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**AT YOUR SERVICE**  
**P.O. BOX 1821**  
**NORTH CONWAY, NH 03860**  
**(603)383-0881 (603)356-6595**

**At Your Service Clients,**

The following is a clarification of our charges and policies. This list has been formed after careful consideration and is based largely on feedback from you. The care and maintenance of your property is our foremost concern. **WE ARE HERE FOR YOU.**

1. **Security checks** - \$25. per month

We will check your property on any given day between Monday and Friday, on an average of 6 times per month. Each check includes: checking all doors and windows, heat, hot water switch, lights, cleanliness, etc. We will sign a card at every visit that will include the date and time of the check. To be consistent, it will be left in the drawer nearest the refrigerator. At the end of the month, you will receive a chart with a description of each check along with your bill. If anything should be brought to your immediate attention, we will call you from your unit.

2. **Rental checks** - \$10 per trip (\$20. weekends and holidays, **\$10. FOR STEADY CLIENTS**)

Currently, we have arranged with our steady clients to incorporate rentals checks into their regular monthly security checks provided they occur between Mon.- Fri. This policy will not change and you will not be charged extra for a rental check as long as we know the date of the check at least 48 hours in advance. In order for us to continue in this manner, please inform renters to check in no earlier than 3PM and to check out no later than 11AM. We need this four hour span of time to successfully accommodate all clients. If the check however, requires us to be there on a Saturday, Sunday or holiday we must charge a \$20 fee, as this requires a special trip.

Should your renter fail to depart by 11AM, we will have to make a return trip to your unit, and you will be charged \$10. per extra trip. Inform your renter that this \$10 fee will be deducted from his security deposit.

3. **Simple Errands** - \$10 per errand (\$20. weekends and holidays)

This includes delivery of a key, lockouts, the turning on of heat, returning something that you left behind, delivering messages, etc. Should the errand require any extra labor, you will be charged proportionately.

4. **Laundry** - \$10. per wash load

We will pick up, wash, dry, fold and deliver laundry to your unit for \$10. per wash load.

5. **Cleaning** - \$35. basic charge

Our basic cleaning charge for a two bedroom/two bath unit is \$35. This will increase in proportion to the size of your unit and the extent of cleaning necessary. If we find that your renters left your unit tidy **except** for the bathrooms, we will clean the baths only for \$10 per bathroom. We will remove all bagged trash for \$10.

To alleviate extensive cleaning bills, we strongly urge you to leave sponges, cleaning products, trash bags, buckets, mops, vacuum cleaner, etc. readily available to the renter. He is more apt to leave your unit as he found it if these items are at his disposal.

Leave a list of special instructions posted on the refrigerator concerning condo or neighborhood rules. Include the location of the local town dump or dumpster. Do not assume that the renter will know how to use your microwave, wood stove, garbage disposal (or the fact that there is not one). Leave notes near such appliances.

If you do **not** want us to automatically remove trash or to call if needed, please let us know. We have found that it is necessary to remove trash in many units to avoid garbage smells, infestation and the attraction of local animals. Often a renter leaves at 11AM and a new renter is due to arrive that very afternoon. We will take care of all such problems for you and bill you accordingly. If you do not want us to do so, please let us know.

We will call you immediately from your condo or chalet if there is a need for such billable services so that you can deduct the appropriate amount from the security deposit. If we cannot contact you, we will mail a postcard to you with the information: therefore **do not return a security deposit for two weeks.**

**6. Firewood**

We will deliver and/or stack wood. It is best to order wood in the spring. This will assure you of the best price of \$115 per cord and \$165 per stacked cord.

**7. House Sitings - \$20 basic charge**

We will sit at your home awaiting the telephone company, furniture deliveries, repairmen, etc. The initial hour will be \$20. The following hours will be billed at \$10. per hour or portion of. A flat fee of \$25 will be charged for cable sittings.

**8. Repair and Maintenance**

Estimates will be provided upon request.

**9. Late Charge**

We pride ourselves in doing the best job for you for the lowest price in the valley. We deliver prompt service and thank you for your prompt payment. Should a bill remain unpaid for more than 30 days, we will include a 1.5% interest charge on your next bill.

We appreciate your patronage and if there are any questions regarding the above policies, please feel free to contact us.

Sincerely,

Dorothy Lowry  
Kathy Keene

**AT YOUR SERVICE**

**NOTE** - If you need to leave a message, you may call either of our telephone numbers. However, if you wish to speak directly to us or your message requires a return call, please call the 383-0881 number only before 9:30 AM or after 5:30 PM.