



SETTING THE STANDARDS IN PROPERTY MANAGEMENT AND LETTINGS

Why choose OPI Rentals rather than other on-site agents?

OPI Rentals are the fastest growing *Property Management Company* on the Spanish Coast, soon to launch in other parts of Europe. However, we take great steps to ensure that we retain our reputation for excellent customer service and relationships with clients.

After instruction by you, we will appoint a dedicated Property Manager to you and your guests. Over time our Property Managers aim to build close relationships with our clients and become "experts" on your property. Through those little personal touches and regular contact OPI Rentals will be able to reassure that all is well and give you peace of mind.

We use our property several times a year - Why do we need a property management agent?

Did you know that if your keys are stolen from your neighbours' kitchen and used to burgle your property your insurance is null and void? What a dreadful responsibility to put onto the shoulders of your neighbour and friend.

Besides the constant risk of burglary there is always the possibility of water damage, pests and vermin etc. Furthermore, in Spain particularly, the humidity levels can cause mould and damp problems on your home furnishings if the property is not aired frequently.

It is very unlikely that anyone would leave their home in the UK unattended for long periods of time, so why would anyone want to do that with their home overseas?

Flights from the UK to Continental Europe are short but hot and tiring. You have treated yourself to the ultimate luxury of a holiday home on the Costa Calida for example so why not treat yourself to the little luxuries. After flying in, and then driving to your home, surely the last thing you or your friends and family, want to do is to start cleaning or go to the supermarket for groceries, particularly if your flight is early morning or late evening? OPI is able to offer you all the services you need to make your holiday home a place for relaxation for you and your family and friends.

I have only recently purchased my property overseas and am not sure which level Property Management Service to go for. With your new Management Package is it possible to upgrade at a later date?

Of course! Our Bronze service is immensely popular for those new to second home ownership as it is difficult to see how much work can go into maintaining a home overseas. If you wish to start at Bronze or Silver, and after 6 months or even a year, a simple telephone call to your dedicated Property Manager will get the ball rolling.

Who can I rely on to help me with my building and maintenance work?

As a result of our extensive local knowledge and connections, coupled with our experiences of local building materials and styles we are aware of the maintenance work necessary for the upkeep of second homes in Spain and elsewhere.

We are able to offer OPI clients an extensive range of maintenance and building services including painting, plumbing, carpentry, electrical work, air-con installation, swimming pools etc.

Additionally we have our own highly skilled maintenance crew, making sure you are safe in the knowledge that all trades people used by OPI are highly skilled and qualified.

My property in Europe is an investment - How can you provide me with the highest revenue return?

Our policy of constant and targeted advertising, together with our new 360° Virtual Tour and online commercials ensures that clients who rent with us achieve maximum returns. What is more, no other property management company has a Holiday Representative service. Without a doubt OPI are able to offer you the highest levels of rental, not only in the traditional summer market but also the expanding winter season.

How do I receive my rental income?

For your convenience your rental payments are transferred electronically into your Spanish bank account.

How do I know that there will be no damage to my property?

Of course accidents do sometimes happen which is why all holiday bookings with OPI require a damage deposit in the form of cash or a credit card. This deposit is only refundable upon a satisfactory inspection of your property against your inventory. We can assist you in providing secure cupboards for any personal belongings you may wish to leave in your property and our inspectors will provide a full inventory check with any guests staying in your property. [Full in-going and out-going cleaning](#) will also ensure that your property is maintained to the high standards you expect. It does go without saying, however, that for yours and our peace of mind all rental properties must have full insurance cover.

We don't always know when we want to use our Property - If we rent it out will we be free to use it when we please?

You as a property owner are our first consideration. In order that we can be as flexible as possible we require that you give us an indication of the weeks that you wish to reserve for your own use and we will make sure that your home is free and waiting for your arrival.

Any changes over and above these dates we will endeavour to support – all we ask is that you contact us as early as possible to confirm that we have not placed any bookings in your property for that period at which stage we will of course assign those dates to you. We are always mindful that it is your property and you should be free to enjoy it whenever you wish.

How will I know when my property is to be occupied?

As soon as we confirm a rental booking we will inform you either by fax, email or post. Should you wish to double-check dates or make a booking of your own, you in turn can fax, email, or telephone us and we will allocate those dates for your use. At OPI we are also very proud of our easy to use website, and at all times, day or night you will be able to look at our site and check what dates your property is occupied by holiday makers.