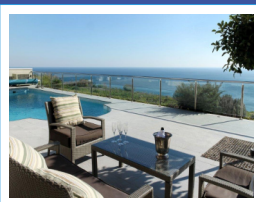
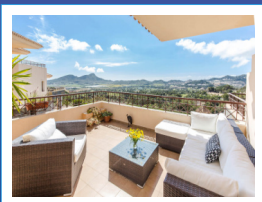
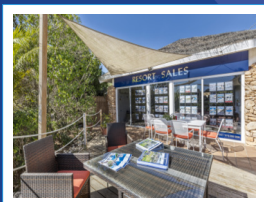




# RESORT

## MANAGEMENT



## MANAGEMENT SERVICES

*"Your home in capable hands".*

THE VILLA MANAGEMENT SPECIALISTS  
[www.resortsalesandmanagement.com](http://www.resortsalesandmanagement.com)

*Resort Management covers every aspect of buying, managing and renting a property. Our on Resort Offices are staffed by bi-lingual personnel and are on call 24 hours a day 365 days of the year.*

## A warm welcome

### *Just imagine...*

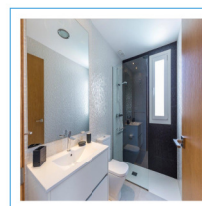
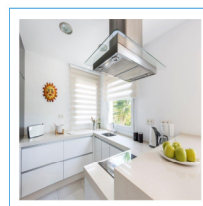
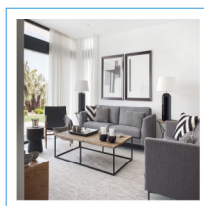
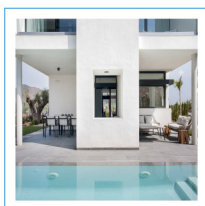
You arrive at your home in Spain, perhaps a little tired after the journey but full of anticipation. You turn the key in the lock, open the door and are greeted by that incomparable smell of freshness. As you walk through the house, everywhere is sparkling clean. In the bedroom the crisp, freshly laundered bed linen and plump pillows seem to assure restful nights. In the kitchen, all the ingredients for tomorrow's leisurely breakfast on the terrace are ready and waiting... It seems as if you have never been away.

At Resort Management we would like to make each and every arrival just as pleasurable as this. Our Property Management service is dedicated to ensuring that your home is always in tip-top condition and that every visit is enjoyable and hassle-free.

However, we also understand that every home is different and that requirements vary not just from owner to owner or property to property, but also from year to year. That is why we have designed our Property Management Services to be completely flexible. By tailoring our services to your needs, we are not only able to provide a level of service that is second to none but also to avoid any unnecessary expense for you.

And whether you choose simply a monthly air and inspection or a comprehensive home, pool and garden maintenance programme, you are assured the same commitment to your satisfaction and the reassurance that your home is being well looked after.

### *Your home in capable hands.*



## Resort Management

### *At your service*

Resort Management has been established as the regions leading management company, real estate agent and property developer since the mid 1980s.

Through our multi-lingual team of specialists, our Management Services Division provides you with a wealth of expertise in every aspect of home care, maintenance and management.

- W 1 Specialist home maintenance services
- W 2 Home Improvements
- W 3 Maid Services
- W 4 Owner & guest services





# Specialist home maintenance services

*Your home in capable hands*

## AIRING AND INSPECTION SERVICE

Our airing and inspection service will ensure that your home is regularly aired and that everything is in first-rate condition.

While your home is unoccupied we will visit once a month and

- Open all windows and leave property open to air
- Inspect property for any obvious faults, problems or damage
- Check for signs of humidity damage and recommend remedial action (such as more frequent airing, the installation of air grilles or a dehumidifier) where appropriate
- Check overall condition of property, both inside and out
- Check for leaks or entry of rainwater
- Check condition of interior and exterior doors, frames, windows and shutters
- Note the condition of interior fixtures, fittings and furnishings
- Test major household electrical appliances (e.g. washing machine, dishwasher, air conditioning, heaters etc.) to ensure that they are in working order
- Check for evidence of vermin entry

This comprehensive monthly “check-up” helps to identify any likely problem areas before they become serious and, if appropriate, arrange for minor repairs so that everything is in good working order when you or your guests arrive. If any urgent work is required we will contact you immediately by telephone or e-mail.

We also keep a detailed record of each inspection visit, which helps us keep track of any deterioration over time. You are welcome to review our reports whenever is convenient to you.

For those who require a more frequent airing, we are happy to quote for fortnightly or weekly inspections on request.

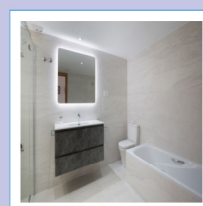
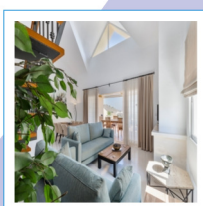
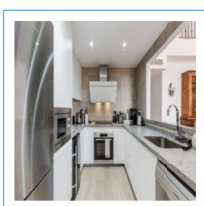
## FULL ACCOUNTS SERVICE

No need to worry about your electricity being cut off or being fined by the local rates office for late payment. We can take care of all your financial obligations, meet any payments due, sort out any queries and make any contractual arrangements necessary.

The service normally includes the following accounts, but can be extended on request:

- Electricity, gas (if applicable)
- Water (if applicable)
- Local rates (Contribución Urbana)
- Club TV
- Insurance
- Community charges

In order to be able to handle these accounts on your behalf, we ask you to maintain an agreed reserve fund in your Resort Management account. We will provide a detailed monthly statement showing you exactly what payments have been made.



# Specialist home maintenance services (cont'd)

*Your home in capable hands*

## GARDEN MAINTENANCE

One of the most important features of a villa is its garden and at Resort Management we aim to ensure that your garden will always be your pride and joy.

Our comprehensive garden maintenance programme starts with a personal visit and survey by our Gardening professionals to assess your garden's current condition, basic maintenance needs and any ideas for improvement.

Our garden maintenance services include:

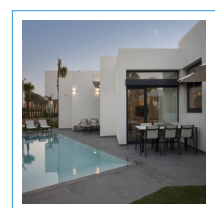
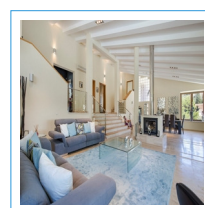
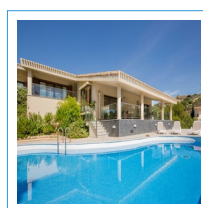
- Lawn care: regular cutting, watering and fertiliser treatment to ensure that lawns are kept at their greenest
- Weeding of all garden areas as well as gravel paths, walkways and drives
- Hedge trimming
- Pruning of shrubs and trees
- Removal of dead heads from flowering plants
- Watering of lawns, flower beds, herbaceous borders, rockeries, pots and planters
- Periodically checking sprinklers and automatic watering systems to ensure they are functioning correctly
- Applying fertiliser to plants and beds when appropriate
- Treatment for slugs and snails and spraying as required to eliminate damaging insect pests

## POOL MAINTENANCE

Our swimming pool maintenance service for individual villas is designed to keep your pool in optimum condition for the enjoyment of you and your guests.

Services include:

- Regular service and inspection visit (as required)
- Additional service visits when needed (e.g. after high winds, heavy rain etc)
- Checking water level and adding water if appropriate
- Vacuuming pool floor and sides to remove all leaves, accumulated dirt and debris
- Cleaning surface of insects and floating debris
- Checking pump and operating equipment to ensure it is functioning with maximum efficiency
- Cleaning skimmers and pump filter
- Checking pH and adding chemicals where appropriate to ensure sparkling clear water and clean, safe bathing



# Home improvements

*Helping to turn your house into the home of your dreams*



## MAINTENANCE AND SMALL WORKS

Our skilled small works team is always on hand for maintenance and repairs. You'll find that no job is too big or too small and that our service is second to none. We can provide a host of services including:

- Emergency repairs
- Electrical work
- Carpentry, locks and installation of safes
- Glazing and PVC windows and doors
- Servicing arranged for household electrical equipment, water heaters, central heating, air conditioning.
- Kitchen fitting and bathroom renovations
- Free quotations for small jobs

Maintenance and small works are charged on a time and materials basis. We are also happy to provide interpreting services when needed and handle payments on your behalf.

## EXTENSIONS AND MAJOR CONSTRUCTION

If you are thinking about extending or making major changes to your home, why not let us share our experience, gained over many years as one of La Manga Club's leading property developers.

We can help with:

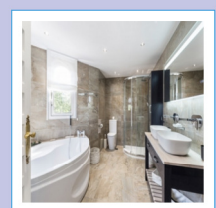
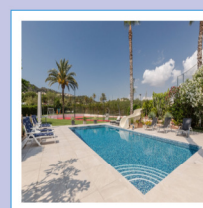
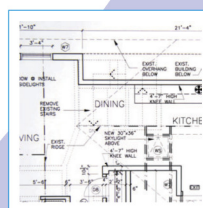
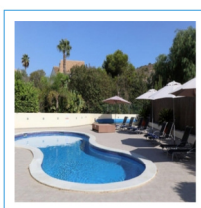
- Architectural concept and design
- Dealing with local planning regulations and requirements
- Obtaining independent quotations to ensure the most comprehensive prices
- Construction of the highest standards using experienced and reliable contractors
- All other related services

## INTERIOR DESIGN AND SOFT FURNISHING

Whether you would like to completely refurbish your home or are simply looking for a fresh new colour scheme, our professional interior design team will be pleased to advise and assist.

Amongst other services, we can provide;

- Painting, decorating and wallpapering
- Lighting, design and installation
- Kitchen, floor and bathroom renovations
- Made-to-measure curtains and blinds
- Awnings
- Re-upholstery of sofas, easy chairs and dining chairs with fabrics of your choice
- Material-covered headboards, bedspreads, valances and cushions
- Advice and assistance with buying furniture and electrical appliances





# Maid services

*Simply spotless*



So you can relax and enjoy your home from the moment you or your guests arrive. Simply let us know which services you require and when.

## ARRIVAL PREPARATION WITHOUT CLEANING

Ideal if your property has recently been cleaned

- Open and air property
- Switch on electricity and check that fridge and water heaters are operating correctly
- Make up beds
- Place towels, soap, toilet paper and bin liners
- Switch on heating or air-conditioning if required
- Put out terrace furniture

## ARRIVAL PREPARATION WITH CLEANING

Our most popular service for the brightest arrival

All the above, plus:

- Dust all furniture, cupboards and shelves
- Sweep and wash floors
- Vacuum carpets and rugs
- Clean kitchen, including cooker, hob, fridge, all appliances, tiles and work surfaces
- Clean and disinfect bathrooms and cloakrooms
- Clean window sills inside and out
- Clean windows (unless otherwise specified)
- Sweep and wash terraces
- Clean and arrange terrace furniture
- Check windows and shutters and clean if necessary

## MID-STAY CLEAN

So you can enjoy your stay to the full without the drudgery of housework

- Dust throughout
- Sweep and wash floors
- Clean and disinfect bathrooms
- Clean kitchen, including washing up
- Change beds and make up
- Supply clean towels
- Empty bins and replace liners
- Sweep terraces

You can also choose a mid-stay clean without linen change or simply a mid-stay linen change without cleaning

## DEPARTURE CLEAN

The perfect end to a perfect stay, and still no housework!

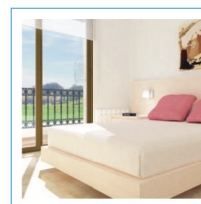
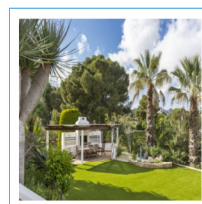
- Remove all used linen and towels for laundering

- Collect and dispose of all rubbish and clean bins
- Strip beds and remove linen for laundering
- Dust all furniture, cupboards and shelves
- Sweep and wash floors
- Vacuum carpets and rugs
- Clean kitchen, including cooker, hob, all appliances and wall tiles
- Clear any remaining washing up and return all items to their place
- Empty fridge, clean, switch off and leave open to prevent mould
- Dispose of perishable foodstuffs from fridge or larder
- Clean and disinfect bathroom, including wall tiles
- Clean and bring in terrace furniture
- Unplug water heaters and disconnect electricity
- Close all windows and shutters, locking where applicable

## CHANGEOVER CLEAN

A comprehensive, combined departure and arrival clean, done at the same time, when expecting new guests soon

- Remove and replace all used linen and towels
- Collect and dispose of all rubbish, cleaning bins and replacing liners
- Change beds and make up
- Replenish soap, toilet paper and waste bin liners
- Dust thoroughly throughout
- Sweep and wash floors
- Vacuum carpets and rugs
- Clean kitchen, including cooker, hob, fridge, all appliances and wall tiles
- Clear any remaining washing up and return all items to their place
- Ensure all appliances are in operating condition
- Clean and disinfect bathroom, including wall tiles
- Clean and rearrange terrace furniture
- Clean windows, close and lock where applicable but leaving shutters open



# Owner and guest services

## *Exceeding expectations*



Our aim is to offer the friendliest, most efficient and comprehensive customer service available anywhere in the region. The following are some of the additional services we provide on a regular basis, but the list is not exhaustive. Just let us know what your requirements are and we will do our utmost to fulfil your needs.

### AIRPORT CHAUFFEUR SERVICE

We can collect you or your guests from Murcia or Alicante Airport in your own or our car; and if you want to make an occasion special, we offer a full limousine service.

### CAR HIRE

Available at competitive rates from Murcia or Alicante Airport. We do not charge a booking fee for this service.

### CLEANING

In addition to our maid services we can also offer laundering or dry-cleaning of curtains, rugs and soft furnishings as well as on-site steam cleaning for furniture and upholstery. If your floors are looking a little tired we can have them professionally re-polished so they shine like new.

### EMERGENCY CALL OUT

We provide a 24-hour emergency call out service for any urgent repairs or difficulties.

### EQUIPMENT HIRE

We can provide a variety of additional equipment on request. Typical examples include cots, stair gates and high chairs, rollaway beds, blankets and linen, electric heaters or fans, gas heaters, de-humidifiers and televisions.

### EXTRA PAIR OF HANDS

Whether it's a cleaner, a cook, a baby sitter or an "odd-job" person, we can assist with trustworthy and reliable personnel.

### HEATING

We can arrange replacement gas bottles or delivery of firewood, and deal with all contractual arrangements.

### GROCERIES

From a basic welcome pack with breakfast essentials to a comprehensive, re-stock or a luxury treat, we'll have them ready and waiting for your arrival.

### KEYS

For your security and peace of mind, we provide key control and collection service and maintain full records of key movements. As part of this service, we can arrange for your guests to collect keys from our offices or from our safe box outside office hours.

### LINEN POOL

Highly recommended if you are thinking of letting your property and a great benefit even if you are not. How does it work? You purchase the appropriate number of linen sets from us and we do all the rest (laundry, changeovers etc). Our pool linen is of the highest quality and updated on a rolling three-yearly basis. Join our pool linen service and you will benefit not only from pristine white linen on every visit, but also reduced rates on laundering.

### OFFICE SERVICES

Typing, photocopies, telephone messages, faxes and e-mails: sent and received... Whatever your secretarial requirements, we will be pleased to oblige. We can also collect and deal with mail and handle all manner of administrative matters on your behalf.

In addition, our multi-lingual team are always on hand to help you with the complexities of the Spanish language. We'll even accompany you to important meetings or shopping trips if required.

### RENTAL SERVICES

We will help you maximise the return on your investment while ensuring that your interests always come first. For further details, ask for a copy of the Resort Holidays property letting brochure.

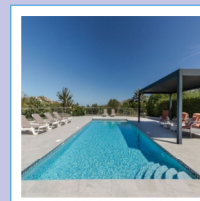
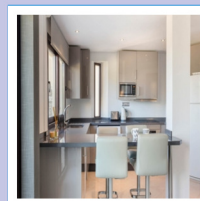
### VEHICLE CARE

Whether it's your car or your golf buggy, we can assist with all vehicle-related matters.

### VISITOR SERVICES

We provide an information pack in all properties to help your guests get the most out of their stay. We can also arrange temporary residents cards so they can enjoy the maximum discount on resort sports facilities where appropriate.

***We are here to make your life easy !***



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