



ONLINE PROPERTY ADMINISTRATION

PRACTICAL ADMINISTRATION PLAN

With the PRACTICAL property administration plan, supervicina will take charge as your property administrator, carrying out the following services:

- **ACCOUNT MANAGEMENT**

- Accounting documents; balance sheets, account statements, overall accounts and owner by owner
- Account audits
- 24h access to account information
- Preparation of the annual budget
- Bank account movements
- Issuing and collection of monthly instalments (direct debit)
- Management of payments
- Opening of accounts
- Obtaining an electronic certificate
- Payment of taxes
- Monthly instalment reduction plan

- **ONLINE VOTING**

Our online voting service is at your disposal for your homeowners' association at <https://vota.supervicina.com>. At Supervicina.com we are at your side to organise the meeting in the best possible way, we are specialists in group decision making, you are in good hands.

- **AUTOMATIC QUOTES**

If you need to know a price immediately, our automatic quotation tool is available for your community <https://presupuestos.supervicina.com>. With it, you can make requests and estimates of the quotes, and it will give you an immediate price for both works and maintenance of your community. We have prices and suppliers for more than a hundred different types of works.

- **CONSTRUCTION OF AN ASSOCIATION**

Process of creation of a Homeowners' Association, or the transfer of a Homeowners' Association that is initially proposed by the builder.

We take care of:

- Preparation of the annual budget
- The list of impacts of the homes and common areas being delivered to the developer
- Opening of a current account in the name of the Association
- Registration in the Land Registry
- Tax identification code of the association
- Minutes book
- Initial contracting of services and supplies

- **DOCUMENT CUSTODY**

We take care of the management of the association's documents. The documentation of the association, and documents relating to the homeowners' association meetings will be stored and accessible to you 24hours a day, 365 days a year.

- **MONITORING THE TIB**

At Sueprvecina.com we will detect the need and look for an inspector if the association requests us to do so. We facilitate the process and carry out a follow up.

- **ASSISTANCE AT ANNUAL MEETINGS**

At suprvecina.com we are with you whenever you need us. For this reason, we include a virtual presence at Annual meetings, to help and guide you in decision-making. Additionally, as part of the PRACTICAL plan, Suprvecina.com offers the possibility of an in-person mediator at your annual meeting, for an additional price.

- **LEGAL QUERIES**

At suprvecina.com we are available to you. With the PRACTICAL plan, you will be able to make up to 10 legal enquiries that will be answered in writing within an estimated period of 24-48 hours.

- **MONITORING OF INCIDENTS**

Suprvecina.com will monitor incidents that are covered by your associations' insurance. Your manager will assist you by phone, or WhatsApp, making sure the supplier in charge of the repair will update you directly on the status of the work or maintenance.

- **DEFAULT PAYMENTS**

At suprvecina.com, we will manage the first scenario of non-payments in your association

- **SUBSIDY MANAGEMENT**

This service is not included, but Suprvecina.com is at your disposal for subsidy management and follow-ups for an additional price

By choosing our PRICATICAL property administration plan you can forget about the obligations of your homeowners' association. Always with peace of mind and the confidence of Suprvecina.com

PREMIUM ADMINISTRATION PLAN

With the PREMIUM property administration plan, Supervicina, takes charge as your administrator, carrying out the following services

- **ACCOUNT MANAGEMENT**

- Account documents; balance sheets, overall account statements and owner by owner
- Account audits
- 24h access to account information
- Preparation of the annual budget
- Bank account movements
- Issuing and collection of monthly instalments (direct debit)
- Payment management
- Monthly instalment reduction plan.
- Opening of accounts
- Obtaining an electronic certificate

- **ONLINE VOTING**

Our online voting service is at your disposal for your homeowners' association at <https://vota.supervicina.com> At Supervicina.com we are at your side to organise the meeting in the best possible way, we are specialists in group decision making, you are in good hands.

- **QUOTE DEVELOPMENT**

If you need to know a price immediately, our automatic quotation tool is available for your association: <https://presupuestos.supervicina.com>. With it, you will be able to find prices for more than a hundred different works. In addition, as part of the PREMIUM plan you can leave everything in our hands, with total peace of mind! We will take care of compiling and filtering the quality and proven service, and we will make you a specific proposal so that you can decide as soon as possible.

- **CONSTRUCTION OF AN ASSOCIATION**

Process of creation of a Homeowners' Association, or the transfer of a Homeowners' Association that is initially proposed by the builder. We take care of:

- The list of impacts of the homes and common areas being delivered to the developer
- Opening of a current account in the name of the Association
- Registration in the Land Registry
- Tax identification code of the association
- Minutes book
- Initial contracting of services and supplies

- **DOCUMENT CUSTODY**

We take care of the management of association documents. The documentation of the community and related to the Owners' Meetings will be stored and accessible 24 hours/365 days online.

- **MONITORING THE TIB**

At Supervicina.com we will detect the need and look for an inspector if the association requests it. Facilitating the process and following it up.

- **ASSISTANCE AT ANNUAL AND EXTRAORDINARY MEETINGS**

At Supervicina.com we are with you whenever you need us. Therefore, in the Premium plan we include the assistance of a mediator in your Ordinary Meeting, and the option of two virtual extraordinary meetings, to help you and guide you in making decisions.

- **LEGAL QUERIES**

At Supervicina.com we are available to answer all your doubts. You can make legal queries that will be answered in writing within an estimated period of 24/48 hours.

- **MONITORING OF INCIDENTS**

Supervicina.com will follow up incidents that are included in your Association's insurance policy. Your manager will assist you by phone or Whatsapp, making sure that the supplier in charge of any work will update you directly on the status of the work or maintenance.

- **DEFAULT PAYMENTS**

With the PREMIUM plan, an in-depth follow-up will be carried out in order to recover the outstanding debts owed to your Association.

- **SUBSIDY MANAGEMENT**

This service is included in the PREMIUM plan. Supervicina.com is at your disposal for the management and monitoring of subsidies.

- **MONITORING OF WORKS AND MAINTENANCE**

If the work is of great importance, the PREMIUM plan includes monitoring and management by Supervicina.com, for works of up to 7,500€.

Always have the peace of mind that your manager can assist you by phone or Whatsapp, ensuring that the supplier in charge of the work will update you directly on the status of the work.