

# **La Cala Hills – Fase I**

## **Daytime & Night-time Duties of the Caretaker**

- When at work the caretakers should wear the uniform provided by the Community, throughout their shift.
- The caretakers will be in charge of all the keys prevailing in the porter's lodge. They cannot hand out any keys without prior consent from the Governing Board. They will always accompany any interested party when opening doors and gates and, before closing them, they will ensure everything is in order.
- Any other person or company requiring keys should address the Governing Board, who will act in accordance with the circumstances, informing the caretaker.
- The caretakers will ensure order prevails in the complex and that all the existing facilities on the Urbanization function correctly.
- They will advise the Governing Board of any deficiencies they may observe in the complex of the Community, and will suspend any affected facility in the case of danger, and if they are unable to notify the Governing Board of the situation.
- During their rounds of the complex they must check the locks of the doors and gates in general, as per the regulations to be established by the Governing Board.
- They will answer the telephone and when the bell rings.
- They must check that the companies currently providing services to the Community, such as Gardening, Cleaning etc. are present on the Urbanization during their working hours. If they are not, the caretakers must advise the Governing Board, who will approach the corresponding company.
- The caretakers must see to the porter's lodge from where they direct their activities, in all matters of tidiness, cleanliness etc.
- During the absence of the caretaker from the porter's lodge, the latter must always be kept locked.
- The caretaker may provide persons visiting the complex with the information they require providing the information is not confidential or affects the dignity of the person in question.

- They will take care of the notifications and official correspondence received in the Community. They must then proceed to distribute all the correspondence, whether letters, notes, notifications, packages etc. to the interested parties.
- On the arrival of a visitor the caretaker must check on the telephone with the apartment whether the occupant has requested a particular service from a company or if they are expecting a visitor.

If the answer is affirmative they must allow the visitor to enter. If the answer is negative they must not allow anybody to gain entrance, unless indicated to do so by a proprietor or the Governing Board.

In this way they will ensure order is not disturbed and they will report any anomalies to the Governing Board or apartment in question, for suitable steps to be taken.

- The caretaker is obliged to assist any owner or tenant who may request such assistance, providing the help required is neither illegal or against the interests of the Community.
- They must call the emergency or public services when requested to do so by an owner or tenant.
- They must check that the lighting, both interior and exterior, works correctly. That there are no lamps about to fall. That the bells and buttons on the main door/gate to the Community function correctly.
- That the watering system and all taps and cisterns in toilets are in working order. Also the meter rooms.
- They must check that the vehicles in the Community are properly parked so that they do not cause obstruction.
- If, on their round, either by day or night, they observe an important anomaly, such as a robbery, abusive destruction or similar, they will immediately contact the nearest Police Station or Guardia Civil to indicate the whereabouts of the offenders.
- Take urgent steps in the case of breakdowns that could cause imminent danger or risk until a permanent repair can be carried out, all within the framework of their possibilities and means available.
- On completing their daily and nightly round and having checked all that is required the caretakers will then proceed to complete a report, recording any pertinent observations related to the inspection carried out. The form will be drafted by the Governing Board and supplied to the caretakers.

- As well as all of the above, the caretakers will carry out any other job entrusted to them by the Governing Board, providing it is in regard to the smooth running of the Community.

## **The Governing Board**

**This document can be extended, in terms of context, whenever the Governing Board sees fit.**