



## **WHO ARE WE!**

Let us introduce ourselves we are Dave and Gill Cuthbert from the UK who encountered many problems when moving to Spain. Due to the problems we were subject too, it has enabled us to offer a unique service to other individuals and families wanting to move to Spain, to eliminate others from experiencing any complications and making their move to Spain as smooth and problem free as possible, as the transition into another country, although exciting, can be stressful and difficult, especially with the possible language barrier. Our service will give you a guiding hand, and complete **PEACE OF MIND** .

The reason our family made the move to Spain from the UK was to improve ours and our 3 children's **Quality of Life**. The UK Was not able to provide the **Peace of Mind** and safety that Spain offers for our children. We investigated and researched the move in great detail and decided on this area of Spain, which is tranquil and beautiful, yet has all the amenities one would require. The education is of a good standard, especially as the class sizes are small, with a total of 12 pupils to each class, as in the UK it was a least 26 to a class. The attitude of the people in Spain is so caring and friendly that life is far more enriching. It feels like we have gone back in time to a degree, when playing outside was safe for children and everyone was not in such a hurry and had time to share with others. It is a big and challenging move to make for most people, but we believe it to have been the best decision we could have made for our family.

Although Spain has it faults, the one we encountered being the manana ideal (Everything can be done tomorrow). When you make the decision to move to Spain, you have to be open minded and flexible, this is not easy! We experienced many issues whilst making the move, mainly everything takes forever and when you decide to move you want it to happen yesterday. It is frustrating!!

We therefore came up with an idea, based on our knowledge and experience of working in the Property Development and Quality Control Business in the UK.

Let me tell you about us, Dave's career started as an apprentice Carpenter. On becoming a qualified Carpenter, he decided he wanted to expand his skills and made the decision to return to college, which he did for 10 years to study and qualify as a Surveyor/Site/Contracts/Build Manager, he actually decided on the Senior Site Manager role which enabled him to work for many of the largest property developers in the UK, undertaking many responsibilities through his career. He mainly managed New Build Sites and Renovations.

The most challenging role he had to tackle was Customer Care. The reason why this was so difficult, was because the majority of Building Developers were only concerned about their sales target being achieved. The last thing on their minds was looking after the Customer, and providing an adequate support service to deal with any problems the Customer may encounter when in construction and taking possession of the property.

So he made a decision, that Customer Care was his avenue, he believed that building a house is one thing, but giving the Customer the support mechanism to complain and gain a fast and efficient before and after sales service, in case of any problems or requirements was absolutely paramount. The Customers needs are vitally important and this seemed to be overlooked in many areas when working for the property companies. What he did was to enrol himself into college again and educate himself on how to provide the best and most efficient and effective Quality Control and Snagging service(defects). They were reluctant to use this service at first, but when it got down to the figures, it was proven that so many unhappy customers would never buy another property from them, and they would also spread the word to other future customers. Therefore, they finally decided to trial his service.

The service consisted of talking to the customer and finding out what their expectations were from the developer. Then on a monthly basis we would go to the development and check the progress, the standard of quality being provided and this would be forwarded to the customer, with all the relevant information, which would include photographs and written reports all of which were accessible via the web site. The site provided a reference number library catalogue so each customer could look at their own development House/Apartment at their leisure privately to check how it was developing, the customer could only gain access to their own property as confidentiality is extremely important. This was a huge success.

The services we are offering will eliminate all your concerns during building and completion of your dream home in Spain. The cost you would normally incur flying to Spain, Car Hire, Hotel bills and general expenses would be saved and you would be able to access all your updates via Post or Web Site without having to leave your home.

We are different to other companies because our aim is to make sure the customer achieves their goal, an ideal home in Spain that they dreamed of and to the highest quality possible. We will make sure the correct tiles have been used, we can even email you the colours of the tiles and kitchens etc to save you the cost of flying!.