

Short-Term Rentals With Flat Manager

FLATAWAY
PROFESSIONALLY SERVICED APARTMENTS

 **airbnb**

Booking.com

 **HOMES & VILLAS**
BY MARRIOTT INTERNATIONAL

What does Flat Manager do?

We take over the overall management of properties that are rented out short-term to tourists and business travelers.

The successful realization of a property in the platforms for short-term rentals depends not only on the quality of the individual activities, but also on their sequence and synchronization.

For this reason, we offer only one package of services, which covers all obligations for the activity.



One package of services for you and your guests



Creating profiles in the platforms of Airbnb & Booking.com



Including the property in our platform FlatAway, as well at the platform Homes & Villas by Marriott International (subject to approval by Marriott Inc.)



Calendar synchronization and dynamic pricing with the help of algorithms and specialized software



Communication with guests before, during and after their stay; online, by phone and in person



Processing of reservations and registration of guests in the system of the Ministry of Tourism



Accommodation of guests by self-accommodation method or in person



Telephone concierge in English and Bulgarian, 24 hours a day, every day of the year



Cleaning of the property after each stay - washing of bed linen and towels and refilling with hotel cosmetics



Maintenance of the property, elimination of minor damages and refilling with consumables (washing powder, vero, coffee, etc.)



Tax optimization and full administrative service with accounting (if necessary)

Which properties are suitable for short-term rentals?

Flat Manager manages apartments and houses that are rented out short, mid and long term.

Serving all segments of the rental market, we can impartially determine which is the most profitable option for a property.

If your property does not meet the recommendations on the next page, [contact us](#) and we will find a better solution!



Location

In Sofia and Plovdiv the properties should be located in the ideal center, within walking distance of the main tourist attractions.

On the Black Sea coast and in the winter resorts the properties should be close to the beaches, the lifts and the most visited places.



Type

One-bedroom, two-bedroom or multi-bedroom detached apartments and houses.

The presence of a kitchen or kitchenette is mandatory.

The studio apartments are also suitable for some of the short-term rental platforms, as long as they are larger than 25m2.



Condition

The property must have been renovated in the past 5 years or refreshed in the past 2 years.

All installations and appliances must be in perfect working condition.

The property must be cleaned and equipped according to the recommendations in this document.



Interior

Successful properties are good designed, with functional and aesthetically pleasing interior.

The furniture does not have to be expensive and luxurious, but it must be of good quality.

You can see sample apartments [here](#).



How should the property be equipped?









We have prepared a list of things that are mandatory for each apartment, so that your guests will feel like at home.







If you want your property to generate higher income and be advertised under the brand Homes & Villas by Marriott International, you must provide all the things from the recommended list (providing them does not guarantee admission to the platform).



Mandatory basic equipment

In the property

-  wireless internet (minimum 50mb/s)
-  heating appliances
-  iron and ironing board
-  fire extinguisher
-  first aid kit
-  smoke and carbon dioxide detectors (if the property is gasified)
-  one duvet per bed
-  hair dryer

-  toilet brush
-  coffee machine
-  kettle
-  shallow plates, deep plates and utensils (x2 per guest according to capacity)
-  glasses for water, wine and cups for coffee / tea (x2 per guest according to capacity)
-  knives and cutting board, serving spoons, peeler, scissors, corkscrew

Recommended additional equipment

In the property



cooling appliances
(air conditioner / fan)



washing machine and dryer



TV with cable channels



vacuum cleaner and mop with bucket

In the kitchen



oven and stoves



microwave oven



toaster



trash can with lid



pans and pots,
In 2 sizes and one tray



tea, coffee and spices:
salt, pepper, vinegar, oil, sugar

Recommended additional equipment

In the bedroom



two pillows per bed, one harder and one softer (4 per bedroom)



mattress protectors



blinds and curtains or drapes with the possibility to complete blackout the room



wooden clothes hangers - minimum 8 pieces

In the bathroom



metal trash can with lid



toothbrush holder



toilet paper holder

First steps for a successful start

We have prepared over 500 properties for short-term rent.

This helped us to improve and optimize the whole process, reducing the initial costs for our clients to the absolute minimum.

See what they are



Shooting

Professional photo shoot of the property

We take between 40 and 200 photos, which we select, process and use for advertising the property.

The photos become yours too and you can use them without restrictions.

Cost: BGN 125 without VAT



Lock-box

Purchase and installation of a lock-box - the most common method of self check-in for guests.

If you choose the option of personal accommodation or have another method for check-in, this cost is eliminated.

Cost: BGN 85 without VAT



Inventory

Detailed description of the property.

We describe everything so that our whole team knows the apartment even better than you.

The inventory also serves to create a digital guide for the property, which is used by the guests.

Cost: free



Bed Linen

Rental of bed linen and towels.

We supply the property with sets of bed linen and towels of high quality.

The rent is automatically renewed every year.

Cost: BGN 63 without VAT per guest per year, according to the capacity of the apartment.



Cleaning

Initial cleaning and preparation for the first reservation.

We make sure that the property will welcome its first guests in good condition.

Cost: cleaning fee



Terms & Conditions

Our commission is 18% without VAT of the generated revenue, after deducting the platforms fees.

Our guests pay a one-time cleaning fee for each reservation.

Depending on your situation and in order to optimize the taxes due, you can choose between two types of contract.



Management

Suitable for legal entities or individuals who are insured in Bulgaria at the maximum insurance threshold of BGN 3,000.

We manage the property on your behalf at your expense.

Individuals should register with the Registry Agency and pay an annual patent tax. No rental income tax is due, but social security contributions are due.

We charge VAT on our commission, platform commissions, cleaning fees and additional costs.

Monthly declarations for individuals can be submitted by our accounting after authorization, and the service is included in our commission.



Rent

Suitable for individuals living abroad or persons who are insured in Bulgaria below the maximum insurance income of BGN 3,000.

We rent the property and re-rent it on our behalf.

You do not have any administrative or tax obligations, we pay rental income tax on your behalf. No insurance is due.

We charge 9% VAT on the value of the nights and 20% on the cleaning fees, but we do not charge VAT on our commission, platform commissions, cleaning fees and additional costs.



Frequently Asked Questions

▼ What are the check-in options for guests?

There are 2 options: with self-accommodation method (a lock-box, which we install at the entrance of the building) or personal accommodation by our employee. Personal accommodation is at additional cost of BGN 25 without VAT per reservation.

▼ When do I receive my money?

We take care to collect payments from all platforms. Every month until the 10th we send a detailed report with the reservations from the previous month and on the 15th we transfer your profit, deducting all expenses.

▼ What are the conditions for Homes & Villas by Marriott International?

Each property is reviewed by the Marriott teams and is subject to their approval.

The platform does not accept studio apartments or properties without a kitchen. All recommended items from the list of equipment must be available, the condition of the property - perfect, and the interior - from middle to high class.

The commission on the platform is a trade secret.

Frequently Asked Questions

- ✓ How can I monitor the occupancy and the profitability of my property?

In our client portal you can monitor in real time when the property is rented and on what terms.

- ✓ Who takes care to fill the property with coffee, tea and other consumables?

The consumables in the apartment are refilled periodically by our operational teams. Their value does not exceed BGN 25 per month, and this expense is deducted upon payment of income.

- ✓ Who determines how much the cleaning fee will be and what does it include?

The cleaning fee is determined by the number of rooms in the property.

For studio apartment it is BGN 50 without VAT, for one-bedroom - BGN 60, two-bedroom - BGN 70.

In addition to a house keeping cleaning, the fee also includes washing of bed linen and towels and refilling with hotel cosmetics and toilet paper.

Frequently Asked Questions

▼ What are my responsibilities?

Your only obligation is to pay regularly the utility bills for heating, water, electricity, internet and cable TV.

▼ What is the next step?

Viewing of the property! E-mail us at office@flatmanager.bg or call us on +359 (0) 875 333 000.

▼ If I already have photos of the property, self-accommodation method, bedroom sets?

If you already have any of the above listed things we will deduct their value from the initial fee, as long as they meet our quality requirements.

We strongly recommend that you use our bed linen, as it is cheaper and you do not have to deal with replenishing the sets in case of depreciation.

Get a higher
income, peace of
mind and valuable
time!

office@flatmanager.bg

