


Bienvenidos to the **callCarlos** way of working

And welcome to beautiful Catalunya!



Now that you're finally here, it's understandable that you mainly just want to get on with enjoying your new home and region. If you're new to an environment, looking for companies, contractors, consultants, personal assistants, cleaners, and so on and so forth, can be difficult, especially, for example, if you do not speak the language or have no recommendations.

Fortunately, we have the solution for all that! 

Njoy!

life, we'll do the rest!

callCarlos is your one-stop-shop Costa Brava company specializing in making life easier for its customers. We not only provide great services but also have excellent customer bonding. Every customer is known to us by name, not by number. Furthermore, at callCarlos, we speak multiple languages including Dutch, English, Spanish, German, Arabic and, of course, Catalan.

What does callCarlos do?

You're probably still wondering, "But what do you do exactly?". That question is a little tricky to answer as there is almost nothing we don't do! Our slogan at callCarlos is: "Enjoy life, we'll do the rest!".


We specialize in all aspects of managing your home and other assets here in Spain. Our mission is to help you with everything you want to outsource. Beyond the

issues relating to your home, we also provide almost unlimited personal assistant services, ranging from helping with official Spanish immigration documents all the way to, for example, arranging a private chef should you need one. We assist with buying or selling houses too, or just about anything else - nothing is too crazy for us! Think of us as your personal assistant - you ask, we deliver!

Keep our phone number handy and call us for whatever you need. If we do not provide the service ourselves, we will always source the company that can best help you and act as go-between.

How do we do that?

With every assignment or request we receive, we assess whether we can carry the job out ourselves or whether to outsource locally.

Keep our phone
number handy
(+34) 972 963 015
and call  us for
whatever you need!

Smaller jobs we mainly do ourselves, while we assign certain bigger jobs to the most suitable local professionals. The criteria for the work depend on you as the customer, according to your price and quality requirements. We get to work as soon as we receive your request in writing or by telephone. We offer a quote for all jobs above €250 while for smaller jobs valued at less, we charge based on subsequent calculations, simply charging for whatever time we spend on your behalf.

callCarlos saves you time so you can spend your time enjoying life. This means that our meter starts counting the moment we start working for you. This includes, for example, time spent making phone calls or standing in queues. The benefit of this service if you are abroad, for example, is that you save yourself a plane ticket. In other words, you don't even have to be here to manage your affairs!

About third parties

In addition to our own time, we also charge for the work of third parties, as callCarlos receives a margin from its suppliers. We've worked hard to get to where we are today and are confident we will always find the right company for any job you need.

Rates and Services*

These amounts do not include IVA (minimum working time of 30 minutes).

Type of service/rate	Hourly rate
Cleaning services	€19,50
Garden work	€19,50
Non-technical handiwork	€25
Technical handiwork (repairing of a tap, electrical faults, etc.)	€35
Project and advice rate (including design work)	€45
Administrative work	€45
Preparing official documents and meetings (presence at meetings with third parties such as notaries, lawyers, etc.)	€65

The work time includes travel time at an hourly rate of €27,50.

Our hourly rates will be adjusted on a yearly basis.

With a Maintenance Contract

After 19:00: +25% | At weekends: +50% | During holidays: +100%

Without a Maintenance Contract

After 19:00: +50% | At the weekends: +50% | During holidays: +100%

**We help our customers with all kinds of things. If a certain service is not listed, you can still contact us. Some of the work is performed by third parties but under our supervision.*

callCarlos and maintenance

Outside specific requests we mainly work with HOME© contracts for a fixed monthly fee, where we take care of all basic maintenance work and checks within your home. By “checks” we mean fully monitoring your house. This involves recording meter readings, key-holding, receiving your mail at our office and periodic activities such as responding to alarms. All work not covered by the HOME© contract has an


Our Property 
Management &
Personal Assistant
 Services
allow you to 
the Costa Brava

hourly rate as outlined before. The benefit of a HOME© contract is that your house is always well-maintained and work outside office hours is cheaper than without a contract. For more information on the HOME© contract, please contact us.

Projects

Some bigger projects, like building work and renovation, require design work and a number of visits to your property (either with suppliers or not). We will charge all these hours at our project rates (see previous). After sending you our quotation for the project you will find a ‘callCarlos coordination/project management fee’. This fee covers the costs for visits and time spent on design. If you decide (however unlikely that might be!) NOT to do business with us, we will charge you for visits and time spent on design.

callCarlos

(+34) 972 963 015
and ask us  for
more info about
our HOME© package
so you can get
on with **Enjoying**
La Costa Brava

Meet the Team



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