

C&N TROPICAL ESTATE

Protect the Asset. Elevate Every Stay.

The Definitive Property Management Guide for Luxury Phuket Villas



TROPICAL ESTATE

Exclusively Prepared by Principal
Leadership www.cntropicalestate.com

I. THE C&N PHILOSOPHY

EFFORTLESS INVESTMENT. UNCOMPROMISING STANDARDS.

Owning a luxury estate in Phuket should be an effortless investment, not a remote management burden.

At C&N Tropical Estate, we recognize that your property is more than a seasonal rental it is a high-value physical asset that demands meticulous stewardship. While large corporate agencies treat properties like numbers on a spreadsheet, our boutique, client-led model ensures that every villa under our care receives bespoke attention, uncompromising operational precision, and optimized financial returns.

OUR PROMISES:

*100% Hands-Of Management
Zero Hidden Fees
Total Asset Preservation*

10+ YEARS EXPERIENCE	100% CLIENT- LED	24/7 DEDICATED CARE
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II. THE C&N ADVANTAGE:

TRANSPARENCY VS. TRADITIONAL AGENCIES

Many traditional agencies in Phuket charge between 25% to 30% commission, justifying this heavy cut by "including" cleaning or minor repairs. For a high-performing luxury villa, this model penalizes your success.

If your villa generates 300,000 THB in peak season, a traditional 25% agency takes 75,000 THB.

Under C&N's transparent model, you pay a flat 15,000 THB management fee plus a competitive 10% commission. Even after covering your direct costs for cleaning and minor maintenance, you retain significantly more of your total revenue.

We don't hide behind bundled fees. We give you premium service, direct-cost receipts, and maximum profitability.

III. THE FEE STRUCTURE & INCLUDED SERVICES

SIMPLE. TRANSPARENT. COMPETITIVE.

1. *Property Management*

This covers full turnkey management to completely eliminate your day-to-day operational stress

24/7 Guest Check-ins, Check-outs, and Dedicated support:

- Seamless, white-glove arrival and departure coordination handled 24/7, ensuring every guest experience as five star welcome and continuous on-island assistance.

Directing and Managing the Housekeeping staff:

- Rigorous supervision and scheduling of professional cleaning teams to maintain pristine presentation, immaculate hygiene standards, and pristine linen cycles.

On-site Technician Coordination for Immediate Maintenance and Repairs:

- Rapid dispatch of our trusted professional technicians for prompt repairs, safeguarding your asset against wear and tear.

Professional Photography and Videography:

- Our team will take professional pictures and videos of your property which will be edited to the highest standards.

Strategic Marketing & Listing Optimization:

- Global distribution of your property across premium platforms and our exclusive direct-booking network. We craft compelling SEO-optimized listing that leverage our professional media to maximize global visibility and booking conversions.

Transparent Financial Reporting:

- Delivery of clear, itemized monthly statements detailing all rental income, operational expenses, and net yields, ensuring complete financial transparency and peace of mind.

Preventive Property Inspections:

- Thorough, proactive property audits conducted upon starting to catch minor hidden issues before they escalate into costly repairs or canceled bookings.

Professional Rental Agreements:

- Meticulous preparation, legal alignment and execution of formal short-term guest policies and long term lease contracts to fully protect your property and financial interests.

Airbnb Luxe Preparation & Qualification (if applicable)

- Specilized staging, quality preparation, submission and attendance for Airbnb Luxe, leveraging our proven track record and firsthand experience in passing strict design and inspection standards.

Strategic Interior Design & Styling:

- Aesthetic consultation tailored for Phuket luxury clientele, optimizing layouts, lighting and decor to maximize guest appeal, booking velocity and nightly rates.

Appliance & decor sourcing assistance:

- Sourcing, purchasing and installation support for high-quality furnishings and appliances.

Utility & Bill Management:

- Seamless handling of all monthly property expenses, including electricity, water, and internet. We manage the payments directly on your behalf to completely eliminate administrative hassle.

Pool & Landscaping Coordination:

- Expert coordination of reliable pool cleaning and landscaping services to ensure your property's outdoor spaces remain pristine, lush, and inviting year-round.

Complimentary TM30 Legal Compliance

- Navigating Thai immigration laws is a burden for foreign owners. While most agencies charge up to 1,000 THB per person to register guests, we handle all mandatory TM30 guest registrations with Thai Immigration completely free of charge. Your property remains 100% legally compliant at all times with zero risk of fines.

VIP Guest Concierge Services:

- 24/7 dedicated guest support coordinating airport transfers, luxury rentals, local tours, and tailored recommendations to elevate guest satisfaction and drive 5-star reviews.

Initial Handover & Inventory Audit

- From the moment you hand over the keys, we take responsibility for your asset. We conduct a rigorous and highly detailed initial inventory audit, logging the condition of all furniture, high-end electronics, artwork, and linens. This baseline ensures we can track the exact state of your property and hold guests strictly accountable.

2. *Short Term Rentals*

Dynamic Pricing & Yield Management

- We are daily adjusting of nightly rates based on real-time market demand, seasonal shifts, local events, and competitor pricing to maximize revenue and occupancy.

Multi-Channel Distribution & Calendar Sync

- Zero Double-Bookings Guarantee: Synchronized real-time listing management across top platforms (Airbnb, Booking.com, Agoda, direct website) to maximize booking reach while preventing calendar conflicts.

24/7 Rapid Guest Communication & Review Management

- Superhost Response Standards: Under-15-minute response times for guest inquiries, pre-arrival coordination, in-stay support, and proactive review follow-ups to maintain 5-star ratings and top search ranking.

Damage Protection & Deposit Security

- Asset Safeguarding & Claims Handling: Comprehensive guest screening, security deposit management, and full handling of platform insurance claims (e.g., Airbnb AirCover) in the rare event of damages.

Hotel-Standard Linen & Turnover Operations

- Rapid Turnaround Protocols: High-speed cleaning, professional hotel-grade linen laundering, restock of luxury guest amenities, and pre-check-in quality checks between back-to-back bookings.

Digital Guest Experience & Smart Access

- Seamless Self-Check-in: Provision of customized digital welcome guides, local area recommendations, and smart lock/keyless access management for flexible check-in times.

3. *Long Term Rentals*

When securing a 1-year tenant, the standard 1-month commission applies. The monthly management fee is then reduced to a 5,000 THB retainer to cover ongoing tenant relations, staff, coordination, and property monitoring.

IV. YOUR ASSET, YOUR SANCTUARY

Your property is your personal sanctuary in Phuket. Unlike corporate agencies that impose rigid blackout dates or complicated booking restrictions, our partnership ensures absolute flexibility for your own holidays.

Simply inform us 1 month prior of your intended stay, and our team will prepare your villa to pristine, luxury standards so it feels immaculate the moment you walk through the door.

V. OWNERS TESTIMONIALS

"Working with C&N Tropical Estate completely changed my experience as an owner. After dealing with agencies that hid fees and ignored maintenance, the transparency and care provided is unmatched. My villa has never looked better, and my returns have never been higher."

-Laguna Village Owner

"The 100% hands-off approach is real. From immediate emergency repairs to perfect monthly financial statements, they handle it all. Now I feel more relaxed and I have more time to spend with my kids rather than always worrying about my property."

-Anchan Owner

VI. THE ONBOARDING ROADMAP

Transitioning your property to C&N Tropical Estate is smooth, structured, and entirely hassle-free, taking typically between 7 to 10 days:

Private Appraisal & Audit:

- We evaluate your property's condition, market positioning, and revenue potential.

Handover & Strategy:

- We perform the full inventory audit and establish customized pricing tiers and maintenance protocols.

Media & Launch:

- We execute professional photography and video covered entirely by us and activate your listing to generate immediate bookings.

Getting Started:

- To sign today and begin onboarding, only the initial management fee is required upfront.

VI. FREQUENTLY ASKED QUESTIONS

Are there extra costs for pool, garden, or maintenance staff?

The 15,000 THB fee covers the management and coordination of the property. The actual services

(pool cleaning, gardening, internet, and pest control) are billed separately at direct market rates.

Who pays the cleaning fees?

Cleaning fees (1,500 THB for a basic clean / 2,000 THB for a check-out clean) are deducted directly from the monthly revenue statement.

How do you protect my property from damage or "party" crowds?

We are highly selective with our clientele and enforce strict house rules. We collect a mandatory security deposit for every booking. This deposit is used to immediately cover any damages, missing items, or excess electricity usage for bookings longer than one week.

When and how do I get paid?

Earnings are settled at the end of each month. You receive a comprehensive monthly financial statement detailing every booking, expense, and net payout. Funds can be securely transferred to your preferred bank account, including international transfers.

Can I still use my own villa?

Absolutely. Your property is your personal sanctuary in Phuket. There are no corporate blackout dates or penalties. Simply provide us with a one month notice so we can block the calendar and prepare the villa to pristine standards for your arrival.

Any further questions?

Please feel free to ask us any question you need an answer to.

Ready to Elevate Your Property?

Let's discuss how C&N Tropical Estate can protect your asset and maximize your return in Phuket.