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Web: www.grenadapropertymanagement.com

Property Management Packages

Package One

- Visit to home once a week. Please note there may be times when we visit more than once a week to deal with an issue. We offer flexibility in this to ensure that the work is dealt with, but do then expect a certain amount of flexibility that the following week that a visit may not be made.
- Periodically checking all appliances are operating correctly.
- Checking mains water is operational, light bulbs are not blown, flushing toilets if the house is vacant for a while.
- Basic management of employees. Ensuring they are showing up on scheduled days and attending to requirements.
- Making sure any lights you requested to remain on for security are working correctly.
- Inform you of any urgent matters/maintenance that may arise.
- Organising repair of any urgent maintenance.
- Communicating about all matters regarding the property as needed.
- Purchasing supplies for housekeeping.
- Where garden equipment is privately owned - these can be taken in for repair when needed and providing gardener with gas and oil. We usually recommend you hire a garden service that provides their own equipment as wear and tear on personal equipment can be great.
- Ensure that your pool (if applicable) is being tended to by your pool company. Reporting any issues to them.
- Scheduling Pest Control.

- Solving of any phone/internet connectivity problems or similar.
- Scheduling of AC servicing but please note this needs to be done during regular working hours, Monday to Friday 8:00 a.m. to 4:00 p.m. Arranging of A/C repairs when required.
- Monitoring propane tanks and arranging for new tanks to be delivered as needed. For small gas tanks, arranging collection and purchase of full replacement
- Paying employees, reemitting NIS, paying of utilities and other bills.
- Accounting for your property by providing you with a spreadsheet of credits and debits along with corresponding receipts.
- Monitoring the general upkeep of the home and arranging for small repairs, plumbing and electrical. This may also include communicating with the local utility companies as required.
- Maintenance and Repairs. Maintenance is a very broad term. This will have to be arranged on a case-by-case basis as larger jobs may take extra time to monitor. Larger jobs may need employment of qualified individuals to oversee the work.

While we are not responsible for subcontracted services employed by yourself, we can advise you as to whether these services are going smoothly and according to the schedule you are expecting. Additionally this service is provided between Monday and Friday 8:00 a.m. to 4:00 p.m.

Package Two. Tailored to rental property.

- Includes services in Package 1 but is tailored towards a rental property.
- Assisting with marketing your property, rates etc. Uploading this information to the various platforms.
- Updating these platforms, changes in description details, rates, photos, marketing specials. Updating Website if applicable, listing on Google Ads and checking SEO settings. This does not include the design of website or photos for listings. If you wish to have a Social Media platform we can assist with this.
- Showing home to potential renters at a convenient time for both parties.
- Setting up the property to rental standard. If a large amount of work is required there may be an additional fee.
- Ensuring your gardener or contracted services coordinates with guests' arrival and departure as much as possible for an enjoyable stay.
- Informing housekeeper or cleaning services of guest's arrival and departure dates to coordinate cleaning etc. Purchasing guest amenities for house.

- Correspondence for pre booking inquiries, booking process, and answering pre arrival questions.
- Collection of deposit/rental payment when and if needed and depositing to your local account. Recording bookings and finances pertaining to same.
- Purchasing basic groceries for guests' arrival if requested (reimbursable by guests or yourself depending on arrangement).
- Arranging complimentary arrival transport, if included in rental or providing guests with driving instructions to the house.
- Arranging check-in access to guests.
- Tending, caring and helping with problems guests may encounter during their stay e.g. doctors, dissatisfaction with the rental property, assisting with car rental, tours, restaurant suggestions and other general inquiries.
- Assisting with smooth departure for guests, late check out requests. Reviewing guests after departure and encouraging them to write a review on the booking platform.
- Handling any non-wear and tear damage/breakage issues with guests when needed.
- Checking Linens, towels and guests' amenities are to a decent standard. Ordering of new if needed.
- Scheduling of heavy-duty cleaning (spring cleaning) monthly, yearly or on an as needed basis.