

Frequently Asked Questions
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Management Service

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PITCHER & FLACCOMIO™

GENERAL INFORMATION

Q. What is a property manager?

A: a property manager is a person who looks after a property on behalf of the owner.

Q. What sets you apart from others as property managers?

A: 1. We are located in the heart of Florence.

2. Any problems, we are right here to handle it.

3. We speak ITALIAN and ENGLISH.

4. Every client has a personalized on-line accounting system which they may access at any time to check their management accounts with Pitcher & Flaccomio. This service facilitates the client's ability on keeping daily

Q. Do I have a contract with Pitcher & Flaccomio for management services?

A: Yes, a contract is signed to begin management services. This contract can vary in length and price. The duration of the contract depends entirely on the client; the minimum commitment Pitcher & Flaccomio requests is three months.

Q: Why can this contract vary in price?

A: Because it is based on several variables; size, location and level of responsibility.

Q. Do I need a lawyer in order to sign a management contract?

A: No, but you are more than welcome to have your lawyer review it. tabs of their expenses.

Q. I have a neighbour who told me he'd look after my apartment when I'm not in Italy, so why do I need a property manager?

A: Because we are professionals and experts in making sure that your property is cared for year round. Our years of experience translate into skills on the ground, and attention to detail, whether the property is a modest apartment or a luxury villa. And maybe your neighbor will be away on a vacation sometime....

Q. If you manage my property can I come to my apartment whenever I like or do I need to let you know of my arrival in advance?

A: Yes you can come when every you wish, but if your apartment is on the rental market, it is essential that we know when you or your guests will be using it to avoid conflicts in bookings. Also advising us of your arrival plans means we can have the property in optimal condition. You may wish the heating or the air-conditioning turned on, have the apartment freshened up by the cleaners, make the beds, purchase groceries, buy some flowers and put the champagne in the frig. This can only be done by advance notice.

Q. I want my family members to have access to my apartment in Italy, but I don't want to give them all a set of keys.

A: If you let us know when to expect your guests we can meet them and give them keys to use while they are here. We maintain a key register for controlling and accounting for all the keys.

Q. Can the property manager help us with other issues that are not strictly property-related, like booking a table at a restaurant or renting a car?

A: It is important to keep in mind that property management is not a concierge service. However, Pitcher & Flaccomio is happy to offer its clients and their guests a list of helpful information and can, if necessary and when possible, assist with non property-related matters.

Q. Do you give regular reports regarding the status of your clients' property?

A: Normally written reports are not prepared but may be requested. Generally, the property manager keeps the owner regularly informed via e-mail regarding any noteworthy event. We believe that communication is key to providing peace of mind for absentee property owners. Also we give every property owner access to a personal accounting page on our web site for instant status about the property.

Q: What is the accounting page on your website?

A: It is a page on our website, that has been created especially for every client. Each management client can access their page with a password. We update this page entering every expense or income from the property. In this way the client can keep abreast of every movement instantly.

Q: Are these personal details safe?

A: Yes it is a secured webpage accessible only with a user name and password

Q: How does it work?

A: Please go to the management section on the tool bar and look at our services for an example of a clients accounting page

Q: What is the management fee and what does it involve?

A: The management fee is a fixed monthly price that covers: a weekly inspection of the property, collecting post, forwarding post (which does not include the actual cost of the postage), and updating the personal accounting page on the website.

Q. How often do I have to pay Pitcher & Flaccomio for their management services?

A: We automatically deduct the monthly management fee from your deposit. The deposit will be replenished when necessary. You will be notified when to make more funds available, and you can always track your balance using the client on-line private accounting page.

PROPERTY MANAGEMENT AND RENTING

Q: What has property management got to do with renting my house?

A: NOTHING, property management and rentals are two separate things: the first means managing your house as if it was ours, the second is to find clients to rent your property. If you wish to rent your property and it meets our agency criteria, we'd be happy to include it among our rental properties, however we cannot guarantee rental periods or income. Pitcher & Flaccomio as the local contact could also act as your representative with regard to other rental agencies offering your home for rent,

Q: Can I rent my house or villa through other agencies also?

A: Yes, and in this case, we would be representing you as the owner.

Q: What would be your position if we used another agent?

A: We would be taking care of the house as needed, but we would not be responsible of what is negotiated in the contract or any agreement between you, the tenant and the renting agency.

Q: What about the eventual rental income?

A: Depending on what agreement you found with the agency\tenant we could also collect the rent for you. After which, depending on OUR agreement we would deposit the monies according to your instructions.

Q. If I don't want to rent my property how will you get paid?

A: We will bill you for the management fee, monthly by deducting it from your deposit which is an amount that was negotiated at the time of signing the management contract.

Q: Do you collect a commission?

A: We receive a commission when we make a rental contract for your property.

Q. If I don't want to rent my property how will you get paid?

A: We will bill you for the management fee, monthly by deducting it from your deposit which is an amount that was negotiated at the time of signing the management contract.

Q If you rent my property will you deposit the rent in my bank account or send it to me directly?

A: Whichever is more convenient for you. Should you prefer a bank transfer we can organize that, otherwise the rental payments can be deposited directly into your bank account so that funds will be available for future expenses.

Q: If I rent my property who pays for the utilities?

A: It depends on what has been negotiated. Generally, on short term rentals of one week, all utilities are included in the rent, where as for long term contracts the lessee pay all the utilities based on their consumption.

Q: How would I get reimbursed for the utilities?

A: The lessee would refund us, and we would then deposit this amount into your bank account or accredit it to your management account

Q: If the property is rented would I have to pay the check in and checkout fee?

A: No this service would be included, as it is part of Pitcher & Flaccomio's RENTAL procedure.

Q: Would you also make sure the house is cleaned and tidy?

A: Yes, we send in our cleaners prior to the client's or the owner's arrival, to make sure the property is perfectly clean and in working order.

Q: Who would pay for it?

A: Generally, if the property is rented on a regular basis, the previous tenant pays for the final cleaning service, but should this not be the case, the owner will be debited for the initial cleaning prior to the clients arrival. In most rental contracts the final cleaning fee is an extra expense for the lessee.

TAXES

Q. Can I become a resident of Florence?

A: Yes, you may, but it has to be specifically requested. You need certain documents to accompany your request, and it can take some time.

Q. Will I lose my citizenship if I take out residency in Italy?

A: No.

Q: What is an Italian fiscal code?

A: It is a unique code for each individual that helps the Italian state to identify each individual. This code is used for all major documents, such as Tax Returns, Health Care, and also for purchasing a property.

Q: How do I get this fiscal code?

A: You need to go to a Fiscal Office, called Agenzia delle Entrate, with a copy of your ID. If you are a foreigner you will need a copy of your passport (the page with your photo identification)

Q : Does this code interfere with my own country fiscal system?

A: No, it is only for Italian purposes. Of course once you get one, this will be yours for life. So next time you visit Italy you should use it when needed.

Q: Can you help me in getting the fiscal code?

A: Yes we can. You will have to give us written permission to request it on your behalf.

Q: Would residency interfere or change my tax situation in my own country?

A: Probably yes, as you would be a resident in another country than your own.

Q: If I am a resident in Italy will I have to pay taxes?

A: It depends if you earn money in Italy. Like in any country taxes are paid on income earned. If you are residing for tourist or study purposes you would not be obligated to pay taxes, but if you own a property in Italy you are obliged to submit a tax return even if you have earned no income. Renting your property of course is creating income and you would be taxed on that income.

Q. Do I have taxes on a house?

A. Yes. Some properties have to pay municipal taxes. Also owning a property in Italy it is necessary to fill in a personal tax return, even if you have not earned from renting the property.

Q: Can you help me with the tax return?

A: Sure, we have our accountant that can fill in and prepare your tax return file

BANKING

Q. Is it difficult to open a bank account or to have cheque book?

A: No, it is not difficult to open an account in Italy. All you need is a "codice fiscale" (the equivalent of a social security number) and a "permesso di soggiorno" (permit to reside), although some banks have limitations about the kind of account you may open.

Q: What documents do I need to open an Italian bank account ?

A: You will need your ID (passport), a valid entry visa, and your Italian fiscal code, plus some cash to start the account.

Q: Can I get a credit card and a cheque book?

A: Yes,

Q: Can you help us to open a bank account?

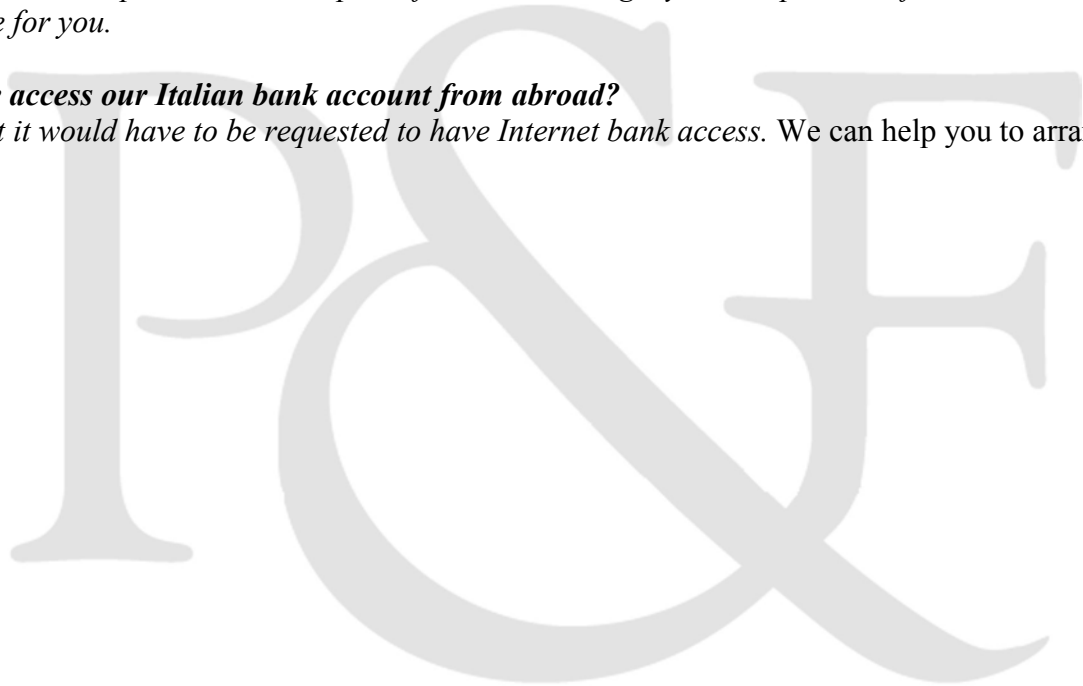
A: Sure we can help you either to banks we know and use, or any bank you wish. We recommend that the bank branch be near your property, which may influence your choice of bank.

Q. Can we organize our bills to be paid automatically from our bank account?

A: Yes, that isn't a problem. This is part of our service to get you set up, and to facilitate as many things as possible for you.

Q. Can we access our Italian bank account from abroad?

A: Yes, but it would have to be requested to have Internet bank access. We can help you to arrange this.



MAINTENANCE OF THE PROPERTY

Q. How do bills like the telephone and electricity get paid?

A: Most owners arrange for this type of payment to be automatically deducted from their Italian bank account; some bills can be paid by credit card.

Q. How much do house cleaners charge?

A: Starting at EUR 12.00 per hour upwards. For specialized work it will cost more, but we would always let you know before supervising extraordinary work.

Q. What kind of insurance policy should I take out on my property and how much does it cost?

A: If you have borrowed money from a bank to purchase your apartment, the bank requires you to take out a policy to cover damage to the structure by fire. You may also wish to have a policy that covers your belongings in case of theft or your responsibility toward third parties. We can assist you in getting a quote for appropriate coverage and help you understand what is covered by the policy. Cost varies depending on the value of your property, the type of structure and the coverage you choose. For example, basic coverage against fire for a modest, 75-sq-m apartment in the historic centre, including third party responsibility, could cost in the neighborhood of 300 Euro per year (as of 2009).

Q. Should I insure also against third parties?

A: Yes, we strongly recommend this option, especially if the property is to be rented.

Q. What about maintenance problems like heating or a water leak?

A: If we manage your property, we'll get the problem accurately evaluated, inform you of cost estimates, and make sure it gets resolved properly. We can also liaise with your own repair personnel or Pitcher & Flaccomio has a list of trusted experts to handle virtually any property-related matter.

Q. Do I pay for the repairs to my property above Pitcher and Flaccomio management fees?

A: Yes, these are two separate issues, one is to organize and oversee the repairs, the other is the price of the actual repair

Q. Why should a Pitcher & Flaccomio representative oversee the repair job being done?

A: Because it is our policy not to let anyone external be alone in your property, there will always be a staff member of Pitcher & Flaccomio checking on the workers.

Q. What happens if my apartment is broken into while I'm not there?

A: Our standard management services include regular inspections of your property, helping to minimize this risk. However, if a break-in does occur we respond just as you would: we call the police, assess the damage and/or losses, and file a claim with your insurance company. In your absence, the property manager acts on your behalf.

Q. What happens if there is a problem with the apartment while my guests are staying there?

A: The property manager is available by phone from 8 a.m. to 8 p.m. Every effort is made to resolve the problem as quickly and efficiently as possible.

Q. What if my heating breaks down?

A: We call the appropriate repair person, and make sure that a Pitcher & Flaccomio representative is there to open the apartment, and oversee the repairs.

Q. I have heard about something called the "condominio". What is it?

A: Condomini means condominium in English. If a building contains more than four apartments, Italian law requires a qualified condominium administrator to coordinate all matters pertinent to the common interest (e.g. elevator/lift if it exists, repairs to the structure, septic tank or sewer connections, cleaning of the stairwell, etc.). Annual meetings are held (or more frequently if necessary) to discuss the annual budget and any other issues requiring attention. If you are unable to attend or are unable linguistically to participate, you can delegate a Pitcher & Flaccomio representative to attend on your behalf and then provide you with a summary of the decisions taken during the meeting.

MANAGEMENT SERVICES

Q: What is a weekly inspection?

A: A weekly inspection entails a person from our office inspecting the property (only when not occupied) to ensure that it is in good order and to collect the post.

Q: Why is a weekly inspection necessary?

A: Because it is the only way to beware of the condition of the apartment/home and its surroundings. Pitcher & Flaccomio highly recommend keeping the heating system, water circulation and electrical appliances in use on a regular basis even when the property is not occupied.

Q: Why should I run my heating system once a week?

A: To prevent the system from getting stuck, and to always keep the water pressure in the system optimal. Also most appliances, except the refrigerator, need to be used once in a while to keep them in good running condition.

Q: In regard to my post/mail, why should you collect it so often?

A: Firstly for your convenience, secondly to avoid giving an indication that the property maybe unoccupied.

Q: If I choose not to do an inspection every week but every two weeks, would this lower the monthly management fee?

A: YES it would be cheaper for you, as it would be less work for us, but from our experience it is more prudent for your property to be checked more often. We strongly recommend a once a week inspection, but this is your choice.