

Hello Homes

We are Hello Homes, a vacation rental agency, where our main activity is nightly rentals in summer, but in winter we offer temporary rentals, normally from **September-October** to the **end of May-start of June**. This period is perfect for **students** as it coincides with the school year.





All of our apartments are fully furnished and equipped with Wi-Fi

For 5 years we have been working together with the IAB to accommodate students during their course. In winter 2023 we have rented **more than 50 apartments**, more than 150 students accommodated.

We have apartments from 1 bedroom to 4-6 bedroom houses. they can choose to live alone or with roommates (usually their classmates) and we provide all the facilities to make it possible.

Below are some of the services we offer in this type of rentals:

- **24/7 customer service:** we create whatsapp groups with all the hosted students to have constant communication and be able to attend to their needs at any time.
- **Office open from Monday to Sunday:** This makes it easy to keep us close at all times. In addition, if they order online, they can put the delivery address in our office, since normally at delivery times, they are in class.
- **Maintenance:** if anything breaks, there is an incident, something does not work,... we have a maintenance team available to fix whatever is needed.
- **Store luggage:** we have a large warehouse where we can store the students' luggage during the summer, so that when they return the following year they don't have to travel with a lot of luggage.
- **Steps we follow from the first contact:**
 - Viewing of the property (it could be videocall).
 - Financial approval: we ask for a work contract and the last pay slips (usually those of the parents), and if necessary, bank statements.
 - Formalization of the contract.
 - Entrance to the property.
- **Rental contract:**
 - The legal contract has to be in Spanish, but we can translate it into any language. 
 - The check-in and check-out date will be established.
 - An agency fee and a refundable deposit will be charged.
 - Monthly payments are: monthly rent, utilities and cleaning.
 - They will pay a monthly amount for the utilities and it will be everything included: electricity, water, internet and gas.
 - There is also 1 monthly cleaning that will have to be performed to comply with the order and maintenance of the property. These cleanings include change of sheets and towels. 
- **Ease of payment:** we offer 3 forms of payment to make it as convenient as possible. It can be by bank transfer, by payment link or by cash or card in our office. Payments must be made between the 1st and 5th of each month.

Check **[our website](#)** to see our available apartments