Bondomo

Ownership Intelligence

DOCUMENT REQUEST LIST

Document Request List for Branded, Managed and Serviced Residences

A buyer-side preparation guide for understanding which documents to request before deeper professional review.

> **The brochure may describe the experience. The documents help explain the ownership model.**

Boundary: This guide is a buyer-side preparation resource. It does not provide legal, tax, investment, brokerage or purchase advice.

GUIDE OVERVIEW

1. Purpose of this guide

START HERE

2. Who this guide is for

Which documents should buyers request before moving deeper into a branded, managed, hotel or serviced residence purchase process?

That question often arises when a buyer has seen a project website, brochure, price list, floor plan, fee sheet or headline income example, but does not yet have the full document pack. At that stage, the visible material may explain the property, brand, service concept or lifestyle promise. It may not fully explain the ownership model.

In complex residence models, the ownership experience may be shaped by documents that sit behind the sales material: reservation terms, purchase agreements, management agreements, fee schedules, rental pool terms, house rules, owner use rules, resale provisions and governance documents.

This guide provides a practical preparation structure. It does not tell buyers what to buy. It helps buyers ask for the information that may be needed before deeper legal, tax, investment or transaction review.

AUDIENCE

3. What this guide helps you do

This guide is designed for buyers and advisers reviewing complex residence ownership models, especially:

- international private buyers considering a residence abroad;
- expats and cross-border buyers reviewing unfamiliar local ownership structures;
- buyers looking at branded residences, managed residences, hotel residences, condo-hotels or serviced residences with ownership components;
- buyers who have a brochure, price list, fee sheet, project link or first sales material, but not the complete document pack;
- buyers before reservation, letter of intent, professional review or deeper negotiations;
- family offices, buyer advisers or other professional advisers who want to help a buyer prepare a more focused document request.

It may be useful before speaking with the seller, developer, operator, manager, lawyer, tax adviser, buyer adviser or family office team.

USE

4. What this guide does not do

Use this guide to:

- identify the main document groups that may explain the ownership model;
- distinguish sales material from documents that define rights, obligations and processes;
- prepare better questions about fees, use, rental, operator control and exit;
- notice when information is visible, partly visible, unclear or not available from the current material;
- make adviser conversations more focused;
- avoid relying only on brochure language, brand strength, projected income or informal explanations.

The goal is better preparation, not a conclusion.

BOUNDARY

5. How to use this guide

This guide does not:

- determine whether a project should be purchased;
- assess whether a document or clause is legally enforceable;
- provide legal, tax, investment, brokerage or purchase advice;
- validate projected yield, rental income or future returns;
- rank, score, approve or certify projects, brands, developers or operators;
- replace review by a qualified lawyer, tax adviser, investment adviser or other professional adviser;
- confirm whether a document pack is complete for a specific jurisdiction, transaction or buyer situation.

> A missing document is not an automatic negative judgement. It is a reason to ask what is not yet visible, who can provide it and which adviser should review it.

WORKING METHOD

6. Document Request Matrix

Start with the material you already have: brochure, project website, price list, floor plan, reservation form, fee sheet, income example or email from the sales team.

Then use the seven document groups below to prepare a focused document request. For each area, mark the status:

Status	Meaning	How to use it
Visible	The information appears in a document you have received.	Check whether the source is official, current and complete enough for adviser review.
Partly visible	Some information is shown, but important details are missing.	Ask for the underlying document, schedule, agreement or written explanation.
Unclear	The material uses broad wording or sales language without clear document support.	Ask the seller or operator to clarify the relevant document source.
Not available	You have not received the relevant document or information.	Add it to your document request list.
Professional review	The issue may require legal, tax, investment or transaction review.	Prepare the question and raise it with a qualified professional adviser.

Practical use

- ☐ List the documents you already have.
- ☐ Mark which document groups are visible, partly visible, unclear or not available.
- ☐ Request missing documents before relying on sales summaries.
- ☐ Separate seller questions, operator questions and adviser questions.
- ☐ Keep a dated record of documents received and outstanding.
- ☐ Avoid sending confidential documents to any third party unless a clear process, consent framework and data-use terms are in place.

CORE ASSET

7. Ownership and purchase structure

Review area	Documents or information to request	Why it may matter	Buyer question
Ownership and purchase structure	Reservation terms, booking form, purchase agreement or draft, ownership summary, title or ownership structure summary, unit description, governance information if applicable	These documents help explain what is being reserved or purchased and which obligations may start before closing.	What exactly am I being asked to reserve or buy?
Fees and cost basis	Fee schedule, service charge budget, management fee details, FF&E reserve information, reserve fund or CapEx information, indexation provisions, transfer fee provisions	The purchase price may be only one part of the ownership cost structure.	Which costs continue after purchase, and which are fixed, variable, estimated or adjustable?
Operator and management	Management agreement, operator agreement or operator rules, brand standards or owner-facing operator rules, service standards, reporting obligations, manager discretion provisions	Operator-led models can shape services, standards, reporting, rental and owner obligations.	Who controls which decisions after purchase?
Use rights and house rules	Owner use rules, house rules, guest use rules, blackout dates, booking rules, maintenance access rules, alteration or furnishing restrictions	Use rights may be shaped by operational rules, rental requirements or service standards.	When and how can the owner use the residence?
Rental pool and rental programme	Rental pool agreement, rental programme rules, revenue split, deduction list, reporting sample, owner use and rental conflict rules, termination rules, guarantee or projected income assumptions if stated by provider	Rental arrangements may define how income is calculated, deducted, reported and affected by owner use.	Is rental participation optional or mandatory, and what is deducted before owner distributions?
Exit and resale	Resale rules, transfer fee provisions, operator consent provisions, developer consent provisions, ROFR provisions, mandatory resale channel rules, rental programme transfer rules, brand or operator change provisions if available	Exit terms may affect how a unit can be sold, transferred or moved out of a programme.	Can resale or transfer be affected by consent, fees, process rules or programme terms?
Reporting, governance and dispute information	Reporting sample, owner statements, governance documents, owner meeting or voting information if applicable, dispute resolution mechanism, complaint or escalation process, contact structure after purchase	Post-purchase information flow can affect how owners understand fees, rental income, service decisions and unresolved questions.	What information will the owner receive after purchase, and how can questions be escalated?

> Use the matrix as a preparation aid. It does not determine whether a project is suitable or whether the documents are legally sufficient.

DOCUMENT GROUP

8. Fees and cost basis

The first document group should explain what is being reserved or purchased. In branded, managed, hotel and serviced residence models, the visible unit may be only one part of a wider ownership structure.

Documents or information to request

- purchase agreement or draft purchase agreement
- reservation terms
- booking form
- ownership summary
- title or ownership structure summary
- unit description
- project governance or owner association information, if applicable

Checklist

- [ ] Request the current reservation terms and booking form.
- [ ] Ask for the purchase agreement or draft purchase agreement when available.
- [ ] Request a written summary of the ownership interest being offered.
- [ ] Ask whether any obligations start before final purchase documents are signed.
- [ ] Request the unit description, floor plan and any attachment that defines the unit.
- [ ] Ask whether owner association, project governance or shared facilities rules apply.

Buyer questions

- What exactly is being reserved or purchased?
- What ownership interest is being offered?
- Which documents define the unit, the rights attached to it and the buyer’s obligations?
- Which obligations start at reservation, and which start later?
- Is the buyer relying on a sales summary, or on documents that will form part of the transaction?
- Are shared facilities, common areas or owner association rules part of the model?

DOCUMENT GROUP

9. Operator and management

Fees are often spread across several documents. A price list or short fee sheet may not show the full cost logic. Buyers should request the underlying documents that explain recurring charges, reserves, management fees, possible adjustments and exit-related fees.

Documents or information to request

- fee schedule
- service charge budget
- management fee details
- FF&E reserve information
- reserve fund or CapEx information
- indexation or fee adjustment provisions
- transfer fee provisions

Checklist

- ☐ Request the current fee schedule.
- ☐ Ask whether the service charge is fixed, estimated or adjustable.
- ☐ Request the service charge budget or basis of calculation.
- ☐ Ask for management fee details and how they are calculated.
- ☐ Request FF&E reserve, reserve fund or CapEx information if the model includes hotel-style operations, furniture packages or periodic refurbishment.
- ☐ Ask whether fees can be indexed, adjusted, reviewed or increased.
- ☐ Ask whether any transfer fees apply on resale or assignment.

Buyer questions

- Which costs continue after purchase?
- Which fees are fixed, variable, estimated or subject to change?
- Are reserve or renovation obligations visible?
- What is included in the service charge, and what is excluded?
- Are management fees paid to the operator, manager, developer, owner association or another party?
- Are rental programme deductions separate from ownership fees?

> **Note:** Fee visibility does not mean the cost position is good or bad. It means the buyer has clearer information to discuss with advisers.

DOCUMENT GROUP

10. Use rights and house rules

In operator-led residence models, the buyer should understand who manages the property after purchase and which decisions are controlled by the operator, manager, developer, owner association or another party.

Documents or information to request

- management agreement
- operator agreement or operator rules, where available
- brand standards or owner-facing operator rules, if available
- service standards summary
- reporting obligations
- manager discretion provisions

Checklist

- [ ] Request the management agreement or owner-facing management summary.
- [ ] Ask who the manager, operator and brand entity are, and whether they are the same or different parties.
- [ ] Request operator rules or service standards that apply to owners.
- [ ] Ask which decisions are discretionary and which require owner consent.
- [ ] Request information about reporting obligations to owners.
- [ ] Ask what happens if the operator, brand or manager changes.

Buyer questions

- Who manages the residence after purchase?
- Which decisions are controlled by the operator, manager, developer or owner association?
- How are services, standards and reporting governed?
- Can the operator require renovations, replacement furniture, service changes or operational access?
- How does the operator communicate with owners?
- What documents explain the operator’s role in rental, use, maintenance or resale?

DOCUMENT GROUP

11. Rental pool and rental programme

Owner use may be limited by house rules, booking procedures, rental programme participation, blackout periods, guest policies or maintenance access rules. Buyers should not assume that ownership automatically means unrestricted use.

Documents or information to request

- owner use rules
- house rules
- guest use rules
- blackout dates, if applicable
- booking rules
- maintenance access rules
- restrictions on alterations or furnishing

Checklist

- [ ] Request written owner use rules.
- [ ] Ask whether owner stays must be booked through the operator or manager.
- [ ] Request guest use rules and any limits on family, friends or third-party guests.
- [ ] Ask whether blackout dates, minimum stays or notice periods apply.
- [ ] Ask whether rental participation affects owner use.
- [ ] Request house rules and maintenance access rules.
- [ ] Ask whether the owner can alter, furnish, replace or personalise the unit.

Buyer questions

- When and how can the owner use the residence?
- Are guest use, bookings or owner stays restricted?
- Which use rules are contractual, operational or discretionary?
- Does owner use reduce rental availability or affect rental pool calculations?
- Who controls access for maintenance, cleaning or inspections?
- Are furnishing, alterations or personal items restricted by brand or operator standards?

DOCUMENT GROUP

12. Exit and resale

If rental income, projected income, guaranteed income or hotel-style letting is presented, buyers should request the documents that explain how the rental arrangement actually works. This is especially important where owner use and rental availability interact.

Documents or information to request

- rental pool agreement
- rental programme rules
- revenue split
- deduction list
- reporting sample
- owner use and rental conflict rules
- termination rules
- guarantee or projected income assumptions, if stated by provider

Checklist

- [ ] Request the rental pool agreement if rental income is presented.
- [ ] Ask whether participation is optional, mandatory or linked to ownership.
- [ ] Request the revenue split and deduction list.
- [ ] Ask how gross and net figures are defined.
- [ ] Request a sample rental report or owner statement.
- [ ] Ask how owner use affects rental availability and distributions.
- [ ] Ask whether any income projection, guarantee or example is based on stated assumptions.
- [ ] Ask how the rental programme can be terminated, transferred or changed.

Buyer questions

- Is participation optional or mandatory?
- What is deducted before any owner distribution?
- How are gross and net figures defined?
- How are rental reports provided?
- Are owner use and rental allocation rules clearly documented?
- What happens if the operator, rental programme or market conditions change?

> **Note:** Bondomo does not validate projected income or assess whether an investment case is attractive. The purpose here is to clarify the documents, assumptions and mechanics that should be discussed with qualified advisers.

DOCUMENT GROUP

13. Reporting, governance and dispute information

Exit and resale questions should be clarified before they become future constraints. In managed or branded models, resale may involve consent rights, transfer fees, programme transfer rules, brand or operator conditions, or mandatory channels.

Documents or information to request

- resale rules
- transfer fee provisions
- operator consent provisions
- developer consent provisions
- right of first refusal / ROFR provisions
- mandatory resale channel rules
- rental programme transfer rules
- brand or operator change provisions, if available

Checklist

- [ ] Request the resale rules or transfer provisions.
- [ ] Ask whether operator, developer or association consent is required for resale or transfer.
- [ ] Ask whether a transfer fee, assignment fee or resale fee applies.
- [ ] Request any right of first refusal or first offer provisions if applicable.
- [ ] Ask whether the owner must use a specific resale channel, agent or process.
- [ ] Ask whether rental programme participation transfers with the unit.
- [ ] Ask what happens to management agreements, owner use rules and house rules on resale.

Buyer questions

- Can resale or transfer be affected by consent rights or process rules?
- Which costs may arise at exit?
- Does the rental programme or management structure transfer with the unit?
- Are there notice periods, approval steps or buyer qualification requirements?
- Does the brand, operator or developer have a role in resale?
- Which adviser should review the legal effect of these provisions?

DOCUMENT GROUP

14. Questions to ask the seller or sales team

After purchase, owners may need to understand fees, service decisions, rental income, maintenance, owner statements and escalation routes. These matters may be explained outside the main purchase agreement.

Documents or information to request

- reporting sample
- owner statements
- governance documents
- owner meeting or voting information, if applicable
- dispute resolution mechanism
- complaint or escalation process
- contact structure after purchase

Checklist

- ☐ Request a sample owner statement or reporting template.
- ☐ Ask how frequently reports, fee statements or rental statements are provided.
- ☐ Request governance documents if there is an owner association, committee or shared facilities structure.
- ☐ Ask whether owners have voting, meeting or consultation rights.
- ☐ Ask how service-charge questions, rental reporting questions or operational complaints are escalated.
- ☐ Ask who the owner contacts after purchase for fees, rental, use, maintenance and resale questions.

Buyer questions

- What information will the owner receive after purchase?
- How are fees, rental income or service decisions reported?
- What happens if the buyer needs clarification later?
- Are governance rights visible, partly visible or unclear?
- Does the owner have access to records, budgets, statements or meeting information?
- What process applies if a dispute or unresolved question arises?

QUESTION LIST

15. Questions to ask the operator or manager

1. Which documents form the current document pack for this residence model?
2. Which documents are available now, and which are only provided later in the process?
3. What exactly is being reserved or purchased at the current stage?
4. Which obligations start when the reservation or booking form is signed?
5. Can you provide the current fee schedule, service charge basis and management fee details?
6. Are any service charges, reserves or fees estimates rather than fixed amounts?
7. Which document explains owner use, guest use and house rules?
8. If rental income is presented, which document explains the rental programme or rental pool?
9. What is deducted before any rental distribution is paid to an owner?
10. Which document explains resale, transfer fees, consent rights or ROFR provisions?
11. Which documents should my lawyer, tax adviser or professional adviser review before I proceed?
12. Can you confirm in writing which documents remain outstanding?

QUESTION LIST

16. Questions for qualified professional advisers

1. Who will manage the residence after purchase?
2. What is the role of the operator, brand, developer and manager after purchase?
3. Which services are included in the management or service structure?
4. Which standards, house rules or operational requirements apply to owners?
5. How are service charges, management fees and reserve contributions reported to owners?
6. How are owner stays booked, amended or cancelled?
7. Are there blackout dates, booking windows, guest restrictions or maintenance access requirements?
8. If there is a rental programme, who controls pricing, distribution channels and allocation?
9. How are gross rental income, deductions and net owner distributions calculated?
10. What reports or owner statements are provided, and how often?
11. What happens if the operator, manager or brand changes?
12. How are owner questions, complaints or disputes escalated?

ADVISER PREPARATION

17. Areas to clarify when documents are missing

1. Which documents should be reviewed before reservation, and which before final signing?
2. Does the document pack clearly explain the ownership interest being offered?
3. Which obligations start before completion or closing?
4. Which fee obligations, service charges, reserve contributions or transfer fees require closer review?
5. Which operator, manager or brand rights may affect owner use, rental, standards, maintenance or resale?
6. Which use rights and restrictions should be reviewed in detail?
7. If rental income is presented, which assumptions and deductions should be checked before relying on the figures?
8. Which tax questions may arise from ownership, rental income, use, transfer or resale?
9. Which exit, resale, consent, ROFR or transfer provisions need professional review?
10. Are any documents missing that are usually needed for this type of transaction or jurisdiction?
11. Which issues cannot be assessed from the available material?
12. Which questions should be answered in writing before the buyer proceeds further?

AREAS TO CLARIFY

18. Related Bondomo resources

Missing or incomplete documents should be treated as areas to clarify, not as final judgements.

If this is missing or unclear	Area to clarify	Question to ask
Purchase agreement or ownership summary	Ownership structure	What ownership interest is being offered, and which document defines it?
Reservation terms	Early obligations	What commitments, payments or deadlines start before final signing?
Fee schedule	Cost visibility	Which recurring and one-off fees apply after purchase?
Service charge budget	Ongoing cost basis	What is included, excluded, estimated or adjustable?
FF&E reserve or CapEx information	Long-term cost obligations	Are refurbishment, furniture replacement or reserve obligations visible?
Management agreement	Operator role	Who controls services, standards, reporting and operational decisions?
Owner use rules	Use rights	When and how can the owner use the residence?
Rental pool agreement	Rental mechanics	Is participation optional or mandatory, and how are distributions calculated?
Deduction list	Rental cost basis	What is deducted before any owner distribution?
Resale rules	Exit process	Can transfer be affected by consent, fees, ROFR or process rules?
Reporting sample	Post-purchase information	What information will the owner receive after purchase?
Dispute or escalation process	Future clarification	How can unresolved owner questions be raised after purchase?

When a document is not available, ask whether it exists, when it will be provided, whether a summary can be supplied and which adviser should review it.

NEXT RESOURCES

19. Boundary and disclaimer-light

Use these related pages as a next step when preparing your document request or adviser questions.

Documents page
bondomo.com/documents/

Buyer resources
bondomo.com/resources/

Buyer checklist
bondomo.com/buyer-checklist/

Methodology
bondomo.com/methodology/

Knowledge library
bondomo.com/knowledge/

What Bondomo does and does not do
bondomo.com/what-bondomo-does-not-do/

Fees and costs
bondomo.com/fees/

Operator control
bondomo.com/operator-control/

Use and rental
bondomo.com/use-rental/

Exit and resale
bondomo.com/exit-resale/

BOUNDARY

20. Next step

Bondomo provides buyer-side educational resources for understanding complex residence ownership models. This guide does not provide legal, tax, investment, brokerage or purchase advice. It is designed to help buyers prepare better questions for sellers, operators and qualified professional advisers.

Bondomo may help identify document gaps and ownership questions, but it does not assess legal enforceability or replace contract review by a qualified lawyer.

This guide does not rank, score, approve, certify or recommend any project, provider, operator, developer, brand or transaction. It does not validate yield figures, projected income, future costs or investment attractiveness.

The appropriate documents for a specific buyer may depend on the jurisdiction, transaction structure, ownership model, operator arrangement, tax position and professional advice received.

ACTION

Next step

Start with the document pack you have. Then prepare a written request for the documents that are not visible, partly visible or unclear.

Suggested next action

- ☐ List the documents already received.
- ☐ Mark each document group as visible, partly visible, unclear, not available or professional review.
- ☐ Send a focused document request to the seller or sales team.
- ☐ Ask the operator or manager for owner-facing rules where relevant.
- ☐ Prepare the adviser questions before legal, tax or investment review begins.
- ☐ Keep the boundary clear: better questions first, decisions later with qualified professionals.

Clearer documents. Better questions. More informed conversations.