



# JBA Property Solutions LLC

Service-level expectations are customized by client, order type, market, and volume.

jbainspections.com | support@jbapropertysolutions.com | (614) 304-3490 | Columbus, OH

## SLA Standards & Pilot Program Overview

### Standard SLA Framework

<b>Routine exterior / occupancy</b>	24-72 hours by market and route density
<b>Interior / scheduled visit</b>	Scheduled with policyholder/authorized contact as required by client scope
<b>Rush / priority order</b>	Same day or next day when capacity is available
<b>Rural / access-sensitive route</b>	Custom handling with route planning and client notes
<b>QC review</b>	Before submission for required photos, notes, and access details
<b>Pilot program</b>	30-60 days, selected ZIPs/states, weekly performance review

### Pilot Success Metrics

<b>Orders received</b>	<b>Completed on time</b>	<b>Average turn time</b>
<b>QC exceptions</b>	<b>Access issues</b>	<b>Follow-up reduction</b>
<b>Coverage gaps</b>	<b>Rural completion notes</b>	<b>Weekly trend review</b>

### Recommended Entry Offer

JBA recommends starting new clients with a focused pilot: selected states/ZIPs, agreed order types, custom SLA, weekly performance reporting, and a defined expansion review at the end of the pilot.