



Totalcare Property Services

Totalcare Property Management Services is a subsidiary of the Xiprer Property Group, a Spanish registered S.L company with British owners and managers.

For many years we have furnished, let, managed and maintained the residential properties of foreign owners in Spain, including apartments, townhouses and villas. We are fully focused on the priorities and needs of all our clients, and offer a quality property management service to all, whether they be owners, tenants, or associated businesses.

Our experienced Property Management and Lettings team provide clients with a professional, personalised service designed to achieve maximum efficiency and profitability.

Homebuilding Services

From consultation to supply and installation, we offer a unique total service, where we can completely furnish your Spanish home to your taste and budget, we do not stop there; Totalcare's Spanish Home Building Service is also available to assist you with telephone connection, satellite TV, landscape gardening, professional building and everything else you require to build your 'home from home' in Spain.

Property Management

Your property is a valuable asset, whether it is used for personal holidays or rental income, and you need to know it is being properly looked after in your absence. This is why we insist one of our management team meets with you or your representative at the property and conducts a free, no obligation survey,

Holiday Rentals

If you intend to rent, we can include your property on our web site, www.totalcarerentals.com. Our rentals manager may also choose to include your property on a private owners website to stimulate rental enquiries. Our rentals manager, following an inspection of your property, will advise you of the recommended rental charges and returns however clients are also welcome to generate their own rentals.

XIPRER PROPERTY GROUP S.L.
Totalcare Property Services

Primero Planta, Avda. Lepanto 37, 03726 Benitachell, Alicante, Spain

Phone: +34 96 649 4045 **Fax:** +34 96 649 4151

Homebuilding Service

There are many things you need to do once you have purchased your dream home in Spain, not least of all to furnish and equip it. Whether you are looking for furniture packs or individual items Totalcare homebuilding service can help.

The Totalcare service starts from here, accompanying you on your shopping expeditions and assisting with the interior design of your new home. We employ our own maintenance staff who will install your furniture packs, including lights, bathroom fittings, pictures, curtain poles etc, and we work with a wonderful curtain manufacturer who will design and make your drapes. Totalcare organize the fitting of telephones, TV/satellite systems, house alarms etc, and if you are unable to be in Spain we will see all the deliveries into your property.

Property Management

Your property is a valuable asset, whether it is used for personal holidays or rental income, and you need to know it is being properly looked after in your absence. This is why we insist one of our management team meets with you or your representative at the property and conducts a free, no obligation survey, in order to fully establish the needs of both you and your property. From this we will be able to determine the total amount of hours required to service the property in each of the cleaning and maintenance areas, and to prepare a comprehensive quotation.

Included in the property maintenance service is a weekly inspection of the property in order to ensure that it is secure, that water, gas and electricity supplies are functioning, and that the pool and gardens are in good order. If necessary we will replace empty gas cylinders and charge replacements to the client, collect and forward mail if required, and obviously communicate any problems to the owner. When the property is rented by the owner we will visit the client and instruct them on the use of the facilities.

On termination of the rental, we will inspect the property for damage and advise the owner, so that any damages may be deducted from the rental deposit. A 24-hour helpline will be provided for the rental client, manned by one of our management team.

For this service we charge an annual management fee based on the size of the property.

ONE BEDROOM	800 euros PA
TWO BEDROOM	1000 euros PA
THREE BEDROOM	1300 euros PA
FOUR BEDROOM +	1500 euros PA

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Property Maintenance

Cleaning Services

We offer a high quality internal cleaning service based on a charge of 20 euros per hour. This charge includes all standard cleaning materials and a guarantee that the property will be cleaned within 24 hours of being vacated, or before the new client arrives whichever is deemed most appropriate.

Laundry Service

At the end of each letting period we will collect all bed linen and arrange for it to be professionally laundered. The linen would then be returned to the property. Our charges are 10 euros per person based on the occupancy of the property, and would normally include a top and bottom sheet, pillow case, hand towel and bath towel per person. Additional items such as beach towels and bath mats would be charged as extras.

Pool Cleaning

We will maintain your pool and control the water cleanliness and chemical balance. Our charges are based on an hourly charge of 20 euros, which includes all standard chemicals.

Garden Maintenance

This service includes the watering and control of plant growth, tree and palm maintenance, lawn cutting and the cleaning of terraces and garden furniture. Again our rates are based on 20 euros an hour, which includes the providing of all tools and equipment.

Property Maintenance

No matter how well your property is looked after there is an inevitable need for ongoing maintenance, especially at the end of a busy rental season. We employ our own skilled maintenance engineer and are capable of dealing with most problems in-house. Our labour charge is 24 euros per hour, there is no initial call out charge unless the job is an out of hours emergency, in which case there is a 30 euro call out charge.

Rental Service

If you intend to rent, we can include your property on our web site, see www.totalcarerentals.com. Our rentals manager may also choose to include your property on a private owners website to stimulate rental enquiries. Our rentals manager, following an inspection of your property, will advise you of the recommended rental charges and returns however clients are also welcome to generate their own rentals. Where Totalcare generate the rental of your property we pay you 70% of the gross rental income.

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Additional Services

In addition to the above we are able to organise and manage various other services, including discounted car hire and airport transfers, catering and maid services, babysitting and welcome packs. We would be pleased to quote you or your rental client for these services on an individual basis.

Holiday Property Rentals

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Our proven track record for achieving high occupancy rates makes us the No.1 choice for advertising Spanish property throughout the Northern Costa Blanca. We are constantly asked by our clients if we would also take the worry out of renting their property.

All our properties are situated on the Northern Costa Blanca between Gandia and Alicante, an area rich in natural resources including beautiful beaches, magnificent mountains and sun drenched valleys.

Business Services

Totalcare supports real estate agents and other professionals operating in the property industry in Northern Costa Blanca, Spain. We offer a complete after- sales service to ensure your clients purchase goes smoothly before assisting investment owners to manage maintain and generate rental income from their property.

Totalcare can provide you with a professional outsourced progress report service. We have designed the service to be your customers 'Spanish eyes' during the construction of their new property in Northern Costa Blanca. Using the latest digital technology we will report progress at key stages throughout the building of the new property, keeping you and your buyer appraised and informed.

We pride ourselves on giving every client the same level of high personal service and actively encourage your customers to feedback comments and instructions prior to each diarised progress report. To facilitate this effectively we plan each site visit around the instructions your clients give us and provide photographic evidence as well as written reports via email.

Customer Peace of Mind

Buying a property in Spain can be a highly profitable investment, as well as offering many years of enjoyment and relaxation. However, being thousands of miles away from where the new property is being built can cause your buyers anxiety and frustration from time to time. We focus our resource and tools on helping you to project manage the property sale by keeping you informed throughout with photographs and online updates; giving you peace of mind.

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Why Choose Totalcare for your Spanish property needs?

Confidence

With a wealth of experience in property management and by utilising the Internet and digital photography we put you back in control of your customers new property sales. Whether the customer is about to make a stage payment or take a viewing trip you will have all the information you need to help them proceed confidently.

Value For Money

Our services extend beyond regular updates to support your customers in their plans for the property when it is built. We can help them to furnish their new home, manage and maintain the property while they are not using it and help them achieve valuable rental income from the lucrative holiday industry.

After-sales Assistance

Our experienced team can assist with interior design, as well as accompany your buyers during shopping expeditions for all home furnishings. We employ our own maintenance staff who will install furniture packs, including lights, bathroom fittings, pictures, curtain poles etc, and we work with a wonderful curtain manufacturer who will design and make drapes to order.

Totalcare organize the fitting of telephones, TV/satellite systems, house alarms etc, and if your clients are unable to be in Spain and we will see all the deliveries into the property for further added value.