



LUMINOSA
Concierge

CLIENT PROFILE FOR ABSENTEE HOME CHECKS

Name (first and last): _____

Home address: _____

Local address: _____

Email address(es): _____

Home phone: _____ Cell: _____ Work: _____

Best time to call: _____

Preferred username: _____ Password: _____

You'll have access to our website to view Inspection Forms and Hours Logs

Keys (we will need two (2) sets of keys): _____

Home Security Information

Alarm code (mark 'NA' if none) _____

Alarm company name: _____ Contact Info: _____

Alarm 'abort' code (typically a word) _____

Other key holders (include name, contact info and relationship) _____

Desired home check frequency? Weekly Bi-weekly Monthly

Note: Luminosa Concierge recommends minimum of every other week; Insurance claim adjusters are looking for every week.

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Personal Concierge

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Customized Home Check Information

Mail check? Yes No

If yes, mailbox location and number: _____

Are there autos? Yes No

If yes, which and where are keys? _____

Do we need to run them or are they on trickle chargers? Yes No

Is there a golf cart? Yes No

Thermostat temperature? *(we recommend 85 degrees maximum)* _____

Is the water ON? or OFF?

Water heater on 'vacation'? Yes No

Any special things that need to be checked: _____

Community Information

Which community is this home in? _____ Gate code? _____

Which Property Management company? _____

Who is the manager or other contact? _____

Contact address for property management company and/or manager: _____

Phone number: _____ Fax number: _____

Please supply a copy of the cc&r's and the architectural guidelines

Rental Property Information

Is this a rental property? No; Skip this section Yes; Is it short term or long term? *(circle answer)*

Is there a manual for the home? No Yes; Where is it located? _____

Is there an owner's closet? No Yes; Are we to have a key to it? _____

What special prep is needed prior to guest arrival? _____

Are we doing a post-guest check for damages? _____

How are key transfers handled? _____

Vendor Information

Note: We offer all these services, but we are not looking to take work away from anyone. If you have existing preferred vendors, please provide their name and contact info and we'll work with them (although we can't process payment for them).

If you don't have a preferred vendor, then write the word "Quote" and we'll get quotes for you. All of our vendors are licensed and insured properly for their trades.

Home Preventative Maintenance Info

Gardener: _____ Contact Info: _____

Week day of service: _____

Pool maintenance: _____ Contact Info: _____

Week day of service: _____

Pest Control: _____ Contact Info: _____

Frequency of service: _____

Housekeeping: _____ Contact Info: _____

Window Cleaning: _____ Contact Info: _____

Power Washing _____ Contact Info: _____

AC Maintenance: _____ Contact Info: _____

Carpet Cleaning: _____ Contact Info: _____

Tile Cleaning: _____ Contact Info: _____

Trash days for pickup: _____ Special Info: _____

Other: _____

Special Instructions – list anything unique or special we need to know about your property:

Urgent and Immediate Tasks

List any tasks we need to do immediately- i.e. get quotes for specific projects (handyman or remodeling); furniture deliveries; wait for hookups; get new trash cans; water plants, etc.

Internal Use Only *Check when done*

- Add Client to Constant Contact
- Add Client info to cell phone