



"With JAMES & CO, you choose an all-in-one solution for all services and tasks related to your Spanish property"

Congratulations on purchasing a property on the stunning Costa Brava! We believe that your house in Spain should be a place of joy and relaxation. To contribute to this, we are happy to take the maintenance and repairs of your property off your hands. With a Property Manager from JAMES & CO by your side, all maintenance tasks and jobs are handled professionally and efficiently, ensuring you are completely worry-free.

At JAMES & CO, we are dedicated to improving your living experience in Spain. We ensure your property is kept in perfect condition and cleaned professionally on a regular basis, and we provide you with helpful tips. This way, you can fully enjoy everything the Costa Brava has to offer without any concerns. **Our assistance covers everything from A to Z.** Whether it's hanging a painting, arranging official Spanish documents, or any other matters related to your property, you can always count on us.

Everything we do is focused on providing skilled solutions that create convenience and efficiency for you. **Since your time is valuable** and you may prefer to spend it on more enjoyable activities, **we offer our time** and services for a fee.

We do not claim to be a jack-of-all-trades, which is why we work with a carefully selected network of professional partners that we have built over the past 20 years. **These experts communicate seamlessly with us**, respect our management, and handle your property and belongings with the utmost care. This allows us to engage only the most qualified professionals for every task.

Under our supervision, they function as an extension of our team. The work they perform is clearly and thoroughly detailed in our **monthly ONE INVOICE** to you. This way, no one wastes valuable time deciphering or explaining complex Spanish invoices, and you benefit from maximum convenience and simplicity.

Our working area is Platja D'Aro, Castell D'Aro, S'Agaro, Sant Feliu de Guíxols, Santa Cristina D'Aro, Calonge and Sant Antoni de Calonge.

Our fees are

BASE contract	€125/month
GARDEN contract	€35/month
POOL contract	€35/month
Holiday Rental Clients Delivery	10%
Holiday Rental Concierge Services	15%
Multi Jobs and/or coordination of it	€35/hour
New build and Renovation coordination	€40/hour
Bureaucratic and Administrative work	€45/hour

Travel time is included in the hours.

Prices may be adjusted annually, and a statutory VAT surcharge of 21% applies.

Our working hours are Monday to Friday from 9 AM to 6 PM. Outside these hours, a 50% surcharge applies to our rates. **At the end of each month, we send you ONE INVOICE** for all regular services, both from us and our partners, as well as any additional hours, services, or materials.

We are your Property Manager. Gardeners, pool technicians, electricians, cleaners, and others report to us, and we, in turn, report to you. **If additional work needs to be carried out**, we will always ask for your approval in advance and, if necessary, provide a quote for your approval beforehand.

Want to know more? The following pages provide a detailed explanation of all the specifics. Of course, you can also call or WhatsApp us.

WhatsApp or call us +34 654 637 958

JAMES & CO

PROPERTY SERVICES

OFF TO A Great Start

INITIAL BASE - UTILITIES SET-UP

The first important service you can hire us for - even before the property is officially yours - can save you a great deal of time and hassle with administrative tasks. The bureaucracy involved in transferring utility services in Spain can be particularly challenging (very difficult).

JAMES & CO will start by transferring your new property's utility service contracts into your name. Next (if you wish) we'll create a shared (with you) digital file in Google Drive, where we'll securely store all relevant data, contracts, login credentials, and more for easy access.

The best time to contact us for this service is right after signing the preliminary purchase agreement (ARRAS CONTRACT) for your Spanish property. We'll ensure that all contracts are correctly set up in your name, that your Spanish bank account and email address are accurately registered with the utility providers, and that you have a username and password to access the suppliers' online platforms. This will allow you to easily review your invoices and manage your accounts whenever

needed.

Fee: €100 + IVA per Service

ELECTRICITY
WATER
GAS (OR GASOIL)
INTERNET
ALARM SYSTEM

All the services mentioned above will be transferred to your name as soon as the property becomes yours. To accomplish this, we will be on-site (at your new property) on the day of the notary transfer to record the meter readings. We will ensure that you and the sellers have signed the authorization forms for these title transfers well in advance.

In the case of transferring an alarm system, you and the previous owner must be present at the property just before or right after the notary deed. It is important to contact the Alarm Company by phone from the property while standing next to the central device of the alarm system is crucial for the title change.

Most real estate agents organize a final inspection just before the notary transfer. During this time, the seller and buyer are together at the house, which is the ideal moment for us to officially transfer the alarm system. When you hire us in advance for this service, we will proactively contact the seller and the real estate agent to ensure timely coordination.

*"Start off on the right foot
by letting us ensure
that all utility services
are correctly transferred
to your name
from the very beginning."*



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PROPERTY SERVICES



INITIAL BASE - ADMIN SET-UP

Similar to the country where you live permanently and are a tax resident, in Spain, where you may have a second home but are not a tax resident, you are still required to pay taxes on your real estate, such as Real Estate Tax (IBI), Waste Tax (Basura), and Non-Resident Tax (IRNR). Additionally, there are other bureaucratic matters you may need assistance with. Below, we've listed a few of them:

TAXES

INSURANCE

ASSOCIATION OF OWNERS

TAXES: You need a Spanish Gestor (administration office) to handle your taxes in Spain. We will connect you with the most suitable gestor who speaks your language or one you understand and we will provide them with all the necessary

information about you and your property to set up the service.

INSURANCE: We will also help you to ensure your property is properly insured with the best companies and that your contact and payment details are clearly communicated to the insurance brokers.

HOME OWNERS ASSOCIATION: We will share your details with the homeowners association of your urbanisation to ensure you do not miss any important information.

The advantage of choosing our intermediation for setting up these administrative matters from the start is that we can support you easily and smoothly in communicating with them in the future, whenever necessary. Being involved from the very beginning in all these administrative matters concerning your home proves to be very valuable in the long run.

Fee: €200 + IVA

*“We believe that,
if managed correctly,
owning a second home
in Spain,
enriches people's lives”*

INITIAL BASE - INSTALLATIONS SET-UP

Once you are the owner, you'll want the technical installations of your new home to function smoothly. From the moment you hire us (preferably right after signing the ARRAS CONTRACT), we will contact the previous owner and begin compiling a complete (shared with you) digital folder. This folder will document all installations, including details such as age, supplier, any remaining warranties, maintenance contracts, maintenance companies, observations, and more. Examples of items included are:

CENTRAL HEATING SYSTEM

AIRCONDITIONING

SOLAR PANELS

ELEVATORS

VENTILATION SYSTEM

KITCHEN APPLIANCES

MOTORIZED GATES/DOOR

METER CUPBOARD + POWER POTENTIAL

POOL FILTER INSTALLATION

IRRIGATION SYSTEM

VIDEO-INTERCOM

Gathering this essential property information is most effective when contact with the previous owner is still possible. **Therefore, the ideal time to instruct us to begin this process is as soon as you have signed the preliminary purchase contract (ARRAS).** At this stage, owners are generally most helpful and willing to cooperate. So, don't wait - please instruct us as soon as possible to start.

Fee: €300 + IVA

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INITIAL BASE - DEEP CLEANING

Most real estate agents encourage sellers to keep their properties in good condition. However, experience shows that recently sold properties often still require a thorough initial deep cleaning. We will inspect your new property, take note of your specific cleaning preferences, and provide you with a customized quote.

Fee: To be calculated

INITIAL BASE - GARDEN CLEAN-UP

Your new garden may lately not have received the proper attention, care, and maintenance it deserves. We will inspect your garden (together with one of our professional gardeners), discuss your specific wishes, and provide you with a tailored quote to restore it to its full glory.

Fee: To be calculated

*“Recently sold properties,
gardens and pools,
often require a thorough
initial deep cleaning”*



INITIAL BASE - POOL CHECK AND CLEAN-UP

Swimming pools are often not optimally maintained in the period leading up to a property sale. That's why we recommend scheduling a check-up as soon as you take ownership, ensuring your pool is fully functional and ready for use before the swimming season begins. After all, you'll want to enjoy your new pool without any issues.

We recommend starting with a thorough inspection and cleaning of the pool and filter installation space before initiating regular weekly maintenance. We will arrange a quote for you from the most suitable partner pool maintenance professional.

Fee: To be calculated

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PROPERTY SERVICES



BASE CONTRACT

The property is now officially yours, and we may have already completed some essential initial maintenance or start-up tasks, as outlined on the previous pages. This is the perfect time to begin with BASE—a service contract designed to keep your second home well-monitored and provide you with access to a wide range of solutions, **always just one WhatsApp message or phone call away.**

BASE is the foundation of our relationship with both you and your property. With this service, we inspect your property at least 26 times a year, ensuring it is closely monitored and any problems are identified promptly. Regular inspections allow us to address potential issues early and provide proactive solutions. Rest assured, we securely keep a key to your property, allowing us to address any issues that might arise promptly. As a valued client, you can count on our readiness to assist

whenever needed. When you subscribe to our BASE service, we will invite you to a dedicated WhatsApp group exclusively about your property. In this group, we guarantee a prompt or same-day response to your requests during working hours, Monday to Friday, 9:00 to 18:00. Requests made outside these hours will be addressed on the next working day. BASE includes the following:

1. **VIP CLIENT and KEY HOLDING**

Subscribe to our BASE contract, and we will securely store the keys to your house in Spain in our office safe. From that moment on, you become a VIP to us. More on page 8.

2. **GENERAL CONTACT**

When you're not around, we act as your property's first point of contact. See page 9.

3. **HOME INSPECTIONS**

We regularly check your property for signs of burglary, water or storm damage, and other potential issues. We also record and send you the latest meter readings via WhatsApp. More on page 10.

4. **MAINTENANCE DETECTION**

Continuous monitoring of your property to notify you of any required maintenance. Read more on page 11.

5. **STAND BY FOR MALFUNCTIONS**

We troubleshoot problems together with your regular electrician and other technicians. More on page 12.

6. **UTILITY INTERMEDIATION**

Handling water, electricity, gas, or internet issues on your behalf. More on page 13.

7. **TAX & INSURANCE INTERMEDIATION**

Ready to serve as your personal assistant with your tax gestor and insurance broker. Page 14.

8. **ALARM ASSISTANCE**

We will act as your assistant with your alarm company and serve as the first contact person. For more information, please refer to page 15.

9. **POST & PACKAGE DELIVERY**

Regular checks of your post-box and the option to have deliveries sent to our office. More on page 16.

10. **CLEANING COORDINATION**

We manage property cleaning services only for BASE clients. More on page 17.

Fee: €125 per month + IVA

After subscribing to BASE, you can always contact us via WhatsApp or phone, ensuring you receive advice or solutions for most questions or problems. We promptly fix non-complex issues, which are included in BASE. For more complex matters requiring us to travel or enable/consult third parties, an hourly rate of €35 job coordination fee will apply. Rest assured, solutions are always found!

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PROPERTY SERVICES



BASE GARDEN + GARDEN MAINTENANCE

We understand the importance of a well-maintained garden. We aim to ensure that your garden is in perfect condition whenever you or your guests arrive, regardless of the season. **We act as the coordinator with the gardener**, managing task lists, communicating, supervising the work, and eliminating the hassle of Spanish back-and-forth with quotes and invoicing.

From experience, we know that continuous maintenance is more cost-effective in the long run than intermittent upkeep. Plants thrive better, and expensive deep cleanings are no longer necessary. We collaborate with professional, dependable gardeners who cater to your specific needs.

Fee BASE GARDEN: €35 + IVA/Month + the GARDEN MAINTENANCE fee

*“The Gardener and Poolman
also serve as extra eyes
on your property”*

Weed-Free and Tidy Outdoor Areas: Sidewalks, driveways, walkways, and patios are kept clean and swept.

Well-Maintained Garden: Your garden will be meticulously maintained, and your irrigation system will be smartly adjusted, complete with a separate meter to monitor water usage.

Gardener Management: We handle all communication and coordination with the gardener.

To-Do Lists: Together, we create clear task lists for the gardener.

Work Monitoring: We oversee the gardener's tasks and manage a check-off board mounted in your workspace for easy tracking.

Regular Updates: Photos of the check-off board and the garden are sent to you periodically.

Walkthroughs: We organize multiple walkthroughs each year (during inspection visits in your presence) with you and the gardener to discuss changes, new plants, or aspects of your garden that require attention.



We recommend installing a separate water meter exclusively for the garden irrigation system to measure water consumption accurately. Our partner plumber will be happy to advise you.



We will install a magnetic whiteboard on the wall in the workspace, displaying appointments and to-do lists for the gardener. We have had excellent experiences with this approach. The cost of the whiteboard will be invoiced to you.

WhatsApp or call us +34 654 637 958

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PROPERTY SERVICES



BASE POOL + POOL MAINTENANCE

We understand that a villa with a private pool requires regular, professional maintenance to ensure the pool is clean, well-maintained, and ready for use whenever you or your guests arrive. We also believe that your perfectly maintained, good-looking pool is part of the exterior ambience all year long.

We act as the coordinator with the pool maintenance company, overseeing the service to ensure everything is in order. We handle all communication and ensure you are kept informed of the important things.

Based on our experience, weekly maintenance is often more cost-effective than periodic servicing. Continuous maintenance helps extend the lifespan of pumps and filters, as they perform better when running regularly rather than intermittently. A dedicated pool maintenance company is crucial for maintaining water quality,

ensuring it remains safe and enjoyable for you and your loved ones to swim in your pool. We work exclusively with skilled and reliable pool experts whom we trust.

Fee BASE POOL: €35 + IVA/Month + the POOL COMPANY'S MAINTENANCE fee

*“Your perfectly maintained,
good-looking pool*

is part

of the exterior ambience

all year long”



We recommend installing a separate water meter for the pool to measure water consumption accurately. Our partner plumber will be happy to advise you.



We will install a magnetic whiteboard on the wall in the workspace, displaying appointments and to-do lists for the pool technician. We have had excellent experiences with this approach. The cost of the whiteboard will be invoiced to you.

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PROPERTY SERVICES



1. VIP CLIENT and KEY HOLDING

Included in **BASE**

From the moment you start with our BASE contract, we will safely keep the keys to your house in Spain in our office. **From that moment on, you are a VIP to us.**

We will open a **JAMES - YOUR NAME** property service group in WhatsApp, and from that moment on, we will be ready to assist you with everything concerning your property in Spain.

We take great care in managing the keys you provide so that you or your guests always have access to a spare set when needed. We advise you to begin with a clean slate by replacing the old locks with new ones. This ensures security

and peace of mind for you and your property. Let us handle the process so you can focus on enjoying your new home without worry.

When we manage your property, you must provide us with the necessary number of complete sets of keys and remote controls to ensure we can perform our work efficiently and effectively. If needed, we can arrange for new locks, keys, and remote controls on your behalf, with the costs included in your monthly **ONE INVOICE**. Once you approve (via WhatsApp) to proceed, we will ensure our trusted locksmith begins the work. We coordinate the process and keep you informed every step of the way.

Required key sets for **BASE**

We require the following sets of keys (see column on the right) to properly manage your property and ensure seamless service.

*“Begin
with a clean slate
by having the old locks
replaced”
with new ones”*

4	Sets of keys for a standard villa	
2	Sets of keys for	JAMES & CO staff
1	Sets of keys for	Cleaning Team
1	Sets of keys for	(Lending out to) Repair Companies

5	Sets of keys for a villa with a gardener or poolman	
2	Sets of keys for	JAMES & CO staff
1	Sets of keys for	Cleaning Team
1	Sets of keys for	Repair Companies
1	Sets of keys for	Gardener or Poolman*

6	Sets of keys for a villa with a gardener and pool man	
2	Sets of keys for	JAMES & CO staff
1	Sets of keys for	Cleaning Team
1	Sets of keys for	Repair Companies
1	Sets of keys for	Gardener*
1	Sets of keys for	Poolman*

7	Sets of keys for a villa with a gardener, poolman and a permanent electrician	
2	Sets of keys for	JAMES & CO staff
1	Sets of keys for	Cleaning Team
1	Sets of keys for	Repair Companies
1	Sets of keys for	Gardener*
1	Sets of keys for	Poolman*
1	Sets of keys for	Electrician

2	Extra sets of keys for holiday rental activity villas	
2	Sets of keys for	Rental tenants

*Some keys could be restricted to specific areas (e.g., garden or pool filter space).

WhatsApp or call us +34 654 637 958



2. GENERAL CONTACT

Included in BASE

During your absence, we are the first contact person so that maintenance companies, neighbours, the owners' association, the police, or others can contact us. You can make our contact details known to them if you like. We know many people, companies, and organizations in the area, ensuring our reputation and relationship with your property benefit you.

We have a large network and good local contacts with municipalities, authorities, police, utility companies, etc., and we have more than twenty years of experience in the real estate sector.

We can support you with RENOVATIONS and NEW BUILD (see page 21), architectural or technical matters and help you contact the right specialists for any legal, bureaucratic, and/or tax issues you may encounter. We can also advise you and give you tips and links for excursions, transport, entertainment, catering, medical care, or any other subject.

*“We are always
Just one WhatsApp
message away
from helping you out”*



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PROPERTY SERVICES



3. HOME INSPECTIONS

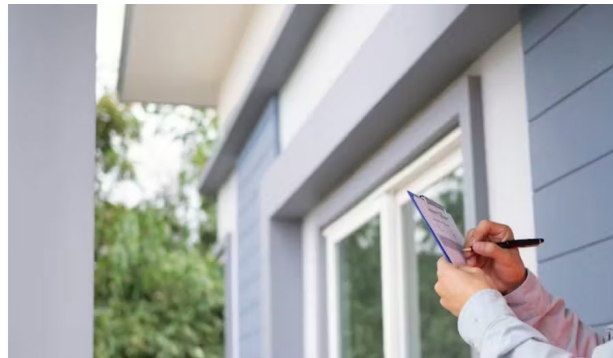
Included in BASE

We inspect your home at least 26 times a year for signs of burglary, water damage, storm damage, and other potential issues. During each visit, we record and send you the latest meter readings. At the same time, we flush the toilets and drains and ventilate your property.

In the summer months, when you are present or if your Holiday Rental guests are present, we will inspect effectively tailored to your/their absence. In the winter months, we inspect periodically and after severe weather conditions. In the event of an emergency, we will contact you immediately. We can then perform the necessary actions and possibly call in a handyman or external companies to

repair malfunctions, after you have given us permission for this.

*“you can spend
your time here
relaxing and enjoying
while we solve things
for you”*



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4. MAINTENANCE DETECTION

Included in BASE

We continuously monitor your property and notify you of any necessary maintenance work.



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5. STAND-BY MALFUNCTIONS

Included in BASE

We coordinate with your home's electrician to address every malfunction efficiently. We believe that every second home benefits from having a dedicated electrician. This service is ideal for properties with central heating, air conditioning, outdoor lighting, motorized car gates, garage doors, or other electrical equipment. Whether you already have a "permanent" electrician connected to your property or wish to establish one, we ensure seamless communication. We act as the coordinator liaising with the electrician on your behalf and keeping you informed. Costs

for maintenance or repairs by the electrician will be invoiced to you afterwards. Our BASE service covers the coordination of small jobs. For additional coordination tasks or bigger jobs, our standard hourly fee applies.



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6. UTILITY CONTROL

Included in BASE

We control whether the services to your home are working fine. Think of water, electricity, gas (gasoil), or internet malfunctioning, etc.

orange™

Telefonica

Internet
ADSL

endesa



CANAL DIGITAAL



aqualia

Iberdrola

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PROPERTY SERVICES



7. TAX & INSURANCE INTERMEDIATION

Included in BASE

We help you in communications with your Insurance and Tax Administrator. All foreign property owners who are not tax residents in Spain are required to pay taxes in Spain. This means you must file various general tax declarations each year on your own initiative instead. You are expected to proactively manage and pay these taxes through a Spanish gestor (administrator).

It is also crucial to ensure that your home and, if applicable, vehicle insurance policies are in order. We bring this matter to your attention so that you are fully informed and can take the necessary steps as a responsible property owner.

We collaborate with several professional **gestorias (administration offices)** to handle these matters. Please note that the taxes themselves and the gestoria's handling fees are not included in this service.

*“The Spanish tax authorities
will not notify you
or send reminders,
you are expected to proactively
manage and pay
these taxes through
a Spanish gestor”*

Our BASE service includes coordination as an "intermediary." For more extensive collaboration with your accountant, such as for vacation rental activities or handling insurance claims, we apply our standard hourly rate.

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PROPERTY SERVICES



8. ALARM ASSISTANCE

Included in BASE

We assist you with your alarm system provider, ensuring smooth communication and coordination. We recommend Securitas Direct for reliable and professional alarm systems. Installing an alarm system in your home is an effective way to deter burglars and squatters, enhancing your safety and peace of mind.

When setting up an alarm system, you will need to designate two or three contact persons in the order they should be called by the alarm system provider in case of detected movement.

Alarm systems also require regular maintenance. Securitas Direct will periodically contact the first contact person to

conduct control tests, verify detector functionality, and arrange for battery replacements. We manage these responsibilities on your behalf, ensuring your alarm system remains in optimal working condition.

“Installing an alarm on your property is recommended to keep crooks and squatters outside the door”

We can guarantee to be the first and second contact person during our opening times.

Alarm notifications at later hours are automatically forwarded to the third contact person or the police.

It is possible (for an extra fee to Securitas Direct) to contract an extra service whereby an armed Securitas Direct nighttime surveillance officer, who holds a key to your property, will be activated instead of only receiving a phone call. If you wish to activate this night guard service, please let us know so that we can contact Securitas Direct for you and activate this extra service on your behalf.

In any case, we will promptly visit the property after an intrusion and take all necessary steps to secure and close it. Our standard hourly rate will apply for this service.



Important! The Securitas Direct app allows you and us to track who has been in your home when they were there and for how long.

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9. POST & PACKAGE DELIVERY

Included in BASE

We regularly check your villa's mailbox and sort your mail. You can also have deliveries sent to our office. We coordinate the delivery of single packages weighing up to 5 kg to your property free of charge.

For heavier packages or multiple deliveries, our standard hourly rate applies.



“With JAMES & CO, you choose a comprehensive solution for all your needs related to your Spanish property”

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JAMES & CO PROPERTY SERVICES



10. CLEANING COORDINATION

Included in BASE

We only manage the cleaning of properties for clients who have contracted BASE with us.

We believe cleaning is an undervalued and generally poorly paid profession. This can cause that just when you think you've found a good cleaner, and you receive the news that they're quitting because they've found another job with better pay. Then, you're back to square one, having to explain everything all over again to the new cleaner if you are able to find one.

A valuable cleaner is someone who knows your house well. Over time, they can clean and organize more efficiently and even develop a sense of care for your home.

When a cleaner quits just before the summer season, it can leave you in a difficult position, especially if finding a replacement isn't easy. When you contract BASE, managing this process becomes our responsibility.

*“regular cleaning is
more cost-effective in the long
term and provides you
with much greater comfort
than occasional cleaning”*

In the past, we often saw new second-home owners trying to arrange cleaning on an occasional basis - only when they thought it was needed and often as a last-minute request. Unfortunately, this approach doesn't work well and is challenging to manage effectively.

Another downside is that the property gradually becomes so dusty and dirty that a costly deep cleaning is eventually needed again.

That's why we recommend a fixed cleaning service, which works very well for many second-home owners. Ideally, this means scheduling cleaning at least once a month for 4 hours. However, based on the size of your property, twice a month would be even better.

With regular cleaning, your home will always be fresh and clean and ready for an unplanned stay. You can enjoy a few days at your Residencia in Spain without worrying about its condition **because your property is simply always clean.**

Deep cleanings, which are expensive and time-consuming, will no longer be necessary. Your property will always be in top condition. Moreover, your cleaner will also contribute to your property's security (surveillance). A well-planned schedule could look like this:

Week 1: Inspection by James & Co

Week 2: Cleaning by your cleaner

Week 3: Inspection by James & Co

Week 4: Cleaning by your cleaner/gardener
and repeat

This way, you'll have a dedicated cleaner who knows your property inside and out and enjoys steady work throughout the year. They'll also be available when you need them more frequently and flexible to meet your specific needs.

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CLEANING COSTS

We handle the coordination of cleaning as part of the BASE service. The cleaning costs themselves are billed separately on your monthly **ONE INVOICE**. There are no call-out fees for the property, and a minimum of 4 hours must be booked per visit from Monday to Friday. It is important to schedule the desired cleaning in advance to ensure the cleaning team's availability.

*The fee for cleaning is €20/hour + IVA
Fees can be adjusted annually, and 21% VAT
is added by law.*

1. The price of cleaning is free of call-out (transport) charges to your property. A minimum of 4 hours per visit is required. Possibly 2 cleaners fix the job. Please make a timely reservation.

2. Dirty laundry will be brought back to your property washed and folded (ironed is a plus) upon the next cleaning visit.

3. According to the laundry invoice, the cost of the laundry service is added to your **ONE INVOICE**.

4. The fee for taking the dirty wash to the laundry, controlling and coordinating the collection, and bringing it back to your property is 1 hour, regardless of the amount.

5. If you specifically request to return the washed linen early and the return is therefore not combined with the next cleaning, 1 hour will be charged extra for this service.



6. You are required to have an adequate stock of cleaning products at your property. If sufficient cleaning products are not available, our team will have to purchase the necessary items and charge you for both the products and the time spent procuring them.

7. You are expected to have a lockable closet in your property, especially for clean sheets, towels, and cleaning products. If you don't have one, we can arrange one for you with one of our handymen, carpenters, or locksmiths.

8. As per the Holiday Rental Services Brochure, Cleaning services for holiday rentals are subject to different terms and conditions. Please contact us if you are interested in Holiday Rental Services.

9. Regular cleaners are able to clean regular windows. Special (high) windows need specialized Cleaning companies dedicated to this. Price on calculation request.

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CLEANING TIPS

Despite the wonderfully mild winter climate on the Costa Brava, the humid weather conditions during this season can challenge your property's ventilation and insulation. Our experienced cleaning teams are here to help ensure your home remains in excellent condition.

We recommend scheduling cleaning services at least once a month for 4 hours or, for larger villas, twice a month for the same duration. Regular cleaning helps protect and maintain your valuable belongings, particularly during the damp autumn and winter months.

Be proactive and invest in at least 4 hours of monthly cleaning to **keep your property spotless!** Your CASA deserves regular care, and this approach eliminates the need for intensive “deep cleanings” in the spring.

By scheduling monthly cleanings in advance, you can avoid surprises and unnecessary extra costs when spring arrives. **Add this service to your BASE contract and enjoy the peace of mind that comes with a consistently well-maintained home.**



We will mount a magnetic whiteboard on the wall in the workspace, where we will display agreements and to-do lists with the cleaning team. They will also check off and sign here for each work visit to your property. We have had excellent experiences with this approach. The whiteboard will be invoiced to you.

*“We recommend
scheduling cleaning services
at least
once a month for
4 hours”*



SERVICES CARRIED OUT BY COLLABORATING COMPANIES / PARTNERS:

We carefully select our collaborating partners, many of whom have worked with us for years. These trusted companies share our commitment to respecting the properties we manage and maintaining high standards of professionalism.

As an integral part of our team, they ensure that all work is performed correctly and in close coordination with us. Our partners act as additional guardians of your property, maintaining direct communication with us at all times. We require our partners to uphold the highest level of respect for your property.



Indication of our partners' fees are

Multi-handyman, electrician, plumber	€35/hour
Painter, plasterer	€35/hour
Construction worker	€35/hour
Metalworker, locksmith	€40/hour

Garden construction	quotation
Garden maintenance	quotation
Swimming pool construction	quotation
Swimming pool maintenance	

Fees can be adjusted annually, and 21% IVA is added by law.



*“We require our partners
to uphold
the highest level of respect
for your property”*

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PROPERTY SERVICES



RENOVATIONS

Since 2004, we have been coordinating renovations, refurbishments, and repairs of all sizes. When you decide to renovate your home, we work with you to identify everything you wish to update, resulting in a comprehensive list of the required work.

For official renovations, a permit is often necessary. Our trusted local technical architect, Mr. Jordi Ontiveros, facilitates this process. His strong working relationships with municipal architects ensure a smooth permit application process. **Depending on the requirements, you may need to submit drawings and a detailed summary** of the planned work to the municipality, along with a minimum cost estimate (PEM), which incurs a renovation tax of approximately 4%. **Our partner network includes skilled professionals** who understand that quality craftsmanship is essential. We check the availability of various contractors and request a comprehensive quote from the company most interested in your project. **Our goal is to ensure nothing is overlooked,** allowing us to provide a complete proposal and minimize unexpected costs during the project.



Let us bring your renovation plans to life with our structured approach and efficient management.

WhatsApp or call us +34 654 637 958



We assist you in selecting materials at local showrooms affiliated with the contractors and help you decide on colors and finishes. Once you approve the quote and the required work and completion timeline is agreed upon, the project can begin.

Throughout the process, we closely monitor progress and keep you updated via photos shared in a dedicated WhatsApp group.

Typically, an initial deposit is made upon signing the quote, followed by instalment payments at various stages of the project. The final payment is withheld until Jordi us the green light after a final inspection, ensuring the work has been completed as agreed.

Share your plans non-committal with us, and we'll ensure a professional and efficient process tailored to your needs.

JAMES & CO

PROPERTY SERVICES



NEW CONSTRUCTION

Since 2006, we have been coordinating new construction projects. Realizing a new construction project is like assembling a puzzle with hundreds, sometimes thousands, of pieces. It requires lots of positive energy, creative problem-solving skills, and a thoughtful approach to achieve a satisfying final result.

With over 20 years of experience, we have mastered the art of efficient and logical thinking while adeptly navigating cultural differences. Over time, we have developed our own method for successfully managing (in Spain) new construction projects from start to finish.

We guide you through every step of the process:

1. Reserving the building plot (with the sales agents)
2. Verifying buildability with the municipality
3. Purchasing the land
4. Clearing and conducting topographical surveys
5. Sketching the initial home design
6. Submitting the basic building plan to the municipality (Plan Basico)
7. Developing the approved building plan in detail (Plan Ejecutivo)
8. Submitting the building permit application
9. Finalizing and fixing the construction costs
10. Starting the construction process (12-18 months)



Lucas Gil, our bookkeeper checking a project



Our New Construction Team consists of:

1. Us – your coordinator, guide, bookkeeper, and, as we like to say, the "driving force" behind your project.
2. Our dedicated duo of Dutch and Spanish architects – responsible for the design and construction supervision (Aparejador).

Interested? Schedule an appointment at our office to get to know us and discuss the possibilities, completely free of obligation.

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PROPERTY SERVICES



TECHNICAL CERTIFICATES BY AN ARCHITECT:

Coordination by us + obtaining Energy Certificate €195

Coordination by us + obtaining Cedula de Habitabilidad €195

Coordination by us + Application for rental license €250

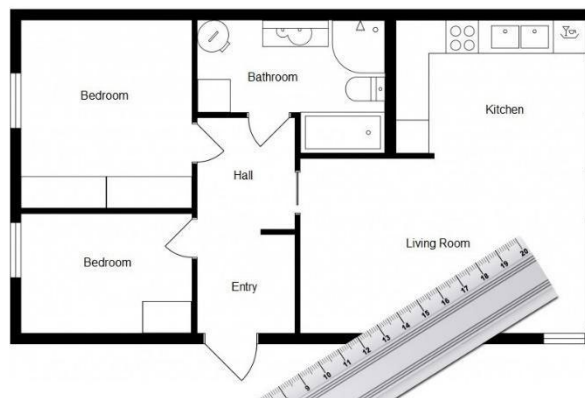
Coordination by us + Professional photos (20) of your property €250

Coordination by us + Floorplans of your apartment €300

Coordination by us + Floorplans of your villa €450

Coordination by us + Application for a renovation license by the architect €195 + the townhall fees (leges).

Coordination by us + Topographical study by the architect



*”Whatever service you need,
you can ask us
to find it
and arrange it for you”*

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JAMES & CO

PROPERTY SERVICES



ARE YOU MISSING SOMETHING?

Are you looking for a service that is not described in this brochure?

Send us a WhatsApp message or give us a call.
We're confident we can assist you.

Do you have any questions about BASE, or would you like to start with BASE?

One WhatsApp message is all it takes, and we'll get started.

*“Your
Property
Our
Priority”*



Your Property Manager and **FIRST CONTACT**
Jeffrey Brandsma

WhatsApp/Tel. +34 654 637 958

jamesco@gmail.com

Speaks: NL, ESP, ENG, GER

The idea is for WHATSAPP to be our preferred way of communicating, ensuring everything is registered.

WhatsApp or call us +34 654 637 958