

## **Azzure Property Management Services**

### **Azzure Property Management Setup.**

#### **Property Set up:**

- Set up a laundry account, including personalised laundry bag.
- Set up a cleaning account and purchase a cleaning start up kit to include:- mop, bucket, brush, dust pan & brush, 4 x tea towels, rubber gloves, floor cleaner, bathroom cleaning products, bleach and polish.
- Initial property inventory
- Provide in-chalet tourist information pack for your client.

#### **Technology Set up:**

- Set up a custom webpage on our accommodation database.
- Set up a searchable listing for your property by location, types of holiday available (flexible break, week or weekend), maximum price and type of catering.
- Set up monitoring for number of page views and link click throughs.
- Setup Wifi and internet connections within the property (charged separately)
- Setup of Satellite TV within the property (charged separately)

## **Azzure Property Management Services**

### **The Azzure Property Management Service.**

#### **Marketing:**

- Azzure will advertise and promote your chalet.
  - We recommend advertising with at least two other chalet sites.
- Azzure is featured in the UK Press bringing interest via our site to your property.
- Azzure offers co-marketing promotion opportunities with the press and our sponsors.
- Azzure “features” properties on our accommodation page to raise awareness and get direct click throughs to their database webpage.
- Azzure “features” properties in our newsletters to increase interest and awareness.
- Promotions on partner websites.

#### **Maintenance and Repairs:**

- Azzure ensure a high standard of maintenance and repairs.
- Azzure provides a 24 hour emergency contact number.
- Azzure maintains a list of high quality reliable local firms and tradesmen.

#### **Laundry and Cleaning Services:**

- Arrange property inspections.
- Arrange cleaning services.
- Arrange laundry delivery.
- Arrange laundry collection.
- Arrange for beds to be made.

## Azzure Property Management Services

### Client Services:

- Manage all client enquiries.
- Key Holding
- Meet and greet your clients.
- Arrange a client welcome pack, tea, coffee, milk etc (as per proprietor's instructions).
- Provide a general information pack including local emergency numbers, taxi services and restaurant telephone numbers.
- Client check out.
- A property inventory after each stay.
- Client security deposit for their stay (determined by the property owner).
- Take credit card payments from clients.
- Send client a booking confirmation.
- Send the client an invoice and a receipt.
- Website design and hosting from our in-house team of developers and graphic designers.

### Keeping you, the property owner informed:

- Keep you up to date on chalet bookings – this will always be done by email.
- Forward chalet payments to you, the proprietor, (minus any payments due for maintenance costs etc.)
- Local contact for emergencies.

## **Azzure Property Management Services**

**Azzure In Chalet Concierge Services, for your guests.**

### **Arrival & Departure:**

- Airport pick up.
- Transport to the airport.
- Car Hire

### **Winter Activities Concierge:**

- Ski Passes
- Ski Hire
- Ski Lessons
- Mountain Guides
- Tandem Paragliding, Ice Driving, Husky Sledging, Snow Mobiling and many more to make their stay as exciting as possible.

### **Summer Activities Concierge:**

- Mountains bikes
- Hiking Guides
- Climbing Lessons
- Tandem Paragliding, Clay Pigeon Shooting, White Water Rafting, Canyoning and many more to make their stay as exciting as possible.

### **In Chalet Concierge:**

- Arrange grocery deliveries.
- Provide a “meals on wheels” service or catered option if requested.
- Arrange babysitters and childcare where necessary.
- Pre- book garderie.
- Arrange in chalet massage and beauty therapy treatments.
- Offer local knowledge on the area to ensure your guests have the best stay possible
- Check in and Check out service.

## **Azzure Property Management Services**

### **Azzure Property Management Charges and Costs.**

#### **Azzure Property Management Set Up Costs:**

The property set up and technology set up costs are £350. This is a one off cost in the first year to get everything going.

#### **Azzure Property Management Charges:**

We charge 20% of the total rent plus the service charges listed below.

There is an annual charge of £199 to be included in our accommodation database and marketing features (this is included in the first years set up costs).

We recommend you to advertise on at least two other highly regarded websites to increase marketing exposure. The cost of this is approximately £300.

#### **Azzure Services Charges:**

Cleaning      £15 per hour (normally 3 hours per week, more than this and it will be billed from the client).

Laundry      20€per cover. A cover includes 1 sheet, duvet cover, pillow case and large bath towel per person. 2 tea towels & 2 hand towels.

Additional requests not included will be charged at cost with an administration fee of £15 per hour. Mileage over 5km in length will be charged at 40p per km (this is the inland revenues figure for the re-imbusement of an employee using their own vehicle for work purposes.).