

Property Management

And

Rental Guide

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Introduction

At RentAbroad IQ we understand that when owning a property in Spain you need a reliable “Management Service” for peace of mind and care-free holiday home ownership.

We are very proud of the professional service that we offer to our clients.

Any service that you wish for us to provide to you will be carried out with great efficiency and attention.

We ensure that you are constantly provided with the greatest level of customer care and attention as we are aware how big of an investment your holiday home is to you and how important it is that your home is managed and cared for to the highest standard.

We offer a key-holding only service at 395€ per year and a full rental management package for 695€ per year.

RentAbroad IQ Management services have put together a wide range of services to accommodate all of your needs and requirements.

We have put together this brochure to give you a brief overview of the services we provide and what we can do for you. However, if you need any further information or advice please do not hesitate to contact us.

You can contact us by:

- Tel: (UK) 02892 833223 / (Spain) 0034669260435
- Fax: 02892562026
- Email: info@rentabroadiq.com

Or if you would prefer you can call into our Mortgage IQ shops in Northern Ireland

About us

We are a UK and Spanish registered company operating within the local area offering property management with an optional rental programme.

Keyholding only - 395€ per annum

- We personally manage your villa or apartment with fortnightly checks on each property
- We can arrange all your departure cleans and laundering of linen and towels

Management Rental and Keyholding – 695€ per annum

- We individually advertise your villa or apartment on 3 internationally renowned holiday websites as well as through our own established network and retail outlets in Ireland and the U.K
- We manage all the rentals, departure cleans, welcome packs and arrival of guests
- We deduct a 15% commission off the rental rates together with the appropriate cleaning charges and the balance is transferred on a monthly basis into your nominated bank account.
- A statement and booking calendar is mailed to you each month clearly detailing all rental income, cleaning expenditure and transfer of monies.
- We do not take any commission on any owner rentals
- We require a 500€ client deposit float which will be placed in an owner client account to cover any maintenance issues that necessitates a visit from a qualified electrician/plumber etc. (all transactions are listed on your management statement)

Our Packages Explained

At Rent Abroad IQ we strive to be the best with our high levels of professionalism and reliability.

We know that your property abroad is very valuable to you and that is why we do everything in our power to give you the peace of mind and look after your property.

We have created these packages to help you gain a basic knowledge of our services, however we can cater for any extras or exceptions you may need in order to provide you with a more tailor-made and personalized package.

On the following pages you will find a more detailed description of what exactly it is we can do for you and with what services we can provide.

Other Services

You have purchased your dream property in Spain, spent a great deal of money furnishing it and making it perfect, its not until you are back at home that you begin to doubt yourself:

- What if it isn't protected from break ins?
- Is it secure enough?
- What if it floods?

You are not alone, through our research on the subject we have realised that most people who have just bought a new property have the same worries and Rent Abroad IQ aim to minimise these worries as much as possible.

We offer a wide range of additional services; each one carried out with the same levels of enthusiasm and professionalism.

For example,

- **Cleaning** – Our team can provide all types of cleaning services.
- **Linen Service** – Beds made with fresh, clean linen and clean, fresh towels placed in your home for either you or your guest's arrival.
- **Maid Service** – A mid-week or weekly maid service can be arranged to suit you or your guest's schedule and needs.
- **Carpet and Rug Cleaning** (see spring clean) – A professional cleaning service for carpet, rugs, mattresses, fabric head boards and upholstery.
- **Check in/out service** – We will escort your guest's to your property, familiarise them with the home and appliances, locks etc. When your guests leave we will inspect your property and ensure it is locked up properly.
- **Welcome Grocery Packs** – A pack containing: tea, coffee, milk, sugar, bread, butter, cereal, water, six-pack beer, 2 bottles of wine and orange juice, will be left at your home for your guests arrival, you can customise these packs to suit your needs.

- **Garden Care** – Because of the warm climate, gardens in Spain need constant attention such as, weeding, mowing, pruning, and a general tidy up.
- **Security Checks** – We can check your property when instructed to by yourself to ensure your security has not been breached and report back.
- **Inventory** – We can put together a full inventory of your property.
- **Mail Collection** – your Spanish post can be re-directed to our office in Spain.
- **Jet/Pressure washing (see spring clean)** – We can clean Patios etc using a high power pressure washer.
- **Pool Maintenance** – We can provide a weekly pool cleaning service.
- **General maintenance and Redecoration** – we can provide any maintenance and redecoration of your property.
- **Spring Clean** – We recommend a full spring clean comprising of carpets rugs and soft furnishings as well as jet pressure washing all outside areas. 175€
- **Tourist Information** – We can provide a pack of tourist information, bus timetables, good restaurants, maps.
- **Car Hire** – We can arrange car hire for you or your guests.
- **Airport pick up service** – We can arrange for you or your guests to be collected from the airport and driven to your holiday home.

Home Services

Repairs and Maintenance

During your regular property inspections, some repair situations may arise. If something in your home requires maintenance or repair we will inform you immediately about it.

Emergency Telephone Availability

Our office hours are 9am-5pm Monday to Friday and 10am-4pm on Saturday. Our representatives in our office will be only too happy to help you with any problems or queries you may have.

Fax

The staff in our office will be happy to send/receive faxes on your behalf.

Key Collection Service

We offer a free key collection service during office hours, Should you out of hours collection, arrangements can be made.

Laundry

Rent Abroad IQ offer a laundry service.

Inventory

A representative from Rent Abroad IQ will make you a full inventory of your property if requested to do so by you.

Cleaning Packages

1. Builders clean (new build)

This includes:

- Clean wardrobes/cupboards outside and inside
- Clean and dust shelving
- Brush/mop floors
- Clean/repair any marks left by builders
- Wash terraces
- Clean Bathrooms

2. Departure Clean

This includes:

- Remove dirty linen/towels, make beds with fresh linen
- Empty rubbish
- Brush/mop floors
- Dust furniture
- Disinfect kitchen/bathroom

3. Spring Clean

This includes:

- Clean wardrobes/cupboards inside and out
- Defrost freezer
- Thoroughly clean/disinfect kitchen and bathroom
- Wash terraces – jet pressure wash
- Clean Windows
- Clean all ceiling fans
- Launder curtains

Renting Your Home

Rent Abroad IQ can rent your home out for you and provide you with the best income for your property.

Rent Abroad IQ offer these services to provide you with the peace of mind you deserve and it is always a plus to know that one company is handling all services, such as: Cleaning, Key holding etc.

Our Constant advertising of our properties available for rent ensure that the public get a general awareness of your property, and of what is available to them in this area.

At Rent Abroad IQ we can will do our utmost to get you high levels of rental throughout both summer and winter seasons.

To achieve the best possible income through rentals it is extremely important that your property is kept in very good condition and fully equipped with all appliances that may be needed by guests.

At Rent Abroad IQ we treat your home as a high valued and unique investment.

We treat every property individually to ensure we are giving our highest attention to all aspects and detail.

Allowing us to manage your overseas property ensures that your guests or yourself can relax from the minute you arrive at your property without any worries.

Our aim is for you to enjoy and look forward to your holidays at your property in the knowledge that you are being provided with the best possible services that meet your unique requirements.

Frequently Asked Questions

We use our property in Spain several times throughout the year, why do we need a management agent?

Would you feel comfortable leaving your home in your home country empty for months at a time? We certainly wouldn't, and the same applies to your property overseas.

Spain has one of the highest humidity levels in Europe and if the property is not aired regularly then your furniture and walls ceiling etc. may start to show signs of mould and damp.

Aside from that there is also a risk that your property may be subject to water damage, vermin, electrical problems and weathering.

My property in Spain is an investment, how can you provide me with the best revenue return?

Our constant advertising and exposure of our properties available to rent can ensure that clients who work through us to rent their property achieve maximum returns.

How do I receive my rental income?

Your rental payments are transferred into your specified bank account.

How will I know when my property is to be occupied?

As soon as we get a confirmed rental request we will immediately inform you either by telephone or email.

How do I know that there will be no damage to my property?

All clients that use your property will be asked to produce a damage deposit.

This will not be returned to the client until your property has been inspected.

However, accidents can happen and it is for that reason we ask you to have full insurance cover on the off-chance of something happening.



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We don't always know when we want to use our property, if we rent it out, will we be free to use it when we please?

You, as the owner are our main consideration.

In order for us to be as flexible as possible we require that you give us an indication of when you would like to use your property and we will make sure your home is free and ready for your arrival in Spain.

At Rent Abroad IQ we always remember that it is your property and you should be free to enjoy your time there whenever you wish.

Price List

The cleaning charges are deducted from the rental income per holiday booking and includes all laundering of towels and sheets as well as a complimentary welcome pack including the following items:

Milk, bread, butter, jam, tea, coffee, sugar, water, 6 pack of beer, 2 bottles of wine, cereal, ham, cheese, tomato and eggs.

Cleans:	Departure €
1 Bed apartment	60
2 Bed apartment	80
3 Bed apartment	100
2 Bed villa	90
3 bed villa	120
4 bed villa	150

Airport Collection	Car	7 Seater
Alicante/Murcia/Valencia	P.O.A	P.O.A

Car Hire	
All types of Vehicles	P.O.A

Additional Services	
Welcome Packs	From 20€
Inventory Compilation	20€
Annual Pool Maintenance	From 840€
Service/Administration Charges (Min 1 hr)	15€ per hr
Garden Maintenance	P.O.A
Mail Collection (annual)	70€
Fax Services	15€ office hours/40€ out of hours
Maid Services	15€ per hr
Meet and Greet	15 € office hours/40€ out of hours



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Thank-you

Thank-you for taking the time to read this brochure. We hope that you haven't found it confusing!

We have tried to make it as simple as possible, but if you have any questions about our products and services that haven't been answered in this brochure then please feel free to contact us by email or by phone/fax.

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