

# The Front Desk

March 2006



Dear Clients,

As we endure one of the Costa del Sol's coldest winters on record, we are more sympathetic to the cold weather in Northern Europe. However, things seem to be improving and we have enjoyed some very warm daytime temperatures, so this is encouraging for Spring and Easter visitors.

## Shivering (and Sweltering) Nights

While on the subject of cold weather, a number of clients and visitors have been caught out because their heating systems were not functioning. Often the heating feature on the air conditioning system has never been tested before or it just required servicing. The opposite (cooling) problem occurred with some clients whose air conditioning failed last summer. As always, we recommend that your systems are serviced annually. The basic air conditioning inspection service is 65 € plus IVA (120€ plus IVA if regassing needed) – any additional repairs or maintenance will be chargeable on a time and materials basis – let me know if you want this work put in hand.

## Communications with Clients

We are now using The Front Desk as the principal means of communicating with clients. I know that you all receive piles of emails daily. However, if you can take a few minutes to glance at the newsletter as it arrives, it will ensure that you are up to date. We shall be highlighting the key messages each month in the covering email.

## Where Are You?

It is now possible for owners who take rentals to check on-line to see if we have a note of your guest bookings as well as your own visits. This is what you do:-

- Go to [www.spanishrentalholidays.com](http://www.spanishrentalholidays.com) and in the pink block under **Find your ideal holiday property rental now**, click on the drop down box and enter your number of bedrooms.
- Scroll through the **Property Listing** section to find your property. Click on the yellow **Details** box. Next click on the **Availability** Button.
- Here you can use the arrows above the calendar to skip by either 1 or 3 months and see all the bookings on the system.

## We're Here!!!

Please help us to make your arrival in Spain as smooth as possible by giving us plenty of notice of your travel plans. This is most important if you would like an entry clean, particularly if you are arriving at the weekend (or on a Spanish public holiday) or where guests have recently left your property. We normally plan our work one week ahead and, at peak periods, it can be very difficult to fit in additional cleaning or ensure that laundry will be returned in time from the laundrette.

Tel: (0034) 952 78 49 83 (3 Lines), Fax: 952 78 34 08

Emergency Helpline: 00 34 606 97 58 33

Web site: [www.spanishrentalholidays.com](http://www.spanishrentalholidays.com) E-mail: [enquiries@spanishrentalholidays.com](mailto:enquiries@spanishrentalholidays.com)

Head Office Address: HPS Property Services Siglo XXI (SL), C/ Dr.Esteban San Mateo, Nº 10, Local E, 29670, San Pedro de Alcántara, (Málaga), España.

## **Real or Fake**

The European Central Bank (ECB) have published guidance to help you spot fake euros from the genuine article.

**Feel** the "raised" print – special printing processes give banknotes their unique feel.

**Look** at the banknote and hold it against the light: the watermark, the security thread and the see-through register will then be visible. All three features can be seen from the front and the reverse side of genuine banknotes.

**Tilt** the banknote: on the front, you can see the shifting image on the hologram stripe (on the €5, €10 and €20 banknotes) or on the hologram patch (on the €50, €100, €200 and €500 banknotes).

**Always check several features. It only takes a few seconds to check a banknote.**

**Feel, look and tilt.**

## **EcoTours with Daidin**

Daidin are promoting some Springtime trips to the white villages of Istan and Casares and to La Concha. Contact me for more information.

	<b>Price</b>	<b>Excursion Details</b>
<b>Hiking Half Day</b>	<b>37 €</b>	<b>Istan Countryside</b>
<b>Hiking All Day</b>	<b>63 €</b>	<b>La Concha</b>
<b>4 x 4 Tour</b>	<b>88 €</b>	<b>Casares</b>

## **Spanish Economy**

The European Central Bank confirmed recently that consumer inflation in Spain jumped to an annual 4.2 percent, 1.8 points higher than in the euro zone as a whole. One of the principal increases has been in fuel, as well as food and labour costs.

## **Semana Santa**

Not long to go until one of the busiest events in the Spanish calendar. If you are planning to travel, please ensure that you reserve your rental car and golf tee times in good time. If you do not usually book these with us, take a look at our website for current prices.

Kind regards

*Beverley*

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