

Hiring a Home Watch Company: Interview Scorecard

The questions to ask before handing anyone your keys · From HomeWatchTools.com

Provided by (business): _____

Phone / email: _____

Interview up to three companies and score each answer: write **Y** (good answer), **N** (bad answer or no), or **?** (vague — ask again).
The right company will welcome every one of these questions.

Credentials & trust	Co. A	Co. B	Co. C
Are you insured and bonded? Ask to see the certificate of insurance — professionals expect this question.			
Do you carry E&O (professional liability) coverage? Covers errors in judgment, not just accidents.			
Are you a registered business? How long have you operated? LLC or corporation, not a cash side-job.			
Can you give references from current clients? Two or three names you may actually call.			
Process & keys	Co. A	Co. B	Co. C
Is there a written service agreement? Scope, schedule, fees, and emergency authorization in writing.			
What is your key protocol? Coded key safe, keys never labeled with an address, documented handoff.			
What exactly does a standard visit include? Ask to see the inspection checklist — it should be room-by-room.			
How often will you visit, and what does it cost? Weekly or bi-weekly is typical for an empty home.			
Reporting & accountability	Co. A	Co. B	Co. C
Will I receive a written report after every visit? Every visit — not 'we'll call if something's wrong.'			
Are visits GPS-verified with time-stamped photos? Professional software proves when they were there and what they saw.			
How soon after each visit does the report arrive? Same-day delivery is the professional standard.			
Emergencies	Co. A	Co. B	Co. C
What happens when you find a problem? Call first, agreed spending limit, trusted vendor list.			
Do you handle storm preparation and post-storm checks? Critical in hurricane country — ask what a storm visit includes.			
Who covers visits when you are away or ill? A backup plan means your home is never skipped.			

Important: Red flags: no proof of insurance · no written contract · no per-visit reports ('we'll text you if something's wrong') · keys on a labeled ring · a price far below every other quote. — Find professional home watch providers near you at www.HomeWatcherList.com.