

Here to help *manage* |
your property on Bonaire

Harbourtown Real Estate

2021

Information Rental & Property management



Harbourtown
REAL ESTATE | EST. 1989

Kaya L.D. Gerharts 20, PO. Box 38, Kralendijk, Bonaire, C.N.
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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. Our general terms and conditions apply to all agreements with Harbourtown Real Estate.

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.

On behalf of team Harbourtown Real Estate,

Jolanda Strik
Real Estate Agent / Owner



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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 3 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.

It is possible that a discount is applied to the agreed rental price, in which case the commission will be calculated on the actual rental price. In certain cases a minimum rental price for commission calculation will be agreed upon.

Services we provide with the mentioned options:

1)

- We arrange transport from and to the airport
- Guests will be welcomed at the accommodation where we will also explain all that is necessary
- We inform our guests on attractions and upcoming events
- We offer our guests to rent a car in the same time as the booking of the accommodation
- We can offer great discounts on dive packages
- We will take care of the administration, including invoicing and maintaining a booking calendar
- We can be reached 24/7 by our guests in case of emergency
- We arrange the accommodation to be cleaned. We will do an inspection before and after the rental period.
- We promote the accommodation in our office, on our website, on Facebook and Twitter, and in our Newsletter



- It is possible to offer your property on the VRBO website through which we get a lot of requests; costs for this are approx. \$ 500 annually which are for your own account. On request we can also offer your accommodation through other booking engines like Booking.com and Expedia, the costs will depend on the chosen booking engine.
- If we receive a booking through other companies like travel agents or realtors we will manage division of activities and commission.

2)

- If an owner maintains his/her own website, it is very common that he/she has a caretaker/manager on Bonaire who arranges arrivals, departure and all other services.
- Our job only is to provide bookings, the owner's caretaker/manager is obligated to provide all additional services towards owner and guest, like cleaning and pick up service etc.
- Invoicing can be arranged through the owner as well as through us. If it is done through the owner, we will send an invoice for the commission due. If it is done through us, the owner will send us an invoice from which our commission has been deducted. We will send the guest an invoice stating full costs. When we have received the funds, we ensure that they are transferred directly to the owner.

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 the guests have paid to the owner, in addition to the above-mentioned commission, a 15% service charge on the normal rental price will also be charged. At the owner's request, the city tax may also be charged and paid.

If an owner receives friends or family in his/her home, our services can be provided as well. In this case the actual expenses (such as cleaning, laundry, shopping etc.) will be charged as well as 10% (excluding 6% V.A.T.) commission over the regular rental price.



Mid 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 midterm rental. Periods around 1½-6 months are considered medium term, for these periods we use an adjusted rental price. The rental price for these periods is usually set between the short and long term rental prices and will be discussed with the owner beforehand. 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 rental period. A deposit will be paid up front by the tenant, if there is damage, we will deduct the costs.

Standard maintenance of the property is the responsibility of the owner. The tenants will be charged with a mandatory end cleaning, maid service is not included in the rental price.

The commission for midterm rental is set on **15%** (excluding 6% V.A.T.) per month.

Our services are:

- Offering the property through various channels for the purpose of finding a suitable tenant
- Taking care of the lease and invoices for both tenant and owner
- Collecting the rent and paying it to the owner
- Inspecting the house at the start and end of the rental period, including a photo report and inventory list
- Key handover at the start and end of the rental period
- Recording the meter reading at the start and end of the rental period
- Taking care of cleaning at the start of the rental period if necessary / desired
- Taking care of the final cleaning and any other work required to ensure that the house is delivered in the same condition at the end of the rental period as at the start
- Set off any costs with the paid deposit
- First point of contact for the tenant in case of emergency
- First contact with handyman and/or contractor in case of technical problems during the rental period



Long term rental (minimum of 6 months)

Long term rental is interesting since it guarantees a steady income and partial maintenance of your home (if rented). It is best to transfer current accounts, like WEB (utilities) and Telbo or Flamingo (Internet/TV), into the tenants name so you will not be held responsible for unpaid bills. WEB however has a policy that they only transfer an account to a tenants name when there are no outstanding bills on this name. This is also applicable for you. If we would reconnect WEB to your name after a rental period, there should be no unpaid bills.

We advise you to arrange a contract for gardening and/or pool services and include the costs in the rental price. This way the garden and/or pool will always be kept in good condition and costs are paid (if rented). We include in our agreements as standard that the tenant must have the air conditioners serviced every six / twelve months and also proof of the invoices for this.

The tenant pays a deposit in advance, if there is damage, this will be passed on to him / her. 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 basis. You will receive automatically an invoice by mail of all incomes.

For every new tenant, the additional administration costs are **US\$ 75** excl. 6% V.A.T. In case you own 3 or more apartments that you rent through us, these costs are **US\$ 50** excl. 6% V.A.T.

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- Taking care of the lease and invoices for both tenant and owner
- Collecting the rent and paying it to the owner
- Inspecting the house at the start and end of the rental period, including a photo report and inventory list
- Key handover at the start and end of the rental period
- Taking care of all paperwork for the WEB connection in name of the tenant
- Recording the meter reading at the start and end of the rental period
- Taking care of cleaning at the start of the rental period if necessary / desired



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- Taking care of the final cleaning and any other work required to ensure that the house is delivered in the same condition at the end of the rental period as at the start
- Set off any costs with the paid deposit
- First point of contact for the tenant in case of emergency
- First contact with handyman and/or contractor in case of technical problems during the rental period
- Connecting owner and tenant if necessary / desired

It is also possible to offer your property through our office/website while the actual rental will be managed by the owner or his/her manager. If a tenant is provided by our office who signs a contract for at least six months a commission will be charged that will be related to the length of the rental period. The commission will be **8,33%** (excluding 6% V.A.T.) based on the full rental amount with a minimum of a half month's rent. In this case Harbourtown will take care of the viewing(s), draw up a rental contract, do the key transfer and inspection at the start of the rental period and provide a photo report and inventory list.

In case there have been at least 2 viewings through our office but you end up finding your own tenant, we will charge a commission of **20%** (excluding 6% V.A.T.) based on one month rent.



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Property Management

Rates per month excluding 6% V.A.T.:

1. Property management house	US\$ 120.00
2. Property management apartment	US\$ 100.00
3. Property management more than 1 apartment	US\$ 75.00

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 2-weekly inspection:

- Traces of burglary
- Traces of bugs/insects
- Leakage
- Check up on electrical 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.

If management is carried out in an apartment complex where we inspect multiple objects, we can offer you an adjusted rate.



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Rates additional services

The commissions and rates mentioned are for the activities as described in this document, costs for additional activities are charged separately.

- 1. WEB connection / WEB deposit settlement** US\$ 50.00
These costs will be charged to a tenant or owner when we take care of a connection for water/electricity or settlement of the WEB deposit. Please note that WEB also charges a fee for the actual (re)connection.
- 2. TV/Internet connection** US\$ 50.00
These costs will be charged to a tenant or owner in case we apply for a connection for cable and/or internet. For these connections there will also be a fee charged by the provider.
- 3. Application for a new gas bottle** US\$ 50.00
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.
- 4. Application for a Selibon container** US\$ 50.00
These costs will be charged if we apply for a container at Selibon. No extra costs are charged by Selibon for a replacement. For a new container there will be a separate fee charged by Selibon. In both cases we need to have the blue WEB bill.
- 5. All other services** US\$ 50.00 per hour
Other services may include help after a burglary, assistance with home improvement projects, having your private (rental) car washed or serviced, providing groceries for owners or tenants/guests and all other activities that are not covered by either a rental commission or a property management contract.

For services outside our opening hours (Monday to Friday 8:30AM – 5:30PM) a **50%** surcharge applies. All rates are excluding 6% VAT.

For laundry and cleaning services the actual invoice from the Laundry or Cleaning company will be charged to the tenant or owner directly. The rate for cleaning is \$15,00 per hour, excluding 6% VAT. The price at the laundry is approximately \$2,80 per kilogram.



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Necessary repairs or replacement of inventory with a maximum of **\$250,00** will be executed right away, the owner will be informed.

For repairs or replacement of inventory over \$250,00 the owner will be consulted first unless it is an emergency situation.

We will only advance payment of 3rd 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.

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Openingstijden kantoor:
Maandag t/m vrijdag van 08:30 t/m 17:30 uur



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