



**MINUTES OF THE BOARD MEETING OF THE GENERAL COMMUNITY OF HACIENDA  
RIQUELME HELD 28<sup>th</sup> JUNE 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
Ron Locke	Phase 5A President
Vivian Church (Video)	Phase 5B 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

**ABSENTEES:**

<b>Name</b>	<b>Post</b>
Pedro de Pedro	Presidente Fase 4

**AGENDA:**

- 1. Minutes of previous meeting and matters arising.**
- 2. Mr Montoya and legal issues.**
- 3. Finance.**
- 4. Procurement Policy.**
- 5. Debtors.**
- 6. Gardens.**



7. **Surveys (performance targets) and Communication.**
8. **Maintenance Project.**
9. **Pathway for access to the flood gate in Phase 6.**
10. **Maintenance team. Who it is consisting of?**
11. **A2Z.**
12. **Irrigation.**
13. **Security.**
14. **Golf.**
15. **Welcome Pack.**
16. **STV Rubbish Collection & Street cleaning service.**
17. **Any other business.**
18. **Date of next meeting.**

### **DISCUSSIONS AND AGREEMENTS TAKEN**

Mike Portlock welcomed Margaret Daniels to the Committee following her earlier election as President of Phase 7.

#### **1. Minutes of previous meeting and matters arisen:**

**Administrator:** The contract with Resortalia had been signed and is published on the website of the community. The review of alternative tenders for 2017 would begin in September.

**“For Sale” signs:** Owners with “For Sale” signs displayed on the outside of their buildings will be requested to remove the signs or move them inside their properties. There will also be a communication to the Agents asking them to do the same. The Board will take action against those who do not comply.

**WHEN:** Within July.



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

An explanation was given by the Legal Department of Resortalia about the current situation related to the agreement with Polaris World. An agreement had been reached through Mr Montoya that included the acquisition of the Gatehouse and the Sports area and this was now going through the legal process to formalise it. Various questions from the Board Members were clarified.

**ACTION:** It was agreed that a communication would be produced by Mike Portlock in order to inform all the owners about the agreement with Polaris World once all the documents had been signed.

**WHEN:** During July 2016.

## **3. Finance:**

There were a few questions related to the reconciliation of the General Community and the EUCC budgets sent prior the meeting.

### **a) General Community Budget Reconciliation from 1<sup>st</sup> January to 31<sup>st</sup> May 2016:**

- a. Line 4:** More than the 80% of the budget has already spent due to the new contract for the irrigation software with NSN. This is one off payment that was in the budget and was incurred early in the year. Also, decoders have been purchased and are in stock to be used by the garden company when needed. It is expected that the budget will be balanced by the end of the year.
- b. Line 12:** The Pool repairs were all carried out early in the year so by the end of the year this expenditure will be balanced.
- c. Line 14:** The first payment from January covering Q1 of the year is always higher so by the end of the year this expenditure will be balanced.



**b) EUCC Budget Reconciliation from 1<sup>st</sup> January to 31<sup>st</sup> May 2016:**

- a. Line 8:** The over expenditure is due to the new underground rubbish container installed in Phase 1. Due to the different repairs needed in other rubbish containers, this expenditure was likely to remain over budget at end of the year.

Both documents are attached to these minutes.

Advice and assistance had been provided by both Ron Locke and Nigel Bradbury and Resortalia are acting on this.

**4. Procurement Policy:**

A draft of the revised procurement policy had been circulated by Mike Portlock prior the meeting. It was discussed and some alterations suggested.

**ACTION:** Mike Portlock will seek to incorporate these suggestions and circulate it again for final agreement.

**WHEN:** Within July 2016.

**ACTION:** Mike Portlock will have meetings with the different suppliers in order to review their targets and performance.

**WHEN:** Done.

**5. Debtors:**

**Long-term debtors:** Gordon Hutchison explained that there are a number of long-term debts, which are extremely unlikely to be collected. It was agreed in principle that these debts (for which there was provision) should be written off. Whilst the principle of writing off the debt was clear and agreed, the practice of implementing it was more complicated.



**ACTION:** The accountancy department of Resortalia will produce a document suggesting how this should be done.

**WHEN:** Within July 2016.

**UK solicitor's costs:** Gordon Hutchinson proposed engaging the services of a solicitor in UK to try to recover the outstanding debt of one particular UK debtor, who is also a lawyer. The Board agreed that he should have authority to pursue this action.

**ACTION:** Gordon will action this and will also inform the Building President of the action.

**WHEN:** As soon as possible.

**Debt from the Golf:** A bill will be sent to GNK so that they send it to the new owner of the Golf Course, Banco Popular.

**WHEN:** Done.

**Debt from PW from 1<sup>st</sup> January 2014:** David Bamford raised the issue of the outstanding PW debt. It was agreed to obtain advice from Mr Montoya, so that the Board can take a decision.

**WHEN:** As soon as possible.

## **6. Gardens:**

Vivian Church gave a summary of the 2 most important issues STV is currently facing:

### **a) Irrigation issues caused by the building repair works:**

STV had been having difficulties as there had been irrigation damage caused by contractors undertaking building repairs. There had been a meeting with all the parties involved (Gardening and Architects) and several measures had been agreed in order to avoid further damage and to get the building company to pay for damage.



Marina (Architect) and Carolina (Gardening) were reviewing the situation weekly by checking the areas where the constructors have been working.

Due to the increase on the irrigation issues, they have been delays with some gardening tasks such as pruning. STV are putting in extra hours in order to finish the pruning and other tasks as soon as possible.

It was agreed that proper procedures should be included in the facade painting project to deal with this type of problem.

**b) Lack of pressure on the irrigation water supplied by ACUAMED:**

Due to the summer season and agriculture being given priority, the water pressure received from ACUAMED is very low and not enough for the irrigation only during the night. Therefore, STV are obliged to irrigate 24 hours a day. There are some areas where they have to do manual irrigation as the grass is getting brown.

This water issue is a serious matter that could happen every summer; therefore, there was a suggestion from David Bamford about changing the landscaping of some of the poorer grass areas in the Resort. For example, there is a big area in Phase 2 where a trial could be mounted in order to show the owners an example of what could be done in many other areas where the grass is very poor quality.

**ACTION:** Vivian Church to talk to STV in order to get a quotation to landscape a grass area in Phase 2.

**WHEN:** Within July 2016.

**Dead birds:** The number of dead birds in the area has increased and owners wonder who is responsible for this and how are they dying. After checking with the Gardening Company and the pest control company, they both have confirmed that the products they use are neither a hazard for birds nor any other animals. Further investigations will take place and the Golf Course will be also asked about the products they are using.



**ACTION:** Resortalia to ask the Golf Course for the products they are using.

**WHEN:** Done 28-6-16

## **7. Surveys (performance targets) and Communication:**

After a discussion about supplier surveys, it was agreed that they are very helpful so the Board will continue with them as a tool, along with others, to evaluate the suppliers. The initial A2Z survey had a low response and it was agreed to give further consideration to the questions prior to the next survey. However, it was agreed to send the results of the first survey to those owners who had responded.

**ACTION:** It was agreed that Ron Locke will send the questions to the Board so that the Board can give their views on this and will send out the survey results to those owners that had responded.

**WHEN:** *Ron Locke has already sent the questions to the Board.* The changes would need to be available by the meeting in September 2016.

There were also comments about the communications process in general as owners do not always receive frequent information from their BP.

**ACTION:** Ron Locke will send a document produced last year about the way the communications should be done.

**WHEN:** *Ron Locke has already sent the document to the Board.*

Isaac Abad from Resortalia informed the Board Members that Resortalia would be sending to them some graphics with information related to the issues managed in 2014, 2015 and 2016 from the most important suppliers in Hacienda Riquelme.

**ACTION:** Resortalia to send the graphics to the Board members.

**WHEN:** Done 6-7-16.



## **8. Maintenance Project:**

**Repainting project:** The document produced by David Bamford was discussed and all the queries and doubts answered.

In order to avoid the issues arisen with the garden areas due to the Building repair works, it was agreed to set up a checklist with all the plants, situation, etc. before the works start in the buildings and to use this once the works are finished.

**ACTION:** Vivian Church will send the checklist currently produced by STV and the architects to David Bamford.

**WHEN:** Within this week.

## **9. Pathway for access to the flood gate in Phase 6:**

After reviewing the quotations sent by STV, it was agreed to go ahead with a quote to fit big slabs to create a pathway from the roundabout at the end of phase 6 along the perimeter fence to the new gate so that security can have an easy access in case of heavy rains. The cost of around €1,368 only includes the material as the labour will be done by the gardeners dealing with the gardening tasks during their working hours on a Saturday. This needs to be completed by the end of August.

**ACTION:** STV to build the path way at the end of phase 6.

**WHEN:** STV will confirm the date but it will be planned for August.

## **10. Maintenance Project team.**

At the moment the Maintenance Project team is formed by:

- David Bamford.
- Nigel Bradbury, who has been asked to help following Ian Graham's departure.
- Steve Fitzpatrick, who will provide input on the painting project based on his background in H&S for a construction company.



- Álvaro Lorente (Architect - ION) as an employee for the General Community.

When the painting of the sub-community blocks commences in 2016/2017, all the Phase Presidents will be invited assist with the painting project for their phase.

Ron Locke asked for further items to be included in the risk analysis and David Bamford agreed to look at this.

#### **11. A2Z:**

The new contract with A2Z has been signed.

There is a new clause in the contract related to the penalties if problems are not resolved within the period of time agreed. Then, it is necessary to log all the issues and monitor the time it takes for them to get them sorted.

**ACTION:** Margaret Daniels agreed to assist David Bamford to see if we can set up a network of resident owners to monitor any service outages and these will be recorded by Resortalia.

**WHEN:** Within July 2016.

#### **12. Irrigation:**

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

- The daily meter readings updated as of 31-5-16.
- The water usage comparison as of 31-5-16.
- The costs of the irrigation water 2015 vs. 2016 updated as of 31-5-16.

#### **13. Security:**

**Night time security patrol:**



The Board members reported back on the views of their owners and others who they had asked. There was a range of views as to what should be done and given the level of expenditure, it was agreed by the Board to carry out a survey of all owners in order to ask all the owners for their preference.

**ACTION:** Mike Portlock & Ron Locke will produce a document with some information about it and also the questions for the survey.

**WHEN:** As soon as possible – Early July 2016.

#### **14. Golf:**

Mike Portlock reported that Enrique Herrero believed that the bid from some Owners from El Valle to acquire El Valle and HR golf courses had been discontinued. He had no further news.

#### **15. Welcome Pack:**

An update about the new Welcome Pack was given by Gordon Hutchinson. An owner had offered to do the printing and there are a number of people interested on advertising so the Welcome Pack will cost the Community nothing.

Any surplus revenue will be invested in something to improve the Community areas.

There had been a donation of €500 from the family that had the wedding in May which will also be spent on the Community.

#### **16. STV Rubbish Collection and Street cleaning service:**

The Minutes related to the last meeting held with STV (rubbish collection and street cleaning service) were agreed. Margaret Daniels agreed to take responsibility for the Street Cleaning contract.



**17. Any other business:**

**Music at El Casón:** It was agreed to allow El Casón to have music until 12:00 midnight. After that, they would need a licence from the Town Hall of Murcia.

**Request from Marius Anastase:** There was a request from Marius Anastase to carry out free Tai-chi lessons in the garden areas at El Casón. The Board agreed with the request.

**Maintenance of the Sport Area:** There were some comments about how the sport area is going to be maintained and managed. This point will be discussed at the next Board Meeting in September. Meanwhile, if there are any volunteers amongst the Board Members, the President Mike Portlock asked them for letting him know in advanced. Margaret Daniels said she would consider doing this as it was near her apartment.

**18. Date of next meeting:**

Tuesday 6<sup>th</sup> September at 10:00am

The meeting finished at 13:03pm.