

# DAMAGE DISCOVERY & CLIENT NOTIFICATION PROTOCOL

Armor Home Watch & Handyman Services | Sarasota County

Client Name:

Property Address:

City / State / Zip:

This document establishes the procedures followed by **Armor Home Watch & Handyman Services** when property damage, system failures, or unusual conditions are discovered during a scheduled inspection.

## PROTOCOL PROCEDURES

### 1. Observation and Documentation

When a problem is discovered, Armor Home Watch will document the condition through written notes and photographs when possible. Documentation may include visible damage, leaks, security concerns, or system failures.

### 2. Client Notification

Armor Home Watch will attempt to notify the client using the contact information provided. Notification may be by phone, text message, or email depending on urgency.

### 3. Emergency Situations

If a condition is observed that could cause immediate property damage (such as an active water leak), Armor Home Watch may take reasonable steps to reduce damage. Examples may include shutting off accessible water valves or contacting emergency services.

### 4. Contractor Coordination

At the client's request, Armor Home Watch may contact authorized vendors or contractors to evaluate or repair a problem. Armor Home Watch does not supervise or guarantee contractor work.

### 5. Client Decision Authority

All repair decisions remain the responsibility of the homeowner. Armor Home Watch provides monitoring and reporting only and does not authorize repairs without homeowner approval unless emergency conditions require immediate action to reduce damage.

### 6. Service Limitations

Armor Home Watch inspections are visual inspections only. Hidden conditions inside walls, ceilings, roofs, plumbing systems, or electrical systems may not be visible during inspections.

### 7. Follow-Up Inspection

If damage or system failures are discovered, a follow-up visit may be recommended to confirm the issue has been resolved. Follow-up visits are subject to applicable service fees.

### 8. Acknowledgment



The homeowner acknowledges that Armor Home Watch provides monitoring and reporting services only and agrees to the procedures described in this protocol.

## SIGNATURES

To sign digitally: click each gold field, type your name and date. Save the PDF and email it back to ArmorHomeWatch@gmail.com. No printing required.

Client Signature — type your full name

Date

Printed Name:

Armor Home Watch Representative — Simon Franks:

Armor Home Watch Signature

Date