



www.hillcountryconcierge.com

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INSURED AND BONDED WITH



Our Goal

We do the work so you don't have to.

You bought this home away from home to get away from the everyday routine. There should be no reason for you to spend your vacation doing a long list of "Honey-do's". We are ready to take those timely chores off your hands. It's your time at the lake without the "To-Do-List"!



How It Works

Packages:

Each package we offer is packed with benefits and time saving services for our clients. Review our options and choose what best fits your needs. If you feel you'll only require a few services a year, then our hourly service may be the best route for you. If you plan on visiting the lake more frequently, then you might enjoy the savings of a discounted block of time to make a custom monthly package.

Hours of operation:

So that we can better serve you, please call, e-mail, or text us at least 48 hours prior to your arrival, to let us know any special requests for services needed. Also, let us know when you are expecting to leave so we can plan accordingly to service and shut down the property. We are available to offer our services Monday thru Friday from 8 am – 5 pm unless prior arrangements have been made for after-hours service. Please note, although we specify hours of operation, we encourage our clients to call at any time in case of emergencies.

Liaison services:

In the event that we need to use a registered/certified service to perform maintenance on your property, such as a painter, plumber, or pest control etc. the client will be contacted for approval of the estimate before any services are started. We will be the eyes and ears at your property, making sure that all requested tasks are taken care of from start to finish. Upon completion we will collect the invoice and scan/e-mail directly to the client to make payment. The time spent arranging and managing these services will be listed on the invoice and billed by the hour or deducted off your monthly plan.

Reimbursement of goods purchased:

In the event we perform services that require payment to a third party such as a grocery store or personal shopping, the itemized receipts of these transactions will be sent to you with the monthly invoice for reimbursement. Time spent on these tasks will be listed on the invoice and billed by the hour or deducted off your monthly plan. We do not mark up the third party cost. You pay only the actual third party charge.

Packages and Pricing

Option 1

By the hour:

Basic rate of \$45 an hour

For flexible use on a simple pay as you go basis, TX Hill Country Concierge offers an hourly rate for one time service(s). This option is perfect for prepping your home for your arrival and for closing your property after you leave. You can review our service menu or create your own request, then contact us at least 48 hours in advance by phone, e-mail, or text and let us know how we can serve you. We'll confirm the request and the work will be done before you arrive. Once the request is completed, we'll bill you based on the number of hours we worked plus any itemized receipts for reimbursements.

Option 2

Build a customized monthly package to suit your needs:

10 hours for \$400 (save \$50)

15 hours for \$575 (save \$100)

20 hours for \$700 (save \$200)

*Any hours spent after monthly package go back to basic rate of \$45

Save money and purchase a discounted block of time for the month. This package is perfect for the client who wants more than just prepping for pre and post arrival but someone who wants to protect their investment by having us service the property while they're away. It works the same way as option 1. You can review our service menu or create your own custom package for us to perform during the month. Additional services can be requested as they arise, please don't forget to contact us 48 hours in advance for those services to be performed. We'll confirm the request and the work will be done before you arrive. Our time for your services will be tracked using QuickBooks software and at the end of the month you will receive an invoice with a breakdown of services rendered and any itemized receipts that need to be reimbursed.

Services

Pre / Post Arrival to Property

Show us what steps you take to get the property ready for arrival. Let us take detailed notes on how to fulfill those tasks so the home is ready to enjoy the minute you walk in. We don't want you to get on the road too late!! So let us know when you're leaving and we will close the house down until the next trip back!

- Turn on/off main water
- Set thermostat to requested temp
- Leave designated lights on in case of late arrival
- Stocking the refrigerator and bar
(E-mail the list of items to stock)
- Remove items and clean refrigerator
- Open windows
- Prep BBQ pit
- Put out cushions on exterior furniture
- Light sweeping/Vacuuming of floors & dusting
- Collect and removal of trash
- Running dishwasher as needed
- Prep Vehicle / Watercrafts
- Prep Water toys/rafts
- Prep hot tub

* Have something that needs to be done and don't see it on our services page?
Don't worry! Just ask and we will take care of you.

Services

While your away property checks
(Weekly walk thru for preventative maintenance issues)

Let TX Hill Country Concierge be the eyes and ears of your property. We can create a detailed checklist tailored to each individual owner to give you the peace of mind knowing your home is being taken care of while you're away.

- Verify doors and windows are closed and secure
 - Check and/or replace exterior and interior lights
 - Maintain smoke alarms
 - Mail management
 - Check mail and bring inside property
 - Forward mail if requested
 - Pick up flyers and circulars
 - Trash management
 - Collect trash
 - Trash container placement for designated pick up
 - Take recyclable trash to designated town pick up
 - Check plumbing fixtures, appliances, and water heater
 - Run water in faucets and showers
 - Flush toilets
 - Meet delivery services at home
 - Liaison services
 - Arrangement and management of third party services
 - Be your point of contact should repairs or other jobs need to be performed
 - Meet them on location, let them in, Supervise work, lock up, and send report
- * Please see How It Works page
- Water indoor and outdoor plants
 - Check for evidence of pest
 - Check for leaks and weather damage
 - Water craft services
 - Vehicle services
 - Winterizing home
 - Leave the faucets slightly dripping during hard freeze
 - Cover plants and wrap palms
 - Set thermostat appropriately
 - Wrapping insulation on pipe and exterior faucets
 - **E-mail updates and photos after each inspection**