



Homeowner Service Agreement & Service Selection Form

Thank you for choosing Wise Owl Home Watch. Our goal is to provide dependable, attentive, and professional care for your home while you are away or whenever additional property assistance is needed.

Please complete this form and select the services you would like us to provide. Services and frequency may be customized to meet the individual needs of your property.

1 Homeowner Information

HOMEOWNERS _____

SERVICE PROPERTY ADDRESS _____

PRIMARY PHONE _____ SECONDARY PHONE _____

EMAIL _____

PERMANENT / ALTERNATE ADDRESS _____

Emergency Contact

NAME _____

RELATIONSHIP _____ PHONE _____

2 Services Requested

Please check all services you would like Wise Owl Home Watch to provide.

A. HOME WATCH SERVICES

☐ Scheduled Home Watch Visits

FREQUENCY REQUESTED

☐ Weekly ☐ Every Two Weeks ☐ Other: _____

Home Watch visits may include, as applicable and as selected by the homeowner:

- | | |
|--|--|
| ☐ Exterior visual inspection of the property | ☐ Run faucets, showers, and tubs as requested |
| ☐ Check doors, windows, and accessible entry points for signs of damage or unauthorized entry | ☐ Check under accessible sinks for visible leaks |
| ☐ Visual inspection for signs of water leaks or water damage | ☐ Check for visible signs of insects, rodents, or other pests |
| ☐ Check ceilings and accessible areas for visible signs of moisture or mold | ☐ Check for storm or weather-related damage |
| ☐ Check for unusual odors | ☐ Check for fallen branches, trees, or exterior hazards |
| ☐ Check thermostats and general HVAC operation | ☐ Check pool/spa area visually, if applicable |
| ☐ Check electrical panel for visibly tripped breakers | ☐ Bring in mail, newspapers, packages, or flyers |
| ☐ Check refrigerator/freezer operation | ☐ Trash/recycling container placement or return |
| ☐ Check plumbing fixtures for visible leaks | ☐ Light rotation to help maintain an occupied appearance |
| ☐ Flush toilets | ☐ Key holding |
| | ☐ Digital visit report with photographs |
| ☐ Other requested Home Watch service: _____ | |

Please note: A Home Watch visit is a visual inspection of readily accessible areas of the property. Wise Owl Home Watch is not a licensed home inspection, security, HVAC, plumbing, electrical, pest-control, mold-remediation, or other specialized professional service unless specifically stated otherwise.

3 Concierge & Property Care

Please select any services requested:

- | | |
|---|--|
| ☐ Meet or provide access to approved contractors/service providers | ☐ Bring outdoor furniture/items inside when requested |
| ☐ Wait for deliveries or service appointments | ☐ Water indoor plants |
| ☐ Receive packages or deliveries | ☐ Water outdoor plants as requested |
| ☐ Pre-arrival home preparation | ☐ Vehicle visual check |
| ☐ Post-departure home check | ☐ Start vehicle, when specifically authorized |
| ☐ Grocery/pre-arrival shopping | ☐ Contractor/service-provider coordination |
| ☐ Turn on/off selected lights | ☐ Key holding and access assistance |
| ☐ Adjust thermostat as instructed | ☐ Storm preparation services when safely possible |
| ☐ Prepare patio/outdoor areas for homeowner arrival | ☐ Post-storm property inspection |
| | ☐ Emergency or unscheduled property visit |

☐ Other: _____

Concierge, property-care, emergency, shopping, contractor coordination, and other special services may be billed separately from regularly scheduled Home Watch visits.

Any purchases made on behalf of the homeowner must be reimbursed by the homeowner unless otherwise agreed in writing.

4 Professional Cleaning Services

Wise Owl Home Watch also provides residential and property cleaning services.

Please select services requested:

- | | |
|--|--|
| ☐ Regular/Recurring Home Cleaning | ☐ Office Cleaning |
| ☐ Deep Cleaning | ☐ Vacation/Second-Home Cleaning |
| ☐ Move-In Cleaning | ☐ Pre-Arrival Cleaning |
| ☐ Move-Out Cleaning | ☐ Post-Departure Cleaning |
| ☐ Vacation Rental / Short-Term Rental Turnover Cleaning | |

☐ _____

Other:

Cleaning Rate

Cleaning services are billed by the hour, per cleaner, unless a different written price has been agreed upon in advance.

HOURLY RATE PER CLEANER

NUMBER OF CLEANERS
EXPECTED

ESTIMATED HOURS

\$ _____

Actual cleaning time may vary depending upon the size and condition of the property and the services requested.

Specialty services or unusually labor-intensive cleaning may require a separate estimate.

5 Service Schedule

REQUESTED START DATE

HOMEOWNER DEPARTURE DATE, IF APPLICABLE

EXPECTED RETURN DATE

PREFERRED VISIT DAYS

SPECIAL INSTRUCTIONS

6 Property Access

Wise Owl Home Watch will access the property by:

- ☐ Key provided to Wise Owl Home Watch
- ☐ Keypad / Smart Lock
- ☐ Garage Code
- ☐ Lockbox
- ☐ Other: _____

Alarm system present? ☐ Yes ☐ No

If yes, instructions/code provided separately: ☐ Yes ☐ No

The homeowner authorizes Wise Owl Home Watch to enter the property for the services agreed upon in this agreement.

All keys, codes, alarm information, and property-access information will be treated as confidential.

7 Emergency Authorization

If Wise Owl Home Watch discovers a condition that appears to require immediate attention, we will make reasonable efforts to contact the homeowner or designated emergency contact.

If the homeowner cannot be reached and immediate action appears reasonably necessary to help prevent additional property damage, the homeowner authorizes Wise Owl Home Watch to contact an appropriate service provider or emergency service.

☐ YES, I authorize emergency contact/coordination.

☐ NO, contact me or my emergency contact before arranging any service.

MAXIMUM AMOUNT AUTHORIZED WITHOUT PRIOR APPROVAL \$ _____

Wise Owl Home Watch does not guarantee the availability, response time, workmanship, or pricing of independent contractors or emergency service providers.

8 Weather & Emergency Conditions

Wise Owl Home Watch will make reasonable efforts to provide scheduled and emergency services; however, the safety of our personnel must come first.

Services may be delayed, modified, or suspended because of severe weather, unsafe road or property conditions, governmental restrictions, emergencies, natural disasters, or other circumstances beyond our reasonable control.

Severe weather in Middle Tennessee, including tornadoes, high winds, ice storms, and flash flooding, often arrives with little or no advance warning. Wise Owl Home Watch cannot guarantee a property visit or storm-preparation service ahead of such an event, or while an evacuation order, shelter-in-place order, curfew, or road closure affecting the service area remains in effect.

Where an evacuation order, shelter-in-place order, or curfew affecting the service area is announced in advance of its effective time, services are suspended from the time of the announcement, and resume once the order is lifted and travel and property conditions are reasonably considered safe.

Post-storm visits will resume when travel and property conditions are reasonably considered safe.

9 Homeowner Responsibilities

The homeowner agrees to provide accurate contact information, safe and lawful access to the property, necessary keys/codes, and information regarding known hazards or conditions that could affect our ability to perform services safely.

The homeowner remains responsible for maintaining appropriate homeowners, property, flood, vehicle, and other applicable insurance coverage.

Home Watch services are intended to provide an additional level of observation and care and are not a substitute for insurance, professional inspections, alarm/security monitoring, or licensed repair and maintenance services.

10 Fees & Payment

HOME WATCH VISIT RATE

\$ _____

CONCIERGE / PROPERTY CARE RATE

\$ _____

CLEANING RATE PER HOUR, PER CLEANER

\$ _____

EMERGENCY / UNSCHEDULED VISIT RATE

\$ _____

OTHER AGREED CHARGES

Payment method:

☐ Cash ☐ Check ☐ Electronic Payment ☐ Other: _____

PAYMENT TERMS _____

11 Additional Services

Every home and homeowner has different needs. Services not specifically listed in this agreement may be requested and added when mutually agreed upon.

Additional services may require additional charges and, when appropriate, a separate written authorization.

ADDITIONAL REQUESTED SERVICES

12 Agreement & Authorization

By signing below, the homeowner confirms that the information provided is accurate and authorizes Wise Owl Home Watch to perform the services selected in this agreement.

The homeowner understands that Home Watch services consist primarily of visual observations of readily accessible areas and that Wise Owl Home Watch cannot guarantee the prevention or discovery of every possible loss, defect, malfunction, intrusion, leak, mold condition, pest condition, weather event, or other problem.

Either party may discontinue ongoing services by providing reasonable notice, subject to payment for services already performed and expenses already incurred.

HOMEOWNER

PRINTED NAME	DATE

SIGNATURE

SECOND HOMEOWNER, IF APPLICABLE

PRINTED NAME

DATE

SIGNATURE

WISE OWL HOME WATCH

REPRESENTATIVE

DATE

SIGNATURE

Wise Owl Home Watch

Trust Matters

HOME WATCH • CONCIERGE & PROPERTY CARE • PROFESSIONAL CLEANING

Serving homeowners with dependable, attentive, and personalized property care.