



## **Professional Property Management Services On The Costa Blanca**

Citrus Iberia is an Anglo Spanish Company with offices in the UK & Spain offering After Sales Care and Spanish Property Services for owners who want first class care for their Spanish property on the Costa Blanca

### **Spanish Office**

Citrus Iberia CB  
Avenida de la Marina 44  
Benissa 03720  
Alicante  
Spain

Tel: (+34) 96 649 7234

### **UK Office**

Citrus Iberia Limited  
Unit 1, St Peters Road  
Maidenhead  
Berkshire, SL6 7QU

Tel: +44 (0) 208 338 8444

**<http://www.citrus-iberia.com>**

# Citrus Iberia

The completion of your Spanish Property sale should be a dream come true and the beginning of something wonderful, and our aim is to make sure you enjoy it by offering a complete after sales and property management package here in Spain - taking the worry out of property ownership leaving you free to benefit from the sun, sea and Sangria!

For those who do not have the language, and do not understand the idiosyncrasies of the Spanish, it can often be a quite stressful affair arranging visits from tradesmen, furniture deliveries, connection of services such as telephone, electric, water or gas, or getting to know your way around the local area. This is an important part of purchasing a property in Spain, and we understand that most people would rather relax and enjoy their new property than spending their time wishing they'd never bought it!

Another problem often encountered is the time factor – deliveries that don't arrive, tradesmen who down tools at 1pm and cannot finish the job until the next day, or people just not being available when you need them.

As the Company Directors are English and Spanish, we are able to negotiate with solicitors, insurance companies, local tradesmen or service companies on your behalf without the language problems normally encountered by foreigners. One of the things you will learn about in Spain is that normally Nationals get things done in half the time, with half the hassle!

We can arrange the complete interior design – furnishings, electricians, soft furnishings, and accessories as well as gardens, grilles fitted, security systems, air conditioning, building works or swimming pool installations. Being based on the Costa Blanca, we are familiar with the best places to buy whatever you may need, and can give recommendations if required – or even take you shopping! If you are bringing furniture from the UK, we can recommend specialist and competitive removal companies.

Whether you want your new property to be regularly inspected, maintenance or building works undertaken, pools or gardens attended - we are here to help. If you have bought your property as an investment, we can help you get the most from it by advertising it for holiday rentals and taking care of the resulting bookings.

## **Relocation Services**

Relocating to Spain is rarely as simple as packing up your furniture and moving. There are many pitfalls that could be avoided by using a professional company to help you.

We act as independent relocation specialists who offer both advice and practical help for those moving to Spain, such as furniture removal, transition of pets to Spain, property rental, NIE Numbers (national identification numbers), residency papers, schooling, car purchases, taxes, storage facilities and more! We can also help with legal assistance, learning the language, medical advice, insurance, bank accounts or with starting up your own business.



**Property Maintenance and Management** is an overall part of property ownership, we all know that - but what if your property is 2,000 miles away?

Why use a professional Company?

- a) To guarantee that your investment receives the best possible care and attention by a fully insured and registered company so you can be assured that your home is secure and in safe hands.
- b) To ensure your property is not misused, and you are not liable for the problems that may occur when using illegal services offered by expats working from home.
- c) A property that is obviously visited regularly is less likely to be targeted for burglary!!!

Being burgled is not something we like to think about - we all believe that 'it cannot happen to us'. The reality though is that it can be you, and if it is, we can make sure that it is reported immediately to the police and your insurance company. Regrettably, many people tend to request our services after the event. By introducing simple precautions, the 'nasty man' could have chosen your neighbour's house instead.

c) If you are not in Spain yourself, you need to know that there's someone on hand who you can trust to ensure everything runs smoothly. What happens if the toilet doesn't flush, a window gets broken, or the swimming pool pump breaks down?

e) To keep the property free from the 'element problems' - mainly damp and mould growth which are unfortunately a significant problem with homes on the Costa Blanca.

When you visit your Spanish home, it is unlikely that you wish to spend time cleaning, mending and finding local contractors instead of relaxing and enjoying yourself, and it is under circumstances like these that employing a maintenance and management company can truly be of benefit. We can arrange for tradesmen to take care of these specific problems on your behalf, leaving you to relax and enjoy your Spanish home.

We pride ourselves on our excellent level of service and have, over the last two years, built up a reputation for honesty and reliability. We are a small but professional Company, and take great satisfaction in offering 'the personal touch', so often lacking with larger companies.

## Annual Contract Services

What price the peace of mind knowing your Spanish property is being frequently visited and looked after? Fortnightly visits for empty properties are standard, and we will also make an emergency check on the property in the event of a storm or flooding, making sure all TV's, telephones and electrical appliances are unplugged and no damage has been sustained. Our services can more than cover the yearly cost as early detection of a problem can often prevent higher expenses later.

Our Annual Contracts for Spanish property services start from an annual fee of £310 - £5.96 per week.

**Key Holding Services** - A **secure keyholding** service can be provided for only 41p per day, enabling us to supply prompt action on request. We will hold the keys of your property in a safe place and upon request make them available to visiting guests, owners or tradesmen.

**Annual Service** - Comprising of regular external property inspection, letterbox clearance. All mail will then be forwarded on to your home address. Gardens and patios will be swept. Log books are held for each property, and we will submit regular reports via fax or email to our clients. Any damage will be recorded on digital camera, whereby images can be posted or emailed to the owner.

At the same time, internal property inspection, safety and hygienic checks are undertaken.

We will make sure that your Spanish property is clean and, tidy, testing appliances to make sure all are in working order, gas, electricity, lightbulbs, security systems if applicable. The property will be aired, and plants watered. Any small works such as replacing lightbulbs or repairing leaking taps will automatically be undertaken at the time of inspection.

We will also check the property in the event of a storm or flooding, as storm and flood damage is a very real possibility in the north Costa Blanca. We will make sure all TV's, telephones and electrical appliances are unplugged. Log books are held for each property, and we will submit regular reports via fax or email to our clients. Any damage will be recorded on digital camera, whereby images can be posted or emailed to the owner to evaluate and let us know what should be done.

**Maintenance** - If we are required to buy fittings/replacements or specialist work is necessary, this will incur an additional charge. We will inform you if any problems that may arise and quotes can be obtained for works on your behalf. Gardening, pool cleaning, painting and decorating and building works can also be undertaken at additional cost.

### Additional Services:

CCTV Building Works (our builders are members of the Federation of Master Builders) Pool Installations Garden Works Landscaping Double Glazing Security systems
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Furniture Packs Help with Moving in Plumbing Electrical Air Conditioning Satellite TV Central Heating Tiling
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## **Rental Services**

If you live in the same area as your holiday home, you could supervise all aspects of rental management of your Spanish property and maintaining the property yourself, although there is a considerable amount of work involved, but if you do not, the best solution is to hire Rental Management Company here in Spain that would take care of all the finer points of the business. All you have to do then is sit back and receive the income from your Spanish property rentals!

The fees charged by us are easily recouped by regular letting and it is our intention to make sure that each booking goes as smoothly as possible, resulting in guests that wish to re-book the following year, and recommend your property to others . . . Word of mouth advertising is probably about the best you can get!.

We will visit your Spanish rental property, take photos and submit details to advertise your property top Spanish Holiday Rental websites, giving you the opportunity to reach a worldwide audience, plus an advertising brochure on our own website. We also advertise in 'Exclusive Holiday Magazine' which is distributed in the UK. Getting bookings for your property is as important to us as it is to you - no bookings, no fee!!

Our job will then involve: - Dealing with enquiries from your clients. Vetting clients to make sure they are suitable. Handling client complaints/queries. Keeping booking calendars and availability charts. Keep spreadsheet records of all your rentals. Managing all bookings, taking deposits and payments and banking them for our owners, holding damage deposits and making relevant deductions if any damages. (A full property check will be made before releasing the damage deposits back to your clients) Our commission will be deducted from the booking payment and statements issued to clients.

Issuing your clients with booking conditions, directions and arrival instructions. Maintaining telephone or email contact with your clients from the first enquiry until they leave for Spain. We will provide details on how everything works, where to dispose of rubbish, informing them of house rules and giving information on local restaurants, local attractions etc. Keep an updated 'guest manual' in the property where guests can make their comments and suggestions on both the property and the rental management service we provide.

We also provide complimentary welcome packs and a welcome card for your guests, and arrange airport transfers or car hire if required.

Our number will be left with the guests in case of emergency and they will be able to contact us at any time.

People are more likely to look after your property if they feel you have gone to a lot of trouble to make them feel comfortable and welcome.

To win over potential or actual clients you have to show an interest in them and make them feel special. By using Citrus Property Management, we can do all that for you.

We will visit the property after each letting, giving it a full clean, kitchen, bathroom, appliances, polishing, sweep & mop floors, replace toilet rolls and towels, dispose of rubbish, check inventory, change bedding. Laundry will be washed, ironed and stored ready for the next changeover. A Clean property is your key to success in the letting market!!

## **What income can I expect from rentals?**

The number of bookings you can expect our adverts to generate and your resulting rental income will depend on a variety of factors. The location, style, standard, price and facilities of your property are all key factors which will influence the success of your advertising and hence the number of bookings.

We are normally able to secure bookings for several months of the year, including the high and even low season for our owners with property in the most popular holiday areas. Obviously an inland apartment in an area largely undiscovered by tourists is unlikely to generate the same level of interest as a villa with sea views and a private swimming pool in a top holiday spot.

On average, a 3 bed villa with a pool within 10 minutes drive of the sea will obtain £800 per week during the 6 week summer period, whilst the same property with air-conditioning and satellite TV will bring in around £1,000 per week. A 2 bed apartment with communal pool within 10 minutes of the beach will bring in a return of around £450. These are not 'hard and fast' figures as it is dependent also on other factors.

## **Furnishing the property for Rentals**

In general, the higher the standard of furnishings, the more likely guests seeing our adverts are likely to book. Holiday makers have become more demanding in recent years as the choice of property has increased dramatically with more and more foreigners buying property in Spain. Satellite TV's, microwave ovens, air-conditioning and even dishwashers are becoming standard requirements.

Soft furnishings such as beds, sofa's and chairs should be comfortable and preferably have washable covers. These items should be of a standard that you would be comfortable sleeping in, or sitting on, yourself.

At least two sets of bed linen and towels should be provided. These should be of reasonable quality, but bear in mind they may need replacing at the end of the season.

Properties should be presented as 'homely', but without too many personal or breakable items. Flowers, pictures, candles and mirrors will give a property a nice 'feel'.

Kitchens should be well equipped with sufficient cutlery and crockery to accommodate the number of guests a property sleeps. All items should be of a design that is easily replaceable if accidents and breakages do occur.

We have a team of conscientious, trustworthy and dedicated staff whose aim it is to ensure the security and cleanliness of your Spanish home and make sure the comfort of our owners & their guests is our top priority.

## Complete Property Services Price List

### Annual Management Contracts

<b>Premium Management Service</b>	<b>(includes keyholding):</b>
1 Bedroom	450 Euros / £310 per annum
2 Bedroom	584 Euros / £400 per annum
3 Bedroom	700 Euros / £480 per annum
4 Bedroom	774 Euros / £530 per annum
5 Bedroom	850 Euros / £587 per annum
<b>Rentals:</b>	20% of weekly rental price
Advertising included	reducing to 10% for long term rentals

### Cleaning (including laundry):

Our Bookings:	1 bed - £35, 2 bed - £45, 3 bed - £55, 4 bed - £65 5 bed - £75, others - please enquire. (may be extra for larger than average properties, large external areas or additional levels).
<b>For private/owners bookings *cleaning only* rates apply (see below).</b>	

**Call outs / Meet & Greet Services - £15 / 21 Euros (waiting up to hour)**

### Prices without a Yearly Management Contract

<b>Keyholding Only:</b>	Annual charge £150 / 220 Euros
<b>Property Rentals only (advertising is charged at £50 per year):</b>	20% of weekly rental price
<b>Cleaning Only (including laundry):</b>	1 bed - £45, 2 bed - £55, 3 bed - £65, 4 bed - £75, 5 bed - £85 (may be extra for larger than average properties, large external areas or additional levels).
<b>Advertising only:</b> <a href="http://www.spanish-villas-spain.com">http://www.spanish-villas-spain.com</a>	<b>*Client deals with own Bookings*</b> £50 per annum
<b>Spring Clean: (advisable beginning and end of season)</b>	
2 bed	£80 / 114 Euros
3 bed	£100 / 144 Euros
4 bed	£130 / 190 Euros
5 bed	£150 / 217 Euros
<b>Call out Services</b>	£20 / 30 Euros per visit
(includes up to 1 hr waiting. Subsequent hours charges at £15 / 21 Euros)	
<b>Meet and Greet Service:</b>	£ 20 / 30 Euros per visit
<b>Welcome Packs</b>	£ 20 / 30 Euros per pack
<b>Airport Services</b>	Various
<b>Maintenance Checks:</b>	£25 / 36.50 Euros per visit
All other services will be priced accordingly at the time of enquiry. Many will require estimates, which will be provided on request.	



**Citrus Iberia International Ltd**  
**Avenida de la Marina 44**  
**Benissa 03720**  
**Alicante**  
 Tel: 00 34 96 649 7234  
 e-mail: enquiries@citrus-iberia.com  
 http://www.citrus-iberia.com

## Annual Property Management Agreement

Area:	
Property Address:	
Number of Bedrooms:	

Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Contact telephone number: \_\_\_\_\_

E-mail: \_\_\_\_\_

I have a home insurance policy for the above property with the following company \_\_\_\_\_

I wish to receive my post every month at the following address:

\_\_\_\_\_

I would like the appliances in my apartment to be switched on/off as follows:

During my absence:

Main Electricity	<input type="checkbox"/>	<i>On</i>	<input type="checkbox"/>	<i>Off</i>
Refrigerator	<input type="checkbox"/>	<i>On</i>	<input type="checkbox"/>	<i>Off</i>
Immersion Heater	<input type="checkbox"/>	<i>On</i>	<input type="checkbox"/>	<i>Off</i>

For my arrival:

Under floor heating*	<input type="checkbox"/>	<i>On</i>	<input type="checkbox"/>	<i>Off</i>
Refrigerator	<input type="checkbox"/>	<i>On</i>	<input type="checkbox"/>	<i>Off</i>
Immersion Heater	<input type="checkbox"/>	<i>On</i>	<input type="checkbox"/>	<i>Off</i>
Air conditioning**	<input type="checkbox"/>	<i>On</i>	<input type="checkbox"/>	<i>Off</i>

\*winter \*\*summer

**Conditions**

1. Visiting your property regularly. We will make sure that your Spanish property is clean and tidy, testing appliances to make sure all are in working order - gas, electricity, lightbulbs, security systems if applicable. The property will be aired, and plants watered. The property will be checked for insect infestation, damp, water leaks and that all windows and doors are secure. Toilets will be flushed and taps will be turned on to ensure water is running correctly and to flush out any debris from tanks.
2. Watering of plants both inside and outside. Ensuring the terrace is kept tidy.
3. We will also check the property in the event of a storm or flooding, as storm and flood damage is a very real possibility in the north Costa Blanca. We will make sure all TV's, telephones and electrical appliances are unplugged.
4. Collection of post from your post box to be left either in your property or to be resent to your home address.
5. A Spring clean of the property at the beginning of the rental season is advisable. This service will involve a comprehensive clean of the whole property, including checking electrical goods, lights and toilet flush. Lights, fans, windows and curtains will be cleaned, and the outside of the property - terraces, patios ect. will be hosed down. The best time of year for this is May, but please pre-book if this service is required.
6. Keeping your key in our strong box and providing access to the property to your guests or suppliers, with your authorization, if requested by you.
7. Ensuring your tenants, should you choose to rent out the property, are making good use of your property.
8. Management will be contracted for a period of one year and can be paid annually or six monthly.
9. Send you our report following each property check. Log books are held for each property, and we will submit regular reports via email or post to our clients. Any damage will be recorded on digital camera, whereby images can be posted or emailed to the owner. Report to Police if necessary.
10. Filling in of insurance claim forms and handing insurance claims if required.

**Maintenance** - If we are required to buy fittings/replacements or specialist work is necessary, this will incur an additional charge . We will inform you if any problems that may arise and quotes can be obtained for works on your behalf.

		Annual Payment

- Cleaning Service: See Prices
- Laundry Service: See Prices

**METHODS OF PAYMENT:**

Yearly  Six Monthly   
 Credit Card  Cheque  Cash  Bank Transfer

**Credit Card Details:**

Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_ Cardholder: \_\_\_\_\_

Total Amount to be paid: \_\_\_\_\_

I agree with the conditions above described:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## RENTAL SERVICES

We will visit your Spanish rental property and take photos to advertise your property on our Spanish Holiday Rental websites at <http://www.spanish-villas-spain.com> as well as other top holiday rentals websites where we have advertising space such as [www.choosespain.com](http://www.choosespain.com), giving you the opportunity to reach a worldwide audience, plus we advertise our rentals services in local papers here on the Costa Blanca. Getting bookings for your property is as important to us as it is to you - no bookings, no fee!!

Our job will then involve: - Dealing with enquiries from your clients. Vetting clients to make sure they are suitable. Handling client complaints/queries. Keeping booking calendars and availability charts. Keep spreadsheet records of all your rentals. Managing all bookings, taking deposits and payments and banking them for our owners, holding damage deposits and making relevant deductions if any damages. (A full property check will be made before releasing the damage deposits back to your clients) Our commission will be deducted from the booking payment and statements are issued to clients.

Issuing your clients with booking conditions, directions and arrival instructions. Maintaining telephone or email contact with your clients from the first enquiry until they leave for Spain. We will provide details on how everything works, where to dispose of rubbish, informing them of house rules and giving information on local restaurants, local attractions etc. Keep an updated 'guest manual' in the property where guests can make their comments and suggestions on both the property and the rental management service we provide.

All administrative tasks pertaining to the above. Provide welcome packs and a welcome card (if required and at additional costs) for your guests, and arrange airport transfers or car hire if required.

Our number will be left with the guests in case of emergency and they will be able to contact us at any time.

People are more likely to look after your property if they feel you have gone to a lot of trouble to make them feel comfortable and welcome and we will do our best at all times to ensure that this is so. To win over potential or actual clients you have to show an interest in them and make them feel special. By using Citrus Property Management, we can do all that for you.

Our fees for the above services are 20% of your weekly holiday rentals, reducing to 10% for longer term bookings (6 – 11 months).

For rental purposes, 4 sets of keys are required. One will be kept in our office at all times, one will be kept by the cleaner and two will be in circulation for incoming holiday rentals. Our number will be left with the guests in case of emergency and they will be able to contact us at any time.

We will also require a full inventory provided by the owner, which will be checked at each changeover clean, plus 2 complete sets of linen and towels. We can arrange additional services, such as Meet and Greet, Welcome Packs and Car Hire if required.

Owners must inform us immediately of any bookings taken by themselves, or any periods that they require the use of the property for themselves. Citrus Iberia will automatically take bookings for any dates that are known to be free and inform you as soon as we have taken a reservation. Once Citrus Iberia take a booking deposit, this is a confirmed booking and cannot be cancelled by the owner at a later date. If the owner refuses to honour a booking already taken by Citrus Iberia, they will be required to pay compensation, or for alternative accommodation that Citrus Iberia may find for their clients.

At the end of the contract period, if for any reason you should decide not to renew, bookings previously taken by Citrus Iberia for periods after the term of the contract and previously agreed by yourselves, should also be honoured or alternative accommodation found and paid for.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
**PLEASE DO NOT SIGN THIS PAGE IF YOU ARE NOT RENTING YOUR PROPERTY**



## PROPERTY MANAGEMENT AGREEMENT

### ***Clauses & Terms of Appointment***

*The Client authorises the Company as follows:*

1. To undertake duties provided in the Agreement, within the scope and prices as detailed in appendixes.
2. To expend any sums for the benefit of the Property that are within the expenditure limits specified in the Agreement and also in cases of emergency to take such reasonable measures as the Company considers appropriate.
3. Report any adverse findings as a result of criminal activity to an insurance company and/or police authority.
4. To enter the Property within the scope of the Agreement.

### ***Communications between the Client and the Company***

5. Any other service outside the Agreement required by the Client shall be agreed in writing.
6. The Client is to provide all information such as insurance information necessary to undertake the management service.
7. The Client shall keep the Company informed of proposals to sell the Property or any part thereof.

*The Client undertakes:*

8. To pay the Company's remuneration as recorded in the Agreement.

### **Assignment**

9. If the Property is sold during the management period, the fees shall not be refundable.

### **Termination**

10. Either party may terminate this Agreement by serving on the other four weeks notice in writing.

### **Liability of the Company**

11. The Company is not liable either in contract or tort for any loss, injury, damage or legal or other expenses sustained as a result of:
  - the Company having reasonably relied upon the Client to provide accurately all relevant information;
  - any defect or failure to identify a defect in the Property whether or not such defect be latent or apparent on examination.
12. The Client shall indemnify the Company in respect of any claims made by another or third party for any loss, injury, damage or legal or other expenses referred to in Clause 11 above.

