



**COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT**





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



COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT





# 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



Financial and maintenance quarterly  
reports



COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT

# 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. We also offer all tourist tours, yachts, spa services, and more

## Super Host Status



COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT



# Property Management

## Owner Services & Vacation Rental



### Listing

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



### Communications

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



### 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



### Personalized Attention

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



### 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.



### 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

## Restaurants and Night Life

### DOWNTOWN

**Del Cielo** - 8:00 / 13:00  
Full breakfast, fresh bread and pastry daily, home made granola, sandwiches, tartines, juices, raw vegan cakes, gluten free products, organic coffee and more...

**Don Cafeto** - 7:00 / 23:00  
We recommend this place for breakfast if you are looking for a Mexican option.

**Humo** - 8:00 / 23:00  
Modern Mexican cuisine with a new age approach. Has been described as an exciting and authentic dining experience.

**La Hoja Verde** - 8:00 / 22:30  
The best option for vegans and vegetarians.

**El Asadero** - 16:30 / 23:00  
Great steaks, Mexican food and service. They also have good vegetarian options.

**El Búcaro** - 13:30 / 23:00  
Best Italian restaurant specialized in fresh fish, enjoying the mix between Caribbean and Mediterranean style.

**La Gloria de Don Pepe** - 13:00 / 23:00  
Authentic Spanish food, enjoy the best paella, fideuá, Spanish jam, tapas, wine and more!

**Antojitos La Chiapaneca** - 17:00 / 01:00  
Best tacos in Tulum, the most authentic Mexican tacos in Tulum.

**Batey Mojito Bar** - 17:00 / 01:00  
Emblematic bar in Tulum, they serve Mojitos with freshly crushed sugar cane juice and have alive music every night.

**Santino** - 20:00 / 04:00  
LETS GET THE PARTY STARTED!

PRICES AND TIMES VARY DEPENDING ON THE SEASON  
YOU CAN BOOK YOUR EXCURSION WITH US - CONTACT US ON WHATSAAPP FOR MORE INFORMATION



## ZAMA VILLAGE

TULUM, QUINTANA ROO, MEXICO

House Information

WHAT THIS HOUSE OFFERS YOU?

TULUM SIGHT-SEEING  
PLUMS, CENOTES,  
TOUR INFORMATION

FOOD AND DRINKS  
BEST RESTAURANTS  
AND BARS

THINGS TO KNOW  
GETTING AROUND,  
MEXICO AND MORE



Dear guest,

We have created this book with the intention that you feel at home.

To make your stay easier and more pleasant, here are some useful tips for the proper functioning of all items and equipment that are available to you, as well as the recommendations and information you need during your vacation.

Enjoy Tulum's good vibes

Stay salty my friends

## Things to Know

### GROCERY SHOPPING AND MEDICAL ASSISTANCE

**Chedraui** - 7:00 / 23:00  
Is a full service grocery store. You can find almost anything that you need, even some international products. Pricing is considered economical.  
Easily accessible by car or bicycle. There is lots of sheltered parking and there are also bike racks available to use.  
Payment in USD possible if you have the change.

**San Francisco** - 7:00 / 22:00  
A well stocked grocery on Tulum Avenue, smaller than Chedraui yet good enough for some grocery shopping. Clean bathrooms, friendly service, fair pricing, and good variety of produce, drinks, and snacks. Be aware they don't sale any seafood or fish. There is a pharmacy inside.  
Payment in USD possible if you have the change.

**Medical Assistance**  
Some private hospitals do accept foreign health insurance and others do not. They do require cash or credit payment prior to admission or treatment. After you get treatment you can deal with your insurance if it is covered. ASK at the hospital if they can check with your insurance company. However you will have to pay and then be reimbursed later if the service/hospital is covered by your insurance.

Costamed  
Is part of a group of hospitals based in Cozumel, Playa del Carmen and Mahahual. Costamed Tulum provides emergency services, general medicine medical services such as laboratory studies, CAT scans and X-rays.

Av. Tulum between 1 North and 1 North Block 5 Lot 8 bis  
Tulum, Quintana Roo  
+52 984 803 7777  
<http://costamed.com.mx/>





## First Things First

**Address:**  
Av Zama Manzana 11 Lote 2-3 Unit 102 Frac. Maya Zama

**Keys:**  
We provide you with 3 set 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.

**Internet:**  
Network: Zamavillage 102  
Password: 246801379

**Bicycles:**  
Bicycles are a great way to explore Tulum and they are su much fun!  
We provide you this service, contact us to book your bikes.  
Price per day per bike:  
**100 Mexican Pesos (MXN)**  
Deposit: **\$100 USD per bike**  
You can make the payment and the deposit through PayPal or by cash.  
PayPal account: [invitation@flyandbuyhomesinmexico.com](mailto:invitation@flyandbuyhomesinmexico.com)  
Please make two payments:  
1. Total amount for the deposit.  
2. Total amount for the rental.  
This way you make easier for us to reimburse you the deposit at the end of the rental.



**Our Team**

Yeni: +52 1 998 246 3405  
Anna: +52 1 998 201 6231  
Ryan: +52 1 998 118 4029



COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT





## 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.



COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT



# 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 you run it with humidity control devices and air it out when it is not rented.



## Pool and Garden Maintenance

Full maintenance staff, all chemical sand 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

Based on Service Provided

AC cleaning, washing machine, or any maintenance needed

## Fumigation

\$50 USD per service.

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

## Home Staging and Landscaping Program

We offer assistance in helping you equip and fully furnish your home (**\$150 USD per day**), recommendations on furniture, transportation, 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

\$75 USD

Complete disassembly and cleaning, pressure washing, checking the units for leaks and temperature of air, and filter cleaning. We recommend every 2-3 months full air conditioner service.

## 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 touchups.



COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT





# ManagementTerms

**25% 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.



**COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT**



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 Rentals team!”

Lane

staff from Coconut Rentals. 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 Not only fantastic an experience as we have.

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!”



COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT



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  
MANAGEMENT**



**COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT**





## Contact Us

[www.coconutcasas.com](http://www.coconutcasas.com)

[yeni@coconutcasas.com](mailto:yeni@coconutcasas.com)

+52 9982463405



COCONUT CASAS  
HOMES & PROPERTY  
MANAGEMENT