



Valet d'Anniviers  
Property Management  
& Concierge Services

## Property Services

### Key holding

Our Key Holding service enables us to hold a set of your keys in the event they are needed locally. This service offers property owners the peace of mind that, should the need arise, the property can be accessed at any time.

There are two services, namely 'Key Holder' and 'Key Holder Plus'. Both of these services require the owner to deposit keys with Valet d'Anniviers. If the property is for the sole use of the owners, one set of keys is required, however if guests of the owner will be using the property and collecting keys from us, we will require 2 sets of keys (1 set for us and 1 set for your clients / guests). We can arrange to have additional keys cut if required.

The **Key Holder** service is our basic service, where we simply hold a key on your behalf. Any further services required thereafter are chargeable at our published rates.

The **Key Holder Plus** service is our premium service and includes the following within the annual fee:

- Monthly property check (normally CHF 25 per month / CHF 250 per annum)
- Annual property review and maintenance report (normally CHF 280 – CHF 590)
- Heating turned on and off prior and post property visits (normally CHF 25 per visit)
- Minimum heating kept on throughout winter, and checked monthly (usually from October / November through to April / May) (normally CHF 75)
- Changeover services (normally CHF 50 per visit )
- The Valet d'Anniviers Information file. This file, which is updated twice a year, contains a comprehensive range of information (normally CHF 100)

**Cost of service** Key Holding : CHF 300 per annum  
Key Holding Plus : CHF 750 per annum

### Laundry

Our laundry services are tailor-made to your requirements and are priced on a per head basis. So if you require all of your bed linen, towels and bath mats to be laundered after your guests leave, that is what we will do. All fresh linen will be returned to your property, ready for future use.

To eliminate the possibility of guests arriving before the laundry is finished, it is a policy of Valet d'Anniviers that clients must have at least 2 full sets of laundry.



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Our Laundry services are only available to **Key Holding** clients and are not available to guests that have booked their stay in the property through a local letting agent.

**Cost of service** – individually priced for each client, depending on a pre-agreed number of items. However, as a guide, on average our clients pay between CHF 17.50 and CHF 22.50 per person per visit for their laundry costs. If ironing is required, there is an additional charge of CHF 7.50 per person.

Bespoke laundry and dry cleaning services are available and are all priced per job. These include the following;

- Curtains
- Mattress and pillow protectors
- Upholstery
- Duvets and pillows
- Clothes

## Cleaning

We will ensure that your property is cleaned after you or your guests leave. Cleaning is priced on an individual property basis, however to ensure that our clients know exactly where they stand, you will be billed a pre-agreed amount per clean. This will not vary for 12 months.

Let's say your 2 bed apartment is priced at taking 2.5 hours to clean, then that is what you will be billed for each clean, regardless of whether our cleaners took 15 minutes more or 15 minutes less. We work on the basis that across all cleans for your property, there is an average amount of time spent. That is what we charge. This is reviewed annually.

We do ask however that guests try and leave the property as they found it.

Our Cleaning Services are only available to Key Holding clients and are not available to guests that have booked their stay in the property through a local letting agent.

**Cost of this service:** CHF40 per hour.

## Changeover Services

This service is designed for those property owners who wish their property to be prepared before their guests arrival and who wish their guests to have a local contact in the resort during their stay. This service is designed for those property owners who keep their property for private usage only, or who choose to let their properties privately i.e. not through a local letting agent.



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Property owners need to subscribe to our [Key Holder](#) or [Key Holder Plus](#) service to be able to use our Changeover Services.

If a property remains empty for a significant period of time before your clients arrive, we may have to carry out additional cleaning before your guests arrive. Should more than 2 hours of cleaning be required, permission from the owner will be sought from the owner prior to cleaning.

Our Changeover Services ensure that guests staying at the owners property have the following :

- keys handed over upon arrival
- an explanation of the property if required (eg where to store skis)
- a clean property (see [cleaning services](#) for prices)
- beds made (see [bed making services](#) for prices)
- fresh towels laid out (see [laundry services](#) for prices)
- heating turned on (in winter)
- key appliances (dishwasher, cooker etc) in working order
- toilet roll in each WC
- soap in each bathroom
- new bin liner in the kitchen
- a Valet d'Anniviers contact number in case of emergencies
- our weekly information sheet

A more detailed explanation of our services can be found in the [Changeover Services](#) section of this website.

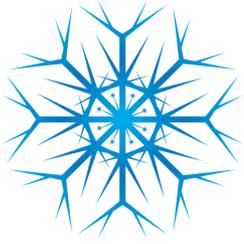
### Cost of service –

For Key Holder clients – CHF 50 per changeover plus additional costs for bed making, cleaning and laundry  
For Key Holder Plus clients – no charge for changeover services (additional charge for bed making, cleaning and laundry).

### Exterior Services

Property owners know that there are many things that need to be taken care of outside of the property. Our Exterior Services look after your needs. The services are available to purchase either by the hour, or can be tailor-made to suit your requirements. So, if you would like your lawn mowed and plants weeded as much as is needed during the summer, or your snow cleared away during the winter, you can either agree a fixed amount for the year or pay by the hour.

Our exterior services include:



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- Mowing and attending to the lawn
- Gardening
- Hot tub and sauna management
- Swimming pool management
- Garden furniture varnishing
- Putting away / getting out winter / summer garden equipment
- BBQ maintenance, servicing, cleaning and gas refills
- Tree wiring (before the snow arrives)
- Snow clearing
- Wood / logs delivery and stacking (priced per stere plus delivery / stacking)
- Handyman services

**Cost of service** - CHF60 per hour or fixed price for seasonal / annual contract

### Heating

Heating turned on / up – if you are coming to stay or have friends who will be visiting and your property has been vacant for a while, it would be preferable if the heating is turned on a day or two in advance to ensure a nice warm reception on arrival. Even if you do not require any other changeover services, we can take care of ensuring the heating is turned on before arrival and turned off after departure.

**Cost of service** - CHF 25 for key holding clients (complimentary if you are a [Key Holder Plus](#) client)

### Minimum heating on during winter

To avoid any potential issues with frozen or burst pipes we recommend keeping heating on at a very low level during the winter months. This service provides the switching on of your heating to a low level before the start of the season – around end of October / early November (however, being on hand in the resort means if we get an unexpected cold snap we can adjust the date accordingly). We will then carry out a brief monthly check to ensure the heating is still on as required. This service lasts throughout the cold months, until April / May

**Cost of service** - CHF 75 per year for key holding clients (complimentary if you are a [Key Holder Plus](#) client)

### Monthly Property Visits

For those owners who are not able to visit their property frequently and would like the peace of mind that someone is keeping an eye on it, we can offer our monthly property check service. This service provides both a visual external and internal check of your property.



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Any issues can then be dealt with immediately if necessary (eg a tap left on), or reported back to you for your desired action – eg mould in the shower room.

**Cost of service** - CHF 25 per visit, (or 250 CHF for 12 visits in one year) for key holding clients (complimentary if you are a [Key Holder Plus](#) client)

### Annual Property Review

For those owners who have not visited their property for some time or those who just prefer to have someone carry out an independent review of the property and its contents, the Annual Property Review is for you. We carry out a thorough review of the property and its appliances and report our findings in a detailed report, which will include details of any preventative or repair work that needs doing.

Our review checks that the following appliances are fully functional :

- Boiler, radiators, hot water and heating
- Lights
- Cooker, fridge, freezer, dishwasher, microwave
- Washing machine, tumble drier
- Extractor fans
- TV, DVD, video, music system
- Internet connection
- Other electrical appliances e.g. kettle, toaster etc
- Outside appliances
- Other appliances as agreed with the owner

Our review also checks and reports on the condition of the following :

- Garden, terrace and balcony
- Garage, drive, parking place and outbuildings
- Interior decoration
- Kitchen
- Living area
- Bedrooms
- Hallways and landings
- Showers and bathrooms
- WC's
- Storage areas
- Chimney
- Other specific areas as agreed with the client



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Our review also :

- Clears out sink and shower wastes
- Turns over mattresses
- Takes meter readings and oil levels

**Cost of service** : CHF280 to CHF590, depending on size of the property for key holding clients (complimentary if you are a [Key Holder Plus](#) client)

### Winter Services

Owners of properties in the mountains will be aware of those things that need to be done either before the snow arrives or after it has fallen. Valet d'Anniviers can take care of these things for you. For example :

- Wood and logs - ordering, delivery and stacking ( priced per stère plus delivery / stacking)
- Servicing of skis / snowboards
- Tree and shrub wiring
- Open up property for impending season (spring clean, heating and hot water on)
- Outside taps turned off
- Snow clearing

**Cost of service** - CHF60 per hour or fixed price for seasonal / annual contract

### Summer Services

After the winter season has finished, various things need doing, such as :

- Tree and shrub unwiring
- Mountain bike servicing
- BBQ maintenance
- Gardening
- Exterior taps turned back on
- Skis and snowboard servicing
- Lawn maintenance

**Cost of service** - CHF60 per hour or fixed price for seasonal / annual contract

### Deliveries

We will meet any deliveries that you have planned. To keep your costs to a minimum, we will liaise with the delivery company in order to spend the least amount of time at the property waiting for its arrival. We can :

- Meet deliveries



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- Unpack
- Construct & send photos if required
- Dispose of unwanted packaging

**Cost of service** - CHF 60 per hour

### Transport

Whether you keep a vehicle in the region or you are just trying to sort out transport to get up to Val d'Anniviers, we are able to assist with your travel planning. Our services include the following ; -

- Airport or rail station transfers
- Delivery of owners own vehicle to / pick up from airport or rail station (see Car Transfers below)
- Summer / winter tyre changes
- Liaising with local garage for servicing or repairs
- For vehicles left unused for over a month, run vehicle to operating temperature
- Arrange and maintain vehicle insurance
- End of winter steam clean including underside of the vehicle
- Bi-annual interior clean and exterior clean and polish
- Purchasing snow chains
- Booking and e-mailing rail tickets
- Taxi bookings (CHF 5 per booking)

**Cost of service** - CHF 60 per hour or per price shown above and below.

### Car Transfers

Should you wish to drive your own car from the Val d'Anniviers to the station or airport, deposit it there, then have someone else pick it up and return it home, Valet d'Anniviers can assist. Alternatively, should you wish someone to deposit your car in the station or airport car park for your arrival, Valet d'Anniviers will do that as well.

**Cost of service** - Sierre CHF 80 , Sion CHF 120 plus and Geneva CHF 360 (all plus parking charge)

### Annual Vehicle Pack

This all inclusive package comprises : -

- Organising summer / winter tyre changes
- Liaising with local garage for servicing or repairs
- For vehicles left unused for over a month, run vehicle to operating temperature
- Arrange and maintain vehicle insurance
- End of winter steam clean including underside of the vehicle



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- Bi-annual interior clean and exterior clean and polish

**Cost of package** - CHF 275 per annum plus garage / insurance costs

### Taxis

Any taxi requirements can be booked through us, where we liaise with the local taxi firm.

**Cost** - CHF 5 per booking

### Air / Rail Transfers and Bookings

If you need any assistance getting to and from the resort we can take care of your rail and road transfers for you. This can be anything from providing you with the details you need to arrange your onward travel independently to actually booking car transfers or train transfers and emailing you the tickets in advance so you can print them off and then you are able to head straight from the gate to the station platform.

**Cost of service** - CHF 10 to 20 per booking

Or, if you are heading off somewhere else whilst you are here - maybe a day trip to the Italian lakes or an indulgent day on the chocolate express, then we can take care of all bookings and reservations for you and email or deliver you travel documents and itinerary to your chalet of apartment.

**Cost of service** - CHF 10 per booking (emailed), CHF 20 per booking (documents delivered to your apartment / chalet)

### Valet d'Anniviers Information file

Clients may find that the Valet d'Anniviers information pack is an ideal source of information for their guests to find out more about the area. This file, which is updated twice a year, contains useful local information on the following:

- Emergency contacts
- Opening times of shops, restaurants and other local places of interest
- Local events
- Lift information
- Restaurants and hotels
- Maps
- Concierge services
- Things to do (i.e. what to do, where to go, how to get there)
- Useful links



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**Cost of service** - CHF 100 per annum, (complimentary if you are a [Key Holder Plus](#) client)

### Handyman Services

We can take care of those niggling things that you don't get round to doing. So if your chairs need felts put on the legs, your cave needs shelving, door hooks need putting up, a ski rack needs purchasing and erecting or you need some shelves in one of the bedrooms, look no further than Valet d'Anniviers. If you have a job that requires specialist expertise, we will obtain quotes from a local tradesmen on your behalf.

**Cost of service** CHF60 per hour

### Local Tradesmen

If you require the services of a local tradesman, we will arrange for quotes to be obtained on your behalf and if you choose to carry out the work, we can report back on the work when finished. For large pieces of work, we can also report (written and photographic) on progress throughout the job.

**Cost of services-**

- Obtaining quotations – CHF 30
- Monitoring project - 5% of the cost of the work
- Review and report on end result – CHF 30

### New Ownership

If you are in the process of buying, or you have just bought a new property, Valet d'Anniviers can assist you with a variety of services. These services include :

- Furniture sourcing
- Liaising with local tradesmen
- Putting up picture hooks and hanging pictures
- Erecting shelving
- Confirming build progress against timetable
- Meeting deliveries
- Unpacking deliveries and constructing items if required
- Arranging curtain making and hanging
- Removal of goods from overseas to Switzerland (or visa versa)
- Arranging insurance
- Managing the snagging list
- Installing telephone, internet or cable

**Cost of service** - CHF60 per hour

### Financial Services



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Valet d'Anniviers offers a wide range of services that can assist property owners with different aspects of their financial affairs. These include :

- Managing payment of all bills relating to the property
- Accountant for tax return
- Managing local bank account

**Cost of service** - see 'PA Services' for our full price list

### Christmas

People who intend on being here during the festive period may wish Valet d'Anniviers to help with some of the planning. We can assist with any of the following;

- Tree purchasing and delivery
- Putting up tree in your designated location
- Decorating tree as instructed
- Removal of tree after the festive period
- Outside lights (purchase, erection and taking down)
- other Christmas decorations according to requirements

**Cost of service** - individually priced