

When you sign up to our **Property Management service**, you can rest assured we'll care for your home as if it were our own. Whatever type of property you own on the Costa del Sol, it's important to make sure that it's properly looked after when you're away.

That's why our **Property Management Service** includes:



- An initial introductory visit, during which photos will be taken and a full inventory of property's contents produced. Free valuation if you want to sale or rent your property.
- The setting up of an administrative account on your private password-controlled Owner's Area of our website, where you can see twice-monthly status reports, reference photos and inventory details, etc. (to be confirmed)
- A facility for booking maintenance and repair services via the website (maintenance service) or by e-mail, using in-house maintenance technicians or recommended suppliers for services such as decorating, plumbing and electrical work, general repairs, cleaning and laundry, gardening, pool maintenance, chauffeur services, etc.
- Full administration of your management account on an ongoing basis, providing quotations, and laundry, or other commissioned services.
- Providing tax declaration (apt touristic use) through our accountant\*
- Twice monthly inspection visits (limit of 2 h) of the interior of your property during which we thoroughly air all rooms (subject to external weather conditions), check for pests and vermin and recommend action, test all appliances and electrical equipment to make sure all are in good working order, examine all furniture and furnishings for wear and tear, check all sanitary equipment and plumbing and make sure all your security services and equipment are fully functional.
- **Twice monthly visual inspections (limited to 2 h)** of the exterior, to check for any obvious defects.
- The supply of dilapidations reports by e-mail, including photographs, if necessary.
- Identification of maintenance issues and organization of repairs. \*
- Personal online calendar to book own holidays, those of family/friends, and own rental bookings. (to be confirmed)
- Administration of automatic cleaning and laundry services based on calendar bookings. \*
- 'Helpline' during office hours for any property or guest-related issues that may arise.
- Fully-manned emergency service between 9 am - 10 pm whether property is empty, or occupied by 'the Owner' or their personal or rental guests.
- Emergency call-out facility with qualified staff. \*
- Access to property 'trouble-shooting' facility to handle any on-site problems with local suppliers or utility companies. \*
- Payment of emergency bills.\*
- Access to easy-payment system for settling bills by credit card (to be confirmed)
- Provision of key-holding facility, including secure storage, management and distribution of keys (personal).First contact for alarm company.
- Manuel of the property , installations and places to visit.
- Provision of local information service, event calendar and COVID-19 hotline
- Note: \* all these services are invoiced to Owners as and when utilized
- All cleanings and disinfection regarding the current Covid-19 rules



If you're worried about meeting the running costs of your property on the Costa del Sol, and would like to start earning rental income *fast*, we can do more to help you than any other local property and rental management company. Here's why:

- For [long-term lets](#), we display your property on our rentals website/national/international rental sites, our actual weekly newsletter and advertise to find you a reliable tenant; we also take care of all your legal requirements and rental documentation, and give you advice about rental fees and insurance protection, etc.
- We provide a quality rentals and property management package ensuring that you, your property and your rental guests, receive the most outstanding level of personalized service money can buy

## Holiday rental

For [holiday rentals](#), you've no need to be involved in any booking or money collection procedures yourself. We work together with travel agencies/rental portals all around Europe, advertising in local and international media, as well as travel-related companies such as wedding planners and golf tour specialists, and the following well-known tour operators:

- Rentalia/Niumba
- Simply Spain and Beyond
- AirBNB, Tripadvisor, Booking.com
- Villas to Go
- Resales online/IMMOBA
- Social media (FB, Twitter, Instagram, LinkedIn)
- LUXURY Rentals Marbella
- FEWO. De/Homeaway
- Marbella Instyle (Party Planners)
- German & Scandinavian rental dedicated websites
- Massive mailing to national/international collaborators
- German newspaper/ Deutsche Sur, Spanish Sur,
- Thanks to our advanced website,
- these companies and holidaymakers can:



- Browse our website [mm-marbellaestates.com](http://mm-marbellaestates.com) for their ideal self-catering holiday accommodation
- Check its availability 'live' online without having to call us to confirm
- Book and pay for it securely online by credit card/Pay pal

On their arrival, holiday guests are greeted by me or a member of our staff to familiarize them with your property and the local area. Throughout their stay, our 24-hour helpline is available to them in case of any emergency with your property. A comprehensive Guest Manual is also at their disposal, detailing golf courses, emergency centers, recommended restaurants and places to visit. A hotline with all news around the COVID-19 and event calendar of Marbella/Málaga

Whatever your holiday guests need, you can relax in the knowledge that we are taking good care of them on your behalf.



## Long-term lets

If you prefer to rent out your property to a long-term tenant we have a range of [Rentals Management Service Packages](#) to meet your needs which means we can:

- Give you expert advice about what fees to charge, furnishing requirements, and any extra equipment you'll need to rent out your property successfully
- Produce your inventory, take quality photographs and write descriptive copy, and then upload all your property details to our accommodation website, [www.mm-marbellaestates.com](http://www.mm-marbellaestates.com)
- Prepare the legally required D.I.A (Brief Informative Document) for your property
- Find you tenants, check their references, and prepare legal contracts
- Provide you with a Legal Fees Protection Insurance that fast-tracks any default claims through the Spanish arbitration system and covers your legal costs.
- Unlike other rentals companies, maintain a close relationship with your tenants throughout their stay, via regular courtesy visits to ensure all is well with their tenancy and your property
- Arrange cleaning before and after occupation, collect your rent and utility bills payments, and deduct any dilapidations after the tenancy from the security deposit we hold.

*\* All services we provide are subject to the Management Service Package you choose.*