



## Message from the President



*On the heels of my 5 month celebration as the proud president and owner of Gardens Home Management Services, I would like to take the time to extend my appreciation to all of you. Thanks to your input and continued commitment, we have added many new services over the past few months and are looking forward to unveiling even more services as the season progresses.*

*We are now in the dog days of summer and with that comes unpredictable weather conditions in South Florida. With the upcoming changing of the season, Gardens Home Management's updated services will enable us to exceed your expectations while meeting all of your needs in our goal to give you the peace-of-mind you deserve.*

*If there is anything that we can do to accommodate you this season, please do not hesitate to ask. Your comments, both praising our services and providing suggestions about how we can better serve you are greatly appreciated. As always, we are at your service and are available 24 hours a day, 7 days a week via e-mail at [csollins@homecarepro.com](mailto:csollins@homecarepro.com) or telephone. Our commitment to customer satisfaction continues to be an integral aspect of our operations.*

### PREVIEW OF ISSUE:

Homecare Tips: Are you Exposed?	2
Emergency Contact and Vacation Watch	3
Seal the Deal	4
Could Your Dryer Catch on Fire?	5
Spotlight on Gardens Hurricane Tips	6

*Don't forget about Gardens Home Management's Rewards and Referrals programs! You could be earning valuable points just for sharing the peace-of-mind that you enjoy and they deserve!*

### Summer Tips and New Services Offered

#### Summer Tips

- ◆ Ensure that your electric bill remains manageable this summer by setting thermostats and changing the air conditioning filters.
- ◆ Save money on your electric bill this summer by having film added onto your windows and sliding glass doors.
- ◆ Continue checking for rodents throughout the summer months as they often are looking for cooler temperatures within your home.

#### New Services Offered

- ◆ Car washing and detailing services
- ◆ Car windshield wiper blade replacement
- ◆ Chinese drywall inspection
- ◆ Computer/technology services
- ◆ Bicycle services

\*\*Gardens Home Management Services has the ability to perform all summer tips mentioned above.

**Don't forget about our roof inspection and garage maintenance services!**

## Homecare Tips: Are you Exposed?

By Chip Sollins

Unfortunately, we have all heard the horror story about the homeowner who comes back home after a long day of work only to find that his toilet is leaking and his master bedroom is flooded. The homeowner recalls today is a Tuesday, the scheduled day that the cleaning service has been cleaning his home for the past 9 months, and comes to the conclusion that the cleaning service is responsible for the flood. He found the service in the local newspaper at an unbeatable price, but he did not inquire about licensing or insurance. After fighting with the cleaning service for hours, the homeowner realizes that the damage caused to the home is his responsibility because the service has no insurance.

A woman sees a truck with a gutter cleaning advertisement in her neighbor's driveway and realizes her house could also use a good gutter cleaning. While the contractor is packing up his truck she inquires about an estimate. The contractor is climbing the ladder to check the gutters on her roof when, all of a sudden, he falls off and breaks his arm. Little did the woman know, the contractor did not have workman's comp and she is now responsible for the cost of his treatment. She thought she was safe because of her homeowner's insurance. This turned out to be quite an expensive estimate.

In today's economy, many contractors are forgoing insurance due to the cost. So, you may ask, how does this affect you? If you are using contractors, like the examples above, (i.e. cleaning services, carpenters, painters, electricians, plumbers, handymen, etc.) that are not licensed, bonded and insured, you are putting yourself at risk. Don't let your home become victim to a contractor. Below are brief definitions of licensed, bonded and insured as well a few tips to keep in mind when choosing a contractor.

### ***Licensed, Bonded and Insured***

- Licensed – A licensed contractor is someone who holds a license issued by a party guaranteeing that the individual is a professional with certification.
- Bonded – A contractor who is bonded provides protection for a customer in the event that valuables are taken from the customer's home.
- Insured – An insured contractor provides customers with protection in the event of an accident to an individual or to the property.

### ***Tips When Choosing a Contractor***

- Ask the contractor if he/she is licensed, bonded and insured.
- Request to see a contractor's certificate of liability insurance.
- Inquire about references.

Granting a contractor access to your home is a major decision and one that requires much thought. While we are all looking for a "quick fix" make sure that you are using a contractor that is licensed, bonded and insured. I can assure you that the extra time spent doing the research will benefit you immensely and could, in the event of an accident or a catastrophe, protect your home and your assets. Choose the right contractors and you can rest assured that your home will be taken care of.

**Gardens Home Management Services** meets all of the requirements listed above through our customized approach to home management. Not only are all of our contractors licensed, bonded and insured, but as a company, we have one of the highest limits of insurance in the homecare industry. To learn more about our services and how we can give you the peace-of-mind you deserve, visit [www.homecarepro.com](http://www.homecarepro.com) or call 561-625-5700.



## Being a Gardens Home Customer just got better!

Garden Home Management Services customers are now eligible to take advantage of discounts and special offers for theme parks and attractions nationwide including the **Walt Disney World® Resort, Universal Studios®, Sea World®, Six Flags®, Busch Gardens®, Orlando Dinner Shows & more!** Discounts are also available for theme parks and attractions nationwide. These savings are not available to the general public, however, you can order for friends and family.

There are three ways to order tickets and take advantage of these discounts:

1. Go to [www.TicketsAtWork.com](http://www.TicketsAtWork.com). Click on the "Sign In" Box at the top of the homepage. You will then be prompted to create a username and password, and enter our company code **GHMS**. Once enrolled you will have access to discounts on theme parks and attractions nationwide!
2. Place your order over the phone by calling customer service at 800-331-6483. Orders are taken over the phone Monday through Friday 8:30am – Midnight, Saturday 8:30am – 7:30pm and Sunday 9am – 6pm, Eastern Standard Time.
3. Save on shipping costs by picking up your discount tickets at BestOfOrlando, conveniently located on 8472 Palm Parkway, Orlando, FL 32836. Orders can be made in advance by calling 800-331-6483 and walk-ins are always welcome!

**With proper surge protection, Gardens Home Management's licensed/bonded/insured electrical contractors can help you protect your home and increase the life of your electronic equipment!**

**What are power surges?**  
 ◇ Extremely brief spikes in electrical power that burn up electrical circuits inside appliances and electronic equipment.



- Three Zones**
1. Main
  2. Interior
  3. Exterior

**What damage can power surges cause?**

- ◇ Physical damage, disruption of service and shortened lifespan of your electronics.
- ◇ Residential surge protection products offer true whole house protection by utilizing the same "staged" or "layered" design approach used to protect commercial/industrial facilities.
- ◇ Your home includes expensive entertainment systems, security systems and multiple computers. Just about every appliance in your home contains microprocessor circuits to control their operation. All this equipment is easily damaged by power surges.
- ◇ Power surge related losses cost homeowners billions of dollars each year. The rapid growth of microprocessor based devices in the home and the growing popularity of "smart home" technology will accelerate these costs.

## Emergency Contact and Vacation Watch *Designed with our Full-Time Residents in Mind*

Next time you fill out a form with emergency contact information for your home, list [Gardens Home Management Services](#) as your primary contact. Our Emergency Contact and Vacation Watch Programs were created with our full-time residents in mind. Wherever you are, regardless of the time of day or length of time, you can rest assured that your home is being taken care of.

These services allow us to provide our customers with the hassle-free lifestyle that many desire. We take the worry of your home off of your hands so that you can relax. We will have a copy of your key in a secure location so, whether you're out to dinner or out of the country, we have access to your home without ever having to bother you. We can also meet you at your home or at a location of your preference, should you get locked out of your home.

As your Emergency Contact we will work with you and your:

- Alarm Company
- Contractors
- Community Security
- Realtor

Our Vacation Watch Program can include a multitude of services tailored to fit your needs including:

- General Security
- Airport Transportation
- Package & Parcel Handling
- Interior/Exterior Cleaning
- Air Conditioning System Check
- Electrical System Check
- Plumbing System Check
- Pest Problems
- Pool, Spa, & Landscape Maintenance Check
- Weather and/or Water Damage

Continuing our commitment to customer service and to giving you the peace-of-mind you deserve, with the Emergency Contact and Vacation Watch Programs, we are at your service 24 hours a day, 7 days a week, 365 days a year.

### **Gardens Home Management Services Unveils New and Improved Web Site**

**Have you visited [www.homecarepro.com](http://www.homecarepro.com) recently? If not, please take the time to do so! During your visit, you will notice that we have completely renovated the Web site. Designed with you in mind, our Web site is user-friendly and easy to navigate while providing plenty of information. Everything from articles with helpful tips, background information about the company and the Gardens Home Management team, services offered and an online work order request form is available via our new Web site. We hope you find it helpful!**

## Seal the Deal

### Increase the Value of Your Home

It's a buyer's market – new properties are popping up on the Florida market daily. The challenge is, with so many homes on the market, how does your home compare to your competitors?

Now that you've listed your home and have joined the group of people looking to sell, let **Gardens Home Management** help you turn this buyer's market into your personal seller's market.

During these uncertain economic times, we understand the pressure that you feel to sell your home and we can help. Investing a little today can go a long way. You will reap the benefits in the selling price of your home.

There is no service too big or too small for our team of experts. We will revitalize your home both inside and out. From adding a fresh coat of paint to revitalizing your bath and kitchen fixtures, we can help your home outshine the competition.

Your home will not only hold the interest of buyers during an open house, it will also attract visitors in the neighborhood with its updated curb appeal. Something as simple as new mulch and planting flowers can freshen up your front yard. Detailed maintenance such as tile re-grouting and a thorough pressure cleaning can make your home look like new. You'll be amazed at the difference our services can make.

To learn more about our program, visit our website [www.homecarepro.com](http://www.homecarepro.com) or email us at [services@homecarepro.com](mailto:services@homecarepro.com).

## NEED HELP WITH COMPUTERS & TECHNOLOGY?

### Garden Home Management is here to help!

We are pleased to offer expert in-home service for whatever computer technology concerns you have, or advice you may need. From setting up a wireless network for your home or office to simple one-on-one patient and thorough computer instruction, technicians are available on your schedule, at a reasonable cost. With a location near you, we can be made available within a 24 hour notice.

- \*Wireless Networking & Internet
- \*Setup & Repair Printers
- \*In-Home Computer Training
- \*Hardware & Software Installs
- \*Viruses, Spyware, Pop-ups
- \*DVD Players & Surround Sound
- \*iPOD, iPhone, & MP3 players
- \*Professional Website Design
- \*Computer Clean-Up & Speed Boost
- \*Setup & Repair Scanners & Fax
- \*Email Setup & Support
- \*Windows XP, Vista, & Mac Support
- \*Television & Blu-Ray Player Setup
- \*Cell Phones & PDA
- \*Digital Cameras & Camcorders
- \*Internet & Marketing Optimization

Our expert technicians are highly certified, background checked, drive vehicles stocked with 100's of technology parts (we fix 99% of all problems on the first visit), and we offer a 100% Satisfaction Guarantee on all our services!

## Could Your Dryer Catch On Fire or Could Your Washing Machine Hoses Burst?

Clothes dryer fires are one of the most common causes of household fires. Each year there are over 15,000 dryer fires, costing over \$90,000,000 in damages. Lint buildup is the most common cause of fires. The average homeowner cleans the inside of the lint trap, but most do not think about cleaning the lint ducts. The average home or condo has more than 20 feet of ducts that run through the house to the outside access. Lint and debris build up over time restricting airflow. Vent system blockages cause the dryer motor to work harder and possibly overheat. The excessive heat can result in the ignition of trapped lint resulting in fires.

Higher energy bills are also the result of inefficient working dryers due to lint accumulation. One of the first signs of lint accumulation is the clothes take more than one cycle to dry. Often this is the first sign of a problem with a dryer venting system.

### *Important Dryer Safety Tips Include:*

- Clean lint trap after every load of laundry.
- Never leave your home or sleep while the dryer is running.
- At least annually have your dryer vent ducts cleaned and inspected by a professional. Only a professional can clean the lint accumulated inside the ducts.

Another important aspect to look at is your rubber washing machine hoses. The rubber on these hoses gets old and can burst causing a flood in your home. To alleviate this issue you can install metal washing machine hoses that will not break and ensure you will not have a flood.

If you would like to have your dryer vents cleaned, please contact Gardens Home Management Services at 561-625-5700, email us at [services@homecarepro.com](mailto:services@homecarepro.com) or request a free consultation through our Web site, [www.homecarepro.com](http://www.homecarepro.com).

**Take advantage of this affordable new service that can really make a difference!**

### **Gardens Home Management Services Adds to Mattress Cleaning Services**



**Don't let the bedbugs bite!** Did you know that Gardens Home Management Services can help you in the fight against bedbugs? Some of you may have utilized our Hygienitech® Mattress Cleaning service that has been proven extremely effective in the fight against allergies and dust mites. Adding to our list of services to provide our clients with as many successful solutions and services possible, we have now joined the fight against bedbugs.

If you or anyone you know has been affected by an infestation of bedbugs, we can help. Don't let these intruders ruin one more night of sleep for you and your family.

## Spotlight on Gardens



**Therese O'Conner**  
**HomeWatch Manager**

An experienced professional in the home management business, Therese is the HomeWatch Manager for **Gardens Home Management Services**. A native of Pennsylvania, Therese has an M.S. in Criminal Justice with a minor in Private Security. In Pennsylvania, she worked for the county government until 1996 when she moved to Florida to join her family. Prior to becoming an integral member of the **Gardens Home Management** team, Theresa worked in the home management and security division in BallenIsles.

As HomeWatch Manager, Therese is your primary contact for all of your HomeWatch needs. A true believer in providing the best possible customer service available, she prides herself on her ability to cater to all of her clients. Everyone enjoys working with Therese and our clients are thrilled with her ability to handle all of their HomeWatch needs.

### Gardens Home Management Switchboard

**Emergency Calls**  
**Evenings, Weekends and Holidays**

**561-625-5700**



**Utilize e-mail and our Web site this hurricane season to contact us in the event of an emergency! We will continue to update you via e-mail and the Web site as soon as possible.**

### Hurricane Tips

With the dreaded hurricane season only a few weeks away, all South Florida residents need to start preparing. Don't let your home go unprotected this hurricane season. Below are a few tips to keep in mind when choosing a home management company to help you and your home weather the storm.

Confirm that the company is licensed, bonded and insured.

- Work with a company that will be in the area during the storm.
- Sign an agreement with a company that can install, put up, close, and take down all hurricane shutters in a timely manner. The company should also be responsible for ensuring that all furniture and plants that could become airborne during a storm will be stored in a safe location.
- Choose a home management company that works with insured contractors in the event of a catastrophe.
- Inquire about communication during the storm, i.e. will you receive photo updates of your property and email alerts.
- Work with a home management company that is there for you and your home before, during and after the storm.

**Gardens Home Management Services** is the premiere home management company in the Palm Beach Gardens region of South Florida. Our company meets all of the requirements listed above through our customized approach to home management.

**www.homecarepro.com 561-625-5700**



## Gardens Home Management Mission Statement

*Gardens Home Management exists to give you the peace-of-mind you deserve. We have committed our energies to instilling trust in our customers, vendors, and employees alike by demonstrating uncompromising honesty, quality workmanship and a commitment to excellence in everything that we do. As part of our fundamental mission, we pledge to simplify the lives of our customers through our understanding of their desire for comfort, control, convenience and connection. We pride ourselves in providing the best possible customer service through our unique, custom-tailored home management packages that will help to preserve and protect your home.*

### Your Gardens Home Management Services Team



Gardens Home Management Services

8895 North Military Trail  
Palm Beach Gardens, FL 33418

Phone: 561.625.5700

Toll Free: 800.853.3908

Fax: 561.627.3659

Gardens Home Management is now on Twitter!  
To check us out on Twitter visit <https://twitter.com/GardensHomeMgmt>

### **ICE YOUR PHONE** **'In Case of Emergency'**

**Store the number of a contact person or persons who should be contacted during emergency under the name 'ICE' (In Case Of Emergency). In an emergency situation, emergency service personnel and hospital staff would be able to quickly contact the right person by simply dialing the number you have stored as 'ICE.' For more than one contact name simply enter ICE1, ICE2 and ICE3 ...**

**www.homecarepro.com 561-625-5700**