



JUNIPER

HOLIDAY + HOME

Home Watch Program FAQ

Peace of Mind, Wherever You Are
More Than a Service - A Safeguard

Frequently Asked Questions

What is Juniper's Home Watch Program?

Our Home Watch Program offers peace of mind for homeowners by ensuring their properties are secure, well-maintained, and monitored when they are not in use. We conduct regular inspections, manage vendors, and respond to emergencies—keeping your home in perfect condition year-round.

What does the Home Watch Program include?

Our core services cover regular property inspections, emergency response services, vendor management, and detailed reporting after each visit. We also offer seasonal maintenance, home access management, and optional add-ons like storm preparation, regularly scheduled cleanings or deep cleans, special projects, and concierge services.

How often do you inspect my property?

We offer flexible inspection schedules based on your needs, including weekly, bi-weekly, and monthly visits.

What do you look for during property inspections?

During inspections, we conduct a thorough check of both the interior and exterior of your home, including:

- Security checks (doors, windows, and alarm systems).
- Visual inspection of HVAC, plumbing, and electrical systems.
- Checking for signs of water leaks, mold, or pest infestations.
- Ensuring all appliances are functioning properly.

What happens if an issue is found during an inspection?

If we identify any problems during an inspection, you'll receive an immediate notification along with a detailed report and photos. We'll coordinate repairs with licensed vendors and oversee the work to ensure the issue is resolved quickly and professionally.

Do you provide emergency response services?

Yes, we are available 24/7 to respond to emergencies such as storm damage, leaks, or break-ins. We'll be your eyes and ears on the ground, handling any urgent situations with prompt action.

What is vendor management, and why is it important?

Vendor management means we coordinate and oversee all routine maintenance and repair work for your property. This includes scheduling services with landscapers, pest control, pool/hot tub maintenance, and more. It ensures that all work is completed to our high standards, without you needing to lift a finger.

What is included in the detailed reporting?

After each inspection, you'll receive a comprehensive report that includes photos and a description of your home's condition. If any issues are found, we'll document them and provide recommendations for resolving them.

How much does the Home Watch Program cost?

We offer completely custom pricing for each homeowner request based on the frequency of monitoring and attention your home requires and the optional services that work best for you.

Do you offer seasonal maintenance services?

Yes, we provide seasonal services like winterization for cold climates and spring/summer readiness, such as setting up outdoor furniture and checking for winter damage.

What are your storm preparation and cleanup services?

We help prepare your home for severe weather by securing outdoor furniture, closing shutters, and other preventative measures. After the storm, we conduct post-storm inspections and coordinate cleanup to ensure your property is safe and damage-free.

Can you manage special projects or renovations while I'm away?

Yes! We can oversee home improvements or renovations on your behalf. Our team will manage the project from start to finish, coordinating with contractors, monitoring progress, and ensuring quality work.

Do you offer concierge services?

Absolutely. Our concierge services include stocking your home with groceries and essentials before your arrival, arranging for regular cleaning, and more. We make sure your home is perfect and ready whenever you or your guests arrive.

How do I get started with Juniper's Home Watch Program?

Getting started is simple! Contact us to schedule an initial consultation and property inspection. We'll discuss your needs, create a customized plan, and handle the rest.

Is there an initial set-up fee?

Yes, there is a one-time setup fee for the initial inspection and service setup. This fee ensures that we fully understand your property's needs and can provide the best service possible.

Can I upgrade or change my service level?

Yes, our Home Watch Program is flexible. You can upgrade or change at any time based on your needs or seasonal requirements. You can remove optional services like storm preparation, special project management, or concierge services as needed. Our goal is to provide a fully customized experience that suits your lifestyle.

How do you communicate between homeowners?

We believe in proactive and transparent communication. You'll receive regular updates on your property, and we're always available to address any questions or concerns.

Why should I choose Juniper's Home Watch Program over other options?

We combine our local expertise, attention to detail, and dedication to homeowner satisfaction to provide a premium service that goes beyond traditional home watch programs. With our comprehensive reporting, proactive management, and focus on direct communication, you can trust your property is in the best hands.

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**Five Star
Property Management Services**

