



Your property... Our worry.....

SAFE Property Management Montenegro



Information

2010



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What is Safe Property Management?

Safe Property Management is a branch of the company Safe Services d.o.o. registered at the Court in Montenegro. Our aim is to service the tourism industry in various aspects like:

- Property Management
- Installation Security & Satellite Systems
- Project Management
- Hospitality Training & Consulting

In 2008 we opened our office in Budva.

Our present customers are nationals from Montenegro, Norway, Ireland, United Kingdom, Italy, Russia, the Netherlands, France and Germany

We are cooperation with several national and international partners like:
Montenegro Stars Hotel Group (The Splendid Spa and Conference Resort),
HEC Montenegro (Montenegro's first international hotel school)
Rent-Montenegro (Montenegro premier rental portal)

Most real estate companies sell their properties without or with a very basic property service. Once the sales are completed, most buyers are left alone without any reliable spokes partner or a good service company to take care of their property in their absence. It is our aim to provide all our clients with an excellent and professional standard of service. All our clients are different so, we offer a wide range of property management services tailored specifically to their particular requirements.

Our services don't stop with the standard management services. We want to give you and your guests an excellent holiday experience in Montenegro. We are giving every customer personal care. Safe Property Management is founded by members who have over 20 years experience in the hospitality industry. "Guest Satisfaction" is the main word in their vocabulary.

We hope the following information is extensive enough for you. Should you have any other questions, wishes or suggestions, don't hesitate to contact us.

Service is a continuous learning process, so we love to hear from you...

Best regards,

The Management
Safe Property Management Montenegro



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Property and Rental Management

Both packages can be with or without renting out your apartment. If you allow us to rent your apartment out we will charge 15 % of the rental income.

Renting out is on a no cure-no pay basis: No rent, no costs. But we will do our best to advertise and market your apartment worldwide on various internet sites and with various travel agencies.

Rentals Services includes:

- Rental advice
- Taking photographs and writing a description of your property
- We advertise your property on our website, and other villa rental websites
- Full contact with guests, all bookings managed
- We provide you with monthly accounting reports
- Organization of car rentals and airport transfers, welcome packs and cleanings

Again, we want to ensure your investment in Montenegro is hassle free and for that reason we offer you a fully comprehensive rental administration package. We organize everything and send you the updates...you don't need to lift a finger.

Are you a property developer or builder, constructing apartments complexes?
Have you bought a property and are part of a group needing help to run your complex professionally?

We are offering our full range of services to professional property development companies throughout the Montenegro areas of operation. It is a well known fact that nowadays all clients purchasing off-plan properties are keen to do so only if there is a reliable property management agency to take full care and responsibility of their investment, and maximize their return by ensuring the highest possible occupancy rate.

We are happy to take on entire blocks or complexes for management and letting. We do have certain requirements regarding the standard of completion, as well as the facilities available. If you are interested in using our services, please don't hesitate to contact us. We will arrange to view your development and give you our recommendations.

Signing a property management and letting contract for your properties with us will guarantee your buyers a reliable and professional partnership with a name they can trust. This fact alone will increase your sales and add value to the properties you are developing.



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Our Property Management Services

Key holding

We hold 1 or 2 sets of keys to your property in our safe, making us your local point of contact for you or your clients in case of emergency or for any contractors should they need access to your property.

Security check - every 15 days when unoccupied

We thoroughly examine the whole exterior of your property, windows, doors, storage cupboards etc to check for any signs of damage or break in.

Airing of the property - every 15 days when unoccupied

It is important if your property is unoccupied for any length of time to circulate the air to minimize any condensation and damp build up. We will open shutters and windows to air your property, flush toilets, run taps and showers to clear any stagnant water.

We will make sure that your property is clean and tidy, testing appliances to make sure all are in working order - gas, electricity, security systems if applicable.

Examine all furniture & furnishings for wear & tear or damages.

Property inspection (every 15 days)/Property Reports - monthly.

We will visit your property every 15 days, making a thorough inspection inside and out to ensure your property is in good order. These inspections will be followed up by monthly reports and digital photos emailed to you. If any problems within the property arise and may need work we will assess this and forward all the information to you with a quote if necessary. Log books are held for each property.

Arrange contractors as required.

We will advise you of any maintenance or repair work which will need to be undertaken and provide you with repair quotes. On your approval we will arrange and will be happy to oversee these on your behalf and make regular updates via email.

Monthly mail collection and forward if necessary.

Your mail will be collected and forwarded on to you if necessary at regular intervals.

Arrange insurances.

We can arrange a comprehensive insurance, ensuring you get competitive rates. (There will be an additional cost only for the insurance itself, not for our service)



Your property... Our worry.....

Spring clean of the property.

At the beginning of the rental season, normally undertaken in May (or you can chose). This service will involve a comprehensive clean of the whole property, including checking electrical goods, lights and toilet flush. Lights, fans, windows and the outside of the property - terraces, patios etc. will be hosed down.

Opening and closing of property at beginning and end of season.

It is important to ensure that your property is fully functioning so that you and any of your guests have a hassle free stay and also to ensure that all appliances are switched off to avoid any unnecessary bills over the winter period.

Payment of bills and taxes (e.g. utility bills, water, electric, site fees)*

We ensure all bills associated with you home ownership is reliably paid on time.

Meet and Greet and Contact Service.

Should you have friends and family visiting you property, we will, on request, meet and greet them at your property and be their contact person during their stay

Representation

Representation and assistance provided at all circumstances or at any site meetings conferences when required (additional charged at €15/ph, normally €25 euro). Site or residents meetings may not often be at times convenient for yourselves to come over to Montenegro but it doesn't mean that you don't want to know what's going on. On your request we will attend these meetings on you behalf, voice any of your requests and update you on the meeting

SAFE VIP Service

One number for everything! We offer you hotel service in your apartment. Reservation in restaurant, tennis court, Birthday Cake, Massage in the Spa Center, Rent a car, Taxi, Doctor, Baby Sitter, Pharmacy, Take away. You name it; we organize it for you at competitive prices.

Additional we will provide your apartment always with the latest tourism Information.



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Cleaning and House Keeping Services

Arrival/Departure Changeover Clean

Preparation Clean:

We open and air the property; sweep and vacuum clean the property through out; wash the floors, including under beds and appliances; clean all windows, doors, terraces, sunbeds, outside tables and chairs.

Kitchen Clean:

We clean inside out all cupboards, work tops, draws etc.; clean the ob, oven, microwave, fridge, freezer and instructor fan; clean all rubbish and left over food etc.; clean all wall tiles and kitchen equipment; wash and dry all dirty crockery or cutlery; rinse and clean the dishwasher and lastly wash the floor.

Bedroom Clean:

Clean under the beds and furniture units etc.; clean and polish the wardrobes; dust, clean and polish all furniture units; clean the window and patio door; wash and polish the floor; make up the beds.

Bathroom Clean:

Clean all bath units and furniture's; clean all marble surfaces; clean and disinfect sink, bath, toilet, bidet, shower inc. the curtains, all mirrors.

Lounge and Dinning Room Clean:

We dust, clean and polish all furniture units; doors; pictures, paintings, souvenirs etc.; clean the fireplace (if applicable); clean the carpet (if applicable); wash and polish all windows, patio doors and floor

Terraces:

We clean all the chairs, tables, other appliances or furniture's

Utility Room Clean:

Dust, clean and wash all places including washing machine, drier,



Your property... Our worry.....

Laundry Service:

We offer a full linen and towel service washed and ironed. Towels, sheets or any machine washable item. We pick it up and return it to your property. For prices see the last page of this brochure. For specialist item cleaning contact us.

Builders Clean - Deep cleaning of newly constructed properties

We always recommend an initial deep clean of your new property to all our clients. New properties can be very dusty and not as clean as you would like, as they have been exposed to the elements and had numerous workmen in and out who have not necessarily cleared up after themselves! There is often paint marks left on your tiled floors, grubby marks on doors, window stickers still on frames, bits of plaster down the drains and goodness knows what down some of the toilets!

Our deep clean leaves your new property paint, dirt and dust free and sparkling for your first arrival. A deep clean involves cleaning every possible area of your property including windows, internal and external doors, sills, skirting and kitchen units inside and out, all crockery and cutlery, deep oven cleans etc.

1. Ventilate your property thoroughly.
2. Remove all builder rubbish and paint and grease marks.
3. Clean & disinfect kitchen cupboards, all white goods in and out - hob, oven, fridge, microwave, wall tiles and appliances.
4. Clean & disinfect the bathroom - tiles, toilet, washing basin and sanitary appliances.
5. Brush all floors and ceilings.
6. Wash all floors and terraces.
7. Clean and polish all windows, glass doors and mirrors.



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Our other Services

Airport Transfers

Airport Transfers can be a hassle. Often the driver doesn't know the whereabouts of your apartment. That's why we like to work with a local Partner who knows his way in the country. We provide Airport Transfers from:
Dubrovnik (Croatia),
Tivat (Montenegro)
Podgorica (Montenegro).

Babysitting / Nanny Service

An evening without the kids? Our experienced Childcare staff can watch your spouse. All our local staff have a good basic knowledge of English.

Car Rentals

We try to find the best car rental rates in Montenegro. Ask us for a quotation. Remember prices vary in the different seasons. We urge you to make your reservations at an early stage.

Event Service

Madonna, the Stones, Lenny Kravitz, Julio Iglesias, they all visited or will visit Montenegro. You want to attend concerts or events and you are not able to buy the tickets by yourself? We will inform you in time about such events and can make the ticket reservations.

Evening Programs

Due to our good contact with the better hotels in your Area, we are able to get you a seat at their evening programs. Folklore Shows, Live Music, etc.

VIP Tour guides

Want to see more about this beautiful country. We can offer you, your own private tour guide. They are equipped with all the historical and cultural knowledge of Montenegro. We provide tour guides with the following language skills: English, German, Italian, Russian and Spanish



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VIP Tourist Service

A local specialist will visit your apartment and will inform you about the country, culture, history and politics and even makes a small language course with you. We bring the tourist Information-centre at your doorstep.

Welcome Service Packs

Welcome Packs are a good idea as some of the flights are late at night. This is a good start for you or your guests stay as it means they can have a good breakfast in the morning. A pack of essential items will be waiting for you or your guests upon arrival in the Apartment. You can of course customize these packs to your own individual requirements or for a special occasion. We can also place a welcome letter with a local Wine/Spirit.



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Project Management Services

Starting a project in a strange country isn't that easy. As you can't be always on the spot, you are depending on local people and local services. We can support you in all that areas. Lets us be your eyes, ears and hands and you can be at home where you will get our reports.

We can support you with all kind of projects: Real Estate, Construction and Purchasing

SPM has a network of reliable partners in Montenegro who deliver quality work for a competitive price with an international standard.

We are hands on and with "no nonsense".

We are not showing off with big offices as we feel that our clients are not being served with that. We are operating discrete, efficient and don't want to attract too much attention.

We have long term vision regarding to our customers. That means we want to deliver a good service and a good product.

If you are interested in our services just contact us for an offer without any obligations