

Safe Communities Algarve

PROFILES/PROPERTY MANAGEMENT

Name of Company

SMARTAVILLAS.COM



smartavillas.com

Contact

Rachel Robinson

Position

Company Owner

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Overview of services

Smartavillas.com is a Property Management Company, registered in Portugal and working in line with local legislation to ensure high standards of comfort and safety for all guests. We offer a comprehensive management service including advertising, bookings, guest welcome, cleaning and laundry, operating from our offices in Tavira. At the 'sharp end' have housekeeping and maintenance personnel who work hard to ensure that your guests are well catered for and that your properties are maintained to a high standard.

Brief Company History

Smartavillas.com was founded in 2009 and since then has grown to a portfolio of over 100 properties, based specifically in the Eastern Algarve. We have a strong team of housekeeping, maintenance and administration personnel who together strive to deliver exceptional standards – with one goal in mind – the customer.

Brief Personal Background

The Company owner, Rachel Robinson has a strong business background with 16 years' service in Retail Management, latterly as HR Director. Both HR and Customer Service experiences have provided the strong foundation needed to build a successful business here in the Eastern Algarve.

Clients

We provide services for both owners of property in the Eastern Algarve and holiday makers who wish to rent accommodation in the area.

The nationality of our clients is far reaching; from Europe, South Africa, USA and Canada. Most of our clients are short term holiday makers, but we are seeing a huge increase in winter sun-seekers renting for a few months during the low season.

We are proud to say that many of our guests return each year, with the most recent statistics showing a 32% rebooking rate.

Company slogan

The Friendly, Professional and Reliable Service Provider for Property Owners, Delivering Great Service and Accommodation for Your Guests.

Crime Prevention and Service Quality Approach

For us there are 2 clear definitions concerning our approach: Firstly taking care of the properties of our Clients and Secondly, ensuring that holidaymakers and visitors are safe during their stay.

Property Security is of paramount importance as we are the ones entrusted to safeguard. We offer a weekly inspection service with a checklist of points to cover security matters and also property welfare, i.e. checking for leaks, damp patches etc. This works very well and has averted several crises!

For our holidaymakers, on arrival we offer a personal meet and greet service that includes a tour of the property and explanation of important security and safety aspects – i.e. how to lock the window shutters correctly, to store valuables in the safe etc. We encourage an open channel of communication with our guests to encourage them to talk to us in the event of any queries or concerns regarding safety matters.