

Homira · Legal informationTerms of use

Last updated: 4 October 2026. Scope: the Homira Communities information website.

1. Owner and scope

These terms govern the use of the Homira Communities information website, owned by Multiservihogar Soluciones S.L., Spanish tax identification number B06850978, with registered address at Calle Las Golondrinas, 11379, Los Barrios, Cádiz. Contact: info@homira.app.

Browsing does not mean commissioning work, activating a trial or subscribing to the CRM. The website presents the CRM and links to its restricted access. Operations within the CRM require an authorised account and acceptance of its specific terms, available in the account.

2. Intermediation and relations between the parties

Homira connects clients with independent professionals and helps organise alerts and documents. Clients choose whom to hire and professionals decide which requests to handle. Company availability, response times, job awards and payment are not guaranteed.

The contract for the work is agreed directly between the client and the professional. Homira does not perform the service or act as the professional's employer.

3. Professionals: free registration and alerts

Registration in the company database and all incoming alerts are completely free for professionals. Homira charges no commission on requests or agreed jobs.

Directory visibility so communities and private clients can find the company is an optional paid service, separate from receiving free job alerts. Receiving alerts does not require a visibility subscription. Purchasing visibility requires prior information about and acceptance of the applicable price and terms; registration does not start a subscription or authorise charges. Visibility does not guarantee work or automatically publish contact details.

Receiving a request does not oblige the professional to carry out the work. The professional may assess the photos, accept or decline the proposal and decide whether to call the client. Their contact details will not be published in the directory or automatically provided to other users.

4. Assignment and job records

Communal issues reported by residents require the property manager's review and assignment to a company. Directory inclusion does not grant access to a community's cases.

In the CRM, professionals can upload quotes and invoices from their accounts to the relevant job record. Receiving an alert does not mean a quote has been accepted. Scope, dates, price, performance and payment terms will be agreed between the parties.

5. Community CRM trial and fee

Enjoy a three-month free trial with no commitment to continue, with no upfront payment and

no card or bank details required.

After the trial, only with its express confirmation to continue, the community pays a monthly platform launch fee of €10 including VAT per month, with no additional resident subscriptions or fees for contacting companies.

Residents benefit from Homira's company directory free of charge, for repairs to communal areas and to their own homes. The price of any work is agreed and paid directly to the company, separately from the platform fee.

Paid continuation requires express confirmation: the end of the trial does not activate a paid subscription. If the price changes, we will notify you in advance and you may cancel before it takes effect. Existing agreed community terms remain unchanged.

Trial activation is coordinated with Homira. Visiting the website does not activate the trial or authorise charges. Information on activation, billing, continuation of service and cancellation terms will be provided before contracting. The CRM fee is independent of the work and does not involve charging commissions to professionals.

6. Job payments, deposits and claims

Homira does not request deposits for jobs, collect on behalf of professionals, hold funds or process transfers or direct debits for those services. It does not advance funds, manage unpaid debts or guarantee payment.

Invoicing, payments, cancellations, refunds and claims relating to a job will be handled directly between the client and the professional under their agreements and applicable law. Storing an invoice in the CRM does not prove it has been paid.

7. Proper use and responsibilities

Users must provide accurate information, respect third-party privacy and have authorisation to share documents or act on behalf of a community or company. Impersonation, fraud, unlawful content and interference with systems are prohibited.

Professionals will be responsible for their business activity, performing the work and complying with their tax, technical and safety obligations. Clients must fulfil their validly agreed obligations. Homira retains the obligations and liabilities applicable to its own actions; these terms do not exclude mandatory rights.

7 bis. Professional requirements and checks before contracting

Registration is not certification

Directory inclusion, review of an application or approval of access by Homira do not certify a company's solvency, qualifications, registration status, insurance validity or suitability for a particular job. They do not constitute a recommendation or a guarantee of work quality or payment.

Professional documentation

Each company or professional must maintain the tax and Social Security registrations legally

applicable to them, together with the licences, qualifications, registrations, technical requirements and occupational risk prevention measures required for their activity and the particular work. They must hold liability insurance where mandatory or contractually agreed, with appropriate coverage and validity, and provide accurate, up-to-date evidence of these requirements.

Checks before contracting

Before accepting a quote or authorising work to begin, the community, its authorised representative or the individual client must request and check the relevant documents: company identification, evidence of applicable registrations, required qualifications and, where appropriate, liability insurance and evidence that it remains in force. Checks must relate to the date and scope of the job; documents supplied previously do not in themselves establish continued validity. Missing required documents or reasonable doubts about their validity must be resolved before authorising the start.

Each party's responsibilities

The company is responsible for the accuracy of its documents, its business activity, compliance with applicable requirements and performance of the work. The client or authorised representative chooses the contractor and agrees scope, price and terms directly. The client's document checks do not release the professional from its obligations or reduce the client's rights.

Homira's own responsibilities

Homira facilitates contact and document organisation; it does not undertake the work or guarantee its outcome or payment. This description does not exclude or limit obligations or liabilities legally applicable to Homira's own actions or omissions, or mandatory consumer rights.

8. Access, intellectual property and changes

Website availability may be affected by maintenance or technical issues. In the event of unlawful use, proportionate measures may be taken to protect the service and users in accordance with applicable law.

Brands, images, texts and other content are protected by their owners' rights. Updates to these terms will be published on this page without retroactively changing existing agreements contrary to law.

9. Privacy and applicable law

Data processing is explained in the Privacy policy. Owner details and the website's framework of use are set out in the Legal notice.

Spanish law and applicable European legislation apply. Competent bodies will be determined in accordance with the law, without excluding mandatory jurisdiction rules or consumer and user rights.

Privacy in the CRM

Before submitting a repair or quotation request, review who can access the contact details and attachments. Supply only necessary data that you can lawfully share and inform other people whose details you provide. Using the service or accepting its terms is not consent to marketing. The privacy policy covers current CRM functions and each participant's applicable responsibilities.

Free job alerts. No commissions. Homira connects. Registration and receiving job alerts are completely free for professionals. Homira charges no commissions for connecting the parties or for agreed work. It acts solely as a contact and communication intermediary between clients and independent professionals. It does not carry out the work or become a party to the service contract. Professionals issue their own quotes and invoices and will be able to upload them from their accounts to each job record. Contracts, collections, payments and claims are handled directly between the client and the professional. Homira does not receive or hold money for jobs, process payments, manage unpaid debts or guarantee collection. The professional is responsible for performing the service and the client for payment, as agreed between them. This description does not exclude Homira's own legal obligations as a platform.

Private customer maintenance agenda

Companies may schedule maintenance for their own customers outside the Homira network without a prior quotation or maintenance contract. These records remain private, do not create user accounts and are not added to the directory or marketing campaigns. The company is responsible for its lawful basis, privacy information and relevant data. Homira retains its own obligations as the service provider and processor.

Activation requires a specific recorded acceptance, including the company, account, date and accepted text. It is not repeated for each customer. Read the agenda addendum and processing agreement (Spanish). The receipt is downloadable in the private customer agenda. For return or deletion requests and provider information, contact info@homira.app.

Fuente: <https://www.homira.app/en/terms-of-use/>