

- PROPERTY MANAGEMENT & MAINTENANCE
- COMMUNITY CLEANING AND MAINTENANCE
- PROPERTY CLEANING AND GARDENING
- GENERAL BUILDING SERVICES
- CLIENT ADVICE ON UTILITY SERVICES, INSURANCE AND TAX



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Dear Client,

Welcome to HPS. We are a family-owned and managed business that prides itself on the traditional values of personal customer service. The business has been successfully managing properties on the Costa del Sol for almost 20 years and retains a portfolio of very satisfied owners of apartments, and villas. We are located on the Los Arqueros Golf Course within easy reach of Marbella, San Pedro de Alcántara and Estepona and are fully registered to trade.

Our main focus is on property management for owners and their families who want to use their home in Spain as a relaxing holiday venue and which they find in perfect condition on their arrival. For this we carry out weekly security and maintenance visits and attend to problems as they arise. Thus ensuring that there are no surprises for arriving owners or their guests.

We offer a broader range of services than most property management companies. For example we have a 24-hour manned customer helpline to deal with any urgent matters that may arise. During normal hours we are also able to assist with enquiries about utility accounts, payment of local and income taxes, importation of cars, as well as the full range of typical property issues such as air conditioning maintenance, servicing of appliances and the attendance of specialist contractors.

We are not a property rental company and recommend that owners wishing to market their properties use a specialist agency – there are many of them. Similarly rental agencies are rarely expert in property management to the level expected by our clients. We are, however, very happy to work with other agencies.

We are also able to support owners who wish to make their own arrangements to let their properties on a commercial basis and, as part of our service take on the administrative role on behalf of owners once a booking is confirmed. Owners' promotions can be via holiday websites such as www.spain-holiday.com, www.costavacations.com, and www.holiday-rentals.com or by using hard media such as Loot, Villa magazine, Lady, Daltons Weekly, or local newspapers. Many of these media are inexpensive with the website promotions being around 300 € for a whole year.

Placing the care of your home in the hands of others is an important step. We always prefer to discuss our services with prospective clients in detail, so that they can have confidence that we are able to meet their expectations. I look forward to hearing from you

Yours sincerely,

Beverley

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INTRODUCTION

HPS has been successfully managing villas, houses and apartments for almost twenty years on the Costa del Sol. We have our own maintenance, gardening and housekeeping staff for all your needs. This information pack contains key information that you will require in choosing a property management company.

One fundamental difference from your own country in owning a property in Spain is that you will become a member of a Community, whether buying an apartment, house or villa. The Community will have a President who by law needs to be an owner in your urbanisation and it will have an Administrator who looks after the day to day running of your Community such as communal gardens, pools, painting of the urbanisation, care of the roads, removal of the rubbish and the legal requirements, etc. You will pay an annual fee to the Community for this work. It is important to check what you do get for your money, especially the insurance cover on the property and internal pipes and whether your water charges are included.

It is quite common for new owners to confuse the responsibility of the Community Administration with that of the private property management company. Community Administrators are paid to look after all owners within the urbanisation under the guidance of the annually elected President. In some urbanisations Administrators perform the dual roles of Community Administration with that of private property management. This can sometimes lead to a serious conflict of interest and may not be the best solution for you. As an owner it is always important for you to distinguish between issues that have a general impact, i.e. Community, and those that relate to your private property.

In our experience owners of residences in Spain have varying degrees of service needs. **HPS** provides a quality property management service as standard, which we can tailor to suit your particular requirements.

We would be delighted to welcome you at our office to discuss your requirements with one of our managers. You will then be able to go forward with confidence as a property owner in Spain.

On the next pages, we outline in more detail the main services which are included in our Management Package. Our aim is to give our clients peace of mind and the assurance that their property and guests will be well looked after by the experienced property management team at HPS.

GENERAL MANAGEMENT

Security: We hold your property keys securely off-site and will arrange for the secure supply of keys to you and your guests via our visitor key safe or other secure arrangement. We carry out an internal and external inspection weekly by experienced tradesmen who are able to administer immediate “first aid” to resolve emergencies. We will make more visits if desired. Our inspection includes a check on all light fittings making sure that they are functioning, and that appliances are working, including the toilets and waste systems. We check for leaks, storm damage and any pest infestation. At the same time we open the windows and doors to “air” the property. We also water terrace and indoor plants.

Incoming Guests: Prior to the arrival of guests, we will keep in touch regarding arrival and departure information, and any special requirements including hire of cots, high chairs and spare beds. We will make keys available and give advice as required about the appliances and the alarm system at your property if applicable. During their visit, we will be able to deal with enquiries and to arrange any services that your guests require during our normal opening times, such as taxi hire or restaurant bookings.

Incoming Owners: We will ensure that when you arrive all the appliances have been turned on including hot water, fridge freezer etc.

Office Facilities: Your guests are able to receive faxes and emails at our offices. For owners this service is included in the management fee. Other guests will be asked to pay a small fee to cover administrative costs.

Emergencies: We are contactable in person 24 hours a day on our emergency customer helpline.

Collection of Mail: We will collect post on your behalf from the post office or the office at your urbanisation and forward it to you in your own country should you require.

Translation: We will assist in understanding documents that you will receive from time to time. We can also arrange a complete translation service for any document into your own language.

Interior Decorating and Design: Our painters & decorators will decorate your property to your own specification. We will be pleased to quote for furnishing your home or introducing you to our recommended suppliers.

Plumbing and Electrical Work: All work is carried out by our experienced and qualified tradesmen. A written estimate will be given for all jobs, if required.

Emergency Repairs: Should your apartment need any repairs in an emergency, we are contactable 24 hours a day on our emergency customer helpline to make the necessary arrangements.

Air Conditioning: A regular service contract is available for air conditioning systems.

Private Taxi Service: We have retained the service of experienced private hire operators to transport you between Malaga or Gibraltar airports and your property.

Baby Sitting: We have a register of experienced English-speaking babysitters.

General Cleaning: We have our own team of cleaners who will look after your property whilst you are away. Cleaning of floors, walls, windows and appliances all come under this service.

Maintenance: Our own team of experienced and qualified tradesmen will attend your property. Whether this is for general maintenance, decorating or home improvements, our staff are always on hand.

Insurance: Insurance arranged for cars, building and contents of apartments & villas etc.

Legal Advice: You will have access to our company lawyer.

Account Queries: If you need help in dealing with account queries, e.g. Telefonica, Endesa, etc, we will be pleased to assist

HOUSEKEEPING AND CLEANING SERVICES

1. Cleaning, spring cleaning, mid-term cleaning and maid service.
2. Ironing and laundry service, including collection and delivery.
3. Dry cleaning service, including collection and delivery.
4. Professional cleaning of furniture and curtains.

We pride ourselves on our high standard of cleaning and general housekeeping. It includes:-

- Stripping beds of dirty linen
- Bath and beach towels and bed linen taken to laundry
- Dirty crockery washed where necessary before cleaning can begin
- Rubbish removed
- Fridge and freezer emptied
- Floors, walls, windows (inside and out), blinds, toilets, and kitchen thoroughly cleaned with appropriate products
- Terraces swept and cleaned
- Terrace furniture cleaned
- Electrical appliances switched on and off to ensure they work
- Laundry collected, checked and replaced
- Quality control check carried out by supervisor

Our charges assume that the property is in a reasonably tidy condition. If additional work is required or it is necessary to clean on a Sunday or Public Holiday, it will be necessary to make a supplementary charge.

PAYMENTS

Payments for management charges are monthly by direct debit from your Spanish bank account. Management charges may also be paid annually in advance which attracts a 5% discount. We also require owners to pay into our client account any monies they wish us to pay on their behalf for IBI taxes or wealth taxes, community fees, insurance premiums etc. in advance. We do also have the facility to invoice and accept payment by bank transfer in sterling.

OWNER AND GUEST VISITS

Our services for you and your clients are amongst the best on the Costa del Sol. However, for our partnership with you to be most effective, it is essential that we are kept fully updated.

If you or another agency arranges a visit, it is essential to inform us immediately of the dates. This important information is needed to ensure that cleaners are allocated to your property at the time you need them.

It is also important to let us have the flight number and time of arrival for the visit of yourself or your guests. Without these two pieces of information we cannot be sure of having the keys available or the apartment ready.

We will send guests full travel details from the airport, including instructions for key collection. Keys will usually be in a safe close by with directions to your property. We will contact your guests in plenty of time before they travel to explain where the keys will be found and how to access the safe. In some locations we have other secure key collection arrangements in place, such as collection from the security guard, and where this occurs we shall give full information about the collection procedure.

Management, Maintenance and Hire Charges (Euros)

MONTHLY MANAGEMENT PACKAGES		FULL MANAGED SERVICE	KEY HOLDING ONLY
2 Bed Apartments & Townhouses		€ 87,00	€25,00
3 Bed Apartments & Townhouses		€ 100,00	€25,00
Villa	3 bedroom	€ 195,00	€35,00
Villa	4 bedroom	€ 225,00	€35,00
Villa	5 bedroom	€ 275,00	€35,00

HOUSEKEEPING		
Cleaning Monday to Friday	hourly	€ 15.00
Cleaning Saturdays	hourly	€ 22.50
Cleaning Sunday/Holidays	hourly	€ 30.00
Laundry (budget)	per guest	€15.00

2 BEDROOM APARTMENT*		
Pre-Furnishing Clean	per visit	€130.00
Post-Furnishing Clean	per visit	€ 37.50
In-Clean	per visit	€ 37.50
Out-Clean	per visit	€ 90.00
Turnaround Clean	per visit	€ 105.00

3 BEDROOM APARTMENT*		
Pre-Furnishing Clean	per visit	€165.00
Post-Furnishing Clean	per visit	€ 45.00
In-Clean	per visit	€ 45.00
Out-Clean	per visit	€ 97.50
Turnaround Clean	per visit	€ 112.50

MAINTENANCE		
Maintenance	hourly	€ 25.00
Gardening	hourly	€ 19,50
Initial Snagging Visit & Report # (Apartment)	per visit	€ 270.00
Follow Up Snagging Visit & Report # (Apartment)	per visit	€ 100.00
Supply and Fit Replacement Locks	per property	€ 150.00
Supply and Fit "Hotel" Safe	per property	€ 130.00
Furniture Check & Inventory Prep. #	per property	€ 100.00

HIRE SERVICES		
Cot & High Chair (each item)	weekly	€35,00
Folding Bed	weekly	€ 50,00

MEET AND GREET		
Airport Collection (per journey)	from	€85.00
Arrival at the Property#	per visit	€ 25,00
Departure from the Property #	per visit	€ 25,00

CLEANING PRICES INCLUDE THE COST OF MATERIALS		
*FIXED RATES TO BE MULTIPLIED BY 1.5 OR 2.0 FOR SAT/SUN RESPECTIVELY		
LABOUR CHARGES ARE BILLED TO THE NEAREST HALF HOUR		
IVA IS NOT INCLUDED AND WILL BE CHARGED AT THE CURRENT RATE OF 18%		
# WAITING TIME EXCEEDING 30 MINUTES WILL BE CHARGED AT €25.00 PER HOUR.		
# MOTORWAY TOLLS WILL BE CHARGED AT COST		
NON-MANAGED CLIENTS ATTRACT A 25% UPLIFT ON PUBLISHED CHARGES		

Management, Maintenance and Hire Charges (Sterling)

MONTHLY MANAGEMENT PACKAGES		FULL MANAGED SERVICE	KEY HOLDING ONLY
2 Bed Apartments & Townhouses		£70.00	£20.00
3 Bed Apartments & Townhouses		£80.00	£20.00
Villa	3 bedroom	£155.00	£30.00
Villa	4 bedroom	£180.00	£30.00
Villa	5 bedroom	£220.00	£30.00

HOUSEKEEPING			
Cleaning Monday to Friday		hourly	£13.50
Cleaning Saturdays		hourly	£18.00
Cleaning Sunday/Holidays		hourly	£27.00
Laundry (budget)		per guest	£13.50

2 BEDROOM APARTMENT*			
Pre-Furnishing Clean		per visit	£105.00
Post-Furnishing Clean		per visit	£30.00
In-Clean		per visit	£30.00
Out-Clean		per visit	£72.00
Turnaround Clean		per visit	£82.00

3 BEDROOM APARTMENT*			
Pre-Furnishing Clean		per visit	£132.00
Post-Furnishing Clean		per visit	£36.00
In-Clean		per visit	£36.00
Out-Clean		per visit	£78.00
Turnaround Clean		per visit	£90.00

MAINTENANCE			
Maintenance		hourly	£20.00
Gardening		hourly	£15.50
Initial Snagging Visit & Report # (Apartment)		per visit	£215.00
Follow Up Snagging Visit & Report # (Apartment)		per visit	£80.00
Supply and Fit Replacement Locks		per property	£90.00
Supply and Fit "Hotel" Safe		per property	£105.00
Furniture Check & Inventory Prep. #		per property	£80.00

HIRE SERVICES			
Cot & High Chair (each item)		weekly	£28.00
Folding Bed		weekly	£40.00

MEET AND GREET			
Airport Collection (per journey)		from	£75.00
Arrival at the Property#		per visit	£20.00
Departure from the Property #		per visit	£20.00

CLEANING PRICES INCLUDE THE COST OF MATERIALS			
*FIXED RATES TO BE MULTIPLIED BY 1.5 OR 2.0 FOR SAT/SUN RESPECTIVELY			
LABOUR CHARGES ARE BILLED TO THE NEAREST HALF HOUR			
VAT IS NOT INCLUDED			
# WAITING TIME EXCEEDING 30 MINUTES WILL BE CHARGED AT 17.00 GBP PER HOUR.			
# MOTORWAY TOLLS WILL BE CHARGED AT COST			
NON-MANAGED CLIENTS ATTRACT A 25% UPLIFT ON PUBLISHED CHARGES			