

## PROPERTY AND RENTAL MANAGEMENT

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# **2ND HOMES** International Real Estate

The property management of apartments in a holiday resort is closely related to the management of any ordinary hotel. The common integration of a great number of apartments within a complex gives the opportunity for a single property management company to contract for group bookings with major tour operators, thus ensuring a long tourist season and, consequently, greater income for the owners. It is a matter of major importance that the apartment-based holiday village itself offers a sufficient selection of services, and is provided with the necessary reception desk, local shops, hairdresser's and cosmetic parlour, swimming pools, and other relevant facilities for active recreation. Specific task in a nutshell :



### RENTAL MANAGEMENT

2<sup>ND</sup> HOMES' professional rental management programs are tailored to the needs of each property. We work with you to determine the details of each program. The most sophisticated Rental software is used by us to reach highest possible rental objectives.

### FINANCIAL MANAGEMENT

Our financial experts develop and manage budgets, utilizing proven accounting practices, and provide financial reports that match the requirements of your property.

### ON-SITE STAFFING

We can provide you with on-site professional managers on a full-time or part-time basis. These well-trained managers will keep a careful eye on your property, helping you protect your investment.

### HOUSEKEEPING

As part of our rental program we offer full or limited housekeeping services to your community.

### MAINTENANCE & REPAIR

Our on-site staffing can include providing you with qualified full-time or part-time maintenance personnel who will take special care of your property.

### ROOM RENOVATIONS & PROJECT SUPERVISION

2<sup>ND</sup> HOMES' in-house staff can develop both short- and long-range capital improvement plans, combined with on-site project supervision of outside contractors throughout your renovation process.



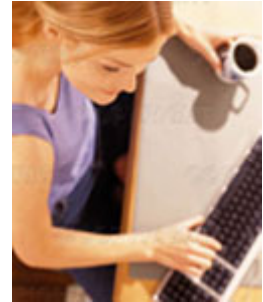
Rentals & Management

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## Our PMS includes:

This Property Management System has been created, tested by experts in the hospitality industry and is in use for many years by highly qualified and worldwide property management companies. **2ND HOMES RENTALS** is in favour of optimal transparency between them and owners as well as of advanced communication with them.



From the moment home owners sign a rental agreement with us; our activities take immediate start by making a secured inventory of the property owner by owner and property by property. **2ND HOMES RENTALS** signs for correct delivery and is 100% responsible from that moment on for damages and missing materials of mentioned parts of the inventory. **2ND HOMES RENTALS** will in these events take care of reparation and or replacement and owners will not be charged for any costs.

## Features:

- Full integration with online booking system.
- Invoices in the owners language
- Group bookings
- Management reports at any time
- Online login area for Guests to check their financials and cheques
- Look at bookings per property or total overview on one screen
- Invoices & payments in over 40 currencies
- Check in forms and the ability to scan passport or other ID documents
- Unlimited "extras" can be billed to bookings
- Management statistics: Occupancy per period, property or overview
- Analyse bookings and/or enquiries by source or offer code
- Agent support, net rates and commission, variable by property
- Finance functions
- Management of bookings from 1st customer contact to balance sheet
- To boost international marketing; integrated Email marketing system
- All properties can be viewed on one screen.

## Extra for property owners who have signed a rental agreement with **2ND HOMES RENTALS**:

- Owner income calculation, billing and statement production
- Online Owner login for to preserve their occupation and financials
- Accept Owner bookings, Owner guest bookings
- Automatic cleaning, booking admin, linen, management fees & other charges

**Information about 2ndHomes new Fractional Division can be delivered on request separately.**