

## Service basics

### 1) What exactly is Snowbird Hua Hin?

Snowbird Hua Hin is a Home Watch & Concierge service for absentee owners of villas and homes in Hua Hin. We conduct scheduled inspections (weekly, biweekly, or monthly), provide time-stamped photo reports, identify risks early (leaks, humidity/mold, AC issues, pests, security), and coordinate trusted trades when work is required—with your approval.

### 2) Are you a rental management company?

No. We are not a rental or letting agency. We do not manage tenants, guest check-ins/outs, bookings, or short-term rental operations. Our focus is protecting and maintaining owner-occupied homes while the owner is away.

### 3) Who is your service designed for?

Primarily for foreign owners and seasonal residents who live in Hua Hin for part of the year and want their property professionally watched and maintained when they are away.

### 4) What areas do you cover?

We cover Hua Hin and nearby areas by arrangement (for example: close surrounding districts). Coverage depends on travel time and access. If your home is outside our core area, we can still quote—travel time is simply factored into the plan.

## Plans & Scheduling

### 5) What are your service plans?

We offer three plans based on inspection frequency:

- WATCH (monthly)
- CARE (biweekly)
- STEWARD (weekly)

All plans follow a structured checklist and include reporting.

### 6) How do I choose the right plan?

**WATCH:** suitable for simpler properties or owners wanting a lighter cadence.

**CARE:** best for most homes; strong prevention and early detection.

**STEWARD:** best for higher-value homes, larger grounds, older properties, or owners wanting maximum reassurance.

### 7) Can I change plans later?

Yes. You can increase or decrease frequency as your needs change (for example: seasonal changes, renovation periods, or longer absences).

### 8) Can you visit on specific days and times?

We schedule visits within agreed windows. If you require fixed day/time visits, we can usually accommodate, but it may affect pricing depending on constraints.

### 9) Do you provide extra visits after storms or unusual weather?

Yes. Storm checks and additional visits can be arranged as an add-on, especially during periods of heavy rain or strong winds.

## What we check

### 10) What do you check during a visit?

We follow a consistent checklist and focus on the items most likely to become problems in unoccupied homes, including:

- Security (doors/windows/gates, signs of forced entry)
- Water leaks and damp indicators
- Humidity/mold risk signals
- Air-conditioning condition and basic function checks
- Pest/insect activity indicators
- Pool/garden condition where applicable

We also note any unusual smells, stains, equipment alerts, or obvious deterioration.

### 11) Do you move furniture, open ceilings, or do invasive inspections?

No. Home Watch is visual and non-invasive. We do not perform engineering or invasive inspections. If we see signs that suggest a deeper issue, we recommend the appropriate specialist.

### 12) Do you test every appliance every visit?

We do not run every appliance every visit unless agreed. We can include certain routine checks (for example: AC run cycles) if you authorize it during onboarding.

## Reports, Communication & Transparency

14) What report do I receive after each visit?

You receive a report that typically includes:

- A Red/Amber/Green condition summary
- Time-stamped photos
- A clear action list and priorities
- Notes on recommended maintenance or repairs

We aim to send the report within 24 hours of each visit.

15) How do you send reports?

Usually via email or a secure link (for example, a shared folder). As the service evolves, clients may also access reports through a secure customer portal.

16) Can reports be provided in English?

Yes. English reporting is standard for many clients. If Thai is also required for any vendor coordination, we handle that as part of our service.

17) How do you notify me if something urgent is found?

If we find something urgent (for example: an active water leak or forced-entry evidence), we contact you immediately using your preferred method (LINE, WhatsApp, email, or phone), supported by photos and a clear recommended action.

## Key, Access & Security

18) How do you handle keys?

We treat key handling as a core security responsibility. We maintain clear control of access and keep records of how access is managed for each property. Key arrangements are agreed during onboarding.

19) Do you keep a log of property access?

Yes. We maintain an access record aligned with visits and any vendor attendance we arrange.

20) Can you work with a juristic office or village security?

Yes. We can coordinate with village management, juristic offices, or security where relevant, subject to the site's rules and your permissions.

## Repairs, Vendors & Approvals

21) What happens if you find an issue that needs repair?

We document the issue with photos, recommend next steps, and—if you approve—arrange a quote from an appropriate trusted vendor. Work proceeds only with your approval, except for emergency mitigation.

22) Do you have trusted tradespeople?

Yes. We use a network of local trades we know and have used, and we continue to build and vet our vendor panel over time.

23) Can I use my own vendors instead?

Yes. If you already have preferred vendors, we can coordinate with them.

24) Do you supervise repairs?

We can coordinate and supervise routine repairs. For larger work (renovations, multi-visit repairs), we offer project supervision as an add-on.

25) Do you charge commission on vendor work?

Our standard model is transparent: you pay our service fee, and vendor costs are separate. If any referral arrangements ever exist, they should be disclosed. (We recommend avoiding hidden commissions because it undermines trust.)

26) How are vendor costs handled?

We prefer that owners pay vendors directly where possible. If you want us to manage payments as a pass-through, this must be agreed in advance and receipts are provided.

27) Can you approve small repairs without asking me each time?

Yes—if you choose. During onboarding, you can set a pre-approved spending limit (for example: up to THB X) for minor urgent items. Anything above that limit requires your approval.

## Emergencies & Response

### 28) What counts as an “emergency”?

Examples include: active water leaks, signs of forced entry, fire risk indicators, storm damage, power issues that may cause escalating damage, or any event likely to worsen quickly if not addressed.

### 29) What do you do in an emergency if you cannot reach me?

If you authorize it, we can take reasonable emergency mitigation steps up to a pre-agreed limit (for example: shutting off water, arranging urgent attendance) to prevent further damage. We document everything with photos and notify you as soon as possible.

### 30) Do you guarantee that problems will never occur?

No service can guarantee that. What we provide is structured oversight, early detection, and documentation, which materially reduces risk and the severity of issues.

## Concierge Services (Optional)

### 31) Can you prepare the home before I arrive?

Yes. Our Arrival Readiness support can include cleaning, linen setup, basic checks (AC/WiFi/water heater), and ensuring the home is comfortable on arrival. Scope is agreed in advance.

### 32) Can you close the house down when I leave?

Yes. Our Close-Down support can include a shut-down checklist, final condition photos, and agreed steps to reduce risk while the property is unoccupied.

## Fees, Terms & Contracts

### 33) How is pricing determined?

Pricing is based on inspection frequency and also factors such as property size/complexity, pool/garden requirements, access time, and travel distance. We confirm pricing after an onboarding assessment or detailed property information.

### 34) Do you require a minimum commitment?

Typically yes (for operational stability), but we can discuss options. Many clients choose a seasonal or annual arrangement.

### 35) How do I pay?

Payment methods and billing cycle are agreed at onboarding. We generally bill on a predictable schedule so you can plan.

### 36) Are there additional charges beyond the monthly fee?

The monthly fee covers scheduled visits and reporting. Additional charges may apply for: extra visits, storm checks, arrival/departure packs, project supervision, or unusual requests outside the plan.

## Limitations, Liabilities & Expectations

### 37) Are your inspections “professional building inspections”?

No. We are a Home Watch service. We do not provide certified building inspection reports or engineering opinions. If signs indicate a deeper issue, we recommend the appropriate specialist.

### 38) Can you be held responsible for hidden defects or sudden failures?

We cannot be responsible for issues that are hidden or not reasonably detectable through non-invasive visits. Our role is to observe, document, report, and coordinate appropriate responses.

### 39) What if a vendor does poor work?

We select and coordinate vendors carefully, but vendors are independent service providers. Where possible, we help pursue vendor remedies and warranties and we document issues clearly.

## Getting Started

### 40) How do I begin?

Contact us to request a quote. We'll ask a few questions about your home and preferred inspection frequency. Then we schedule an onboarding visit to confirm access arrangements, property profile, and your approval preferences.

### 41) What information do you need to quote accurately?

Typically: property type, approximate size, area/location, whether there is a pool/garden, your preferred visit frequency, and any special requirements (pets, vehicles, sensitive systems, etc.).

### 42) Can you start immediately?

Often yes, depending on schedule and onboarding readiness. We'll confirm next available onboarding slots when you enquire.