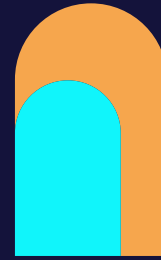


Villacrowd

Join • Own • Live



Your Questions Answered

What will it cost me to buy a share in a villa?

You will pay 2% of your share of the villa sale price to Villacrowd to cover the Administration Fee. For example, if the villa is Euro 500,000 and you buy a 25% share for Euro 125,000, then the fee you will pay (only upon completion) will be Euro 2,500. You will also pay a Registration Fee of Euro 2,000 when you make your offer to buy a share. This fee will count as part of the 2% Administration Fee (assuming the purchase takes place).

Are there any other costs?

Yes, there are a number of costs associated with buying a property in Portugal. Please refer to our article on costs that can be found in the Legalities and Costs section of this site.

You have a Concierge Service, is this free?

Yes, our **Concierge Elite** service is free to all existing Villacrowd owners. We also have a **Concierge Elite Plus** service, which gets you access to additional, hard to find items such as shopping services, chauffeur services, etc. This costs £200 per annum, should you decide to join.

How easy is it to sell my share in a villa?

As a Villacrowd owner, there might come a time when you wish to sell your property share. Perhaps you want to upgrade or try another country, whatever your reason, Villacrowd will help you.

We are constantly accessing a property share market (where property shares are traded), so as soon as you wish to sell, we are likely to have a buyer for you. You don't need the other owners on board, if you wish to sell your share, we will support you all the way.

And better still, if your share is worth more than you paid then you will receive all the upside, as the property share is yours to sell. If you prefer, you can advertise your share yourself, no problem.

If you are the owner of a share in a property and one of the other owners is looking to sell their share, we will offer that share to you before we offer it to the market, we think it is only fair to give existing owners first refusal!

Can we form our own group of friends and buy an entire villa?

Absolutely, you can register your group on Villacrowd and each buy a share as you wish. Assuming you collectively buy the entire villa, you can also then decide how to allocate the weeks! For all groups we also create a Chat group, so communication is super easy.

How can I trust Villacrowd?

We are a limited company, with a Board of Directors and a shareholder community. We will be regulated and operate under the strict guidelines of the property markets within Europe. Your money will always be safe, as it would be held securely in escrow until a sale is completed. Independent lawyers and other legal professionals are appointed in each country and oversee every transaction. If you have further specific questions regarding security and safety, please get in touch.

What if I want to paint one of the bedrooms pink?

Our favourite colour! In all seriousness, we have spoken with customers and we received lots of questions like this. Buying new furniture, changing the cutlery, painting a room, planting trees, and many, many more. We like to keep this as simple as possible. Because you own the villa with other owners, we need a fair system, an Owners Agreement. We manage all necessary and simple changes (such as changing the pool filter). For larger changes/requirements all owners will vote (we manage this for you). If the majority agrees, then the change can go ahead, either at your cost, or a shared cost if it is a change that everybody wanted to make. Further detail is available upon request.

Can you store personal items for me, such as golf clubs, photo frames, clothes?

Yes, we can organize this for you. We work with local storage companies and we would be happy to quote for storage on your behalf. For an additional small charge, we can also have your personal items placed in your villa ahead of your visit. Just like home.

How are disputes handled?

Let's hope it doesn't come to that! Each Villacrowd owner will sign an Owners Agreement upon completion of the villa purchase. This outlines the expectations of each owner and how disputes are settled. Every owner will lodge a deposit and this deposit is used to cover such items as breakages, etc. Likewise, all rentals are covered by deposits (as per any other villa rental agreement).

Can you advise me on local tax regulations and other local financial scenarios I should be aware of?

Through our Country Management teams we are happy to put you in contact with our local experts.

Can you help me with booking flights?

Absolutely, that's why we have our Concierge Elite team.

Can I swap my allocated weeks with other Villacrowd owners?

Yes, either with your fellow owners or owners of another Villacrowd property. We manage this for you.

Do you oversee the legal aspects of villa purchase, including property surveys?

Yes, our Country Manager teams take care of everything on your behalf.

Does each owner have to have an equal share?

No, as long as each owner has a minimum of 25%, other owners could own more. For example, you could have a villa that has three owners, one with 25%, one with 30% and one with 45%. We want to be able to cater for all sorts of owners and different budgets. The villa 'time' will be allocated based on the % of ownership.

Can you help with installation of Sky, or smoke alarms, for example?

Yes, we can assist with all this locally.

What happens if one of the owners causes damage that impacts my own trip, for example, I cannot occupy the villa because of structural damage?

All eventualities are catered for in the Owners Agreement. Rest assured, you will be compensated financially for any loss or disruption. We can also help you with hotel bookings or villa rentals in the unlikely event this happens. Just with any holiday or travel arrangement, things can go wrong. What's important is that you are protected AND Villacrowd will take care of you.

Do I own the deeds to the villa, just like I own the deeds to my main house?

Yes, unlike Timeshare, with Villacrowd you own the asset, you own the deeds to the property (at least your share).

What is check-in and check-out time?

Check-in is 15.00 (unless agreed otherwise with the outgoing owner or rental customer) and check-out is 11.00.

Can you arrange a taxi to collect us from the airport?

Absolutely!

Will the villa be insured?

Yes, this is a legal requirement. We will provide insurance quotes for you and your fellow owners, the cost of building insurance is shared by each owner (pro-rata to the % of the villa you own – for example, if you own 25% of the villa and the annual buildings insurance is £1,000, then you will pay £250). Contents insurance will also be arranged on the same basis, and each owner can pay an additional premium should they wish to specifically insure personal items whilst they are at the villa.

Is the villa cleaned ahead of each visit?

Absolutely, part of the management fee includes professional cleaning services, just as you would expect for a hotel room or a holiday rental. Everything will be spotless!

What if I want to rent my share of the property, can you help?

Absolutely. When you join Villacrowd, you might want to rent part or all of your property share. Renting your property could not be simpler. You tell us which weeks you wish to rent, and we take care of the rest, via the Villacrowd portal.

We will manage the entire process, which includes:

- Advertising your property on Villacrowd and other rental sites
- Overseeing the contracts and check-in/check-out
- Holding security deposits on your behalf
- Taking payment and passing you the funds
- Looking after the party renting your property
- Handling any issues

Villacrowd provides a full service giving you peace of mind. Simple.

Can you please explain your Fair Usage policy in a little more detail?

Sharing a property means that all the owners involved in a particular property must share the weeks available each year. We will do our best to make this easy.

First, when you Register, we will ask you which of the following types of owner you are:

- Want to stay at your property all of the available time
- Want to stay for some of the time and rent for some of the time
- Want to rent the property all of your time

We will then do our best to match like-minded people based on your answer to the above question. That helps to ensure that everybody gets along and has a similar outlook. Of course, you can always change your mind, but this just gives us a little help in matching owners.

Once you have acquired your property, Villacrowd will then allocate all of the annual weeks across the number of owners. To do this we use what we call the **Fair Usage** policy.

Here's an example.

You are one of four owners of your property and each of the owners has acquired 25% each. That means that you each get 25% of the weeks available, which equates to 12.5 weeks per annum.

As you can imagine, some of your fellow owners are likely to want the same weeks, especially those Summer weeks or perhaps during Christmas.

This is where our **Fair Usage** policy works.

Villacrowd allocates all 52 weeks across the five owners, in an equitable way.

For example, you might get weeks 3, 7, 12, 13, 18, 19, 24, 30, 38 and 46. Each of the other owners also get their allocations.

This is planned over a 5 year period, with the weeks rolling each year so at the end of the five year period each owner would have been allocated all 52 weeks. We think this is fair!

Of course, if you want to approach the other owners and arrange to swap your weeks, we facilitate this for you. Absolutely no problem.

Indeed, if your group of owners all know each other (perhaps family members or friends), then we will even allow you to allocate the weeks amongst yourselves, just as long as everybody agrees!

Tell me about your Concierge service

At Villacrowd we want to make your overseas property experience as pleasurable, rewarding and relaxing as possible. That's why we have created **Villacrowd Concierge**.

As a Villacrowd owner you will automatically qualify for our **Villacrowd Concierge Elite** status. No membership fees, simply become a Villacrowd owner and we will open the door to our Elite Concierge service.

The service includes assistance with:

- Flight reservations
- Taxi bookings
- Car hire enquiries
- Restaurant reservations

- Advice on local amenities and attractions
- Airport transfer bookings
- Property viewings

There's no charge for this service, because you're one of the family. Simply get in touch with your Concierge representative and they will take care of your request.

For a modest annual membership fee we do offer our **Villacrowd Concierge Elite Plus** status.

This service provides all the Elite benefits as well as those extra special items we all crave once in a while, such as:

- Private Chef reservations
- Beauty and Spa bookings
- Tables at those restaurants that everybody wants to be at
- Early check-in/late check-out
- Private catering
- Chauffeur services
- Private shopping services
- Childcare services

As a member of the Elite Plus service, you will have a dedicated number. Call your representative and make your request, we will do our very best to deliver.

What is the role of your Country Manager?

At Villacrowd we are passionate about providing all our customers with a genuine full service.

Many companies talk about providing a 'full service', about treating customers as VIP's, about going the extra mile and so forth. But do they deliver?

At Villacrowd we deliver. And delivery will usually start with our **Country Management Teams**.

These teams are real people on the ground in each country. We have recruited the best people available. People who understand property, people who understand excellent customer service and people who understand that buying an overseas property is a big decision, an emotional decision, so they will be there when you need them most.

In short, our Country Management Teams take care of everything. This includes:

- Liaising with local estate agents and property developers to source properties

- Overseeing every aspect of your property purchase (meeting you and visiting properties, negotiating, offers, contracts, surveys, legal paperwork, etc.)
- Operating the Country **Concierge Team** (booking flights, taxis, restaurants, car hire, etc.)
- Managing the property management team (cleaning services including check-in/check-out, gardening services, maintenance, pool cleaning/maintenance, etc.)
- Operating the Customer Service phone-line and out of office e-mail
- Manage our local interior design, furniture and furnishings partners
- Liaising with you at all times

This is just a short list of what our Country Management Teams are responsible for.

Our number one priority is you, our customer. When you join the Villacrowd, we like to treat you as one of the family.