

2024/25

Property maintenance  
*programs*

HVAR AWAY

# *What's* inside

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We provide  
*reliable*  
maintenance  
& repairs  
for *all* Hvar  
homeowners.



We have seen how homeowners on Hvar are frustrated with the lack of reliable tradesmen. Whether it's dealing with unexpected chores in your own holiday home to desperately calling around when something goes wrong during a guest's stay - finding the right person seems to be a real challenge. Our mission is to solve this problem with our maintenance programs. Membership guarantees you access to the right people to deal with any issues as they come up, 24/7.

While you may know Hvar Away as a villa rental company, in fact, we extend our property maintenance support to all Hvar homeowners - whether you rent your property through us or not.

WE ARE  
HVAR /AWAY



Multi-skilled tradesman  
Problem solver  
Former strongman pro  
Polish work ethic  
Your property *superhero*

Before moving to Hvar in 2020, Matt directed his own general building and maintenance company in the UK. With the pandemic came the opportunity for change and a new venture in Croatia. Our goal is to bring the highest standards of professionalism to homeowners on this idyllic island.

With our team, we not only resolve the inevitable minor breakdowns and leaks, but whatever else your property throws at us – all at the earliest possible stage, avoiding disruption and additional expense. We operate on a membership model to manage the high demand for this exclusive service, ensuring reliable and consistent support for our clients.

*Matt.*

CO-FOUNDER  
HVAR AWAY



# Our services

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WHAT WE DO



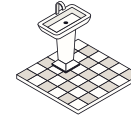
## GENERAL REPAIRS

Fixing squeaky doors to handling emergencies



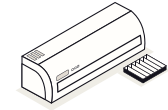
## ELECTRICAL

Troubleshooting issues to new installations



## PLUMBING

Leak fixes and boiler repairs to new installations



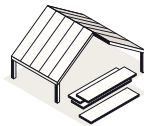
## AIR CONDITIONING

Cleaning, disinfection, and Daikin-authorized installations



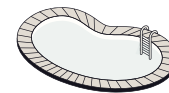
## HOME INTERIORS

Painting and decorating to remodels and renovations



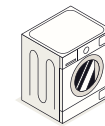
## ROOF & GUTTER

Roof tile repairs to gutter inspections and unblocking



## POOL & TUB CARE

Opening, closing, and all-year-round cleaning and maintenance



## APPLIANCE INSTALLS

Dishwashers, washing machines, ovens, and dryers



HOW WE WORK —

## *Our* programs

The Seasonal

The 365

The Islanders'

The Pool-Only



# The Seasonal

Guaranteed availability during the most critical period of the year.

## IDEAL FOR

- ✓ Any property owner renting to guests during the season
- ✓ Property owners with alternative solutions for off-season care
- ✓ Villa owners on Hvar Away bookings partnership program

## WHAT'S INCLUDED

- ✓ Emergency availability 24/7
- ✓ Priority scheduling
- ✓ Discounted work rates

## ADD-ON SERVICES

- ⊕ Pool and tub maintenance program
- ⊕ Garden care program

## TIMELINE

- Ⓐ 4-month contract (June - September)

## ONE-TIME PAYMENT

€349

+ Croatian VAT (PDV) @ 25%



# The 365

Our most complete  
all-year-round property  
care and maintenance.

## IDEAL FOR

- ✓ Hvar property owners living abroad who rent to guests or keep their holiday home for personal use
- ✓ Hvar Away villa owners

## WHAT'S INCLUDED

- ✓ Routine inspections
- ✓ Priority scheduling
- ✓ Discounted rates
- ✓ Emergency availability 24/7
- ✓ Selected maintenance services
- ✓ Key holding & administration

## ADD-ON SERVICES

- + Pool and tub maintenance program
- + Garden care program

## STRUCTURE

- ✓ 3 program tiers: Essentials, Complete, and VIP
- 🔒 12-month contract

## MONTHLY PAYMENTS

Depends on property size and chosen tier

*from €49*

+ Croatian VAT (PDV) @ 25%



# The Islanders'

Reassurance and peace  
of mind for local  
homeowners.

## IDEAL FOR

- ✓ Full-time Hvar island residents who don't rent out their home

## WHAT'S INCLUDED

- ✓ Emergency availability 24/7
- ✓ Priority scheduling
- ✓ Discounted work rates

## ADD-ON SERVICES

- ⊕ Pool and tub maintenance program
- ⊕ Garden care program

## STRUCTURE

- 🔒 12-month contract
- ✓ Quarterly payments or save 10% with one annual payment

## FIXED ANNUAL FEE

€590

+ Croatian VAT (PDV) @ 25%



# The Pool-Only

Clean, balanced, and  
always ready for you  
and your guests.

## IDEAL FOR

- ✓ Hvar property owners with pools and/or hot tubs with alternative solutions for all other aspects of property maintenance

## WHAT'S INCLUDED

- ✓ Pool opening
- ✓ Bespoke maintenance and care program
- ✓ Pool closing

## ADD-ON SERVICES

- ⊕ Hot tub care and maintenance program

## STRUCTURE

- 🔒 Custom-length contract

## MONTHLY PAYMENTS

*custom*

Dependent on requirements



# An overview

All prices subject to addition of Croatian VAT (PDV) @ 25%

|   | NON-MEMBER | SEASONAL | ISLANDER | THE 365    |          |         |
|---|------------|----------|----------|------------|----------|---------|
|   |            |          |          | ESSENTIALS | COMPLETE | VIP     |
| <b>Guaranteed availability</b> <ul style="list-style-type: none"> <li>• Priority scheduling of works</li> <li>• Emergency support</li> </ul>  | -          | ✓        | ✓        | ✓          | ✓        | ✓       |
| <b>2 hours work per month</b><br>(if required) Applicable to: <ul style="list-style-type: none"> <li>• General repairs</li> <li>• Electrical repairs</li> <li>• Plumbing repairs</li> <li>• Handyman &amp; maintenance</li> </ul> | €75/hour   | 10% off  | 10% off  | 10% off    | 50% off  | ✓       |
| <b>Work hours thereafter</b>  | €75/hour   | 10% off  | 10% off  | 10% off    | 10% off  | 10% off |
| <b>Daily rate</b><br>For larger projects (8-hour day)   | €480       | 5% off   | 5% off   | 5% off     | 5% off   | 10% off |
| <b>Emergency call out</b><br>(within 12 hours) added charge<br>From 08:00 - 20:00   | €45        | 10% off  | 10% off  | 10% off    | 10% off  | 50% off |
| <b>Emergency call out</b><br>(within 12 hours) added charge<br>From 20:00 - 08:00   | €65        | 10% off  | 10% off  | 10% off    | 10% off  | 50% off |


# An overview

✓ included in package    ⊕ additional charges

All prices subject to addition of Croatian VAT (PDV) @ 25%

|   | NON-MEMBER | SEASONAL | ISLANDER | THE 365    |          |               |
|---|------------|----------|----------|------------|----------|---------------|
|   |            |          |          | ESSENTIALS | COMPLETE | VIP           |
| <b>Routine inspections</b> <ul style="list-style-type: none"> <li>• Check for damages</li> <li>• Check for water ingress</li> <li>• Test appliances, electricity, gas</li> <li>• Run water from all fixtures</li> <li>• Ventilate rooms</li> <li>• Clear drain covers of debris</li> <li>• Test smoke and CO alarms</li> <li>• Replace lightbulbs</li> <li>• Photo &amp; video reports of issues</li> </ul> | -          | -        | -        | Monthly    | Monthly  | Twice monthly |
| <b>Keyholding</b>   | -          | -        | -        | ✓          | ✓        | ✓             |
| <b>Administration</b> <ul style="list-style-type: none"> <li>• Collect and forward mail</li> <li>• Bill management</li> <li>• Coordinate with utility providers</li> <li>• Record keeping</li> </ul>  | -          | -        | -        | ✓          | ✓        | ✓             |
| <b>Personal stay servicing</b> <ul style="list-style-type: none"> <li>• Cleaning &amp; laundry service</li> <li>• Source and deliver wood</li> <li>• Property heating or cooling</li> </ul>   | -          | -        | -        | ⊕          | ⊕        | ⊕             |



 included in package

All prices subject to addition of Croatian VAT (PDV) @ 25%

# An overview

|  | THE 365    |          |          |            |   |   |
|--|------------|----------|----------|------------|---|---|
|  | NON-MEMBER | SEASONAL | ISLANDER | ESSENTIALS | COMPLETE  | VIP   |
| Annual gutter inspection<br>Includes cleaning and unblocking | -          | -        | -        | -          |    |    |
| Annual boiler check<br>Testing for leaks and efficiency      | -          | -        | -        | -          |    |    |
| Twice yearly dryer vent clean                                | -          | -        | -        | -          |    |    |
| Annual silicone renewal<br>Bathrooms and kitchens            | -          | -        | -        | -          |    |    |
| Twice yearly trap clean<br>Sinks and showers                 | -          | -        | -        | -          |   |   |
| Annual extractor fans clean<br>Bathrooms and kitchens        | -          | -        | -        | -          |  |  |
| Annual AC inspect and clean<br>All units                     | -          | -        | -        | -          | -   |  |

# The 365

## MONTHLY PRICING

We understand that each property has its own unique characteristics and maintenance requirements. We offer a guide below, listing monthly pricing examples for each of the three 365 program tiers.

Please keep in mind that these are just typical examples. The actual pricing for your property will be determined based on its specific needs and size – and subject to any add-on services such as pool and garden care.

|                     | ESSENTIALS | COMPLETE | VIP  |
|---------------------|------------|----------|------|
| 1-bedroom apartment | €49        | €99      | €159 |
| 3-bedroom house     | €79        | €139     | €259 |
| 5-bedroom villa     | €109       | €199     | €359 |

All prices subject to addition of Croatian VAT (PDV) @ 25%.



# Our testimonials

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WHAT OUR CLIENTS SAY

We have been on Hvar Away's property care program for over two years, including pool maintenance. Matt has also carried out numerous repair works identified from the property care visits, including: rewiring main fuse breakers/sockets as a result of burned main cable in our absence, replacing the boiler, air conditioning installation & servicing, chimney cleaning, roof repairs/broken tiles.

In all circumstances, the service has been exceptional and what feels like life-saving on an island where reliability is often questionable. Matt's ability is second to none, and his knowledge and quality of work gives us confidence that things are being done to a high level of quality. He has often made his schedule work to help fix urgent issues and always turns up when he says he will.

There is nobody else on the island in our experience who can provide this level of service, communication and professionalism.

**J & D MILLS, VRBANJ**

# Our testimonials

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WHAT OUR CLIENTS SAY

Hvar Away Property Care Program... I cannot begin to explain the difference it has made finding this service and the man behind it all - Matt. I'd almost given up trying to get anybody to do anything on this island it's been so difficult, so many let downs and disappointments! Then a friend put me in touch with the lady at Hvar Away - Elisha - wow an immediate response phone call... then zap an email with links to their website and all their services... I was stunned it all looked incredibly professional! ... and low and behold a year later ... I can tell you it is! - hooray from the rooftops.

After setting out what I needed, "the man" arrived - I say man; Matt is more like Arnold Schwarzenegger - "Don't worry I'll be back" - I don't think there's anything he can't do. He jet-washed years of grime and algae off my terrace, 50m<sup>2</sup> of stone slabbing, hand crafted a beautiful wooden pergola, table and seating, installed all the outside ambient lighting, he just keeps on going... a one man machine!

I've now left them in charge of the monthly maintenance of the property, whenever I'm not there I no longer have to worry or even think about it, he just does everything from air con maintenance to checking everything is safe, secure and working down to the last tap, door lock and light bulb. When I return it's all working clean and tip top. I almost don't want to share Hvar Away with anybody else, but that wouldn't be fair! I recommend you give them a call, sit back, relax and enjoy your free time.

**D. MOXON, HVAR TOWN**



# Our testimonials

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WHAT OUR CLIENTS SAY

We would have been lost with all of our projects in our new-but-old Hvar home without Matt and Elisha! As other reviews make clear, Hvar Away are super-professional and responsible, pro-active and creative in a wide variety of "home solutions". Matt has installed half of a new kitchen for us, including a dishwasher; cleaned the roof and unblocked gutters; put in new air conditioning units (in the nick of time during this year's later summer heatwave!); poured concrete to make our garage more usable; and various other tasks that were beyond our own capabilities. And each task has been executed in a fully pre-costed and transparent manner, which is rarely the case with others here on Hvar...

We hate to think where we might be without this exceptional couple running Hvar Away, who are also highly friendly and personable as well! Bottom line is there is probably no home-related task that we would hesitate to ask them to carry out for us. A five-star rating is not only merited, but perhaps too low.

**R. WITT, JELSA**



# Frequently Asked Questions

## WHAT IF I AM A HVAR AWAY RENTAL MANAGEMENT CLIENT?

As our full rental management client, you receive priority access to our in-house maintenance and emergency support team during the season. To keep your property in tip/top shape year-round, consider our 365 program.

## WHAT IF I AM A HVAR AWAY BOOKINGS PARTNERSHIP CLIENT?

As our bookings partnership client, you receive priority access to our in-house maintenance and emergency support team whenever Hvar Away guests are in residence at your property.

For peace of mind throughout the entire season, regardless of who's staying, consider our Seasonal program. Or for more comprehensive, all-year-round property care, consider our 365 program.

## I AM NOT A MEMBER OF ANY PROGRAM, CAN YOU WORK ON MY PROJECT?

From April to September, we work exclusively for our rental management and maintenance program clients. From October to March, project scheduling is prioritised for our clients - but we may accommodate others depending on project type and availability.



WE ARE  
HVAR /AWAY



Get *in* touch

Email us

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[hello@hvaraway.com](mailto:hello@hvaraway.com)

Call Matt

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+385 98 98 63 802

Learn more

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[hvaraway.com](http://hvaraway.com)