

Home Manager Policies and Procedures

Welcome to Vacant Home Caretakers. We hope that your experience will be a pleasant and positive one. The following is a list of policies and procedures which Vacant Home Caretakers (VHC) requires the Home Managers to adhere. Remember, *YOUR PRIMARY REASON FOR BEING IN THE HOME IS TO ENHANCE THE HOME'S SALABILITY.*

1. The Home Manager will immediately furnish the home with quality furniture and keep it in "SHOW-TO-SELL" condition at all times. All beds must have frame, box spring, and mattress. No waterbeds.
2. The Home Manager will cooperate in every way with the Realtor in showing the home. Please leave during showings and Open Houses so that the Realtor and prospective buyer have room to look and talk about the home. The Home Manager shall not withhold consent to VHC, Realtors, the owner, or others connected to the sale of the home that may inspect, repair, or exhibit the home.
3. The Home Manager is never to talk to the **owner, Realtor, or prospective buyer**. The Realtor may call to set up appointment to show the home, but please refer all other discussions to VHC. The Home Manager is not allowed to become a renter or tenant for the owner.
4. The house is assigned to you and your immediate family. NO one else is allowed to move in or stay at the home. Parties or large groups are not allowed. Notify VHC if you plan to be away from the home for longer than three days.
5. The Home Manager is expected to maintain the lawn and yard by mowing and watering. Leaves must be raked and steps and sidewalks kept free of snow and ice.
6. NO PETS OR SMOKING ALLOWED AT ANY TIME.
7. During showings, do not leave small valuables out, such as, jewelry, money, etc. Please place them out of sight or access. The VHC placard should remain on or beside the front door.
8. The Home Manager monthly fee is due on the 1st of the month. A late fee of \$50.00 will be applied after the 5th of the month. If payment is not received by the 10th of the month, the Home Manager will be required to move out and will lose their Performance Guarantee Deposit. A \$35.00 fee will be assessed for any NSF check.
9. MOVE IN PROCEDURES:
 - A. Have all utilities, phone, and insurance in your name prior to moving in and bring receipts to the office when you come to finalize paperwork and pick up keys.
 - B. When hanging pictures, use existing nail holes. Do not use tape or tacks. Unframed pictures and posters are not allowed.
 - C. Move in should be done in an orderly manner. Arrange furniture and store boxes in the closets and garage immediately. VHC will inspect the home within three days.
 - D. It is VERY important to complete the Property Condition Report and return it to the VHC office within five days. All unreported damage to the home after that date will be the responsibility of the Home Manager.
10. INSPECTIONS:
 - A. VHC will perform unannounced inspections of the home to ensure that it is in "SHOW-TO-SELL" condition at all times.
 - B. POOR INSPECTION WILL RESULT IN A 48 HOUR MOVE OUT NOTICE!
 - C. Report all needed repairs to our office immediately. Do not make any changes or repairs without first checking with VHC. Do not call the Realtor or owner. The Home Manager is financially responsible for each repair up to \$50.00.
11. MOVE OUT:
 - A. We will notify you of an accepted offer as soon as we have notice. If you hear of an offer or sale, call us and we will check on the status and date of closing.
 - B. We will arrange a move out date and send you a checklist. Immediately arrange for the utilities to be turned off the after you move out. The keys and placard must be returned to us.
 - C. Your Performance Guarantee Deposit will be returned to you within fourteen days or less if you have sent us proof that your final utility bills have been paid, the house has been left clean and damage free, and you have adhered to the above policies and procedures. Failure to send us copies of your final paid utility bills within 10 days of your move out will cause a delay in returning your Performance Guarantee Deposit and a \$50.00 fine.

Home Manager Date

Vacant Home Caretakers, Inc. Date