



☺ **DECEMBER 2018** ☺

Dear Valued Second Home Care clients: It's hard to believe 2018 is quickly coming to a close. We've gotten a couple of snowfalls, but it's crisp and beautiful. Here is the latest to keep in mind for the month:

1. **END OF YEAR APPRECIATION:** *Thank you for thinking of our hard-working staff at this time of year.* If you need to know the name of your inspector or your cleaner, feel free to email us. We've received many kind cards and thank you gifts for these hard-working people already, and I wanted to say a special thank you to all of you who are so generous and also appreciative for what this team really does. **Office: Jennifer, Noel, & Tyler. Inspection: Tyler & Jeff. Cleaners: Erin, Anne, Terrilee, Kitt, Keila (regular daily cleaners) many others temporarily ☺**
2. **TRANSPORTATION SERVICES:** We are pleased to offer transportation services. Many have expressed frustration with not being able to easily get transportation to and from the airport, or just rides into town. **Trust and safety are always a factor.** For these reasons, we have added this needed service to your program perks. We will be adding a flyer to your homes, so guests have this available to them as well. **Jeff is head of this program and will be the actual driver. Calling him directly will get a ride fast ☺530-562-5545 (Jeff Smith)**
3. **HIGHER CLEAN RATE DATES:** All weekends as usual, plus national holidays:
Dec 24- Jan 4th, Jan 21st, Feb 18-22nd, Apr 8-12th, May 27th
4. **HOLIDAY CLEANING:** We are now fully booked for X-MAS week and New Year's week. We are starting a cancellation list so keep this in mind when taking new bookings. Thank you for your continued cooperation with the use of the cleaning request forms. **If it's not on the form, it will not be put on the schedule anymore, and more importantly could be returned to you to complete.** Arrival day/time & Departure date/time are mandatory. These instructions are really important for us to follow, so please make sure they reflect all details. **OPENS AND CLOSES MUST BE ADDED AS WELL.** Help us help you ☺
5. **WEATHER & TRAVEL INFORMATION:**
<http://newtoreno.com/ca-i80-webcams-truckee.htm> https://www.alltravelcams.com/webcams/lake_tahoe_california/truckee_downtown.php
<https://www.snow-forecast.com/resorts/Tahoe-Donner/webcams/latest> <https://hdontap.com/index.php/video/stream/donner-lake-live-cam>
6. **2019 CHANGES:** With the new year, we are working on becoming more automated. We are test driving some different programs to send your inspection reports as they occur, and other systems like this. Our team works very hard to keep all working well for your homes.

We wish you a wonderful end of year and many blessings for the coming new one!

– Greg, Jennifer, Noël, Jeff, Tyler & ALL THE STAFF AT SHC ☺