



1. CONTACT WITH THE PROPERTY MANAGEMENT COMPANY

The Property Management Company is the professional body responsible for managing the day-to-day affairs of the community. According to the Horizontal Property Law, it acts as secretary-administrator, with functions such as:

- Attending to and handling enquiries, incidents and breakdowns in the building.
- Managing payments, collections, budgets and suppliers.
- Preparing and safeguarding the community's documentation.
- Providing technical and legal support in the implementation of the decisions of the General Meeting.
- Ensuring the maintenance and conservation of the facilities.

For this reason, it should always be the first point of contact for any matter related to the community.

2. CONTACT WITH THE BOARD OF DIRECTORS OR THE PRESIDENT

Let us remember that the president and the board of directors hold non-professional, voluntary positions and are neighbours just like the rest.

The Horizontal Property Law assigns them functions of representation and supervision, but not daily management.

They should not be contacted for incidents, questions or administrative matters for the following reasons:

- They do not have the means or technical capacity to handle them.
- Their role is to coordinate and validate the community's decisions, not to execute them.
- It avoids overloading them with tasks that correspond to the administrator.
- It ensures orderly management with proper registration of incidents.

2.1 Role of the President and the Board of Directors

- To legally represent the community.
- To supervise and validate the administrator's work.
- To convene meetings and implement the agreements adopted.
- To make urgent decisions when necessary, always for the benefit of the community.

We remind all owners that any incident, enquiry or procedure related to the community must be addressed exclusively to the Property Management Company, which is responsible for the daily management in accordance with the Horizontal Property Law.

The president and the board of directors hold representative, not managerial, roles and therefore should not be contacted for incidents or administrative procedures, thus avoiding unnecessary inconvenience and ensuring efficient and appropriate attention through the administrator.

3. METHODS OF CONTACT WITH THE ADMINISTRATION

■ **Office:** Edificio Puertosol, Avda. del Carmen, 9
29680 Estepona (Málaga)

■ **Telephone number:**
952 79 82 75

During office hours from 09:00 to 14:00.

Outside these hours, you may contact the same number for 24-hour personalized assistance in the event of an emergency.

■ **Email:** estepona@inmho.es

For greater efficiency, we wish to implement a methodology when sending emails and suggest using the following structure:

Identification of the community: CP. BERMEJA BEACH

Identification of the building: ED. MIRO

Identification of the apartment (if applicable): AP. X

Brief subject: A short, clear and precise phrase.

Unified format: **SUBJECT: CP. BERMEJA BEACH · ED. MIRO · AP. X · [Subject]**

Examples of use

-Email regarding an incident in common areas

SUBJECT: CP. BERMEJA BEACH · ED. MIRO · Incident in pool area

-Email from an owner requesting information

SUBJECT: CP. BERMEJA BEACH · ED. MIRO · AP. 15 · Request for information about special assessments

Thanking you in advance for the trust placed in our management, we remain at your disposal.

LA ADMINISTRACIÓN