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Property Management & Key Holding

Welcome.... to Olivo Property Care

"We believe in a caring personalised service for all our clients"

Property Management & Key Holding.... Owning a holiday home in Spain should be a dream come true, and Olivo Property Care would like to help you make that dream problem free.

Olivo Property Care are a professional team dedicated to meeting individual requirements. We offer full and comprehensive management, and pride ourselves in attention to detail and prompt service. Our aim is to eliminate the stress of overseas ownership and ensure that both you and your guests experience the most memorable holidays.

Key Holding Contract 12 month contract....€400

- ◆ security checks of doors windows and shutters
- ◆ test all appliances and electrical equipment
- ◆ running water test / flushing of toilets
- ◆ monthly report by email or immediate notification of any problems
- ◆ information file on the resort and the area of Murcia

What we ask from you...

- ◆ 3 Copies of all keys
- ◆ Properties should be furnished to a good standard, using our guidelines.
- ◆ It is advisable not to include expensive or personal items in the furnishings.
- ◆ An inventory of all furniture equipment in your property and updates if items are added or taken by the Owner.
- ◆ We request Olivo Property Care is the sole key holder to your property. If you arrange any maintenance work direct with a contractor we would require written (email) authorisation to pass the key to your property on to a third party
- ◆ Please keep us updated regarding any bookings you take.
- ◆ Please provide a copy of your property insurance which allows you to rent your property and has public liability and theft included
- ◆ For the safety of your guests, we advise you have a first aid box, fire blanket, smoke alarm and fire extinguisher within the property. (We

can supply and fit with POA).

Housekeeping.... cleaning....laundry

Our housekeeping team at Olivo Property Care are reliable and trustworthy and adhere to high standards of cleanliness and service. Your property will be thoroughly cleaned prior to arrival and we offer flexible change-over days to suite your bookings and requirements. All laundry is washed, dried and ironed and returned to your property.

Cleaning....from €60 for a 2 bedroom apartment

Price of a clean is dependent on the size of the property. No two properties are alike and therefore we prefer to view your property, discuss your requirements and give an individual price. Please email and we will gladly phone you to discuss this further.

- ◆ Includes mini welcome pack
- ◆ Windows will be opened to air while cleaning property.
- ◆ Shutters will be opened and secured in preparation for owner's arrival.
- ◆ All beds will be made up unless owner's arrival form has specifically requested certain beds only.
- ◆ Towels will be placed in bathrooms.
- ◆ Starter Toiletries are provided to include: soap, shower gel and toilet rolls.
- ◆ Floors will be vacuumed and mopped.
- ◆ Furniture and shelves will be dusted.
- ◆ Kitchen floor, worktops and outside of cupboard cabinets will be cleaned including exterior of appliances.
- ◆ Clean and disinfect bathrooms including toilet and sink/bath wastes.
- ◆ Clean terrace tiles but not BBQ's.
- ◆ Clean terrace furniture and place on terrace outside property.
- ◆ Clean fridge
- ◆ The main electric fuse box will be switched on to facilitate cleaning and to test the fridge and water heaters to ensure their operation. The fridge and water heaters will be left on for owner's arrival unless the owner's arrival form dictates otherwise.

Laundry....€7 per person

- ◆ 2 single sheets (double counts as two persons) or quilt cover
- ◆ 1 bath towel
- ◆ 1 hand towel
- ◆ 1 beach towel
- ◆ pillow cases

- ◆ bath mat

Additional Services we can offer

- ◆ **meet and greet - €20**
An Olivo Care representative will meet your guests at your property or at the entrance to the resort. On arrival the keys will be handed over and guests will be shown around the property and how to use the facilities. On departure of the guests, the property will be inspected for any loss of items or damage incurred before breakage deposit is returned.
- ◆ **welcome packs** - from €15
- ◆ **airport transfers** – from €30 each way
- ◆ **hire of baby equipment**
- ◆ **laundry supplies** – please contact for individual quote
We recommend a local British supplier
- ◆ **pool maintenance** - please contact for individual quote
- ◆ **building supplies / maintenance**
We can arrange for the following services if required: supply and fitting of air conditioning units, shower screens, double glazed screens, kitchen units, gardening, satellite TV systems. – please contact for individual quote.
- ◆ **call out facility**
€15 per hour to liaise with tradesman or receive deliveries. We contact owners to confirm work when completed or goods delivered. 24 hour emergency helpline.
- ◆ **window cleaning** - please contact for individual quote
Window cleaning can be arranged at any time as an extra service
- ◆ **economical transport for up to 6 people**
We are pleased to offer a service which includes golf trips, evenings out, shopping trips and excursions. We provide comfortable transport in a new 7 seater VW Touran, which carries up to 6 passengers. All outings can be custom fit to meet your requirements. Quotations available on request.