



# The Village Watch: New Client Information Packet

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*The Village Watch is an owner-operated Home Watch service proudly serving the Village Walk Bonita Springs community.*

*As on-site residents, we are not a large company or rotating staff. Every visit, inspection, and report is completed personally by us — Meghann & Damian.*

*Our goal is simple: to provide consistent, detailed, and reliable oversight of your home while you are away, offering peace of mind each time you leave.*



## **Frequently Asked Questions:**

### ***Do you only service Village Walk?***

- Yes. The Village Watch exclusively provides Home Watch services within the Village Walk Bonita Springs community. This allows us to maintain a consistent weekly inspection route and reliable oversight of each home we monitor.

### ***Who performs the inspections?***

- All inspections are completed personally by Meghann & Damian. We are an owner-operated service and do not use rotating staff or third-party inspectors.

### ***Are you insured?***

- Yes. The Village Watch carries General Liability Insurance (\$1M/\$2M aggregate) and Professional Liability coverage for added peace of mind.

### ***How often do you check the home?***

- We visit the home EVERY week while you are away. Our Basic Home Watch Service includes:
  - Formal Inspections (every other week)
  - Informal Inspections (alternate weeks)
- This structured weekly model allows for more consistent monitoring than monthly or occasional checks.

### ***Do you offer bi-weekly or monthly-only inspections?***

- No, we do not offer bi-weekly or monthly-only inspections, as a lot can happen in 30 days — especially in Southwest Florida's heat and humidity.
- Weekly visits allow us to identify early warning signs and address potential concerns before they become major and costly problems.

**What is the difference between a Formal and Informal Inspection?**

● **Formal Inspection**

- A detailed interior and exterior inspection including humidity and leak checks, HVAC and temperature monitoring, running faucets and flushing toilets to maintain plumbing and detect potential issues.
- A detailed inspection report with notes and photos (if applicable) will be emailed within 24 hours of the inspection.

● **Informal Inspection**

- A supplemental exterior check and brief interior walkthrough performed between formal inspections to monitor the home's general condition and security.
- Reports are not issued unless a concern is observed.

**What happens if you find an issue at the home?**

- If anything unusual or concerning is observed, we will notify you promptly and document the concern. Urgent matters are communicated immediately by phone, while non-urgent items may be shared by email or noted in the next formal inspection report. Photos may be provided when applicable.

**How does the \$70/month service plan work?**

- Our Basic Home Watch Service follows a structured weekly inspection schedule. In a *typical* month, this includes:
  - Two Formal Inspections (\$25 each)
  - Two Informal Inspections (\$10 each)
- This results in a typical monthly total of approximately \$70.

**Why do monthly totals sometimes vary?**

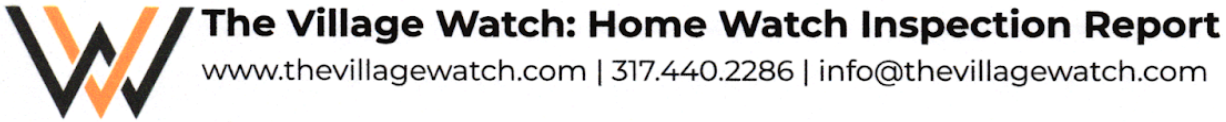
- Because inspections are performed weekly, some calendar months may include more than four visits depending on how the inspection dates fall within the month.
- All inspections are itemized and billed per visit. The \$70 reflects a *typical* month, not a flat monthly fee.
- Additional services, special requests, or extra visits that require time beyond the scope of routine inspections are subject to an additional fee.

**When will I be billed?**

- We email an electronic invoice at the end of each month detailing all inspections performed and any additional services requested. Payment may be made through a secure payment link within the invoice or via Zelle or Venmo.

## Sample Formal Inspection Report

- Detailed reports are provided after each **Formal Inspection** (every other week).



Homeowner(s): \_\_\_\_\_  
 Property Address: \_\_\_\_\_  
 Date/Time of Visit: 7/14/25 2:20p

|                                     |                           |
|-------------------------------------|---------------------------|
| <b>DEPARTURE CHECK:</b>             |                           |
| <input checked="" type="checkbox"/> | DOORS LOCKED              |
| <input checked="" type="checkbox"/> | ALARM SET (if applicable) |
| <input checked="" type="checkbox"/> | WATER OFF                 |

|   |  |
|---|--|
| <p><b>Formal Inspection – Property Exterior:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Ensure all entrances are secure</li> <li><input checked="" type="checkbox"/> Visual inspection for evidence of forced entry, vandalism, theft, or damage</li> <li><input checked="" type="checkbox"/> Verify proper flow of AC drain line</li> <li><input checked="" type="checkbox"/> Check outside faucets and hoses for leaks</li> <li><input checked="" type="checkbox"/> Removal of flyers, packages, mail, or any other evidence of non-occupancy</li> <li><input checked="" type="checkbox"/> Visual inspection of roof/gutters from ground</li> <li><input checked="" type="checkbox"/> Visual inspection of yard/landscaping</li> <li><input checked="" type="checkbox"/> Visual inspection of pool (if applicable)</li> <li><input checked="" type="checkbox"/> Visual inspection of exterior walls</li> <li><input checked="" type="checkbox"/> Visual inspection of lanai enclosure</li> <li><input checked="" type="checkbox"/> Visual inspection of paver driveway/pathways</li> <li><input type="checkbox"/> Remove/treat weeds in paver areas as needed (additional fee applies)</li> </ul> | <p><b>Formal Inspection – Property Interior:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Check that all windows and entryways are secure</li> <li><input checked="" type="checkbox"/> Inspect for signs of theft/vandalism/other disturbance</li> <li><input checked="" type="checkbox"/> Check security system is set and working properly (if applicable)</li> <li><input checked="" type="checkbox"/> Check inside lighting timers set accordingly (if applicable)</li> <li><input checked="" type="checkbox"/> Visual inspection for evidence of pests or unusual insect activity</li> <li><input checked="" type="checkbox"/> Visual inspection of walls, ceilings, windows, tubs, toilets, and showers for evidence of water damage, leakage, mold, or mildew</li> <li><input checked="" type="checkbox"/> Check that freezers, refrigerators, and disposals are functioning</li> <li><input checked="" type="checkbox"/> Run all faucets, flush all toilets (add cleaning agent if necessary)</li> <li><input checked="" type="checkbox"/> Check that temperature &amp; humidity are within acceptable range:<br/>           Current Interior Temperature: <u>77°</u> Humidity: <u>48%</u> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Add cleaning agent to AC drain line (if applicable)</li> <li><input checked="" type="checkbox"/> Replace HVAC filter (if applicable)</li> </ul> </li> <li><input checked="" type="checkbox"/> Visual inspection of hot water heater and HVAC pans</li> <li><input checked="" type="checkbox"/> Check fuse box for tripped breakers or evidence of power surge</li> </ul> |
| <p>* <b>NOTE:</b> Dark staining and/or algae growth was observed in the following areas, scheduled maintenance advised:</p> <p><input type="checkbox"/> Roof   <input type="checkbox"/> Exterior Walls   <input type="checkbox"/> Gutters   <input type="checkbox"/> Lanai</p> <p><input checked="" type="checkbox"/> Driveway   <input checked="" type="checkbox"/> Walkway   <input type="checkbox"/> Pool Cage</p>   | <p><b>Auto/Golf Cart Care:</b> <u>N/A</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Vehicle battery tender set-up/removal</li> <li><input type="checkbox"/> Starting or driving vehicle(s) → (bi-weekly or monthly)</li> <li><input type="checkbox"/> Replace Damp Rid in vehicle</li> </ul>   |
| <p><b>Additional Maintenance Requests:</b></p> <p><u>replaced battery in living room smoke detector</u></p>   | <p><b>Comments:</b></p> <hr/>  |

Thank you for your business!  
 We are: your neighbor, an advocate in your absence,  
 and a trusted resource while you are away.  
 Damian & Meghann



# The Village Watch

## DEPARTURE CHECKLIST



### Contact Us:

Website: [www.thevillagewatch.com](http://www.thevillagewatch.com)

Email: [info@thevillagewatch.com](mailto:info@thevillagewatch.com)

Phone: (317) 440-2286

### To better assist us while you are away, please make sure you provide:

- White Vinegar (2 gallon jug), Funnel, Replacement Filters – please leave by HVAC unit
- Replacement Batteries (AAA, AA, 9V) – please leave on kitchen counter
- Damp Rid Bags and/or Buckets – please leave on kitchen counter
- Toilet Cleaner, Brush – please leave by **each** toilet
- Vegetable Oil (for garbage disposal lubrication) – please leave by kitchen sink
- Hurricane Shutter Remote(s)/Keys/Stick – please leave on kitchen counter
- Record WIFI name and password and leave on a note by router or kitchen counter  
(for device reconnection if needed)

### Securing Your Home:

- Lock external doors, sliding doors, and windows
- CLOSE or partially close window blinds/shades/curtains
- If applicable, make sure security system is functioning; replace batteries if necessary
- Take care of mail/deliveries – forward or pause mail, pause any subscription services
- Make sure exterior lights are OFF to avoid attracting insects and pests

### Preparing Your Home For The Elements:

- If possible, CLOSE hurricane shutters (if departing ahead of/during hurricane season).  
\*Be advised, if shutters are not closed by the homeowner in preparation for hurricane season, we will close/open for you for an additional fee.  
→ FOR MORE INFO: see ACC guidelines on last page regarding hurricane shutters
- Move furniture and cushions in from the lanai into enclosed lanai area or garage
- Move pots, decorations, or anything lightweight into enclosed lanai area or garage
- Cover your BBQ grill – do not leave outside, store in enclosed lanai area or garage

## **Cleaning Your Home:**

- Remove any perishable foods and open bottles/containers from the refrigerator
  - **TIP:** *In the event of an extended power outage, any condiments or food left in the refrigerator and freezer will spoil – leaving only water in the refrigerator and ice packs in the freezer is advised.*
- Remove any open food packages (chips/crackers/snacks/cereals, etc.) from the pantry
- Turn OFF icemaker and empty ice bin outside
- Empty dishwasher and leave the door cracked open so the water dissipates
- Wipe down countertops, clean the stovetop to avoid attracting any insects or pests
- Clean your garbage disposal by running a vinegar/baking soda/water solution through it to avoid unpleasant odors
- Empty all trash cans before you leave – if we need to set out cans, please let us know
- Wash linens and towels – be sure to dry and put away to avoid moldy laundry
- Make bed with clean linens before you leave
- Clean toilets/showers/tubs – keep toilet lids and drains CLOSED
- Dust all surfaces, vacuum/mop floors

## **Preparing Water/Electrical/HVAC Utilities:**

- Set the thermostat to “away” temperature
  - **TIP:** *For optimal AC performance, a temperature setting of 76-78 during warmer months (May-Oct) and 74-75 during cooler months (Nov-Apr) is recommended to keep humidity levels down.*
  - **TIP:** *Humidity levels above 55% can quickly become problematic – portable dehumidifiers and Damp Rid bags or buckets are highly recommended.*
- Leave at least one ceiling fan ON to increase circulation inside home
- Leave interior doors, especially closet doors, and undersink cabinet doors OPEN
- Turn OFF main water valve
- Turn water heater OFF at electrical panel, recirculation pump should be OFF as well
- Turn OFF breakers to non-essential appliances (excluding refrigerator) to help protect against power surges
- Unplug electrical items and small appliances
- Replace batteries in smoke alarms (if applicable)
- Suction HVAC drain (condensate) line
- Replace HVAC filter

### ***Protecting Your Vehicle(s)/Golf Cart:***

- Leave a Damp Rid bag or bucket in your vehicle to avoid mold formation, windows UP
- If you will be gone for more than 30 days, fill up your gas tank to prevent moisture from accumulating and to keep seals from drying out
- Clean your car as water stains, bird droppings, mud, grease, or tar can damage paint
- If gone for more than 30 days, change the oil before you leave to avoid contaminants from oil damaging your engine
- Put your vehicle on a battery tender
- Plug in golf cart, add water to batteries

### ***Village Walk ACC Guidelines Regarding Storm Shutters:***

#### **Hurricane Shutters**

Storm Shutters may only be closed during a storm event or when a storm event is imminent. If the homeowner is out of town during the official hurricane season, hurricane shutters may be installed from May 1- Nov. 30 and must be painted the base color of the home, white, or clear. Unpainted, metal shutters are only permitted during a storm event and must be removed within 72 hours of the conclusion of the storm. Accordion shutters, roll down shutters, and hurricane screening are permitted. The Board of Directors will permit shutters to be closed over the rear sliding glass doors for short, defined periods of time throughout the year with notification to the HOA office if the shutters will be closed. The allowance is not intended to extend the time hurricane shutters may be installed during the designated Hurricane season mentioned above. Only sliding glass doors may be covered, and this includes shutters which cover lanai openings to also protect sliding glass doors.