

R&C* CONFIDENCE CONTRACT

SERVICE GROUP	TASK DETAIL	PERIODICITY OR TIME SPENT	LIGHT VERSION
ADMINISTRATIVE MANAGEMENT	Inventory – Detailed list of all the items in the house. The first version should be co-written with the owner for the contract start. Actualizations will be performed when needed (before and after letting guests stays) or at least, once a year.	When needed (before and after letting guests stays)	✗
	Regular (weekly) Inspection Visits – General monitoring and supervision (if the house still unoccupied)	During the absence of the owner or other guests, once a week	✓
	Accounting / Control of payments and supervision of services & utility bills	Usually 5 to 7 hours each month	✓
	Key Holding – Secure key holding services on a codified key holder (safe). Keys will be available only to authorized people qualified by the owner agreement. Due to key holding R&C will be able to do the presentation of the house to pretender letting guests.	Task to perform until further notice	✓
	Monthly Report – A clear and accurate report available online	Monthly or when occur any relevant incidente	✓
	Local Office at your orders! If you need to send a fax, check e-mail or meet with someone, like your architect, for example, come to our office, You're Welcome! Our premises have plenty of room for you.	Whenever needed on working hours or other schedule trough previous agreement	✓
CLEANING, SAFETY AND MAINTENANCE	Maintenance Repairs – Small interventions, such as lamp replace, install a chandelier or a picture, etc...	During inspections visits or whenever needed	✗
	House Opening – Preparation for the visitors' arrival, owner or guests. Clean and ready to use with the garden furniture on place, equipments checked, linen and towels on place, etc.,	Included on Confidence Contract, twice a year. Extra cleanings will charged as an extra.	✗
	Spring Cleaning – once a year after the season will be performed a deep cleaning (spring cleaning) with special attention to: windows, glasses, floor, walls, furniture (inside and outside)	Included on Confidence Contract, once a year. Extra Spring cleanings will charged as an extra.	✗
WELCOME SERVICES	Welcome Services – Meeting the Owner or guest upon arrival at the property. If preferred this welcome meeting could be scheduled for another time during your stay!	Included on Confidence Contract	✗
	Welcome Pack – A useful package of first demand groceries	For the landlord only (or his own guests), after long absents (2 months at least).	✗
	House Opening – Preparation for the visitors' arrival, owner or guests. Clean and ready for the check-in, with the garden furniture on place, equipments checked, linen and towels on place, etc.	When needed	✓
	House Closing – Overall inspection, garden furniture stored, etc.	When needed	✓