



PebbleCreek Home Services LLC
6950 W. Edgemont Avenue
Goodyear, Arizona, 85395
(602) 613-5442

2026 Home Monitoring Service Terms and Conditions

Deposit and Payments

A 50% deposit is required prior to your departure to initiate our service. The remaining balance, along with any additional charges incurred, is due upon the homeowner's return to PebbleCreek Home Services. If the total of any additional charges plus the remaining balance exceeds \$225.00, an interim invoice may be issued and is due upon receipt.

Scope of Service

Our home monitoring service provides interior and exterior visual inspections designed to identify and report issues related to security, maintenance, or weather damage. Each visit includes, but is not limited to:

- Visually inspecting doors, windows, and exterior for signs of damage, intrusion, or pest activity.
- Checking landscape and irrigation system conditions.
- Running water sources (with drains), including faucets, showers, and toilets, to maintain plumbing seals and flow.
- Operating the RO system and garbage disposal.
- Verifying refrigerator, freezer, and HVAC functionality and temperature.
- Collecting on-site mail and operating garage doors for ventilation and access checks.
- Running the dishwasher and laundry washer once per month.
- Inspecting for leaks, odors, pests, or other irregularities.
- Topping up any water buckets or hydration bowls in the home.
- Shutting off the main home water line in between visits, unless otherwise requested by the homeowner.

A written inspection report, including notes and photos when appropriate, will be emailed after each visit.

Repairs, Maintenance, and Additional Fees

Any repairs, maintenance, or special requests outside the standard inspection checklist will be billed separately. These services may be performed by PebbleCreek Home Services with your prior

authorization, or you may hire your own service providers. If our presence is required to grant access to third-party vendors, a home access fee will apply per visit.

If the homeowner requests that PebbleCreek Home Services arrange or oversee third-party repairs or services, PebbleCreek Home Services is not responsible for the quality of work performed by third-party vendors and any claims must be made directly with those vendors.

Keys, Codes, and Access Authorization

The homeowner must provide appropriate access to the property, including keys, entry codes, and alarm instructions. All access information will be securely stored and used only for providing contracted services.

- Access information will only be shared with authorized PebbleCreek Home Services personnel.
- The homeowner agrees to promptly notify PebbleCreek Home Services of any changes to locks, security codes, or alarm procedures.
- Upon termination of service, all physical keys will be returned or destroyed, and electronic codes will be deleted from our systems within 5 business days, confirmed upon request.
- The homeowner is encouraged to change alarm and entry codes after services conclude.

Emergency Procedures

In the event of an emergency (such as a water leak, storm damage, break-in, or other critical issue), every reasonable effort will be made to contact the homeowner and designated emergency contact using the information on file. If the homeowner cannot be reached within a reasonable time and immediate action is necessary to prevent or reduce damage, PebbleCreek Home Services is authorized to arrange emergency services or repairs on the homeowner's behalf. All associated costs will be billed to the homeowner.

For emergencies estimated under \$500, PebbleCreek Home Services is authorized to act immediately and bill accordingly.

For emergencies estimated over \$500, PebbleCreek Home Services will attempt to reach the homeowner and emergency contact by phone, text, and email; if no response is received within 1 hour and delay is likely to increase damage, PebbleCreek Home Services may authorize work in good faith and the homeowner agrees to be responsible for those costs.

Following major events such as storms, extended power outages, or local emergencies, additional inspections may be recommended or required and will be billed separately.

Client Responsibility

The homeowner agrees to:

- Complete our home monitoring intake form with accurate, up-to-date information about the property, including any known issues, systems, and special instructions and preferences, prior to departure.

- Maintain current contact information and at least one emergency contact authorized to make decisions if the homeowner is unavailable.
- Maintain adequate homeowners insurance coverage on the property for the duration of service and provide proof of active coverage upon request. Also maintain vehicle insurance if we are requested to drive any vehicles.
- Ensure that essential utilities (electricity, water, and, when required, internet) remain active, unless otherwise agreed in writing.
- Ensure that prior to departure the home is clean and presentable, with appropriate pest control in place, and maintained to avoid any health issues for our team (for example, buildup of bird droppings or unsanitary conditions). If in our opinion the home or parts of the home are a health or safety concern, we may suspend or terminate service until such concerns are remedied.
- Ensure the home's air conditioning temperature is set below 89 degrees during hot months. Higher temperatures are considered unsafe for the home, and service cannot be provided if settings exceed this limit; PebbleCreek Home Services may suspend service until corrected.

If proof of active homeowners or required vehicle insurance cannot be provided, PebbleCreek Home Services may suspend or decline service.

Operation of Appliances, Systems, and Vehicles

When operating appliances, vehicles, or systems as part of our service (including but not limited to water fixtures, RO systems, garbage disposals, dishwashers, laundry machines, HVAC systems, golf carts, and vehicles):

- PebbleCreek Home Services will use reasonable care but is not responsible for mechanical failures, breakdowns, or malfunctions that occur during normal operation.
- Pre-existing mechanical issues, latent defects, or age-related failures are the homeowner's responsibility and are expected to be covered by the homeowner's insurance or by the homeowner directly.
- The homeowner must provide proof of current registration and insurance for any vehicle or golf cart that PebbleCreek Home Services is requested to operate.
- PebbleCreek Home Services reserves the right not to operate any vehicle, appliance, or equipment that appears unsafe, obviously defective, or improperly maintained.

For vehicles on trickle chargers, the charger will be temporarily disconnected while the vehicle is started and then reconnected afterwards.

Water-Related Operations and Damage

The homeowner acknowledges that:

- Running water at sinks, showers, toilets, and appliances is a preventive maintenance task to help maintain plumbing seals and identify obvious leaks.
- Hidden plumbing issues, slow leaks, or failures inside walls, slabs, or ceilings may not be visible during routine inspections.
- Any water damage that occurs due to hidden defects, sudden failures, or events between visits is expected to be addressed through the homeowner's insurance.

PebbleCreek Home Services is not responsible for water damage arising from plumbing or appliance failures that were not observable during inspection or that occur between visits.

The homeowner is responsible for promptly addressing any leaks or issues noted in inspection reports.

Inspection Documentation & Photography

PebbleCreek Home Services may document property conditions with photos and written notes:

- Photos and notes are used to prepare inspection reports and confirm service completion.
- The homeowner consents to reasonable interior and exterior photos being taken for documentation and risk management purposes.
- Photos and reports may be retained in our records to document pre-existing conditions and protect both parties in the event of a dispute.
- Photos and reports will not be shared with third parties except with the homeowner's consent or as required by law or insurance-related claims.

Insurance & Indemnity

Our service consists of scheduled visual inspections and basic preventative tasks and does not constitute a guarantee or warranty of the condition, performance, or remaining life of any vehicle, structure, system, appliance, or battery. The homeowner understands that their primary protection against loss is their homeowners insurance and agrees to use that insurance for any damage to the property or its contents, except where loss is directly caused by PebbleCreek Home Services' proven gross negligence or willful misconduct.

For purposes of this agreement, "negligence" that may create liability for PebbleCreek Home Services means gross negligence or willful misconduct, and does not include ordinary negligence or honest errors in judgment made while exercising reasonable care during routine inspections.

The homeowner agrees to indemnify and hold harmless PebbleCreek Home Services, its owners, employees, and representatives from and against claims, damages, or losses arising from conditions beyond PebbleCreek Home Services' control, including but not limited to hidden or latent defects, normal wear and tear, acts of nature, or events occurring between visits, except to the extent caused by PebbleCreek Home Services' grossly negligent acts or willful misconduct.

Liability and Limitations

While every reasonable effort will be made to safeguard your home and identify potential issues during scheduled visits, some problems may develop rapidly or between visits and may not be discoverable during a routine inspection. PebbleCreek Home Services is not responsible for losses due to mechanical failures, undetected leaks, pests, vandalism, or other issues that were not observable at the time of inspection or that occur outside scheduled visit times.

The total aggregate liability of PebbleCreek Home Services for any and all claims arising out of or related to this agreement, whether in contract, tort, or otherwise, is strictly limited to the total amount of fees paid by the homeowner to PebbleCreek Home Services for home monitoring services during the twelve (12) months immediately preceding the event giving rise to the claim, or \$2,500, whichever is less.

In no event shall PebbleCreek Home Services be liable for indirect, incidental, special, or consequential damages, including but not limited to loss of use, loss of rental income, or loss of market value.

Any damage alleged to have been caused by PebbleCreek Home Services must be reported to PebbleCreek Home Services within 48 hours of discovery, together with reasonable documentation, so that the matter can be investigated in a timely manner.

Provider's Insurance

PebbleCreek Home Services maintains commercial general liability insurance in amounts consistent with industry standards for home services.

Scheduling and Communication

Visits will be conducted according to the service frequency selected in your estimate. In rare cases, a scheduled visit may be delayed or moved by 1–2 days due to scheduling, weather, or other operational issues.

Routine communication, inspection reports, and invoices will be sent via email unless other arrangements are made. Urgent matters will be communicated by phone call or text message whenever possible.

Service Suspension and Termination

PebbleCreek Home Services may suspend or terminate service, with written notice where reasonably possible, if:

- The property is determined to be unsafe, unsanitary, or otherwise poses a health or safety risk for our staff.
- The homeowner fails to maintain required homeowners or vehicle insurance.
- Access information (keys/codes) is not provided, is inaccurate, or is changed without notice.
- Utilities necessary for safe operation (electricity, water, internet when needed) are disconnected.
- The home's air conditioning is consistently set above 89 degrees during hot months.

- The homeowner fails to respond to material communication regarding property conditions or necessary repairs.

If service is suspended or terminated due to homeowner breach or unsafe conditions, deposits are non-refundable and unused prepaid visits may be forfeited at the discretion of PebbleCreek Home Services.

If service is suspended solely due to PebbleCreek Home Services' operational issues (e.g., staff unavailability), unused prepaid visits will be rescheduled, credited, or refunded as mutually agreed.

Cancellation Policy

Either party may cancel ongoing services with a minimum of 14 days' written notice. Deposits are non-refundable once services have commenced. Any unused prepaid visits may be credited toward future services at PebbleCreek Home Services' discretion.

2026 Services

The following additional services are available at the listed per-visit or per-service rates:

- Standard Home Monitoring: \$25.00 per
- Casita / Second Floor/ Extension Add-On: \$5.00 per visit
- Unscheduled home visit/access: \$20.00 per visit*
- Golf carts top up
- Distilled water for golf cart battery top-up (one gallon bottle): \$10.00
- Golf cart / vehicle drive:
- Vehicle start-up:
- Water house plants:
- Community mailbox pick-up:
- Postal mail sorting / forwarding:
- Supply and change smoke alarm batteries: \$8.00 per battery
- Air filter replacements: custom price
- House cleaning: custom price
- Pressure washing: custom price

*Unscheduled home visit/access may include, for example, unlocking a door for a guest, placing a package inside, or moving garbage cans in or out. Includes up to 5 minutes at the property; additional time may be billed separately.

Electronic Acknowledgment and Signature

During the online registration process in part II, the homeowner will be asked to acknowledge that they have read, understand, and agree to these Terms and Conditions and authorize PebbleCreek Home Services to perform home monitoring services as described.

02/26/26