
DEL BUFALO

HANDYMAN · CONSTRUCTION · PROPERTY CARE
TULUM · MÉXICO

Property Management & Complete Property Care

2026 SERVICE GUIDE

One local contact for the property. Preventive maintenance, guest support, repairs and emergency response for owners who want their Tulum property properly looked after.

TULUM, QUINTANA ROO, MÉXICO

WhatsApp / Phone +52 984 318 3289

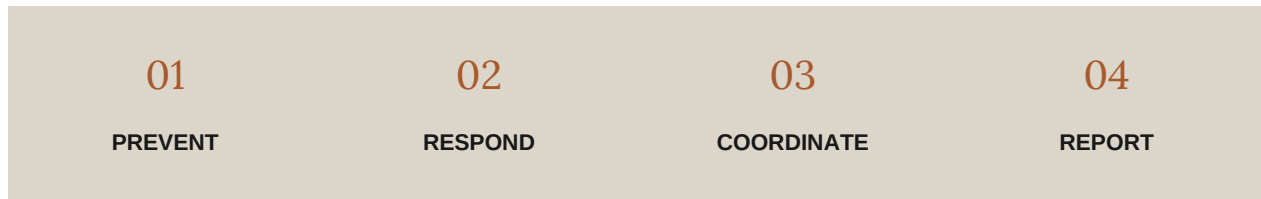
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OUR APPROACH

We do not only manage bookings. We look after the property itself.

A home in Tulum needs attention even when it is empty. Tropical humidity, water systems, air conditioning, pools, electrical equipment, vegetation and small leaks become expensive problems when they are not caught early.

Instead of leaving the owner to find a different electrician, plumber, carpenter, pool technician or contractor for every problem, the property has one local point of contact — who also carries out the work, rather than only coordinating it.



What we can handle

Property care	Regular inspections, airing, visual checks, preventive attention and owner updates.
Maintenance	General repairs, plumbing, electrical, water systems, carpentry and property upkeep.
Pools & outdoor areas	Coordination and oversight of pool and garden services; equipment issues identified early.
Guest management	Guest communication, check-in and check-out coordination, briefings and issue response.
Cleaning coordination	Scheduling and follow-up for turnovers and cleaning services.
Projects	Renovations, improvements and contractor coordination, quoted separately.

The result: fewer handoffs, faster local decisions, and one person who understands the property over time.

SERVICE LEVELS

Three ways to have the property looked after

Owners pay either a monthly fee or a percentage of rental revenue — never both. Property care is already included inside the rental management commission.

HOME WATCH

MONTHLY FEE

For closed properties and second homes that are not being rented.

- Scheduled property inspections
- Airing and running water through fixtures
- Checks for visible leaks and unusual conditions
- Air conditioning and general condition checks
- Photo report after every visit
- 24/7 emergency coordination

PROPERTY CARE

MONTHLY FEE

For properties that need real upkeep, not only supervision.

- Everything in Home Watch
- More frequent scheduled visits
- Preventive maintenance carried out on site
- Pool and garden service oversight
- Vendor coordination on the owner's behalf
- Priority scheduling for repairs

FULL RENTAL MANAGEMENT

COMMISSION ON RENTAL REVENUE

For owners renting the property out. Rental operation and property, together.

- Everything in Property Care, included
- Listing creation and channel management
- Guest communication before and during the stay
- Check-in, check-out and access management
- Pre- and post-stay inspections
- Cleaning and turnover coordination
- Owner reporting on income and expenses

HOW PRICING WORKS

Structure first, figures after the site visit

Home Watch and Property Care are a fixed monthly fee, scaled to the size of the property, with a supplement where there is a pool or an extensive garden. Full Rental Management is a percentage of rental revenue, lower for longer stays.

Repair labour and materials are always quoted or billed separately, and third-party specialists at cost. Every property is different — size, location, pool, garden, number of systems, guest volume and the level of service requested all change the figure. The final proposal is confirmed in writing after a property assessment.

Clear boundaries

Included in the monthly fee

- Scheduled inspections and preventive checks
- Photo reporting after visits
- Emergency communication and coordination
- Vendor coordination and supervision

Billed separately

- Repair labour and materials
- Cleaning, laundry and turnovers
- Pool and garden service
- Specialist technicians and third-party charges
- Utilities, HOA fees, taxes and insurance
- Guest consumables and replacements

Emergency authorisation

We recommend agreeing in advance a maximum amount we can authorise for urgent property expenses without waiting for approval. When a pipe fails at two in the morning, the difference between acting and waiting for a reply is usually the difference between a repair and a renovation. The limit is set individually for each property, in writing.

24/7 emergency response

Owners with an active Property Care or Full Management agreement can reach us for urgent property situations: significant water leaks, loss of essential power, lock and access problems, serious pool equipment failures, or anything where delay would increase the damage. The agreement covers the response, communication and local coordination; repair labour, materials and specialist call-outs remain owner costs unless the agreement says otherwise.

HOW WE START

A simple process, built around the property

01	Property assessment	We inspect the property, identify recurring risks and agree the scope of care.
02	Service agreement	We confirm the model, pricing, emergency authorisation and owner contacts.
03	Property file	We record access, systems, equipment, service history and recurring suppliers.
04	Preventive plan	We set the inspection frequency and a maintenance priority list.
05	Ongoing management	We communicate clearly, document work with photos and address problems early.

Owner responsibilities

Owners remain responsible for funding property expenses, utilities, taxes, HOA charges, insurance, guest consumables, repairs and replacement items unless specifically included in the written agreement. Owners should also provide accurate property information, legal access to the property and timely approval for non-emergency expenses.

The promise

One local contact. Preventive care. Fast response. Clear communication. Practical maintenance. No need to start from zero with a new contractor every time something happens.

Request a property assessment · WhatsApp +52 984 318 3289