



*home
watch*
by
BLUEFISH

Ever worry about what's happening to your home when you're away for an extended period?



THERE'S NO SUCH THING AS *Too much peace of mind.*

When it's time for you to be away from your home, the Home Watch by Bluefish team is here for you. Whether you're on a short trip or an extended leave, our professional team will inspect your home and keep a close eye on your investment.

WHY CHOOSE HOME WATCH BY BLUEFISH?

Home Watch by Bluefish offers one-of-a-kind home monitoring and concierge services to homeowners in Southwest Michigan and Northwest Indiana. For over 20 years, founders Jason and Erika Milovich have been serving as property managers for both homeowners in their vacation rental program and non-rental homeowners in surrounding communities.

Created specifically with second homeowners in mind, Home Watch by Bluefish provides assurance and protection of your property through regular onsite inspections. We will be your home and property advocate, so you know your home is being cared for while you're away.





Our primary emphasis is ensuring clients' properties are secure, and there are no issues with:

Vandalism

Water Ingress

Storm Damage

Unusual Odors

Plumbing

Electrical

Heating & Air Conditioning

Animal or Bug Intrusion

Beach & Bluff Erosion

We offer three tiered property monitoring packages consisting of scheduled inspections of the interior and exterior of your property, as well as access to our homeowner concierge services. Depending on the package, you will receive a digital report with the completed Home Watch checklist, photos, and site-specific notes. You will be contacted immediately in the event repairs are required, minimizing any impact of damage as quickly as possible. Our Home Watch team will manage any contractors or repairs that need to be made while you are away.

FROM THE MOMENT YOU STEP OUT THE
DOOR TO THE TIME YOU ARRIVE HOME,
you can put your mind at ease.

HOME WATCH PACKAGE OPTIONS

With our tiered approach, we ensure that your specific needs and budget are met with Good, Better and Best package options.

	GOOD BIWEEKLY CHECK	BETTER WEEKLY CHECK	BEST WEEKLY INSPECTION
Initial 31-Point Inspection*	✓	✓	✓
Exterior Perimeter Check Each Visit	✓	✓	✓
Interior Walkthrough Each Visit	✓	✓	✓
Immediate Onsite Contact If Any Major Issues Discovered	✓	✓	✓
Coordinate Vendor Repairs & Maintenance	✓	✓	✓
Access To Concierge Services	✓	✓	✓
Trash & Recycling Management	✗	✓	✓
Weekly Visual Inspections	✗	✓	✓
Weekly 28-Point Inspection**	✗	✗	✓
Weekly Test of Plumbing	✗	✗	✓
Monthly Test of Appliances	✗	✗	✓
Weekly Inspection Reports	✗	✗	✓
Free Pre- and Post-Storm Checks	✗	✗	✓

*See the Initial 31-Point Inspection list

**See the Weekly 28-Point Inspection list

INITIAL 31-POINT INSPECTION LIST

Our Initial 31-Point Inspection is conducted only once during the first visit to your home.

HOME EXTERIOR

- Check doors, screens, and windows to make sure they're secure and functional
- Check the roof, chimney, and gutters from ground level for any obvious problems
- Look for signs of vandalism
- Look for any insect or rodent issues
- Check all outbuildings (garage, shed, etc.) to make sure they're secure and functional
- Test the exterior lights to make sure they're functional
- Inspect the hot tub and/or pool for obvious issues (water levels, leaks, etc.)
- Check trash and recycling containers
- Remove junk mail and papers from entryways/driveways
- Retrieve mail or packages to put inside

HOME INTERIOR

- Test the alarm system
- Check that electricity is working and inspect the breaker box for any tripped breakers
- Ensure that all lights are working
- Set timers on lights or leave lighting on as requested by client
- Walk through the inside of the home, making sure all doors and windows are secured
- Check for unusual odors
- Run all faucets, showers, garbage disposals and flush toilets, checking for leaks
- Check that the refrigerator is on, working and water lines are good
- Do a visual inspection of ceilings and walls to ensure there is no water ingress or leaks
- Check for evidence of pest intrusion
- Check that HVAC filter is good
- Set thermostat to desired temperature and check batteries
- Check that smoke detectors and carbon monoxide detectors are working
- Ensure all fireplace flues are closed and gas valves off

GROUNDS

- Check patio, porch and deck areas
- Check outdoor furniture and outdoor grill
- Check that faucets and hoses are turned off or have been winterized where applicable
- Check for evidence of unauthorized entry or vandalism, and weather-related problems (fallen branches, displaced patio furniture, etc.)
- Check that outbuildings are secure, with no signs of tampering or damage
- Monitor beach bluff, pathways and stairs to lake for erosion

INITIAL 28-POINT INSPECTION LIST

Our Weekly 28-Point Inspection is part of the Best package option only.

HOME EXTERIOR

- Check doors, screens, and windows to make sure they're secure and functional
- Check the roof, chimney, and gutters from ground level for any obvious problems
- Look for signs of vandalism
- Look for any insect or rodent issues
- Check all outbuildings (garage, shed, etc.) to make sure they're secure and functional
- Test the exterior lights to make sure they're functional
- Inspect the hot tub and/or pool for obvious issues (water levels, leaks, etc.)
- Bring garbage and recycling bins to curb and return, per township's ordinance
- Remove junk mail and papers from entryways/driveways
- Retrieve mail or packages to put inside
- Ensure/check all exhaust pipes, intake pipes and vents are clear of snow/ice

HOME INTERIOR

- Test the alarm system
- Check that electricity is working and inspect the breaker box for any tripped breakers
- Ensure that all lights are working
- Walk through the inside of home, making sure all doors and windows are secured
- Check for unusual odors
- Run all faucets, showers, garbage disposals and flush toilets, checking for leaks
- Check that the refrigerator is on, working and water lines are good
- Do a visual inspection of ceilings and walls to ensure there is no water ingress or leaks
- Check for evidence of pest intrusion
- Test HVAC and ensure settings are set to the owner's preferred temperature
- Check that smoke detectors and carbon monoxide detectors are working

GROUNDS

- Check patio, porch and deck areas, including outdoor furniture and grill, for anything out of place or damaged
- Ensure faucets and hoses are turned off
- Check for evidence of unauthorized entry or vandalism
- Survey for weather-related problems (fallen branches, displaced patio furniture, etc.)
- Check that outbuildings are secure, with no signs of tampering or damage
- Monitor beach bluff, pathways and stairs to lake for erosion

AS A HOMEOWNER UTILIZING HOME WATCH BY BLUEFISH, YOU HAVE EXCLUSIVE ACCESS TO OUR *Concierge Services.*

You can choose to have our team handle the details before, during, or after your stay. Up for the week or weekend? Let our concierge team stock the fridge, adjust the thermostat and lights prior to your arrival, shovel and plow your drive, pick up packages, or simply run an errand. Our concierge services are customizable to you.

Example services include:

Grocery Delivery & Stocking

Housekeeping

Arrival & Departure Visits

Onsite Car Detailing

Seasonal Property Opening & Closing

Snow Removal

Firewood Delivery

Mail & Packages

Emergency Property Liaison

Waiting Services

Pool & Spa Maintenance

Appliance & Equipment Maintenance

Contractor Referrals & Coordination

Propane Delivery

Pricing and availability vary based on service. Additional details can be found on:

www.bluefishvacations.com/concierge-services



WHICH PACKAGE IS

best for you?

GOOD

Created for homeowners who use their home regularly and aren't overly concerned about their property when it is empty but want occasional checks done.

BETTER

Created for homeowners who use or visit their property infrequently or for a small portion of the year and want to ensure that their property is monitored weekly.

BEST

Created for homeowners who use their home as a vacation rental or rarely visit. This package provides the most comprehensive home monitoring services weekly to ensure their property is secure and without issues.

CLIENTS



FREQUENTLY ASKED QUESTIONS

— What is Home Watch?

Home Watch service consists of regularly scheduled inspections of both the interior and exterior of unoccupied homes. The primary emphasis is ensuring clients' homes are secure and there are no issues with vandalism, water ingress, animal or bug intrusion, storm damage, plumbing, electrical, heating and air conditioning, mold, beach and bluff erosion, or other various concerns.

— What credentials does Bluefish hold?

Home Watch by Bluefish is a proud member of the National Home Watch Association (NHWA). We have been vetted, trained and approved by this organization to ensure that we are bonded and insured. Our Home Watch program has committed to following the mission statement and Code of Ethics of NHWA. Additional information can be found on the NHWA website: www.nationhomewatchassociation.org

— Why don't I just use my neighbor or ask my housekeeper to check my home?

While housekeepers, neighbors, and friends often agree to check on your property, they don't always have the ability to recognize the early signs of problems or have the time to do an extensive inspection while you're away. They also won't have the time-tested tools and experience to make sure an inspection is done properly and completely each and every week. Nor will they have the experience to help resolve problems that are found. By using our professional Home Watch service, you're going to discover problems that are small before they get too big.

We use an extensive checklist to ensure that each potential issue can be detected before it becomes a major problem. We are always available, not only for regular inspections, but also for emergencies, too. Also, a homeowner may never know if their neighbor is going to be in town or on vacation. Our fees are a small price to pay for our clients to know their homes are being taken care of by licensed, experienced and insured professionals.



FREQUENTLY ASKED QUESTIONS

— How often do I need someone to inspect my home?

This is both a personal and an insurance issue. It is difficult to determine exactly how often someone should have their home inspected. If an issue arises, it is always best if it can be identified before it becomes a large problem. For safety reasons, once a week would be best. However, many clients feel every two weeks is sufficient. We believe that less frequent inspections do not provide the level of security needed to ensure that our clients' homes are properly taken care of while they are away.

Also, some insurance companies require someone to inspect an unoccupied home once or twice a month. Other insurance companies do not seem to have an issue with this, so there are no requirements. To see what requirements your insurance company may have, please contact them before deciding on the frequency of inspections.

— What is the Initial 31-Point Inspection?

The initial 31-Point Inspection is the first inspection carried out at the start of a new contract with a client. If a client signs up for inspections from November through May, the initial inspection would be the first inspection carried out.

During the 31-Point Inspection, we will check filters, set thermostats to clients' preferred temperatures, and document the current state of the property. If we find something wrong, we report and document it. If the client doesn't take action or remedy what we have reported on the initial inspection, then they cannot hold us responsible if they have issues further down the line.

— What is the Weekly 28-Point Inspection?

The Weekly 28-Point Inspection is completed each week as part of the Best package. During the Weekly 28-Point Inspection, our trained Home Watch professional uses a series of 28 check points, both inside and outside of your home, to identify issues or potential issues and to ensure your home is safe and secure.

— How do you communicate with us?

Our inspection reports are sent to our clients via email. If email is not an option, we can discuss the inspection via phone call, text or over video call.

— What qualifies as additional internal services?

Additional internal services are non-Home Watch services, scheduled at our hourly service rate. Example services include maintenance, obtaining external bids and quotes, scheduling appointments, sourcing updates from external vendors, and providing property access to vendors, as well as the wait time incurred.



FREQUENTLY ASKED QUESTIONS

— What is the difference between the Good, Better and Best inspections?

For the Good and Better checks, we visually inspect the property and only report issues as and when we find them. We do not use a checklist or document each step of the check the way we would with the Weekly 28-Point Inspection within the Best package. For example, if we see an issue with the roof, then we would report it.

The Best package, which includes the Weekly 28-Point Inspection, is performed with these 28 points in mind, as well as documentation of those 28 points.

— Do you inspect my home after severe weather?

As part of our Best package, the inspection of your home pre- and post-severe weather is included. If you sign up for our Good or Better packages, we can provide pre- and post-storm visits to ensure your home is ready for severe weather, or to confirm the condition of your home after a storm. For these packages, additional checks are carried out at an hourly service rate of \$60/hour.

— What happens if I forget to tell you I am in town at my home, and you come to do an inspection?

We will do our best to avoid these instances, but we really need our clients' help in keeping us informed of when anyone is using their homes, otherwise we will perform the services as asked. We never want to arrive at a home unannounced and take a chance of startling our clients or their guests. To ensure that this does not happen very often, please call us or send us a quick email letting us know if the house will be occupied. Although we prefer to know as far in advance as possible, telling us the day before the homeowner's arrival also provides enough notice.

— Is Home Watch by Bluefish a security company?

No, we are not a security company, nor do we take the place of one. Our scheduled inspections do offer some security because we are at the property regularly. We will obviously discover if the home has been broken into or if something has been vandalized, but we do not conduct daily patrols of the home like security companies do.

— Are you available 24 hours a day/7 days a week?

Yes, we will take calls to our main office line from 9 a.m. to 5 p.m. and our afterhours emergency line from 5 p.m. to 9 a.m.

Office: (269) 469-0468

After-Hours Emergencies: (269) 336-9477



FREQUENTLY ASKED QUESTIONS

— What is a billable hour?

A billable hour is any length of time within an hour used for our services and charged at a designated hourly rate. We only charge in hourly increments.

— What areas are Home Watch by Bluefish services available?

We serve Berrien County in Southwest Michigan and LaPorte County in Northwest Indiana. Currently, we service the following areas:

MICHIGAN	Bridgman	Lakeside	St. Joseph
	Galien	New Buffalo	Three Oaks
	Grand Beach	Sawyer	Union Pier
	Harbert	Stevensville	Shoreham
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INDIANA	Long Beach	Michiana Shores	Michigan City

— Can you provide referral services if I need work done at my home?

Yes, we have a very extensive list of qualified licensed contractors and other vendors who can help with most of your needs. All of the vendors and contractors we work with are insured.

— What concierge services do I have access to?

As a homeowner utilizing our Home Watch program, you have exclusive access to our concierge services. With our concierge services, you can choose to have our team handle home needs before, during or after your stay. Example services include grocery delivery and stocking, housekeeping, arrival and departure visits, seasonal property opening and closing, snow removal, retrieval of mail and packages, emergency contact, waiting services, pool and spa maintenance, appliance and equipment maintenance, contractor referrals and coordination, and more. Pricing and availability vary based on service. Details can be found at www.bluefishvacations.com/concierge-services.

— How do I become a Home Watch by Bluefish client?

The first step is scheduling a 30-minute consultation with us in person, by phone or over a video call. During this time, we will discuss your needs and help you choose the best plan. An agreement is then sent and once returned, Home Watch services can begin.

Q
A
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Schedule

YOUR HOME WATCH CONSULTATION



Your free, 30-minute Home Watch consultation includes a visit with our Maintenance and Grounds Coordinator, Matt Kennedy.

During this initial visit, Matt will walk through your home with you and discuss your specific property needs. Matt will also explain exactly how our Home Watch visits work, what routine maintenance will occur, and how the program will enhance the security of your home. At the end of the consultation, you and Matt will jointly select a plan that fits your specific home and property needs.

READY FOR HOME WATCH BY BLUEFISH SERVICES?

BLUEFISH

VACATION RENTALS
& Property Management

Schedule your consultation today.

 (269) 469-0468

 HomeWatch@bluefishvacations.com

