

# RODA SALES & FACILITIES MANAGEMENT SERVICES



**WE OFFER  
FULL PROPERTY MANAGEMENT,  
SALES,  
HOME IMPROVEMENTS,  
KEYHOLDING,  
CLEANING,  
AND MUCH MORE....**

**LET US HELP YOU WITH YOUR PLACE IN THE SUN!!**

## About Us

RODA Sales & Facilities Management S.L. (referred to within this document as RODA FM) is a family run fully registered Spanish business. We have been in the area for over 14 years and we have seen the area develop and flourish in that time.

We are a progressive Property Sales and Management company based in a prime location on C/Dolores in the village of Señorío de Roda. We speak English, Spanish and Italian.

Why has RODA FM gained such a strong reputation in the local market area?

Our philosophy is simple - we aim to make life that much easier for you, whether you are a property owner, looking for a trust worth reliable management team or looking to sell or buy a property here in Roda or surrounding areas. – With Roda FM you will notice the difference!

Like with any organization it's the people that count. We are local, helpful, knowledgeable property professionals, who offer unrivalled customer service. We are forward thinking and innovative and have the systems in place to make your property management straight forward and successful in this fast-paced sector of the market.

### CONTACT US:

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# Sales

## New Builds

## Re-Sales

## Properties Available

## Properties Required

Registered company, RODA Sales & Facilities Management S.L. (referred to within document as Roda FM) will provide you with peace of mind knowing that someone is keeping an eye on your property and is also available to deal with any issues that may arise in your absence.

In addition to managing your property, we provide additional services exclusively for our clients and their guests.

We are a trustworthy professional, fully legal, registered S.L. Company dedicated to keep all our clients and guests happy and secure in the knowledge they will be looked after in the best possible way.

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# 1 FULL PROPERTY MANAGEMENT

RODA FM will securely store two sets of your property keys. One set for our own use and one set to issue to your guests.

Your property will be checked twice monthly with a six-point check list.

1. Open all patio doors, windows and blinds to air property.
2. Security check of doors, windows and shutters.
3. Check all sanitary equipment and plumbing
4. Check for signs of humidity.
5. Check all utilities are in order.
6. Any problems will be reported to you with in 24 hours. (We will take any agreed actions that may be necessary on your behalf)

We can provide each property with its own information folder which will include information on places to visit, restaurants, dates and details of local fiestas, markets and attractions as well as emergency contact numbers to ensure that you and your guests have a trouble free and enjoyable holiday. For a fee of 15€.

- Guests meet and greet service- free from 09:00h to 23:00h outside these hours there will be a charge of 15€
- We provide 24/7 assistance for clients and their guests. (Chargeable fee after 22:00h)
- Staff will be available to receive deliveries on your behalf, if arranged through our office.
- Arrangements to monitor contractors on your behalf can be arranged at agreed cost.
- Assistance with property marketing and holiday or long-term rentals.
- Office open Monday- Friday 10am to 5pm (Appointment necessary)

## **RODA FM as detailed above:**

- The charge for full property management is 450€ (IVA included) per annum.

## 1.1. BASIC KEY HOLDING

RODA FM will securely store one set of your property keys. These will not be issued to third parties without your prior written or verbal agreement. This service is normally for owners who do not regular rent out their property or want any other service. We can also arrange for one of our team to be at the property to meet visitors or tradesmen at an extra cost.

RODA FM Key Holding Services as detailed above:

- 165€ per annum paid in advance (IVA included)
- Additional services available. Please contact us to discuss options.

## 1.2. DELUXE KEY HOLDING SERVICES

The cost of this service is 210€ (IVA included) per annum which includes a once a month visit to the property.

- We can offer a cleaning service with this option, but it is subject to our availability of staff, especially in peak seasons, and will be charged accordingly to what's required. Any other call outs for, meet and greets, tradesmen or emergencies will be a minimum charge of 15€.

## 1.3. ADDITIONAL BEDS/ WHEELCHAIR HIRE

- Single bed/z bed hire- 30€ per week including linen.
- Wheelchairs- from 5€ per day.

## 1.4. BABY/TODDLER EQUIPMENT

- Cot hire – 30€/pw – including linen
- Child car seat – 15€ per week
- Highchair hire – 10€ per week
- Wooden Cot Hire – 35€/pw – including linen
- Child booster seat - 10€ per week
- Stair Gates – 10€ per week

## **1.5. GUEST WELCOME PACKS**

- Standard packs are available at a cost of 25€ including tea, coffee, 1ltr milk, sugar, 6x1,5ltr water, bread, butter and jam.
- Deluxe packs are available at a cost of 30€ that includes all the items listed above plus a bottle of red or white wine or case of beer.

## **1.6. MAINTENANCE/ALTERATION WORKS**

- Minor works and decorating carried out to requirements by our own staff. Work costed on an individual basis.
- All major alteration works including patios, pergolas, fencing, solarium staircases, bathrooms, kitchens and painting. Are available please enquire for a quote.

## **1.7. GARDENING SERVICE**

- Everything from weeding to a full landscape. Extent of work agreed and quoted on an individual basis.

## **1.8. POOL CLEANING/MAINTENANCE**

- Carried out by a specialist contractor managed by ourselves, all pools are priced individually and carefully monitored.

## **1.9. EMERGENCY CALL OUT**

- A charge is applied after 23:00h from 20€



## 2 CLEANING SERVICES

Pricing for our cleaning service is quoted on an individual property basis, please contact us for a personalized quotation. Details of different types of cleaning and what is included in each section.

### 2.1 ARRIVAL/CHANGEOVER CLEAN

- Open and air property
- Sweep and wash all floors including stairs
- Vacuum rugs and floors when needed
- Sweep terraces and brush down terrace furniture
- Clean bins
- Dust and polish all internal furniture
- Wipe down kitchen units
- Clean fridge
- Wipe cooker – heavily soiled cookers will be charged extra
- Check all services
- Make up beds
- Clean bathrooms
- Place soap and toilet paper in bathrooms/shower rooms
- Leave mains electricity and boiler switched on
- Report any problems to owner

We can arrange for professional windows cleaners to come at the start of the season or as and when required.



## 2.2 MID STAY CLEAN

- Sweep and mop all floors including stairs
- Make up beds with fresh linen
- Replace towels
- Clean bathrooms
- Supply additional soap and toilet paper
- Dust internal furniture
- Clean kitchen surfaces
- Clean bins
- Sweep terraces
- Report any problems to owner

## 2.3 DEPARTURE CLEAN

- Sweep all floors including stairs
- Sweep terraces and stack terrace furniture
- Clean bins
- Wipe down kitchen units and cooker
- Clean fridge
- Clean bathrooms
- Check all services
- Strip beds and remove bedding and towels for laundering
- Vacuum rugs and floors if needed.
- Report any problems to owner

**PLEASE NOTE:** when a same day change over clean is required, and we are given **less than 6 hours** to clean, we will aim to clean to our usual high standards, but if **rushed or put under undue pressure to finish to a specific time frame, we will not take responsibility for things that can be missed.**

## 2.4 LAUNDRY

These prices are only for full management customers. Laundry is charged at the following rates:

- 15€ per single bed
- 20€ per double bed

Included in cost is bottom sheet, top sheet or duvet cover, pillowcases, bath and hand towels, toweling bath mats and teas towels. Beach towels are extra and charged at 1.50 each.

Additional items such as heavyweight bathmats, mattress protectors, duvets, blankets etc. Will be charged at extra cost.

## 2.5 LINEN

- All bed linen to be provided by the client, and to be of good quality and labelled with property details.
- A minimum of three sets of linen is required per bed for each property. Six tea towels and two pairs of oven gloves should also be provided; the cost of laundering these items is included in the above charges.

Each bed linen set to consist of:

- Bottom sheet
- Top sheet or duvet cover
- Four pillowcases (two for single beds)
- One duvet or two blankets
- Four pillows (two for single beds)
- Two bath towels (one for single beds)
- Two hand towels (one for single beds)

If using blankets rather than duvets, you may like to provide a throw to cover the bed. We do recommend using mattress and pillow protectors to prolong the life of your bedding.

Possible additional items:

- Extra blankets/throws for the winter months
- Cushions for patio furniture
- All extras will need washing from time to time if guests are using them so you must be prepared for extra costs.
- If the property is rented - new pillows should be provided when necessary.
- And new bedding every few years. To avoid discoloring and stains.

## 3 PROPERTY RENTALS

We can assist you in preparing your property either for holiday or long-term rentals.

### 3.1 HOLIDAY RENTALS

If you are wishing to use your property for holiday rentals, we would recommend that you advertise it on one of the holiday web sites available and if possible create your own web site.

Also, you will have to be registered with the local Tourist Board. We will be happy to discuss this with you in any way we can.

### 3.2 LONG TERM RENTALS

We often receive enquires for 3-month rentals for winter breaks or 6-month rentals for those who are lucky enough to spend a lot of their time traveling around. Obviously, we would contact you as soon as we receive these enquiries and arrange contracts and utility payments.

Long term rental agreements are normally for eleven months, although shorter terms are sometimes requested. It is possible to make these contracts “rolling” into longer periods, but we strongly recommend the eleven-month break clause for both parties.

We take care of the property preparation, viewings and monitoring of the tenancy within our normal management agreement. We also arrange the contract which is always directly between the owner and the tenant, for which there is a setup fee, this is currently 150€. We are here to help with the general repairs and problems but are not to be held responsible for the Tenants/Owners actions.

The monthly rent is always agreed with the owner in advance and the tenant is also liable for the utility costs on top of the rental figure.

Both our holiday and long-term rental services are fully flexible and will be tailor made to suit your individual requirements.

If you have any questions or need anything not listed in the above pointers, please feel free to contact us and we will be happy to discuss how we can help. Our plan is to provide a comprehensive service tailored to your needs.

We all work hard to ensure your property and guests are cared for. All we ask in return is to realize we are only human and need as much notice as possible to ensure we can offer the best possible service.

## 4 FULL PROPERTY MANAGEMENT AGREEMENT

- The annual charge for this service is 450€ (including IVA) per annum paid in advance.
- 24 Hour help line.
- Twice monthly inspections of property when unoccupied, including security check of doors, windows and shutters, checking all sanitary equipment and plumbing, checking for signs of humidity, condition of furnishing etc. Any problems reported to owner within 24 hours.
- The property will be fully opened and aired during monthly inspection.
- On-site service is available to take care of day to day needs and key collection. Keys will be kept under strict control and will not be given to third parties unless written authorization is received from the owner or their nominated agent.
- Each property can be provided with its own information folder which will include places to visit, restaurants, dates and details of local fiestas, markets and attractions, as well as emergency contact numbers to ensure that your guests have a trouble free and enjoyable holiday.
- Free guest greeting service.
- Pre-arrival utility and services check. Welcome packs available upon request.
- Full maintenance service available.
- One month's written notice required to terminate; balance of payment refunded.

I/We agree to the above:

Signed:	
Date:	
Property:	

## 5 CLIENT REGISTRATION DETAILS

Name:	
N.I.E. No:	
Tel:	
Email:	
Home Address:	
Property:	
Keys Held:	
Alarm:	Code to activate: Code to deactivate:
Safe Location:	
Safe Code:	To lock: To unlock:
Parking Space No:	
Store Cupboard No:	
Iberdrola Contract No:	
EDP Contract No:	
Hidrogea Contract No:	
Post Box No:	
Contract Start Date:	Renewal Date:
Payment Method:	

Any Other Info: