

Desert Mountain

Owner Services Business



We'll Watch Over Your Home When You're Not Here and
Help You Take Care of it When You Are



Who's going to take care of your Desert Mountain home when you're not in Desert Mountain? Where do you find someone to make a minor repair or replace the battery on the chirping smoke alarm on your ceiling? Right now, you may be calling on a variety of vendors to meet these home care needs, hoping their schedule corresponds with yours and wondering if everything will be taken care of, replaced or repaired to your satisfaction. With the Desert Mountain Owner Services Business, you can make one phone call and know that all of your absentee home care and light handyman needs will be taken care of by someone you can trust!

Our dedicated, on-site supervised staff is committed to providing first-rate, convenient and cost-effective services to Desert Mountain owners. All services are reasonably priced and will be done on time, craftsmanship will be exemplary and all work is professionally guaranteed. And, unlike outside contractors who may go out of business or not complete jobs that are begun and paid for, our Owner Services Business and Security Departments are on campus 24 hours a day, seven days a week, 365 days a year and can be reached immediately.

As services are initiated, our staff will maintain consistent and regular contact with you to let you know when your work will begin, how it is coming along, and when it is completed. Once finished, you can count on our friendly and courteous staff to follow up with you to ensure that everything was completed professionally, thoroughly, and to your satisfaction.

Detailed invoices for all jobs and services contracted through the Owner Services Business will be issued through the Desert Mountain Homeowners' Association as soon as they are completed. This is another convenient benefit for Desert Mountain owners.

A description of the many services provided through the Desert Mountain Owner Services Business can be found on the following pages. To learn more about our services and how they can be tailored to meet your specific needs, please feel free to contact the Desert Mountain Owner Services Business at 480-595-4010.

**Absentee home care and light handyman services
taken care of by someone you can trust:**

The Desert Mountain Owner Services Business

Home Care Taking Services



All rooms in the interior of your home will be checked and photos of any damage or anything out of the ordinary will be taken and emailed to you. We will turn on all household appliances to ensure they are working properly, run water through sinks, flush toilets, and look for any leaks or indication of leaks. We will also check to see that housekeeping services are being performed.

We will also inspect the exterior of your home for leaks, damage and/or any unusual conditions and to verify that landscape, pool and spa maintenance services are being performed. Trash and recycling cans will be properly stored and not left at the curb, and newspapers, magazines and packages will be brought into the home, not left at the home entrance.

In a meeting prior to start of services, the Owner Services Director will meet with you one-on-one to go over any special criteria you might have. Within 48-72 hours of services being completed, a detailed report will be emailed to you that will highlight the results of the home care taking visit.

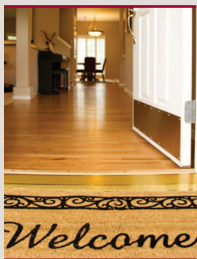
Costs are detailed below and are based on an up to 6,000 square foot house. Homes in excess of 6,000 square feet will be priced as appropriate.

- ▲ Weekly: \$60 per visit
- ▲ Monthly: \$100 per visit
- ▲ Bi-weekly: \$60 per visit
- ▲ Quarterly: \$200 per visit

Additional Home Care Taking Services



Home Admittances: We will be happy to grant access to appliance deliverymen, landscapers, pool maintenance providers, cable service providers, exterminators, housekeepers or other service providers included on a written approved vendor list supplied by you if you are not available when these deliveries/services need to take place. Once the service or delivery is finished, we will secure and lock the door and advise you with a phone call and email that the project is complete. **Cost: \$60/hour.**



Home Openings & Closings: Our staff will prepare your home for your departure or return to Desert Mountain. Home Opening Services will involve a full-house walk-through, which can include services like: bringing flowers and delivering basic groceries to the home, preparing and priming utilities (hot water heater, fireplaces, barbecues, etc.), heating spas (if applicable), turning on water features and icemakers, returning patio furniture outdoors, setting clocks and ambient temperatures, etc. Home Closing Services will also involve a full-house walk-through that can include services like: shutting off hot water, unplugging/turning off appliances, setting HVAC temperatures, cleaning out the refrigerator, moving patio furniture and cushions indoors, etc. **Cost: \$75 plus additional expenditures.**



Mail Convenience Services: We will pick up your mail once a week based on your scheduled home care taking appointment and either forward it to you via UPS or place it inside your Desert Mountain home. We will also make an additional mail key to conduct these services so you do not have to give up your personal mail key and will sort and/or discard bulk mail at your request. **Cost: \$35 per request, plus postage.**

Light Handyman Services



Our on-staff Owner Services Business Technician will be happy to assist you with your basic light repair needs, which include, but are not limited to, light interior painting/touch-up work and drywall repair, adjusting doors, changing light bulbs and air filters, and light electrical, carpentry and plumbing work. For more advanced repairs, our Technician will provide a list of professional tradesmen for your consideration, and can even meet the professional tradesman at your home so you don't have to. The Owner Services Business also provides estimates, per the homeowner's request, which give you the opportunity to review job specifications and estimated costs prior to approving and scheduling work. **Cost: \$60/hour plus materials, 1/2-hour minimum.**

Count on the Desert Mountain Owner Services Business
to get the job done, get it done right,
and get it done in a cost-effective manner.

Relax when you're not home and enjoy the time you are home with
the helpful, professional and cost-effective services the
Desert Mountain Owner Services Business can provide!



If you have any questions or would like to schedule an appointment, please contact the Desert Mountain Owner Services Business at 480-595-4010. For after-hours emergencies, please contact 480-595-4338.