

Minutes Committee meeting of September 27, 2011 - 10:00 am Spanish time

Order of the day:

1. The debtors of update.
2. Presidents to update the actions since the last committee meeting including the issues to be discussed.
3. AOB - Next meeting Friday, October 21, 2011 at 10 am Spanish time.

Debtors of update

It is disappointing to report that law enforcement officers in the UK have had to be used to recover outstanding community dues.

So far our debt collector UK has recovered 43,405 euros with the potential of another 30,000 euros to recover before the next committee meeting.

I have analyzed the measures taken with the debts of Spanish citizens and Spanish residents with Isaac, and in addition to those who go through the judicial process, a number of other owners will be contacted by Resortalia / Abad Abogados in the coming weeks.

It is important that community expenses are paid on time to ensure that we can continue to pay our contractors.

One local resource does not have security and the other had no electricity for more than a month because insufficient funds available to pay bills, others consider contractors who pay and can not afford.

Thanks to all who have paid community expenses over time.

The current outstanding debt is as follows:

2008: 40,910

2009: 65,940

2010: 143,902

2011: 151,088

Total 401,840

Hopefully, whenever possible, owners with outstanding fees will contact Resortalia to arrange payment before any further legal action is required, although cases are transferred daily.

Presidents to update the actions since the last meeting of the committee.

Results of the test

I posted a survey on our website in early September and I am delighted that 202 owners took the time to submit their responses.

The purpose of the study was firstly to confirm that the facility survey is fully operational and second to gain a broader view on a series of questions.

Notification of future surveys will be sent to all owners to maximize participation and I am investigating the possibility of expanding forms of delegation of vote so that all owners can not attend the General Meeting can give their vote on specific issues.

The questions, the reasoning of the question and a summary of the answers are below.

Q1: How would you rate the performance of gardeners?

Reason:

I received a number of complaints about gardening, but I also received a larger number of comment from people who were satisfied with the look of the gardens I wanted the opinion of the most owners.

Results Summary:

Excellent: 4

Good: 130

Poor: 59

Very poor: 9

66.3% think that gardeners are doing at least a good job.

Q2: Are you happy to replace the common green areas with low maintenance plants and shrubs in order to add a little color and reduce maintenance and irrigation costs?

Reason:

Irrigation water will cost us around 340,000 euros this year and is that the level of spending

not sustainable, so I wanted an idea of the percentage of owners to consider replacing some green areas before setting up a project team.

Results Summary:

Yes: 184 - 91% agrees so a project team will be created.

No: 18

Q3: Creating beautiful gardens costs money for sowing and maintenance, the extra amount you are willing to pay in the Community each year in order to achieve dream gardens?

Reason:

Many owners have told me that they would like a better quality of planting and more color in the complex and that they would have to raise additional funds to pay for it. I wanted to know what percentage of the owners were in favor of paying more to get it.

Results Summary:

€ 100: 23

€ 50: 56

€ 25: 55 - 66.3% of the owners are willing to pay 25 euros or more.

Nothing: 68

Question 4: Are you prepared for your community expenses used for things like pool furniture or a heated pool?

Reason:

Many homeowners have told me that furnishing decent quality pool furniture would give a better impression of the locality and raising standards as well as eliminating the need for homeowners to bring pool furniture back and forth. Others have expressed a desire for a heated pool so they can swim in the winter months. I wanted to know what percentage of the owners were willing to pay for it.

Summary Result:

Yes, two: 37

Yes, pool furniture: 34

Yes, the heated pool: 27

No: 104 - 51% are not willing to pay for pool furniture or a heated pool.

Q5: What do you think the contractor does the best job?

Reason:

It is very difficult to compare the performance of people who do very different jobs so the only purpose of this question was to know that the contractor is more thought. Maybe this question should have been clearer.

Results Summary:

STV: 9

Atlantis: 33

Vigilante: 129 - 63,8% consider Vigilante to do the best job.

Resortalia: 31

Q6: When do you think we should start adding the cost of local painting in the coming years for your community fees?

Reason:

It is a fact that we have to re-paint the complex and we will have to pay for it.

The purpose of the question was to know the opinion on when to start raising community rates to cover the cost.

Results Summary:

2012: 81

Wait until after the trial: 116 - 57.4% want to wait before raising the fees to repaint

I'm not interested in painting: 3

No Answer: 2

Security

The safety review of the project team has begun its work and various meetings have taken place in order to ensure that our systems are fully operational.

We have received bids from a two-company security maintenance contract that we will consider in the coming months with a view to starting the contract on 01/01/2012 and will be included in next year's budget.

The benefit of both offers is that outstanding repairs will be carried out for free as part of the contract.

Water

Alternative sources of water for the project team.

Antonio Escalera has set up a project team to consider our options for providing alternative water for irrigation water.

The cost of irrigation water is an important issue for all of us with 2011 water costs expect more than 340,000 euros.

This is a large budget to spend due to a combination of budget is too low, much less rain from May to date than in 2010 and a new gardening company that have repaired many parts of the irrigation system after the test, which in itself uses more water as the tests were performed during the working day and added to normal irrigation overnight.

It is always easy in hindsight, but in my opinion, the budget should have been 280,000 euros, while it was set at only 205,000 euros.

This level of spending is unsustainable in the future, so we have to take action and options include:

Renegotiate the contract with CREA, the water supplier.

We are disputing the ownership of the deposits and wells on the site.

We will have to ask permission to have our own reservation and in the site wells that could take many years, but it is required, so the sooner we start the application process the better.

Find alternative supply options.

Make sure STV reduce the levels of irrigation water used.

We need to consider reducing the amount of water required by looking for options to replace some of the green areas with alternatives.

Electricity Resort use of project equipment

Work will begin in October, led by David Bamford, who has successfully completed a similar project in La Torre.

Thanks to Resortalia they have spent 60 hours collecting the in-depth information that David requested.

Gardens

STV have improved their performance in the first part of the year, although there is more space to improve and we will work with them to achieve this.

At a meeting with STV on September 16 attended by myself and the Vice-Presidents, they have decided not to try to renegotiate their contract after the additional resources they employed over the peak of summer.

I have spoken with the presidents at Mar Menor Resort and El Valle who tell me they were initially concerned with STV performance but have worked with them for the last 2 to 3 years and are now happy with their performance so I have the hope that improvements will be achieved next year.

For more information, when this contract was awarded STVs competition was substantially lower than the others received and 120,000 euros a year less than a previous company we have used.

The existing gardening contract has specified lawn mowing schedules, high-risk pruning and weeding, and I'll post that shortly, along with a gardening update written by Ron Locke and agreed unanimously by the committee.

Fumigation

Our fumigation contract expires later this year and will have to be renegotiated or retendered.

Team project web redesign

In progress.

Polaris World Issues.

We are trying to reach an agreement with Polaris World in the landscaping of the area where they have been the former bar, supermarket and golf shop removed even though they have not taken any action during the summer in this or relocation of the golf cart park .

We had requested that the large Polaris World sign at the entrance are removed, but Polaris World is not going to pay to have it taken, so we will contact the City of Murcia as it is on their land.

We are waiting for a response from the City of Murcia in relation to what, where appropriate, permits have been given to use the land of local authorities in phase 7 as a storage area.

Sport's zone:

Despite apologizing in late July for failing to maintain the sports area, Polaris World has failed to maintain over the summer.

Let's consider any action we can take against them, as they clearly have no intention of keeping their part of the locality - another broken promise.

Statutes

Rewriting the bylaws in order to present options for owners to vote at the next General Shareholders' Meeting or an EGM is an ongoing project.

EUCC

We have the correspondence of a Professor of Administrative Law at the University of Valencia giving options for a potential legal case and we will explore our options in this area.

Rooms for garage storage

I have asked Isaac to check the ownership of the garage storage rooms and that I should know where we stand at the next meeting.

Resort Meetings

New meetings were held in August and last Saturday, with promising results.

Contracts

We will try to renegotiate the road cleaning contract by reducing the frequency of certain activities.

We are happy with our pool contractor, Atlántida, and ask for a quote for a 3 year contract and a 3 year part and labor contract. If the figures presented are not attractive they will retract the contract.

We have used the same fumigator, natural control, for a number of years, although we have asked for two more bids this year as Natural control are now charging more for the nest wasp elimination.

We are also talking to our administrator requirements.

We have asked quotes from the experience of Murcia, and Fausan Loymer for building and cleaning garage and will present the figures to the presidents of the building so they can make decisions for their buildings.

It is now a legal requirement to have an electricity maintenance contract for community workshops and we have asked the appointments.

Any other business.

Pigeons are becoming a problem once again in Phase 2 buildings and a Phase 7 building. We consider this to be a pest control problem for the community in general will pay for the traps to eliminate the birds.

The wild cats

This is an emotive subject, with a number of owners very protective of cats, but many more see them as a problem.

The removal of cats is a problem of the City Council, although we would have to catch them before the City Council to eliminate them.

Shortly they will send a communication to the owners who asked not to feed the cats, as anyone can pass if there is no easy food supply or start to be useful by catching insects. As it is, they have no incentive to be helpful and are simply a nuisance to many homeowners.

The decision will be made at a future meeting.

Sucina / Avilese

A recent decision of Murcia City Council means Riquelme Hacienda in its entirety within the boundaries of Avilese. The committee has signed a petition to return Phase 3 and 4 of

Sucina.

After a full debate and with the full approval of the Phase Presidents, they have signed a petition on behalf of the locality requesting that Hacienda Riquelme is on the Sucina boundary.

Nets pool

This year has cost us 500 euros to replace the nets of the pool that had disappeared during the winter period. To avoid this year's problem, the networks of the cluster will be put into existence at the end of October.