
WATCH • DOCUMENT • COORDINATE

ABSENTEE-OWNER SERVICES GUIDE

Inspect consistently.

Document every visit.

Coordinate without overstepping.

ACCESS | INSPECT | REPORT | ESCALATE

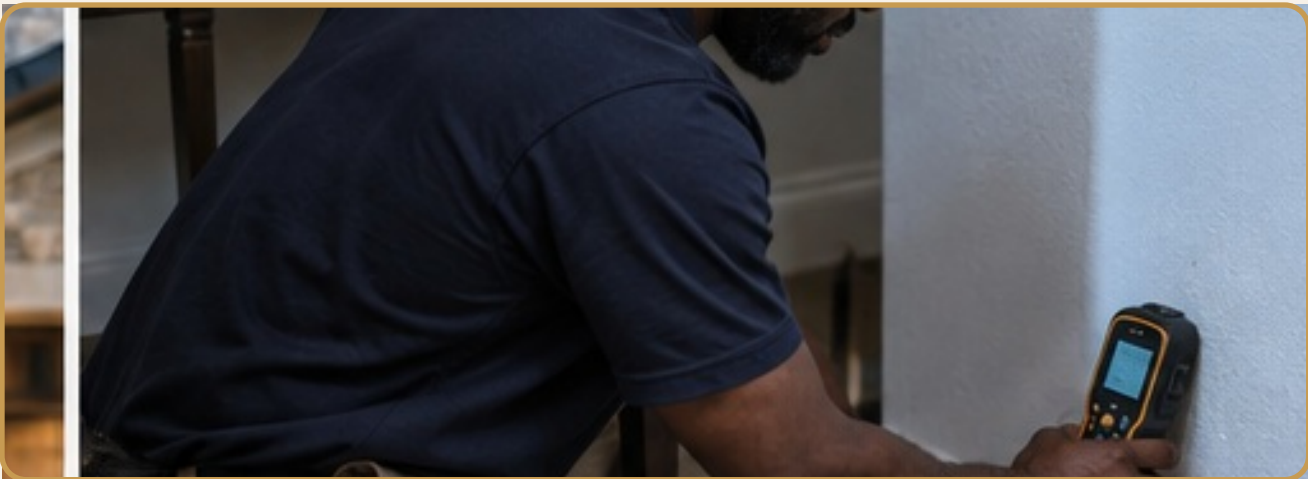
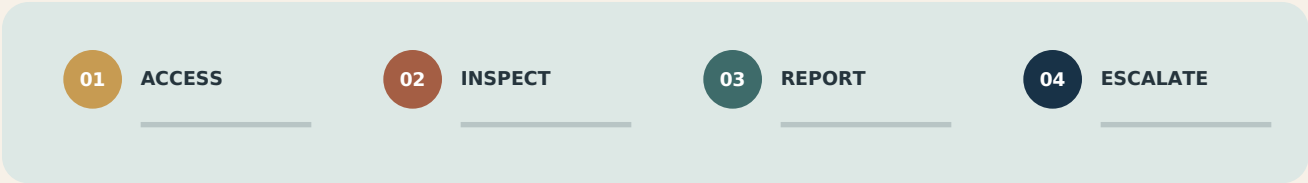
Veteran's Strategic Solutions LLC



START HERE

How to Use This Guide

Read the core guide first. Then use the worksheets to validate recurring demand, define home-watch and coordination tiers, budget access controls and insurance, estimate recurring service, document scope and emergency boundaries, invoice accounts, track contracted houses, and control keys, privacy, property access, damage, vendor, insurance, and licensing risks.

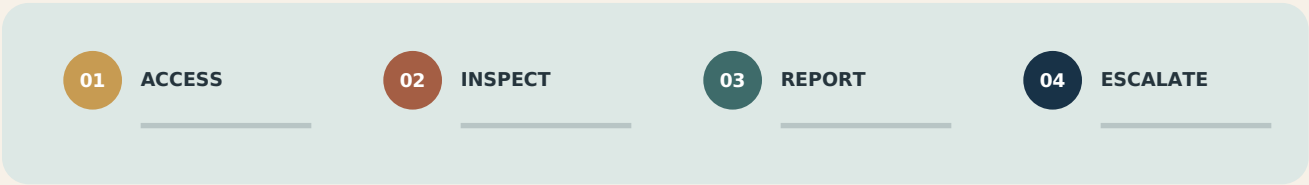


HOME WATCH | Complete the same exterior and interior checklist on every authorized visit.

PIECE	USE
Core guide	Sell one recurring home-watch agreement before expanding into turn coordination or repair work.
Operating kit	Use the startup, budget, estimate, service agreement, invoice, tracker, and compliance pages for every property.

CORE GUIDE 01

1. The bet



Three reasons it fails before you spend a dollar. First, the empty-house population is thinner than it looks — most deploying soldiers leave a spouse in the house or rent it out, and most who PCS out sell it. Second, price ceiling: a soldier will ask a neighbour to do this for free, so you are not selling a walk-through, you are selling documentation and insurance that a neighbour cannot provide. Third, the liability tail — the day you promise to check a house is the day you become the defendant if you miss a visit and a pipe bursts.

BUSINESS LENS	CONTROL
Access	Use written authorization, controlled keys, identity checks, and entry logs.
Evidence	Time-stamped photos and consistent checklists are the deliverable.
Boundary	Report conditions and coordinate approved vendors without making unlicensed repairs.

CORE GUIDE 02

2. Who pays, in their own words

01

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One owner writes that the company did not check to make sure the house was properly winterized and the heat was turned on, and a pipe froze and flooded the house. That single sentence is your entire sales pitch, published, by a paying customer, in your town.

Another writes that maintenance quotes came in so high the owner declined needed safety repairs, and the property deteriorated.

A third, plainly: poor management, they don't inspect their properties.

Move-in condition complaints repeat everywhere — roaches, old food in the dishwasher, weeds to the door, no smoke detectors. Work orders opened and never closed; one tenant waited a year on a broken appliance handle.

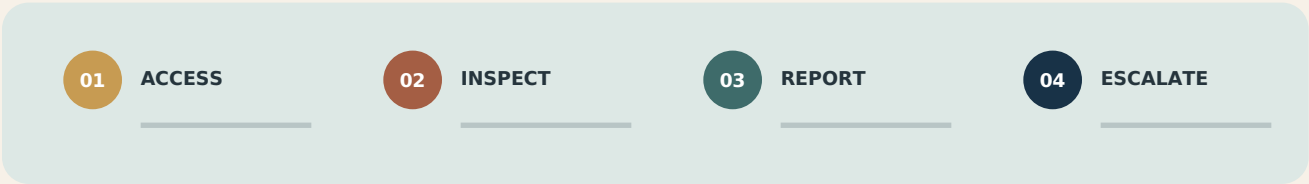


CONDITION CONTROL | Document moisture, temperature, utilities, visible damage, and exceptions without diagnosing beyond scope.

CORE GUIDE 02

2. Who pays, in their own words

Continued

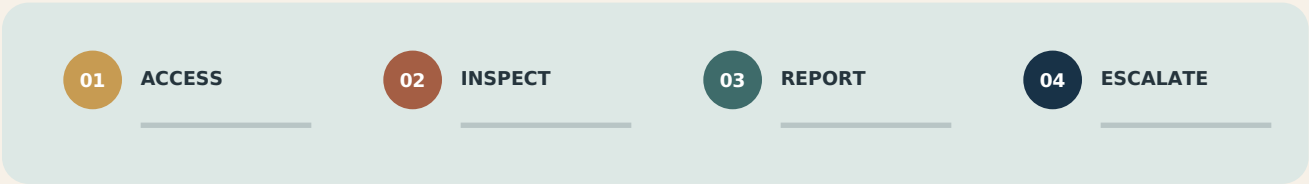


The pattern under all of it is the same: nobody looked, and nobody photographed it. That is a cheap problem to solve and an expensive problem to have.

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CORE GUIDE 03

3. The smallest version you can charge for



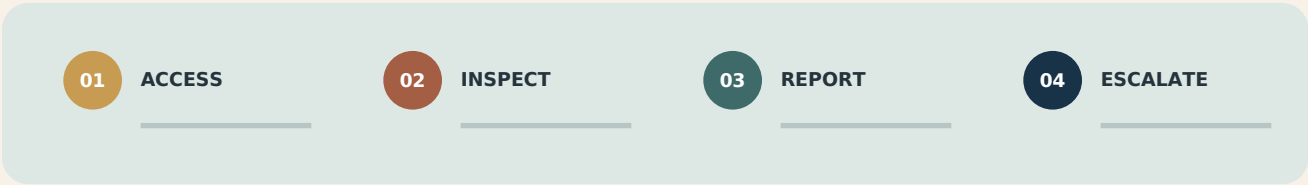
One house. One visit a month. A walk around the outside, a walk through the inside, a fixed checklist, time-stamped photos, and an emailed report the same day. It costs you fuel and about forty minutes. You can sell it before you own a single piece of equipment, and the first paying customer proves the assumption in section 1 better than any research does.

Use the industry’s own wording and use it exactly: a visual inspection of a home or property, looking for obvious issues. Never the word “inspection” standing alone. That phrasing is what keeps this clear of home-inspector territory and out of an implied warranty that the house is sound.

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CORE GUIDE 04

4. What it actually takes



Check licensing, zoning, and tax rules for your own city and state before starting.

Insurance is the real startup cost, not equipment. General liability plus a bond, because you will hold keys and enter empty houses alone. Get both quoted before you quote a customer — this goes to your agent with the rest of the commercial cover conversation.

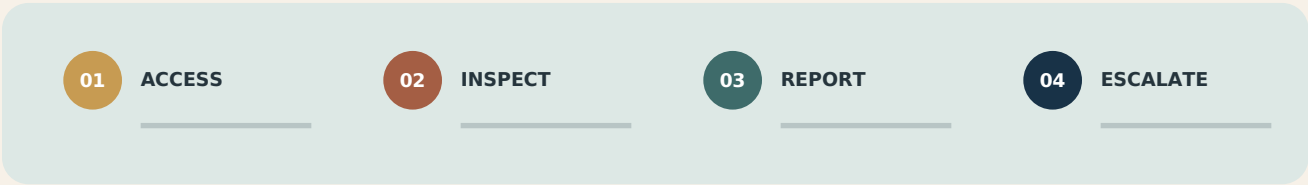
Basic field equipment may include a key lockbox per house, moisture meter, flashlight, printed checklist, secure phone camera, and protected record system. Buy property-specific equipment only as accounts sign.

Optional and not yet: the National Home Watch Association sells accreditation — background check, proof of insurance and bonding, verified licensing — plus a \$185 startup guide credited against a \$595 first-year membership. Real, and a credential nobody else here has. Also \$595 a year for credibility a retired First Sergeant partly carries anyway. Revisit at five houses, not at zero.

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CORE GUIDE 05

5. Pricing — low, mid, premium



Add-ons, priced separately: emergency call-out \$75 · vendor wait beyond the included hours \$45/hr · winterization verified and photographed \$60 · full photo condition report at move-out \$95 · turn coordination \$300 flat per turn.

Charge the turn as a flat fee and say so out loud. Property managers make their money adding 10 to 20 percent to every vendor invoice they pass through, and owners know it. A published flat fee with vendor invoices handed over untouched is the one thing you can offer that the incumbent structurally cannot — their business model depends on that markup, and yours does not.

Recommendation: test the source's mid-tier twice-monthly plan first. It is frequent enough to catch developing conditions and produces recurring revenue without committing to weekly service.

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CORE GUIDE 06

6. First 90 days and the one metric

01

ACCESS

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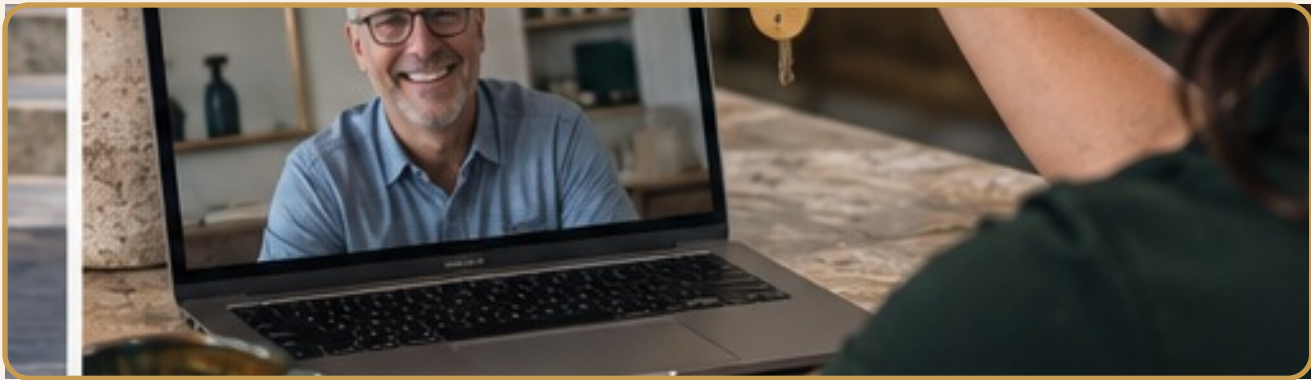
REPORT

04

ESCALATE

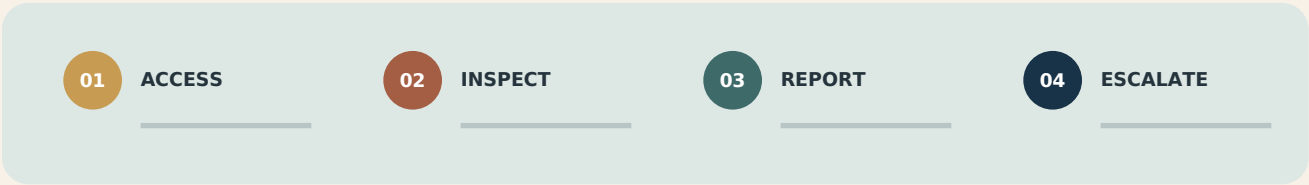
The metric is houses under recurring contract. Not visits, not revenue, not enquiries. Recurring agreements are the defining asset in this model.

December: three to five houses signed. Freeze season is the selling season, and December is when the argument writes itself.



OWNER REPORTING | Deliver time-stamped photos and a same-day written report through a secure channel.

7. Honest assessment



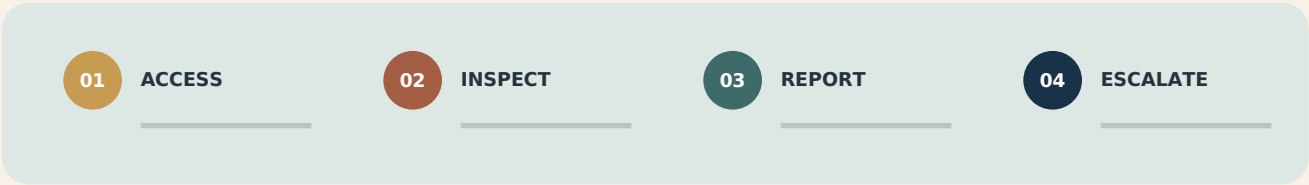
Three uncomfortable truths. The demand assumption is unproven, and no research substitutes for the two phone calls in section 1. The liability is real, and the contract matters more than the pricing. And the ceiling is low — this is a line that might reach fifteen houses and hold there.

Before you commit: GL and bond quoted · scope contract written and read by someone who is not you · the two agency phone calls made · the zero-budget post drafted and dated for October · one pilot house lined up. None of it costs money and all of it happens before the first dollar.

BUSINESS LENS	CONTROL
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CORE REFERENCE

Service Tier Reference

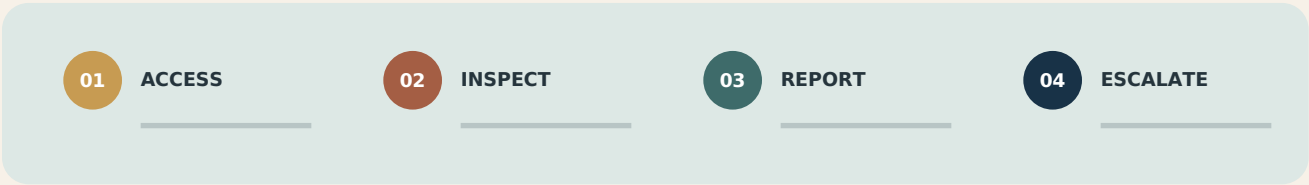


Use the source figures as the planning baseline. Replace local, personal, already-owned, and time-sensitive assumptions with actual quotes and requirements before launch.

Point in the cycle	Product	Who buys it
The house sits empty	Home watch — recurring visits, photo report	Deployed or absent owner
Between tenants	Turn coordination — one contact, flat fee	Self-managing landlord
Getting it re-let	Make-ready labour — repair and paint	Owner or property manager

CORE REFERENCE

Turn Coordination Reference



Use the source figures as the planning baseline. Replace local, personal, already-owned, and time-sensitive assumptions with actual quotes and requirements before launch.

Tier	Price	What they get
Watch	\$49/mo	Monthly visit, interior and exterior, same-day photo report.
Standby (recommended)	\$89/mo	Twice monthly, plus a check after any freeze or storm warning.
Full	\$149/mo	Weekly, plus two hours a month letting vendors in.

WORKSHEET 01

Startup Checklist

01ACCESS

02INSPECT

03REPORT

04ESCALATE

DONE	ACTION	OWNER DATE NOTES
☐	Define the exact absentee-owner services guide customer, problem, deliverable, service area or channel, and buying trigger.	
☐	Run the source's smallest low-cost demand test before buying major equipment or committing to long-term overhead.	
☐	Write the offer, inclusions, exclusions, timing, acceptance standard, and customer responsibilities.	
☐	Check licensing, zoning, and tax rules for your own city and state before starting.	
☐	Confirm federal, state, local, tax, advertising, privacy, accessibility, contract, and record requirements [VERIFY].	
☐	Obtain general liability, professional liability, cyber, property, auto, workers' compensation, and client-required coverage as applicable [VERIFY].	
☐	Create intake, estimate, scope, approval, delivery, quality-control, incident, invoice, and closeout records.	
☐	Price from actual labor, materials, equipment, travel, payment fees, taxes, rework, overhead, and reserve.	
☐	Complete one paid pilot and document the result only with written customer permission.	
☐	Track the one metric from the source, plus gross margin, delivery time, exceptions, referrals, and repeat work.	

WORKSHEET 02

Equipment and Budget Worksheet

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FIELD SYSTEM | Standardize keys, access, inspection, documentation, escalation, and closeout.

ITEM	NEEDED	ESTIMATE	ACTUAL	NOTES
Business formation, registrations, licensing, tax, contracts, and professional review [VERIFY]				
General liability, professional liability, cyber, property, auto, workers' compensation, and client coverage [VERIFY]				
Core equipment, tools, supplies, safety gear, storage, maintenance, replacement, and backups				
Computer, phone, software, scheduling, payment, e-signature, records, security, and backup				
Website, business email, phone, listings, signage, accessibility, privacy, and marketing [VERIFY]				
Original intake, estimate, scope, checklist, quality, incident, invoice, and closeout templates				
Training, credentials, continuing education, renewal, testing, and professional memberships [VERIFY]				
Vehicle, delivery, travel, fuel, mileage, parking, tolls, rental, and route costs as applicable				
Bookkeeping, merchant fees, taxes, legal review, data protection, and records [VERIFY]				
Contractor, employee, payroll, supervision, quality control, and administrative support [VERIFY]				
Working capital, refunds, rework, claims, chargebacks, downtime, deductibles, and reserve				

BUDGET CONTROL

TOTAL ESTIMATE: _____ TOTAL ACTUAL: _____ CASH RESERVE: _____

WORKSHEET 03

Pricing and Estimate Template

01

ACCESS

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INSPECT

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REPORT

04

ESCALATE

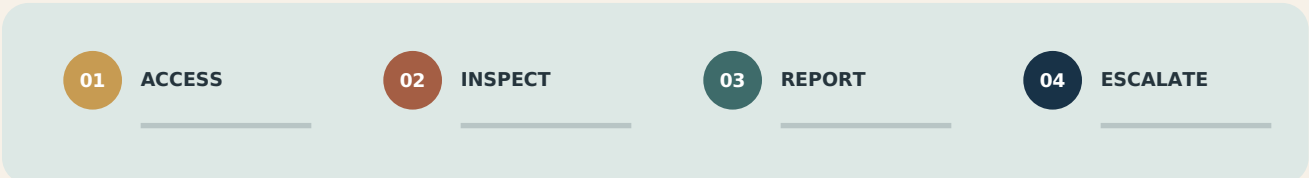
CLIENT	SERVICE LOCATION	ESTIMATE NUMBER	DATE

SERVICE OR INPUT	BASIS	AMOUNT
Discovery or intake	Customer and scope	
Core service or product	Quantity and basis	
Materials or direct costs	Actual or allowance	
Labor or professional time	Hours or fixed scope	
Equipment, delivery, or travel	Written basis	
Documentation and quality control	Included or added	
Approved option or add-on	Written basis	
Rush, after-hours, or change [VERIFY]	Written basis	
Tax or required fee [VERIFY]	Confirmed basis	
Total estimate		

TOTAL ESTIMATE	DEPOSIT OR AUTHORIZATION	VALID THROUGH

WORKSHEET 04

Service Scope and Authorization



FIELD	AGREED DETAIL
Customer, legal entity, contacts, billing, service or delivery location, dates, and decision-maker	
Customer need, current condition, objective, constraints, success standard, and source documents	
Selected offer, quantities, deliverables, inclusions, exclusions, options, and completion standard	
Schedule, access, dependencies, customer preparation, approvals, delays, and communication	
Materials, equipment, substitutions, delivery, storage, utilities, security, and site conditions [VERIFY]	
Inspection, testing, checklist, documentation, acceptance, correction, and handoff	
Change orders, added work, hidden conditions, cancellation, rescheduling, and out-of-scope requests	
Fee, deposit, expenses, tax, invoicing, payment, late payment, refunds, and chargebacks [VERIFY]	
Licensing, permits, insurance, safety, privacy, accessibility, and customer-required controls [VERIFY]	
Warranty, maintenance, service response, damage, loss, limitation, and claim procedure [VERIFY]	
Confidentiality, records, photos, data, testimonials, portfolio use, retention, and deletion [VERIFY]	
Completion, acceptance, closeout, support period, complaint, dispute, termination, and signatures [VERIFY]	

WORKSHEET 05

Invoice Template

01 ACCESS

02 INSPECT

03 REPORT

04 ESCALATE

BUSINESS	CLIENT	INVOICE NUMBER	DATE DUE

DESCRIPTION	QUANTITY	RATE	AMOUNT
Discovery or intake			
Core service or product			
Materials or direct cost			
Delivery or travel			
Documentation or quality control			
Approved option			
Approved change			
Tax or required fee [VERIFY]			

SUMMARY	AMOUNT
Subtotal	
Tax [VERIFY]	
Credits / adjustments	
Total	
Balance due	

WORKSHEET 06

Job Log and Lead Tracker

01

ACCESS

02

INSPECT

03

REPORT

04

ESCALATE

DATE	LEAD SOURCE	NEED OR SCOPE	QUOTE	STATUS NEXT STEP

DATE	PROPERTY	PLAN	VISITS	EXCEPTION	NEXT STEP
DATE	PROPERTY	PLAN	VISITS	EXCEPTION	NEXT STEP
DATE	PROPERTY	PLAN	VISITS	EXCEPTION	NEXT STEP
DATE	PROPERTY	PLAN	VISITS	EXCEPTION	NEXT STEP

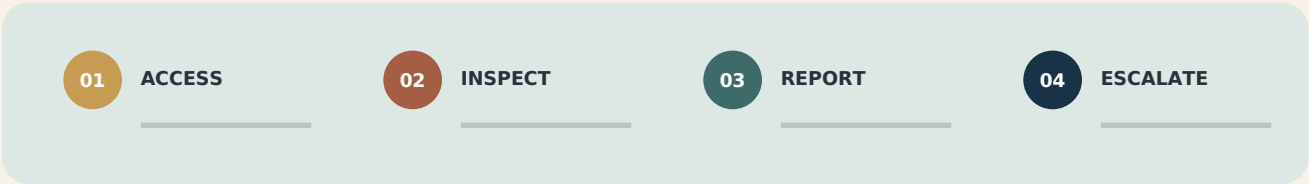
DATE	PROPERTY	PLAN	VISITS	EXCEPTION	NEXT STEP
DATE	PROPERTY	PLAN	VISITS	EXCEPTION	NEXT STEP

ONE METRIC

HOUSES UNDER RECURRING CONTRACT: _____ MISSED VISITS: _____ EXCEPTIONS: _____

WORKSHEET 07

Home-Watch Compliance and Property Protection



Check licensing, zoning, and tax rules for your own city and state before starting.

CHECK	CONTROL	INITIALS NOTES
☐	Licensing, zoning, tax, advertising, privacy, accessibility, safety, environmental, and local rules are confirmed [VERIFY].	
☐	Required insurance, certificates, limits, exclusions, additional insureds, drivers, workers, and subcontractors are confirmed [VERIFY].	
☐	Written scope defines the offer, exclusions, responsibilities, schedule, acceptance, payment, warranty, and change control.	
☐	Equipment, tools, vehicles, products, software, storage, access, and backups are inspected and fit for the actual work [VERIFY].	
☐	Training, credentials, permits, inspections, records, recurring renewals, and customer requirements are current [VERIFY].	
☐	Customer, payment, property, employee, health, identity, and confidential data are minimized and protected [VERIFY].	
☐	Pricing, credentials, affiliations, testimonials, savings, results, and outcome claims are truthful and documented.	
☐	Incident, damage, spill, injury, complaint, refund, breach, interruption, and escalation procedures are written [VERIFY].	
☐	Work stops for unsafe conditions, missing authorization, inadequate coverage, prohibited scope, deception, or requirements outside competency.	

STOP RULE

Do not enter or continue until identity, ownership or authority, access, scope, insurance, key control, emergency contacts, reporting limits, and repair or vendor boundaries are documented. Escalate leaks, fire, intrusion, unsafe utilities, hazardous conditions, or suspected crime immediately under the written plan.