

The owner pays for it. *Your team gets the relief.*

The builder-owner relationship usually breaks down after handoff. The owner is out of state, small issues pile up, and every call lands on your team. With Kept, the owner pays for a local representative who manages the home and handles the post-handoff work that normally falls on you.

HOW IT WORKS

IN THE CONTRACT

Year one, built in

I quote year one to the owner after a short call. It's added to their build contract and costs you nothing.

AT HANDOFF

One meeting

You, the owner and Kept walk the home together. I become the owner's point of contact from that day.

YEAR ONE

Checks & warranty

Scheduled visits. Warranty items are documented with photos and sent to you on one consolidated list.

AFTER YEAR ONE

Owner decides

The owner continues with Kept directly, or not. Either way, the house has a full record.

WHAT WE HANDLE FOR YOU

We take the owner's calls and sort warranty items from normal maintenance

We document each item with photos and send you one consolidated list

We meet your subs on site for access, so there's no scheduling around the owner

We confirm the fix and close the item out with the owner

We keep the home maintained, so normal wear doesn't get blamed on the build

WHAT THE OWNER GETS

One local contact from the day they take the keys

A record of the home: systems, shutoffs, subs, finishes

Scheduled checks while they're away

A text only when **a decision is needed**

HANDOFF MEETING · ABOUT 60 MINUTES

- Walk the systems, shutoffs and controls
- Hand over subcontractor and vendor contacts
- Agree how warranty items get routed
- Build the open warranty-items list
- Set up keys, codes and access
- Set the first visit before the owner leaves



Taylor Nielsen · (435) 252-9282

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*Kept,
for when you return.*

Before you bring us *to your owners.*

How is year one priced?

Every home is different. I have a short call with the owner about how they plan to use the home, then send a quote. It's added to their build contract as its own line item. The owner pays for it, and your pricing and margin stay as they are.

If the owner has a complaint, whose side are you on?

The home's. I work for the owner, and I report what I see with photos and dates, not opinions. That usually helps you: a documented list is easier to resolve than a frustrated phone call, and upkeep issues get separated from build issues.

How do keys, codes and access work?

We set them up at the handoff meeting. Kept holds access for the owner, and your subs schedule entry with us. Nobody has to wait for an owner who is out of state.

What happens after year one?

The owner decides whether to continue with Kept directly. Either way, the home record stays with the owner: systems, subs, finishes and warranty history.

Are you doing our warranty repairs?

No. Warranty work stays with you and your subs. We document each item, send it to you, give your subs access, and confirm the fix with the owner. Your team decides how each item gets handled.

Are you insured?

Yes. Kept carries general liability and professional liability insurance. Our coverage is written specifically for caring for luxury second homes. I'll send a certificate of insurance on request.

Does this add work for my team?

Less. One handoff meeting, then one consolidated warranty list instead of calls and texts coming in at all hours.

Will you send remodel work to other builders?

Kept doesn't build or remodel. When an owner wants work done on the home, the builder who built it is my first call.



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