



# The Village Watch: Home Watch Service Contract

www.thevillagewatch.com | 317.440.2286 | info@thevillagewatch.com

## I. Client Contact & Billing Information:

- A. Client Name(s) : \_\_\_\_\_
- B. Address: \_\_\_\_\_
- C. Primary Email: \_\_\_\_\_
- D. Secondary Email: \_\_\_\_\_
- E. Primary Telephone #: \_\_\_\_\_
- F. Secondary Telephone #: \_\_\_\_\_

**Please Note:** This form is for REVIEW only. New clients will be e-mailed a link to this form to be completed electronically

## II. Property Access Information:

**\*Note:** we will need a key for entry – we utilize a secure “number” system to give keys to protect anonymity.

- A. Do you have an alarm system? YES or NO
  - If you answered “yes”, please provide the name of security system company, settings, alarm code/pin, and any other pertinent entry instructions:  
\_\_\_\_\_  
\_\_\_\_\_
- B. Do you have a garage door keypad? YES or NO
  - If you answered “yes”, please list entry passcode as well as instructions for opening the garage door (for instance, some passcodes are followed by a “#” or “0” to open the door): \_\_\_\_\_
- C. Do you have light timers? YES or NO
  - If you answered “yes”, please provide the location of the lights with timers as well as the schedule they are set to turn on/off:  
\_\_\_\_\_  
\_\_\_\_\_

## III. Local and Emergency Contact Information:

- A. Local Contact Information – Is there a neighbor or friend that is local and has access to your home? If so please provide name, address, and phone #:  
\_\_\_\_\_
- B. Emergency Notification – Should damage, illegal activity, or general concern arise and the owner cannot be contacted, the following person(s) should be contacted for recommended action and/or authorization. Should this person be unavailable, we will make the best attempt to temporarily repair/stabilize the situation at the homeowner’s expense. Please provide an emergency contact name, address, and phone #:  
\_\_\_\_\_

**IV. Service Provider Contact Information:**

**\*Note:** this section is optional – if you have particular service providers you have used in the past or prefer to be used in case of any emergency that arises. The Village Watch does maintain a list of reputable service providers that we use in case of emergency if none are provided by the client.

<b>Insurance Company/Agent</b>	Name:
	Phone #:
<b>Home Warranty</b>	Name:
	Phone #:
<b>HVAC Service Provider</b>	Name:
	Phone #:
<b>Plumber</b>	Name:
	Phone #:
<b>Electrician</b>	Name:
	Phone #:
<b>Pest Control</b>	Name:
	Phone #:
<b>Landscaper</b>	Name:
	Phone #:
<b>Cleaning Service Provider</b>	Name:
	Phone #:
<b>Pool Maintenance</b>	Name:
	Phone #:
	If you have any additional information about your pool or service provider (service schedule, etc), please feel free to list that here:

## V. Fee Schedule – Basic Home Watch Services

“Basic” services include:

- **Exterior Inspection:** Ensure all entrances are secure; Visual check for evidence of forced entry, vandalism, theft or damage; Check outside faucets and hoses for leaks; Removal of newspapers, flyers, packages, mail, and any other evidence of non-occupancy; Visual inspection of roof and gutters from the ground; Visual inspection of yard/landscaping to assure regular maintenance; Clear plant debris off driveway and sidewalks; Visual inspection of pool (if applicable); Visual inspection of lanai ceiling/walls/floor/screening
- **Interior Inspection:** Inspect for signs of theft, vandalism, or other disturbance; Check that all windows and entryways are secure; Check security system is set and working properly (if applicable); Visual inspection of all HVAC serviced areas for signs of pest or unusual insect activity; Note any unusual odors; Visual inspection of walls, ceilings, windows, tubs, and showers for evidence of water damage, leakage, mold/mildew; Flush all toilets, run faucets, add cleaning agent (if applicable); Check that temperature & humidity are within acceptable range; Check that freezers, refrigerators, and disposals are functioning; Visual check of hot water heater and AC pans; Add cleaning agent to AC drain line, change filter (if applicable); Check fuse box for tripped breakers or evidence of power surge; Reset clocks as needed
- **Detailed Reporting:** Home Watch Inspection Report completed and emailed to homeowner after each visit; Photos will be provided if there are any abnormalities or areas of concern; IMMEDIATE reporting by phone of any abnormalities found
  - **"Formal" inspections** conducted bi-weekly -- include interior & exterior inspections with detailed report sent via email **(\$25)**
  - **"Informal" inspections** conducted during off-weeks -- include exterior inspection and interior "walkthrough" **(\$10)**

A. Please select the frequency of visits for **basic services** listed above:

*\*The basic service fees below are for a typical month (some months may be higher or lower depending on the number of inspections occurring).*

- Bi-Weekly Formal Inspections – \$70/month** (includes informal inspections conducted during off-weeks)
- YEAR ROUND RESIDENTS ONLY: Weekly “As Needed” – \$25/visit**

B. Estimated Departure Date: \_\_\_\_\_

C. Estimated Return Date: \_\_\_\_\_



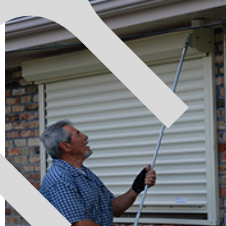

## VI. Fee Schedule – Additional Services

- **Opening Services -- \$25-\$75** (turn on main water valve, flush hot water heater, turn on ice maker, plug in electrical items, adjust AC, open blinds, freshen bathrooms, turn on electrical breakers, move furniture back out to lanai)
- **Closing Services -- \$25-\$75** (turn off main water valve, empty and turn off ice maker, set HVAC system to away settings, unplug electrical items, turn off electrical breakers, move and store lanai furniture, lower lanai shutters, check security of doors and windows, set out trash can if needed)

- Pre-Storm Preparation and Shutter Install -- **\$25-\$250** depending on shutter type (we ensure all furniture is inside or properly secured)
- Post-Storm Inspection and Shutter Removal -- **\$25-\$250** depending on shutter type (we inspect your property, look for visible signs of damage, provide photos and a detailed report if applicable)
- Auto/Golf Cart Care -- **\$5-\$10** (vehicle battery tender setup and removal, bi-weekly/monthly drives)
- Concierge Services -- **\$5-25** additional trip charge outside of regular inspections – includes trip and first 30 minutes. Extended visits charged at **\$25/hr.** (Receiving deliveries, forwarding mail -- homeowner supplies mailing supplies & postage or air mail, additional costs if supplied by The Village Watch, providing entry for/overseeing service technicians)
- Additional Maintenance Requests -- **price will vary** depending on request and time involved

**Please Note:** the services above are not included with basic home watch services and are subject to the additional fees listed. These additional fees will be charged each time the service is requested.

A. What type(s) of hurricane shutter does your home have? (Mark all that apply)

<input type="checkbox"/> Panel 	<input type="checkbox"/> Accordion 	<input type="checkbox"/> Roll Down (with crank) 	<input type="checkbox"/> Roll Down (auto w/ remote or switch) 	<input type="checkbox"/> Impact Windows (no shutters)
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B. Is there any additional information that has not been addressed that we need to know?

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## VII. Acknowledgment

### Purpose of Agreement

The purpose of this agreement is to state the duties and obligations of The Village Watch and the client as well as to specify the respective care and handling of the home and/or other services the client desires. The referenced home information is fully described within the contract and said information is necessary for service commitment.

### Termination of Agreement

Either party may terminate the service contract with 10 days written notice. Upon cancellation, The Village Watch shall return all keys and all fees are due at receipt of termination notice.

### Save Harmless and Indemnity

The client hereby agrees to indemnify and hold harmless The Village Watch, its agents, representatives, and employees from any and all liability that may result from all damage suits or claims in connection with the provision of the services described within this agreement, and from all liability for injuries to persons or property suffered or sustained by any person, whomsoever, and to carry adequate homeowner's insurance to protect the interests of parties hereto.

### Damages or Missing Items

The Village Watch will not be held responsible for any damage to the property or items missing, switched out, lost, damaged, or stolen under any circumstances including but not limited to theft, vandalism, negligence of invited or uninvited individuals, or acts of nature.

### Authorization and Approvals

All parties confirm the service contract provided by The Village Watch and the information provided by the client is understood and agreed upon. Inaccurate or incomplete information is the responsibility of the client and will void all responsibility of said services. This document confirms the approval for limited access to the client's property for the home monitoring services. Should any unexpected home fees or costs be incurred, The Village Watch will contact client for approval. These costs will be shown as a separate line item on your invoice.

The Village Watch requires a service contract for all work to ensure a complete understanding of all services expected. This contract must be completed and submitted by the client and/or homeowner before any work can begin.

### Billing

The Village Watch will email you an electronic invoice at the end of the month detailing the basic services you receive as well as any additional services you may have chosen. The invoice will include a link to a secure payment in which you will be able to pay by electronic check, due within 10 days of invoice date.

### Confidential Information

The Village Watch respects our client's confidential information and privacy. The information collected on this form will only be used by representatives of The Village Watch on an as needed basis and will NEVER be made available to, rented, or sold to third parties.

**I have read and will receive a completed copy of the service contract and understand its terms**

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_