



☺ **AUGUST 2016** ☺

**Dear Valued Second Home Care clients: Big focus on clean form please note ☺**

**1. SPECIAL PROGRAMS:** Programs you will want to opt into before they fill up:  
 \_\_\_ window wash \_\_\_ carpet cleaning \_\_\_ home deep clean \_\_\_ defensible space \_\_\_  
 Shower Glass Clean/Protect \_\_\_ chimney sweep \_\_\_ fireplace tune-up \_\_\_

**2. CLEAN REQUESTS:** Thank you very much for using the form correctly ☺ We are getting fully booked again and the SHC policies we adhere to strictly are still in force. **The FORM is required for ALL clean requests regardless if you have a rental or not. Please keep all dates we send back to you intact. Please keep your dates in order as well as simply marking yes or no in clean box so we can supply the date. WE NOW REQUIRE YOU PUT IN CHECK IN/OUT DATES AS WELL AS THE TIME. NOTE THE OPEN/CLOSE COLUMN IS ALSO REQUIRED NOW – please understand it keeps it fair to all**

NAME/GUEST PHONE #	ARRIVE DATE/TIME	LEAVE DATE/TIME	CLEAN Y/N? SHC ONLY	DEPOSITED GUEST? Y/N	Need open/close OR any special requests please add	NEW or CHANGE
Please tell us guests NAME and their CELL # so if we need to reach them regarding check out or in we can	<b>We MUST have the correct check in date AND TIME please please many forget the time but its crucial</b>	<b>We MUST have the correct check out date AND TIME please please many forget the time but its crucial</b>	Please do not fill in this date SHC will assign the date we can accomplish the clean. Please keep the dates we give you for the next time. Remember we have and use the window from check out to check in to get clean done when its crazy so this date is only what we have approximated. We have the right to move around making sure your booking are covered.	<b>Just simply put YES if it's a deposited guest or NO if its not</b>	<b>We are requiring you now to state if we are to OPEN and or CLOSE otherwise it may not happen. PLEASE WRITE IN THIS BOX OPEN AND OR CLOSE IF THAT IS WHAT YOU WANT DON'T ASSUME IT WILL HAPPEN.  IF IT'S A BACK TO BACK THIS IS WHERE ITS WRITTEN. BB OR SAME DAY CHECK INS</b>	<b>SIMPLY PUT NEW OR CHANGE AS NEEDED SO WE ARE ALERTED TO SOMETHING BE NEED TO ALTER IN THE SYSTEM  REMEMBER TO KEEP ALL BOOKINGS IN DATE ORDER</b>

**3. HIGHER CLEAN RATE DATES:** All weekends as usual + national holidays:  
 Sept 5<sup>th</sup>, Oct 10<sup>th</sup>, Oct 31<sup>st</sup>, Nov 11<sup>th</sup>, Nov 24<sup>th</sup>, Dec 26<sup>th</sup> **AND** emergency non - scheduled or  
 forgotten cleans owners call needing last minute with no notice. I need to ↵

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**compensate my very overworked cleaners for generously agreeing to always help in a pinch after they've worked all day.**

- 4. TAHOE DONNER PASSES:** Unless you add us to the authorized owner sheet with Tahoe Donner HOA we are unable to help with passes. Remember they are very strict with these.
- 5. TRASH:** There seems to be a lot of extra trash that is not being taken by the trash company. Please order either an extra trash pickup if you are having many back to back bookings that are not on trash day. If we clean and have to remove the trash to a dumpster SHC has to pay to use its \$50+ in charges you will incur. Its much more cost effective to schedule extra trash pickups just let us know you have ☺
- 6. BILLING EXTRAS:** PLEASE CONTACT NOEL AND LET HER KNOW WHERE THESE ITEMS ARE IN YOUR HOME TO AVOID NEEDLESS FEES. Keep in mind if you stock batteries/light bulbs & give location, you won't incur extra charges for these items when needed unless it's a special trip or requires big ladders. \$45hr + cost of item
- 7. TRUCKEE THURSDAYS:** If you or yours guests are here on a Thursday, the local street fair has been much better this year and definitely worth checking out ☺ Food & Fun!
- 8. TRUCKEE WEATHER CAM:** There are now 2 live streaming cameras to check traffic and weather conditions here. Northwoods Blvd and also Donner Pass Rd. Go to [truckeewathercam.com](http://truckeewathercam.com) Its nice to see what you are driving up here into.
- 9. AUTO BILL PAY W/BANK:** Many use their auto bill pay offered by their bank which is great. Please note we changed program prices 4-01 and some are still the old fee amount.

**I think that's it for now. We are seeing a huge growth in tourism up here this year. Many of you are renting and have been surprised at the turnover your homes have seen. We are working very hard to maintain and raise our level of service to ALL our clients. Thank you as always for your full cooperation regarding some of the procedures we need to follow so that all requests happen and run smoothly for you and your valued guests!**

**– Greg, Jennifer, Noel, Tara, Kevin, Tyler & ALL THE STAFF AT SHC ☺**

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