



Dear Owner,  
We would like to present to you Costa del Sol Living's Property Management / Services and Rentals package.

Herein you will find all kinds of information about our company, our rental conditions and the additional services we can offer to you, your family and friends. We can even be of assistance to the tenants that are renting your property during their holidays.

Linda and Malvin Preece founded 'Costa del Sol Living' as a family run business in 2008. Over the years we have accrued extensive knowledge of the Costa del Sol property market and have immersed ourselves completely in the Andalusian lifestyle.

One of the main reasons for our success is that we have built an effective team of like-minded professionals, who are friendly, knowledgeable and happy to help you with all types of requirements; from restaurant bookings, car hire, cleaning services, babysitting to golf bookings.

We can even arrange estimates for small refurbishment projects, decorating, polishing floors and larger jobs such as updating kitchens, bathrooms or landscaping gardens. Our maintenance department is available on very short notice to make sure everything is working properly so that your tenants can enjoy a hassle free holiday. Thereby, minimising possible complaints and maintaining your property.



## Property management and rentals packages

**CONTACT US TODAY:**

+34 952 928 982

[info@costadelsolliving.com](mailto:info@costadelsolliving.com)

[www.costadelsolliving.com](http://www.costadelsolliving.com)

# Property management and Rentals packages.

## Property management What is included

- Inspection visit each month when the property is not occupied.
- Complete revision of interior and exterior of the property
- We inform the owner of any issues or problems
- Identification of maintenance issues and organising or small repairs and quoting for larger works
- Testing the function of all electro-domestics, air-conditioning etc
- Revision of sanitary installations including cisterns, to avoid bad smells
- Control of damage by humidity
- Checking pools, plants and irrigation
- Collection and resending of post (if the owner wishes)
- Visiting the property after adverse weather conditions to ensure the property is in good state
- Key holding and emergency services. Your keys are kept securely in our office. We facilitate the access to the property for your guests, always with your pre-authorization.
- Turning on of electric or hot water prior to arrival
- We assure that the guests are treating your property correctly.
- Assistance with the administration of your property, insurance company and local taxes.
- We will call in specialists in the case of emergency repairs.
- Payment of emergency bills.
- There may be extra charges for these services. Please consult.

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\* Extra services are charged by the hour, €25 + IVA during office hours, 10am to 7pm Monday to Friday, Saturday 10am to 2pm.

\* Extra services outside of office hours are charged at €50,00 + IVA.

## Property management and Rentals packages.

### Full property management package, Includes rentals management and key holding.

### Annual Payment

1 Bedroom apartment.....	695,00 €*.
2 Bedroom apartment.....	845,00 €*.
3 Bedroom apartment.....	965,00 €*.
4 Bedroom apartment.....	1100,00 €*.
Villas.....	Please consult

\*21% IVA not included

### Cleaning charges:

€13 per hour + IVA.

### Laundry:

- 1 Bedroom approx. 20€ +/-
- 2 Bedroom approx. 40€ +/-
- 3 Bedroom approx. 60€ +/-

# Property management and Rentals packages.

## Holiday rental services:

- We advertise your property on various portals including our own website:  
[www.costadelsolliving.com](http://www.costadelsolliving.com)  
[www.holidaylettings.co.uk](http://www.holidaylettings.co.uk)  
[www.thinkspain.com](http://www.thinkspain.com)  
[www.trivago.com](http://www.trivago.com)  
[www.airbnb.com](http://www.airbnb.com)  
[www.homeaway.com](http://www.homeaway.com)  
[www.tripadvisor.co.uk](http://www.tripadvisor.co.uk)  
[www.booking.com](http://www.booking.com)
- Facebook and other social media. We may also use other portals throughout the year and it is at our discretion to change these.
- We manage all aspects of the rental, from the initial enquiry to reservation, payments, and extra services. We also have guest services such as cot hire, rental cars etc.
- We meet the guests on arrival and take a security deposit from them. We show the guests to the property and explain how everything works including air-conditioning, electro-domestics, wi-fi etc.
- We leave a welcome guide to the property with information on the property, community, and local area.
- We are available 24 hours, 7 days a week during the guests stay for any problems.
- It is common to receive calls regarding how the washing machine works, the air-conditioning, electric shortage, light bulbs etc.
- We meet the tenants on the departure to check the property, collect the keys and garage remote. We have 15 days after the tenant departs to return the deposit discounting any costs.

## Property management and Rentals packages.

### Payments:

We charge 25% commission per reservation plus IVA.

We charge separately the costs of cleaning and laundry as mentioned previously.

All payments will be made to your account at the beginning of the following month after the guest has departed.

### The rent achievable for each apartment will depend on several factors:

1. Availability of rental dates: the best months are July through to September.
2. The location of the property.
3. The standard and condition of the apartment, furniture etc.

The points above are very important for holiday rentals. If your apartment is available in the high season this will reflect positively on your income.

**N.B.** Properties with wi-fi, and good english and spanish TV channels are very popular.



## Property management and Rentals packages.

### To register your property for rental we will need the following:

1. A copy of the signed property management contract that allows us to make regular instructions. this contract will form part of the rental contract allowing tenants to access our services. Further more that the property will be well looked after.
2. A complete inventory, including bed linen, that is to say 3 complete changes of linen, towels for a property with 2 bedrooms and 4 for a property with 3.
3. We have a attached a list of standard items your property should have.
4. You should have a wardrobe or cupboard inside the property which can be locked to keep your personal belongings and remaining items of linen with 2 sets of keys for us.
5. 3 sets of keys for a 2 bedroom property and 4 for a 3 bedroom property.
6. All the documents related to the apartment (in accordance with the Decree 218/05)
  - a. NIE
  - b. Title Deed/Nota Simple)
  - c. First occupation license
7. Rental registration number and the registration document or authorisation to get this.
8. We also recommend that you have an insurance policy in place for contents and any claims from tenants. This insurance you can contract through our office if you wish.

# Property management and Rentals packages.

## Rental Property Regulations in Andalucia

You may already be aware from reports in the press and international media that in May 2016 the Andalucian Government passed new legislation concerning the registration and requirements of property available for rentals.

*“The object of this decree is to regulate the properties that offer touristic accommodation service in order to establish a set of minimum quality guarantees and security for tourism users. It is understood as properties with touristic purposes all the properties located on land for residential use which will offer, for a price, an accommodation service in the area of the Autonomous Community of Andalusia, on a regular basis and with touristic purposes “.*

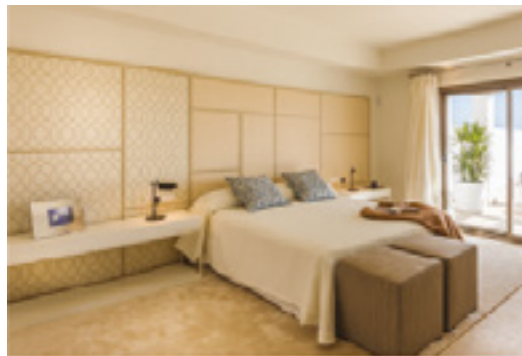
Part of this process is the mandatory registration of all property available for rental and that property must comply with the regulations.



## Property management and Rentals packages.

### Minimum criteria to register a holiday rental in Andalucia

- If you rent your holiday home out between the months of May–September, the accommodation must be fitted with some form of cooling equipment in the living area and bedrooms i.e. air conditioning.
- If you rent your holiday home between October and April, it must also be fitted with a heating system, that maintains a temperature of 19 degrees.
- All bedrooms must have direct ventilation to the exterior and all windows and patio doors must have some way of obscuring light i.e. curtains, shutters, etc.
- The accommodation must be furnished adequately for the maximum guest occupancy.
- Adequate bed linen and towels must be supplied based on the maximum occupation, plus one extra set.
- You must offer a changeover cleaning service in between each guest occupation i.e. before arrival and after departure of each guest.
- You should have a medical kit available in the accommodation.
- Guest must be supplied with tourist information, activities, restaurants, shops, details of the nearest parking area, medical facilities, transport, along with a map of the local area, etc. This can be supplied to guests either as a physical book, or digital format.





# Property management and Rentals packages.

## Managing your holiday rental bookings in Andalucia

- All guests must be given a basic contract document which includes: Owner or property manager contact details, your license number, number of guests, check in and out dates, total price of the rental and a 24 hour emergency number
- Every property must provide an official complaints form for guests and the location of this must be indicated in the property.
- Guests to fill out a Guest ID form, which must be submitted to the Guardia Civil within 24 hours of their arrival.
- The check in and check out times are at the discretion of the owner, but if no times have been agreed in the booking terms, the guest should be able to occupy the home from 16.00h on the first day of the contracted period and leave at 10.00h on the final day.
- Owners must provide instructions (or the user manual) for all electrical domestics and electrical appliances and instruct the guest how to use each appliance when they arrive, at the same time as any telephone, wi-fi, alarm and access cards, or similar, so they have complete independence during their holiday.
- Owners should also include a set of rules for the home i.e. pets, smoking, etc.
- Along with the regulations of the community or building in which the property is situated.
- Owners must keep receipts and proof of payments for each guest occupation. All proof of payments and guest contracts (above) must be kept and made available to the Junta de Andalucia or government administration office (e.g. Hacienda) for the period of one year.
- Your prices should be advertised on a per night basis and include: water, electricity, cooling and heating costs, fridge, cleaning (before arrival) and bed and bath linen.
- All guests must receive a written booking confirmation, which includes total price of stay, including any extra charges and deposit.
- Guests must receive a receipt each time they make a payment towards their stay, or ancillary services.

## Property management and Rentals packages.

### As your property managers

We will be handling the entire legal registration process on your behalf and for this we will make a charge of €150 plus IVA. This will entail amongst other things, completion of the official forms and presenting them at the relevant official offices with certain additional paperwork including a copy of the Escritura (Title Deed) of the property and First Occupation license so please forward a copy of this to us as soon as possible or authorize your lawyer to send a copy to us.

The items that we must get for the property are as follows:

- Fire extinguisher
- Official complaints book from the Junta de Andalucia
- First aid kit
- Complete guide to the property including functioning of electro domestics

For this we are charging €120 plus IVA including placement in your property. We will also be ensuring that your property will fulfill the requirements ( including the provision of Fire extinguisher, First Aid kit and Complaints book ), and also in keeping the obligatory records such as the rental contract with full details of the guests, record of payments, provision of tourism information & community/ property rules and act as an emergency contact.

# Property management and Rentals packages.

## REQUIREMENTS FOR 2 BEDROOMS RENTAL (3 BED)

### KITCHEN

- Coffee machine
- Electric kettle
- Electric toaster
- Wooden spoon
- Set of sharp knives
- Tea towels
- Chopping board
- Salad bowl & servers
- Full set of cutlery x 6 (12)
- Full dinner service x 6 (12)
- Wine glasses x 6 (12)
- Red wine glasses x 6 (12)
- White wine glasses x 6 (12)
- Whiskey glasses x 6 (12)
- Water glasses x 6 (12)
- Table cloths x2 (4)
- Napkins optional
- Complete set of 6 saucepans
- 2 frying pans (3)
- Cooking utensils
- Fish slice
- Slatted spoon
- Ladle

### BEDROOM

- Double bed or 2 singles
- Headboard
- 2 Side lamps with lamps
- Set of curtains
- 2 Pillows
- Wall mirror
- Shower curtains or screens
- Towel rails
- Soap dishes
- Laundry basket
- Hair dryer
- Waste bin & toilet brush for each bathroom
- 1 Table
- 4-6 chairs + 4-6 cushions (6) \* (6)
- 2 Sun beds + 2 cushions
- Hose pipe & holder
- Parasol & Stand (if not automatic blinds or roof)

### LINENS

- 3 Complete sets of linen per bed
- 2 Mattress protectors per bed
- 1 Thick blanket per bed
- 1 Bed spread per bed
- 2 Extra pillows
- 4 Pillows protectors

### KITCHEN 2

- Tin opener
- Cork screw
- 6 egg cups (12)
- 3-4 Servin dishes
- Bread basket
- Kitchen cleaning products
- 6 Place mats (12)
- 6 Coasters (12)
- 1 Colander

### LIVING AREA

- Sofa for 5-6 places
- Coffee table
- 1 Standard lamp or side lamps
- Dining table
- 6 dining chairs
- T.V. with remote control
- Music centre

### 2ND BEDROOM - (3RD BED.)

- Chest of drawers or similar
- storage cupboard
- 2 Single beds (2)
- 2 Headboards (2)
- Set of curtains
- 2 Pillows (2)
- Bedside tables with lamps
- Wall mirror

### TOWELS

- 3 Sets per person including:
- Hand towel Bath towel Bidet towel
- 4 Beach towels
- 2 bath mats per bathroom

### MISCELLANEOUS

- Locked linen cupboard (owners items)
- 2 Linen cupboard Keys
- Complete inventory
- 3 Full set of Keys
- Ceiling lights
- Cleaning products in general
- Electric Iron
- Ironing Board
- Soap powder for washing machine/ dishwasher
- Clothes hangers
- At least one carpet in lounge
- Mop & bucket
- Brush & dustpan
- Fire extinguisher or Fire blanket
- Hoover & hoover bags