



RESIDENTS' HANDBOOK



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1 A MESSAGE FROM THE CEO

Dear Valued Residents,

Welcome to Jade Tower, your new home in the heart of Fuengirola. On behalf of Cordia, I am thrilled to extend our warmest congratulations to you as the proud owners of this exceptional property.

Jade Tower represents the culmination of our vision for luxurious, sustainable living, and it is with immense pride that we present our very first residential project in Spain to you. We have meticulously crafted every detail of this building to meet the highest standards of quality and excellence, ensuring that your new home is not only stunning but also a testament to superior craftsmanship and innovation.

Our commitment to sustainability and environmental responsibility is evidenced by Jade Tower's BREEAM certification. This prestigious certification reflects our dedication to creating eco-friendly and energy-efficient living spaces that contribute positively to the environment and enhance your overall quality of life.

In addition to our BREEAM certification, we are honored to have received recognition from the Luxury Lifestyle Awards, who have awarded Jade Tower the title of "Best Luxury Sustainable Apartment Living". This accolade reinforces our belief that luxury and sustainability can coexist harmoniously, providing you with a living

experience that is both opulent and environmentally conscious.

As residents begin settling into their new homes, we hope you take full advantage of the exceptional amenities and services available at Jade Tower. Our dedicated team is here to assist and support you throughout your transition, ensuring a smooth and welcoming experience.

Thank you for choosing Jade Tower and for placing your trust in Cordia. We are delighted to have you as part of our community and look forward to seeing you thrive in your new environment.

Warm regards,

Mauricio Mesa Gomez

General Director of Cordia Spain and Romania





2 BUILDING OVERVIEW



Our state-of-the-art residential complex is designed to provide you with the utmost comfort and convenience, blending modern aesthetics with eco-friendly practices. Below is an overview of the building layout and key areas to help you navigate your new home with ease.

BUILDING LAYOUT

Jade Tower features four entrance doors for your convenience:

Calle Méndez Núñez Entrances: There are two entrance doors, providing easy access to the south side of the building. Also the main postboxes are conveniently located at Méndez Núñez, 2.

Avda. Santa Amalia 17 Entrances: Two entrance doors are situated on this street, with the main reception entrance also located here for your primary access needs.

KEY AREAS

Lobby: Our elegant lobby area serves as a welcoming space for residents and visitors alike. Additionally, right at the reception, you will find smart boxes for deliveries, making it easy to receive packages from Amazon and other services. Our 24-hour reception staff is always available to assist with any needs or questions you may have.



The common areas: cinema, gym, indoor swimming pool with sauna, gastro-bar and co-working space are located on the underground level. To enhance your experience and manage the use of these facilities efficiently, you can book them through the Jade Tower resident app or make reservations at the reception.

Parking: Secure parking facilities are available on the underground level, with designated spaces for residents. **Please ensure that all vehicles are parked in their designated parking spaces in the underground parking facility. This is essential to avoid any inconvenience or disputes between residents.**

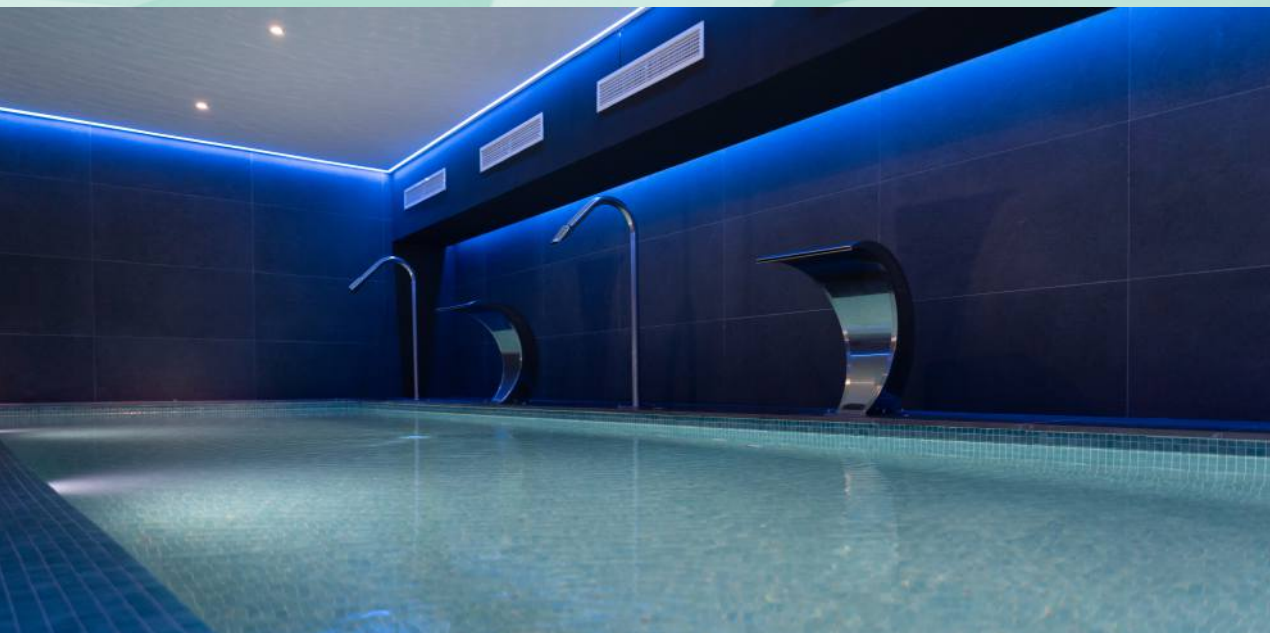
Security: The building is equipped with advanced security systems to ensure your safety and peace of mind.

Elevators: 6 High-speed elevators provide quick and convenient access to all floors. Also there is an additional lift connecting the outdoor swimming pool and the underground parking.

Wi-Fi: Complimentary Wi-Fi is available in all common areas for your convenience. The access will be regularly changed, and you will receive the updated passwords by the Jade Tower App or by the concierge at the reception. Should you have any questions or need further assistance, our reception staff is available around the clock to help.



Welcome
to the Jade Tower community!





3 CONCIERGE SERVICES



The Jade Tower community will be expertly managed by SAGESA, a leading property management company renowned for their commitment to excellence and resident satisfaction. SAGESA's experienced team will ensure that all aspects of the building's operations run smoothly, providing you with exceptional service and a seamless living experience.

Elena from SAGESA will be at your disposal for any enquiries regarding community matters. You can reach her by email at elena@sagesa.net or by telephone at **(+34) 952 850 446** during office hours.

For any further assistance, please feel free to contact the concierge at the reception. The team is available to support you with all your needs as a resident. Whether you need help receiving packages, accessing the Salto System entrance app, or to book the amenities. They are committed to ensuring your living experience is convenient and enjoyable.

You can reach the reception directly at **(+34) 608 589 612**.

4 COMMON AREAS



The use of common areas and operating hours is determined by the Internal Rules and Regulations of the Jade Tower building, which will be provided to you by the management company, SAGESA.

Residents are encouraged to keep the areas tidy after use, follow security protocols, and be considerate of others by managing noise levels and avoiding disruptive behaviors.

Additionally, the rules strictly prohibit any activities that could disturb the peace or violate legal standards, including the consumption of alcohol, drugs, and smoking within the premises. The regulations also ban disruptive conduct, unauthorized commercial activities, and alterations to the space without permission. By following these rules, residents help to create a safe and pleasant environment where everyone can enjoy the shared amenities.

The regulations for the use of common areas at Jade Tower are established by specific guidelines regarding access, age restrictions, capacity limits, and usage duration and will be given to you from the community management company.



5 Utilities & Essential Services



Ensuring you have access to all essential services and utilities is our top priority. Below you will find information on setting up and managing your utilities, as well as contact details for service providers.

Electricity

Provider: Endesa

Setup and Management: Visit the Endesa website or call their customer service to set up your account and manage your electricity service.

Contact Information:

Website: www.endesa.com

Phone: (+34) 800 760 909

Water

Provider: Gestagua

Address: GESTAGUA, Avda. Jesús Cautivo, 43, 29640, Fuengirola (Málaga)

Phone: (+34) 952 582 068

fuengirola@gestagua.es

www.gestagua.es

Internet and TV

Please find below the options available to contract internet at Jade Tower. The providers that can offer their services in the building are the following: Movistar, O2, Digi, Orange, Jazztel, Simyo, Yoigo, Pepephone and Olin. Our recommendation is to consider O2 as an outstanding option, as it offers fiber optics without permanence and with competitive rates.

IMPORTANT CONTACTS:

For warranty claims or any after-sales inquiries, please reach out to us at postventa@cordiahomes.com.

The Jade Tower community is managed by SAGESA. For any community-related matters, Elena from SAGESA is available to assist you. You can contact her via email at elena@sagesa.net or by phone at (+34) 952 850 446 during office hours. For emergencies, please contact the concierge at the reception.



6 SECURITY



EMERGENCY PROCEDURES

Please familiarize yourself with the following emergency procedures:

Fire Emergencies:

- ✓ *Evacuation Plan:* Follow the fire exit signs to the nearest emergency exit. Use the stairs, not the elevators, during a fire evacuation.
- ✓ *Alarm Activation:* In case of a fire, activate the nearest fire alarm and notify the reception immediately.
- ✓ *Fire Extinguishers:* Fire extinguishers are located throughout the building. Familiarize yourself with their locations.

Medical Emergencies:

- ✓ *Emergency Contacts:* Dial 112 for emergency medical assistance. Provide your location and details of the situation.

Natural Disasters:

- ✓ *Earthquakes:* Follow the building's evacuation plan if necessary.
- ✓ *Floods:* Avoid using elevators and move to higher floors. Follow the instructions from local authorities and the building management.

Security Features:

Jade Tower is equipped with advanced security measures to ensure your safety and peace of mind:

- ✓ *Surveillance Systems:* The building is monitored by a comprehensive network of CCTV cameras in common areas and entry points to enhance security.
- ✓ *Access Controls:* Access to the building is controlled by electronic entry systems. Use your SALTO Homelok app or key card for secure entry.
- ✓ *Concierge Security:* The reception and concierge desk are staffed 24/7, adding an extra layer of security and assistance.

For any security concerns or to report incidents, please contact the concierge immediately. Your safety and well-being are our utmost concern, and we are here to assist you in any emergency situation.





7 Smart Living: Apps & Devices

Welcome to




Sign in >

SALTO
inspiredaccess

To enhance your living experience at Jade Tower, we have integrated several smart technologies and applications. These tools are designed to provide you with seamless access and control over various aspects of your home and community amenities.

7.1 APPS

Entrance Access: For access to the outdoor entrances and all amenities, you can enter with the physical card or with the SALTO Homelok app. This app provides secure and convenient entry to the building through your mobile device. See here how you can access with the SALTO Homelok app: 

In order to receive the login for the app, please ask on reception to activate your account.





Blue Fermax Intercom APP

To use the video intercom system, please download the BLUE Fermax app. This app allows you to see and communicate with visitors at the

entrance directly from your smartphone. In order to install and connect with the app you need to have Wi-Fi in the apartment, after that you can scan the QR code on your intercom.

In the following video you can check how to install and use the Intercom: 

Apple store: [DOWNLOAD HERE](#)

Google play: [DOWNLOAD HERE](#)



JADE TOWER APP

Please note that all residents are required to download the Jade Tower app to manage various aspects of living in the community.

Through the app, you can:

- Book Amenities: Reserve community facilities, such as the gym, pool, the cinema room or the gastro-bar.
- Book Additional Services: Schedule services like cleaning or maintenance.
- Report Problems: Easily report any issues or concerns to after-sales support.

Using the Jade Tower app ensures a seamless experience and helps maintain the quality of life for all residents.

Apple store: [DOWNLOAD HERE](#)

Google play: [DOWNLOAD HERE](#)



Wiser APP

Download the Wiser App to fully utilize the smart home technology integrated into your apartment.

Apple store: [DOWNLOAD HERE](#)

Google play: [DOWNLOAD HERE](#)



Panasonic Comfort Cloud

Panasonic Comfort Cloud allows you to control and monitor your Panasonic Aquarea heat pump from anywhere using your smartphone.

Apple store: [DOWNLOAD HERE](#)


Google play: [DOWNLOAD HERE](#)




7.2 DEVICES AT YOUR HOME

Aerotherm


The aerotherm device not only leverages outdoor air to heat or cool your home, but it also efficiently provides hot water, making it a versatile and highly efficient option. To maximize its efficiency, the aerotherm should be set to operate at a consistent temperature.

Additionally, please note that in order to use the air conditioning function, the aerotherm must be running beforehand. Using the system's programmable settings can help adapt the indoor climate based on your daily routine, ensuring comfort, energy savings, and a steady supply of hot water. For additional information please check the video. 

Air conditioning

To efficiently use your air conditioning system, ensure you set a comfortable temperature, typically between 22-24°C, to maintain a balance between comfort and energy efficiency. Regular maintenance, such as cleaning or replacing air filters, is crucial for optimal performance and air quality. Additionally, make sure doors and windows are closed while the air conditioner is on to prevent loss of cool air. For additional information please check the video. 

Underfloor Heating

For detailed instructions on activating and using the underfloor heating system, please refer to the provided instructional video. 




Note: Only available for the apartments with underfloor heating.



Airzone System (For Apartments with PREMIUM PACK)

The Airzone system in apartments equipped with the Premium Pack is designed to provide personalized and efficient climate control across different zones of the apartment. This advanced system allows you to adjust the temperature, manage multiple zones, and optimize energy use to suit your lifestyle and comfort needs.

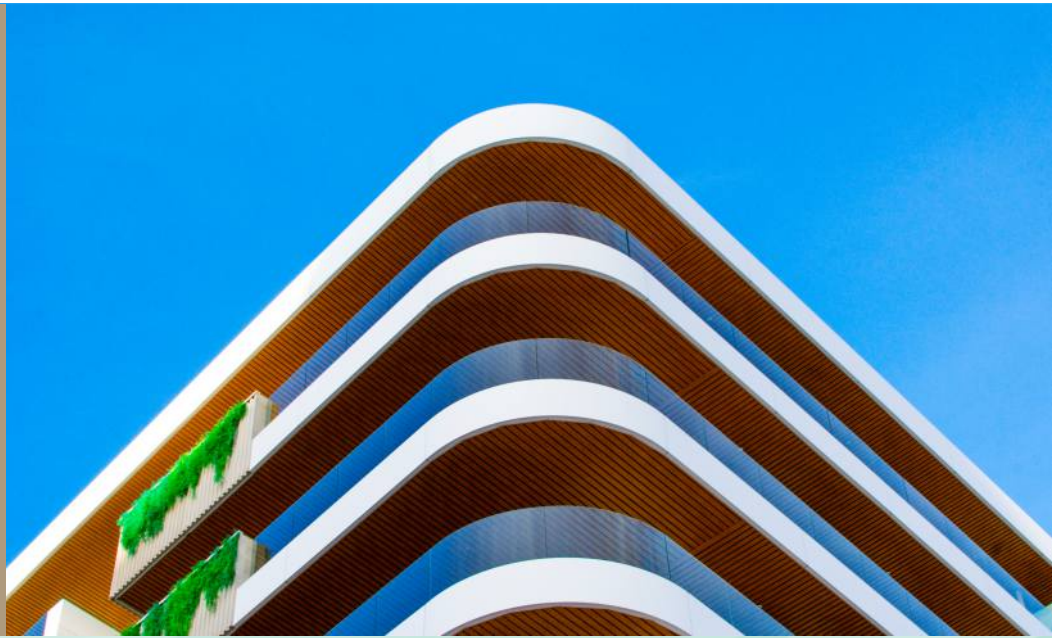
For a detailed guide on using the Airzone system, please refer to the instructional video: 

Note: All the manuals are included in the USB provided in your welcome pack during the handover. You can also access all manuals through the Jade Tower app.

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Waste Management & Recycling



Garbage Disposal

Proper waste management is essential for maintaining a clean and sustainable living environment. Here's how to manage your waste at Jade Tower:

Garbage Collection Schedule: Garbage is collected daily except for Sundays and public holidays. Place your garbage bags in the designated bins located in front of the building at Avda. Santa Amalia 17.

Instructions: Please ensure that all garbage is securely bagged to prevent spills and odors. Use the appropriate bins provided for general waste, and avoid overfilling the bins to ensure smooth disposal.

Recycling Guidelines

We encourage all residents to participate in recycling to support our commitment to sustainability.



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Local Area Information



NEARBY ATTRACTIONS

PARKS:

Parque Fluvial: A picturesque riverside park perfect for walking, jogging, and family outings.

Address: Calle San Cayetano, 29640 Fuengirola Spain
(9 mins walking distance from Jade Tower)

Bioparc Fuengirola: A unique zoo that offers an immersive experience with wildlife conservation efforts.

Address: C. Camilo José Cela, 6, y 8, 29640 Fuengirola, Málaga
(9 mins walking distance from Jade Tower)

SHOPPING CENTERS:

Miramar Shopping Center: A large shopping complex featuring a variety of stores, restaurants, and entertainment options.

Address: Av. de la Encarnación, s/n, 29640 Fuengirola, Málaga
(8 mins walking distance from Jade Tower)

El Corte Inglés: A renowned department store offering a wide range of products from clothing to electronics.

Address: C. Sta. Laura, s/n, 29651 Las Lagunas de Mijas, Málaga (4 mins driving from Jade Tower)

CULTURAL SITES:

Sohail Castle: Explore the historic castle with panoramic views of the city and coastline.

Address: C. Tartesios, s/n, 29640 Fuengirola, Málaga

Museo de la Ciudad: A museum showcasing local history and cultural heritage.

Address: C. María Josefa Larrucea, 3, 29640 Fuengirola, Málaga

PUBLIC TRANSPORTATION

Fuengirola is well-connected with various public transportation options:

BUSES:

Fuengirola Bus Station: Located centrally, providing routes to nearby cities and towns. Check the official bus website for schedules and routes.

Website: transportefuengirola.com

Trains:

Fuengirola Train Station (Renfe Station): Offers convenient access to Málaga, the airport, and other destinations along the Costa del Sol. For schedules and ticket information, visit the Renfe website.

<https://www.renfe.com/es/es/cercanias/cercanias-malaga>

Taxis and Ride-Sharing:

Taxi Services: Easily accessible throughout the city. Radio Taxi Fuengirola - This is the official cab service of Fuengirola provide service 24 hours a day, 365 days a year.

Phone: 952 47 10 00

App: Pidetaxi.es

Ride-Sharing Apps: Services like Uber and Cabify are also available for convenient local transport.

HEALTHCARE FACILITIES

Ensuring access to quality healthcare is important. Here are some nearby facilities:

HOSPITALS:

Hospital Costa del Sol: A larger hospital with a wide range of specialties and emergency care.

Address: A-7, Km 187, 29603 Marbella, Málaga

Centro de Salud Fuengirola-Oeste

Address: Calle Dr. García Verdugo, 5, 29640 Fuengirola, Málaga

New Health Clinics "NH Clínicas" - The clinic is dedicated to all disciplines of Dentistry, Maxillofacial Treatment, General Medicine, the entire range of Aesthetic Medicine, Cosmetic Surgery, Dermatology, Cardiology, Gynecology, Physiotherapy, Ozone Therapy, Hair Implants, Podiatry, Nursing Service

Address: C. Churruca, 2, 29640 Fuengirola, Málaga

Centro Médico Vithas Fuengirola: The Center offers the most common medical specialties – Neumología, Cardiología, Dermatología, Pediatría, Nefrología

Address: Av. Ramón y Cajal, 5, 29640 Fuengirola, Málaga

PHARMACIES:

Farmacia del mar: Located 500 metres from Jade Tower.

Address: Av. Condes de San Isidro, 57, 29640 Fuengirola, Málaga

Farmacia Diaz Fernandez: Conveniently located just a few metres from Jade Tower.

Address: Camino Molino de la Condesa, 12, 29640 Fuengirola, Málaga



For further information or assistance regarding local services and attractions, please feel free to ask the concierge. They are always happy to provide recommendations and help you make the most of your new surroundings.

 FAQ

10

Frequently Asked Questions



How can I book the amenities?

Use the Jade Tower app to reserve amenities or visit the reception for bookings.

What are the rules for using the amenities?

Follow the guidelines for the common areas use, given to you on reception. Ensure you have proper attire and respect the posted hours and occupancy limits.

What are the parking rules for residents?

Residents have designated parking spaces. Ensure your vehicle is parked in your assigned spot to avoid fines.

How to request repairs?

Please report maintenance issues or request repairs through the Jade Tower app or directly with the concierge.



In every sunset find
the joy of coming home!

