

- PROPERTY MANAGEMENT & MAINTENANCE
- VILLA & APARTMENT RENTALS
- COMPLETE HOLIDAYS & GOLF BREAKS
- PROPERTY CLEANING AND GARDENING
- REAL ESTATE & FINANCIAL ADVICE
- CAR RENTAL & PRIVATE HIRE



October 2010

Dear Client,

Welcome to HPS Spanish Rental Holidays.

HPS, trading as Spanish Rental Holidays, is 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 15 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 Alcntara and Estepona and are fully registered and licensed to trade.

The villas and apartments we currently manage are located in the area lying between Alcaidesa and Marbella and are all of a very high quality. Most are located on golf courses and enjoy excellent views in tranquil settings. We are experienced in arranging and promoting holidays for golfers, but the location and quality of the properties also appeal to families and groups who want to enjoy the facilities on the Costa del Sol. Many of our properties are also available for long term rental.

We promote our properties through our website (www.spanishrentalholidays.com). This is being constantly upgraded and is very user-friendly and informative. Prospective visitors are able to view properties and the availability calendar. They are also able to talk to us about individual properties prior to booking, since our reservations team know each property personally.

We have a UK subsidiary, Spanish Rental Holidays Limited, which makes us more accessible to the UK travel industry and to private owners and renters who feel more comfortable about dealing with a UK business. Our property management services can be accessed and invoiced through our UK company.

You will notice that currently we do not show a large number of properties on our website. To clarify this, the majority of our current clients prefer to retain their property for their own use rather than to let it commercially.

It may help if I make a few comments about the rental market. After a period of rapid growth in the market, the past three years have seen a rapid slowdown in the rental market. This mirrors the recession in home construction industry. In the same way as property prices have fallen, so have rental rates and prospective tenants can be very much more demanding about specifications and price, since the supply of available property significantly outstrips demand and that the market is very competitive.

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 E-mail: enquiries@spanishrentalholidays.com

HPS Property Services Siglo XXI (SL), Urb. El Alto N 16, Los Arqueros Golf, Benahavs, 29679, (Mlaga), Espana.

CIF N B – 92606953

It is important to decide whether you see your property as an investment, a holiday home or a combination of both and to determine how flexible you want to be about pricing and letting dates. For example, you could offer your property for longer term letting (up to 11 months), guaranteeing you a steady gross rental income. Alternatively, you might prefer only to take short term holiday rentals and maximise your income particularly in the summer months. Or you might prefer a combination of both.

Our most successful rentals owners combine our efforts with their own for promoting their properties. The substantial advantage of marketing the property yourself is that you can be more flexible in your pricing and you will be able to minimize your liability for IVA (Spanish VAT) and Spanish rental tax. Additionally, you will not have to pay us a sales commission – you simply pass the clients over to us and we look after them and we will look after all the administration for you.

Your own promotions can be via holiday websites such as www.spain-holiday.com, www.costavacations.com, www.daltonsholidays.com, www.holiday-rentals.com and www.villarenters.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 150 € for a whole year. We have clients achieving 20 weeks plus using this combination.

All of our rental owners have signed up to our full management package which is outlined in the attachment and this is the basis on which we take on new clients, although we are able to tailor our service to suit. The principal reason for packaging management and rental services together is that owners and renters can rely on the quality of our own team of experienced housekeeping and general maintenance staff and the service they provide.

You will also be interested in the value of net holiday rentals paid to non-resident owners. We are happy to send you additional information about this. However, we do find that this aspect is best explained in conversation with you, allowing us to outline the implication of tax payments due (including the 24% rental tax) as well as the costs of cleaning, laundry, and welcome packs.

Please contact me if you would like to discuss any of these points further.

Yours sincerely,

Beverley

Beverley Stonehewer
Customer Service Director

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INTRODUCTION

HPS Property Services has been successfully managing villas, houses and apartments for over ten 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 management company to look after your property.

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, etc and the legal requirements. 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 Property Services** provides a quality property management service as standard, which we can tailor to suit your particular requirements.

Our management service also includes property rental. We operate in the niche market of quality holiday clients, many of whom return year after year. Additionally, we manage many properties for long term rental.

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

We manage properties throughout the Costa del Sol and, in particular, have been established at Los Arqueros Golf & Country Club since the first properties were built at El Alto in 1990.

Security: 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 indoor plants.

Incoming Guests: Prior to the arrival of guests, we will keep in touch regarding arrival and departure information, car hire, golf reservations and any special requirements. We will make keys available and give advice as required about the appliances and the alarm system at your property. 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.

Incoming Owners: We will ensure that when you arrive all the appliances have been turned on including hot water, fridge freezer etc. We can offer a shopping service so your groceries are in place when you arrive.

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.

Letting Service: We are able to offer your property for rent for any periods that you wish us to market it.

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.

Representation: We are able attend meetings and vote on your behalf if given your authority.

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.

Car Rental and Private Hire: We will arrange for you or your guests to be met at Malaga or Gibraltar airport with the car of your choice at very competitive rates. If you prefer to be chauffeured to your property, we have retained the service of experienced private hire operators.

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, 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

General Services: Taxis, restaurant bookings, golf and tennis at favourable rates can all be arranged.

Keyholding Package: 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.

Hire Services: Including cot, high chair and spare bed rentals.

Welcome Packs: Welcome food and drink pack, including beer, wine, tea, coffee, milk, fruit juice, croissants, jam, and water.

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 appliance 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 via our sister company, Spanish Rental Holidays Limited.

Visa and Mastercard Credit cards are accepted, as well as Visa Electron Debit cards. These may attract the prevailing charge of 2.25 %.

HOLIDAY RENTALS

The office is headed by our Customer Service Director, Beverley Stonehewer.

We place ourselves in the quality market of the tourist and long term rental industry. 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 booking, it is essential to inform us immediately of the rental dates. This important information is needed to ensure that cleaners are appointed 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 on time.

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.

When you or your clients book your holidays or short breaks, we can offer car hire at very attractive rates, details of which can be found on our website. We have been associated with the same family-run car hire company for many years and they have vehicles available at either Málaga or Gibraltar airports. Once you have initially entered our computer records for car hire, the procedure could not be simpler. Call us with the flight details and time of arrival. The car will be waiting for you as you come out of baggage claim and you will drive away in minutes. Upon your return to the airport you just leave the car in the departures car park, lock the keys in the boot and go to the departures hall to catch your flight. There is no booking in or out procedure to go through, so this will give you more time to enjoy the sunshine of the Costa del Sol.

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

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
Attend Utility Connection #	per visit	€ 100.00
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
Remote Control Keys	per key	Cost
Additional Keys	per key	Cost

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

WELCOME PACKS		
2 Bed Apartments & Townhouses	per pack	€ 18.50
3 Bed Apartments & Townhouses	per pack	€ 25.00

MEET AND GREET		
Arrival #	per visit	€ 25,00
Departure #	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

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
Attend Utility Connection #	per visit	£80.00
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	£120.00
Supply and Fit "Hotel" Safe	per property	£105.00
Furniture Check & Inventory Prep. #	per property	£80.00
Remote Control Keys	per key	Cost
Additional Keys	per key	Cost

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

WELCOME PACKS		
2 Bed Apartments & Townhouses	per pack	£15.00
3 Bed Apartments & Townhouses	per pack	£20.00

MEET AND GREET		
Arrival #	per visit	£20.00
Departure #	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