

Welcome

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Introduction

Why is Spain such a great place to live?

Why? The list is endless but forget the wonderful weather, the stress free traffic, with a cost of living that is so much cheaper than the rest of Europe and the list goes on and on. One aspect I really like is that people have time for each other; greeting strangers and being prepared to stop and talk; try that in a Capital City anywhere in the world without getting told where to go!!! I remember what many call the good old days of the 1950's and 1960's where people would never dream of passing someone by without saying good day to each other, or to stop and talk, they would help without being asked and this is how I find many parts of Spain today; and where I live in particular, that is Arboleas, Almeria. Like many other areas in Spain, Arboleas has an association of people who have joined together into the Arboleas Home Watch Scheme. Crime is very low but none the less we suffer the occasional distraction thefts and rare burglaries and thefts. However, it is neighbours working together that has made this safe place even safer. There is always someone to turn to for assistance.

Arboleas Home Watch Scheme (AHW)

Neighbourhood Watch is one of the largest most successful crime reduction initiatives in the UK and here in Spain the association known as Vecinos Cooperando y Colaborando de España, (Neighbours Cooperating and collaborating in Spain) has proved an equally very successful operation and has helped people to feel safer in their homes and reduce crime. Here in Arboleas we have broken away from the National Scheme for reasons of privacy and autonomy. Behind our scheme lies a simple idea and a central value shared by thousands. Neighbourhood Watch schemes can help to reduce crime and the opportunities for crime. They can make people aware of ways to protect their property by providing advice, encouraging closer communities and helping and reassuring those who live in fear of crime. The Arboleas Home Watch Scheme (AHW) aims to get as many households as possible to join the scheme to provide the maximum coverage of the area. The scheme is approved and supported by local police. Apart from the security provided by the collaboration within the community, advisory messages are issued periodically by the lead coordinator to advise members of risks, intelligence and appropriate advice. In addition, all coordinators meet twice a year plus the an annual general meeting which is open to all. Home Watch schemes are not just about reducing crime, they are about creating communities that care about each other. They can bring local people of every nationality together and can make a contribution to improving their lives. In my barriada of El Prado,

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Arboleas we have Spanish, French, Dutch, German, Belgium, Polish, English, Scottish and even Welsh collaborating in our scheme. Home Watch schemes can be as large or as small as the community wants. For example, it can be just one street, a small village or a large city.

Each scheme is led by a volunteer committee with a lead coordinator whose job it is to seek other volunteers as coordinators for a street or an agreed area. Their joint task is to get the community / people working together to ensure that a free flow of information is generated and that actions are taken and problems resolved. In many areas the Policia Local and Ayuntamiento (town hall) closely work with the schemes. For example in remote or isolated communities cascade warning systems are sometimes set up, this is particularly useful and re-assuring to people living on their own in isolated areas.

Most schemes like the one in Arboleas, have a committee that oversees the coordinators activities. The committee have regular meetings to which all the coordinators are invited plus an annual general meeting that all members can attend if they wish. The lead coordinator of each scheme liaises with other groups, sharing news, intelligence and relevant information. One major occupation is meeting new people to the area, offering advice and inviting them to join. The lead coordinator also issues advisory messages periodically based on information passed to him/her from our own or other local coordinators, the Policia Local and regional groups. Locally identified incidents and issues are also shared with other groups.

The cooperation and collaboration of the home watch groups goes far beyond reducing crime, by being part of a caring community, our members are only too willing to assist at times of need, such as a medical emergency or assisting someone who is ill or house bound. The range of help is unlimited and of enormous assistance to those in need and rewarding to those who help out.

In summary the key objectives of Home Watch are

- To prevent crime by improving security, increasing vigilance, creating and maintaining a caring community and reducing opportunities for crime by increasing crime prevention awareness.
- To assist the [police](#) in detecting crime by promoting effective communication and the prompt reporting of suspicious and criminal activity.
- To reduce undue fear of crime by providing accurate information about risks and by promoting a sense of security and **community spirit**, particularly amongst the more vulnerable members of the community.
- To improve police/community liaison by providing effective communications through Home Watch messaging systems which warn Coordinators of local crime trends/threats which they can disseminate to their scheme members, and by members informing the police of incidents when they occur.

Data Privacy

The information on your joining form is **confidential** and is known only to your coordinator and the membership secretary. **The data is shared with no one** unless explicit permission is given by yourself. Refer to the web site for the Data Privacy Policy <http://arboleashomewatch.com/images/dpp.pdf>

AHW Web Site - multi-lingual

We have a web site with lots of advice as well. For more information please browse <http://www.arboleashomewatch.com/> for a variety of advice and information.

The Spanish National Web Site <http://www.nhwinspain.com/> lists other associations across Spain and other advice.

Local Coordinator & Advisories

Each barriada or neighbourhood has a AHW coordinator, he or she receives advice and support from the Lead Coordinator and the Executive Committee.

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They in turn receive support from the local police, the town hall. The lead coordinator issues advisory messages to the coordinators for them to decide if distribution within their area is appropriate. The advisories are developed based on advice from the police (local and regional), local intelligence (coordinators and members reports), other groups advisories, embassy reports and the media. One essential element is our members reporting unusual or suspicious activity.

Emergency numbers and other Useful Numbers

Making early contact with the correct authorities after an incident can be vital to the possible apprehension of any criminals and your safety. This page sets out useful information to help you contact the appropriate authorities in a prompt and accurate manner. Bear in mind that language difficulties can hamper communication and that although there are several English speaking services, most will expect you to speak at least a basic level of Spanish.

ARBOLEAS POLICIA LOCAL & OTHER TELEPHONE NUMBERS

Arboleas Police Station - Opening hours – Monday and Saturday mornings ONLY from 09:30 to 14:00 hrs. email: arboleaspolicia@yahoo.es	609 45 66 79
If Arboleas Police Station is not responding FIRST OPTION: Guardia Civil (Zurgena) – 0900 – 1400 hrs Monday to Friday only)	950 43 81 27
SECOND OPTION Guardia Civil (Huercal Overa) – 24 hour service(Do not call Albox Police)	950 47 11 12
Emergency Number (Fire/Police/Ambulance) If you call this telephone number which is to Madrid Central, they will either redirect you to Huercal Overa or Arboleas direct). You can ask for an English Speaking operator on this number	112
Tourists and residents can report complaints in English From 9 a.m to 9 p.m (Monday to Sunday)	902 102 112
OTHER USEFUL NUMBERS	
Arboleas Ayuntamiento (Town Hall)	950 44 64 30
Consultorio Medico Arboleas (Arboleas Medical Centre)	950 63 95 36
Farmacia (Arboleas)	950 44 94 50
Albox Fire Brigade	950 12 01 28
Albox Medical Centre (Urgencias)	950 02 32 11
Proteccion Civil de Albox	950 43 08 29
HOSPITALS	
Huercal Overa	950 02 90 00
Almeria	950 23 06 02

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CREDIT CARD HOTLINES	
American Express	902 37 56 37
4B (Visa Mastercard)	913 62 62 00
Diners Club	901 10 10 11
Servired (Visa Mastercard)	902 19 21 00

Securing your property

Here are a number of tips you should consider if you want to improve your security and reduce the risk of being burgled. They are taken from previous advisories and newsletters and brought together here.

- Lock up just as you would in the UK. This place may seem like heaven but it isn't really. Don't leave your keys on the inside of the door. Put them away safely. Never leave them visible through an outside window.
- Lock all external doors and rears, unprotected windows, garage and shed, external gates.
- Take your mobile phone with you and make sure it is charged up. The emergency number here is 112 and will go direct to a call centre in Madrid where they do speak English. Put an ICE number in your contacts (ICE = In case of emergency i.e. next of kin or close neighbour)
- If you have a hand held Personal Attack alarm (about £10 in the UK) take that with you as well.
- Take the car keys with you.
- Take your handbag/wallet with you - don't leave them in the living room.
- Do not leave windows open at night.
- Make a note of all your credit card and debit card numbers together with the numbers you should phone if they are lost or stolen. Keep the list well hidden. Do the same with your passports driving licenses and any other important documents. Keep serial numbers of electronic equipment. On the web site is a list of UK card provider contact numbers.
- If you have lockable gates to your property - lock them when you are not using them.
- If you are in the garden - remember - you may fall asleep so don't leave doors insecure nor leave valuables near doors or windows.
- Never allow trades people in your home unsupervised.
- Do not let unsolicited callers enter your grounds or home. Gas service men will always make an appointment.. Be wary of charity collectors or unannounced callers.
- Careless talk can be dangerous; don't let it be known to all and sundry that you are going away.
- Consider buying and installing a safe for jewellery and other small valuables such as passports, wills, birth & marriage certificates, residency & NIE, escritura, Castral docs etc. A fire safe is good place for those unique documents
- When you go out in the evening - don't make your house look as if there is no one there. Leave a few lights on and a radio or television.
- Be constantly aware of what is going on around you. If you see a car near your home that is unfamiliar, make a note of the number. It's probably nothing but it may be crucial later. It need only take seconds. Someone you don't know on foot? Scribble down a description and watch where they go. If your mobile has a camera discretely take a picture.
- When you go out - tell your neighbours and tell them roughly when you'll be back. Encourage your neighbours to do likewise and keep an eye on their place while they are away. Be neighbourly.
- If you leave your home for protracted periods invest in a few timer switches, attach them to lights and set them at intervals when it is dark. They can give the impression that someone is home.

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- If you pay tradesmen in cash don't let them see where you keep it.
- When taking over a new build change your locks as many tradesmen may have spare keys that fit your existing locks
- Don't be a hero - it is never worth it. If someone does get into your home, take refuge at a neighbour's, call the police try to notice and remember as much about their physical appearance and clothing as you can and jot it down as soon as they have gone so you can recall it later.
- If you are away for long periods ask a neighbour to look after your property. This can often be done on a reciprocal basis. Also let them have your insurance details. Fill in Absence Key Holder Permissions document and give them a copy.
- Make a note of all your credit card and debit card numbers together with the numbers you should phone if they are lost or stolen. An easy way to do this is to photocopy them onto a sheet of A4 paper. **Keep the list well hidden.** Do the same with your passports, driving licenses and any other important documents. (Quick way to do this is take a photocopy of all your cards etc). I scan them onto my computer and hide the file. I also have a copy with my daughter in the UK.
- The law in Spain requires that you keep all your car documents in your car at all times when on the road. Make a photocopy of these documents and keep them in a safe place. This will make it much easier to obtain replacements should your car (and documents) be stolen.
- In the event of the loss of important documents you should make a denuncia/crime report at your local Police Station and sign the report. You will then have a copy of the report, which you will find very useful in getting your documents replaced.
- Keep your gates, doors and security grills shut and locked if you are not actually in the room or even if you are on the terrace or patio.
- Keep wallets and handbags out of view, as it only takes a thief one moment to step inside to take them or to "fish" them out through the grills.
- When out of the house - **IF YOU DON'T NEED IT, DON'T TAKE IT.** Be especially careful at street markets - all of which have pickpockets. Do not leave handbags casually on seats in bars and cafes. Put one leg through the strap and place them between your ankles or knees.
- Keep your car doors locked at all times. When parking, check that the windows are properly closed and bags, suitcases or items that appear to be valuable are not visible. On returning to your car remove any fliers from all windows especially the back window. Do not place handbag in the car and then open boot for shopping bags keep your handbag with you until you are inside the car and the doors are locked.
- Be wary of strangers asking for directions, especially in supermarket car parks and at Cash Points. In these situations thieves usually work in teams, so be alert at all times - DISTRACTION is their game. If you are in a car, lock the doors and try to drive away. Sound the horn if you feel threatened.
- Don't talk about your holiday plans where others can hear them.
- Do not leave garden implements around that can be used to break into your property.
- When you go out for the evening leave a light, radio or television on.
- Mark your valuables (where possible) with UV marker with NIE or your post code.
- Consider an alarm system. Even a dummy alarm box is better than nothing. These can be purchased cheaply. Best option though is a monitored alarm.

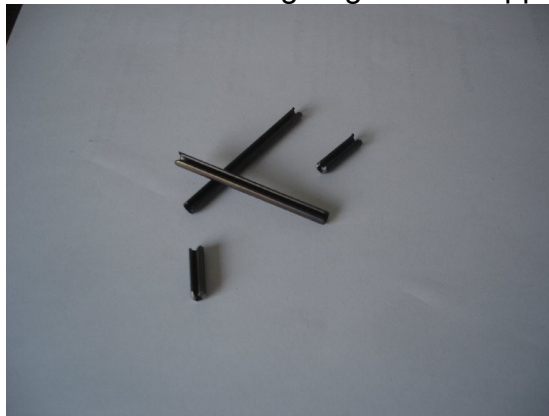
Rejar security

A recent burglary further up the valley has highlighted how weak the security of some rejas is. The mode of entry was to knock the pins out of the door rejas (either patio or normal entry doors). The first pictures show a pin partially knocked out, the second picture shows where the pin should be.

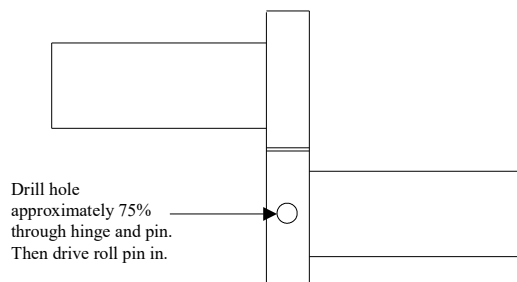
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To secure the pins and prevent them being knocked out is relatively simple and was suggest by Rod who is one of the Home watch members. His solution is effectively tamper proof, using “groove pin” known locally as metric roll pins see picture. People need to ask for a 'pasador' (grove pin/roll pin) 4mm and suitable for standard rejas. They can be bought at the car accessory outlet, a little further down from the BP garage on the opposite side.



What needs to be done is to drill partially (**not right through**) into the lower half of the hinge, hammer in the roll pin, cut/grind off the excess pin and paint over. Job done and now the hinge pins cannot be easily driven out. For a couple of hours work and 20 cents worth of pins you will have defeated another means of entry. They will look else where for easy entrance (some one who doesn't lock their doors or rejas).



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Inventory & UV Marking

To enable lost or stolen property to be returned it should be marked with the owner's NIE number, if you do not have one then use your Spanish postcode. It is also recommended that households keep a list of property marked, see example. For items (such a jewelry) that cannot be marked take photographs. To obtain the return of stolen goods you must have filed a 'denuncia' with local police when the crime took place. Police will not return your item unless you have filed a proper police report previously. It's a good idea to photograph your valuables and keep the photos in a safe place along with the receipts for these items. That way, if you ever do get robbed, you stand a better chance of getting your items back should the police find them.

MARKED & RECORDED FOR KEEPS

Do you own things of sentimental value which would be impossible to replace? Or things which could be replaced but at a cost? Your possessions may mean a lot to you but to a thief they are just another way of making cash. Of course the best thing to do is to protect your home against the thief. But if someone did break in and steal things, could you describe them fully and accurately to the police? It is not as easy as it sounds when all you have to rely on is memory. Every year, property worth hundreds of thousands of pounds is recovered and not returned to its rightful owners, simply because it can't be properly identified. Property marking deters thieves. They find identifiable property dangerous to handle and difficult to dispose of.

This list of Household Items, which is not definitive, may be marked with a UV Pen. The recommendation is that each article is marked twice with your NIE Number. Once near the Model Serial Plate, but not on it, and Second, underneath or in the battery compartment (if there is one). Always keep a record of where you have marked the article plus photographs, also consider photographing expensive pieces of jewellery that it may not be possible to mark.

Television(s)
DVD & VCR
Desktop and/or Laptop
PC Screen Processor
External Drive Storage / External Burn Drive
Camera
Video Camera
Hi- Fi Amp & Speakers
Bicycles
Garden Tools
Power Tools away from hand contact Drill – behind chuck Grinder – central column Band saw base foot Vases –
On base Pictures/Limited Edition Prints – rear, but not frame.
Binoculars' – on left housing Telescopes – on housing

RECORD OF VALUABLE PROPERTY

It is also recommended that you keep a full record of all valuable articles including a picture. Item, Serial Number, Description (Including size & colour), Purchase Price Value, Where Marked See web site for form.

Articulo Article	Marca Make / Model	Numero de Serle Seral Number	Donde la Marca UV Where UV marked

After the list of your inventory also include Insurance details, insurer's telephone number, Your contact details. If going away ensure a friend has a copy of your list of valuables which

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may be passed to the Police if necessary and secure a copy with family or a trusted neighbour.

Incident Report Form delete as appropriate

Type of Incident

burglary, attempted break-in, vandalism, mugging, assault, pickpocket, other _____

General location

Type of building/premises

villa, apartment, cortijada, shop, business, other (please specify) _____

Occupancy

Holiday home, normally resident, unsold, unoccupied, other _____

Date / Time of incident

Date _____ Time of day of break in if known _____

Mode of entry

patio or entry doors unlocked, forced entry, rejas removed, duress, other _____

Anything else of note

no alarm, alarmed but not set, alarm sounding other _____

Anything else observed

Car numbers, person or persons etc _____

Police informed yes/no/don't know

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NOTICE OF AUTHORITY TO ENTER PREMISES IN OWNERS ABSENCE

INTRODUCTION

Arboleas Home Watch and the Policia Local highly recommend:

- that during long or short absences from your property you should appoint a neighbour or someone else you trust as a key-holder during your absence.
- in the interests of personal safety, possible illness, injury or death you should appointed a neighbour or someone else as a key-holder. It would be helpful to ensure your Coordinator also is aware of these details.

In the event of a break-in your insurance company and police will want to contact you urgently, also if you require assistance your next of kin may need to be contacted,

It is recommended that the form below (also available on the web site) is filled out and held by the key holder, this is important.

SOME USEFUL TIPS WHILE YOU ARE AWAY

If you have a mail delivery box ask a neighbour to empty it regularly if you are away. An overfull mailbox indicates that the house is unoccupied and makes it easier for thieves to steal mail. Ask them to remove flyers that are wedged into your gates.

If you use a personal message on your telephone do not indicate that you are away in the UK or on holiday. Use words to give the impression that you are currently unable to take the call and will get back to the caller as soon as possible.

Most blinds are for keeping the house cool in summer and they have very little security benefit, so always leave some at least partially opened with the curtains drawn. This gives the appearance that the house is occupied.

On long absences from your home make sure your neighbours know and arrange for someone to keep the garden tidy – again giving the appearance that the property is occupied. Do not leave valuable tools and other items in the garden when you are not there.

For indoor lighting use timers on table lamps so that they switch on at dusk and off late at night. When away leave the hall or passage lamp on so that it can be seen from outside. Outside lamps, by your entrance gate and on the wall can be replaced by low wattage bulbs with a daylight sensor so that they come on at dusk and go off at dawn. Apart from giving the impression that the house is occupied it helps getting the key in the lock when returning home in darkness!

Do not talk about your impending absence in the local bar or in earshot of

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anyone who may take advantage of your absence

NOTICE OF AUTHORITY TO ENTER PREMISES

EL AVISO DE AUTORIDAD PARA ENTRAR EN MI PROPIEDAD

This form gives details of the persons who hold keys and have authority to enter my premises:

- a) In my absence.
- b) In the event that assistance is required.

These persons are authorized to contact the appropriate authorities and my immediate family, if required. Filling out this form completely, will enable Guardia Civil or the Doctor to enter your premises. It is recommended that this form be copied to the keyholder and your AHW coordinator.

Names of property owners

Los nombres de dueños de propiedad

NIE Number

Número de NIE

Property Address

La Dirección de propiedad

Next of Kin Details

Name

Siguiente Detalles de Kin

Nombre

Address

La Dirección

Telephone Number including mobile

Móvil, correo electrónico y línea de tierra

Contact details during absence

(Mobile, land line and email)

Los detalles del contacto durante la ausencia (Móvil, correo electrónico y línea de tierra)

Name of persons/key holders authorized to enter property

El nombre de las personas que autorizado para entrar en la propiedad

1)

2)

Address of persons authorized to enter property

La dirección de personas autorizado para entrar en la propiedad

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1)

2)

Date of departure from property
La fecha de salida de la propiedad

Date of return to property (Can be open ended)
La fecha de retorno a la propiedad

Insurance Company
La Compañía de seguros
Policy Number
El Número de la póliza
Insurance contact details
Los detalles del contacto

Signature & Date
La firma y fecha

Local Policia Number: **Local Policia Number: 609456679 or Guardia 112**

This form is available on-line

After a break in & Checklist

Check List in the Event of a Burglary or Theft.

1. From a safe location, telephone the Police on 112 ASAP. Try to remain calm. Have these details to hand : ••••
2. If you have seen the offender or their vehicle, note down their description and registration number as soon as you can.

Name.....
Address.....
NIE/NIF/ Passport Number.....
Location of Crime (if different).....

3. If your home is burgled, try not touch anything until the Police arrive as they may wish to fingerprint and photograph the area.
4. If credit cards or other bank documents are stolen, contact the issuing banks immediately.
5. Contact your insurance company or broker as they may be able to assist with boarding up or repairing the door or windows. They may also pay for replacement locks if they are required.
6. Contact your local Home Watch coordinator and neighbours for help and support. BUT be considerate of the time of day/night!

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7. Make a list of the stolen property. Include make, model, serial number, and value wherever possible.

Tel No of Bank.....
Bank Account No.....
Tel No of Credit Card Company.....
Credit Card Account No.....
Tel No of Insurance Company.....
Policy Number.....
Tel No for Emergency Repairs.....
Coordinators name.....
Contact details.....

8. Even if the Police attend at your home you will still have to make a crime report (Denuncia) to the Police at the local station. Make sure you take a translator with you if you do not speak fluent Spanish. Complete this form NOW. Keep it in a safe place AWAY from the original documents you have listed here. Consider giving a copy to your keyholder.

Lost & stolen Cards & Scams

Go to the following site for a comprehensive list of UK Bank and Credit Card providers.
<http://www.financialfraudaction.org.uk/Consumer-Emergency-Contact-Details.asp>

For latest scams see <http://www.financialfraudaction.org.uk/latest-news.asp?genre=media>

Historical Incidents

The following is not intended to be an exhaustive list of incidents but indicative of the sorts of incidents that can occur.

- Pick pockets and bag snatches at local markets or in crowds.
- Distraction thefts where one person distracts you while their accomplice enters your car or house. Most common in car parks, with supermarkets being a primary target area. Often someone with a clipboard or petition to sign - be skeptical.
- Burglaries
 - doors left unlocked at night or during short absences (only nipped to neighbours for 5 minutes)
 - Upstairs windows or doors left open whilst shopping
 - Rejars not locked during shopping absence or at night.
 - alarms not set or not responded to.
- Gates not locked, items stolen from garage or garden at night and during day
- Whilst driving hire cars or leaving airport or ports
 - stopped by bogus policemen in an unmarked car in a rural area
 - overtaken on motorway and object thrown into side of car or passenger points at wheel and signals to stop
 - approached at isolated rest areas

NOTE: remove car hire signage from rear window as it acts as an advert of being a visitor.

- Bogus door to door callers
 - Bogus Gasmen (gas suppliers will formally mail you with appointments NEVER un-solicited callers.
 - "charity collectors"

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LISTA DE CALLES POR BARRIADA

Los Higuerales

Avda Los Higuerales	1 - 19, 2 - 8
Calle Amapolas	2 - 10
Calle Cerro Picacho	1 - 16
Calle Las Claveles	1 - 7, 2 - 12.
Calle Las Dalias.	1 - 15, 2 - 14
Calle Estrella del Mar	1 - 21, 2 - 18
Calle Los Geranios.	1 - 7
Calle Los Gladiolos.	2 - 12
Calle Los Jasmines.	1 - 13, 2 - 20
Calle Las Lavandas.	2 - 8
Calles Las Lilas.	1 - 3, 2
Calle Las Margaritas.	1 - 11, 2 - 12
Calle Las Petunias	1 - 5, 2 - 18
Calle Tulipanos	2 - 8
Calle Vista del Mar	1 - 29, 2 - 22
Camino Cerro del Sombrero.	1, 2 - 10

Limaria

Albaida	1 - 9, 2 - 14
Aljibe	2 - 8 (no casas)
Avda Los Martinez	1 - 9, 2 - 10
Avda Limaria	1 - 25, 2 - 12
Azahares	1 - 13
Azaleas	1 - 5
Begonias	2 - 6, 1 - 9
Campanillas	1 - 11, 2 - 20
Caniles	2 - 10
Collado	2 - 12
Crisantemos	1 - 5, 2 - 6
El Alto	1 - 9 (no casas)
Gardenias	2, 4, 1 - 7
Gazapos	2 - 18
Hibiscus	1 - 11, 2 - 10
Hortensias	1 - 5, 2 - 6
Jacarandas	2 - 10, 1 - 15
Magnolias	2 - 6
Mimosas	1 - 15
Moreno	2, 4, 1 - 9
Musica	1
Narcisos	1 - 9, 2, 4
Nene	?
Orquideas	2 - 6, 1 - 9
Palmera de Limaria	1 - 15, 2 - 12
Pandorgo	1 - 9, 2 - 10
Pensamientos	1 - 5
Pintao	1, 2, 4, 6

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Polonio 2 - 20, 1 - 11
Violetas 2 - 8, 10?

La Cueva

Calle Albajda
Calle Los Pinos
Calle Taray

Los Menchones

Avda Los Golodrinós 1 - 37, 2 - 54
Calle El Cielo 1 - 13, 2
Calle El Embrujo 1 - 13, 2
Calle Las Estrellas 1 - 9, 2 - 6
Calle Hechizo 1 - 19, 2 - 8
Calle El Lago 1 - 7, 2 - 10
Calle La Luna 1, 2 - 10
Calle El Sol 1 - 7, 2 - 8

El Rulador

Crtra El Rulador 2 - 27
Calle Bella Vista 1 - 23, 2 - 14

Los Carrascos

Avda Los Carrascos 1 - 45, 2 - 54
Calle Aberjaruco 1 - 23, 2 - 14
Calle Alondra 1 - 9, 2 - 14
Calle Alzacola 1 - 9, 2 - 4
Calle Canario 1 - 43, 2 - 14
Calle Camarín 1 - 15, 2 - 8
Calle Colorín 1 - 9, 2 - 8
Calle Gorrión 1 - 9, 2 - 10
Calle Lechuza 1 - 15, 2 - 8
Calle Pajarita de la Nieve 1 - 5, 2 - 4
Calle Paloma 1 - 5, 2 - 8
Calle Perdiz 1, 2 - 6
Calle Piche 1 - 19, 2 - 16
Calle Tordancha 1 - 9, 2 - 14
Calle Totobia 1 - 13, 2 - 14
Calle Tortola 1 - 3, 2 - 10
Calle Verderón 1 - 11, 2 - 12
Calle Zorzal 1 - 3, 2 - 14

Los Garcias

Avda Los Garcias 1 - 11, 2 - 22
Calle Hinojo 1 - 9, 2 - 22
Calle Manzanilla 1 - 9, 2 - 8
Calle Romero 1 - 21, 2 - 12
Calle Tilo 1 - 5, 2 - 6

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Calle Tomillo 1 – 13, 2 – 36

El Chopo

Avenida Las Yeseras 1- 13, 2 -16
Calle El Chopo 1 – 19, 2 – 24
Calle Cuesta del Algorrobo 1 – 13, 2 - 22

Los Requeñas

Calle Los Lomicos 1 – 5, 2 -8
Calle Los Muleros
Calle Las Ollas

Los Torres bajo

Avda Los Torres 1 – 9, 2 – 28
Calle Jorge Guillan 2 - 24
Calle Pedro Salinas 1 – 11, 2 - 12
Calle Rafael Alberti 1 – 29, 2 – 30

Los Torres alto

Avda Federico Garcia Lorca 1 – 19, 2 – 24
Calle Luis Cernuda 1 – 12
Calle Miguel Hernandez 17 – 31, 16 – 30
Calle Vicente Alexandre 1 - 3

Los Cojos

Los Gilabertes

Los Huevanillas

Avda Los Huevanillas 6 - 18
Calle Los Almendros 1 – 7, 2 – 26
Calle Las Higueras 1 – 19, 2 - 24
Crtra Los Huevanillas 3, 5

Los Colorados

La Judea

Avda Apeadero 1 – 29, 2 – 26
Calle Alqueria 1 – 9, 2 -14
Calle La Judea 2 – 14
Calle La Judea Nueva 1 – 15, 2 – 8
Calle Molino Antiguo 1 – 9, 2 – 6
Camino Real 1 – 11, 2 – 10

La Perla

Avda Almanzor 1 - 27
Avda La Perla 1 – 57, 2 - 70
Calle Aben Humeya 1 – 3, 2 - 4

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Calle Arbuli	1 – 19, 2 - 26
Calle Boabdil	1 - 9
Calle El Cadi	1 – 5, 2 -8
Calle La Perla Las Viñas	1 – 5, 2 - 8
Calle Media Luna	1 – 9, 2 - 4
Calle Sherezade	1 – 23, 2 - 18
Calle Zaida	1 – 11, 2 - 16

Los Calares

Avda Los Calares	1 – 13, 2 – 12
Calle Alfonso X El Sabio	2 – 10
Calle Baltasar Gracian	1 – 9, 2 – 10
Calle Gonzalo de Berceo	2 – 8
Calle Gustafo Adolfo Becquer	1 – 11, 2 – 12
Calle Juan Ramon Jiminez	1 – 11, 2 – 12
Calle Jorge Manrique	1 – 11, 2 - 10
Calle Leopoldo Alas Clarin	1 – 11, 2 – 14
Calle Vicente Lara	1 – 13
Calle Rosalia de Castro	

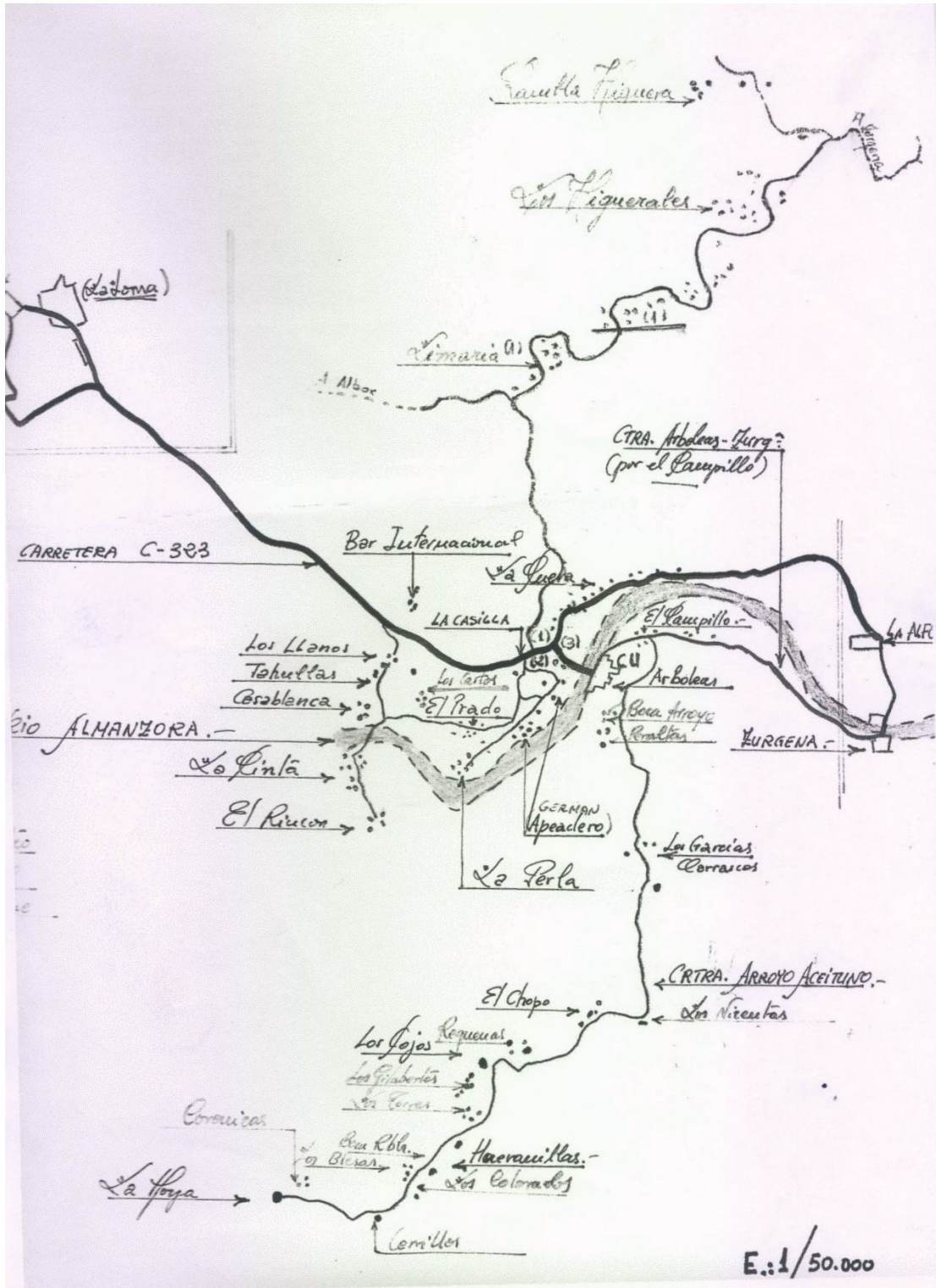
El Prado

Avda Almanzor	29 – 57, 2 – 8
Avda El Prado	1 – 13, 2 - 30
Calle La Calera	1 – 7, 2 – 12
Calle La Calerica	1 – 9, 2 – 4
Calle La Carril	
Calle Los Castos	1 – 17, 2 – 24
Calle El Cruce	2 – 8
Calle La Estacion	1 - 9
Calle La Huerta	1 – 13, 2 – 29
Calle Los Ramos	2 - 10
Calle El Vergel	1 – 15,
Calle La Via	1 – 39, 2 – 20
Calle Zorayda	1 – 15, 2 - 24
Plaza Santa Ana	

El Rincon

Avda El Rincon	1 – 37, 2 – 24
Calle La Cañada de Menargas	1 – 27, 2 – 18
Calle La Cuca	1 – 17, 2 – 12
Calle Vereda del Rincon	1 – 11, 2
Crtra del Los Peraltas	1 – 5

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READ THE FOLLOWING ITEM IMMEDIATELY
You never know when you may need this knowledge

NOTES ON WHAT TO DO IN AN EMERGENCY SITUATION

Some people may have already had a situation whereby they have been confronted suddenly by an event whereby action was required to obtain emergency assistance and even offer emergency assistance. The following is for advice, is general and.....this is the important part.....does not and cannot cover every situation. When confronted by a sudden event that requires urgent action whether that be coming across a severe accident, a fire in the campo or even sitting on your terrace and watching someone fall into your pool, everybody has a different reaction and way of dealing with how the body reacts to a sudden occurrence requiring sudden and urgent action!!!

The Human Body is a remarkable device and your brains immediate reaction upon you clapping eyes on an event that requires urgent action is to release large amounts of a hormone, adrenaline, into your system. Adrenaline increases your heart rate that in turn increases your blood flow, speeds up your breathing and can often cause people to shake. What it also does is cause you to make sudden and often stupid decisions.

So, rule 1 in dealing with an Emergency:

1. STOP: STAY CALM AND PAUSE FOR THOUGHT: Yes, it's an emergency and time is of the essence but your actions could make matters worse and with that sudden increase of adrenaline you may not be thinking exactly straight. For the few seconds it takes to gather yourself, control your breathing and take stock of the situation that lies before you, nothing is going to change. Take long deep breaths. By doing so you are reducing the amount of adrenaline entering your blood stream. If you don't your bodies natural reaction is to breath quicker, more adrenaline, etc. likely to cause you, the responder, to make matters worse.

2. SAFETY: THAT'S YOUR SAFETY: Seriously, forget about the emergency that confronts you.....again this takes seconds!!!.....If you don't you could become part of an even bigger problem. Above all you can't do a bloody thing to help in any emergency situation if you are not safe yourself. THINK AM I SAFE?.....look around you.....focus.....focus.....focus and breath slowly and deeply!!!.....Again gather your thoughts!!!.....WHERE ARE YOU? Most people wouldn't have a clue!!!.....How many

people reading this can honestly say that if they were out of there home area that they could tell the Emergency Services where they are?.....Not a lot, that's for sure!!!.....Blimey, most people can't even tell the Pizza Delivery driver where they are even when they're at home!!!.....The operator at the 112 Emergencias you will speak to next does not know the area of the incident at all.....has no local knowledge so do not use local area terminology like 'Its the road past the strip in Calahonda'.....again think clearly.....'It's the Avenida de España, Calahonda, Mijas'.....and give a door number or other very prominent land mark!!! If you are in the countryside things get even more difficult. Why not download a GPS app that will give you your coordinates or, try and make a mental note of which road your on, it's number and kilometre number. I travel the San Pedro - Ronda road way too much but

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I drill my family, kids and all, on their position and make them practice what they would say to call the emergency services to a point as we pass it!!!

3. As a first responder. Warn others in the area immediately. Then take an inventory of the situation so that the emergency services respond appropriately. GET HELP: DIAL 112: If there are other members of the public about ask them to help but above all before trying to assist or take any other action even, dare I say, trying to get somebody out of a car on fire as an example, CALL 112.....STAY CALM.....Practice makes perfect so practice in your mind what you would say to the 112 operator BUT STAY CALM, TALK SLOWLY AND PRECISELY. Yes, that amazing Spanish service will communicate in English, French, German or Arabic but as you well know, listening to the Spanish speak, here even if you are good with the lengua, can sometimes escape you because they talk fast. You with all that uncontrolled adrenaline talking to an operator who may be fluent but its not their native language is going to sound like your on Helium!!!.....SLOW DOWN, KEEP CALM, CONTROL YOUR BREATHING, TALK CLEARLY.....Professional help is on its way!!!.....It's also possible that the operator will give you instructions depending on the event at hand so be prepared to listen!!!

4. ASSIST: IF IT IS SAFE TO DO SO!!!... Don't be a dead hero....or another casualty. DONT RUSH.....If you rush you will make mistakes. If you think you can help then do so providing it is safe to do so. If for any reason you are not comfortable with assisting then don't.....Seriously DONT!!!.....Your actions so far to get the professional assistance from the Emergency Services is good enough but sometimes, particularly in remote areas, there response time is high so if you have doubt about your abilities stay on that phone with the operator and continue to provide information. On the other hand if you can and it is the type of situation that your help will benefit the outcome then do it but do it safely and calmly. As a first responder. Having warned others in the area, try and get others to set up a cordon at the incident. Then start to respond, if capable people are available get them to protect and care for children and walking wounded.

5. TAKE STOCK. When all is said and done and the incident dealt with your body is going to come crashing down if it was a serious event, and although you may not realise it, you could go into shock. So, sit down and if possible write it down.....compile a report....what did you see, what actions did you and any other parties take!!!.....First and foremost this will keep your brain occupied whilst at the same time calming your body down so the sooner you do this the better effect it will have. On top of that, by writing it down you will hopefully have a better recognition of the event in case it's needed.....WELL DONE, you did the best you can!!! So remember; STOP.....THINK SAFETY.....CALL 112.....ASSIST.....RELAX.....deep breaths.....deep breaths.....deep breaths!!! The Emergency Personnel who attend have to do this daily then go home and lead a normal life so it can be done!!!.....

Thank you for taking the time to read this but I hope you will never need it.....Jim Fraser for the EiALERT NETWORK posting regularly on Facebook.

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ADDENDUM to What to do in an Emergency

112 EMERGENCY SERVICE Information on how they operate.

The all important number 112; it is the one point of contact from virtually any phone that you should dial to report any Emergency issue pretty much across Europe and even in many other countries of the world and most importantly, here in Spain!!!.....Fire, Flood, Accident, Medical emergency, major crime.....if you require Police, Ambulance, Fire Brigade, Coast Guard, Mountain Rescue attendance.....dial 112 even on mobile phones that are locked or blocked or even have no credit, this number will work and is free. It is a European wide number and works alongside each countries existing emergency numbers!!!

So, what happens when you dial it here in Spain???.....Well, your are, of course, put through to an Emergency Call Centre where your number is instantly visible to the operator.....even if you have it blocked!!!.....and if you are calling from a fixed line the highly trained and skilled operator will know instantly your location!!!.....If you are calling from a mobile the operator will know your approximate area based on the Cell Communication Antenna your phone is currently linked to!!!.

Here in Andalucia your call to 112 goes to one of two regional Emergency Call Centres in either Malaga or Seville. Depending on where you are phoning from within Andalucia will depend on which centre your call goes to, but here's the important thing, the 112 centre will put you through to an operator in the following languages if required; English, French, German and Arabic and Spanish of course which is an amazing service.....don't get me wrong, obscure dialects such as those spoken in the north of England may not be covered, but they have operators covering a wide selection!!!

Whilst you are talking to the 112 Emergency Operator they are typing away and the computer system in place is already sending this information to one of 8 regional Emergency Control Centres who's job it is to act on the information given and alert the appropriate Emergency Service for an appropriate response to be sent!!!.....These regional Control Centres are in direct contact with the responders and coordinate what is happening on the ground.....So, the 112 Emergency contact number is the door to Civil Protection, the starting point in the management of an Emergency!!!.

However, if you are the person making that all important call then you are advised here in Spain to 'Conducto PAS, Proteger, Aviser y Socorrer!!!' - Protect, Advise & Assist!!!.....This is a subject in its own right so we will talk in depth about this another day but the important issue if you are making that all important call is to make sure you are safe yourself before doing so!!!

Returning back to the point of acceptance of that emergency call, the 112 Emergency Call Centre operator and their input of information given by the caller is dealt with across the Regional Control Centres and onwardly to the appropriate responding agency or agencies electronically. With a mere input of data the Guardia, Policia National, Policia Local, Civil Protection, Ambulance, Fire, Coast Guard are already receiving the data whilst you are still talking on the telephone and although there are some very remote areas that in turn may take some time for Emergency Services to

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become visible to you, rest assured the 112 system is extremely fast in getting that info through and getting those responders en-route!!!

Once an initial emergency call is complete, the work of the 112 Regional Control Centres is just beginning. They monitor the response, adjust it accordingly, add assets as required and even move assets to cover those responding just in case, and above all, log the process right through to what is hoped is a satisfactory conclusion and therefore closure of the incident!!!.

**The above has been extracted from the Facebook page:
EMERGENCY INFO ALERTS - ALMERIA & GRANADA**

it is free to join and a good source of weather and other emergency inform*ation.

End of document

Footnote: I hope you found this document a useful reference. If you have any ideas for improvement, corrections, updates or additions to this document please email the author Mark Drew at AHWleadcoordinator@gmail.com