



Tel: FREEPHONE: 0800 043 3160
email: info@villa-care.co.uk
www.villa-care.co.uk

Property Management Guide

'YOUR PROPERTY IN SAFE HANDS'



Property Management and Keyholding



Housekeeping



Holiday Services



Property Services



Property Management and Keyholding Package



€400 per annum

We offer a friendly, reliable, professional service to ensure, that in your absence, your property receives the very best in care and attention, so you can rest assured that your home is secure and in responsible hands. We take great pride in offering 'the personal touch' to ensure your guests are made comfortable to enjoy their holiday, knowing someone is always at hand if required. We are very flexible and can tailor our management services to meet your specific needs. It's only a question of discussing your requirements with us to prepare a personal maintenance package. We make regular contact with our clients and provide a monthly report on your property. We value the trust our clients place in our service and thank you for considering Villa-Care to look after your home.

■■■ Keyholding

It is essential for us to hold three sets of keys to your property. These will be coded and kept in a locked store cupboard. We request that Villa-Care is the sole key holder to your property. If you arrange any maintenance work direct with a contractor, we would require written (email) authorisation to pass the key to your property onto a third party.

■■■ Fortnightly Check on your property

- > Visual inspection of exterior and interior
- > Check all sanitary equipment and plumbing.
- > Airing of property,
- > Test all appliances and electrical equipment
- > Examine furnishings for wear and tear
- > Security checks of doors, windows and shutters.
- > Water indoor house plants.
- > Monthly report by email.

If there is an immediate problem we will take appropriate steps to try and resolve it and you will be contacted as soon as possible. Any minor problems will be reported to you and we will await your instructions. Repairs or replacements will be charged for at cost.

■■■ Housekeeping

Type of Property	Spring/First	Change Over	Mid-Term
Apartments & Penthouses (2 bed, 1 bath)	€135	€60	€55
Townhouse (2 bed, 2 bath)	€145	€65	€60
Villas			
2 bed, 1 bath	€140	€70	€65
2 bed, 2 bath	€150	€75	€70
3 bed, 2 bath	€160	€80	€75
3 bed, 3 bath	€170	€90	€85
4 bed, 3 bath	€180	€95	€90
4 bed 4 bath	€185	€100	€95

■■■ First Clean / Spring Clean

- > Open and air property
- > Sweep and wash floors
- > Clean kitchen and appliances
- > Ovens requiring excessive cleaning will be charged €20 extra
- > Clean bathrooms
- > Sweep balconies and patios
- > Clean and dust furniture
- > Clean windows inside and out
- > Check electrical appliances
- > Provide a report of any damages or findings

■■■ Change Over Clean

- > Open and air property
- > Make up beds and replace towels as required
- > Replace toilet rolls and bin liners
- > Empty bins
- > Sweep and wash floors
- > Clean kitchen and appliances
- > Ovens requiring excessive cleaning will be charged €20 extra
- > Clean bathrooms
- > Sweep balconies and patios
- > Dust furniture
- > Check electrical appliances
- > Provide a report of any damages or findings

■■■ Mid Term Clean

- > Make up beds and replace towels as required
- > Empty bins
- > Dust furniture
- > Clean kitchen surfaces
- > Clean bathrooms
- > Sweep balconies and patios

■■■ Laundry

€6 per person includes:

- 2 single sheets (2 double sheets count as 2 people)
- 1 bath towel
- 1 hand towel
- 1 beach towel

You will need to supply 3 sets of each of the above for the number of people staying at your property.



■■■ Holiday Services

■■■ Airport Runs

Excellent rates for pick up from the airport.
To Mar Menor Golf Resort, La Torre Golf Resort or Roda Golf
>From Murcia Airport: €30
>From Alicante Airport €80

■■■ Baby Equipment

Cost of hiring baby equipment per day:
>cot €5
>high chair €2.5
>cot and high chair €6.5
>Fan €5
>Car Seat €4

■■■ Meet and Greet - €30

A Villa-Care representative will meet your guests at your property. On arrival, the keys will be handed over and guests will be shown around the property and how to use the facilities available. On departure of the guests, the property will be inspected by a Villa-Care representative for any loss of items or damage incurred.

■■■ Mobility Equipment

We can arrange mobility equipment for the elderly and disabled scooters, wheel chairs, walking frames, etc . by prior arrangement.

■■■ Welcome Packs

We highly recommend you invest in purchasing a welcome pack for your client. After a long journey the moment of arrival is crucial to your guests' enjoyment of their holiday, particularly when arriving late on night flights when a welcoming cup of tea is appreciated and breakfast for the following morning before venturing out. If you require anything specific to be included then please contact us for additional costs.

>Bronze Pack -€15

break, milk, butter, coffee, tea, sugar, marmalade, 1lt orange juice, 1.5 lts water

>Silver Pack -€25

Includes all of the above plus eggs, bacon and sausages

>Gold Pack -€35

Includes all of the above plus 1 bottle of red and white wine and 6 cans of beer

>Diamond Pack -€65

champagne and bouquet of flowers



■■■ Property Services

■■■ Call Out Service

Service: €15 per hour to liaise with tradesman or receive deliveries
You will be contacted to confirm work when completed or goods delivered.
24 hour emergency help line.

■■■ Pool Service

€780 per annum (Pools larger than 8m x 4m – From: €880) includes:
> Chemicals included
> Chlorine control
> Ph Balance
> Cleaning of filters and filtration system
> Cleaning by aspiration of pool walls and floor

■■■ Decorating

Internal painting by individual quote.

■■■ Building Maintenance

Work includes:
> fitting of air conditioning units
> fitting of shower screens
Other building requirements by individual quote. Examples of work can be seen by prior arrangement

■■■ Gardening Service

By arrangement and individual quote.

■■■ Window Cleaning

Window cleaning can be arranged at any time as an extra service and by individual quote depending on size of property. This is included in first clean/spring clean.

