

Services and Pricing

Prices

Service		Price €
<i>Annual Management Services</i>		
Servicio Oro		450
Servicio Plata		300
Servicio Bronce		225
<i>Individual Services</i>		
Key Holding	Monthly	10
	Annual	100
Cleaning	1 Bedroom Property	35
	2 Bedroom Property	50
	3 Bedroom Property	65
	4+ Bedroom Property	From 80
Inventories	Basic Price (1 Bedroom)	30
	Each Additional Bedroom	5
Property Inspections		35
Call Out	Initial Call incl. 30 mins	25
	Each Additional Hr pro rata	10
Replacement Keys		30
Replacement Locks		Cost plus 30€
Welcome Pack (4 pers)	Standard	20
	Luxury	30
Meet and Greet		25

Maintenance and Assistance

Call Out / Basic Maintenance	Initial Call incl. 30 mins	30
	Each Additional Hr pro rata	10

Arrange Quotes/Repairs	5% of Works Cost	Min 25€
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Mail Forwarding	Collection (inc in Property Insp.)	15
	Forwarding	At Cost

Representation eg Comunidad Meetings	First Hour	20
	Each Additional Hr pro rata	10

Supply of Materials/Provisions	By negotiation	
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Rent Collection	2% of Rent Collected	Min 10€
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All above prices are based on properties in the Playa del Ingles / San Fernando / Campo Internacional zones. Properties outside these zones will incur mileage charges depending on the distance.

Management Service Comparison

Service / Service Level	Oro	Plata	Bronce
Official Keyholder	●	●	●
Property Inspections ^①	●	●	●
Water Plants	●	●	●
Internet Webpage & Advertising	●	●	
Availability Calendar	●	●	
Online Payment	●	●	
Booking Administration	●	●	
Affiliate Advertising	●		
Rent Collection	●	●	○
Create Inventory	●	○	○
Check Against Inventory ^②	●	●	
Welcome Information Pack	●		
Basic Maintenance ^③	●	○	○
Meet & Greet ^④	●	●	○
Owner Visit Preparation	●	○	○
Guest's Emergency Contact	●	●	○

● Included / ○ Additional Cost

- ① Monthly Inspections included when property is not occupied
- ② For "Plata" service, Inventory must be provided by Client or inventory charge paid separately.
- ③ Basic maintenance is simple replacement of such items as light bulbs, shower hoses etc limited to 30 minutes work. Materials remain chargeable.
- ④ Provided for our bookings only.

Management Service Descriptions

The table above outlines your benefits under the different service levels.

Servicio Bronce

Our basic service provides peace of mind to the property owner. We act as key holder and inspect the property monthly when not occupied, providing a written (email) report when needed. All other services are chargeable as required.

Servicio Plata

Our middle level service provides the benefits of Servicio “Bronce”, but in addition provides an internet presence in the form of a webpage and links from our other advertising sites including www.grancanariadirect.eu. We will administer all our derived bookings where a fee of 15% will be levied against the total rent received. Administration includes taking the booking, communication with the client, receipt of payment, liaison with the client on arrival and informing of house rules, rubbish disposal and local facilities. The balance of rental received will be paid to the owners local bank account (or international account at cost). An availability calendar is provided and the owner will be able to reserve periods for their own use as well as take their own bookings for the property. Meet and Greet is provided for our bookings but is chargeable in other cases.

Servicio Oro

Our top level service adds to the benefits of Servicio “Plata”. On taking on your property we will conduct a full inventory against which we can check the contents in the future. In addition to our own advertising, we will open up your property details to whole network of websites through which you can achieve bookings. We will continue to levy 15% against our own sourced bookings, but since affiliate bookings charge their own commission we will simply make the appropriate cleaning charge at the end of the stay. With this service we will also prepare an information pack regarding the property and the local area and tourist attractions. Basic maintenance services are included (materials remaining chargeable). Preparation for owner’s visits is included but in all other cases individual charges will be made for cleaning and preparation services as required.

Key Holding

We will hold the keys of your property and, when requested, make them available to visiting guests or tradesmen. We can also meet visitors or tradesmen where our Call Out service will be charged.

Gran Canaria Holiday Apartments (GCHA) can only take responsibility for the property or any of its contents when we are sole key holders. Should the owner arrange for any maintenance work direct with contractors and wish us to provide keys, then we must have written authorisation to do so and cannot then be deemed to have responsibility for the property or its contents. It is the owners responsibility to make sure that the property and its contents are properly insured against third party liability, damage or theft.

Cleaning

We will visit the property after each letting period and thoroughly clean it before the next arrival. The contents will be checked against the inventory. All appliances will be checked and tested and while airing the property, an internal and external inspection will be conducted. Fixture, fittings and furniture will be checked for wear and tear. Sanitary wear and plumbing will be checked. All appliances will be switched off when the property is empty and, where possible, water isolated. Any plants will be watered. Mail will be checked and collected. Finally the property will be secured and security arrangements checked. Any defects will be advised in a written (email) report. Photographs of damage/defects will be provided where possible.

Owners should provide at least 2, preferably 3, sets of bedding and towels to allow for any 'accidents' by your guests and for same day changeovers. Properties should be provided with adequate cleaning equipment for our and the clients' use. Replacement cleaning equipment will be charged at cost (Cleaning solutions are included in Servicio "Oro").

Inventory

We will visit your property and provide an inventory of all contents against which we can check the state of the property during future visits. You will be furnished with a copy of the inventory on completion.

Property Inspections

We will visit the property. All appliances will be checked and tested and while airing the property, an internal and external inspection will be conducted. Fixture, fittings and furniture will be checked for wear and tear. Sanitary wear and plumbing will be checked. All appliances will be switched off when the property is empty and, where possible, water isolated. Any plants will be watered. Mail will be checked and collected. Finally the property will be secured and security arrangements checked. Any defects will be advised in a written (email) report. Photographs of damage/defects will be provided where possible.

Call Out

Where required, we can attend your property and meet tradesmen or deliveries as required. The basic cost includes 30 minutes waiting time, additional time being charge pro-rata.

Keys and Locks

If keys are mislaid we can arrange for replacements to be cut (where possible). Assuming normal blanks are sufficient, the standard charge will be made (and charged to the client where appropriate). If high-security key cutting is required, or locks require to be changed, this will be charged at cost plus handling fee (again charged to the client where appropriate).

Welcome Pack

We will arrange for the supply of Water, Bread, Milk, Coffee and Tea, Butter and Preserves, Cereal and Sugar to your property for your guests arrival. The luxury pack will additionally include Croissant, Wine (Red and White) and Beer.

Meet and Greet

We will await your guest at the property and show them around, providing information on the facilities and local area. On departure, we will collect the keys from the property. This option will also allow collection of rent and / or security deposit from the guests as required. Airport transfers can also be arranged with a licensed taxi company.

Maintenance

We will conduct basic maintenance, such as changing light bulbs, fixtures and fittings, touching up paintwork, basic plumbing and electrical repairs. This will be charged at the Call Out rate (except Servicio "Oro") and materials will be charged at cost. More significant work and repairs will be passed out to local tradesmen and we can arrange for quotes as requested.

Quotes / Repairs

We will arrange for the attendance of one or more tradesmen to quote for larger repairs or work. The charge will be based on percentage of the tradesman's fee (reflecting our level of work in getting the quotes), subject to a minimum fee.

Mail Forwarding

Checking and collection of mail is included in the Cleaning and Inspection services. We can arrange for forwarding of important mail to the owner at cost. Separate visits to collect mail are chargeable.

Representation

We are happy to represent the owner at Community meetings (your proxy) subject to being provided with relevant authority. We will ensure your instructions are followed and any votes etc conducted in accordance with your wishes. Charges are based on time spent.

Supply of Materials/Provisions

We can arrange for the purchase and supply of materials or provisions in accordance with your instructions. Charges will be based on cost plus fee, where the fee will be based on time spent and distance travelled in order to fulfil your needs. Full costs will be agreed before proceeding.

Rent Collection

We can make arrangements to collect rent from long term clients and make payment to the owner's local bank account (or international account at cost) for a fee of 2% of rent collected subject to a minimum of 10€. Included as part of "Oro" and "Plata" management packages.