

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 trusted local point of contact, all year round

Owning a second home in the South of France is a dream. Maintaining that home from a distance is a different story.

When you are not there yourself, small issues can quietly turn into major problems. And when you rent out your property, guests expect everything to function perfectly and any issues to be resolved quickly, so they can enjoy a carefree stay.

In both cases, a reliable property manager makes the difference. Allowing you to enjoy your second home, with the reassurance that it is in good hands, even when you are not there.

When your home is not in use

When your property is not in use for a while it may seem as if little attention is required. In reality, regular supervision is especially important during these times. When issues remain unnoticed, they can develop into damage before you are aware of it. And if maintenance, renovation or other works are planned, it is reassuring to know someone is checking that everything is carried out properly and as agreed.

Peace of mind is what it is all about. Through regular checks and timely intervention, issues are identified and resolved early, before they turn into costly surprises.

Think of storm damage or water ingress after heavy rain. Power outages affecting alarms, gates or installations. Leaks, moisture problems or early signs of mould. Or renovation and maintenance works that require extra supervision.

During the busy summer season

When your property is rented out and you are not on site yourself, you want everything to run smoothly. In reality, more often than not, situations arise that cannot be planned in advance. Guests have questions, do not always understand how installations work, or encounter practical issues such as a lost key. Equipment may fail, arrangements can change unexpectedly, and sometimes immediate action is required while you are managing everything from a distance.

In those moments, having a reliable local point of contact makes all the difference. Someone who can act quickly, make decisions and keep oversight. We take care of guest coordination, check-ins and check-outs, fast support when issues arise, coordination with rental agencies, trusted cleaners and local contractors, and clear updates so you always know what is going on.

This allows you to relax, knowing your guests are well looked after.

Why homeowners choose local support

When you are not nearby, you cannot see what is happening in and around your property. Issues often arise unexpectedly and require swift action. That is when having someone on site who takes responsibility truly matters. So here's what local support actually means:

Personal involvement

We live and work locally. We know the climate, the common issues and exactly who to contact when action is required. Your home is looked after with the same care we would give our own.

Availability when it matters

Whether it is a late-night lockout, a malfunction or a burst pipe, urgent situations are handled immediately.

Prevention rather than repair

Through regular checks and collaboration with trusted local partners, we prevent small issues from becoming major expenses.

Carefree rentals

From key handovers to last-minute solutions: your guests feel well looked after, and you do not have to worry.

Clear communication

You receive clear updates, at the right time, without unnecessary hassle.

 **You are entrusting someone with your home. It is about presence, trust and responsibility. This goes beyond service.**

YEAR-ROUND PROPERTY MANAGEMENT PACKAGES (Yearly subscription)

Property management goes far beyond visible inspections or occasional visits. Much of the work involves identifying, arranging and following up on practical matters that are inevitable when managing a property from a distance.

This includes coordinating maintenance, liaising with suppliers or authorities, following up on appointments and adjusting when things do not go as planned. Often these are small issues, but they require attention, availability and someone who follows through until they are resolved.

Our property management packages therefore focus not only on presence, but on continuous availability and follow-up. Even when no standard visit is scheduled, there is someone monitoring, thinking ahead and acting when needed, for example after extreme weather or unexpected situations.

This gives you a single, consistent point of contact who remains involved with your property, identifies issues early and takes matters off your hands before they escalate.

ESSENTIALS

ALL SORTED

KEEP AN EYE

Best for

For owners who want the reassurance that someone is always reachable and that the basics are well organized.

Core purpose

Your dedicated point of contact, always available for requests and essential management tasks.

For owners who, in addition to availability, want administrative support and active follow-up.

For owners seeking maximum peace of mind, with full management and a monthly property inspection.

Hidden value

Peace of mind: your local contact is just one phone call away when needed.

Overview and control: matters are handled and followed up without you having to chase anything.

Prevention: early detection helps avoid major problems and costs.

DISCOVER MORE DETAILS ON THE NEXT PAGE 

ESSENTIALS

ALL SORTED

KEEP AN EYE

 **Presence & communication**

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

 **Coordination, follow up & alignment**

Ongoing coordination and follow-up of practical and administrative matters, 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	-		
Assistance in communication with your lawyer or accountant	-		
Digital filing of property-related documents	-		
Maintenance reminders (alarms, boilers, etc.)	-		

 **Support intensity**

			
Priority availability	-		

 **Emergency intervention**

Immediate on-site intervention in urgent situations (leaks, alarms, break-ins, power outages), without delay or the need to wait for owner approval.

		
Proactive on-site intervention in critical situations	-	

 **Property checks & preventive maintenance**

Monthly property visit or on-site inspections with photo/ video updates

		
Monthly visit or on-site inspection	-	
• 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 peak season involves more than handling bookings and administration. Guests expect quick responses, a well-functioning property, and someone who can step in immediately when needed.

That's where local support makes all the difference:

We act as the main point of contact for your guests, resolve practical questions and issues immediately, and ensure everything in and around the property functions as it should. No long communication chains, but someone on site who takes responsibility.

After each changeover, we check the property, coordinate cleaning and make sure everything is ready for the next guests. Even the details that often go unnoticed, such as linen, practical amenities, tourist tax and last-minute issues, are handled.

As a result, rentals run smoothly, guests enjoy a great stay, and you know your property is in good hands should anything arise.

Summer management as an extension of annual management

Summer rentals require intensive and immediate support. This works best when it is part of a continuous collaboration.

Because we manage your property throughout the year, we are familiar with its layout, installations and specific points of attention. We know what has been done before and how to act quickly and carefully when something occurs, especially during the busiest period of the year.

Summer management is an extension of annual management, applied to the most demanding season. The same care, knowledge and responsibility, in a period when the property is used more intensively and expectations are higher.

This means working with one dedicated team that knows your property inside and out, ensuring continuity, clarity and a smooth rental experience.

Our packages focus on active management during rentals, including everything that falls outside the scope of rental agencies.

THE SUMMER IS LONG

THE SHORTY

Best for

Owners with a full rental season* (6 months) who want complete peace of mind and continuous oversight, without being operationally involved themselves.

Core purpose

Full control over the rental season, with ongoing coordination, oversight and direct action when required.

 **Hidden value**

We handle everything that falls outside the rental agency's scope.
You do not have to chase or coordinate anything.

Owners who rent out their property for part of the summer (3 months) and want reliable support for guests and practical coordination.

Support during occasional rentals, with personal attention for guests and practical matters

Even with a limited number of bookings, you have someone on site who takes action, resolves issues and maintains oversight.

 **Communication & coordination**

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

Direct

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Direct

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 **Logistics & operational coordination**

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

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 **Administration, oversight & follow-up**

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

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 **Availability & priority**

- Priority availability during season

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HYBRID (COMBO) MANAGEMENT PACKAGES

The hybrid management package is designed for homeowners who only require support during the busy summer season. For example, because they are present themselves during winter, or manage their property independently outside the season.

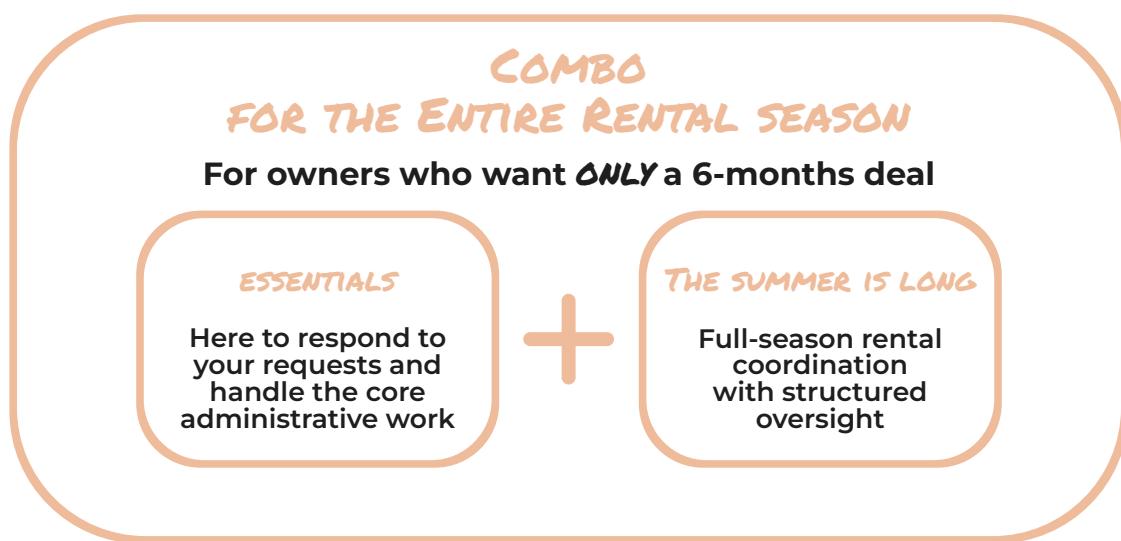
During the summer period, however, full peace of mind is essential, both for your guests and for your property. That is exactly what this package is designed to provide.

Because summer management involves more than guest services alone, this package combines rental support with the essential foundation of property management. This allows us to act quickly and carefully during the season, with full knowledge of the property, established procedures and clear responsibilities.

The combo package therefore bundles all services from The Summer Is Long with a seasonal version of Essentials. This combination applies exclusively from 1 May to 31 October and reflects what is realistically required to manage both rentals and the property effectively during this period.

What is included?

- Full guest services during the rental season
- Emergency support, problem-solving, coordination of cleaning and linen, and immediate assistance with questions or incidents during stays.
- Essential management foundation
- The same base normally included in annual management: knowledge of the property and installations, follow-up of technical or practical issues, coordination with suppliers and the ability to act without delay when situations require it.
- Together, these two elements form a complete solution: visible support for your guests and invisible but essential management of your property.



⚠️ Important: Outside this period, no service or availability is included. Requests between November and April require a separate annual management package.

À LA CARTE SERVICES & RATES

Our management packages cover all ongoing availability, coordination and follow-up that cannot be billed per individual action. À la carte services relate to specific, clearly defined rental moments and are only charged when they actually take place.



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.