



# HAPI

## FLORIDA VACATION HOMES

The Best Homes Are HAPI Homes




Hapi Florida Vacation Homes Part of the  Florida Vacation Homes network


Each IPG office is independently owned and operated



## A Professional Service

When you own a vacation home you need to know it's in good hands, with a property management company that cares about you, your property and your investment.

**HAPI Vacation Homes** are part of the  IPG Florida Vacation Homes network one of the largest property management companies in Florida, established for over 20 years and run by local caretakers with areas covering no more than 60 homes ensuring you never become a number & always remain a priority. We pride ourselves on quality service, & just as importantly we have a wealth of experience of the Florida holiday market.

The backing of a large corporation like  with local family people like Steven & Hazel living just around the corner from your property is unique & is a recipe for success. It gives you 24/7 piece of mind & confidence with local people you have a relationship with, who ensure you & those renting your vacation home experience five star service.

'We Manage - You Relax with big company support from IPG complemented with locally living caretakers looking after a small number of villas.'



## About HAPI Vacation Homes

When you rent out your home you need to know that your guests are going to have a great vacation and most importantly they come back year after year and hopefully tell their friends about what a good time they had.

Anyone can rent out a property but with HAPI Vacation Homes you get a team who know all there is to know about what makes a great vacation in Florida and who will make sure your guests get the benefit of all this experience.

Steven and Hazel have worked in the retail and service industries for a combination of 30 years and have been Florida homeowners themselves for the past 15 years. They know what service and support is all about and now with HAPI Vacation Homes they can make your life much easier and they will add those "special service" touches that will wow you and your guests.

'We live within 5 miles of all our clients' villas, providing guaranteed 24/7 support & service.'



‘We pride ourselves on providing a first class service, with first class rewards direct to our clients’



## Switch Reward

If you are currently with a another property management company we understand your concerns about moving. Our service is our best asset but we also offer financial help to earn your trust with your first three months' property management fees free. If you're not happy & we know you will be, you can leave at any point.



## Refer A Friend

If you refer a friend or family member who takes out a contract with HAPI Vacation Homes you will receive three months' free property management fees or \$500 credited to your account to spend on whatever you want to improve your home & let's not forget your friend we will give them a champagne gift pack as a sign up gift.



## Rental Commission

Often due to demand our clients' villas including yours will be booked out, but if you know someone who owns a villa with space at that time, put them onto us & we will reward you with commission from the rental income on the holiday.



# Our Premium Partners are Available for You

When you select HAPI Vacation Homes you are also opening the door to associate companies that can help you with a whole range of services and help with all aspects of owning and renting property as well as getting the most out of your overseas investment.

- International mortgage support
- Real estate
- Building, construction & freshen ups
- Visa & tax advice
- Home furnishing & interior design
- Flights, travel & attraction tickets



# A Professional Service

Don't let your second home become your second job. Let HAPI Vacation Homes take the hassle and worry away by using our complete service. **Starting from just \$99 Yes just \$99** Including all the services below.

✓ Monthly property management	✓ Property marketing to generate rental income
✓ Weekly home inspection	✓ Access to IPG Tour bookings and system
✓ Pre arrival inspection	✓ Advertising your home on the HAPI Florida Rentals website
✓ Departure inspection	✓ Guest services before, during and after their stay
✓ Provide and change AC filters	✓ Access to our 24/7/365 days a year emergency call out service
✓ Organising and overseeing cleaning services	✓ Providing an up to date guest information manual for your property's guests
✓ Utility bill management (if required)	✓ Hot drinks tray on arrival
✓ Itemised monthly and annual statements	✓ Assisting and/or supervising insurance claims as required
✓ Tax statements	✓ Access and use of the IPG 24 Hr Welcome Centre
✓ Scheduling repairs as economically as possible	✓ Welcome Pack on arrival



We have packages to suit everyone at prices to suit everyone.

# What HAPI Vacation Homes will do for You

Some companies are very vague about what they offer – we like to be clear and up front. **Our first service to you is free of charge** under Florida law your vacation home has to have a thorough initial set up, all legal documents have to be in place.

We call this the 'Home Set Up' and it's all done at no cost to you. It also is one big thing you can cross off your list and with our experience you know it will be taken care of. **Your property is totally covered by HAPI Vacation Homes services.**

When you choose HAPI Vacation Homes you get the peace of mind that your investment is being looked after and your guests will have a trouble free, quality vacation.



'It is important to note that all our services are carried out by IPG & HAPI Vacation Homes employees who go through our rigorous service training programme.'

**Our services page opposite explains what we offer & a few unique touches that ensure we offer you & your clients the very best service.**



# Our Services



## General Property Management

Weekly inspections, all administration, utility payments, bespoke web site page & marketing activity to ensure you maximise rental, 24/7 key collection service, monthly & end of year reporting, online visibility of all work, rentals & payments.



## Maintenance & Repairs

A full service to ensure your home is kept to the highest standard & guests experience a trouble free stay. This service also covers a 24hr call out service to ensure you never get troubled. Full visual Online transparency of any repairs & parts invoicing is also supplied.



## Lawn Care

Due to the Florida climate your lawn & grounds will require regular care & attention. We carry this out for you & give full reporting on work undertaken.



## Welcome Packs

Every one of your guests will receive a complimentary welcome pack, this gives them all the contact details, a hints & tips pocket guide and a unique gift. All of this is provided by us & personalised from you to create a personable touch & future loyalty.



## Pool Service

A private pool is a key part of the rental selection criteria for most renters, a HAPI Vacation Homes licensed pool professional will take care of all your pool maintenance needs.



## Pest Control

Regular pest control is a legal obligation & our licensed professionals will ensure your property remains pest free.



## Cleaning Services

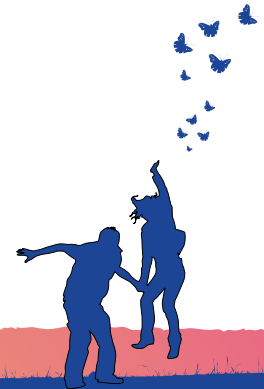
Your home will be given a dedicated maid who cleans your home week after week, they get to know your home inside out & undertake our training programme to ensure exceptional standards of care & cleaning are applied.



## Rental Service

We provide a full range of rental products & services for your home renters to ensure they can maximise the pleasure of their stay & bring less luggage with them. This service covers baby packs, BBQ kits, pool packs & even mobiles, & Sat Nav systems. Prices guaranteed to be cheaper than ordering or buying it from your tour operator.

‘It is a proven fact that well maintained & serviced homes will not only improve your rental occupancy but also increase loyalty & repeat visits.’



# Total Vacation Home Management from as little as \$99 per month

We are so confident you will love our friendly,  
honest and local management approach we are offering

**Three Months Free or \$500**  
credit to spend on your home!\*



Contact Steven or Hazel today and get outstanding service, value for money and that professional service!

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\*Terms & Conditions: Offer may be withdrawn at any time, three month property management excludes cleans, pool clean, lawn & maintenance.

