



# turnkey lifestyles

HOME MANAGEMENT SERVICES



## our vision

TURNKEY LIFESTYLES is a complete home management service which provides the multiple homeowner with the convenience and luxury of returning home to a fully functional, serviced, stocked, professionally managed and well maintained home at the “turn of a key”, ensuring your PEACE OF MIND while OUT OF SIGHT.



our profile

out of sight peace of mind

## personal synopsis wendy saint

I am driven by my passion for service excellence. Having been an international flight attendant for 10 years, serving in the First and Business class cabins, I have a wealth of experience in the service industry. More recently, I have been employed as an Executive Personal Assistant to Mick Goss of Summerhill Stud where my high energy levels and positive attitude left their mark on the organisation. My dedicated team and I would be delighted to take care of your home in your absence and I look forward to meeting you to discuss how we can fulfil your needs and provide you with the peace of mind you desire.



## our values...

- We are dedicated to our clients.
- We are focused on delivering a service of quality and excellence.
- Our suppliers are valued partners.
- In everything we do we will display the highest level of integrity.
- We are proud to be South African.

## services offered

TURNKEY LIFESTYLES is a service-orientated business established specifically with you, the multiple homeowner, in mind. We are committed to offering you a comprehensive and professional *home management service* and our team of dedicated staff pride themselves on their professionalism and integrity. We are reliable, hardworking, take great pride and care in conducting fortnightly inspections to ensure your home and property is being well maintained and serviced in your absence.

We invite you to browse through the variety of service opportunities we offer, thus restoring your *Peace of Mind* while *Out of Sight*. These include both interior and exterior care, specialised services, preparation for your arrival and departure as well as our unique outsourced services for your convenience. We would be very happy to tailor a service plan to suit your particular needs.

## specialised services

Some may call it a luxury; we regard it as a necessity to ensure your complete peace of mind.

We are able to offer:

### ARRIVAL AND DEPARTURE TRANSFERS

Allow our friendly drivers to meet you at the airport on your arrival and return you to the airport in time for your departure.

### HOME PREPARATIONS ON ARRIVAL

- Cleaning, freshening and airing your home in anticipation of your arrival
- Fresh linen and towels
- Fresh flowers to welcome you home
- Geyser, gas cylinder and under floor heating activation
- Outdoor furniture set up

### SHOPPING AND GROCERY LIST

We will make sure your fridge and cupboards are freshly stocked with your personal favourites from your own shopping list.

### VEHICLE PREPARATION

- Allow us to co-ordinate scheduled services for your vehicles
- Licence renewals
- Battery connections/disconnections
- We can arrange to have them professionally valeted

### HOME PREPARATIONS ON DEPARTURE

- Home will be thoroughly cleaned
- Launder all linen and towels
- Remake beds
- Deactivate geyser, gas cylinders and under floor heating if required
- Refill gas cylinders if required
- Outdoor furniture washed and covered or put away
- Refrigerator cleaned out

### MANAGEMENT OF EXISTING HOUSEHOLD STAFF

- If you currently employ a full-time domestic worker or gardener, allow us to manage and supervise them for you.
- We would, in addition, provide them with our mobile numbers in order to guide and assist them with any queries or concerns they might have regarding your home and housekeeping.

## fortnightly services

### REGULAR COMMUNICATION

We provide thorough and regular updates via website, e-mail and personal telephone calls.

### INTERIOR HOME MAINTENANCE

- Visual inspection of interior walls, ceilings and floors
- Adjust and set air conditioners
- Run water through all taps and toilets
- Check for leaks
- Check the refrigerators and freezers are maintaining temperature
- Thorough cleaning of home and contents, dusting, vacuuming, polishing floors, air and freshen inside of home
- Polishing of any silver/brass
- Water indoor plants and trees
- Monitor all light bulbs (replace where necessary), switches and plumbing
- Secure all doors and windows

### EXTERIOR HOME MAINTENANCE

- Cleaning of all outdoor furniture, decks, patios and balustrades
- Test all outdoor lighting and replace bulbs where necessary
- Ensure irrigation systems are functioning properly
- Bring in mail and newspapers
- Start vehicles

### WINDOW CLEANING

Consultation, facilitation and supervision of outsourced window cleaners.

### POOL MAINTENANCE

Consultation, facilitation and supervision of outsourced cleaning and routine maintenance of pool, chemical top ups etc.

### GARDEN SERVICE

Consultation, facilitation and supervision of outsourced garden services for the mowing of lawns, trimming of edges and hedges, watering and weeding.

### HOUSEHOLD PAYMENTS

We oversee all monthly utility bill payments on your behalf:

- Telephone accounts
- Electricity and Water accounts
- Rates and Taxes
- Maintenance Bills

### KEY HOLDING SERVICE

Safe keeping of all house, car and spare keys.

## outsourced services

Allow us not only to meet your needs, but rather, exceed your expectations! Relationships are key to Turnkey Lifestyles and as such we place great importance on both building and nurturing the relationships we have developed over the years. Should you require assistance in any or all of the services below, we would be happy to consult our service providers on your behalf.

We can assist with:

### SPECIALISED GARDEN SERVICES and LANDSCAPING

Consultation, facilitation and supervision of:

- Specialised garden services and landscaping
- Rockeries
- Water Features
- Tree Felling
- Removal of bee and wasp hives

### PROPERTY MAINTENANCE and RENOVATION

Consultation, facilitation and supervision of:

- General maintenance, renovations and repair projects
- Roof leaks
- Plumbing and electrical repairs and maintenance
- Pool pump and hardware repairs
- Damp
- Pest control

### SMOKE DETECTORS AND SECURITY SYSTEMS

Arrange scheduled inspections and maintenance of smoke detectors and security systems to ensure optimum functionality

### REFUSE and RUBBLE REMOVAL

Consultation, facilitation and supervision of:

- Removal of building rubble
- Removal of garden refuse

### INVENTORY ASSESSMENT and REPLACEMENT

Consultation, facilitation and supervision of:

- Updated inventory assessment for your personal and householders insurance.

### TRAVEL ARRANGEMENTS, BOOKINGS AND RESERVATIONS

- Allow our specialised and highly experienced travel consultants to take care of all your travel requirements, both business and leisure.

### A UNIQUE "VET 2 PET" SERVICE OFFERED BY OUR PROFESSIONAL AND REPUTABLE VETERINARIAN

- Turnkey Lifestyles mission, "Out of Sight, Peace of Mind", extends beyond the boundaries of your home and property.
- Dr Ryan Van Deventer is a reputable Veterinarian who is admired and respected for his professional and compassionate manner.
- We understand your pets needs, and Dr Van Deventer offers a unique "VET 2 PET" consultancy service and will make a house call to ensure your pets' health, wellbeing and comfort is attended to with just one phone call.
- "VET 2 PET" is not an emergency/after hours service, but rather a holistic service where Dr Van Deventer will attend to the day to day requirements of your pets' on-going health and wellbeing.
- Over and above the treatment of your ill or injured pets, the following services are provided:
  - Annual health checks and inoculations
  - Tick and Flea control
  - Deworming
  - Assessment of your pets' diet and recommendation and delivery of appropriate pet nutrition

### ENTERTAINING FROM THE COMFORT OF YOUR HOME

- Our in-house caterer or chef will cater for your personal dinner party or luncheon from the comfort of your home.
- Co-ordinate a personalised menu
- Décor, flower arranging and table settings for home entertainment, functions, luncheons, dinner parties and so much more.
- Anything we've left off? Please feel free to chat to us about any other needs you might have and, where possible, we will certainly do whatever we can to assist you. There's very little, within reason, we're unable to do. Test us, because service beyond the extra mile is what we are all about.

## contact us



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