

My Help Guy Service/Home Watch Agreement



GENERAL SERVICE AGREEMENT:

PURPOSE OF AGREEMENT: The purpose of this agreement is to state the duties and obligations of My Help Guy and the client as well as to specify the respective care and handling of the home and/or other services client desires. Acceptance of this document is necessary for any work to be completed.

SAVE HARMLESS AND INDEMNITY: The owner/homeowner hereby agrees to indemnify and hold harmless My Help Guy, 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: My Help Guy 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.

TERMINATION: Either party may terminate this Service Contract with 30 (thirty) days written notice. Upon cancellation, My Help Guy shall return all keys, gate passes, codes, and openers to Client and Client shall submit all fees due and payable to My Help Guy 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 Florida. 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 My Help Guy 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.

CONFIDENTIAL INFORMATION: We at My Help Guy respect our clients' confidential information and privacy. The information collected on this form will only be used by

representatives of My Help Guy on an as- needed basis and will NEVER be made available to, rented or sold to third parties.

HOME WATCH 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.

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.

Per Visit Fee Schedule:

Weekly: \$35.00 Bi Monthly: \$70.00 Monthly: \$140.00

Any discounts/add-ons will be reflected on your Monthly Invoice.

Additional Services Customer May Request

- Meet Service Providers/Deliveries: \$35.00
- Extended visits charged at \$25/hour
- Closing Services: \$95.00
 - 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: \$85.00

- 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: \$99
 - If you would like Emergency Response Services, please notify your alarm company that My Help Guy 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: \$45.00 plus \$25 hour
 - My Help Guy will send out an alert email if there is a Tropical Storm or Hurricane Warning for the area. Additional Fee: 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, My Help Guy will inspect your property, look for visible signs of damage, take photos and send a detailed report to owner.
- Key Management \$50/ Annual Fee
 - Store and release keys to contractors per owner's permission.

INSPECTION REPORTS: My Help Guy is not required to transmit Inspection Reports of property to client after each inspection if there are no found issues. An inspection report Email/Phone/ Text with appropriate comments.

ADDITIONAL INFORMATION

Every effort will be made to oversee your home but My Help Guy 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, My Help Guy 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.

My Help Guy REQUIRES A SERVICE CONTRACT FOR ALL WORK TO ENSURE A COMPLETE UNDERSTANDING OF ALL SERVICES EXPECTED. THIS CONTRACT MUST BE SIGNED/APPROVED* BY THE CLIENT AND OR HOMEOWNER(S) BEFORE ANY WORK CAN BEGIN.

PAYMENT FOR ALL SERVICES ARE DUE UPON COMPLETION OF WORK EXCEPT FOR HOME WATCH WHICH IS DONE ON A MONTHLY BASIS FOR HOME WATCH WITH PAYMENT EXPECTED NO LATER THAN FIFTEEN (15) DAYS FROM RECEIPT OF INVOICE. LATE PAYMENTS ARE SUBJECT TO A 25% LATE FEE AND \$25.00 FEE FOR ALL RETURNED CHECKS.

Cancellation Policy: 48 Hours is required for any cancellation with exception of a My Help Guy Service Contract. Any scheduled job or estimate is subject to this 48 hour cancellation period. If cancelled after the 48 hour period, 50% of the Invoice/Estimate Total is due by end of scheduled day of Service/Estimate. My Help Guy Service Contract must be cancelled before that next billing cycle to cancel billing. If cancelled in the middle of the month/service period, No pro rated refund will be provided.

*Acceptance of any My Help Guy Estimate or Scheduling of a Service with My Help Guy is considered acceptance of this document. Acceptance Time/Date of this document shall be Time/Date when Estimate was Accepted or Date When Service/Job was Scheduled Not the Date of Service/Job.

A Copy of this document may be found at www.myhepguy.com/servicecontract