



**MINUTES OF THE BOARD MEETING OF THE GENERAL COMMUNITY OF
HACIENDA RIQUELME HELD 5th MAY 2016 AT RESORTALIA OFFICE**

The meeting started at 12:00 pm with the attendance of the following members of the Board:

ATTENDEES:

Name	Post
Mike Portlock (Video)	Presidente del Resort
Thomas Coppens	Presidente de Fase 1
Gordon Hutchinson (Video)	Presidente de Fase 3
Ron Locke (Video)	Presidente de Fase 5A
Vivian Church (Video)	Presidenta de Fase 5B
David Bamford (Video)	Presidente de Fase 6
Ian Graham	Presidente de Fase 7
Isaac Abad	Resortalia
Alberto Gómez	Resortalia
Pepa Pérez	Resortalia

AGENDA

1. Mr Montoya and legal issues.
2. Administrator – contract and review.
3. Finance.
4. Debtors.
5. Gardens.
6. Surveys and Communication.
7. Maintenance.
8. A2Z.
9. Irrigation.
10. Security.
11. Golf.
12. Any other business.
13. Date of next meeting.



DISCUSSIONS AND AGREEMENTS

1. Mr Montoya and legal issues.

This point was discussed at the EGM of the General Community held prior the Board Meeting and the information and agreements are included on the Minutes of that meeting

2. Administrator – contract and review.

A new contract had been drawn up with Resortalia and would be circulated to the Board for final comment.

ACTION: Mike Portlock will be signing the contract once any final amendments had been made.

WHEN: The week commencing 9th May 2016

Evaluation of bids from alternative Administrators would be delayed until later in the year.

ACTION: Mike Portlock will present a draft of the procedure the Board will follow when evaluating the bids. This will include dates when things will be done.

WHEN: By the middle of June

3. Finance.

The information related to the reconciliation of the General Community budget and the EUCC budget as of 31-03-2016 was sent prior the meeting. There were no questions about the documents and figures sent.



4. Debtors.

Gordon Hutchison's report on Debtors was received by the Board and is attached to these Minutes. As Gordon was no longer at the meeting discussion of this was deferred until the next Board Meeting on 28th June 2016. Any required agreement or decisions before that will be dealt via e-mail.

5. Gardens.

There is an issue with the incidents found around buildings after the works carried out by the constructors. It has been reported to the architect so some measures to rectify the incidents can be taken.

ACTION: There will be a communication produced by Ron Locke informing Building Presidents that this was their responsibility and that they should contact the architect directly if there was a problem with their building so that he makes sure that the constructors correct problems found.

WHEN: This was sent out on 10 May 2016.

6. Surveys and Communication.

After some discussion, it was agreed to continue doing the surveys to help evaluate the supplier performance. Surveys would be extended to include A2Z and survey targets would be agreed.

It was recognised that in order to measure the services A2Z is providing, such as the response time after reporting an issue, it is necessary that the incidents are recorded and passed over to David Bamford.

ACTION: Ron Locke will produce the survey to be sent for the owners based on the discussion at the meeting.

WHEN: Within May 2016.



7. Maintenance.

Building painting: It was agreed that due to the huge amount of paper work that has to be produced in order to get the licence from the Town Hall of Murcia (technical drawings of each building) to proceed with the painting of the buildings, we would retain the services of the architect, Álvaro Lorente, as per the offer presented.

Thomas Coppens commented on the need to carry out the façade painting works in the complex and his requirements for Phase 1.

ACTION: Thomas Coppens will send an e-mail to Mike Portlock and the other Board Members with his proposal about the way of approaching the façade painting.

WHEN: Within May.

Road repairs: The quotation from the architect, Álvaro Lorente, to manage the road repair works in Indico & Egeo, was approved.

Pool fences: There was a proposal from Ron Locke on painting the pool fences.

ACTION: Ron Locke will send the proposal and suggestions to David Bamford for consideration.

WHEN: This was done on 12 May 2016.

8. A2Z.

The new proposal from A2Z was discussed. It was unanimously approved and David Bamford was to arrange a contract based on the proposal presented.

ACTION: David Bamford to arrange the contract asap.



9. Irrigation.

After some comments about the high water consumption detected the first four months of the year 2016 and mainly in April, it was requested to ask Pedro de Pedro whether all the actions he had proposed had already been implemented by the company STV.

STV had commented that this year they were carrying out the pressure tests required to check possible irrigation leaks. That meant that the main station had been on since November whilst normally the irrigation is off all winter; so this year was atypical. STV had found some leaks in the locking valves of the general network in Phases 2 and 6 and at the beginning of Phase 7. These had been fixed. Additionally, April had been very hot and this had resulted in extra irrigation to ensure the plant survival, so the water consumption was higher.

ACTION: Ask Pedro de Pedro for his opinion and advice on this high consumption.

NOTE: Pedro de Pedro has already replied and confirmed that the main reason of the high consumption is the need to fertilize in spring. When the fertilizer is applied it is essential to have the areas irrigated so the consumption is correct.

Attached to this document are the 3 comparative spreadsheets related to the irrigation for information.

10. Security.

The information previously sent via e-mail to the Board members was explained by Mr Thomas Coppens. Mr John Frizell also attended the meeting at this point in order to give his opinion about this issue as he was appointed to help with the managing of the security in the Complex.

After an exchange of opinions about the need to change the security staff due to what the Private Security Law (5/2014) establishes, it was agreed by unanimity by all the Board Members to implement this new system so that the qualification of the security team changes and all the controllers become vigilants.



ACTION: Resortalia to inform Vigilant about the decision of the Board to implement what the Private Security Law (5/2014) establishes.

WHEN: 5-5-2016. *Done.*

NOTE: The request has been implemented from Monday 9 May 2016.

The suggestion to install infrared cameras to improve the security system was also discussed based on the new proposal sent by Vigilant.

Due to the high amount of money involved the following was agreed:

ACTION: Resortalia will produce the cash flow information to see whether the General Community can afford this expenditure in 2016.

WHEN: Week commencing 9-5-2016.

ACTION: Resortalia will ask Vigilant for some information such as the way of payment,

WHEN: Week commencing 9-5-16.

ACTION: Resortalia will arrange a meeting with Vigilant, Thomas Coppens and John Frizell in order to clarify all the doubts so that the information can be forwarded to the Board for their decision.

WHEN: Tuesday 10th May 2016.

11. Golf.

Mike Portlock gave his update about the situation of the Golf Course. It was believed that discussions were taking place about the possible sale of HR and El Valle but no further details were available.

12. Any other business.

a. **Aesthetics:** It was agreed that the aesthetics request will be sent via e-mail to the Board for their decision.

b. **For Sale signs:** It was agreed that the Board would produce a communication to be sent to all the owners with information about this.

WHEN: Within May.



- c. **Revisit the Tender Policy.** It was agreed that a copy of the procurement policy would be sent to Mike Portlock in order to review it and see whether some update would be required. [Sent via e-mail the 9th May 2016.](#)

13. Date of next meeting.

Tuesday, 28 June 2016 10:00am Spanish time.

The meeting finished at 13:40