



# Resortalia

Community Administration

## **MINUTES OF THE BOARD MEETING OF THE GENERAL COMMUNITY OF HACIENDA RIQUELME HELD 6<sup>th</sup> SEPTEMBER 2016 AT RESORTALIA OFFICE**

The meeting started at 10:00 am with the attendance of the following members of the Board:

### **ATTENDEES:**

<b>Name</b>	<b>Post</b>
Mike Portlock	Resort President
Gordon Hutchinson	Phase 3 President
Pedro de Pedro	Phase 4 President
Ron Locke	Phase 5A President
David Bamford (Video)	Phase 6 President
Margaret Daniels	Phase 7 President
Isaac Abad	Resortalia
Alberto Gómez	Resortalia
Pepa Pérez	Resortalia

### **REPRESENTED:**

<b>Name</b>	<b>Post</b>	<b>Represented by</b>
Thomas Coppens	Phase 1 President	Ron Locke
Vivian Church	Phase 5B President	Ron Locke

### **AGENDA:**

- 1. Minutes of previous meeting.**
- 2. Mr Montoya and legal issues.**
- 3. Administrator.**
- 4. Finance.**
- 5. Debtors.**
- 6. Performance targets and Communication.**
- 7. Maintenance Project.**
- 8. A2Z.**
- 9. Irrigation.**



- 10. Security.**
- 11. Golf.**
- 12. Pest control and insurance retendering.**
- 13. STV rubbish collection and street cleaning.**
- 14. Any other business.**
- 15. Date of next meeting.**

### **DISCUSSIONS AND AGREEMENTS TAKEN**

#### **1. Minutes of previous meeting (28<sup>th</sup> June 2016).**

The minutes of the previous meeting held on 28<sup>th</sup> June were approved.

Items from the previous meetings were discussed under the points included on the Agenda of this meeting.

#### **2. Mr Montoya and legal issues.**

After several meetings and visits to the Land Registry, Comunidad Autónoma and Public Notary, the Community could finally request the inscription of the Gatehouse and E-2.

A Public deed was signed by Mr José Luis Hernández de Arce (PW) and Resortalia, on behalf of the Complex, at the end of July stating that these two assets are communal elements. Mr Portlock will ratify the Public Deed on 15<sup>th</sup> September.

The Comunidad Autónoma has not been able to give a valuation of the assets to pay taxes due to PW irregularities: The information at the Local Authority does not match with the information at the Land Registry. Therefore, the community will initially have to pay now the taxes based on a low valuation of the assets and because of that, the Community might receive a "comprobación de valores" (a check on the value of the assets transferred). If so, the Community would have to pay the difference and the potential interests and fines.



**ACTION:** Mike Portlock will go to the Notary to sign all the necessary ratification documents.

**WHEN:** 15<sup>th</sup> September 2016.

**ACTION:** It is necessary to include a provision for the taxes mentioned above in the new 2017 budget.

**WHEN:** Early 2017.

**ACTION:** Mike Portlock will produce a communication in order to inform all the owners about the agreement and assets now belonging to the Community.

**WHEN:** As soon as all the documents are signed and the file closed.

**Polaris World Debt from 1<sup>st</sup> January 2014:** Mr Montoya has advised that it is necessary to know the PW situation related to the bankruptcy proceeding before a decision is taken.

**ACTION:** Mike Portlock asked Resortalia to look for an expert to deal with bankruptcy proceeding just in case we need assistance.

**WHEN:** As soon as the information related to the PW bankruptcy is confirmed.

### **3. Administrator.**

After an exchange of opinions it was decided to continue with the tender process in order to at least do a benchmarking of the service.

The schedule for the procedure was discussed and agreed.

It was also agreed that a communication should be sent out to all the owners about the procedure. Owners will be asked if they knew of suitable companies who could be asked to tender.

**ACTION:** Mike Portlock will produce a communication to be sent out to all the owners.

**WHEN:** As soon as possible.



#### 4. Finance.

##### a. Reconciliation 2016 Budget as of 31<sup>st</sup> August:

**Line 3 Irrigation Communal areas:** Pedro de Pedro explained that despite the consumption from April, May and June 2016 being lower than in 2015, the Community has experienced an over expenditure in this line due to different factors listed below:

- The testing of the irrigation system started earlier in 2015.
- The irrigation system was not working during 8 days in August 2015; therefore, and due to the high temperatures this year, the consumption in August 2016 has been higher than the same period last year.
- The grass is greener than ever before. This year there should have been fewer complaints due to the grass situation. It is due to the irrigation.
- The irrigation is done during the day which means a 10% increase in the water usage when done at this time. The irrigation at night is more effective as more areas can be irrigated with the same or less water but at present we are not allowed to do this.
- No rains yet. As an example, last year the irrigation was cancelled in early September and until the end of the month due to the heavy rains. This year, unless it rains, it will not be possible due to the high temperatures the area is suffering.

Pedro de Pedro thanked Carolina from STV for the hard work and management of the green areas. From his point of view since she has been in charge of the gardening at HR, the irrigation has been done better than ever before. . Also, the experience from this year would be good for next year; however, it would also depend on the weather.

The Board Members agreed to investigate other alternatives in order to reduce the cost of water and the areas needing irrigation.

**ACTION:** Look for the different options to change the landscaping of some areas in the Resort.

**WHEN:** Vivian Church is already dealing with this along with STV.



**ACTION:** It was also agreed to try to arrange a meeting between Vivian Church, Pedro de Pedro and STV in order to see how costs can be reduced for next year.

**WHEN:** As soon as all the parties are available.

#### **b. 2017 Budget**

It was agreed that, where possible, we would do “Zero Based” budgeting rather “incremental” budgeting. An issue was raised about the maintenance and safety of the playgrounds. It was agreed to get someone to come and survey them from a Health and Safety perspective.

**ACTION:** Nigel Bradbury will speak to the Board Members who are dealing with the major costs in the Community in order to see how costs can be reduced for 2017.

**WHEN:** Before the next Board Meeting the 18<sup>th</sup> November.

**ACTION:** A new line will be included in the 2017 EUCC budget related to the maintenance of the playgrounds in HR. Resortalia would identify someone to do a H&S check on the playgrounds.

**WHEN:** By the meeting the 18<sup>th</sup> November.

**ACTION:** Resortalia will produce a draft of the 2017 Budget so that there could be a first sight of the fees for 2017.

**WHEN:** By the meeting the 18<sup>th</sup> November.

#### **5. Debtors.**

Gordon Hutchinson announced that we had very recently been granted 9 CCJ’s (County Court Judgements) by the UK courts. This allowed us to get bailiffs to seize goods to pay the debts. However, he said that 2 of these cases may not be straightforward. They are:

**Debtor 1:** He has informed that the property was given back to the bank in 2008; however he was paying fees in 2009 so something is not correct.



**ACTION:** A Nota Simple will be requested again to see the current situation of the property and study what legal actions could be taken against the owners.

**WHEN:** Within September.

**Debtor 2:** The UK solicitor in charge of this case is currently studying the case before they go to the debtor who is also a solicitor in the UK.

The solicitor who has been appointed to deal with this case is also a recovery agency which could be also used in the future for recovery debt in the UK.

**Report on the Debtors registered with plot 3000 plus:** The report produced by Resortalia with regards to writing off bad debts was discussed.

**ACTION:** Include the writing off of bad debts on in the agenda for the AGM in 2017 so the write offs can be voted on

**WHEN:** For the 2017 AGM.

**ACTION:** Produce a communication to the SCPs in order to let them know of the debtors registered with the number 3000 plus.

**WHEN:** To be discussed at the debtors meeting with Gordon Hutchinson the 9<sup>th</sup> September.

## **6. Performance targets and Communication.**

Mike Portlock informed about the different meetings he had with the main suppliers in July. The meetings were held with the aim to review the targets set up for their performance.

**ACTION:** Mike Portlock to discuss the Resortalia targets with them.

**WHEN:** ASAP

Also, Resortalia held meetings with the main suppliers middle July in order to review several points such as the targets set up, the annual survey result, the amount and type of issues reported by the owners, etc., and actions or improvements for the following months. Minutes of these review meetings would be available shortly.



**ACTION:** Resortalia will hold new meetings with the main suppliers to evaluate their performance during the year.

**WHEN:** In December once the 2016 survey results are available.

**ACTION:** Mike Portlock to review the questions for the next A2Z survey.

**WHEN:** Within September.

**ACTION:** Ron Locke and Joanne Flood will deal with the next round of annual surveys.

**WHEN:** In October.

**Communication:**

Ron Locke had produced a report recommending improvements to the way we communicate. The report suggested that owners were entitled to know everything the Board members knew, with 3 exceptions. These were:

1. Personal information about individuals
2. Information which could affect contract negotiations
3. Information that would put our security at risk

He also recommended that Board members should communicate direct with owners on their phase as going through SCP's was getting inconsistent results.

The idea was considered by the Board Members and accepted that it would be a good approach to take.

**ACTION:** Resortalia to let each Board member have the email addresses of all owners on their phase.

**WHEN:** Immediately.

**7. Maintenance Projects:**

- a. **Roads Egeo & Indico:** David Bamford presented a report produced by the appointed architects ION for the repairs required to part of the road on Indico (by the post boxes) and Egeo (by Jara 1). This included the tender quotes from 4 contractors. After a conversation, it was unanimously agreed to go ahead with the



company JUMABEDA who provided the least expensive quote. This was due to the fact that they had all the specialist equipment for this type of work and the other companies would have to hire the equipment. We are aiming to start this work in October and both sides of the road in Indico will be done at the same time, so the road will need to be closed for a period of up to 4 weeks. The cost would be €40,387.

**ACTION:** A communication will be sent to all the owners letting them know of the works and the road closures.

**WHEN:** It is expected to take place in October.

**ACTION:** A board member also reported a dip in another area of the road close to phase 1. This will be reported to the architect so that he can check it and include it as part of the agreed works with an appropriate increase in the cost.

**WHEN:** Within the following week so that the works can be done also this autumn.

- b. Painting:** An explanation about the painting process was given. We would start by using 2 companies, painting 2 buildings each. This would enable us to evaluate the merits of the companies, and any problems that weren't anticipated, before doing the rest of the resort. The merits of using cherry pickers and/or scaffolding were discussed. It was suggested that cherry pickers would be a lot cheaper but had the potential to damage irrigation piping, which is close to the surface of the grass. It is a very complex project so it would be necessary to arrange a meeting with all the parties involved in order to coordinate the works and have a look at the specific issues. The next stage of this project is to issue the tender so that the final quotes can be considered at an additional meeting in October.

**ACTION:** To have a meeting to deal only with this item.

**WHEN:** In October.

- c. Path lights:** The report and information produced by David Bamford was discussed. 407 units have been identified to have to be removed due to the poor condition and cracks in the bases. It was commented that in many areas that are close to the



road, there is enough light provided by the street lamps, so the path lights may not be required. There was a suggestion to remove some of them and this will be reviewed before any further action is taken. The cost to replace these would be between €28,000 and €32,000 plus fitting, depending on the type of light chosen.

- d. Pool fence and pergolas:** This item will be left for now as it is not considered to urgent.
- e. Rubbish containers:** The information provided, which was details of the costs which are significant, was discussed and it was agreed to go back to STV, as well as the company who STV were subcontracting the work to, to see if a cheaper price could be negotiated.

**ACTION:** Resortalia to ask the company Polo Artico for a quotation for the same works.

**WHEN:** Within September.

## 8. A2Z.

David Bamford commented that new contract was now signed. The document covering all the services from A2Z on the website has been updated and A2Z have opened an online shop for owners to purchase hardware such as TV decoders and Wi-Fi Routers. These can be paid for by PayPal or Credit card and delivered to the resort.

It was also noted that there had been a few complaints on the owner's forum about the new contract, but the owners concerned had not presented a viable alternative to the services provided

## 9. Irrigation.

Attached to the minutes are the following documents updated as of 31<sup>st</sup> August 2016:

- The daily meter readings updated as of 31-08-2016.
- The water usage comparison as of 31-8-16.
- The costs of the irrigation water 2015 vs. 2016 updated as of 31-8-16.



## **10. Security.**

The Survey results were inconclusive. It was agreed that further ideas needed to be explored and that a meeting dedicated to this single subject was needed.

**ACTION:** The Board Members to attend a meeting just to discuss it. Any ideas related to this would be welcomed for the meeting.

**WHEN:** Next Thursday 15<sup>th</sup> September at 10:30 am.

**Tender for Security contract from 1<sup>st</sup> January 2017:** The Board were aware that the security contract expired at the end of the year and this would be dealt with as part of the discussions

## **11. Golf.**

No further news

## **12. Pest control and Insurance:**

After an exchange of opinions, it was agreed by the Board Members to take both services to tender.

**ACTION:** Gordon Hutchinson and Resortalia to look at the covers of the insurance company in order to seek for the best covers for the Community.

**WHEN:** Meeting arranged for Friday 9<sup>th</sup> September.

## **13. STV rubbish collection and street cleaning.**

After a long conversation and exchange of opinions it was agreed to arrange a meeting with STV in order to clarify the situation and get the best deal for the Community based on the aspects of the contract which have not been complied with.



**ACTION:** Arrange a meeting with Margaret Daniels, Pedro de Pedro and Resortalia in order to get all the facts together.

**WHEN:** As soon as all the parties are available.

**ACTION:** Once the meeting above takes place arrange a meeting with STV with the aim to discuss the compensation to the Community or to take a decision about the future of their contract.

**WHEN:** As soon as the first meeting takes place.

Margaret Daniels informed that now is time for STV Street cleaning to focus on the cleaning of the drainages along the roads just before the heavy rains come.

**ACTION:** Ask STV to undertake the drainage cleaning.

**WHEN:** Urgently. *Resortalia has already requested STV so start dealing with this as their main priority.*

#### **14. Any other business.**

- a. **Marius Anastase request to run the bikes business.** The Board unanimously declined the request.
- b. **Air con unit – Atlántico 210, Ground Floor C.** The Board unanimously agreed that the air con unit had to be moved to either inside of their closed terrace or to their garden area where the hedges are planted.
- c. **Pool rules:** Due to time restrictions the Board unanimously agreed to consider the pool rules further at the next meeting.
- d. **Proposal to install swinging chairs in different areas of the Resort.** The Board unanimously declined the proposal.
- e. **Yellow lines along the roads to avoid parking.** Mike Portlock signed the document produced by Resortalia in order to request it to the Town Hall of Murcia. *The document was presented on Wednesday 7<sup>th</sup> September.*
- f. **Wedding request to use the garden at El Casón.** The Board unanimously agreed to grant the permission. Gordon Hutchinson will deal with this request.



- g. Defibrillator at El Casón.** After an exchange of opinions it was agreed that to have a defibrillator implies that people using it need to be trained properly so it is up to the El Casón staff and manager to deal with this.

**15. Date of next meeting:**

**Friday 18<sup>th</sup> November 10:00am Spanish time.**

The meeting finished at 13:30pm.