

Fleur sur Mer

Property Management

SERVICES AND PACKAGES 2026

Business hours off season (November-April)
Monday-Friday: 9h00-17h00

Business hours in season (May-October)
Monday to Friday: 9h00-17h00
Saturday: 8h00-20h00
Sunday 10h00-16h00

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Your year-round trusted presence on the Côte d'Azur

Owning a second home in the South of France is a dream. But looking after that home from abroad? That's something else.

When you're not around, small problems can quietly grow into big ones. And during holidays, guests in villas of this level expect everything to work flawlessly. Any issue needs a quick solution, so their stay remains carefree.

That's why having someone reliable on the ground makes all the difference: you get to enjoy your home, while knowing it's in safe hands the rest of the year.

When your home sits empty

The quiet season may feel calm, but empty houses don't take care of themselves. A strong storm, a sudden power cut, or unnoticed damp can cause damage before you even hear about it. And not every contractor follows through on their promises.

That's where peace of mind comes in. With regular check-ins and fast action when needed, you know problems are spotted early and dealt with before they become expensive surprises.

- Storm damage to roofs or flooding after heavy rain
- Power disabling alarm systems and electric gates, leaving gardeners or pool staff
- Leaks, humidity, mold
- Contractors who don't show up

When summer gets busy

High season is when your home should be enjoyed, not stressed over. Yet that's often when things go wrong: guests lose their keys, or can't figure out the air conditioning. Appliances break, the cleaners you arranged don't show up and you're not nearby to solve all these things.

That's why it helps to have someone local who can step in straight away:

- Guest coordination, check-ins, and check-outs
- Emergency response when something goes wrong
- Liaison with agencies, reliable cleaners, and tradespeople
- Regular updates so you're never in the dark

You can relax, knowing your guests are looked after and your home is kept in good condition.

Why homeowners choose local support

Living abroad, you don't see every risk until it's too late. Having someone nearby means:

Personal involvement

We live and work here, know the climate, the common issues, and the right people to call. Your home is looked after with the same care we give our own.

Availability when it matters most

Whether it's a midnight lock-out or a burst pipe, urgent issues are handled straight away.

Problems solved early

Regular visits and trusted local partners prevent small issues from becoming big bills.

Happy guests, without extra work for you

From handovers to last-minute fixes, your guests feel supported and your home stays in good shape.

Clear communication

You get honest, fast updates, no fluff, no drama.

 **What you gain isn't just service. It's trust, presence, and peace of mind.**

YEAR-ROUND PROPERTY MANAGEMENT PACKAGES (Yearly subscription)

Owning a property on the Côte d'Azur is a privilege, but one that comes with hidden challenges. Storm damage, leaks, electrical faults, or even a broken fence can quickly escalate when no one is there to notice.

Our **Year-Round Property Management Packages** are designed for homeowners living abroad who want their house cared for, protected, and kept in perfect condition all year.

You benefit from:

- Regular inspections
- Proactive maintenance
- Immediate response when issues arise

That way, your investment stays safe, and you enjoy your home whenever you're here without the constant worry when you're not.

ESSENTIALS

Best for

Homeowners who want availability when needed and the fundamentals covered.

ALL SORTED

Owners who want more active support with administration & remote management tasks

KEEP AN EYE

Homeowners who want on-site reassurance and full admin support and at the same time

Core purpose

Your point of contact, available for all your requests and to take care of the fundamental admin work

Going beyond the basics with proactive handling of paperwork, suppliers and remote problem-solving

Complete management and remote support, with the added security of a monthly property check

.Hidden value

Peace of mind: your local contact only a phone call away

You remain in control from a distance; we take care of the detail work

An early detection can save you thousands; while you stay worry-free

DISCOVER MORE BENEFITS ON THE NEXT PAGE 

ESSENTIALS

ALL SORTED

KEEP AN EYE

 **Presence & communication**

Key holding/access	✓	✓	✓
Fluent French with local suppliers	✓	✓	✓
Experience with local procedures and timelines	✓	✓	✓
24/7 Availability in case of urgencies	✓	✓	✓
Active follow up in case of urgencies	✓	✓	✓
Repair coordination	✓	✓	✓
Storm alerts	✓	✓	✓
Proactive problem alerts	-	-	✓

 **Admin & Owner support**

	Light Admin tasks that can be handled remotely during office hours		
Availability for all requests (e.g. housekeeping, linen coordination)	✓	✓	✓
Communication with town hall, 3rd parties (exc. Utility companies)	✓	✓	✓
Receiving/forwarding mail/deliveries	✓	✓	✓
Utility contract assistance (e.g. Internet, electricity)	-	✓	✓
Requesting/ comparing quotations for services or repairs	-	✓	✓
Help with insurance claims	-	✓	✓
Digital filing of property-related documents	-	✓	✓
Maintenance reminders (alarms, boilers, etc.)	-	✓	✓

 **Support intensity**

Priority availability	-	-	✓
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 **Property checks & preventive maintenance**

Monthly visit or on-site inspection	-	-	1
• Security: doors, windows, shutters and alarm	-	-	✓
• Utilities: electricity and water	-	-	✓
• Interior: leaks, damp, ventilation	-	-	✓
• Exterior: Pool, terraces, garden	-	-	✓
• Damage check: Storm, wear & tear	-	-	✓
• Reporting: photos, recommendations and follow-ups	-	-	✓

SUMMER RENTAL MANAGEMENT PACKAGES

(Available exclusively with a year-round property management package)

Renting out your property during the summer can be rewarding, but it comes with its own challenges. Agencies take care of bookings and administration, but they're not on the spot when practical issues come up, like a broken fridge or a blocked toilet or shower drain.

That's where on-the-ground support makes all the difference:

1. Your guests feel supported

They get fast answers and real help, without endless back-and-forth through agencies.

2. Your home stays protected

After every handover, we make sure the property is reset, cleaned, and checked with care.

3. The rental process runs smoothly

From linen and tourist tax declarations to last-minute fixes, the details that matter are handled.

Why it's linked to year-round care

These summer services are built on the foundation of year-round care, which allows us to provide the most seamless support.

- Your property is already known inside and out, its layout, quirks, systems, and history.
- No delays or confusion: when something happens, we're already familiar with the house.
- Every summer handover is done by someone who's been watching over your home all year.
- You're not "just another summer client," but part of an ongoing partnership.

This setup is designed to give you the most reliable and seamless service possible, with no compromises.

THE SUMMER IS LONG

THE SHORTY

Best for

Owners with full-season rentals (6 months) who want seamless, stress-free coordination

Core purpose

Full-season rental coordination with structured oversight

 **Hidden value**

Handles every small task your agency doesn't. Guests are happy, and you stay hands-off

Owners who rent part of the summer (min. 3 months) and want reliable guest support

Support for occasional rentals with hands-on guest care

Saves you time with guests and logistics; even for a few bookings

 **Communication & coordination**

- Communication with owner & agency
- Pre-arrival communication with guests
- Personalized check-in / check-out
- Emergency contact for guests
- Troubleshooting during stay

Direct

- ✓
- ✓
- ✓
- ✓
- ✓

Direct

- ✓
- ✓
- ✓
- ✓
- ✓

 **Logistics & turnover**

- Linen & towel service coordination
- Final cleaning coordination
- Mid-stay cleaning coordination
- Welcome pack coordination

- ✓
- ✓
- ✓
- ✓

- ✓
- ✓
- ✓
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 **Documentation & oversight**

- Online house manual for guests
- Tourist tax declaration
- Pre-season property inspection & report
- End-of-season property inspection & report

- ✓
- ✓
- ✓
- ✓

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 **Support intensity**

- Priority availability during season

- ✓

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HYBRID MANAGEMENT PACKAGES

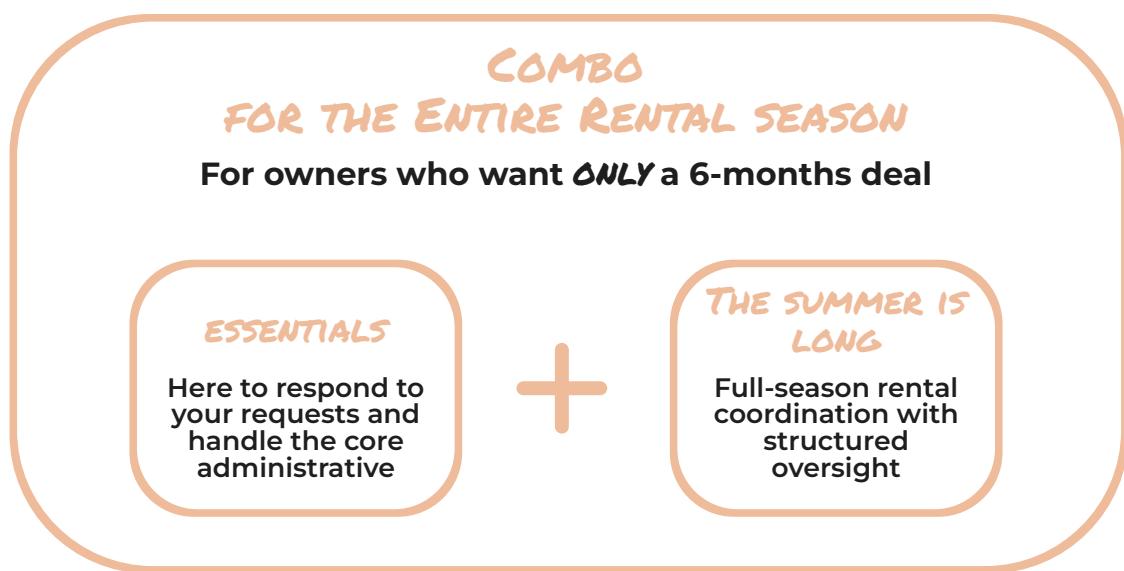
Combo is a seasonal hybrid of guest care and owner support, active only during the rental season.

This package combines all services from The Summer is Long with a seasonal version of Essentials; giving you full rental support and remote property care only between May 1st and October 31st.

What's included:

- All guest-facing services (check-in, emergency response, linen, troubleshooting, etc.)
- Administrative and logistical support (mail, third-party coordination, light admin)
- No service, response, or availability outside the 6-month period

Best for: Owners who want complete support in summer, without year-round



Important: For any requests between November–April, a separate property management package is required.

À LA CARTE SERVICES & RATES

CHECK-IN SERVICE

- Welcome email and communication with tenants regarding additional information, requests and their arrival time.
- A professional welcome and orientation for guests (between 16:00–20:00):
 - Tour of the property
 - Explanation of alarm systems, keys, appliances, lighting, pool alarm, AC & heating
 - Clarification of house rules or custom instructions

CHECK-OUT INSPECTION

- A detailed inspection with the tenant (between 8:00–10:00):
 - General condition of the property
 - Specific items requested in advance
 - Presence of remote controls
 - BBQ and outdoor areas
 - Sofa condition and cushion stains
 - Photos/videos in case of damage
 - Communication with tenant and owner as needed

FINAL CLEANING – TAILOR MADE

Comprehensive end-of-stay cleaning of the interiors, including:

- Kitchen: fridge, oven, dishwasher, countertops, garbage bins
- Bathrooms and toilets
- Windows (wiping only)
- Floors (vacuuming and mopping)
- Terrace sweeping & outdoor furniture cleaning/replacement
- Restocking essentials (toilet paper, dishwasher tablets)
- Dusting and removal of fingerprints from switches, doors, etc.

Note: Tenants are expected to clean the BBQ before departure.

À LA CARTE SERVICES & RATES

BED LINEN + TOWEL DELIVERY

We offer a flexible linen service to match your preferences. Whether you'd like all beds prepared or just for the number of guests, we provide premium hotel-quality linens and towels. Pool towels are also available.

INTERMEDIATE CLEANING

We offer an optional intermediate cleaning service, designed to maintain the cleanliness of your property during longer guest stays. This service is less extensive than the final cleaning but ensures that your home remains tidy and comfortable while tenants are in residence. The fee for this service is determined based on the size of your property and available amenities.

Please note that for stays longer than 2 weeks an intermediate cleaning is obligatory to uphold the property's condition.

ON-SITE VISITS AND HOURLY RATE

This fee covers any additional trip or work which is not included in your package, and it applies during business hours.

URGENCY HOURLY RATE

An urgency hourly rate applies to services or trips outside your package that are needed after regular business hours or when immediate action is required.