

# Gardens Home Management Services



Let us give you the peace-of-mind you  
deserve.



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

# About Gardens

- Full-service home maintenance and management company serving private homes throughout South Florida and the greater Washington D.C. metro area.
- Licensed, bonded, and insured
- Customers enjoy the simplicity of country club billing, a once monthly statement for a multitude of services.
- *Customer First* approach
- With a full staff of employees available 24 hours a day, seven days a week, and a wide variety of services ranging from pest control to stocking your pantry with groceries, you will never have to worry about your home again.
- We currently provide peace-of-mind to over 800 homes throughout Palm Beach County.

# Licensed, Bonded & Insured

- Unlike your typical housesitter, we are licensed, bonded and insured.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		OP ID: JH
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>		<p>DATE (MM/DD/YYYY) 05/03/2013</p>		
<p>PRODUCER Insurance Services Agency (PBG) 8895 N. Military Trail, #302-D Palm Beach Gardens, FL 33410 J. Eric Edleman</p>		<p>Phone: 561-626-5542 Fax: 561-626-5465</p>		
<p>INSURED Gardens Home Management Services, LLC 9123 N Military Trail #216 Palm Beach Gardens, FL 33410</p>		<p>CONTACT NAME: Charles Sollins PHONE (A/C, No, Ext): 561-775-4784 FAX (A/C, No): 561-627-3659 E-MAIL ADDRESS:</p>		
		<p>INSURER(S) AFFORDING COVERAGE</p>		
		<p>INSURER A: Colony Insurance Company INSURER B: Travelers Indemnity Company INSURER C: CNA Surety Corporation Group INSURER D: INSURER E: INSURER F:</p>		
		<p>NAIC # 39993 25666 NONE</p>		
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>				
INSR LTR	TYPE OF INSURANCE	ADD'L SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY) POLICY EXP (MM/DD/YYYY)
A	<p>GENERAL LIABILITY</p> <p><input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY</p> <p><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR</p> <p>GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC</p>		GL3743112	05/03/2013 05/03/2014
				<p>EACH OCCURRENCE \$ 1,000,000</p> <p>DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000</p> <p>MED EXP (Any one person) \$ 5,000</p> <p>PERSONAL &amp; ADV INJURY \$ 1,000,000</p> <p>GENERAL AGGREGATE \$ 2,000,000</p> <p>PRODUCTS - COMP/OP AGG \$ 2,000,000</p>
X	<p>AUTOMOBILE LIABILITY</p> <p><input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> SCHEDULED AUTOS</p> <p><input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> NON-OWNED AUTOS</p> <p><input checked="" type="checkbox"/> HIRED AUTOS</p>		BA-8545P747-12-SEL	05/03/2013 05/03/2014
				<p>COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000</p> <p>BODILY INJURY (Per person) \$</p> <p>BODILY INJURY (Per accident) \$</p> <p>PROPERTY DAMAGE (Per accident) \$</p>
	<p>UMBRELLA LIAB</p> <p>EXCESS LIAB</p> <p>DED RETENTION \$</p>			<p>EACH OCCURRENCE \$</p> <p>AGGREGATE \$</p>
	<p>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</p> <p>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)</p> <p>If yes, describe under DESCRIPTION OF OPERATIONS below</p>	Y/N N/A		<p>WC STATUTORY LIMITS OTH-ER</p> <p>E.L. EACH ACCIDENT \$</p> <p>E.L. DISEASE - EA EMPLOYEE \$</p> <p>E.L. DISEASE - POLICY LIMIT \$</p>
C	Fidelity Bond		16113366	05/06/2013 05/06/2014
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)				
FOR INFORMATION ONLY				
CERTIFICATE HOLDER			CANCELLATION	
<p>Gardens Home Management Services, LLC 9123 N Military Trail Palm Beach Gardens, FL 33410</p>			<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE J. Eric Edleman</p>	

ACORD 25 (2010/05)

The ACORD name and logo are registered marks of ACORD

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# Customer Service & Communication

- 24 hours a day, 7 days a week, 365 days a year
- *Customer first* approach
- All calls returned by end of business day
- E-mail updates
- In home consultations
- 100% complete customer satisfaction



# Overview of Services

- HomeWatch
- Exterior Homecare
- Interior Homecare
- Contractor Services
- Personal Services
- Handyman Services
- Hurricane Services
- Pressure Cleaning
- Landscape
- Pool & Spa
- Pest Control
- Home Staging
- Mattress Cleaning
- Water Filtration Services
- Mold Remediation
- And Much More!



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**GARDENS**  
HOME MANAGEMENT SERVICES  
*your home care professionals*

# Handyman Services and Pressure Cleaning

Professional handyman will take care of your “To Do” list so you can spend your time the way you like.

- Appliance Installations
- Carpentry Work
- Garage Maintenance
- Hanging pictures,
- Lock Installations
- Change Light Bulbs
- Fan Installation
- And Much More
- Pressure clean roofs, sidewalks, and exterior of homes using green products to make your home look like new and eliminate mold.



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The logo for GARDENS HOME MANAGEMENT SERVICES. It features a stylized house icon above the word "GARDENS" in a large, blue, serif font. Below "GARDENS" is the text "HOME MANAGEMENT SERVICES" in a smaller, blue, sans-serif font. At the bottom, the tagline "your home care professionals" is written in a small, italicized, blue, sans-serif font.



# Exterior Services

- Pressure Washing
- Painting and window caulking
- Pool Service
- Lawn Maintenance
- Lawn and Ornamental Pest Control
- Roof Inspections
- Window Tinting
- Gutter Cleaning
- Exterior Lighting Check
- Water Treatment System Maintenance and Installation



# Interior Services

- House Keeping Service
- Mattress Cleaning
- Carpet Cleaning
- Television Mounting
- Painting and Paper Hanging
- Grout Cleaning
- Mold Remediation
- Upholstery and Drapery Cleaning
- Appliance Repair
- Marble and Stone Care
- Air Conditioning System Maintenance





# HomeWatch & Emergency Contact

- Gives homeowners complete peace-of-mind
- Homeowner contracts to have the home inspected in their absence to ensure that any signs of leaks, insect or pest problems, security system alerts, or other visible maintenance needs are immediately addressed.
- A complete interior and exterior inspection of the home is conducted with close attention paid to proper operation of the mechanical systems including air conditioning, pool and spa equipment, and plumbing and electrical systems.
- Utilizing our technology, we send an electronic report to the homeowners' personal e-mail address that is both date and time stamped showing all completed services.
- If you are a permanent resident, we have an Emergency Contact Service. If your alarm company cannot reach you and your alarm is engaged your alarm company will contact GHMS and we will send your representative to the home to ensure everything is secure.
- Our Emergency Contact Service can also be used if you happen to lock yourself out of your home.

# Sample HomeWatch Report

**Report Date:** 10/22/2013 03:53:31 PM

**Last Departure:** 06/11/2013

**Next Arrival:** 10/29/2013

## Report:

### External

- OK** Check mail, bring in any packages.
- OK** Walk entire exterior of property
- OK** Visual inspection of exterior walls, windows, roof and gutters.
- OK** Look for signs of intrusion.
- OK** Look for signs of pest infestation close to house
- OK** If applicable, perform visual inspection of pool and spa looking for excessive dirt, discoloration,
- OK** If applicable, listen for any unusual noise coming from pool equipment and look for any leaks
- OK** Perform visual inspection-report any obvious landscape concerns
- OK** Report any weeds in the pavers, mold on driveway and/or patio
- OK** Report any obvious broken sprinkler heads.
- OK** Report excessive or load noises coming from A/C units.

### Internal

- OK** Is alarm working properly?
- OK** Do turn-ons or turn-offs - per instructions.
- OK** Check humidistat and thermostat for settings, test for cool air
- OK** Check for telephone dial tone.

# Quality Assurance Reports

- Thorough quality assurance reports are conducted for all Homeowners. These reports are intended to make the owner aware of any issues around the home. Gardens Home Management Services prides itself on being ***pro-active*** to all of your homecare needs.
- Both an interior and exterior inspection is conducted. Additionally the landscape is thoroughly inspected as are any applicable pool or air handler equipment.
- These reports are intended to highlight areas where preventative maintenance is recommended.
- When the homeowner chooses to take action on our recommendations we can enlist the help of our Handyman or find a licensed, insured and bonded vendor.



# Hurricane Preparation

- The GHMS Hurricane Preparation Agreement ensures your shutters will be in place and your home as secure as possible prior to a hurricane.
- GHMS will secure your home for a hurricane by putting furniture away and closing all hurricane shutters as soon as a Hurricane Watch is issued.
- All HomeWatch clients will receive a post storm inspection and report as soon as possible after the storm has passed.
- GHMS also offers a Hurricane Preparation Agreement for Condominiums and Homeowners Associations who need their facilities secured.
- In the event your home is damaged by a storm, GHMS has the resources to handle all repairs to restore your home.



# Gold Card Program

- Pre-arrange necessary services throughout the year and tailored to meet your timing needs
- If, upon inspection, your home is not in need of attention in a certain area, we estimate a future date and adjust your schedule accordingly.
- When you become one of our Home Care Clients\* you have full, priority access to our Handyman, Housekeeping and multitude of other Contractor Services.
- \* A Home Care Client maintains 2 Recurring Services which include the following: HomeWatch, Emergency Contact, Pest Control, Rodent Control, Pool Service, Landscaping Service, Rust Control or 1 Recurring Service and any 2 Gold Card Services shown above.

## Sample Gold Card Program Schedule

Service	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
A/C Filter Change	Twice/Year	x						x					
A/C Filter Change	Twice/Year				x						x		
Annual Flowers	Twice/Year					x					x		
Pool Heater Tune-up	Annually									x			
Carbon Filter Rebed	Annually									x			
Carpet/Grout Cleaning	Annually											x	
Exterior House Deweb	Quarterly	x			x			x			x		
High Cleaning	Twice/Year						x						x
Pressure Cleaning	Annually											x	
Ext. Window Washing	Annually										x		
Int. Window Washing	Annually										x		
Lighting Check	Twice/Year			x						x			
R/O Filter Service	Annually								x				

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# More About Gardens Home Management

- Not only is GHMS a complete Home Maintenance and Management Company we also constantly strive to set ourselves apart from the competition:
- A - rating with the Better Business Bureau.
- Background checks and drug tests are conducted on all employees.
- After hours service, 24 hours a day, seven days a week, 365 days a year.
- Effectively communicate with all clients, contractors and vendors through e-mail, phone calls and personal visits.
- Green Initiative - we strive to be as energy efficient as possible!
- ETDBW – Easy To Do Business With



# Mission Statement

*Gardens Home Management exists to give you the peace-of-mind you deserve. We have committed our energies to instilling trust in our customers, vendors, and employees alike by demonstrating uncompromising honesty, quality workmanship and a commitment to excellence in everything that we do. As part of our fundamental mission, we pledge to simplify the lives of our customers through our understanding of their desire for comfort, control, convenience and connection. We pride ourselves in providing the best possible customer service through our unique, custom-tailored home management packages that will help to preserve and protect your home.*



# Contact Us

## Corporate Office Palm

- 9123 N. Military Trail, Suite 216  
Palm Beach Gardens, Florida 33410

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