

Information Rental & Property  
Management  
**2016**

**Harbourtown Real Estate**

Through this brochure we inform you about the services we can provide concerning short, medium , - and long term rental. We can also provide property management of your home and much more...

We did our best to put together a complete brochure. However; if you would like to receive additional information or have special wishes please do not hesitate to contact us.

Harbourtown Real Estate



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## Short term rental

The rental price will be decided after mutual agreement. It is common to manage a low,- and high season rate, also the amount of guests can be of influence on the rental price. We can only give advice on the rental price after we have seen the home and the condition it is in.

There are three ways we can be of service to you, all have their own commission rates;

**1)** if we take care of the rental fully, our commission is set on **20%** (excluding 6% V.A.T.) calculated on the rental price only.

**2)** If you manage your own website, and we just provide a booking for you, our commission is set on **10%** (excluding 6% V.A.T.) calculated on the rental price only.

**3)** if you provide the booking, but our full service is required, our commission is set on **15%** (excluding 6% V.A.T.) calculated on the rental price only.

Service we provide with the mentioned options;

**1)**

- We arrange transport from and to the airport
- Guests will be welcomed at the home where we will also explain all that is necessary
- We inform our guests on attractions and upcoming events
- We can offer great discounts on rental cars and dive packages
- We keep track of the reservation schedule
- We will take care of the administration
- We are reachable for our guests 24/7
- We arrange the home to be cleaned. We will do an inspection before and after the rented period.
- We promote the house in our office, on our website, Facebook, Twitter, of course in our Newsletter and through BonTravel. Occasionally we advertise in a magazine, we also work with window presentations. Your property can also be placed on the VRBO website through which we get a lot of requests; costs for this are \$ 350 annually which are for your own account.

**2)**

- If an owner maintains his/her own website, it is very common that he/she has a caretaker on Bonaire who arranges arrivals, departure and all other services.
- Our job is only to provide bookings, the owners caretaker is obligated to provide all additional service towards owner and guest, like cleaning and pick up service etc.
- If we confirm a booking we like to receive a confirmation/invoice from the owner on which our commission is deducted. We will make sure the total amount is deposited 6 weeks prior to arrival (if we have received it from a guest).

**3)**

- Services mentioned at **1)** are applicable.
- If the owner provides us with the guest's confirmation, we will send the invoice and take over contact.

If an owner receives friends or family in his/her home, our service can be provided as well. Please contact us for more information on rates we can offer.

## Medium term rental

- If a home is offered for the short term market, it might be of interest to an owner to offer his/her home also for the medium term rental. Periods around 2-3 months are considered medium term, for these periods we use an adjusted rental price.
- The rental price for these periods are occasionally set between the short,- long term rental prices and will only be used for a period with a minimum of 2 months. It is common that the costs for TV and internet are included in the medium term rental price. The costs for usage water and electricity will be charged to the tenant.
- We will do an inspection before and after a rented period. A deposit will be paid up front by the tenant, if there is damage, we will deduct the costs.
- Standard maintenance is the responsibility of the owner.
- The tenants will be charged with an end cleaning, maid service will not standard be provided.
- The commission for medium term rental is set on **15%** (excluding 6% V.A.T.) **per month**.

## Long term rental

- Long term rental is interesting since it guarantees a steady income and partly maintenance of your home (if rented).
- It is best to transfer current accounts, like Web and Telbo, into the tenants name so you will not be held responsible for unpaid bills. Web however has a policy that they only transfer accounts when there are no outstanding bills. We ask our tenants to provide us with a final paid invoice (if possible, Web bills always come one month later).
- We advise you to sign up a contract for gardening services and include the costs in the rental price. This way the garden will always be kept in good condition and costs are paid (if rented).
- The tenant will be kept responsible to make sure the air – conditioners get serviced once or twice a year.
- We will make an inventory list as well as take pictures which we will use for the delivery and end inspection of the home.
- The commission is **10%** (excluding 6% V.A.T.) and will be calculated on a monthly base. When changing tenants, the additional administration costs are **US\$ 75** excl. 6% V.A.T.
- In case we just have to provide a tenant, the commission we calculate is approx. **8.33%** (excluding 6% V.A.T.) calculated over the rented period. When rented for a year the commission equals one month rent. In case you end up finding your own tenant, we will once calculate **20%** (excluding 6% V.A.T.) based on one month rent.

## Rates additional services per January 1st, 2016

1. Property management house / apartment	US\$ 120.00 / US\$ 100.00
2. Property management more than 1 apartment	US\$ 75.00
3. Web connection, tenant	US\$ 50.00
4. Web connection, owner	US\$ 50.00
5. TV/internet connection	US\$ 50.00
6. Application for gas bottle	US\$ 50.00
7. Application for container	US\$ 50.00
8. Assistance after burglary	US\$ 35.00 per hour
9. Assistance after burglary weekend rate	US\$ 50.00 per hour
10. Assistance with repairs and maintenance	US\$ 35.00 per hour
11. Getting your car washed	US\$ 50.00 excluding actual car wash
12. Getting your car washed weekend rate	US\$ 50.00 excluding actual car wash
13. Taking your car to the garage	US\$ 50.00

All rates are excluding 6% V.A.T.

## Explanation

- When your home / apartment is listed at our office for property management, we will do an inspection every other week. The mentioned rate is based on inspections only, all costs for repair / maintenance / cleaning / etc. will be charged to you. In case the home / apartment is either rented or used by the owner, the monthly costs are not charged (home will not be inspected). Points of attention during a weekly inspection:
  - Traces of burglary
  - Traces of insects
  - Leaks
  - Check up on electric devices, including air conditioners (as far as possible)
  - Apartment in need of cleaning
  - Garden / plants
  - Pool clean
  - Flushing of all pipes against insects and smell
  - Mail will be taken if we have a key of the mailbox. Regular mail like Telbo / Web will be scanned and kept in our computer system in case you need to compare. Urgent mail, tax office for example, will be opened and sent to you by e-mail right away. Of course we will check with you first before opening mail.
- (see 1.) We can offer a special rate on property management if it is located in the same building where we already have several objects.
- These costs will be charged to a tenant when we take care of a connection for water/electricity upon his/her arrival.
- These costs will be charged to an owner when we change connection for water/electricity on his/her request. Please keep in mind WEB charges approximately US\$ 20 to put it back in your name (in addition to our rate).
- These costs will be charged to a tenant in case we apply for a connection for cable/internet. In case the request comes from the owner, the same rate will be charged.
- These costs will be charged if we apply for a new gas bottle at Curoil. The rate is only applicable for the bottle, not if a connection has to be made.
- These costs will be charged if we apply for a (new) container at Selibon. No extra costs are charged at Selibon, we do need to have the blue WEB bill.

8. When a burglary has taken place, we are always called to the location on behalf of the owner. These matters are very time-consuming for us, since we have to wait for the police before we can even enter a home. When the police are finished, we have to wait for the technical detectives to trace the evidence. Sometimes it takes hours before someone shows. When the police are done and we have the rapport, our work isn't finished yet. In almost every case the home is in need of repair and in some cases a cleaning as well. When all this is done, it's time to deal with the insurance company and the inspection department. All together a lot of work. Please keep in mind our costs are not covered by the insurance.
9. We apply a different rate for weekends; however, most of the work is done during the week. For these hours we will charge the regular rate.
10. As owner of a home it is your job to make sure the home is in good state of repair when it is offered to us as well as the period afterwards. As we all know, maintenance on Bonaire requires a lot more attention since we are on an island with a lot of dust, salt in the air and the sun. Not only paintwork needs more attention, also keep in mind that electric devices are not as durable as normally expected. We expect from tenants to upkeep your home and garden in good order, but of course it is up to you to make sure everything is in good order before they move in. Since most of you do not live here, this is a very difficult task, especially when it concerns an urgent matter. We are more than willing to help you apply for quotations and make sure everything goes according to plan. Up till now we have always offered this service for free, but since this also takes so much of our time, this will no longer be possible. For the mentioned rate we can arrange a max. of three quotations, guidance during repair and a check up afterwards.

### Advance payment of expenses

As of January 1<sup>st</sup> 2016 we will only advance payment of 3<sup>rd</sup> party invoices if there is rental income expected for your property. In case there are no funds expected we will ask you to make the payment to the supplier yourself.

### Rates for cleaning

The rate for cleaning is currently US\$ 15.00 per hour. Cleaning services are provided by Emclir Cleaning Services; a small trustworthy family company that we have been working with for many years now.

Current rate at the laundry is US\$ 2.76 per kilo.