



PRESENTATION

We offer services to owners who buy properties in Golfo Gabella and in other SIST Group's developments. Our aim is to offer a complete after sales and property management package here in Italy - taking the worry out of property ownership, leaving you free to benefit from the sun and the lake!

For those who do not speak Italian, it can often be a quite stressful affair arranging visits from tradesmen, furniture deliveries, connection to services or getting to know the local area. Another problem is the time factor - deliveries that do not arrive, tradesmen who leave jobs unfinished, or people just not being available when you need them. We are here to help you!

We can negotiate with local tradesmen or service companies on your behalf without the language problems normally encountered by foreigners. We can arrange the complete interior design of your home. We are familiar with the best places to buy whatever you may need, and give recommendations if required - or even take you shopping!

Whether you want your new property to be regularly inspected, maintenance works undertaken, pools or gardens attended, you can count on us. We can arrange for tradesmen to take care of these specific problems on your behalf, leaving you to relax and enjoy your home on the lake.

If you have bought your property as an investment, we can help you to get the most from it by advertising it for holiday rentals or/and taking care of the resulting bookings.

We provide clear contract conditions for a successful and profitable co-operation. With an office inside Golfo Gabella Resort and two more offices in the Luino area, you can be sure that your property is looked after throughout the entire year and that competent and qualified staff can help you to solve any kind of problems and emergencies that can happen in your absence.

PROPERTY SERVICES

1. ANNUAL MANAGEMENT CONTRACT

Our annual contracts for property services start from an annual fee of 220 Euros. Our contracts include the following services:

• Key Holding Service.

- We will hold the keys of your property in a safe place. The keys will be at disposal of you, your guests or suppliers in our offices. They can be collected with your authorization at the opening times of our offices. During weekends different arrangements can be made.

• Annual Service.

The annual service of property management consists of standard fortnightly external and internal property inspections for empty properties. A log book is held for each property, and we will submit regular reports via email to our clients. Any damage will be recorded on digital camera and images will be emailed to the owner. Furthermore we take care of the following tasks:



- Letterbox clearance. All mail will be left inside the property and forwarded it monthly to you at your home address.
- Gardens and patios will be swept.
- Plants will be watered.
- The property will be aired.
- Safety and hygienic checks in bathrooms are undertaken.
- Any small works such as replacing light-bulbs or repairing leaking taps will automatically be undertaken at the time of inspection.
- We will do emergency checks on the property in the event of 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.

2. MAINTENANCE.

If we are required to buy fittings/replacements or specialist work, this will incur an additional charge. We will inform you of any problems that may arise and quotes can be obtained for works on your behalf. At additional cost we offer also:

- full cleaning service at the beginning of the season;
- completion of an inventory;
- replacement of missing or worn items and all operations related to ensuring the good condition of the property;
- care and maintenance of gardens and pools.

3. CLEANING SERVICES.

A clean and tidy property is your key to success in the letting market! We can arrange a final cleaning and a daily cleaning if required by your guests. What we do is:

- a full clean of kitchen and appliances;
- hygienization of bathrooms, change of toilet rolls;
- a clean of bedrooms and a change of bedding;
- dispose of rubbish;
- sweep and mop floors and rugs.

A comprehensive clean of the whole property, recommended at the beginning of the season or at the completion of a newly built property, can be undertaken at additional costs. This will include a full clean of windows, curtains, tiled walls, terraces and patios.

4. LAUNDRY SERVICES.

We supply bed-linen and towels for hire. They will be washed and ironed at each changeover or on guests's request. We recommend that you provide a single duvet and a pillow for each bed. If you hire your property in winter, you should provide heavy duvets too. Mattresses should be protected from dust with a washable or plastic cover.



5. RENTAL SERVICES.

If you live in the same area as your holiday home, you could supervise all aspects of rental management of your property, although there is a considerable amount of work involved, but if you do not, the best solution is to hire a company that would take care of all the finer points of the business. 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. Our job involves that we:

- visit your property, take pictures and advertise it on our website through search engines and specific regional websites;
- receive the clients' requests and make arrangements for their stay. This includes that we provide booking conditions, directions and arrival instructions;
- maintain telephone or email contact with your clients from the first enquiry until they leave Italy.
- our number will be left with the guests in case of emergency and they will be able to contact us at any time;
- receive the clients' payments;
- send you a monthly reservation list by post, email or by fax (the reservation list can be checked on our website);
- send you the rental payments by cheque or bank transfer every month or every three months, according to the agreement, after the date of arrival;
- handle and collect the keys on the arrival/departure dates;
- hold damage deposits and make relevant deductions if any damages;
- collect extra charges if not included (telephone, water, power);
- show the property to the holiday-makers and provide details on how everything works, where to dispose of rubbish, informing them of house rules and giving them information on local restaurants, shops, local attractions;
- provide bed-linen and towels;
- arrange final and weekly cleanings if required.

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.

We will require a full inventory, which will be checked at each changeover clean.

If you decide that you do not need our laundry service, two complete sets of linen and towels for each bed (including sofa beds) are 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.

6. MISCELLANEOUS.

We offer the following services too:

- Rent of baby equipment (travel cots, mattresses and bedding, highchairs, car seats, etc)
- pick up at airport
- Meet and greet service: we meet your guests and welcome to your property. We provide keys on arrival and collect them on departure.
- Greeting packs: we buy groceries for guests arriving late or during weekends.