



## Message from the President

*Spring is here! The saying goes "April showers bring May flowers" - true statement. With Florida April showers also comes the potential for leaky roofs, floods, overflowing pools and a whole lot of water. Let the Gardens Home Management Services team help you and your home this Spring season by limiting the chances that your home will be affected by the Rainy Season*

*We have continued to roll out and unveil new programs and team members to better serve you and your home. We look forward to adding to our list of services to provide you with the peace of mind you deserve this Spring season and for many seasons to come.*

*As always, 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. Your feedback is important to help align us with our mission. 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.*

### *The Importance of Roof Inspections this Season*

Roof inspections are extremely important this Spring season. A leaky roof can cause mold issues and foundation problems, among a plethora of other issues. If you see a wet spot on your ceiling, definitely contact a homewatch company that is able to investigate the situation for you. Even if you don't spot a wet circle on your ceiling, it is beneficial to have your roof inspected from time to time to make sure that you will stay protected from the wet weather this season. The Gardens Home Management Services team is providing these services to better serve you. When we visit for a roof inspection we are looking at:

- ◆ Gutters—Gutters should be free of cracks, fastened properly and draining efficiently
- ◆ Roof Tiles—Roof tiles should be intact with no signs of cracks and no signs of decay
- ◆ Stucco—Stucco should be free of cracks
- ◆ Caulking—Caulking should be intact and in good condition
- ◆ Debris—Roof should be free of debris



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

## **Homecare Tips: The Benefits of Utilizing the Services of a Full-Service Home Management Company**

In South Florida, many people and communities are utilizing the benefits of partnering with a full-service home management and home maintenance company that is able to provide all services. A true full-service home management company provides its clients with the peace of mind they deserve and 100% client satisfaction. Whether you are a full-time or part-time Florida resident, a home management company can help you in numerous ways and provide you with the lifestyle that you may be seeking. Don't let your home be vulnerable to the South Florida weather during the summer months or the unexpected low temperatures we experienced this past winter. Below are a few tips to keep in mind when choosing a home management and home maintenance company to help you and your home throughout the seasons.

- ◆ Confirm that the company is licensed, bonded and insured.
- ◆ Work with a company that is available 24 hours a day, 7 days a week, 365 days a year.
- ◆ Choose a home management and home maintenance company that works with insured contractors in the event of a catastrophe.
- ◆ Inquire about communication methods while you are in the state of Florida, away on vacation or a snowbird and away for 6 months out of the year.
- ◆ Work with a company that will be in the area during a hurricane.
- ◆ 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.
- ◆ Inquire about communication during the storm, i.e. will you receive photo updates of your property and email alerts.
- ◆ Work with a company that is there for you and your home before, during and after the storm.
- ◆ Partner with a company that is technologically advanced providing you with the most effective and efficient service available.
- ◆ Work with a company that provides a multitude of services and country club billing eliminating unnecessary paperwork and phone giving you more time for you.
- ◆ Partner with a company that has more than 50 vendors at its disposal to meet all of your needs.
- ◆ Select a home management company who can provide interior and exterior home maintenance as well as personal services to give you the most value for your partnership.
- ◆ Utilize businesses that are recognized by the Better Business Bureau and that come recommended by local businesses and communities in your area.
- ◆ Confirm that the company offers an all-encompassing service commonly referred to as *Homewatch* providing you with numerous home management services.

Choosing a company and a home management and home maintenance team to care for your home whether you are a full-time or part-time resident is a major decision. Choose the right home management company and you can rest assured that your home will be taken care of.



## The Gardens Club

The local merchants recognized below are participants in The Gardens Club. To learn more about offers available to GHMS customers at the below locations, please visit the GHMS Web site at [www.homecarepro.com](http://www.homecarepro.com).

ALTERATIONS BY KIM  
BICE BISTRO  
CALIFORNIA CLOSETS  
FIELD OF GREENS  
GO VAN GOGH  
HAPPY TAILS MOBILE GROOMING  
THE LANE SPA  
LE METRO NEIGHBORHOOD BISTRO  
OCEAN GRILL AND SUSHI BAR  
ON YOUR MARK BICYCLE PERFORMANCE CENTER  
SEACOST NATIONAL BANK  
STYLE SO CHIC  
SUSHI JO'S  
TENNIS AND MORE  
WOOF GANG BAKERY  
ZUCCARELLI'S & "WHEN THE MOON HITS YOUR EYE PIZZERIA"



CALIFORNIA CLOSETS



LE METRO  
NEIGHBORHOOD BISTRO



## Home Maintenance Scheduling Program

The Gardens Home Management Service Gold Card Program has been designed to give our Homeowners the peace of mind you deserve. It is set up so all your services for home maintenance are scheduled for you. This leaves you time to relax and enjoy the Florida life style. This is simply a reminder service.

The way it works there is a checklist of services....also we can add one for you specific needs. You decide how often and which months you would like the services provided. The services can be pre-approved by you or we will call you when its time to schedule the service and get your approval.



[www.homecarepro.com](http://www.homecarepro.com) 561-625-5700

## *In the News:*

### **GARDENS HOME MANAGEMENT SERVICES ANNOUNCES EXPANSION IN FLORIDA**

#### *Company acquires Boca-Raton based Checklist*

Gardens Home Management Services (GHMS), a full-service home maintenance and management company serving the Palm Beach and Boca Raton regions of South Florida, recently announced it has acquired the Boca Raton based home management company, *Checklist*.

*Checklist's* current client-base spans from Boca Raton to Delray Beach with approximately 125 clients. The operation will be led by Chip Sollins, President and Chief Executive Officer of Gardens Home Management Services. The team members of *Checklist* will make the complete shift to GHMS team members under Sollins' lead.

"In support of our growth as an industry, a team and as company, I am eager to begin serving *Checklist* clients and to introduce them to the peace of mind they deserve," said Chip Sollins, President and Chief Executive Officer of Gardens Home Management Services. "I am confident this acquisition will aid us in our mission to become the premier home management and home maintenance company throughout the state of Florida."

GHMS maintenance services include, but are not limited to: Pool and Spa Services, Pest Control, Handyman Services, Hurricane Preparation/Cleanup, Pressure Cleaning and Personal Services.

#### **Spotlight on Gardens**

Charles D. (Chip) Sollins, President & CEO of Gardens Home Management Services has more than 25 years experience in the service industry. A seasoned professional and service industry entrepreneur, Chip prides himself in his ability to establish strong working relationships through his team approach. Under his leadership, companies have become the most successful and respected in the business, known for high levels of service, professionalism and innovation.



**Charles "Chip" Sollins  
Owner & President**

Upon graduation from The University of Maryland in 1982, Chip founded American Pool Service Enterprises, now the largest provider of swimming pool management, maintenance and construction services in North America, with operations in 12 states throughout the country and Canada. A pioneer in the service industry, Chip was instrumental in developing and implementing personalized plans to ensure consistency of service through a comprehensive facilities management program tailored to fit his client's needs. His ability to offer clients the assurance of experience and expertise to provide outstanding service skyrocketed Chip and American Pool Enterprises to the organization that it is today with 21 branches nationwide. As Founder, President, and CEO of American Pool Enterprises, Chip successfully built and led his company for over 20 years prior to relocating to Florida.

In his most recent position, Chip served as the President & CEO of Boca Raton, Florida-based Prime Management Group, Inc., where he transformed the company for the 21st century by creating a service model and standard of professionalism for residential property management. Utilizing his knowledge of marketing and sales strategies while continuing his commitment to customer service, Chip implemented one of the most comprehensive, technologically sophisticated, yet customer-friendly, residential property management models. As President, Chip managed more than 1,300 people serving over 100,000 clients throughout the South Florida region. His belief in a corporate culture and commitment to his coworkers and his company was evident in his ability to attract and retain the industry's best and brightest by cultivating a culture of excellence and ongoing employee advancement through Prime University, a unique hands-on learning center for professional development located on corporate grounds. Chip's leadership extends beyond the workplace and throughout all of his entrepreneurial endeavors he has continued to give back to the community.

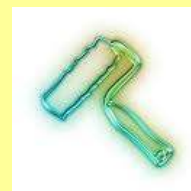
## *What You Need To Know About Preparing Your Home For The Summer*

Whether you are a full-time or seasonal resident, it is important to start thinking about preparing your home for the summer. Did you know the average high temperature during the summer months in South Florida is nearly 90 degrees Fahrenheit (with heat indexes often reaching 105), this is 15 degrees warmer than the winter months. Additionally, we receive nearly double the amount of rain during the summer months than the winter. Compared with other regions, these extreme changes in weather cause additional wear and tear on your home. To assist you in preparing your home for the summer months, Gardens Home Management Services would like to educate you, our customers, about protecting your home, just like you would any other investment.

The following is a list of services we highly recommend....

### Exterior of Your Home:

- **Gutter Inspection and Cleaning** – Ensuring your gutters are working properly keeps the vegetation from being washed away during South Florida's summer downpours. Additionally it ensures they are securely attached to your home to prevent water damage and reducing the risk of damage during strong winds.
- **Roof Inspection** – Checks to make sure there are no cracked or loose tiles where water or critters could enter.
- **Tree trimming** – Late spring and early summer are the best times to trim trees, particularly due to the growth that occurs during the summer months. Trimming your trees away from your home, helps reduce the risk of damage during a hurricane.
- **Landscape Pruning** – A hard cut in late spring or early summer allows bushes to grow thicker and reduces regular maintenance.
- **Grill Cleaning** – Grilling is a favorite activity of many of our customers, however it is important to thoroughly clean the grill at the end of season to prevent insect and critter activity.
- **Air Conditioning Check-Up** – Having your A/C unit inspected decreases the likelihood you will have an issue during the hot and humid summer months.
- **Paint** – Paint is not just for aesthetic purposes, it also acts as the first line of defense for your home. Paint seals any settling cracks that may be found on the home. Even if your paint looks fine, take a minute to rub your hand on an exterior wall and see if any paint powder comes off on your hand. If you have chalk residue on your hand, it is time to paint your home because it is not sealed as it should be.
- **Window Caulking** – Caulk around the window serves as a seal preventing water and insects from entering your home.
- **Weather Stripping** – Weather stripping for all doors and windows helps regulate the temperature inside of your home and can reduce your power bills.
- **Irrigation Check** – Performing a wet check on your sprinkler system ensures all corners of your yard are being watered. This helps reduce the risk of grass dying in the hot summer months.
- **Hurricane Panel Organization** – Different than GHMS Hurricane Preparation Agreement. We will label, check all screws and install all hurricane panels as a test run to be sure all securely fit.
- **Generator Installation** – Having a generator installed provides benefits year round. Despite rolling blackouts during the most recent cold snap, those with generators stayed warm. Maintaining power at your home is also beneficial after hurricanes as it often takes FPL a few days to restore downed power lines.



### Interior of Your Home:

- **Battery Checks** – Installing new batteries in your smoke detectors ensures they will be working properly all summer. Additionally, we recommend replacing the batteries in your air conditioner control panel, reducing the risk of a/c problems during Florida's hot summer months.
- **Washing Machine Hoses** – Something as simple as replacing rubber washing machine hoses with longer lasting and more durable steel braided hoses can make a difference between repairing a flood and peace-of-mind.
- **Garage Door Maintenance Service** – Lubricating the moving pieces of your garage door ensure it will continue to run quiet and smooth.
- **Central Vacuum Cleaning** – Ensures your central vacuum works at its best.
- **Dryer Vent Cleaning** – Removing the lint from your dryer vent stack allows for dryer air to exit your home more efficiently.
- **Dehumidifier in The Garage** – Place a dehumidifier in your garage can reduce moisture in your garage and in turn reduce the potential for mold.
- **Unplug Electric Devices** – Unplugging your stereo, toaster, television... not only prevents damage in case of an electrical surge, it also saves you money. Many household appliances still use a small amount of energy even when they are turned off.
- **Thermostat and Humidistat Setting** – If you are closing your home down for the summer we recommend setting your humidistat to 55 % relative humidity and your thermostat to 78 degrees.
- **Indoor Furniture** – We recommend covering indoor furniture with Breathable fabric to reduce the exposure from the sun, or pulling down the blinds.
- **Outdoor Furniture** – To reduce weathering bring in all outdoor furniture and place inside the home or inside the garage.
- **Refrigerator and Freezer** – We recommend disposing of all perishables.
- **Water Heater** – To reduce your electric bills while you're away, lower the temperature of your gas water heater to vacation mode and unplug the electric water heater.
- **Icemaker** – Turn off the water to your icemaker
- **Mattress Cleaning** – Dust mites are responsible for about 75% of allergy problems in the country today, and are becoming a greater problem every year. Rest assured, Gardens Home Management can help you in the fight against allergies through our mattress cleaning service. A quick mattress cleaning with Hygienitech® can drastically improve your allergy symptoms.

### Vehicle Care:

- **Damp-rids** – For seasonal residents who leave their vehicles in South Florida, we often place damp-rids in cars to reduce the potential for mold growth.
- **Trickle Charger** – Placing your car on a trickle charger is the gentlest way of keeping your car battery charged during long periods of inactivity.
- **Golf Cart Preventative Maintenance** – This service is popular amongst seasonal residents who want to hit the links upon arrival. GHMS will check battery water level, if low we add distilled water. Additionally, as part of the Gardens Home Management Services HomeWatch preferences we will also plug-in your golf cart every-other week.

Gardens Home Management Services is able to provide all of these services, as we are a complete Home Maintenance Company. Additionally, GHMS understands the economy is still slow, which is why we have attached our 2010 Stimulus Coupons. Please keep these coupons in mind as you begin thinking about preparing your home for the Summer of 2010.

### ***Referral Program***

***Don't forget about the Gardens Home Management Services Referral Program. You get points for referring your friends and introducing them to the peace-of-mind that you enjoy and they deserve. Please feel free to contact the office with any questions about the Referral Program or any of our other customer appreciation programs that we have available to you.***

## The Gardens Home Management Stimulus Program

At Gardens Home Management Services we realize the economy is challenging. That is why we have created the Gardens Home Management Services, Stimulus Plan. Please take advantage of the savings we can offer you.

<b>\$ 10 off Grill Cleaning</b>  Expires 7/31/10	<b>\$10 off Each Mattress Cleaning</b>  Expires 7/31/10	<b>\$15 off Garage Door Maintenance and Rebalancing</b>  Expires 7/31/10
<b>\$25 off Window Washing</b>  Expires 7/31/10	<b>\$25 off Pressure Washing of Decks, Sidewalks and Homes</b>  Expires 7/31/10	<b>\$50 off Pressure Washing of Roof</b>  Expires 7/31/10
<b>\$15 off Dryer Vent Cleaning</b>  Expires 7/31/10	<b>\$50 off Landscape Upgrades and Installations</b>  *valid for jobs over \$350 Expires 7/31/10	<b>\$25 off Pool Repairs</b>  *valid for jobs over \$100 Expires 7/31/10
<b>\$50 off Hurricane Panel Organization and Installation</b>  Expires 7/31/10	<b>\$25 off Tree Trimming</b>  *valid for jobs over \$100 Expires 7/31/10	<b>\$25 off Service Calls for Water Treatment Systems</b>  Expires 7/31/10
<b>\$25 off Carpet and Grout Cleaning</b>  Expires 7/31/10	<b>\$250 off Painting of Your Home</b>  *valid for jobs over \$1,500 Expires 7/31/10	<b>\$25 off Caulking of Exterior Windows</b>  Expires 7/31/10
<b>\$10 off Fan Cleaning and De-webbing</b>  Expires 7/31/10	<b>\$25 off Driveway Sealing</b>  Expires 7/31/10	<b>\$25 off Gutter Cleaning</b>  Expires 7/31/10
<b>\$10 off Washing Machine Hose Change Out</b>  Expires 7/31/10	<b>\$10 off Central Vacuum Cleanout</b>  Expires 7/31/10	<b>\$50 off Landscape Lighting Installation</b>  Expires 7/31/10

### Gardens Home Management's Helpful Tips Maintain Your Air Conditioning System

Air Condition systems are often taken for granted, receiving little or no maintenance unless they break down. Like tuning up a car, tuning up the air condition system can reduce your operating costs and prolong the life of the equipment. With good maintenance, your air conditioner should last about 15 years. You can keep your system running efficiently with these easy tips:

- Ensure that your system is checked every 6 months by a trained technician. They will perform preventative measure checks where any minor problems that come to light are promptly dealt with, saving major repairs, downtime and cost from higher electric bills due to an inefficient operating system.
- Check all hose connections for leaks, and make sure the condensation tube is draining freely.
- The most important maintenance task to help ensure the efficiency of your air conditioner is to routinely replace or clean the filters once per month. The benefits of good air quality are: peak cooling efficiency, increased air volume, cleaner and healthier air to breathe.
- Clean the outside compressor by spraying it with a hose.
- Keep plant material at least two feet away for adequate airflow around the entire condenser.
- Vacuum registers and air vents regularly.
- Keep furniture and drapes away from registers.
- The system should not be turned off for an extended period during the summer months. This can cause mold and mildew on the finishes of your home, eventually cause unhealthy airborne bacteria.
- Install a programmable thermostat if you do not have one. You can save 10 -15% on your cooling bill by simply programming your thermostat back 10-15 degrees for 8 hours.

## Garden's Initial Preparations as Hurricane Season begins...

With Hurricane Season again quickly approaching, we are gearing up for the dreaded Hurricane Season. All of our licensed contractors are on standby and are aware of our commitment to you and your home.



Gardens Home Management can help you get your home ready for the dreaded storm. The instant a Hurricane Watch is announced, we will inspect your home inside and out to secure all furniture that may become airborne in high winds, close all hurricane shutters, and take all necessary steps to defend your home from the effects of a hurricane to its fullest capacity. \*\*

All contractors, staff and technology will be in place to weather the storm. We will be sending email broadcasts as soon as possible to keep you updated. Further, in the event that our email system is down, you will be able to reach us utilizing the Work Order Request form on our Web site, [www.homecarepro.com](http://www.homecarepro.com).



### 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



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Gardens Home Management Services

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