



PROFESSIONAL HOME WATCH

CLIENT ONBOARDING GUIDE – 2026/27



BEFORE YOU LEAVE FOR THE SEASON

Client Departure Checklist

Preparing your home properly before departure helps prevent avoidable issues while you are away.

SECURE THE HOME

- ☐ Lock all doors and windows
- ☐ Set security system
- ☐ Replace batteries (remotes/keypads)
- ☐ Set light timers

HVAC & UTILITIES

- ☐ Set thermostat to 77°–78°
- ☐ Set humidistat to 45–50%
- ☐ Turn OFF main water supply
- ☐ Set water heater to vacation mode
- ☐ Unplug non-essential electronics
- ☐ Schedule HVAC service (recommended)

EXTERIOR

- ☐ Arrange lawn/landscape service
- ☐ Trim vegetation away from home
- ☐ Secure/store lightweight outdoor patio furniture (or leave for PHW Seasonal Departure when enrolled)
- ☐ Clean and secure grill
- ☐ Remove and store hoses & accessories

MAIL & DELIVERIES

- ☐ Place mail on hold or enroll in PHW Mail Service

KITCHEN & LAUNDRY

- ☐ Remove all perishable food
- ☐ Discard open pantry items
- ☐ Store dry goods in sealed containers
- ☐ Leave dishwasher door slightly open
- ☐ Leave washer door slightly open

INTERIOR

- ☐ Open cabinet doors under sinks
- ☐ Close blinds and curtains
- ☐ Remove visible valuables
- ☐ Confirm interior lights are off

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- ☐ Cancel routine deliveries

- ☐ Notify PHW of expected packages

VEHICLE (If Applicable)

- ☐ Leave keys with PHW
- ☐ Confirm written authorization
- ☐ Ensure vehicle is insured

IMPORTANT

- ☐ Confirm departure date with PHW
 - ☐ Confirm return date
 - ☐ Update contact information
 - ☐ Provide emergency contact
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NEXT STEP

Schedule your **Seasonal Departure Service** so your home can be placed into Watch Mode and properly prepared for extended absence.