



Taking Possession of Your Property in Playa del Carmen

A clear guide to utilities, government offices, condominium administration, delivery inspections and what comes next.

For new property owners in Playa del Carmen and the Riviera Maya

Prepared by Selling Freedom International Real Estate

Office and utility information last verified: October 4, 2026

Selling Freedom™ International Real Estate | Riviera Maya, Mexico

Information and office details last verified: October 4, 2026

First Steps After Closing

Receiving the keys is exciting, but it is not the end of the ownership process. New owners can still have utilities to establish or transfer, condominium administration to register with, municipal records to verify, internet to arrange, warranties to understand and a delivery inspection to complete.

The exact steps depend on the property. A resale condo with active utilities is very different from a newly delivered unit that still needs a permanent meter. A condominium with a master water account is different from a house with an individual Aguakan contract. A foreign owner who will use the property personally may also have different administrative needs from an owner who plans to rent it.

The most important rule: Before opening, cancelling, transferring or paying anything, establish what already exists, whose name it is in, whether it is current, and who is responsible for changing it.

1. Before Closing or Before You Take Possession

Ask your agent, seller or developer to confirm the status of the following before delivery whenever possible:

Electricity: Is there a permanent CFE meter and active service for the property? Is the account current?

Water: Is the unit individually metered, or is water handled through the condominium?

Condominium fees: Are all seller/developer obligations current through the agreed handover date?

Predial: Is the municipal property tax current?

Internet: Which providers actually service the building or development?

Parking and storage: What space belongs to the unit, and how is access controlled?

Access: How many keys, cards, remotes, tags and mailbox keys should be delivered?

Warranties: For new construction, when do developer and equipment warranties begin and how are claims submitted?

Outstanding work: What remains incomplete, who is responsible, and what is the written completion date?

New Construction

Do not assume that because the building has lights and running water your individual unit has permanent service. Developers may use temporary or construction services while individual meters, contracts or condominium systems are still being completed. Ask specifically about the permanent service for your unit.

Resale Property

Request recent utility bills and proof that accounts are current. For condominium property, request confirmation that maintenance/HOA obligations are current as well. Keep copies with your closing records. If a utility has an unusual history, unresolved charge or service problem, deal with it before assuming it will disappear with a change of owner.

2. Your Property Document Folder

Create one permanent digital folder for the property. Depending on your circumstances, it may eventually contain:

- Passport and other official identification
- Residency documentation, if applicable
- CURP, if applicable
- RFC and Constancia de Situación Fiscal, if applicable
- Purchase contract and closing documents
- Escritura/title and Public Registry documentation when available
- Clave catastral and cédula catastral
- ISABI/acquisition-tax documentation
- Predial receipts
- CFE bills and service information
- Aguakan or condominium water records
- Condominium regulations, payment instructions and receipts
- Insurance policies
- Appliance manuals and warranties
- Delivery inspection, photos and deficiency reports
- Invoices and records for repairs or improvements
- Rental and property-management records, if applicable

3. CFE: Electricity

Scenario A: An active meter and service already exist

Obtain the most recent CFE bill and keep the service information. Confirm the account has no known unresolved balance or service issue. If the property is a resale, ask your closing team what should happen with the existing service and what documentation you will need.

Scenario B: New construction or no permanent meter

Confirm whether the electrical installation is complete and whether a permanent individual service can be contracted. CFE's published residential requirements include the complete service address, RFC, telephone and email, and require the electrical preparation to be complete. Additional requirements can apply depending on the installation or if infrastructure is not already available nearby.

Scenario C: Service is disconnected

First determine why. A simple reconnection is different from an old balance, meter issue, irregular-use matter or a property that never had permanent service. Do not assume that paying the first amount mentioned

automatically resolves the underlying issue.

Useful CFE information

Customer service: 071 (CFE publishes this as a 24-hour service line).

Residential contracting information: [CFE residential requirements](#)

Customer service center locator: [CFE Centros de Atención](#)

Language: CFE operates in Spanish. You may encounter an English-speaking employee in Playa del Carmen, but English service is not guaranteed. For a complicated account, meter or historical-service problem, take Spanish-speaking assistance if you need it.

4. Water: Aguakan or Condominium Service

Before doing anything, ask whether the property has an individual Aguakan account or whether water is supplied through a master condominium/building connection and handled through administration.

If the property has an individual account

Aguakan's current domestic-contract requirements for Playa del Carmen can include notarized ownership/possession documentation, Public Registry documentation, current owner identification (including passport), a location sketch, current predial or cadastral information and, where applicable, tax or co-ownership documents. The online application accepts documents in PDF format.

Online domestic-service information/application: [Aguakan Oficina Virtual](#)

If the condominium has a master water connection

Do not open a separate account simply because another owner has one elsewhere. Ask administration how water is billed and what proof you should retain. Aguakan itself recognizes condominiums/buildings with a general water connection in its documentation procedures.

Where to go for contracts or account problems

Centro de Atención a Clientes - Cruz de Servicios Av. Kantenah, SM 53, Mza. 2, Lotes 2, 3 y 4, Cruz de Servicios, Playa del Carmen, Quintana Roo

General hours: Monday-Friday, 8:00 AM-5:00 PM, except holidays.

Contracts, account clarifications, agreements and no-debt certificates: 8:00 AM-3:00 PM.

Playa del Carmen local number: (984) 873 0145.

Aguakan line: 073.

[Official Aguakan locations and services](#)

Don't go to the wrong counter: Some Aguakan locations in Playa are payment-only. Cruz de Servicios is the useful location for contracts and more complicated account matters. Verify the service offered before making the trip.

Language: Aguakan operates in Spanish. English may be available depending on who is working, but it is not guaranteed.

5. Internet

Ask which providers physically service the building before choosing a plan. Advertised citywide coverage does not guarantee that the provider can install service in your particular unit.

Ask administration or residents which provider performs reliably in that building.

If you work remotely, ask specifically about fiber availability, real-world reliability and outage history.

Find out whether technicians need advance authorization to enter the development or telecommunications room.

If the property is furnished or previously occupied, determine whether existing equipment belongs to the owner, tenant or provider before removing it.

If internet is critical, arrange installation early rather than waiting until move-in day.

6. Condominium Administration / HOA

Register yourself with administration and ask for:

Condominium regulations and any owner handbook

Current maintenance/HOA fee, due date and payment instructions

Administration, security and emergency contact information

Parking assignment and parking rules

Keys, access cards, gate remotes, tags and mailbox information

Pool, rooftop, gym and other amenity rules where applicable

Guest and delivery procedures

Pet rules

Moving procedures and permitted hours

Renovation, contractor and noise rules

Rules affecting long-term or vacation rentals

Procedure for authorizing a property manager, cleaner, agent or contractor when you are away

Hurricane procedures and building-specific emergency protocols

If you purchased a resale, confirm that amounts for which the seller was responsible have been dealt with. If you purchased from a developer, ask when owner responsibility for maintenance fees begins.

7. Predial: Municipal Property Tax

Keep your clave catastral and annual predial receipts. The municipal record is important for future ownership, tax and property procedures. Do not assume every database updates instantly simply because closing has occurred.

For a Predial No-Debt Certificate, the municipality currently lists:

Dirección de Ingresos Calle 10 between Av. 20 and Av. 25, Palacio Municipal, Centro, Playa del Carmen, Quintana Roo

Hours: Monday-Friday, 9:00 AM-5:00 PM on business days.

Official procedure / online access: [Certificación de No Adeudo de Impuesto Predial](#)

Recordkeeping tip: Keep your own PDF copy of each annual payment receipt. Do not rely on being able to reconstruct years of property records later.

8. Catastro: Cadastral Records and Change of Owner

Playa del Carmen has a formal Cambio de Propietario process to update the municipal cadastral registry. Ask your notary whether this was handled as part of your closing before starting a duplicate procedure.

Dirección de Catastro Av. 20 Norte, between Calles 8 and 10 Norte, Mza. 101, Col. Centro, C.P. 77710, Playa del Carmen, Quintana Roo

General hours: Monday-Friday, 9:00 AM-5:00 PM.

Submission of procedures: 9:00 AM-3:00 PM.

Collection: 9:00 AM-5:00 PM.

Telephone: 984 877 3050, ext. 10203.

Email: atencion.catastro@playadelcarmen.gob.mx

For the current change-of-owner procedure, the municipality lists requirements including identification, registered ownership documentation, ISABI payment, current full-year predial payment and applicable representation/corporate documents.

Easy-to-miss requirement: The current municipal instructions say to bring the required documents in original and copy for comparison AND a USB device containing a PDF copy of each requirement in a folder labelled with the property's clave catastral. The USB is returned after the information is uploaded.

Official current requirements: [Cambio de Propietario - Playa del Carmen](#)

Language: Municipal offices operate in Spanish. For a complicated property-record issue, Spanish-speaking assistance is recommended.

9. SAT, RFC, CURP and Tax Documentation

Do not assume that every foreign owner needs exactly the same Mexican tax documentation. Ownership, residency, tax residency, rental activity and other circumstances can affect what you need. Your notary should explain what was required for the purchase. If you will earn rental income or have ongoing Mexican tax obligations, obtain advice appropriate to your situation.

Keep your RFC, Constancia de Situación Fiscal, CURP and e.firma records secure if they apply to you.

SAT office - Playa del Carmen

The Playa del Carmen SAT module is currently listed at Av. 45 Norte s/n, Mza. 12, Lotes 10 y 11, Col. Gonzalo Guerrero, C.P. 77710, between Calles 20 and 22. Office details can change, so confirm the location shown for your appointment before travelling.

MarcaSAT: 55 627 22 728.

Appointments: [SAT appointment system](#)

SAT main website: sat.gob.mx

If appointments in Playa are difficult to find

Appointment availability can vary between SAT offices. If you are not finding a suitable appointment in Playa del Carmen, check nearby offices as well. Sometimes an appointment in Cozumel is available sooner, and taking the ferry over may be preferable to waiting for an opening in Playa. Confirm that the office handles the specific procedure you need before booking and travelling.

You can also consider working with an experienced local gestor. A good gestor can help you navigate the process, determine what documentation you will need and save considerable time and frustration, particularly if you are unfamiliar with Mexican administrative procedures or do not speak Spanish.

Local tip: Ask your real estate professional, attorney, accountant or another trusted local contact for a gestor they know and recommend.

Language: SAT operates in Spanish. Do not count on English being available for your appointment. If you are not comfortable handling a technical tax or identity procedure in Spanish, arrange assistance in advance.

10. Delivery Day: Inspect Before You Accept

Especially with new construction, delivery day should be an inspection, not simply a key exchange. Photograph and video the property before furniture, luggage or contractors begin moving through it.

Test

Every air conditioner and remote

Every included appliance

Hot and cold water

Water pressure

Faucets and shut-off valves

Toilets and showers

Drains - run enough water to confirm they actually drain

Water heater

Electrical outlets

Lights and switches

Ceiling fans

Doors, locks and handles

Windows and sliding doors

Screens

Cabinets and drawers

Intercom and access systems

Parking/access remotes and cards

Any installed internet or smart-home infrastructure

Look for

Leaks or signs of previous water intrusion

Humidity, staining or mold

Cracks

Poor drainage or standing water

Damaged tile, counters, glass or cabinetry

Missing fixtures or hardware

Doors/windows that do not seal or close properly

Doors/windows that do not seal or close properly

Items promised in the sale that are missing

Document deficiencies in writing. A verbal promise that someone will return later is much harder to manage than a written list acknowledged at handover. For new construction, ask when the warranty begins, what it covers, how claims must be filed and whether different systems have different warranty periods.

11. What You Should Receive at Handover

All property keys

Mailbox keys

Parking/access cards and remotes

Amenity/access tags

Appliance manuals

Warranty information

Utility information and recent bills where applicable

Condominium administration contacts

Parking/storage identification

Written deficiency/warranty procedure for new construction

Any documents or equipment specifically included in the purchase

12. Insurance

A condominium's building insurance is not necessarily insurance for your individual unit, contents, improvements or personal liability. Ask administration what the condominium policy actually covers, then discuss your own coverage with an insurance professional.

Tell the insurer how the property will actually be used. A full-time residence, occasionally vacant vacation home, long-term rental and short-term vacation rental can present different risks and coverage needs.

13. If You Will Not Live There Full-Time

Choose a trusted local emergency contact.

Decide who is authorized to enter the unit if you are away.

Arrange property management or periodic checks if appropriate.

Set up reliable systems for utility and HOA payments.

Plan for humidity and AC management.

Arrange pest control as needed.

Understand hurricane preparation procedures.

Make sure administration knows how to reach you.

Keep duplicate access available to the person responsible for emergencies.

Why this matters: A leak, failed AC, hurricane preparation issue or building notice is much easier to deal with when someone local is authorized to act.

14. If You Plan to Rent the Property

Before advertising or accepting a reservation, confirm:

Whether the condominium permits the type of rental you intend to offer

Minimum-stay or guest-registration rules

Access procedures for tenants and guests

Property-management requirements

Applicable tax and invoicing obligations

Insurance coverage for rental use

Who pays electricity, water, internet and other utilities

Inventory and damage-documentation procedures

Emergency contacts for tenants

Rules affecting pets, occupancy, parking and amenities

Long-term residential rentals and vacation/short-term rentals should not automatically be treated as the same thing. Check the rules that apply to your actual use.

15. Before You Leave Home: Quick Office Checklist

Where	Before You Go	Useful to Bring	Language
CFE	Confirm the exact service issue and current office/location	ID, property/service address, recent bill/service number, relevant ownership/representation documents	Spanish; English not guaranteed
Aguakan	Confirm whether the unit is individual or master-metered; verify which office handles the procedure	ID, ownership documents, Public Registry record, predial/cadastral information; other documents as applicable	Spanish; English not guaranteed
Catastro	Ask notary whether change of owner is already handled	Originals + copies of required documents AND PDFs on USB labelled with clave catastral	Spanish
Predial / Ingresos	Have clave catastral and know what certificate/payment you need	ID, property information and applicable receipts/documents	Spanish
SAT	Book the correct procedure and verify office shown on appointment	Appointment confirmation plus the exact originals/copies required for that SAT procedure	Spanish; arrange help if needed
Condo Administration	Ask for owner-registration requirements	ID, proof of ownership/possession as requested, contact details, vehicle info if applicable	Varies by building

Download printable office checklist (PDF)

Take the key office questions and document reminders with you.

Open printable PDF

16. The Playa Reality

Playa del Carmen is an international city, but government and utility offices operate in Spanish. You may encounter employees who speak some or excellent English, but you should not plan an important procedure around the assumption that English-speaking staff will be available.

For a straightforward payment or simple request, basic Spanish and a translation app may be enough. For an old balance, disputed charge, ownership discrepancy, meter issue, tax procedure or unusual situation, take someone who can communicate confidently in Spanish if you need the support.

Bring more documentation than you think you will need, keep copies, note who you spoke with, and ask questions before paying or signing something you do not understand.

17. One Final Recommendation

You do not have to accomplish every administrative task on the day you receive your keys. The priority is knowing what should already be in place, what you are accepting at handover, which accounts or records still need attention and who is responsible for anything unfinished.

Your real estate professional, notary, developer, condominium administrator, accountant and service providers have different roles. Use the right person for the right question, and keep records of everything.

Official Links and Verification Notes

[CFE residential contracting requirements](#)

[CFE customer service center locator](#)

[Aguakan locations and services](#)

[Aguakan domestic-service application](#)

[Playa del Carmen Cambio de Propietario](#)

[Playa del Carmen Predial No-Debt Certificate](#)

[SAT appointment system](#)

[SAT](#)

Important Note

Office locations, hours, document requirements, and procedures can change after the verification date shown above. Before travelling, check the relevant office's official website or contact the office directly. Confirm the current SAT module in the official appointment system before your visit.

This guide provides general information for property owners in Playa del Carmen and the Riviera Maya. It is not legal, tax, notarial, or accounting advice. Requirements vary by property, transaction, owner, and intended use. For a specific question or concern, verify the current requirements with the appropriate utility or government office, or consult a qualified professional.

Selling Freedom™ International Real Estate | Riviera Maya, Mexico