

FREQUENTLY ASKED QUESTIONS

(Private Estate Representation – Mallorca)

1. What is private estate representation?

Private estate representation is an independent mandate through which DOMO acts locally on behalf of the property owner.

Rather than providing isolated services, we assume structured oversight and coordination of the estate, ensuring continuity, accountability and control throughout the year.

2. How is DOMO different from a property management company?

Traditional property management focuses on operational tasks.

DOMO operates as an independent representative of the owner's interests. We provide structured control, coordinate third-party professionals and maintain accountability across all aspects of the estate.

Execution is delegated. Authority remains centralised.

3. Is this service only for non-resident owners?

The service is particularly relevant for international owners who spend limited time in Mallorca.

However, it is equally valuable for owners who require structured oversight, continuity and independent supervision, regardless of their frequency of presence.

4. What does the annual retainer include?

The annual retainer typically includes:

- Regular on-site supervision
- Coordination of trusted service providers
- Ongoing operational control
- Structured reporting and communication

- Limited local assistance of reasonable scope

The precise mandate is defined individually for each property.

5. What services are considered outside the standard retainer?

Extended coordination, project supervision, major renovations, guest logistics, event arrangements or specialised mandates may require a structured extension of scope.

Such engagements are agreed separately, based on complexity and level of involvement required.

6. Do you provide concierge or hospitality services?

DOMO is not a concierge or hospitality agency.

Where appropriate, we may coordinate selected arrangements within the context of the owner's estate. However, our primary role is representation, control and structured supervision.

7. How many properties does DOMO represent?

DOMO maintains a deliberately limited portfolio of estates.

This ensures principal-level involvement and sustained oversight for each property under representation.

8. How is confidentiality handled?

Confidentiality is fundamental.

All matters relating to the property, the owner and associated parties are treated with strict discretion and are never disclosed without legal obligation or explicit authorisation.

9. Do you assume legal or financial responsibility for third-party providers?

DOMO coordinates and supervises third-party professionals but does not assume responsibility for their technical execution.

Each professional remains independently accountable for their work.

10. How does the engagement begin?

Engagement begins with a private consultation to understand the estate's profile, operational structure and owner expectations.

A defined mandate is then formalised, outlining scope, structure and level of involvement.

11. Why is representation necessary for high-value estates?

High-value properties involve multiple professionals, ongoing operational exposure and potential risk.

Without structured authority on the ground, responsibility becomes fragmented and standards may decline.

Representation ensures continuity, accountability and alignment with the owner's expectations at all times.