



VILLALTEA MANAGEMENT

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« **W**ith VILLALTEA MANAGEMENT,
you will get only the best out of your second home »

A knowledge of the area reveals that second-home owners have difficulty, if any wish at all, to undertake the complete management of their property themselves, often due to reasons of distance from their main place of residence.

This means that all **VILLALTEA MANAGEMENT** employees are fully committed to providing you with the best possible service, whether it be **property management** when you are absent, **porter services** during your stay or **property rental services**.

This is an exciting challenge for us: dealing with new situations on a day-to-day basis, anticipating what services are going to be required, innovating our services in order to meet your expectations more fully.

We are pleased to provide you with our brochure which describes the numerous business focuses that we are working on. Some of them have already been implemented while others are still underway.

The aim of these business focuses is to live up to the trust you have placed in us by providing enhanced **quality services** to ensure that your property will receive the best possible care and attention.

We are proud of the trust that our clients place in us. Our firm promise is to continue being worthy of that trust, and to place **our experience and knowledge at our clients' disposal**.



Fabrice Dolou
Director

Our work

Place our management experience **at the disposal of your property** so that it is **friendly** and **inviting**

Thanks to the 4 ways of intervention :

1 Property management when you are absent

2 Porter services during your stay

3 Property appointment

4 Property rental service



To achieve this there is a team at your disposal

And it can be adapted to your needs and expectations

■ Home **management specialists**.

■ **An active listening stage** to understand your needs properly.

■ We have acquired our **experience** in needs the business world.

■ Preparation of **a customised contract** which meets your specified.

■ **We are fully committed to carrying out** out all the services you require.

■ **Full implementation** of said action plan.

■ Dedicated to suggesting **specific, directly applicable solutions**.

■ **Regular reports on procedures undertaken**.

■ Our clients are our professional priority.

■ Each and every service has **a specific goal: first class property maintenance**.



1 - Property management

You own a second home on the Costa Blanca, but you live hundreds of kilometres away, perhaps abroad ...

We organise inspection visits depending on which format you choose.

During these visits we perform the following tasks :

Services	Confort	Serenity	Luxe
Visits	24	36	52
Collect and forward mail (once a month)	X	X	X
Check that everything opens and closes property (porter's office, locks)	X	X	X
Ventilate the property	X	X	X
Perform a complete inspection of the interior and exterior of your property	X	X	X
Inspect the rooms	X	X	X
Check the drains and taps to make sure there are no leaks	X	X	X
Check that all the appliances and utilities on the property are in working order	X	X	X
Water the plants	X	X	X
Inspect the garden and the pool	X	X	X
Check the indoor and outdoor lighting are working properly	X	X	X
Pay the bills (water, electricity, gas, telephone, insurance, charges, taxes)		X	X
Liaise with the security company	X	X	X
Undertake terrace	X	X	X
We take emergency action if a serious problem arises which needs to be dealt with immediately, (natural disasters, vandalism etc), and contact you	X	X	X
We provide you with a report with photos on your property after each visit	X	X	X
A game of keys in our possession	X	X	X
6 hours of cleaning offers		X	
12 hours of cleaning offers			X
3 preparation services on your property			X
3 welcome packs			X
Esthetics services X1		X	
Esthetics services X2			X
BRONZE caretaker service offer (5 days of the week, 08:00-21:00)	X		
SILVER caretaker service offer (7 days of the week, 08:00-21:00)		X	
GOLD caretaker service offer (7 days of the week, 24 hours of the day)			X



2 - V.I.P Services

Your second home should above all be welcoming, a place of rest for your family and guests. We offer you a wide range of services that can be adapted to suit your needs.

Your administrator at **VILLALTEA MANAGEMENT** can analyse your specific needs, and provide you with the following services :

- **Collection and transfer** from the airport or train station
- **Vehicle with driver**
- **Luxury car hire**
- **Vehicle cleaning**
- **Limousine hire**
- **Helicopter / private jet hire**
- **Boat hire**
- **Maid / housekeeper service**, maintenance service
- **Esthetics services** (massage, body treatments, waxing)
- **Organisation** of cocktail parties, themed evenings
- **Professional photographer**
- **Professional chef** in your kitchen
- **Tickets and bookings** for shows, sports events, etc.
- **Flight, travel, cruise bookings, etc.**
- **Arrangements** for babysitters, taxis, restaurants
- **Golf course bookings**
- **Home delivery**
- **Dry-cleaning**
- **Sports trainer**
- **Interior design** and architectur
- **Official paperwork**



3 - Property appointment

It is certainly true that a property in the Costa Blanca is one of the best investments that you can make. If you want you can rent it.

VILLALTEA MANAGEMENT will manage the rental of your property for you from start to finish. We will act as your local representative, and will :

- **Preparation** of the advert, publication on our website

- **Reception** of telephone calls

- **Issue of the booking form**

- **Receipt** of the reservation deposit

- **Drafting** and issue of the contract

- **Receipt** of total payment



4 – Property rental service

- **Contact** with the tenants one week before arrival to make all the necessary arrangements
- **Preparation** of the property (bedrooms, bathrooms, fresh drinks)
- **Appointment** at an agreed location (restaurant, beach, motorway toll booth, etc.)
- **Condition of the premises** on arrival
- **Recovery of the deposit**
- **Delivery** of the keys
- **Cleaning** of your home and laundry service in the middle of the rental period
- **Local products** for the tenants
- **Condition of the premises** on departure
- **Cleaning** of your home and laundry service following each rental period

Our Partner



www.stadmaninternational.com

- ▶ Rapid access to complementary information
- ▶ Download and print directly the parts of the formulas that interest you
- ▶ Contact us on-line

In our website
www.villaltea-management.com