an area rug, bed, furniture, appliance, household item, or other movable property after the tenancy begins, Kiraoba will purchase, collect, deliver, assemble, or arrange the item only after receiving written approval stating the exact item or specification, maximum budget, payer, Kiraoba service fee, ownership, inventory treatment, and lease-end disposition.

Landlord-funded items. Unless the written approval states otherwise, an item paid for by the Landlord is Landlord property after purchase and delivery and must be added to the property inventory and condition record. The tenant receives use of the item under the tenancy but does not acquire ownership merely by possessing or using it.

Tenant-funded items. Unless the parties agree otherwise in writing, an item paid for by the tenant remains tenant property and must be removed by the tenant at the end of the tenancy. Any agreement for the Landlord to retain, purchase, reimburse, or receive ownership of the item must state the amount and timing in writing.

Shared-cost items. Before a shared-cost purchase, the Landlord and tenant must agree in writing who owns the item, whether either party owes reimbursement, and whether the item remains at the property or is removed when the tenancy ends. Kiraoba does not decide an ownership or reimbursement dispute between them.

Installation and aftercare. Assembly, wall fixing, installation, collection of an old item, disposal, returns, redelivery, or warranty assistance is included only if stated in the approved Work Order and may require a separate fee or qualified contractor. Any physical alteration to the property requires the Landlord's prior written approval.

7. END-OF-LEASE CLEANING COORDINATION

Separate cleaning quote. Cleaning is not included in a callout or Commission. The Landlord must approve the cleaner, checklist or scope, access date, quoted price, Kiraoba coordination fee if any, and any extras before booking.

Condition and access. The Landlord will ensure that the property is accessible, utilities required for cleaning are available, personal belongings and prohibited waste are dealt with, and the agreed scope reflects the property's condition. Extra work caused by undisclosed conditions requires further approval.

Completion evidence. Kiraoba may coordinate access and obtain reasonable photographs or confirmation of completion. Unless Kiraoba is itself expressly engaged as the cleaner, the cleaner remains responsible for the quality, products, equipment, damage, timing, and any re-cleaning obligation.

Tenant responsibility disputes. Kiraoba does not decide whether the tenant must pay for cleaning or whether a cleaning charge may be deducted from a damage deposit. Those matters remain between the Landlord and tenant under the tenancy agreement and applicable law.

8. PAYMENT, CANCELLATION, AND RECORDS

Payment timing. Service fees and approved advance expenses are payable before attendance, booking, or purchase unless Kiraoba agrees in writing to invoice after the service. An after-service invoice is due within three business days. Value added tax will be added only if legally chargeable and shown on the invoice.

Cancellation. No callout fee is due if the Landlord cancels before Kiraoba begins travel or the agreed attendance. Once travel or attendance has begun, the full applicable callout fee remains due. Non-refundable third-party charges or committed purchases remain payable if they were properly authorized.

No tenant collection. Kiraoba invoices the Landlord unless Kiraoba has entered into a separate written agreement with another payer. The Landlord remains responsible for any decision to recover a tenant-caused cost from the tenant.

Records. Kiraoba may retain service requests, approvals, photographs, reports, quotations, receipts, invoices, access records, and communications as reasonably necessary to perform the service, account to the Landlord, protect users, and resolve claims, subject to applicable data-protection requirements.

9. SAFETY, EMERGENCIES, AND LIABILITY

Emergency services. Kiraoba is not a substitute for police, fire, ambulance, gas, building-management, utility, or other emergency services. A person facing immediate danger should contact the appropriate emergency or building service first.

Standing emergency authority. If the Schedule states a monetary limit, and Kiraoba reasonably believes immediate action is necessary to reduce imminent injury or significant property damage while the Landlord cannot be reached, Kiraoba may—but is not required to—authorize reasonable mitigation within that limit. The Landlord remains responsible for the approved cost.

Reasonable care. Kiraoba will use reasonable care and skill in providing an accepted service. Subject to mandatory law, Kiraoba is not responsible for concealed defects, inaccurate information supplied by others, ordinary product failure, unavoidable delay, building or utility failure, or independent-provider conduct.

Liability cap. To the extent permitted by law, Kiraoba's aggregate liability arising from a Work Order is limited to the Kiraoba service fees actually paid for that Work Order. This limit does not apply to fraud, wilful misconduct, gross negligence, breach of confidentiality or data-security obligations, or any liability that cannot lawfully be limited.

Unsafe instructions. Kiraoba may refuse an instruction that appears unlawful, unsafe, outside Kiraoba's competence, inconsistent with the tenancy, or likely to cause unreasonable harm. Refusal does not make Kiraoba responsible for the underlying condition.

10. TERM, GENERAL TERMS, AND GOVERNING LAW

Start and termination. This Addendum starts when accepted and continues until either party terminates it in writing. Termination does not cancel an accepted Work Order, authorized purchase, accrued fee, third-party commitment, confidentiality obligation, payment obligation, or claim arising before termination.

Relationship to main agreement. The main agreement remains in effect. If this Addendum conflicts with it, this Addendum controls only for the optional property-support service concerned. These support fees do not alter Kiraoba's rental-facilitation Commission or form part of Total Initial Lease Value.

Electronic approvals. The parties agree that this Addendum, Work Orders, quotations, callout approvals, spending limits, and changes may be accepted through an electronic signature, Kiraoba platform record, email, WhatsApp, Telegram, or another durable written electronic record to the extent permitted by law.

Entire support agreement. This Addendum, its completed Schedule, the applicable Work Order, and any specifically incorporated quotation contain the agreement for the relevant optional support service. Oral discussions do not authorize expenditure unless confirmed in writing.

Governing law and disputes. This Addendum is governed by the laws of Georgia. The negotiation and court provisions of the main agreement apply to a dispute under this Addendum.

Language and legal review. This draft is prepared in English. Before public use, Kiraoba should obtain Georgian legal review and prepare a Georgian or bilingual signing version where appropriate. The signed version must state which language prevails if texts differ.

11. PROPERTY SUPPORT SCHEDULE

Complete the operational settings below for the identified property.

Authorized Landlord contact	[Name, email, phone, preferred channel]
Authorized additional approver	[None / name and exact authority]
Tenant may authorize charges	No, unless expressly stated here: [insert authority or 'None']
Normal service hours	[Insert Kiraoba's published normal service hours]
Standard service area	Batumi municipal area; exceptional travel requires a separate quote
Standing emergency spending limit	[None / amount in GEL and permitted purposes]
Access and key instructions	[Landlord/tenant to arrange; key details if applicable]
Living kit service	Individually quoted and prepaid unless otherwise agreed in writing
Cleaning coordination	Individually quoted and approved before booking
Payment method	[Bank transfer / platform payment / other approved method]

12. WORK ORDER / WRITTEN APPROVAL RECORD

Use this record, or an equivalent platform or messaging record, for each approved service.

Work Order reference	[Reference number]
Request date and requester	[Date/time; name and role]
Reported issue or requested service	[Description]
Service selected	[Standard callout / Urgent callout / Return visit / Living kit / Cleaning / Other]
Kiraoba service fee	[Amount in GEL]
Third-party quote or goods budget	[Provider/supplier; amount; quote validity]
Maximum authorized expenditure	[Amount in GEL and included/excluded costs]
Payer and payment allocation	[Landlord / tenant / shared; amounts and payment timing]
Ownership and inventory treatment	[Landlord / tenant / agreed ownership; inventory update]
Lease-end disposition	[Item stays / tenant removes / reimbursement or transfer terms]
Access arrangement	[Date/time; occupant/key/building access]
Approved substitutions or tolerances	[None / details]
Target timing	[Scheduled timing; subject to availability]
Approval record	[Approver; channel; date/time]
Completion and reconciliation	[Attendance; photographs/report; receipts; balance due/refund]

13. LANDLORD CONFIRMATIONS

- ☐ I understand that this is an optional, limited support service and does not appoint Kiraoba as property manager.
- ☐ I accept the 100 GEL standard callout, 250 GEL urgent callout, and 100 GEL qualifying return-visit fees.
- ☐ I understand that repairs, goods, delivery, contractors, cleaners, and other third-party costs are additional and require approval.
- ☐ I understand that a tenant report does not authorize a charge unless I have expressly granted that authority in writing.
- ☐ I understand that any item added during a tenancy must have a written record of the payer, ownership, inventory treatment, and lease-end disposition.
- ☐ I have read and accept Kiraoba Optional Property Support Services Addendum version 0.3.

14. SIGNATURES OR RECORDED ELECTRONIC ACCEPTANCE

By signing below or completing recorded affirmative electronic acceptance, each party confirms authority and agrees to this Addendum and completed Schedule.

LANDLORD Full legal name: _____ Signature: _____ Date: _____	KIRAOBA SERVICE PROVIDER Larry Strawson IE Identification No. 145789714 Trading as Kiraoba Signature: _____ Date: _____
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