

## SNOWPLOW

We encourage you to reach out to the snowplow companies listed below for a bid. However, we may have already reached out to a company and asked that they contact you by phone or email. So, do not be surprised if they reach out to you.

In most cases we would recommend that you sign up for a yearly contract however some companies have a per plow charge. The problem with a per plow contract is that you will most likely be at the bottom of the list every time your house needs to be plowed. In some cases, you may have to call and ask the plow company to go out.

On occasion, we may have to dispatch emergency plows in order to accommodate the rental. This is a rare occasion, but it can happen. Emergency plows will be your financial responsibility. Please note that we make every effort to contact and ask your assigned company to go out before we dispatch an emergency snowplow.

If you have already signed up with a company, please let us know who it is so that we may update your file. Even if you stay with the same plow company, please let me know that is the case.

**Please be sure shoveling service is included in your bid.** This is necessary for all snow companies to do but you MUST add it on.

**Here is a list of some companies we recommend. We have indicated location of where they specialize in, as well.**

- Angel Licon 951-505-2945 Upper and lower Moonridge only
- Arturo Talamantes 909-241-8884 Big Bear City area
- B & B Snow Removal 951-312-1504 Lower Moonridge, Fox Farm, Summit, Big Bear City
- Brian Gilligan 909-913-0401 Lower Moonridge and most of the Snow Summit
- Gordon Equipment: 909-584-4606 Does not do Fawnskin

Email us at [destinationbigbearops@gmail.com](mailto:destinationbigbearops@gmail.com) to inform us of which snow plow company you contract with so we can arrange scheduling and follow up with them.



## SPA COMPANY

Each week and in-between back to back tenants, the spa cleaning is required per code. Please reach out to one of the following vendors below. See what each can offer you.

Olson Spas: 909-261-6906

Big Bear Hot Tubs: 909-674-2004

Timberline Spas: 909-866-5500

Spa Kings: 909-730-0669

Spa companies from time to time will charge a drain and fill. Some are a result of tenant misuse and others are a periodic drain and fill after so many rentals that ARE NOT the result of misuse that the owner may need to pay. The spa vendor is required to let us know immediately if the drain and fill is a result of misuse so we can put a hold on tenant deposit before the next guest arrives.

Email us at [destinationbigbearops@gmail.com](mailto:destinationbigbearops@gmail.com) to inform us of which spa company you contract with so we can arrange scheduling and follow up with them.



## HOME WARRANTY

Be sure to add us on to your home warranty and provide us with the policy and contact number, Expiration/Provider/Phone number. IT'S VERY IMPORTANT TO LET US KNOW.

We will also need to know when you renew. Failure to inform us could result in unnecessary fees.

Keep in mind that home warranties on most occasions cannot service the guest staying there in a timely manner. We may need to ask for an outside vendor in order to fix the problem immediately. Otherwise, we may need to move the guest to another house which will result in loss of money.

Email us at [destinationbigbearops@gmail.com](mailto:destinationbigbearops@gmail.com) to inform us of your warranty company.



## CLEANING & MAINTENANCE

For regular cleaning fees to owners and guests, we will ask for several bids from different cleaning vendors. These vendors are not employees. The homeowner will be billed on the monthly homeowner statement what the vendor bills us for a regular cleaning minus 20%.

### **DEEP CLEANINGS / WINDOW CLEANING/ CARPET CLEANING / ABATEMENT and REGULAR MAINTENANCE**

Each year, the following list needs to be completed in order to keep your home in great condition for guests. These are normal wear and tear items. We ask you to plan with us. Otherwise, we will arrange for items to be done if we do not hear from you. You will be charged by the vendor directly in most cases. We can get bids for you from your choice of vendors.

- 1) DEEP CLEANING – in the Spring and in the Fall. *COMPLETED BY MAY 15<sup>TH</sup>/OCT 15<sup>th</sup>*
- 2) CARPET CLEANING – in the Spring and in the Fall. *COMPLETED BY MAY 15<sup>TH</sup>/OCT 15<sup>th</sup>*

If your home has light carpet you will need to have carpet cleaning done min 2 times per year. We recommend dark carpets or solid surfaces.
- 3) YARD CLEAN UP and/or ABATEMENT – 1-2 times per year depending on the need. Cutting down weeds. The removal of pine needles and leaves. June is the month that San Bernardino County inspects yards for excessive / overgrown weeds. They will fine you if your yard is not cleaned up by given date.
- 4) Roof and gutter cleaning – depending on the need.
- 5) WINDOW CLEANING – 1 TO 2 times per year inside and outside. Minimum 1 per year. Spring is the best time. Lakefronts usually need this done 2 times per year or more.
- 6) Filter exchange. Usually twice per year. We can do this service. Does not require a vendor.
- 7) Chimney Cleaning – 1 time per year is recommended.



Email [destinationbigbearops@gmail.com](mailto:destinationbigbearops@gmail.com) when your regular maintenance above has been completed. If we do not hear from you on deep cleaning or carpet cleaning by the completion dates, we will send a vendor out to do the work at the best bid price.

If you need us to complete the task, we ask you to let us know early so we can make arrangements with a vendor. For pricing quotes, contact our office at 909-752-0234, press 2 for Operations and they can assist you further.



## HOMEOWNERS HONEY DO LIST & WINTER TASKS

- 1) Let us know if you install new batteries in your smoke/CO detectors. EVERY 10 YEARS
- 2) Inform us of your Snow removal company by October 1. YEARLY
- 3) Winter to do list (see below). YEARLY
- 4) Completion of DEEP CLEAN AND CARPET CLEAN by May/Oct 15 YEARLY
- 5) Yard clean up and abatement. Completed by June 1 YEARLY. Again, you may have to do this 2 times per year depending on your yard.
- 6) Fell free to inform us on other items as well (window cleaning, dock related items, filters, gutters, roof, etc)

### Winter Tasks to be completed by Owner unless you instruct us to do so:

- Please be sure outdoor/irrigation water is shut off.
- 1-2 shovels per house are needed. You may purchase one from Destination Big Bear. We recommend "Poly Pro Tools Tuffy" snow shovels which will prevent damage to decks. Some driveways may need more than 1 shovel. These are for tenant use while in the property when it snows. Plow companies will not plow unless cars are out of driveway and there is more than 4 inches of fresh snow.
- Consider removing front screen doors and slider screens that may become damaged due to weather. We do not pay for damages due to weather.
- Outdoor umbrellas and outdoor glass tabletops go into storage. Snow and weather could ruin them.
- Heater filters must be replaced twice a year. If a heater filter is dirty, it will cause the heater to shut off on tenants. We may not hear about it until the next morning which could result in a credit or possible loss in revenue.

Email [destinationbigbearops@gmail.com](mailto:destinationbigbearops@gmail.com) for assistance with these tasks or bids.

Thank you for partnering with us to keep your house in great shape for each guest to enjoy time and time again.

