

**RODA** Facilities Management S.L

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.....let us take care of things

**PROPERTY MANAGEMENT SERVICE**

**Calle Dolores 19 Bajo B**

**Señorio de Roda**

**30739**

**San Javier**

**Murcia**

**Telephone :** 0034 968144757 office 0034 629961587 Mobile 24hrs

[www.rodafm.com](http://www.rodafm.com) rodafm aol.com

**ABOUT US**

RODA F.M. is a family run legal Spanish Business. We speak Spanish, English, Italian & Welsh. We are a progressive Property Sales, Management and Lettings company based in a prime location on Calle Dolores in the village of Señorío de Roda.

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

Our philosophy is simple - we aim to make life that much easier for you, whether you are a Property owner wishing to sell or a Landlord looking for a tenant - with Roda FM you will notice the difference!

Like with any organisation 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 letting and management straight forward and successful in this fast paced sector of the market.

Call us now for advice on how we can help...

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**NEW BUILDS  
&  
RE-SALE  
PROPERTIES  
  
AVAILABLE**

Registering for RODA F.M.'s property management service provides 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.

### **Full Property Management**

RODA F.M. 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 patio doors, windows and blinds to air property
2. Security check of doors, windows and shutters
3. Check all appliances, change light bulbs as required (halogen excluded)
4. Check all sanitary equipment and plumbing
5. Check for signs of humidity
6. Check all utilities are in order.

Any problems will be reported to you within 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.

Owners are entitled to free airport transfers from and to San Javier airport.

Guests meet and greet service - free up to 23.55 Hrs daily and 15€ outside these hours.

We provide 24/7 assistance for clients and their guests. (Fee chargeable after 22.00Hrs)

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

RODA F.M. Property Management Service as detailed above:

410€ per annum paid in advance, or twelve monthly payments of 40€ per month paid in advance by direct debit (IVA included)

### **Basic Key Holding**

RODA F.M. will securely store one set of your property keys. These will not be issued to third parties without your prior written agreement. This service is normally for owners who do not regularly rent out their property or want any other kind of 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 F.M. Key Holding Service as detailed above:

155€ per annum paid in advance, or twelve monthly payments of 15€ per Month paid in advance by direct debit (IVA included)

# **RODA F.M.**

## **DELUXE KEY HOLDING SERVICE**

**This covers all of the basic key holding service with additional property checks from Either once monthly for 210€ per year or twice monthly for 250€ per year.**

## **CAR HIRE**

- We have a limited number of cars available at the resort with between four and eight seats. All cars are fully comprehensively insured with no additional surcharges. Enquire for more details with prices from 10€ per day.

## **Additional Beds / Wheelchair hire**

- Single bed/Z bed hire – 25€ per week including linen
- Wheelchairs – from 5€ per day

## **Baby/Toddler Equipment**

- Cot hire – 25€/week including linen
- Child car seat – 15€/week
- High chair hire – 10€/week
- Wooden Cot Hire – 30€/pw including linen
- Child booster seat – 10€/week
- Stair Gates – 10€ per week

## **Guest Welcome Packs**

- Standard packs are available at a cost of 15€ and include: Tea, coffee, 1ltr milk, sugar, 1.5 ltr water, bread, butter and jam.
- Deluxe packs are available at a cost of 20€ and include the items listed above plus a bottle of red or white wine or case of beer.

## **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, railings and solarium staircases undertaken to your individual requirements.

## **Translation and legal Advice Service**

- Whether you need assistance at the Doctors or Hospital to making a will we have a team of people able to assist you.

## **Gardening Service**

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

## **Pool Cleaning/Maintenance**

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

**Emergency Call Out charged - After 23.55 hrs from 15€**

# **RODA F.M.**

## **CLEANING SERVICES**

Pricing for our cleaning service is quoted on an individual property basis,  
please contact us for a personalised quotation.

Details of different types of clean and what is included in each-

### **ARRIVAL/CHANGEOVER CLEAN**

- Open and air property
- Sweep and wash all floors including stairs
- Vacuum rugs
- Clean windows inside and outside, where accessible- shutters extra
- Sweep terraces and brush down terrace furniture
- Empty and clean bins
- Dust and polish all internal furniture
- Wipe down kitchen units
- Clean fridge
- Clean cooker – heavily soiled cookers will be charged for.
- Check all services
- Make up beds
- Clean bathrooms
- Place, soap and toilet paper in bathrooms/shower rooms
- Water outdoor plant pots
- Leave mains electricity and boiler switched on
- Report any problems to owner

### **MID STAY CLEAN**

- Sweep all floors including stairs
- Vacuum rugs
- Make up beds with fresh linen
- Replace towels
- Clean bathrooms
- Supply additional soap and toilet paper in bathrooms
- Dust internal furniture
- Clean kitchen surfaces
- Empty and clean bins
- Sweep terraces
- Water indoor and outdoor plant pots
- Report any problems to owner

### **DEPARTURE CLEAN**

- Sweep all floors including stairs
- Vacuum rugs
- Sweep terraces and stack terrace furniture
- Empty and clean bins
- Wipe down kitchen units and cooker
- Clean fridge
- Clean bathrooms
- Check all services
- Strip beds and remove bedding and towels for laundering
- Water indoor and outdoor plant pots
- Leave mains electricity and boiler switched on
- Report any problems to owner

# **RODA F.M.**

## **PROPERTY CLEANING CHARGES**

<b>Property Type</b>	<b>Arrival/Changeover Clean</b>	<b>Mid Stay / Departure Clean</b>
Two Bed Apartment	From €45	€40
Three Bed Apartment	From €50	€45
Two Bed Penthouse	From €55	€45
Three Bed Penthouse	From €60	€50
Two Bed Townhouse/Duplex	From €55	€50
Three Bed Townhouse/Finca/Duplex	From €65	€60
Four Bed Townhouse/Finca/Duplex	From €70	€65
Three Bed Villa	From €85	€75
Four Bed Villa	From €90	€80

**NEW PROPERTY/ POST BUILDERS CLEAN** – Available if required, price on request

## **LAUNDRY**

Laundry is charged at 14€ per single bed 20€ per double bed, included in this cost is bottom sheet, top sheet or duvet cover, pillow cases, bath and hand towels, towelling bath mats and tea towels. Additional items such as heavyweight bath mats, mattress protectors, duvets, blankets etc. will be charged at extra cost - a full price list is available.

## **LINEN**

All bed linen to be provided by the client, and to be of good quality and labelled with property details.

A minimum of two sets of linen is required per bed for each property. Four kitchen hand towels, six tea towels and one pair 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 pillow cases (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

## **PROPERTY RENTALS**

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

### **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. We are registered with the local Tourist Board and as such are on their list of Approved Holiday Rental Properties. We recommend you add your property to their portfolio to obtain maximum exposure. We will be happy to discuss this with you and help you in any way we can.

For our part we will make your property available for client enquiries from our own web site and other holiday marketing we undertake.

### **Long Term Rentals**

We often receive enquires for 3 month rentals for winter breaks or 6 month rentals for those that 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€.

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.

Roda.FM fully manages any booking and provides a range of additional services to ensure all clients receive the best possible service during their stay.

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 aim to make your place in the Sun a place of total relaxation and Fun!!

**FULL PROPERTY MANAGEMENT AGREEMENT**

The annual charge for this service is either 410€ per annum paid in advance or twelve monthly payments of 40€ paid in advance by direct debit and includes the following:

- 24 Hour help line
- Monthly inspection 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 furnishings etc. Any problems reported to owner within 24 hours.
- The property will be fully opened and aired during the monthly inspection. All indoor and outdoor plant pots will be watered.
- 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 authorisation 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.
- Guest greeting service with key handover during office hours.
- Pre arrival utility and services check.
- Daytime call out service.
- Hire cars available from as little as 10€ per day exclusively for our clients
- One month's written notice required to terminate contract, balance of payment refunded.

I/We agree to the above

Signed .....

Date .....

Property .....



**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:		Hidrogea Contract No:		
HC Energia Contract No:				
Post Box No:				
Contract Start Date:		Renewal Date:		
Payment Method:				
Any Other Info:				