

PLAYAS DEL ALMANZORA S.L. – CLIENTS POINTS OF CONTACT

STAGE	CLIENTS UNIQUE POINT OF CONTACT	CLIENTS POINT OF COMPLAINT
1. From Sales Enquiry to Reservation for all Clients	<p>Your Playas Commercial Manager, with whom you are working to secure a property. You can add their name telephone number and e-mail address here.</p> <p>Name:</p> <p>Telephone:</p> <p>Facsimile:</p> <p>Email:</p>	<p>Sales Administrator</p> <p>Name: Julia Bonas Telephone: (+ 34) 950 467 104 Facsimile: (+ 34) 950 467 209 Email: jb@almanzora.com</p>
2. From Reservation to Handover for all Clients	<p>Your Home Buyer Services Co-ordinator, who will get in contact with you, once you have decided which property to purchase and have made your reservation.</p> <p>Name: Julia Bonas Telephone: (+ 34) 607 299 904 Facsimile: (+ 34) 950 467 209 Email: jb@almanzora.com</p>	<p>Sales Administrator</p> <p>Details As Above</p>
3A After Handover and onwards, for Clients, who have joined Playas' Home Owners Services Property Management Scheme.	<p>Your Home Owner Services Contact, who will be introduced by your Homebuyer Services Coordinator.</p> <p>Name: Pepa Morata Telephone: (+ 34) 680 432 632 Facsimile: (+ 34) 647 478 014 Email: pepa@almanzora.com</p>	<p>As The Home Owner Services Contact</p>
3B After Handover and onwards for Clients, who have NOT joined the Home Owners Services Property Management Scheme	<p>Your Home Buyer Services Co-ordinator.</p> <p>Details As Above</p>	<p>Sales Administrator</p> <p>Details In the First Section Above</p>
4. Any Community Issue.	<p>The President of your Community</p> <p>Please see the list of current Presidents. They may be contacted, in writing, C/o The Community Administrator, by facsimile or e-mail as follows.</p> <p>Facsimile (+ 34) 950 467 428 Email: TheCommunityAdministrator@almanzora.com</p>	<p>The Annual General Meeting of your Community</p>

Notes: Home Buyer Services manage and deal with:

1. Contracts and Construction Enquiries; Tile Choices and other Standard Options and Construction Extras; Progress and Payments.
2. Furnishings, Decoration, Almazora Collection Items, Digital TV & Telecoms and Internet Packages and Landscaping, both before and after Handover.
3. Introductions to and Appointments with the Home Owner Services Contact, The Furnishings, Landscaping and Lettings Services, The Community Administration, the Directors of Golf and Resort Management, the Solicitors, Bank and Notary.
4. They also assist directly with Insurances, Translations, Handover Inspections, Legal and Financial Completions.
5. Finally they are responsible for the Pursuit of Post-Handover Problems with Site Management, after the end of the Defects Period, for Clients, who are not contracted into the Playas Home Owner Services' Property Management Scheme.

NB: It is always best to write in about your problem, that way it can always be tracked, monitored and chased on your behalf.

Home Owner Services manage and deal with:

1. Property Management for those in Playas' Home Owners Services Property Management and Holiday Letting Schemes.
2. Pool and Garden Maintenance, Cleaning, Laundry, Post Handover Small Works Supervision, Vehicle Care & Lettings etc.
3. Finally they are also responsible for the Pursuit of Post-Handover Problems with Site Management, up to the end of the Defects Period, on behalf of Clients in the Playas' Home Owner Services Property Management Scheme.

NB: It is always best to write in about your problem, that way it can always be tracked, monitored and chased on your behalf.

The Community (Association) Administrator manages and deals with:

1. Urban Conservation issues related to the "local system of infrastructure" of Public Roads, Public Open Space and some Public Sports Facilities such as the football pitch,
2. Main Community issues of Security, Resort Roads and Parking, Footpaths and Verges, Drainage, Common Services, Noise Protection Bunds and Landscape Areas, including the Lakes and the Water Recirculation System.
3. Individual Community issues of Redecoration, Cleaning and Maintenance of Common Areas, Gardens, Community Parking, Pools, etc
4. Inter Community and Inter Community Member Issues.

The Defects Periods mean the following periods, after the issue of the Architects Certificate of the Completion of Works:

1. For Minor Defects, not resulting from wear and tear or inappropriate use or damage, a period of 1 year.
2. For Major Defects, being defects that materially effect the safe and healthy enjoyment of the property, a period of 3 years
3. For Structural Defects, a period of 10 years.

NB: Your Homebuyer Services Co-ordinator can let you know the relevant dates