

# The Shattow Group

at REALTY ASSOCIATES

[www.TheShattowGroup.com](http://www.TheShattowGroup.com)

## HomeWatch Services Agreement

I, \_\_\_\_\_, ("Client"), hereby engage The Shattow Group to provide the services, which I have initialed on the attached *HomeWatch Schedule of Services*, for my home located at: \_\_\_\_\_ . To effectively deliver these services, the Client and The Shattow Group agree to the following:

1. **PURPOSE OF AGREEMENT:** The purpose of this agreement is to set out the specific responsibilities of the Client and The Shattow Group, as well as detail the specific services to be delivered and the specific costs associated with these services.
2. **AUTHORIZATION:** Client hereby authorizes The Shattow Group and its representatives to enter premises listed above for the purpose of providing the services Client has agreed to in the *HomeWatch Schedule of Services*, or as may be subsequently agreed to in writing. Client agrees to obtain any and all approvals necessary from the Client's POA, HOA, CA, or other governing entity, to allow The Shattow Group to deliver these services, as well as provide required access to the community, as well as any necessary, keys, gate openers, garage door openers, etc. Failure to obtain these approvals or items does not relieve Client of responsibility for payment under this agreement.
3. **PAYMENT:** The Shattow Group agrees to provide the services set forth on the *HomeWatch Schedule of Services* in a timely and professional manner. Client agrees to reimburse The Shattow Group in a timely manner for any shipping, mailing, or other charges as incurred and agreed to as a result of services being provided under this agreement. Invoices will be mailed out or emailed on or before the first of each month and are due upon receipt. Payments not received within 10 business days will be considered late and will incur a \$25 late fee. A fee of \$35 will be assessed for all returned checks.
4. **EMERGENCY RESPONSE:** If, during the course of providing services, The Shattow Group becomes aware of any item, mechanical system or device (including, but not limited to the air conditioning, electrical system, plumbing, pool or spa, or sprinkler system), structural component (roof, floor, walls, doors, windows) or other essential or critical property that is in need of repair or attention, The Shattow Group will attempt immediate telephone contact with the Client. In the event that Client cannot be reached, The Shattow Group will notify Client via voicemail, text message, e-mail or fax, if available. If the situation is one that The Shattow Group deems to be an emergency or of a suspicious nature and places the Client's subject property in immediate risk of further damage, Client hereby authorizes The Shattow Group to immediately engage services for the repairs or action necessary to protect Client's property. Client agrees to pay for and hold The Shattow Group harmless from the costs of repairs authorized by this provision and the liability of any contractors or repairmen so engaged. The Shattow Group will utilize only licensed and insured contractors or repairmen for any required repair work.
5. **DAMAGES OR MISSING ITEMS:** The Shattow Group 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, or acts of nature.
6. **INDEMNIFICATION:** The Client hereby agrees to indemnify and hold harmless The Shattow Group, its agents, representatives, and employees from any and all liability that may result from any damage suits or claims in connection with the provision of services described in 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 all parties.
7. **STORM PREPARATIONS:** The Shattow Group will be exempted from responsibility for storm preparation services (if they are part of this agreement) if an official evacuation order has been issued prior to storm services being provided.
8. **CHANGES TO AGREEMENT:** Any changes to this agreement must be made in writing and agreed to by both parties. Any changes to services will be effective as of the date of the agreement to the changes.
9. **TERMINATION:** This agreement may be terminated by either party with 14 day advance written notice. Payment for all contracted services up to the termination date will be paid to The Shattow Group on the effective termination date.

Donald Ross Village  
4650 Donald Ross Road, Suite 112  
Palm Beach Gardens, FL 33418

Phone: (561) 371-7550  
Fax: (866) 891-3327  
Email: [theshattowgroup@yahoo.com](mailto:theshattowgroup@yahoo.com)

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10. OCCUPANY: Client is responsible for notifying The Shattow Group, in advance, if and when the home will be occupied during the term of this agreement. The Shattow Group will not inspect the interior of the home if it is occupied (whether occupant is present or not.) If home is occupied, The Shattow Group will inspect only the exterior and Client will be charged for the regular *HomeWatch* visit. Client may notify The Shattow Group in advance of scheduled occupancy and, if no *HomeWatch* visit is scheduled during that time, the fee for that period may be waived. No more than 25% of any monthly fee may be waived during any month.
11. DISPUTE RESOLUTION: In the event any claims or disputes arise that can not be settled between the parties, the law of the State of Florida and Palm Beach County shall be binding. Both parties agree to first attempt mediation under the rules of the American Mediation Association or other mediator agreed upon by both parties.

I have read and understand the provisions of this agreement, and agree to its terms.

\_\_\_\_\_  
Client Name (Print)

\_\_\_\_\_  
The Shattow Group Representative

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
The Shattow Group Signature

\_\_\_\_\_  
Date

***HomeWatch* Schedule of Services attached**

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## *HomeWatch Schedule of Services*

Services performed during scheduled visits include:

### **Exterior**

- Structure: inspect roof (from ground), gutters, walls, doors and windows
- Equipment: inspect valves, listen to A/C and pool pump for unusual noises, sprinkler timer
- Grounds: inspect landscaping (ensure it is maintained and not touching house)
- Packages & Debris: take in packages / check mail box and send notification of delivered items, dispose of newspapers and any other 'litter' items, move yard debris out of sight for gardeners to remove.

### **Interior**

- Structure: inspect ceilings, walls, windows, and doors for signs of damage, moisture, tampering
- Plumbing: inspect all water connections, run faucets and toilets, check drains in tubs and showers (for signs of back-up)
- A/C: check to ensure A/C and Humidistat are working properly and that A/C drip pan is empty
- Refrigerators / Freezers: check temperatures to ensure proper operation
- Lighting Timers: verify that on-off times are accurate
- Electrical Panel: look for tripped breakers

**Please initial one of the Visit Schedules below, as well as any of the Additional Services that you wish to utilize. Additional Services may be authorized via email at a later time.**

### **Visit Schedule**

### **Pricing**

_____ Weekly	\$ 100 per month*
_____ Bi-weekly	\$ 65 per month*
_____ Monthly	\$ 35 per month*

\* add \$5 per visit for air handling units located in an attic.

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## Additional Services Available

<p><b>Upon Request / Service Providers</b> We can arrange for and / or meet with service providers for scheduled maintenance and repairs., delivery companies, or guests at your request. A minimum of 24 hours of notice is requested.</p>	<p>\$35 for the first hour, \$10 per 1/2 hour.</p>
<p><b>Emergency Services</b> You can designate The Shattow Group as your local contact for your alarm company. We will respond to alarm notifications as quickly as possible. Upon arrival, we will inspect the property, rearm the alarm system, and notify you of any signs of intrusion or damage via phone or email.</p>	<p>\$35</p>
<p><b>Pre-Storm Inspection</b> The Shattow Group notifies all our clients of impending storm conditions and will, at your request, visit your home to ensure that all furniture is secure and storm shutters, if they have been installed, are in place and secure.</p>	<p>\$35</p>
<p><b>Post-Storm Inspection</b> After a storm, we will conduct our regular inspection visit, paying close attention to the exterior and roof areas (visible from the ground), as well as ceilings and around doors and windows.</p>	<p>No Charge.</p>
<p><b>Opening Services</b> At your request, we can get your home ready for your visit by contacting your cleaning service, opening blinds, uncover furniture, moving patio and lawn furniture into place, adjusting the A/C, and turning on the water. \$45 We can also do some basic shopping so you can feel at home when you walk in the door.</p>	<p>\$50 plus food cost.</p>
<p><b>Closing Services</b> Don't have time to clean things up before you leave? We can come in and empty your refrigerator, close your blinds, make sure your A/C is turned down, your ice maker is off, and your water is turned off. We can also unplug appliances, bring in your trash and recycling containers, and make sure all doors and windows are secure.</p>	<p>\$35</p>
<p><b>Power Washing</b> To freshen up your home prior to your return, we can professionally power wash your patio, deck, driveway, sidewalks, and even your entire home.</p>	<p>Pricing upon request</p>
<p><b>Grocery Shopping</b> Are you coming in late or not wanting to have to shop for essentials the minute you get in? Let us run to the store for you to stock up on some of the items that will make you feel at home.</p>	<p>\$35 trip fee + 20% of total purchase</p>
<p><b>Vehicle Start-up</b> Want to make sure your car starts up when you get back? We can start it up for you when we're out for our HomeWatch visit.</p>	<p>\$5 per start per vehicle</p>
<p><b>Additional Services:</b></p>	

Note: During extended periods away, we recommend unplugging all non-essential electrical items but NOT turning off water heaters or individual shut-off valves to faucets, appliances, and toilets. Water heaters consume relatively little electricity or gas when hot water is not being used and shutting them off for extended periods can sometimes facilitate deterioration of electrical contacts, flues, and other components. Unnecessarily operating individual shut off valves can increase the likelihood of leaking. We DO recommend shutting off the main water supply when the home is unoccupied.

The main water supply will be turned on at the beginning of our visit so that we can 'exercise' the toilets and interior faucets. The main water will be shut off prior to our departure.

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