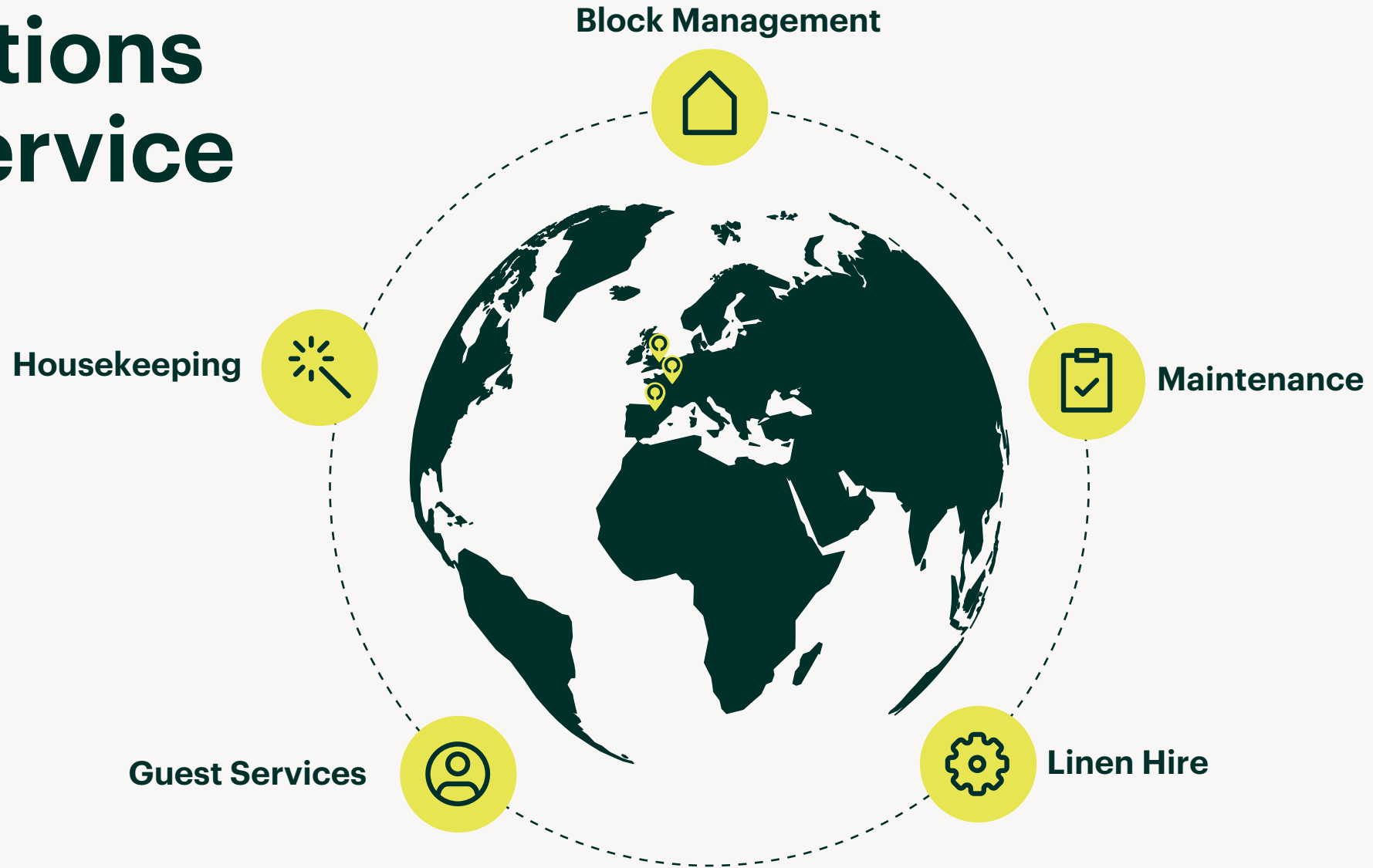


Operations as a Service



Operating in London and Paris

Your Trusted Operations Partner

- Working with Ecologi to be a Climate-Positive Workforce
- Shortlisted for Best Service Provider at the 2023 Serviced Apartment Awards





Welcome

Welcome to Opago, your trusted operations partner for short term rental management across London and Paris. We help property management companies streamline and scale their operations through our experienced in house teams. From housekeeping, linen hire and maintenance to guest services, compliance and account management, we deliver a seamless end to end solution managed entirely under your brand.

At Opago, we redefine operational excellence. Our advanced Opago platform gives you complete visibility and control across your portfolio, with real time access to performance insights, financial reporting and service tracking. Our goal is to help you deliver exceptional guest experiences while protecting and enhancing asset value.

Every partnership is tailored to your business model. Whether you need full operational management or specific support services, we work as an extension of your team to create a reliable and scalable foundation for growth. With Opago managing your operations, you can focus on expanding your portfolio and achieving long term success.

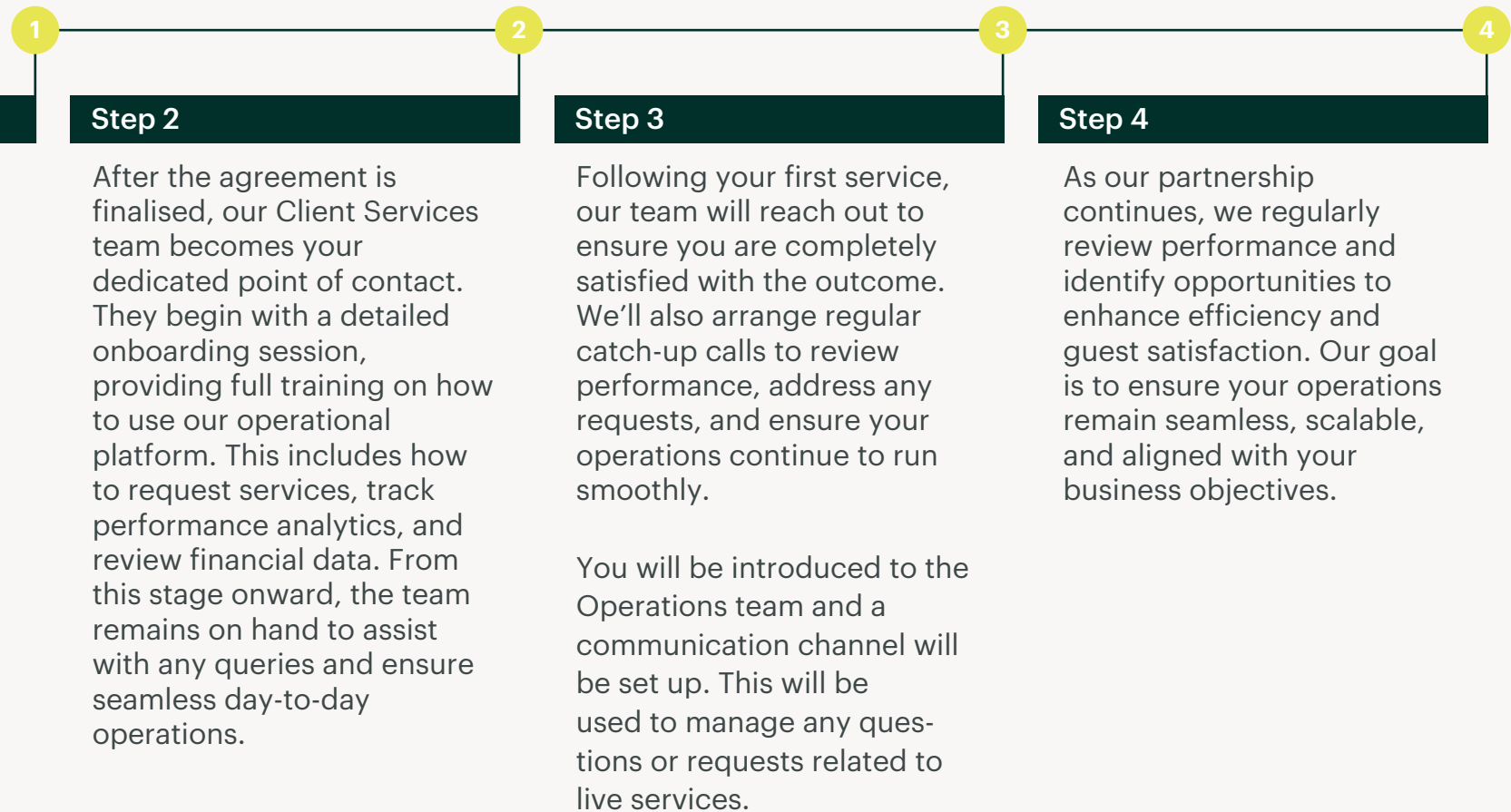


Getting Started

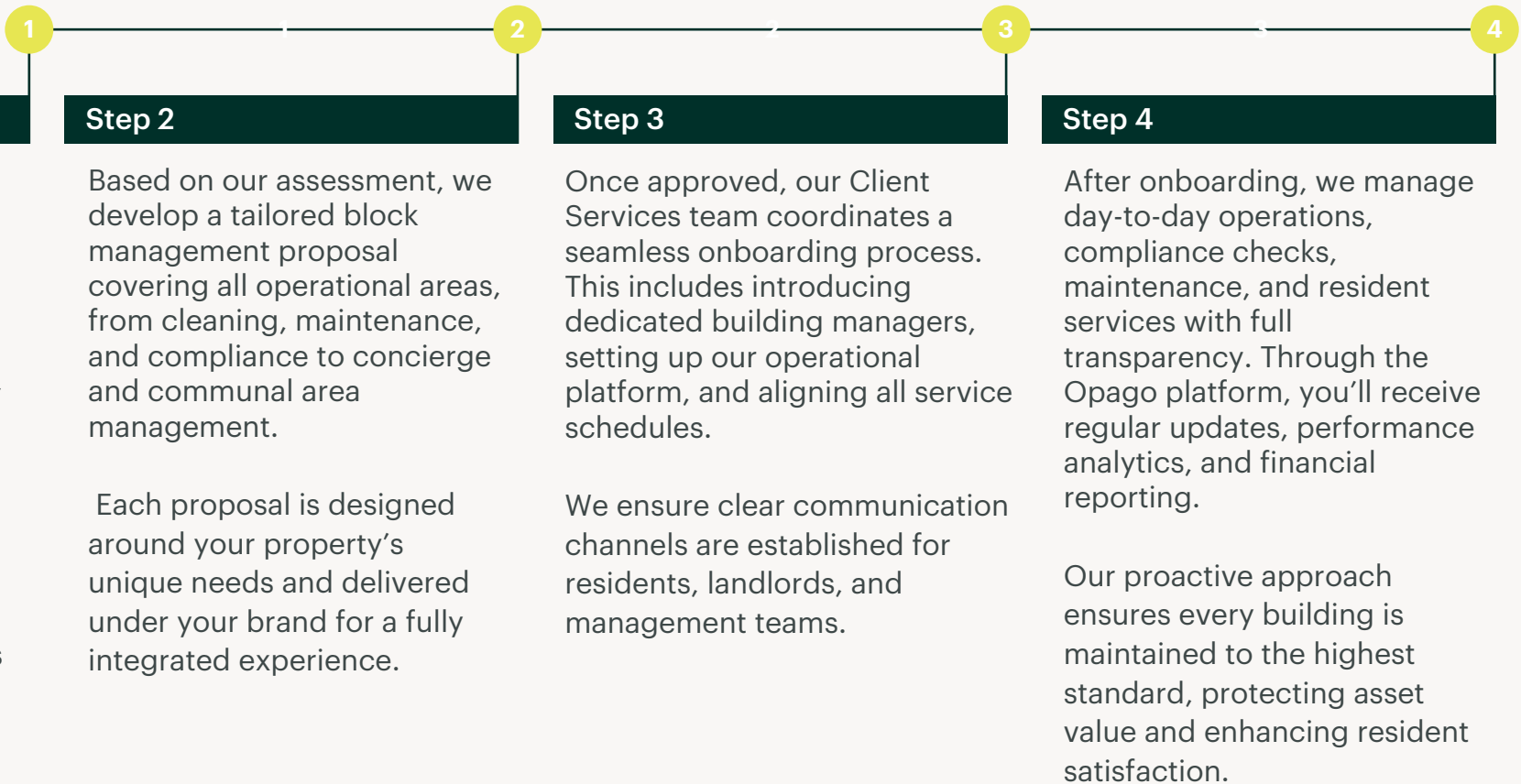
When you first connect with Opago, our team begins with an introductory consultation to understand your business goals and portfolio needs.

We then identify the most effective combination of our operational services, from housekeeping and linen hire to maintenance and guest services, to create a tailored solution that supports your brand and drives efficiency.

Operations



Block Management





Block Management

The Block Management service brings together expert building oversight with our full range of operational support. It's designed for developers, freeholders, and property managers who want a reliable, fully managed solution that ensures every aspect of their building runs smoothly.

We oversee the daily management of communal areas, maintenance, compliance, and resident services under your brand. Our dedicated teams handle everything from scheduling and reporting to on-site coordination, ensuring consistent standards across your portfolio.

Regular meetings and performance reviews keep you fully informed, giving you confidence that your buildings are cared for to the highest standard.

Services

Linen Hire

Opago provides premium linen hire for short term rentals, offering hotel quality sheets, towels and fabrics to your properties. We manage the entire process including the delivery of fresh linen, collection of used items and professional laundering, all carried out under your brand. Our system tracks usage and inventory to ensure every turnover is seamless and every guest stay meets the highest standard.

Whether you manage a single property or a large portfolio, our linen hire service is fully flexible. Choose regular deliveries or integrate linen management within your housekeeping package. With Opago taking care of every detail, you can maintain consistent quality and focus on creating an exceptional guest experience.

Housekeeping

Our housekeeping offering goes far beyond basic cleaning. We deliver a premium, hotel-level experience managed entirely under your brand. Every property is maintained to impeccable standards, with scheduled cleans, deep cleans, and between-stay turnover service. Our trusted teams use eco-friendly products and adhere to rigorous quality protocols to ensure consistency and reliability.

From coordinating daily cleans to organising specialty tasks like oven, window, or deep carpet care, Opago handles every detail. Our technology platform automates scheduling, service requests, compliance checks, and inspections, all visible to you in real time. With Opago taking care of housekeeping, you retain your brand's reputation for excellence and free yourself to focus on growth, guest experience, and strategic priorities.



Guest Services

Our guest services offering is crafted to deliver a white-glove experience under your brand, ensuring every guest feels welcomed and supported. From pre-arrival communication and personalised welcome packs to 24/7 concierge assistance, we handle every guest touchpoint with care and consistency. Our approach enhances your guest reviews, retention, and overall reputation.

We manage all guest interactions, check-ins, check-outs, issue resolution, and concierge requests, seamlessly via our in-house team and integrated platform. Real-time visibility, guest messaging, and feedback loops keep you informed and in control. By entrusting Opago with guest services, you elevate guest satisfaction, reduce operational burdens, and build a reputation for exceptional hospitality.

Maintenance

At Opago, our maintenance service is designed to deliver reliability, responsiveness and quality at scale. We take full ownership of your property upkeep, offering a complete end-to-end solution for short term rental portfolios. From preventive maintenance and compliance checks to urgent repairs, refurbishments and safety audits, every task is handled by our expert in-house team or approved contractors operating under your brand.

We cover all core trades, including electrical, plumbing, HVAC, appliance servicing, decorating and joinery. Our structured processes ensure every property is inspected regularly, with maintenance tasks tracked, prioritised and completed efficiently. Through the Opago DRIVE platform, you can log requests, view live updates, approve quotations and access detailed cost and performance reports — all in real time. This ensures transparency, control and peace of mind while we manage the operational complexities for you.

Our approach combines reactive support with proactive asset care. We help you minimise downtime, extend asset life cycles and enhance guest satisfaction by ensuring every property is consistently well-maintained. Whether it's a single unit or a large multi-site portfolio, our maintenance operations are built to scale seamlessly with your business.

We also partner with letting agencies to act as their dedicated maintenance provider. Working under their brand, we handle all property repairs, safety inspections and compliance management on their behalf.

This partnership model allows agencies to deliver faster response times, reduce contractor coordination and improve service quality for landlords, all while maintaining a consistent, professional standard across every property in their portfolio.

🕒 Electricians and plumbers

We work with a team of individual electricians and plumbers to keep your properties functional and safe.

🕒 General handymen

Whether it's quick repairs or a touch of paint, our handymen have the skills and craftsmanship to make quick repairs and to the highest standard.

🕒 Landscaping / gardening

We also have trusted outdoors specialists, including experts in gardening and landscaping. These professionals ensure the exterior of a property is as attractive as the inside.

🕒 Niche services

In addition to our trusted teams who we manage in-house, we also have a list of preferred suppliers who we outsource specialised services to when needed.



Compliance

We're committed to keeping your investment safe, secure, and compliant at all times.

Compliance covers a range of legally required tests that need to be carried out by certified engineers on a recurring basis, in all properties. The larger the portfolio, the more time consuming and complex this can be to manage. We offer a complete compliance service, with all documentation safely stored and accessible on our platform.

We have an automated tracking system. It sends notifications when certificates are soon to expire and it schedules inspections meaning you are protected 365 days a year.

Certification for your property portfolio, including;

🕒 Landlord electrical safety certificates

We can keep your Electrical Installation Condition Report (EICR certificate) up to date, as required by the government, and make sure your guests have a safe rental experience.

🕒 Other regulatory certification

Our contractors can arrange any required certification for you, including gas safety, EPCs, HMOs, or other certificates.



[← Back to Service Section](#)

Service Id: 74162
Standard Clean - Guest Ready (C)

Completed
By: N/A

SSC
Due Date: 09 Oct 2022

Comments
N/A

Service Progress

Click on the status to see more information

No Tag

- ☒ Service Requested
2022-10-09 08:23
- ☒ Service In Progress
2022-10-09 12:11:47
- ☒ Service Completed
2022-10-09 18:33:43
- ☐ Service Invoiced

CA

Service In Progress

Information related to the scheduling of this service

UD

Standard Clean
Housekeeping
2022-10-09

126539
Completed
09:30-11:00

RC

Bag Drop
Drivers
2022-10-09

126540
Completed
09:45-10:00

Industry-Leading Technology

Our bespoke operations management software has been built specifically to meet the challenges of managing a serviced accommodation portfolio. It seamlessly integrates with your current PMS system, meaning you're ready from day one.

The in-built dashboard provides clients with a full overview of their properties, linking their services with the physical teams who fulfil the tasks in the field. The system gives clients fast, accurate oversight, providing live access to all upcoming and completed tasks. It can also automate the daily schedule of services, giving clients total visibility and control over their operation.

Features include:

🕒 Live schedule tracker

Allows total visibility of your daily activities in advance for you and your operational team. Our task management portal includes a colour coded system for each service and built-in notifications, so you know the status of each property at a glance. So, keeping your team and your guests up-to-date has never been easier.

🕒 Service dashboard

Request services, view your service history and check job reports. A simple and intuitive workflow which reduces operational errors, by connecting directly with your Property Management System to automate standard services, such as check out and mid-stay cleans.

🕒 Analytics

Improve your operation by accessing a powerful set of tools and reports to analyse the data behind your activities. Design your own dashboard with bespoke reports, compare team efficiencies and track your key metrics and performance indicators over time.

🕒 Property database

A property management system that specifies and categorises every data point for each unit. Presented in a clear and concise format that ensures all property information can be quickly accessed within 2 clicks.

🕒 Billing

This system allows for full visibility on all charges relating to your properties, including individual invoices if required.

Why Opago?

Opago is not just another operations provider, we are short-let operations experts, specialising in scaling and optimising property portfolios under your brand. From London to Paris, we deliver best-in-class services in housekeeping, linen hire, maintenance, guest services, and compliance, all powered by a tech-driven platform for full transparency.

Sustainability is central to our approach. We operate an electric vehicle fleet, use paperless workflows, and partner with carbon offset programmes to reduce our environmental impact. This means you can deliver premium guest experiences while also meeting ESG goals.

We partner with letting agencies and property managers to act as their white-label operational arm, integrating seamlessly to elevate service, reduce overhead and maintain consistent standards. Our reputation is built on reliability, operational excellence, and a true partnership mentality.

By choosing Opago, you gain more than a service provider, you gain a strategic operations partner who helps you scale responsibly, preserve asset value, and deliver unforgettable guest experiences.



How does it work?

Our streamlined solutions enable businesses to save time and money when compared to using multiple suppliers or doing the work in-house. Opago is an efficient, effective one-stop solution, providing access to more services and adding value to your offering.

Each client is assigned a dedicated account manager, who is their single point-of-contact throughout the partnership. From the outset, we seek to understand your needs and requirements, and deliver against them. The graphics below show what you stand to save with our services:

Housekeeping & Linen Hire

Our supervisors take care of inputting schedules, liaising with operatives, sending instructions, and checking reports, taking care of all administrative tasks and freeing up valuable time.

**Save over £30,000
per Year with Our
Housekeeping
Services**
opago

Guest Services

Let us take care of your guests. We'll handle communications, check-in processes, concierge services and any guest issues through to resolution.

**Save More than
£50,000 per Year
with Our Guest
Services**

opago

Maintenance

We'll take away the administrative burden of managing maintenance including scheduling, issue assessment, sourcing parts and invoicing.

**Save over £50,000
per Year with Our
Maintenance
Services**

opago

Client experience

What we've helped Blueground to achieve.

- Enabled them to focus on growing their portfolio x 10
- Provided the most cost-effective solution
- Achieved high levels of guest satisfaction
- Simplified workload and increased efficiency

"The quality of service and professionalism of the team at Opago enables us to run our end-to-end operations more efficiently."





Who We Support

A partner you can trust, quality you can rely on – Our clients choose. Opago for our expertise, consistency, and unwavering reliability, ensuring seamless operations and exceptional quality at scale. Our services are designed for:

- 🕒 Short-Term Rental Property Management Companies
- 🕒 Vacation Rental Management Companies
- 🕒 Estate Agents & Property Developers
- 🕒 Serviced Apartment Operators & Airbnb Hosts

Meet the Founders



Maxime Leufroy-Murat
Founder and CEO

Maxime had a background in trading before he went into property operations following an experience helping out friends with their Airbnb property.

Having experienced managing a portfolio himself, Maxime used what he'd learned to provide a first-class outlet for flexible letting and property operations. This formed the basis of what Opago went on to become a true solution for property managers.



Erskine Berry
Co Founder and Managing Director

Erskine's background in hospitality gave him an insight into how businesses are built from the ground up, and this decade of experience has supported Opago through its early development.

He joined the project in 2019, helping the brand to develop and grow from a single-location entity to a worldwide enterprise spanning multiple locations.

Get in touch

Please don't hesitate to get in touch if you have any questions or require any further information.

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