

# Les Bons Voisins

flexible • professional • trustworthy • value for money • experienced

relax... we'll take care of it for you!

**Bienvenue –**

**A warm welcome from Les Bons Voisins  
(the Good Neighbours) based right across France**

This guide offers an overview of the extensive range of services that we can deliver to help you look after your investment in France for years to come.

“We don't pretend to know it all, but with our local contacts and language skills, we can find a solution for you no matter what your requirement. We believe that no job is too small ... and no project too large”

**Sally Stone (founder of the LBV group)**



**We are the people you can trust to look after your interests when you're not around -**

**Keyholding & Caretaking • Property Maintenance**

**Sourcing & Liaison with Artisans • Administrative & Language Help**

**Cleaning, Changeovers & Airing**

**Gardening • Routine Checks & Mail Forwarding**

**Advertising your Property for Holiday Rentals**

**No job is too small, no project too large!**

*What our customers say about us*

“ I am delighted to have been introduced to LBV.  
I think the service you provide is superb and I would have no hesitation  
in recommending you to anybody with a property in France ”



**Sally Stone | Les Bons Voisins | Bureau Central**

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### caretaking and key holding

No wonder we say "relax, we'll take care of it for you!" We hold your keys and regularly check your property to remove any concerns you have with your long distance ownership. We'll visit your property, provide reports, email pictures and work to resolve any problems that may arise.

### property maintenance

Our comprehensive service can be tailored to meet your needs. From initial refurbishment through to routine maintenance, we or our team of reliable local artisans and helpers can take care of as much or as little as you need. With years of experience in property management we can organise a wide range of jobs from decorating, tiling, concreting, electrical, roofing and so much more.

### gardening

Anything from a complete clearance and planting for the summer season, to simply keeping the grass (and perhaps more importantly, the weeds) under control - we'll do it for you. Using our own quality equipment saves you the cost and hassle of ensuring your own tools are serviceable and safe.

### pool maintenance

Looking after a pool requires specialist knowledge and use of chemicals to ensure it is correctly balanced before use. We can regularly maintain your pool, check the water quality and arrange servicing of the filtration system to ensure optimum operation.

### letting your home & managing changeovers

When it comes to welcoming guests and preparing your property for their arrival, we can make a real difference to the commercial success of your rentals. From clever advertising and marketing through to fixing that blocked shower, you can rely on us to help.

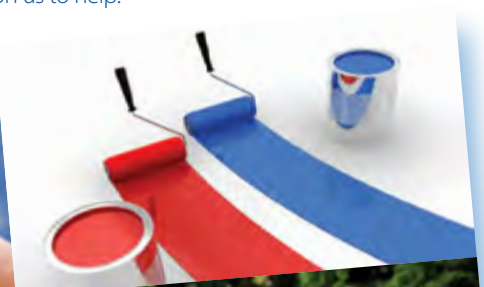
Why not let us prepare a local welcome pack for your guests on arrival and to remember you by.

### sourcing and liaising with artisans

When you need help with something that may be outside of our own skill set, we will source local artisans to work for you and we'll supervise the situation on your behalf. Your investment in the local economy will not go unnoticed and your reputation amongst your French neighbours will be enhanced.

### administrative and language help

With local contacts and language skills, we can iron out issues for you whether it involves dealing with utility providers, obtaining planning permissions (even retrospectively) or speaking to the Mairie (local town hall and administrative centre). We are able to arrange for legal translations of documents to be undertaken - including birth and marriage certificates, which are often requested by French authorities when setting up bank accounts, etc.







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### **buying a property?**

We can be your eyes and ears when you are searching for a property in France. We have our own estate agency network, but we can also discuss your requirements with other estate agents or Notaires if necessary on your behalf, working hard to find that perfect property. Once you have decided on your new home in France we can even arrange the foreign currency exchange for the purchase through one of our expert currency exchange trading partners.

### **building a new house or refurbishment?**

The LBV group has its own specialist planning consultancy division, enabling us to offer a complete planning service, starting with outline design options, getting planning permission, etc. If you need help with the project itself, we can obtain quotations (devis) from builders and artisans, manage and report on progress so you are kept informed and given assurance that works are being carried out in your absence.

### **mortgage services**

It is important to ensure you have the right finance in place if you are buying, need cash out of your investment, or need further funds to complete a refurbishment. We have access to some of the best products on the market from leading French Banks and can help you along the path to getting the right loan for you.

### **insurance**

We are able to introduce you to leading insurance companies, who can arrange everything from home contents and buildings, public liability, health, vehicle, legal insurance and pet cover.



### **foreign currency**

We have negotiated arrangements with leading currency transfer specialists to ensure you get the best exchange rates and service. Whether you are sending or receiving foreign currency, we can help to protect you from exchange rate fluctuations and save you time and money on international payments.

### **financial planning**

Our English speaking associates offer advice on all aspects of financial planning, such as pensions and investments. With knowledge of the double taxation treaties /agreements they will keep you on the right side of the law and help avoid expensive pitfalls. Inheritance planning and wealth management needs expert advice and our professional advisors will ensure you receive just that.

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No matter what your circumstances are, if you own or are looking to buy, build, rent or sell a home in France then we can help you. It really is the best of both worlds - the back up of a professionally organised network with a wealth of shared knowledge and experience ... and our personal input by using our local knowledge and contacts on YOUR behalf. We don't pretend to know it all, but with our local contacts and language skills, we can find a solution for you no matter what the problem may be. We believe that no job is too small... and no project too large.

## absent home owners

- Key holding & Property checks
- Garden clearance and maintenance
- Pool maintenance and testing
- Property repairs and maintenance
- Dealing with basic utilities e.g. water, internet, telephone, electricity etc
- Negotiating with artisans

## letting your property

- Assessment, marketing and preparation for rent
- Production of "House brochure" for guests with local and emergency information
- Handling enquires and bookings – promoting the property
- Guest changeovers, key holding and linen changes
- Local point of contact for guests
- Hire of equipment (Cots, Bikes etc)
- Changeover updates and reporting any damage, issues or risks

## buy, build or renovate

- Property purchase through our own estate agency arm or other local agents
- Translation of legal documents
- Planning & architectural design, plus applications for planning permits
- Meeting with constructors, builders and artisans
- Negotiation, project management and progress reporting – signing off of stage payments

## selling and moving

- Sales through our own estate agency or working with other local agents
- Preparation for sale - house clearance, sale of unwanted items and arranging removal service
- Help with the sale - working with Notaires or estate agents where necessary
- Transfer of sale proceeds back to UK or other currency outside the Euro zone

## financial solutions

- Foreign currency exchanges
- Setting up a bank account and regular payments for utilities and services
- Provision of insurance policies for property, vehicles, health and business
- French bank mortgages
- Financial planning to minimise any tax liability in UK or France

*All our members are a French registered businesses operating below the French TVA (VAT) threshold, making our charges highly competitive. Using our services rather than those of an unregistered person or business protects you from any liability for "employers" national insurance contributions which could be imposed by French Authorities!*

The first national network of property managers  
in France founded in 2002



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