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## SERVICE CONTRACT

### Client contact & billing information

Client: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Telephone (Primary): \_\_\_\_\_ Secondary: \_\_\_\_\_  
Cell # 1: \_\_\_\_\_ Cell # 2 \_\_\_\_\_  
Email: \_\_\_\_\_ Fax # \_\_\_\_\_

### COVERED PROPERTY INFORMATION

Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Telephone (local): \_\_\_\_\_  
Alarm Company: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Security System Settings: \_\_\_\_\_ Pass Code(s): \_\_\_\_\_  
Security System & Entry Instructions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Type of heating: \_\_\_\_\_ Gas \_\_\_\_\_ Oil \_\_\_\_\_ Electric  
Service Provider: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
HVAC System: \_\_\_\_\_  
Heating/Cooling Settings: \_\_\_\_\_  
Light Timer Settings: \_\_\_\_\_

Inside: \_\_\_\_\_

Outside: \_\_\_\_\_

Irrigation Settings: \_\_\_\_\_

Additional Information & Instructions: \_\_\_\_\_

### **SERVICE PROVIDER CONTACT INFORMATION**

Insurance Agent: \_\_\_\_\_ Phone#: \_\_\_\_\_

Plumber: \_\_\_\_\_ Phone#: \_\_\_\_\_

Electrician: \_\_\_\_\_ Phone#: \_\_\_\_\_

Carpenter: \_\_\_\_\_ Phone#: \_\_\_\_\_

Pest Control: \_\_\_\_\_ Phone#: \_\_\_\_\_

Landscaper: \_\_\_\_\_ Phone#: \_\_\_\_\_

Contractor: \_\_\_\_\_ Phone#: \_\_\_\_\_

### **LOCAL CONTACT INFORMATION**

(Person(s) with access to your home)

Name: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Additional Information: \_\_\_\_\_

### **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 a best attempt to temporarily repair/stabilize the situation at the homeowner's expense.

Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

# Sandhills Home Watch, LLC FEE SCHEDULE

## BASIC SERVICES INCLUDE:

### Exterior Inspection list:

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 other evidence of non occupancy; visual inspection of roof & gutters from the ground; visual inspection of yard/landscaping to assure regular maintenance; check that irrigation clock/system reflects accurate time.

### Interior Inspection list:

Inspect for signs of theft, vandalism, damage or other disturbance; check that all windows and entryways are secure; check security system is set and working properly; check inside lighting timers set accordingly; 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, showers for evidence of water damage, leakage, mold or mildew; check that thermostat is set at correct temperature; check that freezers, refrigerators & disposals are working; visual check of hot water heater & A/C pans; replace batteries in smoke detectors ; check fuse box for tripped breakers or evidence of power surge; reset clocks & timers as needed.

\_\_\_\_\_ **Weekly: \$40.00**      \_\_\_\_\_ **Bi Monthly: \$60.00**      \_\_\_\_\_ **Monthly: \$45.00**

**Start Date:** \_\_\_\_\_ **End Date:** \_\_\_\_\_

## ADDITIONAL SERVICES BY REQUEST:

\_\_\_\_\_ **Meet Service Providers/Deliveries: \$30.00**  
Extended visits charged at \$25/hour

\_\_\_\_\_ **Closing Services: \$35.00**

Empty perishables from the refrigerator, empty and turn off icemaker, close blinds, set HVAC system to away settings, unplug electrical items, turn off water at house, unplug or turn off breaker to the water heater, shut off valves to toilets, unplug washer & dryer, bring in containers and check security of doors and windows.

\_\_\_\_\_ **Opening Services: \$35.00**

Turn on electric breakers, turn on all water mains, turn on water heater and ice maker, plug in electrical items, adjust A/C, open blinds, freshen toilets. Contact cleaning service if requested.

\_\_\_\_\_ **Emergency Services: \$35.00**

If you would like Emergency Response Services, please notify your alarm company that Sandhills Home Watch, LLC is a key holder and not a security company. As such, we will respond to alarm notification in as timely a fashion as scheduling permits. Service call charges include property inspection after alarm notification and rearming system. Owner will be notified if there are any visible signs of intrusion or damage, and will be sent an email report.

\_\_\_\_\_ **Pre – Storm & Post – Storm Inspections: \$35.00**

Sandhills Home Watch, LLC will send out an alert email if there is a Tropical Storm or Hurricane Warning for the area. At your request we will check on your home pre-storm, ensure that all furniture is inside, all shutters are down and perform any special

requests for your property. Post-storm, Sandhills Home Watch, LLC will inspect your property, look for visible signs of damage, take photos and send a detailed report to owner.

**INSPECTION REPORTS:** Sandhills Home Watch, LLC shall transmit Inspection Reports of property to client after each inspection with appropriate comments.

\_\_\_\_ US Mail      \_\_\_\_ Email      \_\_\_\_ Fax      \_\_\_\_ w/photos

**PURPOSE OF AGREEMENT:** The purpose of this agreement is to state the duties and obligations of Sandhills Home Watch, LLC and the client as well as to specify the respective care and handling of the home and/or other services client desires. The referenced home information is fully described with in the Contract and said information is necessary for service commitment.

**SAVE HARMLESS AND INDEMNITY:** The owner/homeowner hereby agrees to indemnify and hold harmless Sandhills Home Watch, LLC, it's 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 interest of parties hereto.

**DAMAGES OR MISSING ITEMS:** Sandhills Home Watch, LLC will not be held responsible for any damage to the property of 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.

**TERMINATION:** Either party may terminate this Service Contract with 30 (thirty) days written notice. Upon cancellation, Sandhills Home Watch, LLC shall return all keys, gate passes, codes, and openers to Client and Client shall submit all fees due and payable to Sandhills Home Watch, LLC within 10 (ten) day s of receipt of termination notice.

**GOVERNING LAW:** In the event any claims and/or disputes arise from this transaction said dispute shall be governed by the laws of the State of North Carolina. The parties agree that if legal procedures are necessary to ensure the provisions of the Agreement, the prevailing party shall recover their reasonable legal fees.

**AUTHORIZATION AND APPROVALS:**

- All parties confirm the Service Contract provided by Sandhills Home Watch, LLC 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.
- Any emergency will be handled as detailed in this form set with charges due upon per agreed conditions.

**CONFIDENTIAL INFORMATION:** We at Sandhills Home Watch, LLC respect our clients' confidential information and privacy. The information collected on this form will only be used by representatives of Sandhills Home Watch, LLC on an as-needed basis and will NEVER be made available to, rented or sold to third parties.

## ADDITIONAL INFORMATION

- Every effort will be made to oversee your home but Sandhills Home Watch, LLC cannot protect from break-in, vandalism or other acts of nature. We do not anticipate problems but we will do our best to immediately inform you of any instances should they occur.
  
- Should any unexpected home fees or costs be incurred, Sandhills Home Watch, LLC will cover said costs up to \$25.00 without contacting the client. For fees or costs over and above \$25.00, Sandhills Home Watch, LLC will contact client for approval. These costs will be shown as a separate line item on your invoice. We understand emergencies arise and we will be as accommodating as possible to meet such requests.
  
- Keys, passes, codes, openers are required at the signing of the Service Contract.
  
- Surcharges for lengthy travel times/distances will be added but these will be discussed with the client at the signing of the Service Contract.

SANDHILLS HOME WATCH, LLC REQUIRES A SERVICE CONTRACT FOR ALL WORK TO ENSURE A COMPLETE UNDERSTANDING OF ALL SERVICES EXPECTED. THIS CONTRACT MUST BE SIGNED BY THE CLIENT AND OR HOMEOWNER(S) BEFORE ANY WORK CAN BEGIN.

OUR BILLING IS DONE ON A QUARTERLY BASIS WITH PAYMENT EXPECTED NO LATER THAN TEN (10) DAYS FROM RECEIPT OF INVOICE. LATE PAYMENTS ARE SUBJECT TO A 3% LATE FEE AND \$25.00 FEE FAR ALL RETURNED CHECKS.

I have read, signed and received a copy of this Service contract and understand and except its terms.

Date: \_\_\_\_\_

Client/Homeowner(s): \_\_\_\_\_

Sandhills Home Watch, LLC

Date: \_\_\_\_\_

By: \_\_\_\_\_

Murray Williamson/Tricia Williamson  
Managing Members