



VILLALTEA MANAGEMENT • + 34 670 569 255

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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**.

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

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

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

■ Our clients are our professional priority.

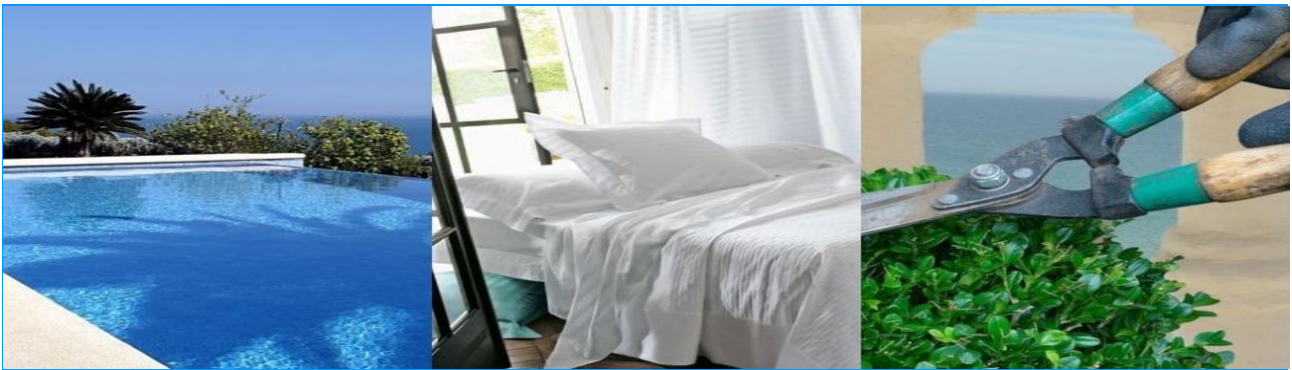
■ Each and every service has **a specific goal: first class property maintenance**.

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

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

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

■ **Regular reports on procedures undertaken**.



## 1 - Property management when you are absent

*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
<b>Check that everything opens and closes</b> property (porter's office, locks)	X	X	X
<b>Ventilate</b> the property	X	X	X
<b>Perform a complete inspection</b> of the interior and exterior of your property	X	X	X
<b>Inspect</b> the rooms	X	X	X
<b>Check the drains and taps</b> to make sure there are no leaks	X	X	X
<b>Check that all the appliances</b> and utilities on the property are in working order	X	X	X
<b>Water</b> the plants	X	X	X
<b>Inspect</b> the garden	X	X	X
<b>Check the indoor and outdoor</b> lighting are working properly	X	X	X
<b>Pay the bills</b> (water, electricity, gas, telephone, insurance, charges, taxes)			X
<b>Liaise with the security</b> company	X	X	X
Undertake terrace	X	X	X
<b>We take emergency action</b> if a serious problem arises which needs to be dealt with immediately, (natural disasters, vandalism etc), and contact you	X	X	X
<b>We provide</b> 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
12 hours of cleaning offers			X
3 preparation services on your property			X
3 welcome packs			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 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 architecture
- Official paperwork



*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
- Condition of the premises on departure
- Cleaning of your home and laundry service following each rental period

We will send you a booking schedule so that you can see your property's occupancy rate.



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

Our website:  
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