



LAGUNA DE BANÚS

September 8th, 2020

Dear Owners,

We would like to update you about the organisation and work processes in Laguna de Banus. The introduction of our new Property Management System (PMS) will enhance the service and simplify communication when you require assistance and help during your stay. We are pleased to inform you about our functioning and services in the Complex:

Manager/ess

Laguna de Banús maintains the position of a Manager/ess onsite who is overall responsible for all activities in the Urbanisation.

The main duties of the Manager/ess involves ensuring Safety and Security following the Law, Normative and Internal Regulations, Owners' Liaison, Complex General Organization establishing Standards and Protocols, Manage Own Staff & Supervise Outsourced and External Companies, Administrative Duties, Financial & Cost Control plus Communication with Administrator, Lawyers, Local and Government Authorities. Please find in the *attached Organigram* a more comprehensive list of responsibilities and duties of the Manager/ess function.

The position also involves attending timely to all residents' queries and requests: being available onsite, by phone/WhatsApp +34 676 49 68 65 or email office@lagunabanus.com from Monday till Friday from 09.00 - 17.00. In case of emergencies, I am always reachable via the Reception.

In order to be able to structure my workday I have reserved a daily "window" for liaising with Owners in person from 11.00 - 13.00 and during high season, when more Owners occupy their properties from 11.00 - 15.00, I kindly ask you to contact me whenever possible by phone/WhatsApp or e-mail to arrange a meeting.

Administrator/Accountant (PFV)

As in all Communities in Spain, Laguna has an Administrator, whose principal duties are keeping the records and accounts of the Community and is responsible for compliance with the rules of the Community.

PFV Administrators can be also contacted from Monday till Friday from 09.00 – 17.00 for an appointment if you need further information on accounts/quarterly fee payments and invoicing by phone + 34 952 11 32 72 or email pfay@pfvmarbella.com / accounts@pfvmarbella.com, For your information the Administrator accountant is available in the Complex on Thursdays from 09.00 – 12.00.

Reception

The introduction of the Management System with its App will allow us to enhance the role of the Reception Service. The aim is to give the 42 Owners a **24/7 direct contact** in the Urbanization whether they are in the property or abroad.

Reception is now the essential first contact for an immediate response, always looking forward to help you with any query that you may have. They can be contacted from your apartment interphone, by phone + 34 952 90 80 40 or email: recepcion@lagunabanus.es.

The App enables merging the overall functioning of the Complex, meaning that all staff/departments are integrated so that the immediate communication flow is now simplified which should assure prompt resolution of any open issue.

This will enable all Owners to notify the Community around the clock without being dependent on office hours.

Maintenance

The Maintenance Service of the Complex is carried out 50% by own Staff and 50% outsourced via *Serman Group*. Their daily tasks are focused on the maintenance of all year around communal areas, including the maintenance of pools (not private repairs), fountains and lakes. Furthermore, our maintenance staff is also helping to implement small projects approved by the AGM.

The Community Maintenance also continues to provide help to Owners with minor common in-house problems like: electricity issues, home appliances, plumbing, water boilers, garage doors functioning and small painting. With the aim to provide an organized and rapid service, please contact me so that I can coordinate these jobs with the daily scheduled tasks of the department. As has been the case in the past, if some issues cannot be solved on the spot and additional extra hours are necessary to finish a job, these extra hours are not part

of the normal service provided and an internal rate will be applicable. Please contact me for availability and coordination.

External Providers

If a specialized External Professional Company is required, we will be pleased to recommend the official ones that the Complex works with and assist you with the quotation. Please kindly find below the Community External Companies, which performance is constantly being monitored, divided in 2 sections:

1. Apartment Maintenance and Services:

- **Air Conditioning/Heating&Water Boiler Installation:**
JDS Aircon Systems - Sebastián Lorenzo Tel 633 055 640
- Please note that a yearly filter cleaned up and A/C maintenance service is included in your apartment service. Feel free to contact me to arrange it or the Reception.
- **Electricity&Domotic:** Vaamo Electricidad-Lorenzo Ibañez Tel 656 988 239
2 Years Guarantee in works.
- **Metallic Windows:** Handles&Locks - Aluminios Coín Tel 636 877 770
- **Household Appliances:** Miele Tel. 902 39 83 98
- **Plumber:** SV Multiservicios - Sebastián Vera Tel 656 679 542
- **Shutters:** Paco Jiménez - Tel 627 812 015
- **Window Cleaning :** Yes Marbella - Jason Tel 637 152 522

2. Community External Companies and Services:

- **Serman Group:** Gardens and partial Maintenance. Tel 647 633 161
- **Malaca Security:** Night Security&Summer Reinforcement. Tel 902 012 024
- **Aquafarma Labs:** Monthly Pools and Spa Control. Tel. 952 82 11 13
- **Community Insurance:** Liberty Insurance - Alma Cruces Tel 952 81 75 00
Policy Number: 04 CMN 7033523. Kindly contact via email insurance@addexiuris.com
- **Pest Control:** Contra Plagas / Quarterly- Tel 952 19 77 75
- **Elevators:** Thyssen Krupp / Monthly Checkups- Tel 952 31 70 66
- **Apartments Intercoms:** GTA - Tel 902 44 46 64
- **Fire Prevention System:** Servidetex/Biannually - Tel 608 071 805
- **Cleaning&Unblocking of Pipes:** Marcos 24h Service - Tel 680 697 678
- **UMAP Services** - Lifeguards: Season Service - Tel 622 877 337
- **Haiflomar:** Spa Maintenance/Quarterly - Tel 670 546 575
- **Fitness Repair Marbella:** Gym Maintenance/Quarterly - Tel 674 577 744

Garden Service

The Garden Service is fully outsourced with *Serman Group*. Depending on the season, either 2 or 3 gardeners are working on the site. Also as Maintenance, their daily tasks are focused on the improving, keeping, cleaning and maintaining all year around the Community inside and outside gardens + green areas.

Please kindly note that some properties have included extra landscaping designs that require own private gardening.

I sincerely hope you find this information useful and it gives you a vision of the functioning of Laguna de Banús.

Kindly rest assured that I am always more than glad to hear, study and support your suggestions and comments to improve Laguna de Banús, as this is an ongoing process to achieve the enjoyment and satisfaction of all Residents.

Best Regards

A handwritten signature in blue ink, appearing to read 'VP', with a stylized flourish extending upwards and to the right.

Victoria Payo
Manageress