



## The Luxara Homes – FAQ Sheet

### ? What's included in my monthly fee?

Everything in our **Service Calendar** is covered — monthly visits, seasonal prep, specialty tasks, vendor inspections (HVAC, termite, foundation, pool, etc.), and preventive reporting. The only items not included are special requests or non-preventive repair work.

### ? Do you replace consumables like filters and batteries?

Yes — we provide **standard preventive materials** such as HVAC filters, smoke/CO detector batteries, caulk, and lightbulbs during visits.

### ? What about repairs?

We're preventive, not a repair contractor. If we find something that requires repair, we'll document it, recommend the next step, and connect you with the right vendor if needed.

### ? What if I already have a pool or HVAC vendor?

Great — we coordinate with them so your services are seamless. If you don't have vendors in place, we bring trusted partners to cover these specialties.

### ? Can I start anytime?

Yes. Services begin as soon as you enroll, and your **Annual Home Health Report** will reflect your start date.

### ? What's the Annual Home Health Report?

It's a professionally prepared binder + digital file that documents your property's preventive maintenance throughout the year — tasks completed, vendor visits, and inspection notes. Delivered each December.

### ? Who is this service for?

- Homeowners who want their home running smoothly without the hassle.
- Property managers who need reliable upkeep and documentation.
- Investors with multiple properties who want predictable care and oversight.

### ? How do I pay?

Services are billed monthly at a flat rate per tier. Payment is simple and predictable — no piecemeal invoices.

### ? Is the Procedure Booklet included?

Yes, it's included at onboarding (one-time value equal to one month of your tier), or available as a standalone for \$2,000.

### ? Are add-ons available?

Yes — add-ons are available. Ask your concierge for more info.

### ? How is Luxara different from handyman services like Honey Homes or Nest Keepers?

- Most competitors are primarily **handyman memberships** — they focus on completing “to-do list” repairs (hanging TVs, fixing faucets, patching drywall) and add a little preventive care on the side.
- Luxara flips that model: we are a **preventive maintenance program first** — structured monthly visits, a detailed preventive checklist, vendor coordination, and annual reporting.
- Our mission is to **protect your home as an asset**, not to serve as a general handyman service.

### ? Do I need to tell Luxara what to do each visit, like I would with a handyman service?

- **No.** Unlike handyman memberships (such as Honey Homes or Nest Keepers) where you create a “to-do list” for each visit, Luxara follows a **structured preventive calendar**.
- Each month is planned with seasonal and system-specific tasks — from HVAC filter changes and plumbing spot checks to roof inspections and seasonal prep.
- You don't have to remember or request tasks — our technicians already know what needs to be done and document everything in your HomeCare Manual.

- If extra issues are spotted, we log them, escalate when needed, and coordinate trusted vendors — giving you full oversight without the hassle.

### ? **How is Luxara different from budget services like fiXit?**

- fiXit offers a budget subscription with only two basic preventive visits per year.
- Luxara provides a monthly preventive program — twelve scheduled visits, each following a structured calendar covering every major system.
- Every visit is documented with photos, added to your Annual Home Health Report, and vendors are coordinated when needed.
- Budget services provide minimal coverage. Luxara delivers **comprehensive protection, consistency, and peace of mind.**

### ? **Why is Luxara more expensive than other services?**

- Because our model is monthly, structured, and concierge-level, not twice-a-year or handyman-based.
- Our clients value predictability and protection over budget checkups.
- Luxara is designed to protect your home as an asset, not just fix small tasks.

### ? **What happens if an emergency issue comes up between visits?**

- Luxara is a **preventive maintenance company**, not a 24/7 emergency handyman.
- Our role is to keep your home running smoothly and prevent problems before they become emergencies.
- If an urgent issue does occur, your **Luxara HomeCare Manual** gives you:
  - A list of trusted vendors to contact right away.
  - Step-by-step instructions for common emergencies (e.g., how to shut off the water main, reset a breaker, or prepare during a freeze).
- We also log and document any issues so they are included in your **Annual Home Health Report.**