



UMHLANGA ARCH

Properties

Welcome

TO THE NEIGHBOURHOOD

Dear Valued Homeowner

Umhlanga Arch Properties Premium Concierge Host and Letting Division welcome you to a new brand of excellence.

With over twenty years of experience in the short-term rental market and with our unique value added concierge services, we are proud of our 90% return rate on customers.

We are passionate about service to both the owner and the guest and enjoy a synergy with the values and ethos of The Umhlanga Arch which promises service excellence.

Join us for an exciting and successful journey ahead. Let us take the stress away from short-term letting of your apartment whilst we create a revenue income on your asset.

We look forward to meeting with you soon,

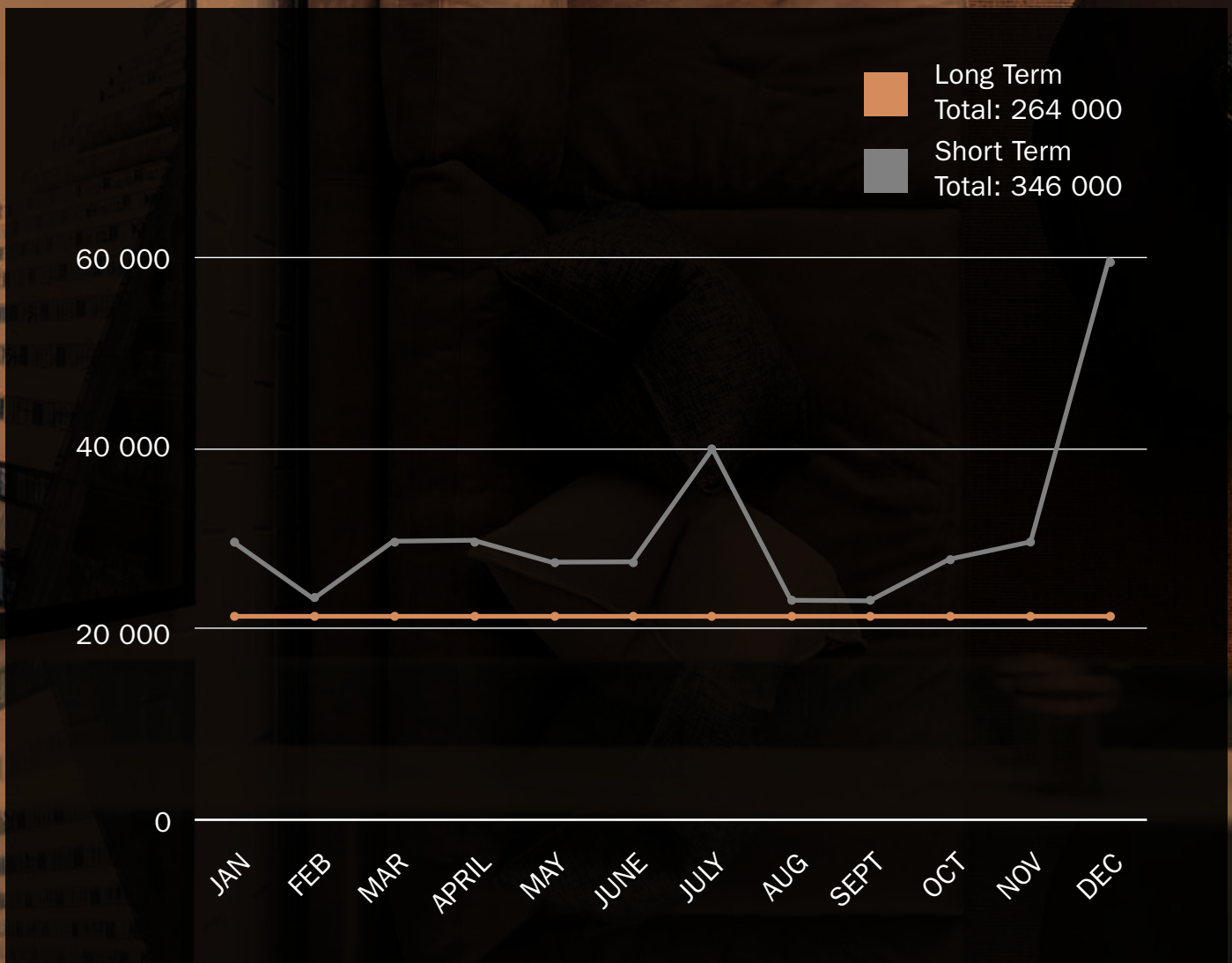
Janine & Natasha

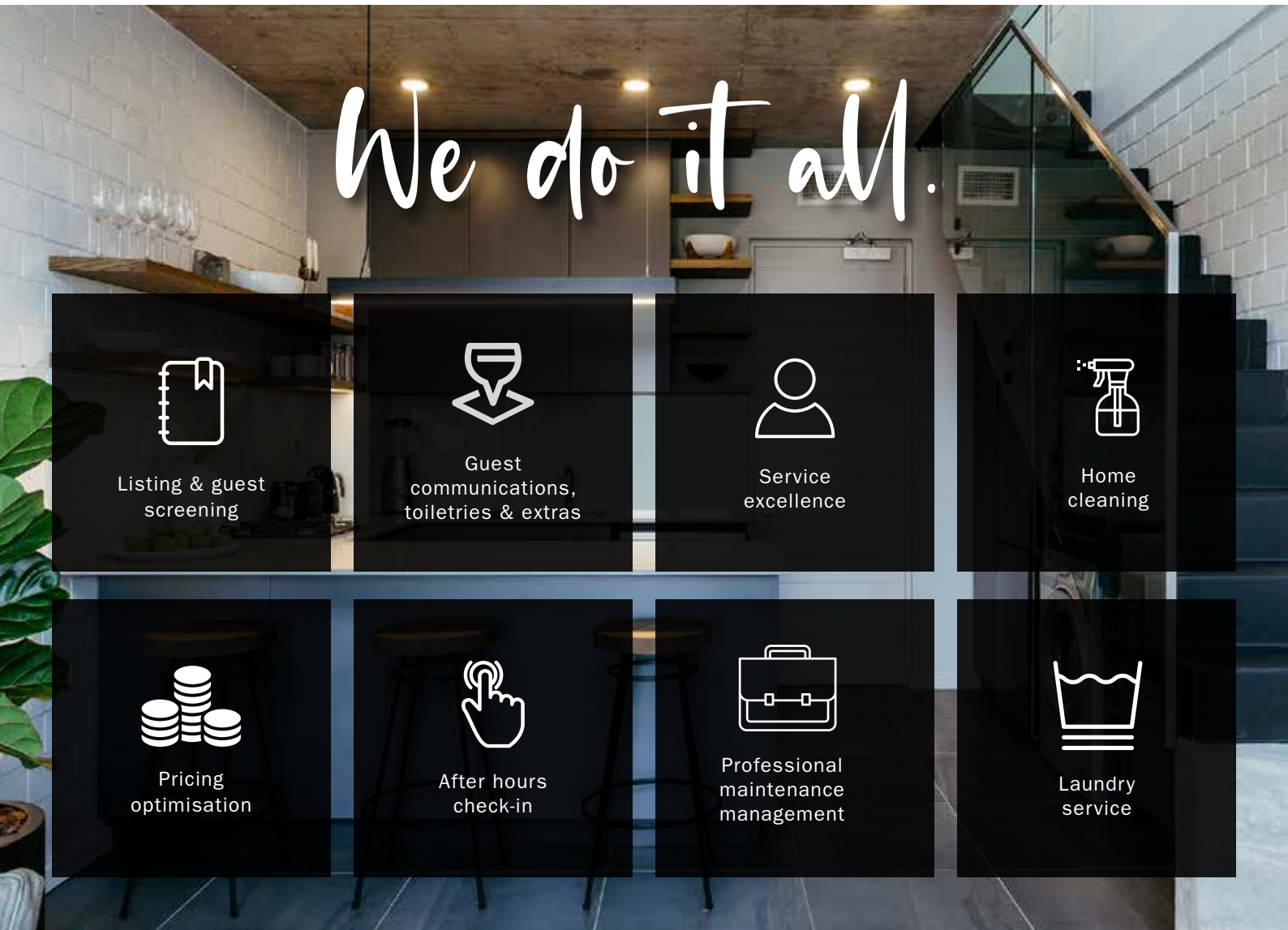
WHY SHOULD YOU SHORT-TERM LET?

Short-term letting gives you full flexibility of where and when you want to host, whether you choose to live in your apartment and rent it out for specific periods or maximise rental returns whilst still enjoying the convenience of your own apartment.

FORECAST

2-BEDROOM APARTMENT





We do it all.



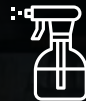
Listing & guest screening



Guest communications, toiletries & extras



Service excellence



Home cleaning



Pricing optimisation



After hours check-in



Professional maintenance management



Laundry service

How it works?

EASY STEPS TO SHORT-TERM LET

STEP

1

We will meet you at your apartment or on a Zoom meeting at your convenience.

STEP

2

Once we have viewed the apartment and it has been approved for rentals, we will sign the terms and conditions with you.

The apartment can be COVID-19 hygiene cleaned and prepared for its first rental. Inventory will be taken and the apartment details loaded onto our marketing platforms and reservation systems.

STEP

3

Guest vetting: All incoming guests are stringently checked with strict security measures in place.

They will also undergo the standard Umhlanga Arch security biometric system on arrival.

STEP

4

You, the owner, will sit back and relax whilst enjoying your asset and the ease of having the overheads taken care of for you. The guests will be looked after with five-star treatment. They will be checked into the apartments and offered housekeeping and laundry services onsite. The concierge team will look after all their needs to ensure that they will be good return customers, not just to the apartment, but to The Arch and all it has to offer.

STEP

5

On guest departures, the apartment will be checked for any breakages or maintenance required and the inventory will be updated. A cleaning service will be performed, including a full linen change. The apartment will be left five-star ready for the next guest.

What we offer

OUR COMMISSION OF 30% INCLUDES THE FOLLOWING:

- 10% spend on lead generation and marketing of your apartment which will be driven by a specialist company.
- The apartment will be placed on a rental ladder system to ensure fair and equal letting to all. A reservation calendar will be held and maintained and login details will be given to you so that you can access your apartments sales and availability at any time.
- A 7-days a week concierge welcome desk facility to accommodate and ensure a personalised check in process of all guests to the apartment.
- The full biometric procedure will be done for all guests by ourselves at the welcome desk at no charge to yourself or the guest.
- To ensure all guests' needs are met during their stay and to answer the many questions that arise during a rental.
- Liability insurance for guests in the apartment for accidental injury etc.
- Charlotte Rhys branded amenities for all personal hygiene and cosmetic needs.
- Inventory control and maintenance updates after each booking.
- Should your apartment require maintenance it can be supervised by our operations management team.
- Reduced rates at onsite laundry facilities.
- Reduced rates on all cleaning requirements and housekeeping staff.
- As our team will be managing the concierge area we can receive and hold onsite deliveries for you.
- Monthly payment of rentals to you with detailed reporting at month end.
- All guests sign a detailed lease agreement.

Housekeeping

SERVICES

Umhlanga Arch Properties Short-Term Letting Division has a compliment of well-trained, experienced cleaning attendants. Collectively our staff have more than 10 years' experience in cleaning and housekeeping for residential and hospitality apartments and guest homes. We use all requisite equipment and chemicals required to ensure the health and hygienic servicing of your property.

Contact concierge desk on concierge@umhlangaarchproperties.co.za to book your once off or recurring services.

SERVICE TYPE PRICE LIST

All our services are completed in accordance with Covid-19 regulations.



General Service: R200

General cleaning service of apartment to maintain rental readiness. Includes staff time and cleaning chemicals.



Housekeeping Service: 2 bed R250, 1 bed/loft R150

Cleaning service of owner/tenant occupied apartments (excludes laundry and ironing)



Exit Cleaning: R350

Mandatory service following guest or owner occupation of apartment. Includes staff time and cleaning chemicals.



Housekeeping & Laundry: 2 bed R500, 1 bedroom/loft R350

Cleaning service of occupied apartments with onsite laundry. Includes staff time and cleaning chemicals.

Laundry

SERVICES

Umhlanga Arch Laundry is a family run and operated, eco-friendly laundromat situated in the stunning new development, The Umhlanga Arch. Focused on service excellence, convenience and a premium full turnkey service, Umhlanga Arch Laundry promises to take care of all your laundry needs. Life's too short to do your own laundry, seriously, so let us do it for you. *We offer both domestic and commercial laundry services which include washing, ironing and dry cleaning (off site).

Resident's package (linen: wash, dry, iron)

	Loft Apartment	1-Bedroom Apartment	2-Bedroom Apartment
Flat sheet	1	1	2
Fitted sheet	1	1	2
Duvet cover	1	1	2
Pillow cases	4	4	8
Towels	4	6	8
Dish cloth	1-R100	1-R120	1-R200

Door to door delivery included.

Umhlanga Arch laundry price list

- Wash, dry, fold – R35/kg (minimum 3kgs) R105
- Wash, dry, iron – R40/kg (minimum 3kgs) R120
- Dry and iron – R35/kg (minimum 3kgs) R105
- Dry and fold – R30/kg (minimum 3kgs) R90
- Stain remover – R15 per item
- Dry cleaning done off site - Colours and whites sorting R20 additional cost

**estimate prices subject to change*



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