

# The Ultimate Home Watch Interview Guide™

The Ultimate Key to hiring the BEST Home Watch Provider



**Certified Home Watch Reporters™** are professionals who have invested in their education and are graduates of the Home Watch Academy™. They are dedicated to advancing the Home Watch industry through integrity and sound business practices. Each business is independently owned and operated.



## Multi-Property Homeowners

### THIS BOOK IS FOR YOU

More people than ever before own second, third, or even fourth homes. These homeowners go by many names: Seasonal Homeowner, Snowbird, Sunbird, Vacation Bird, Zoom Bird, Absentee Homeowner, Seasonal Resident, Winter Visitor, and more.

Owning multiple homes comes with its share of challenges. An unoccupied home is a vulnerable home, and engaging the services of a Certified Home Watch Reporter™ is an excellent way to protect your investment.

- If you recently purchased a seasonal home, this guide is for you!
- If you already own a seasonal home and are searching for a Home Watcher for the first time, this guide is for you!
- If you've used a Home Watcher before but are looking for a change, this guide is for you!

***"You don't know what you don't know until you know what you don't know."***

Making an informed decision before handing over the keys to your home is essential. The Ultimate Home Watch Interview Guide™ is designed to help you do just that.

**Utilizing the services of a Certified Home Watch Reporter may be  
the Difference between Damage and Disaster.™**

# MEET THE AUTHOR

## DIANE PISANI



Diane Pisani discovered Home Watch after relocating from the Midwest to Southwest Florida in 2003. She gained valuable experience working for a Home Watch company and as Director of Property Services for a real estate office.

In 2006, she co-founded a Home Watch business and quickly recognized a significant gap in the industry—there were no regulations or professional standards. This realization sparked her career-long dedication to educating both professionals and homeowners.

To meet the need for professionalism in the industry, Diane founded Your Home Watch Professionals® in 2009, dedicated to offering education and resources. She developed comprehensive programs for aspiring Home Watch providers, conducting in-person classes at her Naples, Florida training center. These initiatives became the cornerstone of her mission to elevate and professionalize the Home Watch industry.

In 2020, Diane expanded her vision with the launch of the Home Watch Academy®, the first eLearning platform designed exclusively for the Home Watch industry. This innovative solution makes professional training accessible to a wider audience while upholding the high standards established in her training center.

Diane's dedication to education has raised the bar for the Home Watch industry, ensuring trusted and reliable services for homeowners while creating business opportunities for skilled providers. Her innovation and leadership have helped Home Watch evolve into a respected and professional industry, offering homeowners peace of mind and empowering dedicated professionals.

# WHAT IS HOME WATCH?

## The Evolution of Home Watch: From Neighbors Doing Favors to a Respected Profession

### What is Home Watch?

#### **Home Watch is a visual check of a home or property, looking for obvious issues.**

Home Watch services are designed to identify and address potential problems in unoccupied homes, providing peace of mind to homeowners by ensuring their property is secure, well-maintained, and free from issues during their absence. This service is not security or inspection but a proactive and professional approach to protecting the home.

### From Favors to a Profession

Home Watch started as informal help from "Neighbors Doing Favors" for snowbird friends. Over time, some began accepting payments and promoting Home Watch as a business. Many, however, failed to establish proper businesses, secure insurance, or use contracts. These "Hobby Home Watchers" lacked the training and resources to handle the complexities of the job.

### The Shift Toward Professionalism

By 2008, Home Watch evolved into a more professional service with training programs and trade organizations setting standards. Seasonal homeowners recognized the value of hiring trained, insured, and professional providers. Although unregulated, homeowners should Trust and Verify—confirm that providers are insured, bonded, professionally trained, and use clear contracts. Beware of false claims of being "licensed," as no specific Home Watch license exists.

### The Importance of Professional Services

An unoccupied home is a vulnerable home, especially in hurricane-prone regions. A Certified Home Watch Reporter™ conducts thorough visits, detecting issues such as household equipment malfunctions, water damage, electrical problems, or microbial growth, early—before they escalate into disasters. With rising insurance premiums and stricter claim approvals, early detection by a professional can avert damage or reduce the need to file claims, saving homeowners time and money.

### Home Watch Today

Home Watch has grown into a respected profession. Certified Home Watch Reporters™ are trained to protect seasonal investments by preparing homes for storms, monitoring for potential issues, and providing reliable communication. Homeowners can now access resources to learn how to protect their homes and find qualified providers. By choosing a trained Certified Home Watch Reporter™, they can rest assured their property is in capable hands.

# THE OTHER BIRDS

As travel for work, leisure, or seasonal escapes grows, trustworthy Home Watch services have become essential. A Certified Home Watch Reporter™ ensures your home is properly watched over while you're away. Let's explore the different types of travelers and how these services provide peace of mind.

## We Watch EmptyYour Nest

*SnowBird*

*SunBird*

*VacationBird*

*ZOOMBird*



### **SnowBirds:**

Traditionally retirees, SnowBirds now include professionals and families escaping northern winters for warmer southern climates. Leaving either home unattended can invite risks like weather damage. A Certified Home Watch Reporter™ keeps an eye on your empty nest so you can relax knowing that your southern retreat is worry-free.

### **SunBirds:**

Living year-round in warm regions, SunBirds often travel to cooler destinations to visit family or escape the heat. A Certified Home Watch Reporter™ ensures their homes stay well-maintained, offering tailored services to meet their needs.

### **VacationBirds:**

From weekend getaways to extended adventures, VacationBirds leave homes vulnerable. Hiring a Certified Home Watch Reporter™ means their property is cared for, allowing them to fully enjoy their time away.

### **ZoomBirds:**

Remote work has given rise to ZoomBirds, who travel while staying connected. Whether working from a mountain cabin or a beachside retreat, they rely on Home Watch services to maintain their property's condition.

If you own multiple homes, proper care for the unoccupied property is essential. Whether you're enjoying one home while another remains empty or traveling between locations, a Certified Home Watch Reporter™ ensures your property is checked and any issues are promptly addressed. No matter your travel style or living arrangements, engaging a professional Home Watch service offers invaluable peace of mind.

# MYTHS & REALITIES

What you don't know about Home Watch can hurt you.



## MYTH

People think that because they live in a home that they are qualified to watch over someone else's homes.

## REALITY

That's like saying watching Dancing with the Stars makes you a great dancer, or assuming a mechanic can fix any car because they're "all the same." Every home is unique, and performing a proper Home Watch visit requires expertise, attention to detail, and professional knowledge. Assumptions like these can lead to costly mistakes.

## MYTH

I can ask a friend, or neighbor, to watch my home.

## REALITY

Do you really want your neighbor taking on that responsibility? Do you want them going through your belongings? Can you rely on them to visit regularly and document each visit? If damage occurs on their watch, it could not only cost tens of thousands of dollars to repair—even from "small" water or mold damage—but also jeopardize your friendship. Would you take legal action against them if something went wrong? It's a risk not worth taking.



## STORIES FROM HOME WATCH WORLD

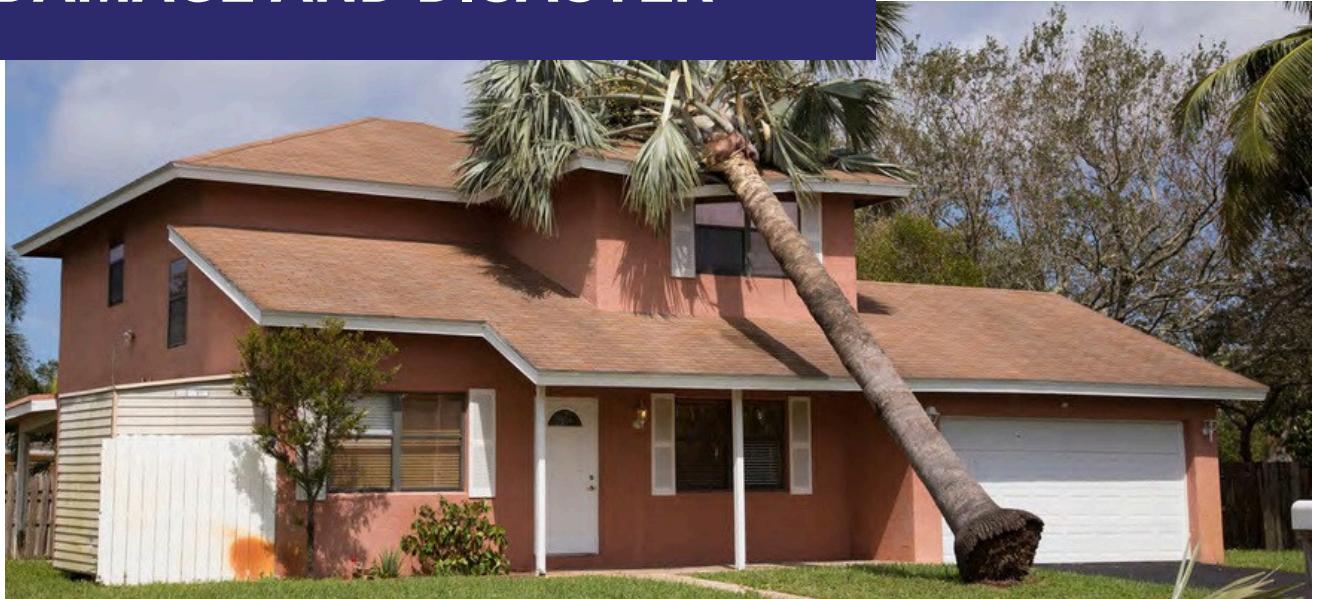


**Here are just a few of the shocking real-life stories that highlight the importance of hiring a professionally trained and insured Certified Home Watch Reporter™:**

- “I tried to contact my Home Watch provider, but they didn’t respond for two weeks because they were traveling. What would have happened if I had an emergency?”
- “I rewarded two of my top employees with a weekend at my condo. When they entered through the garage, they assumed I’d left a car for them to use. But when they went inside, they found someone sleeping in the bed! My Home Watch guy let his friend stay at my condo!”
- “I installed a new alarm system that notifies me when someone enters and exits. I was shocked to see my Home Watcher only stayed for five minutes. Does it really take just a few minutes for a proper visit?”
- “I noticed my Home Watch provider was storing things in my garage, but I let it slide. Then, one summer, I arrived at my villa only to find someone staying there! The Home Watch person had been renting out my property while I was away!”
- “There was a water leak at my property that caused extensive damage. My Home Watch provider didn’t have a clue who to call or what to do. I had to cut my European vacation short and fly back to Florida to handle everything myself.”
- “We bought our dream condo in the spring—a meticulously cared-for, barely used property. We hired a Home Watcher and left in early June. When we returned in October, the condo was destroyed by mold! The remediation alone cost over \$30,000, and the insurance company denied the claim. To make matters worse, the Home Watcher didn’t even have insurance! We had to replace furniture, artwork, and more. Our dream became a nightmare.”

These real-life accounts underscore the critical need for hiring a trained and professional Certified Home Watch Reporter™. Trusting the wrong person with your property can lead to costly mistakes, emotional stress, and devastating losses. A Certified Home Watch Reporter™ has the expertise, resources, and accountability to protect your investment and ensure your peace of mind.

# THE DIFFERENCE BETWEEN DAMAGE AND DISASTER



**Things can, will, and do happen. It is not a matter of if.  
It may be a matter of when.**

*Even with precautionary measures, a Home Watcher cannot prevent things from happening.  
It is their job to recognize damage in the early stages before it becomes a disaster.*

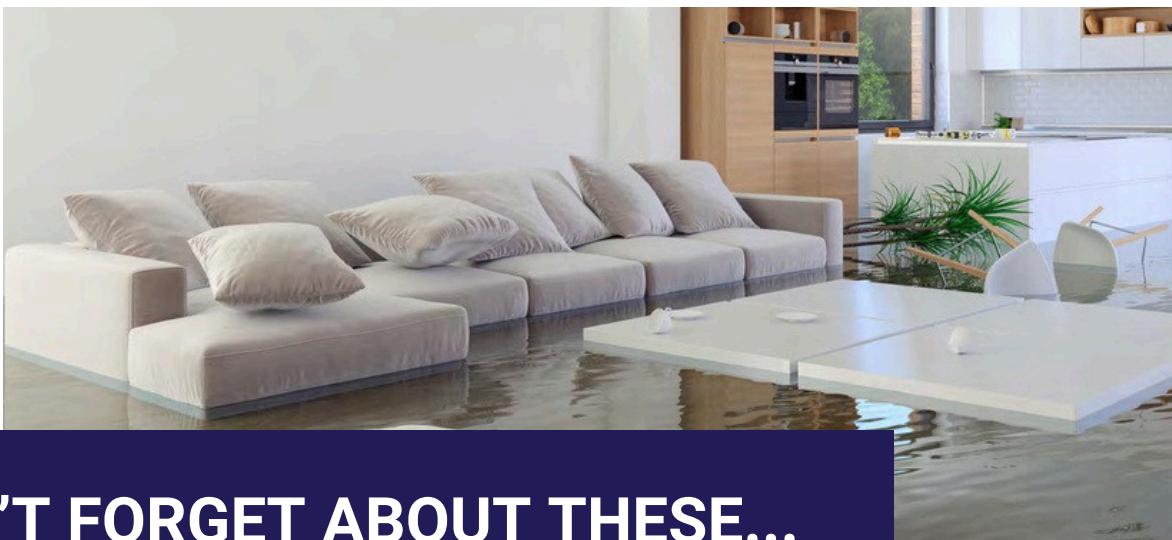
We often access homes through the garage using the keypad. One day, I opened a client's garage door to find water dripping onto their Maserati. The cause? The AC air handler's drain line, located in the attic, had backed up, overflowing the secondary pan and leaking through the ceiling onto the car.

Fortunately, this was caught early during a routine weekly visit. I immediately pulled the car out of the garage and had an AC technician on-site within the hour to make the repair. The only damage was a small water spot on the ceiling. I had the car washed, and everything was back to normal.

Now, contrast that with a similar situation. A seasonal homeowner, who found a house cleaner on Facebook after just a phone interview, asked them to access the house via the garage. When they opened the garage door, they discovered the ceiling was soaked and caved in—on top of their BMW. The damage had gone unnoticed for so long that mold had spread across the garage walls, resulting in thousands of dollars in repairs.

The cause was exactly the same: a backed-up AC drain line. The difference? My client had, yours truly, a Home Watch Professional, and theirs didn't have any Home Watch at all.

This story is the perfect example of the difference between damage and disaster!



## DON'T FORGET ABOUT THESE...



## Water Damage and Microbial Growth: Silent Threats to Your Home

Water damage and microbial growth are two of the most destructive threats to homes, as much in tropical climates like Florida as areas prone to freezing temperatures. Even a small undetected leak can warp wood floors, soak carpets, or create conditions for mold to grow. Left unchecked, these issues can quickly escalate into costly repairs.

Common water-related problems include:

- Toilet leaks and supply line failures
- Frozen and burst pipes
- Roof leaks
- Sinks or tubs that overflow
- Backed-up AC drain lines
- Broken sprinkler heads soaking walls
- Water intrusion from upstairs neighbors or shared walls

Mold is a silent yet serious threat, capable of growing in any dark, damp environment with a food source such as wood, leather, or other organic materials. While maintaining indoor humidity below 50% is especially important in tropical climates to inhibit mold growth, the risk exists everywhere. Mold can begin to develop in as little as a few days. Imagine your AC failing while you're away—by the time you return, mold could have spread throughout your home. Remediation costs can quickly climb into the thousands, not including the expense of replacing damaged furniture and personal belongings.

# TYPES OF HOME WATCH PROVIDERS



## Neighbors Doing Favors

They may mean well, but they are ill-equipped to watch over your home. Untrained and certainly not insured, they lack the expertise required to handle the responsibility. And remember, they live in paradise, too. If they're busy, have a tee time, or go on vacation, your home won't be their priority. Do they know what to do if a storm, or other disaster? Without proper training and accountability, the risks to your property—and your peace of mind—are far too great.



## Scoundrels

Yes, there are downright scoundrels in the world of Home Watch. These individuals lie about their credentials, view Home Watch as "easy money," or use it as a way to drive business to another trade. Worse, they may fail to show up for visits or even misuse your property. Protecting your home requires a professional you can trust, not someone looking for a quick profit.



## Hobby Home Watchers

These individuals often start as Neighbors Doing Favors, taking on more clients' calling it a Home Watch company and start charging people. Many never establish a legitimate business entity or carry insurance. Untrained, often flying solo, they lack the expertise to care for your home. Without professional training or industry interaction, how can they ensure they're doing the right things or improving their skills? Your property deserves better.



## Real Deal Home Watch

Your best choice by far is a dedicated professional. These individuals view Home Watch as a career, not a hobby. They invest in professional and ongoing training, maintain proper credentials, and have a network of resources to handle any situation with confidence and expertise.



## THE HOME WATCH INTERVIEW

**After all, it *is* called**

**The Ultimate Home Watch Interview Guide™!**

In the upcoming pages, my goal is to share crucial information about your home and how it should be cared for in your absence.

I will present questions you should ask, the answers you want to hear, and some BONUS comments to provide additional insights.

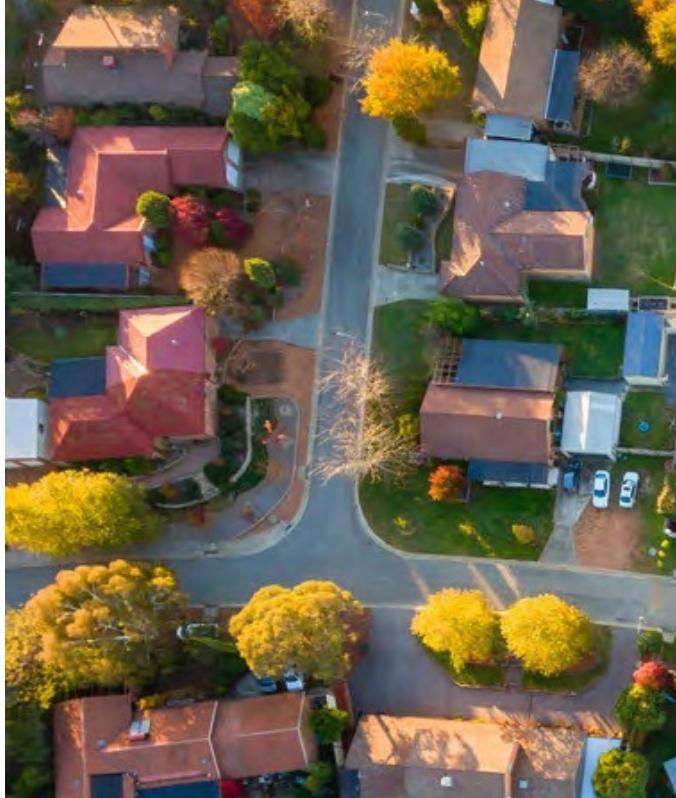
This guide is designed to help you become an informed consumer with the knowledge to make the best decisions about the care of your seasonal home. I'll share what I've learned as a long-time Home Watch Professional, along with a good dose of my personal opinions.

Not everyone will agree with me, and that's okay. I might even ruffle some feathers among Hobby Home Watchers and Scoundrels—but I'm perfectly fine with that.

My mission is to be a purveyor of information, empowering you to protect your home and make confident choices.

# THE HOME WATCH INTERVIEW

## QUESTION ONE



### QUESTION TO ASK

**How frequently do you make a Home Watch visit?**

### ANSWERS YOU WANT TO HEAR

- **4–5 visits per month**
- **3 visits per month**
- **2 visits per month**

### BONUS

The frequency of Home Watch visits is vital to maintaining the condition of an unoccupied home. A Certified Home Watch Reporter™ offers flexible options, including 4–5 visits per month, 3 visits per month, or 2 visits per month. These monitoring intervals allow for the timely identification and resolution of issues such as water leaks, HVAC malfunctions, pest infestations, or weather-related damage, reducing the risk of costly problems.

A once-per-month visit is inadequate and reflects a lack of understanding about the risks unoccupied homes face. This infrequent schedule leaves properties vulnerable to significant issues that can develop and worsen within 30 days. Additionally, many homeowner insurance policies may require a specific frequency of visits to support a claim if damage occurs. A Certified Home Watch Reporter™ strongly recommends reviewing your insurance requirements and scheduling consistent, professional visits to protect your home and investment.

# THE HOME WATCH INTERVIEW

## QUESTION TWO

### QUESTION TO ASK

**What are some of the things you do on your Home Watch visit?**

### ANSWER YOU WANT TO HEAR

On my visits, I will cycle the water, which includes brushing and flushing toilets, running water in sinks, tubs, and showers, keeping the drain traps wet so there are no smells or drain flies, checking for visible leaks, running the dishwasher and washing machine regularly.

I use my flashlight to look at ceilings, visible walls, and baseboards for signs of water or other damage. I am trained to identify irregularities and to catch a damaging situation in the early stages.

In a tropical climate like Florida, I will check the humidity level and, if it is over 50%, will adjust the thermostat so the AC operates properly to draw humidity out of the air. Please know that all procedures vary by climate, type of home, and equipment.

### BONUS

Many Hobby Home Watchers offer to "open your home" before you return by turning on the water and water heater.

#### NOT NECESSARILY GOOD!

A Real Deal Home Watcher knows that in *many* cases, the water should be OFF when the home is unoccupied. It is a best practice to avoid turning the water on in advance of your arrival, as this could leave your home vulnerable, even for a few hours.

Instead, you should turn the water on yourself, slowly and carefully, at the main valve when you return. Additionally, be sure to follow the correct procedure for your water heater to ensure safe operation. This proactive approach helps protect your home from unnecessary risks.

All procedures vary according to the types of equipment, climate, etc...

## QUESTION THREE



### QUESTION TO ASK

**Do you have a Home Watch license?  
What About Insurance?**

### ANSWER YOU WANT TO HEAR

Home Watch is currently an unregulated industry, with no official license or mandatory requirements in place. However, you should expect at least a General Liability Insurance policy with a minimum of \$1 million coverage and a \$2 million aggregate. Additionally, ask if they carry Professional Liability insurance and any other relevant coverages to ensure comprehensive protection.

### BONUS

Some businesses that claim to have a license or advertise as such may actually be referring to their Business Tax Receipt, sometimes called a Business License. This is typically just a registration with the county or city where the business operates, purchased for a nominal fee. It is not a Home Watch License. In some cases, businesses may list licenses unrelated to Home Watch, which can be misleading, relying on homeowners not verifying their credentials.

Remember, just because a website states that a business is insured doesn't mean it's true. As a homeowner, it's your right and responsibility to verify the credentials of all your service providers. Request their Certificate of Insurance (COI) and carefully review the business name, coverage amounts, and expiration date. When the current COI expires, ensure you receive an updated one. Protect yourself by staying informed and diligent!

Certified Home Watch Reporters™ featured in the Member Directory are committed to maintaining up-to-date credentials. This guarantees they uphold the highest standards in the industry, giving you confidence and peace of mind when choosing a professional for your Home Watch needs.

## QUESTION FOUR



### QUESTION TO ASK

**How do you handle a problem or a damaging situation?**

### ANSWER YOU WANT TO HEAR

Every situation is unique, and I approach each one with care and professionalism. When a damaging situation arises, I troubleshoot to assess the issue and determine the most appropriate course of action. I ensure clear and timely communication with the homeowner or their designated person(s) to keep them informed every step of the way. If professional assistance is needed, I can help facilitate the homeowner's connection with their preferred service providers or guide them in finding qualified professionals. My priority is to support the homeowner in resolving issues promptly while ensuring their peace of mind.

### BONUS

Beware of Home Watch providers who claim to do "everything" themselves or take on work for which they are not properly trained, licensed, or insured. Even something as seemingly simple as hanging a ceiling fan or changing a toilet flapper may fall outside the scope of their handyman license, leaving you vulnerable to liability. Another red flag is when they rely on a relative or friend to perform work. Always ensure that any work done in your home is completed by qualified, licensed, and insured professionals to protect your investment.

## QUESTION FIVE



### QUESTION TO ASK

**How much do you charge?**

### ANSWER YOU WANT TO HEAR

Professional Home Watch services typically start around \$65 to \$85 per visit, with costs increasing based on the size and complexity of the property. For larger estates and properties, visits may range from \$150 to \$300 or more. Additional concierge services, such as meeting vendors, shopping, or accepting deliveries, are usually billed per task or per hour.

Could you find less expensive options? Absolutely. But as with most things, the cheapest option often comes with compromises. True professional Home Watch providers are far more than someone who just “pops in” for a quick visit. They know what to look for, have the expertise to identify potential problems early, and maintain a network of trusted resources to address situations that arise.

Your Home Watcher will serve as your eyes and ears, your representative, your advocate, and perhaps even becomes a valued friend. Home Watch is not a commodity, and the decision should never be made solely based on price. Instead, choose a professional who provides reliability, trust, and a commitment to protecting your property.

### BONUS

*“The bitterness of poor quality remains long after the sweetness of low price is forgotten.”*

*- Benjamin Franklin*

## QUESTION SIX



### QUESTION TO ASK

**How do I know who is making the visit as well as if, and when, the visit was made?**

### ANSWER YOU WANT TO HEAR

Visits are conducted by the business owner or a designated professional, ensuring the property receives thorough attention. To maintain accuracy and accountability, many companies rely on software to document each visit. Every visit is documented, providing the homeowner with a comprehensive report. This written documentation is invaluable for peace of mind and can be crucial if an insurance claim becomes necessary.

### BONUS

Many homeowners share frustrations about not knowing when their Home Watch provider makes visits. Some have returned after months away to find issues like a check left on the kitchen counter untouched, revealing no visits were made.

Homeowners: It's crucial to remember that holding your Home Watch provider accountable is your responsibility. Excellent communication is the cornerstone of a reputable and professional Home Watch company. For many seasonal residents, hiring a small, one- or two-person Home Watch company is appealing because you are working directly with the business owner(s), who have a vested interest in providing exceptional service.

If you choose a larger company with employees, ask about their team member's training and credentials. Every visit report should be documented, ensuring a reliable and professional standard of care for your home.

## QUESTION NINE



### QUESTION TO ASK

**What else should I know?**

**ANSWER YOU  
WANT TO HEAR**

While I cannot prevent everything from happening, my role is to perform a detailed visit and carefully observe your property. My goal is to identify irregularities or damaging situations in their early stages, addressing them promptly to help prevent costly disasters.

### BONUS

For many companies, it is considered best practice to conduct a Post-Departure Visit shortly after you leave to ensure everything is in order. It's not uncommon for homeowners to accidentally leave a door unlocked, water running, the thermostat set incorrectly, or other things that could lead to problems if undetected. A Certified Home Watch Reporter™ also schedules a visit shortly before you return, often referred to as the "Murphy's Law Visit," to address any last-minute issues and ensure your home is ready for your arrival.

# The Growing Role of Home Watch Services in Meeting Insurance Needs

## How Home Watch Services Align with Insurance Requirements

1. Policy Compliance: Many insurance policies include clauses requiring regular visits and maintenance for unoccupied properties. Professional Home Watch services help meet these requirements by providing:
  - Routine property checks (both interior and exterior).
  - Documentation of visits for claims purposes.
2. Risk Reduction: Regular Home Watch visits reduce the likelihood of damage from leaks, pests, and other issues. This proactive approach minimizes claims and makes the home less risky to insure.
3. Claim Documentation: Detailed reports provided by Certified Home Watch Reporters™ serve as valuable evidence for insurance claims, demonstrating that the property has been watched over.

## The Role of Certified Home Watch Reporters™

Certified Home Watch Reporters™, graduates of the Home Watch Academy, represent the highest standards in the industry. These trained professionals provide reliable and comprehensive care, giving homeowners and insurance companies peace of mind. Their services are trusted for their attention to detail, consistency, and professionalism.

## Professional Services That Make a Difference

Certified Home Watch Reporters™ offer a range of services tailored to meet insurance requirements and protect properties, including:

- Monitoring home systems.
- Identifying pest infestations.
- Storm preparation assistance and post-storm assessments.
- Recognizing the early stages of damage.
- Vendor oversight and liaison services.
- Mail retrieval.

## Cost vs. Benefit Analysis

While Home Watch services come with an expense, the benefits outweigh the costs:

- Avoid costly damage by addressing issues early.
- Gain peace of mind knowing your property is professionally cared for.
- Potentially lower insurance premiums or improve claim outcomes.

# How Home Watch Enhances Homeowner's Insurance Compliance and Value

## A Solution for Luxury and Vacation Homes

High-value properties, with their complex systems and extended periods of vacancy, benefit greatly from Home Watch services. These services help meet the stringent insurance requirements often tied to luxury homes, ensuring that both the property and the homeowner's investment are well-protected. Every home, regardless of size, value, or technology, is vulnerable when unoccupied.

## The Comprehensive Value of Home Watch in Homeowner's Insurance

### The Growing Importance of Home Watch Services

Insurance companies are increasingly recognizing the value of Home Watch services in reducing risks for unoccupied properties. Before issuing or renewing a policy, insurers often inquire if the home is monitored by a reputable Home Watch company. This consideration reflects an understanding of the critical role Home Watch services play in maintaining and securing homes, particularly for seasonal or absentee homeowners.

### Enhanced Insurance Coverage

A professional Home Watch service can positively influence your ability to secure homeowner's insurance and may even reduce premiums. Insurers recognize that regularly monitored homes present a lower risk of damage or loss. This risk reduction can translate into more affordable and comprehensive insurance coverage. For homeowners in areas with unpredictable weather or high burglary risks, having a Home Watch service is a compelling advantage.

### Homeowners Insurance: Essential but Selective

Homeowners insurance is vital for protecting your property and belongings against potential damage and loss. However, insurers are selective, especially for properties exposed to unique risks such as harsh weather conditions, long periods of vacancy, or signs of neglect. Without regular maintenance and oversight, securing a good policy can be costly or difficult.



# SOME USEFUL ADVICE

## WORDS OF WISDOM



### Insurance

Review your policy carefully, especially sections addressing unoccupied or vacant homes. Look for any language that might result in a claim denial. Consult your insurance professional for clarification, and be sure to document the conversation or obtain written confirmation. It is your responsibility to schedule Home Watch visits that comply with your insurer's requirements. Also, consider purchasing the highest mold coverage available—mold claims are never inexpensive!

### Who Has Your Keys?

If you base your choice of a Home Watch Reporter solely on price, this guide is not for you. Perspective matters. A Certified Home Watch Reporter™ is a trusted professional responsible for helping care for one of your largest investments. The focus should be on the relationship and the value they provide.



### Home Watch is a Team Sport

Clearly communicate your expectations to your Home Watch Reporter and reach out with any questions. Monitor your power and water bills closely; fluctuations in usage could signal a problem. Communication is vital. Make an informed choice and enjoy a long-term relationship with your Home Watch Professional for as long as you own your seasonal home.

### Trust & Verify

Request a service provider's Certificate of Insurance and ensure it is renewed annually. If you hire a Certified Home Watch Reporter™, verify their credentials at [www.findhomewatch.com](http://www.findhomewatch.com) to confirm they remain part of the program and their certification is current.





## Certified Home Watch Reporters™

The Home Watch Academy™ leads the emerging Home Watch industry, setting the standard for professionalism and excellence. In most areas, Home Watch is not regulated, licensed, or widely recognized, but the Academy is changing that by providing comprehensive training and certification for professionals dedicated to protecting seasonal and unoccupied homes.

Certified Home Watch Reporters™ are graduates of the Home Watch Academy™, equipped with the expertise and resources to deliver top-tier Home Watch services. To earn this designation, students complete several hours of in-depth education and pass a rigorous final exam. After graduation, they participate in ongoing training through the Academy's Graduate Resource Center and take regular knowledge-based tests to ensure they consistently meet the highest standards in the industry.

The Home Watch Academy's™ mission is to promote the importance of qualified and trained professionals for Home Watch visits while fostering professional standards and raising awareness among seasonal homeowners and service providers.

The Academy's Member Directory, available at [www.findhomewatch.com](http://www.findhomewatch.com), is the ultimate resource for homeowners to locate trusted Certified Home Watch Reporters™. Homeowners should check the directory regularly to ensure their Home Watcher is listed, as an absence could indicate expired credentials like insurance, putting their property at risk. The directory connects homeowners with professionals who meet the industry's highest standards, providing unparalleled peace of mind.

# WHO YOU HIRE MATTERS

**The Rule of Three** is a powerful principle that can guide you in making better decisions, whether you're choosing a contractor for a remodeling project, a plumber to fix a leaking toilet, the ideal spot for Date Night, or your Certified Home Watch Reporter™. By comparing three options, you can gather enough information to make a confident, informed choice. The Home Watch Academy® is proud to set a high standard for professionalism in the Home Watch industry. Certified Home Watch Reporters™, as graduates of the Academy, embody a membership ethos that prioritizes professionalism and collaboration. Rather than viewing one another as competitors, they operate with the spirit of colleagues, fostering an environment that benefits business owners, team members, service providers, and most importantly, seasonal homeowners.

Our mission is to educate seasonal homeowners on how to choose the right Home Watch professional to meet and exceed their expectations. We believe that when homeowners interview Certified Home Watch Reporters™, they'll find it challenging to decide—because every member business upholds the highest quality standards. When all things are equal, we suggest selecting the professional with whom you share a connection—what we like to call the "Click Factor."

To find a Certified Home Watch Reporter™, visit [www.findhomewatch.com](http://www.findhomewatch.com). If you've read this guide and are considering starting or growing a Home Watch business, we'd be delighted to welcome you into the Home Watch Academy Family. Together, we're raising the bar for this essential and growing industry.



HOME  WATCH  
ACADEMY

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GRADUATE   
HOME WATCH ACADEMY®



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The information provided in The Ultimate Home Watch Interview Guide™ is for general informational purposes only. It must not be relied upon as a substitute for legal advice or advice from other qualified professionals. If you have specific questions regarding home operations or related matters, consult with the appropriate expert in their respective field.

It is your sole responsibility to interview, verify credentials, and make informed decisions when hiring any service provider. Regularly checking credentials for updates is a prudent step to ensure ongoing reliability and compliance.

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