

Rental Host Services

Empowering You to Maximise Your Income

As former professional hosts, we fully understand how important it is to maintain a consistent 5★ standard and ensure your guests have an excellent experience.

That's why we pay close attention to detail to make sure everything is in order, from making sure lights work to small but important touches such as ensuring the tumble dryer is lint-free and the kettle is free from scale.

Say NO to up to 30%

If you're a hands-on host who values control, seeks to optimise returns, and would prefer not to give 20% of your rental income to a full-service management company, Casa Concierge offers a refreshing alternative.



Andrea on
+ 34 711 05 22 60

INTRODUCING THE GATEWAY PLAN

With our flexible approach, you only pay for the essential and valued services with one of our **GATEWAY PLANS**, that puts you in control.

Choose either the:

1. **GATEWAY** *Solo*
2. **GATEWAY** *Plus*
3. **GATEWAY** *Ultima*.



Only pay
for the
services
needed

WHAT'S IN THE GATEWAY PLAN?

All plans come with:

Key Holding: Your keys are safely stored, secure, and unidentifiable.

Accessible Key Collection: Guests and contractors enjoy round-the-clock, stress-free key pickup, either in person, or via our secure key safe. Simply let us know at least three working days before your guests or contractors are due to arrive and the keys will be ready for collection from our Monte Duquesa Courtyard location.

Emergency Call Out Monday to Friday 10am to 6pm: Enjoy the peace of mind knowing that should urgent attention be needed at your property for guests or tenants, local assistance is available. Excludes weekends and public holidays.

Co-ordination of Emergency Repairs:
We'll take care of an emergency repairs to make your property safe and secure.

GATEWAY PLUS & ULTIMA PLANS

These also include:

GATEWAY *Plus* Monthly Property Inspections:
Ensuring everything remains in excellent condition, secure, and well maintained.

GATEWAY *Ultima* Fortnightly Property Inspections.

Our inspections are thorough and proactive, helping to identify any issues before they develop further.

GATEWAY PLAN
from €39 per
month including
IVA



PRICING

1. GATEWAY *Solo*: €39 per month (including IVA).

This plan includes key storage and collection only. Additional services can be arranged separately.

2. GATEWAY *Plus*: €54 per month (including IVA)

Includes monthly property inspections, when your property is unoccupied for more than 4 weeks.

3. GATEWAY *Ultima*: €69 per month (including IVA)

Includes fortnightly inspections, starting from the second week of vacancy for enhanced peace of mind.

OPTIONAL SERVICES

Enhance your offering with our range of optional services, available whenever you or your guests require them. In today's landscape, many guests prefer a more self-directed arrival experience following COVID-19. However, should a personal meet-and-greet be requested, we are delighted to arrange this for a truly welcoming touch.



SERVICES & PRICES

SERVICE DESCRIPTION

Inventory Check:

Up to 1 hour €34
1 to 2 hours €54
3 to 4 hours €74

Never be caught short on essential supplies again. Our team will conduct a stock audit and provide you with clear recommendations on which items need restocking, ensuring your business runs smoothly at all times.

Meet & Greet:

€29

Give your guests a warm welcome with our personal Meet & Greet service, available from 10:00 to 20:00. Guests are greeted upon arrival, ensuring they feel valued and at ease from the moment they step in. This service adds a personal touch to their stay and helps create lasting positive impressions.

Departure Inspection:

Studio: €29
1 & 2 bed: €35
3 & 4 bed: €45
5 & 6 Bed: €55

A check when guests vacate to ensure the property is left in good condition, it can identify damage, missing items and the condition in which the property has been left.

This is useful if:

- A deposit is to be refunded
- A review is to be left by you the host

Emergency Call Out:

€35 call out fee, then €15 for each subsequent 30 minutes

Enjoy the peace of mind knowing that should urgent attention be needed at your property or for your guests, local on the ground assistance is available. €35 covers the first full hour. Covers 6pm to 10am, weekends & public holidays.

Renovation Management:

20% of the cost of the works

We'll work with you and liaise with your contractor, to oversee the small renovations. For example, painting and decorating, a bathroom or kitchen refurbishment, new windows or flooring. We can even obtain quotes for you to compare.

Maintenance Co-ordination:

10% of the cost of the works

We partner with trusted contractors to secure competitive pricing while handling all routine and planned maintenance and repairs.

Pantry Parcels:

€15 in addition to the cost of the items

If you provide guest welcome parcels, this is a great option for you.

Guest Guide Production:

€99

Helping guests feel at home and ensuring their stay runs smoothly and that they follow the house and urbanisation rules is paramount for you, your neighbours and the community.

Bad Weather & Property

Inspections:

Studio: €29

1 & 2 bed: €35

3 & 4 bed: €45

5 & 6 Bed: €55

Ensuring everything remains in excellent condition, secure, and well maintained. Our inspections are thorough and proactive, helping identify any issues before they develop further.

Changeover Services:

Cleaning from €18.50* per
hour minimum 2 hours
Laundry charged per item.

A comprehensive changeover services ensuring your property is guest ready and includes change of linens, replenishing of toiletries and all cleaning materials are supplied. Laundry is done at our onsite laundry and charged per item. *Weekend changeovers are: €20 per hour for Saturdays and €24 per hour for Sunday changeovers.



THE SMALL PRINT!

- Contracts are for a minimum of 12 months.
- Key holding fees are charged quarterly and payable quarterly in advance.
- Services commence on contract signing and receipt of the first quarter fees and calculated pro-rata according to start date.
- All fees are inclusive of IVA.
- If using the Casa Concierge ChangeOver service, 3 sets of keys are required to ensure a smooth transition between guests.
- This is not a full management service. You are responsible for your legal compliance and guest bookings if applicable.
- Areas Covered: Manilva & Casares

OTHER SERVICES



Sales with Property Presentation

Did you know that most buyers decide if they love a property within just 11 seconds? Let Casa Concierge help you make those first impressions count. Sell your property with us and benefit from expert advice on presenting your home to maximise its value and sell your property faster.

Sales Areas Covered: Marbella to Sotogrande. For Sales Amrit on +34 711 09 08 10. For Holiday Home Care Plans and Host Service:  Andrea on + 34 711 05 22 60. For a look at all our services, visit: www.casaconcierge.es/services.