



Boutique Property
Management
& Guest Care

Goose & Gander LLC HOME CARETAKER SERVICES

Date:

Full Service quote – all quotes based on property visit and a short consultation with owner or owner representative.

FULL SERVICE – \$ Due by 5th of month

We are happy to schedule all contractors (pest, pool, trees, elevator, etc.) with proven, tried, and true vendors or your preferred vendor. Our success is based upon maintaining and nurturing lifetime relationships.

Suggestions and requests from our clients help us serve you better. Just let us know!

We are your “flip flops on the ground”!

Turnovers

- Interior and exterior inspection after each guest; basic maintenance and small repairs; change light bulbs, check smoke detectors, clean shower heads, etc. as needed; detailed property specific inspection checklist completed during turnovers; recommend item replacements or repair, if needed (photos will be sent with these recommendations).
- Email or text inspection checklist to owner 24- 48 hours from guest departure.
- Report any damage to owner immediately and provide documentation needed to claim damages against insurance (photos will be sent to owner).
- Restock basic supplies that owner deems necessary (toilet paper, paper towels, hand soap, coffee, etc.). Supplies provided on-site by owner.
- Coordinate with cleaning crew – A Clean Getaway Cleaning Service. Property will be forensically cleaned and exceed DBPR and CDC standards.
- If there are more than three (3) days between guests, we will perform another walkthrough and refresh, if needed.

Vrbo Set Up & Market Boosting (optional – one time \$300 fee)


- Set up Vrbo account; adjust listing as needed; provide monthly booking calendars, reports, etc. to owners as requested; report lodging taxes through Avalara. Use reviews and other marketing features within the platform to boost placement in Vrbo searches.

Marketing Campaign: joint venture by Goose & Gander & C3 Media Networks

- C3 Media Networks coordinates our social media management and marketing campaigns including Instagram, Facebook, and Google Adwords (PCP) implemented for brand awareness including managed properties; Google analytics reporting provides in-depth analysis on website visitors including, but not limited to, worldwide outreach

identifying successes and shortcomings of campaigns through different channels and markets.


- Property presence on Goose and Gander website which also integrates through Instagram and Facebook in weekly original posts by C3 Media. Individual property focuses/shout outs through Instagram, Facebook, Twitter, etc.
- Goose & Gander yard sign with your Vrbo number prominently displayed.

 **Pre-arrival Guest Paperwork (optional – additional fee will be included in monthly rate if option is selected)**

- After booked through owner preferred method (Vrbo, etc.), we communicate with guests regarding property and island inquiries, policy inquiries, check-in paperwork prior to arrival and submit copy of fully executed documents to owner, if requested; Originals are retained on file.

 **Guest/Concierge Services (optional)**

- Our goal is to provide your guests with a pleasurable and memorable vacation. Available for guest needs before check-in, during stay, and post stay; return lost and found, etc. We are available 24 hours a day by phone for emergency or after hour lock out. We offer a personal check in greeting and tour during normal business hours (*10am-6pm in City of Anna Maria ONLY*). Offer check out reminder notice if requested by owner.
- Excursion Recommendations
- Grocery Pick Up Recommendations (Consider it Done, The Loaded Kitchen or Insta-Cart via Publix, Aldi, Fresh Market, Wal-Mart, etc.)
- Additional Equipment Rental Recommendations
- Private Chef, Catering, & Floral Recommendations

 **Coordinate Housekeeping/Cleaning Crew & Linen Services – \$TBD - charged per turnover – supplies included (this is billed to you separately through A Clean Getaway Cleaning Service or Goose & Gander can pay and be reimbursed through QuickBooks invoice by bank transfer). Mid-stay cleans are also offered/coordinated and payment is made directly to A Clean Getaway by guest. This may require check in/check out days other than Saturday.**

 **Mechanical**

- Monthly A/C filter replacement and unit inspection.
- Drain line flushing
- Elevator Service-minor diagnostics
- Change keyless entry codes periodically, as needed.
- Other property specific items that require attention.
- Golf cart service, if applicable.
- Check propane level for grill and pool tank (if applicable).
- Dryer vent cleaning, as needed.

- 🌞 **Pest Control**
 - Coordinate and provide access to the service provider of your choice – we recommend AM Pest Control.
- 🌞 **Trash**
 - Place bins curbside for bi-weekly trash, weekly recycling and yard waste pick up in accordance with the City Rules and Regulations and service provider.
 - Monthly (or as needed) can washing and deodorizing.
- 🌞 **Pool (for properties with pool and/or spa)**
 - Pool fence/gate inspection and repair.
 - Pool heater activation as requested by owner.
 - Non-routine maintenance; coordinate issues with pool service provider – we recommend Pool America.
- 🌞 **Landscape**
 - Based on your landscaping needs, we will maintain your grounds as well, with the exception of very tall trees. If you already employ a landscape contractor, we will coordinate/communicate with lawn service contractor, if needed. We recommend Shady Lady or Maxima.
 - Weekly debris removal
- 🌞 **Home Watch Service**
 - Daily drive by; walk the property periodically when vacant, including checking inside on appliances, leaks, etc. If anything seems suspicious or something needs a major repair that our maintenance team cannot handle, we contact owner and at owner's request, contact and meet contractor or law enforcement.
- 🌞 **Meet Service Providers**
 - We will meet inspectors or any non-Goose & Gander service rep or tech and stay with them for the duration of their call or whatever is reasonable (owner contact will be made regarding the time frame).
- 🌞 **Annual/Bi-Annual Service Checks**
 - Rotate mattresses twice a year.
 - Change smoke detector batteries twice a year or as needed.
 - Change carbon monoxide detector batteries twice a year or as needed.
 - Change TV/AV remote batteries twice a year or as needed.
 - Meet VR inspector and provide access.
 - Change keyless entry codes and equipment batteries (including garage doors and bicycle locks).
 - Dryer vent cleaning

🌈 **Additional Services (for extra fee-rates are pro-rated if less than an hour):**

- **Holiday Lighting and Decorating Services (\$60 hourly per person)**
 - Traditionally, nothing says *home for the holidays* like beautiful decorative lighting strung around the house — but getting this done is a big job! Making sure that your home looks warm, welcoming, and festive during the holiday season does not have to feel like an overwhelming task. We can take care of it for you, providing you with the feeling of festivity and celebration without all the hassle. Lights and décor provided by owner. Installation & removal.
- **Pressure washing/exterior window cleaning (\$60 hourly per person)**
- **Deep cleaning-garbage and recycling bins (off site) \$10 per bin**
- **Picking up supplies for owner (\$10 fee plus supply reimbursement)**
- **Landscape extras (\$60 hourly per person)**
 - Sprinkler inspection and repair
 - Outdoor lighting inspection and repair or replace
 - Mulching/shells/pea rock (product purchased by owner)
 - Heavy cutbacks
- **Hurricane & Storm Prep and Clean Up (\$60 hourly per person)**
 - Includes moving outdoor furniture to safety and returning to original position after storm passes; check trees; securing hurricane shutters/protection, if applicable; check for damage after storm passes; lowering /raising umbrellas/awnings, sandbagging (if needed), etc.
- **Special Service Call – (\$60 hourly per person plus parts, if needed)**
 - Examples: toilet repair; garbage disposal repair; clogged sink, etc.
- **Special projects (\$60 hourly per person plus parts, if needed)**
 - Examples: annual (or as needed) gutter cleaning; annual evaporator and condenser coil cleaning; replace/install ceiling fans; repair or replace bath vent fans; interior lighting-repair or replace; etc.