

## **BASIC**

**24/7/365 contact person for the EMERGENCY situations;**

There are considered EMERGENCIES: FLOODS, FIRE, PROBLEMS related to GAS installation, PROBLEMS related to ELECTRICITY (lack of electricity in 50% proportion), PROBLEMS related to the HEATING SYSTEM (LACK OF FUNCTION).

**The interventions team (technician for the heating system / plumber / electrician) will arrive in 1<sup>1/2</sup> hours to check the cause of the problem.**

Trip 50 EUR, man hour FOR REPAIRS 30 EUR / hour. The cost for the spare parts / necessary materials for repairs – according with the documents.

**BASIC package' costs:**

❖ **30 € /villa/month**

- ≤ 20 villa / compound

❖ **25 € / villa/month**

- Between 20 and 40 villas / compound

❖ **20 € / villa/month**

- ≥ 40 villas/ compound

**+ 10% (ten percents) of the utilities report.**

## SILVER

There are included:

**I. 24/7/365 contact person for the EMERGENCY situations;**

There are considered EMERGENCIES: FLOODS, FIRE, PROBLEMS related to GAS installation, PROBLEMS related to ELECTRICITY (lack of electricity in 50% proportion), PROBLEMS related to the HEATING SYSTEM (LACK OF FUNCTION). The interventions team (technician for the heating system / plumber / electrician) will arrive in 1<sup>1/2</sup> hours to check the cause of the problem.

**II. Snow removal**

**III. Gardening**

**IV. Quarterly water treatment (including the replacement of the water filter)**

**V. Treatment against the pest and flies – Quarterly treatments on the exterior of the villa**

**Trip 0 EUR, man hour FOR REPAIRS 30 EUR / hour.** The cost for the spare parts / necessary materials for repairs – according with the documents.

**SILVER package' costs:**

❖ **150 € /villa/month**

- ≤ 20 villa / compound

❖ **100 € / villa/month**

- Between 20 and 40 villas / compound

❖ **50 € / villa/month**

- ≥ 40 villas/ compound

**+ 5% (five percents) of the utilities report.**

## **PLATINUM**

### **I. 24/7/365 contact person for the EMERGENCY situations;**

There are considered EMERGENCIES: FLOODS, FIRE, PROBLEMS related to GAS installation, PROBLEMS related to ELECTRICITY (lack of electricity in 50% proportion), PROBLEMS related to the HEATING SYSTEM (LACK OF FUNCTION). The interventions team (technician for the heating system / plumber / electrician) will arrive in 1<sup>1/2</sup> hours to check the cause of the problem.

### **II. Snow removal**

### **III. Gardening**

### **IV. Quarterly water treatment (including the replacement of the water filter)**

### **V. Swimming pool maintenance – 4 treatments per month (the sum for opening and preparing the swimming pool for the winter will be separately invoiced)**

### **VI. Treatment against the pest and flies – Quarterly treatments on the exterior of the villa**

### **VII. One of the yearly revisions for the air conditioning units or heating system.**

**Trip 0 EUR, man hour FOR REPAIRS INCLUDED.** The cost for the spare parts / necessary materials for repairs – according with the documents.

This package is designed so that, after the initial setup of the service is done, an investor should need to do very little apart from read their statement of account which we send every month detailing all incoming/outgoing payments for the property and any issues to report. We look after all the property management details, for example:

1. Tenant finding & rental contracts negotiation
2. Hand-over protocol to ensure tenant has the keys and pays rent correctly
3. Management & maintenance of the property
4. 24/7/365 service (both for tenants and essential maintenance)
5. All landlords can call a phone number and can speak to their property manager in English
6. Hold keys & property documentation
7. Rent collection & rental deposit arbitration

8. Handle all tenant issues and chase tenants for any unpaid rent
9. Keep track and account for all payments and bills related to the property
10. Pay annual property & garbage taxes on behalf of the investor
11. Ensure that the annual tax returns are filed for the investor
12. *Crucially, we even pay all of the bills (such as service charges, electricity, gas, heating & maintenance) on behalf the investor (for example if the electricity bill payment details change we handle it automatically). Not only is this less hassle for the owner but it saves on bank fees and makes the end of year accounting much easier.*

In essence our property management service does everything for the investor related to running the property. No gaps & no worries.

**PLATINUM package' costs:**

- ❖ **300 € /villa/month**
  - ≤ 20 villa / compound
- ❖ **250 € / villa/month**
  - Between 20 and 40 villas / compound
- ❖ **200 € / villa/month**
  - ≥ 40 villas/ compound

*+ 5% (five percents) of the utilities report.*