

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 assess your home, 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 assessed, replaced or repaired to your satisfaction. With the new Desert Mountain Owner Services Business, you can make one phone call and know that all of your absentee home care, property condition assessment 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 will be reasonably priced and done on time, craftsmanship will be exemplary and all work professionally guaranteed. And, unlike outside contractors who may go out of business or not complete jobs that are begun and paid for, we 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 assignments contracted through the Owner Services Business will be issued through the Desert Mountain Homeowners' Association as soon as an assignment is completed. This is another convenient benefit for Desert Mountain owners.

A description of the many services provided through the new Desert Mountain Owner Services Business can be found on the following pages. The descriptions of Home Care Taking and Property Condition Assessments represent our "Gold Level" services. To learn more about our more basic "Silver Level" services and our customizable "Platinum Level" services that can be tailored to meet your specific needs, please feel free to contact the Desert Mountain Homeowners' Association at 480-595-4010.

Absentee home care, property condition assessments and light handyman services taken care of by someone you can trust:
The Desert Mountain Owner Services Business

Home Care Taking Services



Your home will be checked to ensure that landscape, pool and spa maintenance services are being performed; trash and recycling cans are properly stored and not left at the curb; and that newspapers, magazines and packages are not left at the home entrance. We will also look for visible leaks in your ceiling, as well as in landscape irrigation and pool/spa/fountain pumps. Storm Inspection Services (inspecting for possible exterior, ground-level property damage after storms) and Home Safety Inspection Services (defensible fire space inspections, testing alarm systems and door/window locks) are also part of this service. Inside the home, we will check household appliances, run water through sinks, flush toilets and check sewer and

gas lines. We will also check security systems and smoke detectors for low batteries, verify that air conditioning and/or heater temperatures are at the pre-established settings and start/run vehicles parked in your garage. **Costs are detailed below and based on an average 4,000-6,000 square foot house. Homes in excess of 6,000 square feet will be priced as appropriate.**

- ▲ Weekly: \$40 per visit
- ▲ Monthly: \$100 per visit
- ▲ Bi-weekly: \$60 per visit
- ▲ Quarterly: \$200 per visit

Property Condition Assessments



Our experienced home professional will assess the condition of your home and generate a printed report of results and recommendations. Services include a complete interior and exterior assessment of electrical systems and equipment; heating, air conditioning and cooling equipment; pumps and water heaters; plumbing and fixtures; roofing, skylights and drainage; penetrations and insulation; walls, trim, floors, doors, windows, fireplaces, fences, foundations, retaining walls, porches, patios, walkways and driveways; home appliances; and pool and spa equipment.

Cost: based on home size. Please see chart below:

Size of Home	Cost
Less than 3,000 Square Feet	\$300
3,000-5,000 Square Feet	\$450
5,000+ Square Feet	\$550

Light Handyman Services



Our on-staff Owners 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.

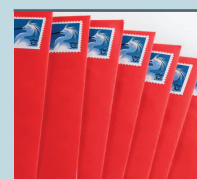
Cost: \$50/hour plus materials.

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

Additional Services

Designed for homeowners who are off-property, these services are designed to make your time away from Desert Mountain stress-free:

- ▲ **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: \$35/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 on Mondays, Wednesdays and Fridays and either forward it to you via FedEx or UPS or place 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: \$25 plus postage.**



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, would like to schedule an appointment or an assessment, or to arrange for other services, please contact the Desert Mountain Homeowners' Association at 480-595-4010. For after-hours emergencies, please contact 480-595-4338.