

YOUR BUSINESS NAME

Phone · Email · Website

Home Watch Service Agreement and Key Authorization

Part A is the agreement. Part B records the keys and codes the provider holds and who may enter. One signature covers both.

This is a starting template, not legal advice. Laws differ from state to state. Fill in the blanks, take out what doesn't apply, and have a licensed attorney in your state review it before you use it with clients.

The parties

Provider (business name)

Provider contact name

Provider phone

Provider email

Client name(s)

Client phone

Client email

Client mailing address while away

Property address

Start date

Part A: The agreement

1. Services. Provider will visit the Property on the schedule below while it is unoccupied and visually check the conditions on the agreed visit checklist. After each visit, Provider will email Client a written report with photos.

2. What this service is not. Home watch is a visual check of conditions that can readily be seen during a visit. Under this Agreement, Provider is not acting as a home inspector, contractor, security guard or property manager. Provider does not move furniture, open walls, ceilings or equipment, or test systems beyond the checks on the visit checklist. Provider cannot guarantee that problems won't happen, or that a problem that starts between visits will be caught before it causes damage.

3. Visit schedule. Visits will take place:

☐ Weekly ☐ Every two weeks ☐ Monthly ☐ Other: _____

Service period: from _____ to _____. Provider may move a visit by up to ____ days because of weather, holidays or an emergency, and will tell Client when it does.

4. Fees and payment. Visit rate: \$_____ per visit, or \$_____ per month. Extra services, such as meeting a contractor, storm preparation or errands, are \$_____ per hour or as quoted in advance. Client will be billed:

☐ Monthly, after the visits ☐ Monthly, in advance ☐ Prepaid for the season

Invoices are due within ____ days. Accepted payment methods: _____.

5. Keys, codes and access. Part B lists the keys, codes and access details Client gives Provider, and who else may enter. Provider will tag keys with a code instead of the address, store keys and codes securely and apart from each other, not copy keys without Client's permission, and return everything within ____ days after this Agreement ends.

6. When Provider finds a problem. Provider will contact Client using the contact order on the First Walk-Through Worksheet. If Client can't be reached and the problem is actively damaging the Property, such as a running water leak, an air conditioner that has failed in hot weather, or an open door, Client authorizes Provider to take reasonable steps to limit the damage. This includes shutting off water or power and calling a licensed vendor, and spending up to \$_____ without further approval. Client is responsible for vendor charges.

7. Vendors. Provider may recommend vendors but does not do repairs and is not responsible for a vendor's work. Client pays vendors directly unless both parties agree otherwise in writing.

8. Client responsibilities. Client will keep utilities on and the Property insured; tell Provider about known problems, alarm monitoring, and anyone else who has access; and tell Provider in advance when anyone will be staying at the Property.

9. Insurance. Provider carries general liability insurance of \$_____ and a bond or crime coverage of \$_____. Certificates are available on request.

10. Responsibility for damage. Provider is responsible for damage caused by its own negligence or misconduct while on the Property. Provider is not responsible for damage that would have happened regardless of the visits, or that began between visits and could not reasonably have been seen. Optional: Provider's total liability under this Agreement is limited to \$_____.

11. Ending the Agreement. Either party may end this Agreement with ____ days' written notice. Email counts as written notice. Fees for visits already made remain due, and any prepaid amount for visits not yet made will be refunded.

12. Privacy. Provider will keep Client's personal information, codes and photos of the Property confidential and use them only to provide these services.

13. Whole agreement and changes. This Agreement (Parts A and B), the visit checklist and the First Walk-Through Worksheet make up the whole agreement. Changes must be in writing; an email from each party agreeing to the change counts.

14. Governing law. This Agreement is governed by the laws of the State of _____.

Part B: Keys, codes and access

Keys and access items received

For example: front door, garage remote, gate fob, mailbox key, pool gate key, lockbox.

Item	Qty	Key tag code	Date received

Codes and access details

Codes are kept apart from keys and never written on a key tag.

Alarm company

Alarm company phone

Alarm passcode or verbal password

Gate or community access

Garage keypad

Lockbox location

People who may enter or get keys

Name	Relationship	Phone	May enter	May get keys

Key holder authorization. Client authorizes Provider to hold the keys and codes listed above; to enter the Property to provide the services in Part A; to let in the people listed above and anyone else Client approves in writing, by email or text; and to be listed with Client's alarm company and local authorities as a key holder for the Property.

Acceptance

Sign below, or accept by email: if Provider sends this Agreement by email, Client may accept it by replying with the words "I agree." Both parties intend that reply to have the same effect as a signature. Acceptance covers Parts A and B.

Provider: signature	Client: signature
_____	_____
Provider: printed name	Client: printed name
_____	_____
Provider: date	Client: date
_____	_____

Return of keys

Items returned	
_____	_____
Returned to	Date
_____	_____
Received by (signature)	
