

**FAQs – MANAGEMENT**

<b>GENERAL INFORMATION</b>	Page 2
<b>PROPERTY MANAGEMENT &amp; RENTING</b>	Page 4
<b>MANAGEMENT SERVICES</b>	Page 6
<b>MAINTENANCE OF THE PROPERTY</b>	Page 7
<b>TAXES</b>	Page 9
<b>BANKING</b>	Page 10
<b>REFERENCES</b>	Page 11

**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. • We are located in the heart of Florence.

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

• We speak English, Italian, German, and Mandarin Chinese.

• Every client has a personalised on-line accounting system using a password which they may access at any time to check their management accounts with PITCHER & FLACCOMIO. This service facilitates the client's ability to keep a frequent check on incoming and outgoing payments.

**Q. Do I have a contract with PITCHER & FLACCOMIO for management services?**

A. Yes, at the beginning of management services a contract is signed which can vary in length and price according to complexity. The duration of the contract depends entirely on the client; the minimum commitment PITCHER & FLACCOMIO requires 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.

**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 whenever 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 to be turned on, have the apartment freshened up by the cleaners, make the beds, purchase groceries, buy some flowers and put the champagne in the fridge. 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 owner access to a personal accounting page on our website for instant status reports 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 as often as possible this page entering every expense or income from the property. In this way the client can keep abreast of every transaction.

**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 and on the side bar look at our services for an example of a client's 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: Could you give us an idea of the monthly management cost ?**

A: This is more difficult as it depends where the property is (in the city or in the country) and how big it is, and the frequency you wish us to check on it. In case of limited inspections and easy location a monthly management fee could start at 75 euro (plus VAT).

**Q: Would there be other cost i would need to add to the monthly fee ?**

A: If requested yes. All other services are based on an hourly rate (18 euro plus VAT) or with a fixed price (like the guest Check In\Out, Tax declarations, Condo meetings etc).

**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 should 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

**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 were 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 (multi-listing).

**Q: Why would it be easier for you to rent a house that you manage?**

A: Because we already know everything about the house, both the positive and negative aspects, which is necessary when showing a client around. We also have immediate access to the property calendar, when it is vacant or occupied, and finally we can multi list the property easily giving the owner an added advantage

**Q: Are there any other advantages of being part of the management program?**

A: Absolutely, firstly we give preference to those properties that we manage to all our clients. Secondly this allows you to use other agents worldwide to promote your home knowing that there is always someone on the spot to assist you and look after your property for you, like in case you wish to use other channels or platforms (such as VrBo, Rb&B, booking.com etc) to promote your house, or we can do this for you.

**Q. So i can rent my house or villa through other agencies also?**

A. Yes, and in this case, we would be representing you as the owner and we would just take care of the house, let the guest or tenants in, eventually check the out etc...

**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 for 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 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, whereas 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 credit it to your management account.*

***Q. If the property is rented, would I have to pay the check-in and check-out fee?***

*A. No, this service would be included as it is part of the rental services of PITCHER & FLACCOMIO.*

***Q. Would you also make sure the house is clean 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 client's arrival. In most rental contracts the final cleaning fee is an extra expense for the lessee.*

***Q. What else you could do?***

*A. Generally anything; the Management Program is a highly Tailored Made service, and we do what you would like us to do - from checking in Friends or Guest to doing the police report or paying the City Council Tourist Tax - from pre-arrival food shopping to accounting services, and so on. But we are not a Concierge Service.*

***Please refer to our Rental FAQ page for more information about the Rental procedure.***

***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 be aware 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 have 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.*

***Q. What else you could do?***

*A. Again the Management Program is a very personalized service, different owners have different demands, different houses have different needs - you would like to have your terrace or garden taken care of while you are not here; turning on the heating system or air conditioning before your friends arrive; go to the Condo meetings and represent your interest etc. But again we are not a Concierge Service, we are a working office with working hours.*

**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 14.00 (plus VAT) per hour upwards. For specialized work it will cost more, but we would always let you know before organizing and supervising anything out of the ordinary.

**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. mt. (750 sq. ft.) apartment in the historic centre, including third-party responsibility, could cost in the neighborhood of Euro 350,00 per year (as of end 2017).

**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 in addition to PITCHER & 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 8.00 a.m. to 8.00 p.m. (20.00). 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. What if my Internet Connection doesn't work?***

*A. Again we would contact the appropriate provider and eventually a PITCHER & FLACCOMIO representative will go to the apartment, and check the Router or Re-boot if necessary while in contact with the Provider.*

***Q. Are these services charged ?***

*A. Yes, if a PITCHER & FLACCOMIO representative needs to go, or be present, in an apartment this will be charged at EUR 18.00 per hour (plus VAT). For specialized work it will cost more, but we would always let you know before organizing and supervising anything out of the ordinary.*

***Q. I have heard this word “condominium” – what is it or what does it mean?***

*A. Condominio (condominium) refers to the fact that, if a building contains more than four apartments, Italian law requires a qualified condominium administrator to be employed 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.*



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

**Q. How do I get this fiscal code?**

A. You need to go to an office called Agenzia delle Entrate with a copy of your ID. If you are not an EU citizen you will need a copy of your passport (the page with your photo identification).

**Q. Does this code interfere with my own country's 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 a country other than your own.

**Q. If I am a resident in Italy, will I have to pay taxes?**

A. It depends on 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 have 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 to pay taxes on a house?**

A. Yes. Some properties have to pay municipal taxes (TARI and TASI) annually. As stated above, owning a property in Italy obliges you to fill in a personal tax return.

**Q. If I rent the house should I pay taxes?**

A. Yes. All income from rentals of your house should be declared. Please refer to the rental FAQ section for more information.

**Q. Can you help me with the tax return?**

A. Yes, we can: We have an accountant that can fill in and prepare your tax return.

***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 fiscal code is 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. Most often yes,*

***Q. Can you help me to open a bank account?***

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

***Q. Can I organize my bills to be paid automatically from my 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 I access my Italian bank account from abroad?***

*A. Yes, but you would have to request access to Internet banking. We can help you to arrange this.*

**Maintenance and Responsibilities**

Civil Code art 1575  
Civil Code art. 1576  
Civil Code art. 1577  
Civil Code art. 1609  
Civil code art 1610  
Art 9 Law 392/1978  
Art 23 Law 392\1978  
D.M. 30\12\2002  
C.M. 57\E of 24\02\1998

**Energy Certification**

Direttive Europee 2002/91/CE e 2006/32/CE  
D.lgs. 19 agosto 2005, n. 192  
D.lgs. 30 maggio 2008, n. 115  
D.l. 25 giugno 2008, n. 112  
Decreto 22 novembre 2012

**Rental Income Tax**

Art 37 D.P.R. 917\86  
Law 92/2012  
Law 44/2012  
Articolo 3 del dlgs 23/2011 (Flat Rate Tax)  
Circolare 47/E del 20 Dicembre 2012 (Flat Rate Tax)

**Annual Check of Heating and Air Conditioning Systems**

Direttiva Comunitaria 2002 n. 91  
DPR 74/2013  
D.lgs. 19 agosto 2005, n. 192  
Legge Regionale 39/2005  
DGR 19 gennaio 2016  
Legge Regionale 85/2016  
Regione Toscana 19/12/2016 n. 14115

**Double taxation**

[http://www.finanze.it/export/finanze/Per\\_conoscere\\_il\\_fisco/fiscalita\\_Comunitaria\\_Internazionale/convenzioni\\_e\\_accordi/convenzioni\\_stipulate.htm](http://www.finanze.it/export/finanze/Per_conoscere_il_fisco/fiscalita_Comunitaria_Internazionale/convenzioni_e_accordi/convenzioni_stipulate.htm)