

# The Woods on Wilkens Concierge Service

The Woods on Wilkens Concierge Service is operated by a third party firm familiar with the Woods on Wilkens Community. It has been developed to give you back your free time so you can spend it focusing on the things that bring you your greatest joy whether it is spending time with friends, family or your favorite activities.

## SERVICES

WOW Concierge Service has created several different packages of services to assist you in your daily life.

### Spring is in the Air

WOW Concierge Service will

- Turn on hose bib shut-off valve, install garden hose and reel.
- Plant Homeowner provided flowers in approved landscape beds.
- Remove blinds, take offsite for ultrasonic cleaning and reinstall the same day. \*
- Clean windows (inside and out)
- Clean patio storm door (inside and out)
- Clean window screens
- Steam clean carpets \*\*

### **Pricing Available Upon Request**

\* Blind repair is not included.

\*\* WOW Concierge Service will move all small furniture and chairs for steam cleaning. Beds, sofas, cabinets will not be moved. Severely worn carpet with pet stains, ink, nail polish, etc. will be additional costs.

### Vacation Package

WOW Concierge Service will

- Water grass/shrubs/trees/flowers 2 times per week.
- Water indoor plants 2 times per week.
- Feed cat as desired.
- Pickup newspapers & mail on daily basis and place inside home.
- Review inside of home during watering activities for water leaks or heating/cooling system malfunctions.
- Take out trash and collect empty container.

### **Pricing Available Upon Request**

### Snowbird "Winterization" Package

WOW Concierge Service will

- Shut off hose bib valve and drain, store hose and reel in garage.
- Turn down hot water heater.
- Turn off gas to fireplace.
- Flush faucets on a bi-weekly basis to avoid cartridge damage.
- Review home for any heating system malfunctions, water leaks, etc. on a bi-weekly basis.
- Ensure sink traps are primed to avoid foul odors.
- Remove patio furniture and store in garage

Prior to homeowner return

- Turn on hose bib valve and install hose and reel.
- Return hot water heater to desired setting.
- Turn on gas to fireplace.
- Setup patio furniture on patio.

### **Pricing Available Upon Request**

### *Holiday Preparation Package*

WOW Concierge Service will

- Bring decorations down from attic storage to a central location within the home.
- Return decorations and any other items to attic storage after holidays.

### **Pricing Available Upon Request**

**WOW Concierge Service can also create a special package to meet your individual needs.**

### *Helping Hand Services*

WOW Concierge Service will perform your household maintenance services on an a la carte by the hour basis utilizing Woods on Wilkens approved contractors.

Some of the “Helping Hand” services offered include changing light bulbs and smoke detector batteries, changing furnace filters, refilling propane tanks for gas grills, attic storage and retrieval, lighting the fireplace, remove annual flowers, etc.

## **POLICIES**

- Payment is due upon completion of services unless a package is selected at which point a 50% deposit will be required. Cash or check are acceptable forms of payment.
- We require a 24 hour cancellation notice. Failure to provide will result in a \$35 servicing fee.
- A \$35 fee will be charged in addition to any bank fees for any returned check.
- All Service provided Monday – Friday 8:00 am – 4:00 pm unless otherwise arranged.
- A WOW Concierge Service agreement must be signed before services will be provided.

## **RATES**

- Hourly (A la Carte) services are billed at \$36 per hour, plus \$.49 per mile after the first 15 miles.
- One hour minimum and then the time is billed in 15 minute increments, rounding up.
- 24 hour notice is appreciated, but we will strive to accommodate your rush needs.
- A \$20.00 additional fee will be charged for requests less than 24 hour notice.
- Cost of merchandise, supplies, outside vendor charges, and/or any other fee is the responsibility of the client. This is a labor only service.

### ***Group Discount***

- A 15% group discount will be applied to each individual account if 2 or more people elect to have package services performed at the same time. This discount does not apply to hourly (A la Carte) services.