



Ellaway Property Services, Inc.

Client name and address

Cell: Email:

Re: **Connection Program Address**

Thank you for participating in the Ellaway Property Services' **Connection Program**.

Participation in this program provides you access to other Ellaway Property Services and to our 24-hour phone line. We will enter some pertinent information about your home and property in our database to keep track of things such as travel directions, security system, property care vendors and family contacts. The key to your home will be coded and stored in a safe box.

The **Connection Program** costs \$400 annually and is billed in April so you may be billed for a partial year, depending upon your Connection Program starting month. Ellaway invoices via email and accepts checks as payment.

Although our rates are subject to change, we generally charge \$60/hour for a scheduled (non-emergency) visit to your property. When responding after-hours, Ellaway manages remotely and visits the home during office hours to follow up on any problems or service provided. It's important to have a plan for after-hours access by a vendor or guest and we're happy to help establish that protocol. Emergency calls during office hours (Mon-Fri 8:00 – 4:00) are invoiced at a minimum of \$90 and after-hours at \$275.

We look forward to working together and appreciate your confidence.

for Ellaway Property Services, Inc.	for client
Date: <u>STARTING MONTH</u>	Date: _____