



**COCONUT CASAS
HOMES & PROPERTY
MANAGEMENT**



“

In all our actions
is the desire to
make lives better
and happier.

”





Our Business Philosophy

Understanding Clients Best Interests At Heart

We take the guesswork out of your hands and into ours. We personally oversee and care for your Property, from the delivery to the first rental, guests and beyond.

We are a company that takes care of your property as if it's our own.



Cohosting Program



Honesty, integrity, dedication and respect for our clients and guests



Graphic, financial and maintenance reporting.

ROI growth



Our Services

WHAT WE DO



Marketing

Set up the complete advertising of your home on rental platforms



Photo-shoot

Professional photos of your property and of the area



Detailed Quarterly Financial Reports

Balance Sheet and itemized expense/income reports with accompanying photo reports



Hospitality & Concierge Services

Our team is always available to provide owners and guests the best attention



Super Host Status



COCONUT CASAS

Property Management

Owner Services & Vacation Rental



Listing

Continuous updates of the property listing and its information, pricing, rules and availability calendars online.



Personalized Attention

Check-ins and check outs are done by the guests, but we always have personal contact if the guest prefers this.



Communications

Immediate follow up with all the rental inquiries, rental issues, and owner questions.



House Manual & Guest Guide

In every property we put a book with Local knowledge, recommendations for family activities/places, restaurants, beach clubs, places of interest, tourist hotspots, taxi numbers, emergency contacts, grocery stores, specific house rules, and more.



Account Payment Services

Timely payment of all bills to avoid late penalties and interruption of services.

- Electricity and water.
- Internet, satellite or cable TV.
- Maintenance fees & special assessments fees.
- Property taxes & annual Fideicomiso permit fee.
- Home Insurance



Refreshments & Amenities

20 liter bottled water, local amenities such as artisan shampoo, soap. Lotion, antibacterial supplies for the current pandemic, and more provided at every check-in.



House Manual and Guest Guide

Guest love to know about local recommendations



Health Home Info Foodies Paradise Wellness & Activities

GUEST GUIDE

WELCOME TO ECLIPSE

This is the beginning of the rest of your life, enjoy it!



FIRST THINGS FIRST

ADDRESS: Calle Tabachin, Mz 16, lote 45, Residencial Riviera Tulum.

KEYS: We provide you with 3 sets of keys, there are 2 on the kitchen island and there is 1 inside the lockbox; the last one is for you to open the house for the first time and when you leave the house on your check out, please keep this key inside the lockbox at all times with a different combination on the lockbox, NEVER leave the right code in sight and remember to put it back in the lockbox as soon as you open the house and when you check out. Any lost keys will incur a fee of \$30 dollars.

THE CREW



YENI
LEIF
RYAN

WIFI NETWORK: lane45
PASSWORD: lanetulum
SPEED: 50 mbs · Fiber Optic
In case you require a higher speed please let us know, we can increase it the same day at an additional price.

Bicycles:
Bicycles are a great way to explore Tulum and they are so much fun!
We provide you this service, 4 bikes are provided to you as an amenity with your rental.
The bikes come with:
2 Big locks: make sure you secure all bicycles to the frame and to a safe place.

In case of loss you will be charged \$150 USD per bike, 20\$ per lock



WE KINDLY ASK YOU TO PARK YOUR CAR AT THE PARKING SPACE IN FRONT OF THE HOUSE.



BEACH TIME! LET'S GET SANDY

POC NA MON - SUN · 8:30 AM - 11:00PM
Cuisine- Modern fusion tacos, Pizzas and full bar made in a Japanese kitchen. Pricing is considered very economical considering its location.



AHAU MON - SUN · 7:30AM - 10:30PM
Savor rustic, yet elegant Mexican and Caribbean cuisine in a beautiful beach and garden setting. Enjoy the fresh catch of the day, signature seafood dishes, mezcal-cured fish, and vegetarian menus.



ZIGGY'S BEACH MON - SUN · 7:00AM - 11:00PM
Sunbeds and palm trees will await you for your maximum comfort and enjoyment in a natural atmosphere, along with the excellent service and personal attention that has made Ziggy's Beach Club extremely popular!



MIA MON - SUN · 8:00AM - 11:00PM
Mexican cuisine with the Tulum's largest wine cellar. This place has many beautiful spots for those anting to take some great photos.

LA ZEBRA MON - SUN · 7:30AM - 11:00PM
Authentic Mexican flavours with menus that evolve from day to night and highlight the bountiful ingredients available throughout Mexico.



PLAYA PARAISO PUBLIC BEACH
On the north side of the beach road you will find one of the most beautiful beaches in the world, Playa Paraiso. As its name says, this is exactly how paradise should look like, the pristine white sand beach and the turquoise blue water makes this beach the place where you want to be.




PLAYA PARAISO MIA

SERVICE NUMBERS

FOOD DELIVERY **ONLINE FOOD DELIVERY SERVICE** **TOMATO**
Tomato.mx is the best online delivery service in Tulum. It works with most restaurants and shops.

If you find yourself in an emergency, there are other phone numbers you may contact that can help you. However, keep in mind that many of these (including 911) may not have English-speaking staff. However, if you **do not speak Spanish**, we recommend you find help. Luckily, there are other services for designed for foreigners (see below).

General Emergencies	911
US Embassy	+52 998 883 0272
Canadian Embassy	+52 998 883 3232
Playa del Carmen	
Red Cross	+52 984 873 1233
Fire Department	+52 984 870 3660
Hyperbaric Oxygen Chamber Treatment	+52 984 873 1365
Bureau of Immigration	+52 984 873 1884
Civil Protection	+52 984 877 3053
Tulum	
Red Cross	+52 984 802 5521
Fire Department	+52 984 871 3732
Civil Protection	+52 984 871 2688
Cancun	
Red Cross	+52 998 884 1616
Fire Department	+52 998 884 1202
Hyperbaric Oxygen Chamber Treatment	+52 998 801 5200
Bureau of Immigration	+52 998 881 3560
Civil Protection	+52 998 887 4341

Because the Riviera Maya lives from tourism, there are new services that are specifically made for those who do not speak the local language. In case of emergency, you can contact either Expat011 or Guest Assist. They will offer services from emergencies to assistance and help for lost or stolen passports or credit cards. These services will also aid you in complaints, report of thefts or physical assault, roadside assistance and general information.

OUR NUMBERS: **Yeni:** +52 998 246 3405
Leif: +52 998 407 2314





Liaison with the Administration

We ensure all maintenance fees, reserve funds for the building/area, or any other fees due are paid on time.

Representation at the Homeowners at Annual Meetings.

Responsible Administration

Arranging and supervising cleanings. Collection/ refund of security deposit.

Inventory of unit before and after check in/check out.

Posting feedback and reviews for and from the guests.

Handling of and dispersement of funds.



What You Will Get

NO WORRIES ABOUT YOUR PROPERTY!



Unlimited Personal Usage

Subject to previous rental reservations.



Maintenance and Expense Reports

Outlining all income, expenses and maintenance costs for the property. Detailed reports will be provided quarterly to the owner with accompanying photos of any work/ maintenance done.



Complete Preventative Inspections

Every month we go through the unit thoroughly for any recommended work needed.



Humidity Control Service

We provide your unit with humidity control devices and air it out when it is not rented.



Pool and Garden Maintenance

Full maintenance staff, all chemicals and equipment provided.



Co-Host Program

You will be able to be a co-host your property. Meaning you will be able to see all income, messages, bookings and all transaction with renters as they occur.



Complete Maintenance

AC units, water pumps, faucets, drains, fumigations, and other systems in your house will be inspected and maintained regularly.



Priority to All Units

All our clients have the same priority regardless the type of unit or location.



Services on a Fee Base

We have plans that suit all needs.

Cleaning Services

\$50 USD per cleaning.

All staffing, amenities, water,
house cleaning supplies included

Maintenance

AC cleaning, washing
machine, or any maintenance

Fumigation

\$50 USD per service.

Keeping away all the bugs from your
property and ensuring the guests
comfort and safety using BIO

Home Staging and Landscaping Program

We offer assistance in helping you equip and fully furnish your home (**\$150 USD per day**), recommendations on furniture, decorations, receiving the furniture upon delivery (**\$50 USD per day**), as well as upgrades and everything needed to have your place looking great and ready for your enjoyment and the rental market.

Coordination of Maintenance and Repairs

Our complete Inspections are included in the monthly maintenance fee. The client pays for any maintenance work or repair work needed and we advise clients when it is time for the needed maintenance work or recommended work.





Preventative Maintenance Plan

\$75 USD

Every 2-3 months complete cleaning of all plumbing filters in the unit: faucets, shower-heads, draining/ maintenance of the water heater, and washing machine hose filter cleanings, etc.



Air Conditioner Maintenance

\$150 USD

We check the units for leaking and temperature of air (check this in the complete inspection). We recommend every 2-3 months Air conditioner service: removal and cleaning of the filters. We arrange these cleanings

Windows-Screens

Regularly screens are ripped and torn by renters, birds, and other factors. We check and arrange replacement of all the damaged mosquito screens as needed on a regular basis. This ensures happy clients due to prevention of mosquitos and bugs entering the unit disturbing renters.



Painting your Unit

Inside/outside and touch ups.

We also arrange the full painting of your unit and touch ups.



COCONUT CASAS



Concierge Services

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Private yacht, snorkeling, archeological sites, day tours; transportation, chef & much more



Welcome Gift

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From wine bottles to Champagne and flowers, we adjust to your needs and requirements



Local Amenities

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Local bio-natural mayan bathroom amenities.
Shampoo, conditioner, body lotion, etc.



Management Terms

20% Commission on gross rental income.

- Minimum One Year Contract for our rental services. After that time period owners can decide to renew or cancel with 90 days notice of contract end date (current and future reservations must be respected during/after cancellation).
- Expenses paid by owner: See above descriptions
- Extra expenses: Advertising expenses, repairs, maintenance work, fumigations, other expenses, dry cleaning, professional photography (instead of regular pictures), etc.
- Monthly Administration Cost: \$75 USD
 - Making sure your unit is always in tip top condition and ready for rentals ·



Rental outcomes

**Estimated income for a 2
bedroom-2 bathroom, depending
on location and set up, between:**

\$20-35,000 USD gross per year.



Our Growth

—
At Coconut Casas we grow at a
safe pace.

We look for **quality**
instead of quantity in our
owners and guests./

Acknowledging and being real
about Mexican processes and
times, this allows our clients to trust
in a company keeps business real
and honest.





Angela

"We are also fortunate that Ryan has taking care of my property and rental management services. He is wonderful to work with -- organized, very helpful, and very accessible.

Can't say enough about the Coconut Casas team!"

Lane

"A Very Sincere Thank You to you and your staff from Coconut Casas. We are most certain that all of our friends and anyone else that has the pleasure meeting and working with you, will indeed have as fantastic an experience as we have. Not only have we met such a wonderful person as you, we now consider you as one of our new dear friends.

Keep Up The Great Work!"



Thank you for your interest in Coconut Casas
and our Services

We look forward to hearing from you and any
questions you may have about working with:



**COCONUT CASAS
HOMES & PROPERTY
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Contact Us

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