



La Torre Golf Resort Community of Owners

Important Information for Owners & Long-term Renters

This document has been put together to provide owners and long-term renters with some basic information about the Resort. However, you will find much more information and the latest news on the official La Torre owners' website. Please note that although you can view parts of the website without registering, a lot of information about the Resort is only available for owners and long-term renters who have registered. We would urge all owners and renters to sign up as soon as possible by registering at <https://latorreinfo.com> using your first and last name (with a space in between) as your username. Please use your REAL NAME ONLY. No abbreviations or nicknames (such as latorre12, stickypaws etc) will be allowed.

The information in this pack is correct at the time of publication (February 2018) but owners should check the website for up to date advice.

This information pack contains the following information: -

- 1. The payment of community fees and the discounts for prompt payment each month***
- 2. The Community Statutes – including Registration of pets***
- 3. Security at the Resort***
- 4. TV, telephones and internet access at the Resort***
- 5. How to reset your telecoms control box (CPE)***
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1. The Payment of Community Fees

We are very proud of our wonderful Resort, which boasts beautiful gardens, twenty-two communal pools, two tennis courts, petanque courts, outdoor sports facilities and 24-hour security patrols – including a Neighbourhood Watch Scheme. These services are funded by the Community fees that all owners are obliged to pay under Spanish Law. The Community is granted the right in law to collect these fees and the non-payment of Community fees is taken very seriously in Spain. Please therefore pay your fees on time.

There are substantial discounts of up to 38€ per month available for owners who pay their fees by the due date each month. However, if Community fees are not paid for 3 months or more, steps to recover them will commence in the UK, Ireland or Spain as appropriate. Legal action will result in substantial additional legal fees being added to the debt.

Please note: in order to qualify for the discount, you must not have any outstanding fees. All arrears must be cleared before the discount can be applied, even if the debt came with the property when you bought it.

Your solicitor may have set up a direct debit for you to pay your fees when you signed for your property, but you should contact the administrators (Admiburgos) at murcia@admiburgos.com or by phoning **(0034) 968 03 10 31** to make sure this is in place. You can also arrange to set up a direct debit by visiting their offices, which are in the Tower at the main entrance to the Resort.

There are alternative ways to pay fees if you wish to pay in advance rather than monthly and full details of these are available from the Admiburgos office or by logging onto the owners' website, www.latorreinfo.com once you have registered.

2. Community Statutes

La Torre has a set of Community Statutes (similar to By-laws in the UK) that we would advise all owners to be aware of. Please see the owners' website for full details of all the statutes.

The Statutes also have rules about the keeping of pets on the Resort. According to Spanish Law, ALL dogs of any breed must be microchipped with an ISO 11784/11785 compliant 15-digit microchip.

Microchipping is carried out at a Veterinary Clinic with registration taking place filling out form RAIAs (microchip registration form). Details will be entered into the Municipal animal census, a database which is updated every month. In order to register you need:

1. NIE & passport details.
2. Current address in Spain.
3. At least one Spanish telephone number.
- 4.15 Registration fee required by RAIA (15 euros at the time of updating this document).
5. Either the already implanted microchip number or number of the new implant.

If a dog falls under the Potentially Dangerous Dog Breed there is a different and specific procedure for registering.

Failing to comply with this process can carry a fine of up to 3000 euros. It is also against the Municipal Ordinance of Pets legislation from Torre Pacheco Town Hall to allow animals to be walked without a collar and leash or to foul the public areas and the faeces not to be picked up by the owner.

Owners can also voluntarily register their dogs/pets with Admiburgos. This is strongly recommended as an internal control, in case the animal gets lost or escapes and runs loose on the resort.

The Community Statutes also contain rules regarding building works and property modifications and we ask that all owners adhere to these. Advice can be found in the Property Modifications document which is in the General information on the website under Reference Documents. **Please note that you will require a licence from the Town Hall for any building or modification work to your property. If in doubt, check first. Admiburgos will help with this and can supply the necessary forms.**

3. Security at the Resort

We have our own 24-hour security at the Resort. If you observe any antisocial behaviour at the Resort or wish to report suspicious behaviour please call Security on **(0034) 968 03 29 99** or go to the Security office at the front entrance to the Resort. We recommend that you keep this number in your phone. Please also ensure that you fully lock the front door of your property, close all windows and use the window and shutter locks if fitted when you leave or go out. Although Security patrols the Resort 24 hours a day, the roads are public so it is important that owners, renters and guests take steps to secure their properties at all times. If you need to report a loss/theft of property, please see Security at the Tower by the front entrance to the Resort and complete a form.

The Resort has a Neighbourhood Watch scheme in operation to identify suspicious behaviour and to help counter criminal activity. Your area should have a local coordinator. It may be worthwhile making yourself known to that person.

Additional security tips on securing your property can be found on the owners' website: General Info→Reference Documents. (You need to log on first.)

4. TV, Telephones and Internet Access at the Resort

Our telecoms supplier A2Z Telecomunicaciones offers a range of TV, internet and telephone packages. Around 300 satellite channels, 10MB internet and internal calls on your phone come as standard, paid for within your monthly Community fees.

To view the television, you need a DVB-C decoder. Some televisions have a built-in decoder or you can buy a separate decoder box. A2Z can supply and install these or you can purchase one yourself. Additional channels are also available for a monthly fee. Alternatively, you can get access to some of the international channels by using a digital decoder, but you will need to set these up yourself. There are some guidance notes on the website on how to set up a decoder, but it is only for the technically proficient. The Community pays for the maintenance of the TV network as part of the community fees. For more details please refer to the General Info → TV / Internet Telecoms section of the website.

Your phone allows free calls to other properties on the Resort, to any of the restaurants or bars at La Torre and also to properties at other resorts (using the full 9 digit number) where the telephone service is provided by A2Z. However, if you wish to place calls to outside lines, or receive incoming calls from outside the Resort, you will need to subscribe to an A2Z package, which can also include faster internet access (up to 50MB), if required.

If you wish to find out more about these packages please look in the information section of the owners' forum or contact A2Z on:

Email: info@a2ztelecom.es **Telephone:** 0034 968 01 20 99.

Please visit: www.a2ztelecom.es or more details.

5. How to Reset your Telecoms Control Box (CPE)

There may be times when the power to a property has been interrupted, for example following a storm, and your phone and internet access may stop working. If this happens please follow the instructions below:

There are two different options:

- One of them can only be done by the qualified staff from A2Z, and it is by opening the access panel within the property and resetting the equipment. Before resorting to this, try the next option.
- Switch off the thermal-magnetic breakers which supply the equipment from the fuse box in the property and switch them back on again. You can do it yourself.

Which thermal-magnetic breakers supply it and how do I switch them off?

In the attached picture, you'll see a fuse box with the thermal-magnetic breakers, similar to the one in the properties. The breakers that supply the CPE modem are the two last switches on the right on the second row of thermal-magnetic breakers within the fuse box. To switch them off, push the

horizontal black levers down; in some cases, you'll hear a click. Keep the levers in that position for about 30 seconds then lift them up again to their initial position. It is possible that when they are switched off, other electrical appliances are also switched off and clocks may need to be re-set. This is not dangerous.



Please note that not all boxes are the same and we recommend that you check to determine which individual breaker controls the distribution hub or alternatively turn off the power to the whole property for 30 seconds.

6. Reading your Gas, Electricity and Water Meters

These meters can be found in the white monoliths to the front side of your property for townhouses and villas; for apartments, they are either on the roof or in white mesh cages at ground level outside the block or in the garage. Please take a meter reading as soon as you can. Your solicitor should have set up direct debits for all your utility bills.

The contracted electricity supply is 3.5KW and every property is now fitted with a smart meter. This means that if your consumption goes over the contracted amount at any time, your electricity will 'trip out'. This often happens when using air con units and, for example the washing machine or other heavy load appliance. If this happens, you will not see any effect in the fuse box in the property. To resolve this, switch the main fuse off and then back on again, and the supply should reset. Remember to turn off some of the appliances to prevent it tripping again.

You will find regular utility statements in your post box by the Resort supermarket. Most utility companies now allow you to register for on-line billing as an alternative.

Please note that Spanish utility companies are much less tolerant of non-payers and you could be cut off for missing just one payment. It is advisable to regularly check your Spanish bank statements to ensure that direct debits are being paid. They will be rejected if there are insufficient funds in your account and you will not necessarily be notified by your bank that this has happened.

7. Annual Servicing of Gas Boilers

There have been reports in the past that during the annual service of the heating and hot water boilers, a number have failed due to faulty/misplaced or missing flues, causing carbon monoxide to enter some properties.

We would therefore advise all owners to have the flues checked as part of the annual service of the heating system and it is a legal requirement in Spain to have boilers services annually if you are renting your property out. If you need a service engineer, you will find BaxiRoca contact information and prices in General Info->Property Advice on the owners' website. There is also a useful directory on the website which details tradesmen who offer boiler maintenance packages and have been recommended by owners: General Information -> Business Directory

All properties must have a compulsory five-year boiler safety check carried out by Redexis. This is in addition to any regular servicing you may have had carried out. Visit General Info-> Property Advice on the owners' website for further details.

8. Postbox Keys

The Community post boxes are located by the supermarket, which is near the front entrance to the Resort. All post is delivered to these boxes except larger items or those that require a signature, which will be left at the post office in Roldán for collection or will be delivered by the local postman. In these instances, a card will be left detailing the opening times of the post office but please check times and be aware that opening hours are limited.

If you have not been given a post box key these are available from Admiburgos whose office is in the Tower at the front entrance to the Resort. You will need proof of ID, such as your passport or photo-ID driving license to obtain a key.

9. The Resort's Swimming Pools

There are 22 swimming pools in 16 locations around the Resort. For a map, go to Resort Info on the Community website. These are available for all owners, guests and renters to use, with their maintenance costs covered by our Community fees. There are no lifeguards or communal sun loungers around the pools and there are pool rules which can be found on the website under General Information then Sports and Leisure.

ID wristbands for the swimming pools and sports facilities

To avoid the use of our communal facilities by those who are not entitled, we have introduced a wristband scheme. Our pool areas, tennis courts and other sports facilities are for the exclusive use of owners and renters who are not debtors and wristbands must be worn when in these areas. If you observe people not wearing wristbands, do draw it to the attention the security guards patrolling the pool areas or call Security. Please remember that we as a Community pay for these facilities through our Community fees and this should not be viewed as a draconian measure to make visitors to our Resort feel unwelcome.

Collecting the wristbands: Full details of the wristband scheme including the current arrangements for collection can be found on the website Community Info → Letters to Owners

If you rent out your property, we recommend that you make your guests aware of the importance of wristbands and mention that they are costly to replace in your terms and conditions.

The use of sunbeds in communal areas and by the communal pools

It is not permitted to leave or chain sunbeds, chairs or tables to any Community property around the communal pools. This includes the fencing around the pools.

The Community will not accept any liability for damage to, or loss of, sunbeds left by the pools. **Please remove any sunbeds from the communal areas at the end of each day** and store them securely on your own private property.

For more details please refer to the pool rules in the website General Info → Sport and Leisure section

10. Rules Regarding Access to the Golf Course

The golf course is private property and is not owned or maintained by the Community.

Please note you must not enter the golf course at all or walk on the paths that run alongside the golf course unless you are actually playing golf, as it can be very dangerous due to flying golf balls. These paths are strictly for golf buggies only and should not be used under any circumstances.

11. Booking the Tennis Courts

There are two tennis courts located on Cazon behind the swimming pool. A booking system is in operation and run by Security at the front entrance to the Resort. Details of the rules and booking scheme can be found in the website General Info → Sport and Leisure section.

12. On-site Supermarket (located near the main entrance to the Resort)

Opening hours – Summer (May 1st – September 30th)

Mon - Sun 9:00 - 21:00

Opening hours – Winter (October 1st – April 30th)

Mon - Sat 9:00 - 20:00

Sunday 10:00 - 14.30 (also for local holidays)

Please note these opening times may be subject to change.

Tel: (0034) 968 03 23 23

13. Driving and Parking at the Resort

There is a 40km per hour speed limit around the Resort which must be observed at all times. Please adhere to the legal speed limit as Security and the local police patrol the Resort and anyone caught speeding will be fined. **The roads at the Resort are public and subject to all the local and national laws. Police speed checks are carried out on a regular basis within the resort.**

Please note that the **single yellow lines** around the Resort mean **NO PARKING AT ANY TIME**. There are also areas on the resort where parking is prohibited and may attract a fine where no yellow lines are apparent, for example where there is single file traffic in each direction, parking in a disabled bay without an official disabled badge or on designated pathways. Fines are issued by the local police to any cars found parked in these areas. Cars found parked on any of the ramps to the underground garages may be towed away. If you own one of the apartments, please use the underground car parking whenever possible. See below if you do not have an electronic key fob for the garage for details of where to purchase one.

The road outside the supermarket is a tow-away zone. Please do not park there even briefly - use the designated car park to the rear.

Owners' ID car stickers

ID car stickers for owners' vehicles can be collected from Admiburgos at the Tower office at the front entrance to the Resort. They must be collected in person and photo ID, such as a passport or driver's licence, must be shown.

A long-term renter may apply for a car sticker, but they must produce written permission from the owner and a copy of their rental agreement. In this case, this would preclude the property owner from also having a car sticker.

This badge should be displayed in all cars used by owners (rented or otherwise) when on the Resort.

14. Refuse Disposal

There are many refuse disposal points spread around the Resort, so you should be able to find one near your property. They are labelled 'Non-recyclable Waste' and 'Plastic Cartons and Cans' and there are green and yellow bins marked accordingly. There are also additional recycling bins for cardboard, paper and glass bottles. A map of the locations can be found on the owners' website and on the Community noticeboards located around the Resort. The Resort is experiencing problems with the majority of the chutes from water ingress and they have been put out of use; surface bins have been provided at these locations. In the hot months, it is in all our best interests (smell, insects, feral cats getting into the bins) to ensure that the lids on the bins are kept closed. Please do not leave any rubbish at the sides of the bins, particularly unwanted furniture or household items. It will not be removed and the Community may be fined by the Town Hall. Such items must be taken to the Eco-Parque as detailed below.

Please do not leave rubbish outside your house or hung on the small black rubbish bins located on each street as it will not be collected from these areas and will attract rats and feral cats.

Garden waste must NOT be disposed of in the bins but taken to the skip on Calle Denton near the telecoms tower. Please do NOT use the skip for any other waste.

To dispose of larger items, such as televisions, fridges and microwaves, you should take them to the Eco-Parque, which is approximately 2.5km from the back gate.

Directions: From the back gate, turn right towards Roldán (RM -F12). Carry on to roundabout, 3rd exit to Roldán. Turn 1st left, Roldán Commercial, then straight down to 2nd roundabout to bottom, turn left, then left again. You will see yellow cabins on the left. Open Wednesdays and Fridays, 10:00 - 14:00 and 16:30 - 19:00, although these times are subject to change.

Maps showing the location of all waste bins, recycling points, garden waste dispose as well as the Roldan Eco-Parque can be found in the website General Info → Maps and Directions section.

15. Feral Cats on the Resort

We have had reports in the past of feral cats using patio furniture for nesting. If there are kittens present the female cats can be very aggressive to anyone approaching them. Therefore, please be careful when moving furniture if you have not been to the Resort for some time and ensure that children do not approach any of the cats at the Resort. Also, please do not feed the cats as this will just encourage them to congregate at your property which may upset your neighbours and does not help the Community cat programme.

The Community has a scheme to feed and neuter all feral cats on the Resort in order to control the population and keep them away from private properties. It is illegal in Spain to cull such animals. There is a team of volunteers who feed and care for the cats.

16. Important Telephone Numbers

For general emergencies throughout Europe, call **112** or to call our own Security team, dial **(0034) 968 03 29 99** from an internal phone. Our Security team can help call out the emergency services if required. We recommend that you keep this number in your mobile phone.

If you have a gas supply problem, please call Redexis on **(0034) 900 81 13 39**. For problems with your electricity supply, please call Iberdrola on **(0034) 900 225 235**. These are the numbers for customer services, the website has a list of utility contact numbers in the Help section.

17. Rules of the Resort

Please ensure that anyone who uses your property is aware of the following rules:

1. Please keep noise levels to a minimum (e.g. no loud noise) between midnight and 8am.
2. Rubbish should be placed in the green refuse collection bins near to each block. Please ensure the rubbish is placed in the bin and not left on the footpaths or in the apartment stairwells. Please use the appropriate bins for your waste and do not deposit garden waste or leave items at the sides of the bins.

3. Please use designated parking spaces around the Resort or the underground car-park and do not leave your car parked on a pavement, grass verge or in the entrances to the garages. The police patrol the Resort and will act accordingly. You risk getting a parking ticket or having your vehicle towed away.
4. Sunbeds must not be left by the pools and may not be chained to any communal property. Any chained and/or abandoned sunbeds will eventually be removed.
5. Golf courses are dangerous. It is forbidden to use the buggy track unless you are playing golf. The golf course is for golfers and not for children to play on or for walking dogs **at any time**.
6. Dogs must be micro chipped and it is recommended that they are also registered with the Community. They must be kept on a lead at all times when being walked. Any excrement must be collected immediately and disposed of in the large green bins or taken home - NOT in the small black rubbish bins which are not emptied daily other than in high season. Poo bags are strategically placed around the Resort in containers at eye level.

Additional Rules for the Apartment Communities

1. Please ensure the apartment block entrance door is closed on leaving the block to prevent security risks.
2. Please respect you neighbours and do not throw rubbish such as cigarettes, matches etc. from your balconies. They could cause damage.
3. If you work in the garages or any communal area please ensure these are left tidy and rubbish removed. Personal items should not be left in communal areas.
4. Where timer switches are not in use, please ensure lights in communal areas are turned off. Please do not alter the timers for the communal areas.
5. Electricity sockets in the garages are not for personal use.
6. Washing should not be hung over balcony railings and must not be visible from the road.
7. Dogs must NOT be left alone on terraces whilst the owner is away from the property for whatever reason. Such dogs cause a nuisance to neighbours by constantly barking. ***The Mayor of Torre Pacheco has made La Torre a 'Zero Tolerance Zone' for barking dogs. Repeated occurrences will lead to the Guardia Civil being called and the police have the power to enter property and remove barking dogs that have been left unattended.***

18. Replacement Garage Remote Controls

There is a list of suppliers for replacement apartment underground garage remote controls on the owners' website – General Info → Property Advice. You need to log on first to access this information.

19. Reporting a Fault at the Resort

Faults can be reported by visiting the Tower, by emailing helpdesk@admiburgos.com or by completing the on-line form on the owners' website – Help/Fault Reporting. You need to log on first to access this area.

Please note that this is for reporting a fault or maintenance issue around the Resort and not for problems within your own property which are your responsibility to deal with.

20. Registering on the Padrón

Every municipality in Spain holds a record of local residents, called the Padrón. This is held at the Town Hall (Ayuntamiento). The UK equivalent would be the electoral role. Anybody who owns a property in Spain should register, whether they live here permanently or not. Even if you are renting on a long-term basis, you can apply to be registered. **Registering on the Padron has nothing to do with becoming a resident and/or liability for paying additional taxes but can benefit the Community so don't be put off from registering!**

Central Government allocates money to the different municipalities according to how many people are on the Padrón. Therefore, if you are not registered, your Town Hall is losing money for the provision of health centres, police officers, fire fighters and schools.

In short, if you want better public services, including more local buses, and more police patrolling the area, then you must register. To register, go to the side entrance of the Town Hall on Calle Juan Leon, Torre Pacheco. It's open from 9am-1pm, but the best time to go is around 10am. On entering the office, collect a ticket from the red dispenser facing you on the opposite wall.

You'll need your:

- Passport
- NIE certificate
- Escritura (title deeds, home owners only)
- Certificate of habitation for your property
- Rental contract (long term renters only)
- IBI certificate for Spanish taxes from previous year (long term renters only)
- Fee (less than 10 euros per certificate)

Depending on how busy it is, the whole process should only take around 20 minutes or so.

For further details look in the General Info -> Reference Documents section of the website.