



**PREVIEW OF
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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!

Message from the President



Happy new year! We are eager to continue working with you throughout 2010 and the start of a new decade. Over the past few months while many people have been traveling for the holidays, Gardens Home Management has been hard at work for you. GHMS has partnered with new vendors to provide you with the peace of mind you deserve. We have added to our list of available services—making us even more of a one stop shop than we were before and are eager to share our new services with you.

We look forward to introducing new programs, debuting new services, establishing new relationships with vendors and clients, and growing our GHMS team.

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 or telephone. Our commitment to customer satisfaction continues to be an integral aspect of our operations.

Attention all Homewatch clients! Homewatch Departure Dates

The Gardens Home Management Services (GHMS) team prides itself on keeping open lines of communication with clients. We work with you to ensure that we are available 24 hours a day, 7 days a week for all of your Homewatch needs. In order for us to be available for all of your services and to stay informed of what services need to be conducted, it is imperative that we are aware of your arrival and departure dates to serve you and service your home to the best of our ability. Whether coming or going please send your customer service representative an e-mail informing them of your arrival and departure dates. Keeping us in the know will ensure that you and your home are taken care of all year long.



Record low temperatures cause damage in South Florida

South Florida experienced record low temperatures during the month of January. It has been 20 years since we have experienced temperatures of this nature. Due to the “sub-tropical” nature of South Florida and the vegetation found within the area; many of our tropical species were not equipped to handle or rebound from these record low temps.

From Martin to Palm Beach Counties we took precautionary measures to minimize the potential damage from the “freeze” by blanketing the vegetation. Unfortunately, this year even blanketing, which normally protects the plants, did not do the trick. The result has been sporadic damage to nearly all tropical species commonly found in South Florida.

Effects of the cold weather are visible in many residential and commercial landscapes. Tropical hardwoods such as Ficus, Cassia and Black Olive are displaying signs of mass leaf drop. Palms have taken the biggest hit as there is both visible damage at present (including yellowing of all lower and mid level fronds) and a delayed response that may not show up for up to 6 months. Coconuts are also showing signs of shock. Shrubs such as Ixora, Duranta, Al-lamanda and Crotons are also displaying similar symptoms such as mass leaf drop and burned foliage. Blanketing annual flowers has been successful in some cases, however in the most severe instances blanketing proved to be insufficient in guarding against damage from the cold. Lastly, nearly all forms of turf are showing signs of color depletion and generally have lost their vigor.

The ultimate result has been a severe hit to the aesthetic/curb appeal of properties throughout South Florida. Our advice – it is better to act now to start rejuvenating and replenishing your landscape than waiting to see the effect of the harsh temperatures, if you have not done so already.

It is critical that we acknowledge we are still under the potential threat of another frost alert this year (generally ends early March). It is also important that we do not over prune any plants or palms as this will increase their exposure to the next wave of cold weather. Over pruning will only increase the levels of damage and potential loss.

According to the University of Florida, “pruning can harm the tree’s health, stability and appearance” and with the low temperatures we have been experiencing, the effects are even more harmful. Fertilizing at this time is not recommended as it is unable to breakdown and be absorbed by most plants in cooler weather.

Please know the majority of the damage we see will be temporary. Most of your landscape will rebound with the onset of warmer temperatures come mid March. Plants and trees will re-bud within the next month and new leaves will emerge to replace those that have dropped. Our Spring fertilization provides everything that your plants need for recovery. Deep root injections are also an option to prevent decline and/or loss of your palms and trees.

Our team is available to you to help you with all of your landscape recovery this season. Please feel free to contact us should you have any additional concerns or questions regarding the state of your landscape.



HAVE UNINVITED GUESTS?

Let us show
them the door!



Florida is prone to various breeds of rats and rodents. If you suspect an infestation of these critters or want help to prevent them, call Gardens Home Management Services. Rodent removal is a delicate procedure. It is important we remove them and prevent them from entering your home again. Gardens Home Management Services performs the following procedures to eliminate rodents in your home:

- **Attic Trapping:** trapping and removal of rats and mice in attics and inside homes before an odor forms. Also inspect for any other insect infestation in your attic.
- **Outdoor Rodent Poison Houses:** filled monthly and placed strategically to control rodents on the outside before they get inside. (Pet Friendly)
- **Rodent Exclusion:** sealing your roof and outside your home to prevent future rodent entrance.

Let Gardens Home Management take care of your uninvited "guests". Get started today to schedule your attic inspection!

The Gardens Club

As a Gardens Home Management Services (GHMS) client, you have become accustomed to receiving the best possible customer service available and an almost unlimited amount of services available through one company. Part of our commitment to you, our client, is to continue providing you with numerous services as well as update our services. While we have grown in the number of team members and vendors that we partner with, we have also grown in the number and categories of services that we can provide.

Continuing our commitment to you, and understanding the state of our economy and the importance of being mindful of expenses at times, we have partnered with local merchants to provide you with *The Gardens Club*. As a GHMS member, you will automatically be granted access to *The Gardens Club*. This club will allow you access to exclusive offers to area merchants that we have established relationships with in order to better serve you. As a *Gardens Club* member, you will receive a member's only card symbolizing your membership. This card will give you access to exclusive discounts at participating locations. Some examples of the types of business that we have partnered with include, but are not limited to, restaurants, dry cleaners and pet grooming companies.

Stay tuned as we continue to update the participating merchants and our ideas for *The Gardens Club*. We will be continuously adding exclusive discounts and partnering with different merchants as we uphold our commitment to serve you the best that we can.

Should you have any questions, comments or suggestions, please feel free to contact me or any of our GHMS team members.

Participating merchants include:

The Lane Spa
Zuccarelli's
Alterations by Kim
Tennis and More
Woof Gang Bakery
Happy Tails Mobile Grooming
Ocean Grille
Style So Chic

When the Moon Hits Your Eye
Sushi Joe's
Paris in Town
Field of Greens
Pizza Fusion
III Forks
Bice
Go Van Gogh



In the News:

GARDENS HOME MANAGEMENT SERVICES JOINS THE BETTER BUSINESS BUREAU

Gardens Home Management Services (GHMS), a full-service home management company serving the Palm Beach and Boca regions of South Florida, recently announced it has joined the Better Business Bureau (BBB) for the South Florida Region.

According to the web site of the BBB the vision is to provide, “an ethical marketplace where buyers and sellers can trust each other.” GHMS has joined the BBB to further continue the company’s commitment to customer service and underlying foundation of remaining loyal both customers and the home management industry.

Accreditation by the BBB is only granted to business well deserving of the recognition and involvement in a business association of trustworthy companies and business persons.

“The mission and vision of the BBB is in line with the underlying foundation of GHMS,” said Chip Sollins, President & CEO. “We continue to value the relationships we have established with clients and with other companies in the home management industry and are eager to further service our industry to the best of our abilities and represent the BBB.”

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

About Gardens Home Management

Gardens Home Management exists to give customers the peace-of-mind they 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. For more information visit www.homecarepro.com.

Disaster Recovery

No homeowner expects the unexpected to happen to them. However, when the unexpected does happen, be it a sudden flood due to a failed water heater or broken pipe, or the inevitable damage from hurricanes, you want to know that the contractor you hire to clean up the mess and restore your property is a good one.



So what should you look for?

1. Quick response from an experienced, fully licensed and insured contractor
2. A local disaster recovery/restoration firm will have crews on call 24/7 to respond at a moment’s notice (this is important because mold begins growing within 48 to 72 hours)
3. A contractor who is aware of the importance of taking photographs and documenting
4. A firm with worker’s compensation insurance and general liability insurance of at least \$1 million
5. A firm that is licensed according to a new law going into effect July 2010

Gardens Home Management Services (GHMS) meets all of the above on the checklist. We are here for you 24 hours a day 7 days a week no matter your request. Feel free to contact us if you have any questions regarding disaster recovery this season.

GHMS is currently maintaining clients homes

Let us help you...

Exterior Pressure Cleaning : Roof, House, Patio Furniture, Driveway / Front Entry, Pool Deck / Patio Deck , Screen Enclosure, Courtyard, Interior Window Cleaning, Exterior Window Cleaning / Screen & Track Cleaning, Mirrors, Stepping Stones / Paths, Paver Sealing

Handyman Services : Clean and Place Patio Furniture Outside, Caulk interior/exterior Windows, W-D40 Interior Doors, Central Vacuum Cleaning, Reset Pavers, Hang pictures and mirrors, Wood rot repair, Remove Trickle Charger From Vehicle, Replace A/C Filters, Replace All Burned Out Interior Light Bulbs, Landscape lights and exterior light check- reset timers, Clean Exterior Lighting Fixtures (Coach lights etc.), Paint Coach lights, Clean BBQ Grill, Install steel braided hoses - \Washing machine, Clean out the dryer stack and vent, Clean out gutters and seal as needed, Clean Garage, Clean and Wash out Garbage Cans, Change all batteries (thermostats, smoke alarms and keyless entry)- Remote, Drain and refill hot water tank (this should be done 1x a year), Garage Door Preventative Maintenance, Inspect Toilets - Flapper and valves and replace as necessary, Inspect Water Treatment Systems- and overhaul, Overhaul and lube Irrigation pump to ensure maximum efficiency, Golf cart detailing - Wash, polish and add air to tires

Landscaping : Annuals and Misc., Lawn & Ornamental Treatment, Deep Root Fertilization of Palm Trees, Freshen up Mulch

Pool : Pool Heater Tune-Up, Overhaul of Valves, seals, gauges, and filter, Drain/Clean Pool and spa, Overhaul Pool Vac., Replace Pool Filter Cartridge

Interior Services : Air Conditioning Tune Up, Clean and Polish Marble and Natural Stone Floors & Counters, Clean Air Ducts, Clean Tile /Grout, Upholstery and Drapery Cleaning, Clean Carpets/ Area Rugs

Housekeeping : Detailed House/Light Patio Cleaning, Detailed Patio Cleaning, High Cleaning (plant shelves, fans, vents), Mattress Cleaning, Wipe down interior/exterior garage doors for dirt and cobwebs

Other Services : Interior/Exterior Painting, Wash Cars, Bicycle Service - Oiling chain- pump up tires, Grocery Shopping for Arrival, Transportation reservations

All services listed above are available to both permanent and seasonal residents. It is not necessary to be a Homewatch customer to enjoy the benefits of our seasonal checklist. Please note that GHMS services include, but are not limited to, the services listed above. For more information or to inquire about a service not listed please call 561-625-5700 or visit us on the Web at www.homecarepro.com.

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.

Our Professional Handyman will take care of your "To Do" list.

We are licensed, bonded and insured, and we can take care of all of your home improvement needs. Whether you need your garbage disposal fixed, your garage door keypad installed, flat screen television installation or anything in between, our team of experts can handle it for you. We will take care of everything from getting the supplies and assembling any necessary equipment or complete, to ensuring your 100% complete satisfaction. All done at a fair price!

- Appliance Installations/ Blind Assembling/ Curtain Installations/ Carpentry by a professional handyman, Caulking, Dimmer Switches, Door Repairs, Doorbell Installations / Repairs, Drains Unclogged, Fan Installation / Repairs, Faucet Install / Replace, Filter Replacements, Garage Maintenance, Hanging Pictures/Light Fixtures, Locks, Kitchen Installations / Repairs, Molding and Trim REPAIR, Painting and touch up by a professional handyman, Pressure Washing, Screen Door Installations / Repairs, Shelving, Shower / Tub Seats, Vents, Windows

And Much, Much MORE



Gardens Home Management Mission Statement

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Your Gardens Home Management Services Team



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