

# The Front Desk



## January 2010

Dear Clients,

Firstly, let me wish a Feliz Año Nuevo to all our clients, friends and colleagues around the world. The weather here in the lead up to Christmas was very wet and cold – not living up to the name of Costa del Sol. We have not had much respite since then and the New Year has arrived with rain rather than the traditional sunshine.

Of course the Christmas festivities have not finished in Spain, with Three Kings Day being the major event on Wednesday 6<sup>th</sup> January (see below).

### **Fiestas and Ferias**

Talking of festivities, if you want to join in the festive fun of Spain, or avoid it, here are the feria and fiesta dates for your diary.

<b>Public Holidays in Andalucía – 2010</b>			
1st January	Año Nuevo	15th August	Asunción de la Virgen
6th January	Tres Reyes	12th October	Fiesta Nacional de España
28th February	Día de Andalucía	19th October	San Pedro de Alcántara
1st April	Jueves Santo	1st November	Todos los Santos
2nd April	Viernes Santo	6th December	Día de la Constitución Española
1st May	Fiesta del Trabajo	8th December	Inmaculada Concepción
11th June	San Bernabé (Feria)	25th December	Navidad del Señor

The fiestas on 28<sup>th</sup> February and 15<sup>th</sup> August fall on Sunday, which means that the public holiday will be on the following Monday. Please remember that banks, offices and most shops will be closed on these days, although most bars and restaurants will be open. Our office will be closed on these public holidays, although our 24-hour client helpline will operate as usual.

### **Tres Reyes**

After recovering from New Year, the next major event in the Spanish calendar is on January 6<sup>th</sup>, Three Kings Day, when traditionally Spanish children receive their presents from Melchior, Caspar and Balthasar. The Three Kings themselves will be arriving all the way from the Orient along with their entourage on Monday January 5<sup>th</sup> for the procession known as 'cabalgata'. Tons of sweets will be thrown into the crowds by the Kings, so children (and grown ups) are advised to take a large bag with them!

### **IVA**

The rates of IVA are scheduled to increase from 7% to 8% and from 16% to 18 % with effect from 1<sup>st</sup> July 2010

**Tel: (0034) 952 78 49 83 (3 Lines), Fax: 952 78 34 08, Emergency Helpline: 00 34 606 97 58 33**

Web site: [www.spanishrentalholidays.com](http://www.spanishrentalholidays.com) E-mail: [enquiries@spanishrentalholidays.com](mailto:enquiries@spanishrentalholidays.com)

HPS Property Services Siglo XXI (SL), Urb. El Alto Nº 16, Los Arqueros Golf, Benahavís, 29679, (Málaga), España.

CIF Nº B – 92606953

## **Property Management and Maintenance**

The weather has presented plenty of challenges over the past two weeks, with the maintenance staff in their waterproof clothing and wellington boots. Where we have pool maintenance contracts, we have spent quite some time emptying water from swimming pools – quite a change from the summer when we are doing the opposite. In other locations, where we are responsible for the gardening but another company maintains the pool, we have been taking the initiative where they have not done this work – too busy, too wet or on Christmas leave!!

The rain has also washed a considerable amount of debris from gutters and roofs, which has blocked drains. We have had three incidents of terraces flooding with water leaking into living areas around door seals. Fortunately there has been little or no damage due to our prompt action.

## **Emergency Helpline**

Please check that you have our emergency helpline (00 34 606 97 58 33) programmed into your mobile phones in readiness for your visit. I am finding that clients and their guests often do not do this and then have to call the office in order to take the number from the message on our answer phone – not very convenient in an emergency – possibly in the dark - when you have nothing to write with!!

## **Los Arqueros Water Meter Contracts**

I took the latest of the Los Arqueros Water Meter contracts to the offices of Aguas de Benahavís this morning. A number have been fully progressed where the water “boletín” was available. In other cases I shall be writing to individual clients to arrange the final step in the process. Thanks to all for your prompt responses to my requests for information. For one or two of you who are struggling to find the paperwork necessary, please make this a priority, as we are unsure how much further they are willing to extend the deadline to.

## **Utilities**

This is just a note to remind you to check your Spanish bank account regularly and to top up appropriately, particularly now that Endesa are invoicing and taking payment by direct debit monthly in most cases. Failed direct debits are not carried forward to subsequent months, so you could find utilities being disconnected when you least expect it for an old invoice that you thought you had paid!!

## **Christmas Presents**

On a final festive note, many of you will have noticed the calendar displaying Beryl Cook prints by Michael’s desk. On his recent trip to England he bought himself the 2010 edition. However, two well wishers also bought him copies for Christmas, so he now has three!!! Anyone interested in one of these collectors’ items is welcome to make a donation of 20 € which Michael will pass on to a local children’s charity.

Hasta la vista!

Kind regards,

*Beverley*

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