



PROFESSIONAL HOME WATCH SERVICE DETAILS – 2026 SEASON

OUR APPROACH

Professional Home Watch is a **route-based, limited-client service** dedicated to Wellen Park and surrounding communities.

This structure allows us to:

- Maintain consistent scheduling
- Provide timely storm response
- Deliver detailed, reliable reporting
- Give each home the attention it deserves

Our goal is simple — to provide complete **Peace of Mind** while you are away.

PREFERRED WATCH CLIENT

Our standard level of care for seasonal residents is:

Twice-monthly scheduled service

Week of the 7th & Week of the 21st

This visit frequency allows for:

- Proper operation of plumbing systems
- Monitoring temperature and humidity
- Early detection of concerns
- Ongoing documented verification of the home's condition

Preferred Watch Clients receive priority for:

- Storm shutter closing & opening
- Seasonal scheduling
- Contractor access
- Referral rewards
- Vehicle Care

This is the service level used by the majority of our seasonal clients.

MONTHLY WATCH CLIENT

(Existing clients only)

Includes **one comprehensive Watch Visit per month** and placement on our route as scheduling allows.

This visit includes operation of plumbing fixtures, HVAC performance verification, and a full interior and exterior visual walkthrough.

*This service level is maintained for existing clients and is not available for new enrollments.

MONTHLY CHECK-IN CLIENT

(Existing clients only)

Includes **one abbreviated Check-In Visit per month** and placement on our route as scheduling allows.

This visit verifies interior temperature and humidity, air-conditioning operation, and the general visual condition of the home.

*This service level is maintained for existing clients and is not available for new enrollments.



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WHAT HAPPENS DURING A VISIT

Each visit follows a structured process designed to identify visible concerns before they become costly issues.

✓ CHECK-IN VISIT

An abbreviated walkthrough to verify:

- Interior temperature & humidity
- Air conditioning operation
- Visual condition of accessible areas
- Signs of water intrusion or system concerns

✓ WATCH VISIT

A comprehensive walkthrough including:

- Running plumbing fixtures
- Checking for leaks and proper drainage
- Inspecting interior and exterior conditions
- Confirming HVAC performance
- Verifying security and overall home condition

This process helps prevent:

- Sewer gas / sulfur odors
- Seal and trap drying
- Hidden moisture issues

YOUR HOME WATCH REPORT

In most cases, your report is delivered **before we leave your driveway**.

Each report includes:

- Real-time photos
- Current home conditions
- Noted deficiencies (if any)

95% of visits are uneventful

If a significant issue is discovered, you will be contacted immediately.

IF A PROBLEM IS FOUND

When deficiencies are observed:

1. You are notified
2. Photos and details are provided
3. We can coordinate access for your preferred vendor if requested

We do not perform repairs, but we **manage access and oversight** to help ensure the issue is addressed.

MAIL RETRIEVAL SERVICE

Mail retrieval is available as an optional scheduled service for clients who maintain an active mailbox while away.

This service is billed on a **monthly basis** and includes regular pickups during our established route.

Mail can be retrieved from:

- A private mailbox located at the residence
- A community mailbox location

Collected mail is placed securely inside the home and can be photo-documented upon request.

This service is designed for clients who prefer not to place their mail on hold for the season.



PROFESSIONAL HOME WATCH

SERVICE DETAILS – 2026 SEASON

DEPARTURE SERVICES

Preparing the home properly for your absence is one of the most important steps in preventing issues while you are away.

Professional Home Watch offers two departure options depending on the level of preparation requested.

DEPARTURE SERVICE

(Standard Home Closing)

This service is scheduled for the first garbage night after your departure and includes **two trips to the property**:

Trip One:

- Place garbage and recycling containers to the curb

This allows perishable items to be discarded after you leave.

Trip Two:

- Return the following day to bring containers back in
- Perform a visual walk-around of the property

This service is designed for clients who have already completed their interior departure preparation.

SEASONAL DEPARTURE SERVICE

(Recommended for seasonal residents)

This comprehensive service prepares the home for extended absence and places the property into **Watch Mode**.

It includes:

- Complete Watch Visit
- Verification that the main water supply is off
- HVAC condensate line vacuum and flush
- **Trash and recycling container service (two trips)**
- **Trash and recycling containers rinsed**
- Securing / storing exterior furniture
- Photo-documented report

Most of our seasonal residents choose the Seasonal Departure Service so the home is fully prepared for extended absence.

SEASONAL HOME OPENING

A pre-arrival preparation service to ready the home for your return.

Includes:

- Complete Watch Visit
- Reset thermostat to original settings
- Set water heater to normal operating mode (main water supply remains off)
- System checks (power / HVAC operation)
- Return stored furniture to original locations

The main water supply remains OFF

This reflects Home Watch industry best practices and helps protect your home from damage while unoccupied.

STORM PROCEDURES

Preferred Watch Clients receive priority following named storms or significant weather events. Professional Home Watch provides **closing and opening of storm shutters** for Preferred Watch Clients.

Standard configuration includes:

- 1 Entry door
- 1 Sliding glass door
- 6 Windows

Accordion, pull-down, and motorized shutters are supported.

Additional openings are billed per unit at the current rate.

This service is limited to **first-floor openings only**.



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ADDITIONAL SERVICE VISITS

Any trip outside your scheduled service cycle or requested separately is considered a Service Visit and billed accordingly.

VEHICLE CARE

Vehicle Care is available for homes enrolled in our **Preferred Watch Client** service when a vehicle is present at the property.

This service may include:

- Starting the vehicle
 - Allowing the engine to reach operating temperature
 - Driving the vehicle briefly within the community / around the block (upon request)
 - Moving the vehicle within the driveway if needed
 - Visual inspection for obvious concerns
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CLIENT REQUIREMENTS

To provide this service:

- Keys must be left with Professional Home Watch
 - Written authorization must be on file
 - Vehicle must be properly insured and in safe operating condition
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LIMITATIONS

We do not:

- Drive vehicles for errands or extended trips
- Provide mechanical service or repairs
- Add fuel, air, or fluids

Vehicle operation is performed as a courtesy service and is limited to short-distance exercise of the vehicle. If a concern is observed, you will be notified.

CONTRACTOR & VENDOR ACCESS

If you schedule work while you are away:

We can:

- Provide access
- Remain on site during service
- Secure the home afterward

(Contractor coordination is billed per the current rate schedule.)

POST-STORM CHECK

A Post-Storm Check is performed after a named storm or significant weather event once it is safe to access the property.

This visit includes:

- Exterior visual inspection of the home
- Photo documentation of visible conditions
- Notification of any observed damage or concerns

Interior inspections can be performed upon request if access is available.

This service is billed per the current rate schedule.



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360° HOME SNAPSHOT

The 360° Home Snapshot provides a comprehensive visual record of the home's condition at a specific point in time.

Using a professional 360° imaging system, we capture:

- All interior rooms
- Exterior elevations (each side of the home)

These images are delivered through the secure **Spectora portal**, where they are available for viewing at any time.

COMMON USES

This service is commonly requested:

- At the start of a new Home Watch relationship
- Prior to seasonal departure
- After a storm event
- Before or after contractor work
- For insurance documentation
- As an annual property record

CUSTOM IMAGING

Additional close-up still images of specific areas or high-value items can be included upon request.

PURPOSE

The 360° Home Snapshot creates an objective, date-documented visual record of the property and is separate from routine Home Watch visit reporting. All images and reports are stored in your secure Spectora portal for convenient 24/7 access.

COMMUNICATION

Please notify us of:

- Departure & return dates
- Expected deliveries
- Vendor scheduling
- Changes in contact information

This allows us to serve your home efficiently and respond when needed.

PAYMENT

Services are billed **prior to service**.

We accept:

- Zelle
- Check
- Credit Card
- Cash

SERVICE AREA

Professional Home Watch is a **limited-route service dedicated to Wellen Park and surrounding communities**, allowing us to maintain consistent scheduling and rapid response.

OUR COMMITMENT

Your home is treated with the same care and respect as if we were your guests.

Thank you for being part of the PHW family.

Selling...Peace of Mind — One Home at a Time



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WHAT WE DO NOT DO

- Professional Home Watch is a visual inspection and reporting service. To maintain the highest level of consistency, safety, and liability protection, the following items are outside the scope of our services.

REPAIRS & MAINTENANCE

- We do not perform:
 - Electrical or plumbing repairs
 - Handyman work
 - Appliance repair
 - Home repairs
 - Air conditioning service
- If a concern is observed, we will notify you and can coordinate access for your preferred licensed contractor.

WATER ACTIVATION

- We do not turn on the main water supply to an unoccupied home.
- This reflects current Home Watch industry standards and helps prevent damage that could occur while the property is unattended.

ROOF ACCESS & HEIGHT RESTRICTIONS

- We do not:
 - Walk on roofs
 - Use ladders to access upper areas
 - Perform inspections in unsafe or restricted locations

STORM SHUTTER INSTALLATION

- Professional Home Watch does not install or remove storm shutters.
- We can coordinate access for your shutter contractor if requested.

MOVING OR HEAVY LIFTING

- We do not move:
 - Furniture
 - Large or heavy items
 - Stored personal belongings

DEEP CLEANING OR PROPERTY CLEANUP

- We do not provide:
 - Cleaning services
 - Mold remediation
 - Pest control
 - Debris removal

CONTRACTOR SUPERVISION

- We provide access and secure the home after service, but we do not:
 - Manage construction projects
 - Supervise contractor work for quality control
 - Approve completed work