



INTRODUCTION

Welcome!

The purpose of this handbook is to inform you of everything you need to know during your stay in Madrid

This manual should be used as a guide. If further information is needed, you can contact the staff of MadridEasy .

Be aware of the symbol  that indicates very important information.

If you have any suggestions or concerns on how we can improve our services, you can also contact us through the options stated in this handbook.

The contents of this manual are subject to change.

In any circumstances in which changes need to be made, MadridEasy will be sure to inform you at the earliest convenience.

Have a pleasant stay!

The MADridEasy Team

Your apartment /room

As a part of the arrival process MadridEasy will check with you and teach you the proper usage of everything. You are co-responsible to check that everything under the inventory is in good condition.

You will receive a set of keys to your apartment. You are **responsible** for them so if you lose them and if we think that this loss can affect the security of the housing. Then you will have to change the locks on the doors and you will have to replace all the key sets.

What you must find in your apartment:

- ✓ The apartment must be clean.
- ✓ The apartment will be furnished and equipped with the basics so you may have a comfortable stay.
- ✓ Unclogged drainage
- ✓ All electric appliances should be working
- ✓ We define electric appliance as ones that will help you in a European lifestyle like: washing machine, refrigerator, boiler, and lighting throughout apartment.
- ✓ The furniture such as beds, wardrobes, night tables, dressers, desks, chairs, sofas, and dining table will be in good condition.

We will teach you...

- How each of the appliances works.
- Where you can drop the garbage and how to recycle according to Spanish law.
- Where the mailbox and the clotheslines are.
- Where the valves of gas and water and the electricity switchboards are in case of an emergency.

 After this check-up, you will give your ok by signing the inventory list and the conditions of everything

 REMEMBER you have a 3 day period to inform us if something is not working correctly.

 Once this warranty period has ended, any failure or incidence is understood to be a cause due to a bad use and needs to be paid by the tenants, except in cases of force majeure.

(For example, a burnt bulb is not a case of force majeure so you need to purchase a new one and change it)

 You have to report any incidence that involves a fix or repair as soon as possible after the detection of the problem. Take into account that we depend on technicians.

 You must inform us via email at info@madrideasy.com

Tips and useful information

In this section we offer you many tips that will surely help you to take better care of the apartment and its appliances, as well as a set of rules of conduct that we consider important.

 It is important that you know and follow the rules as much as possible to prevent any incident.

Electric appliances

Electric appliances often get damaged by three reasons:

- ✓ Lack of cleanliness
- ✓ Negligence in its handling
- ✓ Sudden changes in electric voltage.

We will show you how to use the electrical appliances and their basic functions, and will provide you with the essential manual for each of them, whenever it would be possible, in order to minimize the risk of failure.

Advices, read this carefully

- You must not interrupt the cycle in use of the electric appliances, especially washing machines and dish washers. **Do not open them while they are working.**
- Do not try to open the washing machine during the wash cycle, and wait a few minutes to open after it has finished. All washing machines have a **safety lock** that prevents this action. If you force it open, it will break.
- Do not leave wet clothes inside the washing machine; hang them to dry as soon as you can.
- Make your washes in the lowest temperature possible this will also avoid dying
- Avoid the formation of blocks of ice at the back of the refrigerator or freezer
- Clean dishwasher and washing machine filters at least twice a month.
- Keep the refrigerator clean.
- Do not wash your shoes in the washing machine.
- Do not put hot or warm food in the refrigerator wait until it is cold.

Shocked? You can't imagine how many stories we can share....

Small appliances

The apartment has within its inventory a series of small household appliances such as iron, toaster, blender, etc.

You should take care of them as much as possible, because if these suffer a bad usage that damages them you will have to replace them.

Advices

- Unplug after use.
- Do not wrap the cord around a hot appliance.
- Beware of containers placed in the microwave (Tupper wares, ...)
- Do not place metallic things inside the microwave, for example silverware.
- Do not introduce bread with butter, jelly or anything spread on it.

Repairs

MadridEasy or the apartment's owner will determine how, when and who will be responsible for completing the improvements or reparations, as well as who should pay the cost. This determination is made based on the content of the contract

 You must report any damage and/or deterioration of the apartment as soon as possible and within 24 hours from the detection of the occurrence.

Incidents as floods, fires, leaks... are usually covered by the insurance policy of the apartment, as long as these are not caused by a **negligent act**. All the properties have insurance.

Decoration

You can make your room and/or apartment beautiful and more comfortable, but please talk to us before doing any change.

Be careful with the material you use when you hang something on the wall, many of them can damage them and make it dirty.

Permanent changes are never allowed, MadridEasy must find the apartment at your departure the same way as you found it.

Any element that you decide to buy and decide not to take with you at end of your stay will not be reimbursed so you better sell them 😊

GARBAGE

This is a delicate and sanitary issue. You might find amusing that we have to put this in a written document but we cannot leave it for granted as we have had some bad experiences

👉 You **must** take out the garbage every day according to the rules of property. We will inform you of the specific rules for your building about garbage to do it so but normally the containers are out from Monday to Saturday from 20:30 to 23:00

👉 Organic (food scraps) and inorganic (containers and cans) wastes must be placed into separate bags. It is important to respect this way of recycling, otherwise you can be fined.

👉 It's also very important that you must not throw food or anything else into the drain.

Cleanliness

It is important to maintain hygienic conditions at your accommodation. Again, don't get surprised with this recommendation we deal with pests from time to time as a consequence of dirtiness.

- Remember to clean everything each time you cook.
- Avoid dirt or food accumulations in the sink.
- Do not leave food in pots; if there is an excess of food, freeze it or keep it in Tupperware in the fridge.
- It's also very important that you must not throw food or anything else into the sink.

👉 Remember there are no garbage disposal units in Spanish sinks.

Heating

Some tips to save energy

- 20º C is enough to maintain a comfortable temperature at home the temperature can be lowered between 3 and 5 degrees in the bedrooms
- Turn off the heater at night and do not turn on until you have ventilated the house and the windows are closed.
- Do not wait until the appliance breaks down, a 15% of energy is saved thanks to good maintenance.
- Open the windows about 10 minutes for ventilating the room, it is enough time to renovate the air.
- Close blinds and curtains at night to prevent loss of heat.

👉 MAKE SURE THAT THE GAS PRESSURE OF THE BOILER IS BETWEEN 1 AND 1.5PSI.

Please contact us if the pressure comes up to 2psi. This way, we ensure the correct use of the boiler and reduce the breakdowns.

Electricity

Here we offer a number of tips for saving energy and maintaining your electrical installation in good conditions.

- Keep all the lighting fixtures (lamps, plugs, sockets, etc.) clean
- Turn off the light when leaving the room.
- Just keep the lights on in the rooms that you occupy.
- Direct the light to the specific place where you are going to use (desk, bed, ...) It's not necessary to light the rest of the room.
- Always buy energy-saving light bulbs and do not turn on the light during the day.
- If you are going to travel or to be away from the apartment for long time make sure that everything is **turned off**.

👉 **WHEN YOU LEAVE THE HOUSE IT IS VERY IMPORTANT THAT YOU CHECK THAT ALL THE APPLIANCES AND LIGHTS OF THE APARTMENT ARE TURNED OFF.**

INSURANCE

According to the Residential Tenancies law, all MadridEasy accommodation is insured against any damage (floods, leaks....) as long as the incidence is not due to carelessness or negligence of the tenants.

Remember that the insurance is for the apartment, not for the things inside it, so you should be careful with them. In the big cities like Madrid, you always need to be careful with your home, here we will provide with a series of tips.

- If you lose the keys you must change the locks.
- Before you leave home check that doors and windows are tightly and properly closed.
- Pay special attention to the windows overlooking courtyards, these are access points that are hidden to the public view; they are vulnerable areas for criminals.
- Do not leave money, jewelry or valuable things at home.
- Do not leave valuable things on terraces if they are not closed

MadridEasy is not responsible for any burglary that may affect your accommodation, so take care for your belongings and your apartment.

If any incident happens is compulsory to make a formal complaint at the Police 091 or go to the nearest Police station

Pestilence control

You will find the apartment at your arrival in perfect conditions of cleanness. Keep in mind that the presence of pests in your lodging depends on the hygiene and living conditions on which apartment is kept. For example a dirty kitchen is a perfect breeding ground for pests.

You must be careful when you travel; if you stay in hostels with bad hygiene and sanitation you could bring bugs on your body, in your clothes or in your luggage. To prevent this, we recommend that you wash all your clothing when you arrive and never put the luggage on the bed.

👉 If you find your accommodation in perfect conditions and do not report any incidence during the warranty period REMEMBER that you must assume the cost of the damages of the apartment, in this particular case of the disinfection of it.

MadridEasy will always make an assessment of the pest incidence.

Guests

A guest may not be a live-in roommate.

However, if you informed us with enough time in advance your guest may be allowed to stay. The decision of MadridEasy will be subject to the necessary conditions and possibilities of each specific accommodation.

👉 YOU will be responsible for the attitude and behavior of your guest.

Rules for coexistence and penalties:

Standards of living

The problems can arise if we act without thinking about people around us. You must be respectful of your neighbors and with those who share an apartment with you.

Below we mention some rules that will help you to live together. We are pretty sure that you know most of them

Visits

In case of shared apartments, visits from friends and family must be under the knowledge and under all tenant's consent. Visitors are not allowed to spend the night in the accommodation.

Never-the-less if your roommates are all in agreement, if we are given sufficient notice and it is a matter of a couple of days, we would not have a problem with you having a guest stay over.

Respect others

Tenants and guests must respect their neighbors, making sure to not make noise. The volume of the television and music should be lowered after midnight in the rooms and common areas.

You must respect sleep and study hours. No noisy activities are permitted after midnight. This prohibition includes parties, meetings and as previously mentioned loud music and TV.

The violation of this rule will result in possible contract termination, after evaluation by MadridEasy.

Cigarretes, alcohol and other substances

The consumption of tobacco and abuse of alcohol is not allowed inside the accommodation.

The use of drugs or weapons tendency is not allowed, especially the latter for its severe and illegal character which will be regarded as a serious misconduct.

👉 Any breach of these rules will be grounds for immediate contract termination, the tenant(s) will need to evacuate the premises immediately and the parties involved could be legally persecuted for said offenses.

OTHER RULES

No pets allowed.

In case of eviction for any causes mentioned the deposit would not be refunded.

Sanctions

Every breach of the rules expressed in this section shall constitute a notice to the tenant.

Two notices mean “serious misconduct” and the tenant will be evicted from the apartment.

In any case, every disciplinary decision made by MadridEasy will be based on facts, complaints and/or third parties allegations and at any time the tenant will be provided with the appropriate information about the process as well as the possibility to defend him or herself.

Privacy

The tenant has the right to privacy.

👉 MadridEasy will have access room/apartment in the following cases:

- By a written notice presented 24 hours before.
- Maintenance repairs
- In case of emergency (fire or flood)
- In the belief that the tenant is ill or injured.
- With a verbal permission, being the tenant at home

HEALTH AND SAFETY

In the next lines we provide you with some basic rules and patterns of behavior in case of critical situations such as fires, gas leaks etc...

Fire

If there is fire at home and you can leave.

- Run away from the fire and close as many doors as you can.
- Go out to the street by the stairs.
- Never use the elevator
- Call 080 firefighters as soon as possible.

If there is a fire at home and it is impossible to leave.

- Put wet clothes in the crack between the floor and the door to keep the smoke out
- Put some wet cloth covering mouth and nose.
- Keep as low as possible, smoke
- If there's a fire in a closed room and someone is inside and you try to help, BE CAREFUL when opening a door the fire grows because of the oxygen that enters the room.
- Call firefighters 080 as soon as possible.

Gas leak

Most of the gas leaks are caused because someone forgot to turn off one of the burners, or someone removed the stove from its place without making sure that the gas hoses are properly connected.

All gas service at your home can be cut off if by turning off the master gas valve, you may need a wrench or pliers.

Make sure that you know which direction turns it off; the common movement for closing is clockwise.

If the gas service is cut off for a while, you will need to reignite all the flame appliances such as water heater and stove.

What to do?

- Close the gas valve nearest to the leak area or the master gas valve, usually located near the gas tank.
- Open doors and windows for air circulation.
-  Do not search the leaking area with any flammable device, only with soap and foam.
- Do not connect or disconnect power, it may cause an explosion or a burst of flames.
- Immediately notify the nearest fire station and /or the gas company, so they can take care of the emergency and make sure authorized personnel repairs the leak.

If the leak is directly in the valve of the gas tank and a there is a flame, remain calm and try to control it considering the following recommendations.

- Do not try to extinguish the flame, it will decrease as the volume and the gas pressure will lessen.
- Call firefighters 080 if needed
- Isolate objects or materials that could catch fire.

Broken pipes and floods.

- Shut-off power to prevent potential short circuits.
- Close the general water valve.
- Contact MadridEasy

Our contact

Telephone (+34) 91 593 83 52

Hours of Operation 9:30 - 18:15

Emails

- info@MadridEasy.com
- comercial1@MadridEasy.com
- marketing@MadridEasy.com
- propietarios@MadridEasy.com

Skype MadridEasy2013

EMERGENCY PHONES

- Emergency phone in Madrid 112
- Town council of Madrid 010
- Comunidad de Madrid información 012
- Pharmacy 24 hours 098

FIRE

-Madrid and Móstoles 080

-Comunidad de Madrid 085

POLICE

- National 091
- Local 092
- Civil Guard 062

- Emergencies 91 522 22 22
- Intoxications 91 562 04 20
- Ambulance 91 473 93 61

SOCIAL SECURITY

- SAMUR (in public places) 092
- INSALUD (emergency) 061

RED CROSS (CRUZ ROJA)