



**MINUTES OF THE BOARD MEETING OF THE GENERAL COMMUNITY OF
HACIENDA RIQUELME HELD THE 16th MAY 2019 AT RESORTALIA OFFICE**

The meeting started at 9:30 am with the attendance of the following members of the Board:

ATTENDEES:

Name	Post
Gordon Hutchinson	Resort President
Wendy Walker (Video)	Phase 1 President
Mike Portlock (Video)	Phase 2 President
Ron Locke	Phase 5A President
Vivian Church	Phase 5B President
Margaret Daniels	Phase 7 President
Isaac Abad	Resortalia
Alberto Gómez	Resortalia
Pepa Pérez	Resortalia

REPRESENTED:

Name	Post	Represented by
John Barr	Presidente Fase 6	William Howell

AGENDA:

1. Planning Permission – AGM Results.
2. A2Z.
3. Security.
4. Website.
5. Welcome Pack.
6. General maintenance project.
7. Workers compound – Phase 7 Slope.
8. Gardening (gravel around buildings).
9. Any other business.



DISCUSSIONS AND AGREEMENTS TAKEN

1. Planning Permission – AGM Results:

David Dwyer presented his idea about the way the updated guidelines should be presented.

There should be 2 different documents. One of them called “Easy to use guidelines” and a second document with more details about procedure and explanations.

ACTION: Produce the 2 documents.

WHO: David Dwyer.

WHEN: End of June.

After a long discussion and consideration of the different options presented, the Board agreed by a majority decision that they did not want to sue the owners for the changes they had made. As a result, the following decision was made:

- a. For section B (MODIFICATIONS THAT ARE NOT APPROVED AND OTHERS ON THE RESORT HAVE COPIED THEM) we would allow what has been done but will not allow any further changes of the same kind.
- b. For section C (MODIFICATIONS THAT ARE NOT APPROVED AND ARE UNIQUE OR VERY CLOSE TO UNIQUE) we would allow what has been done but will not allow any further changes of the same kind.

The exception to the above is where a safety railing has been removed. It must be put back. This is an H&S legal requirement and not an HR requirement.

ACTION: Identify the apartments where these railings have been removed and contact the owners to tell them they must replace them, or risk being prosecuted.

WHEN: Contact owners during July.

WHO: Resortalia.

The result will be discussed at the Board Meeting in September.

ACTION: The Board agreed that each Phase President will, in future, contact new owners to their phase via a welcome letter. This will introduce themselves and give some information on how the resort is run. It will also emphasise these planning rules so that there can be no misunderstanding about what is allowed and what isn't.



WHO: Phase Presidents.

WHEN: As soon as they are notified of a new owner to their phase.

2. A2Z:

David Dwyer attended the meeting at this point. Following the questionnaire sent to the owners in 2018, the Board approached A2Z with the aim of improving the current service. A2Z has taken on board what was discussed and improvement in the service been made.

A2Z presented a new offer related to their services.

ACTION: David Dwyer agreed to produce a communication to all the owners with information about the offers and service.

WHEN: The communication was sent to all owners on 28.5.19.

3. Security:

John Frizell attended the meeting at this point. The items discussed and the decisions are included below:

- **Denuncias:** At a meeting with Vigilant the Community was informed that the security guards have been given increased powers and can now issue denuncias against anybody who commits certain offences such as speeding, dangerous driving, antisocial behaviour, etc. We are still waiting for the full list of offences Security can deal with.

ACTION: The Board will do a communication to inform all owners about the new powers. Done 6.6.19

WHO: The Board

WHEN: As soon as the completed list of actions is provided by Vigilant. It has already been requested from them. Done.

- **Sport area:** Due to an incident of vandalism in the sport area a couple of weeks ago, John Frizell made a proposal to install cameras to monitor the area. After a long discussion, where questions were asked and doubts were expressed



about how this would work and whether it was cost-effective, it was decided not to go ahead with it. Also, there is nothing in the budget to pay for it. It was decided to review it next year.

ACTION: The Board will review this again for next year's budget.

WHEN: When discussions take place for next year's budget.

WHO: Resortalia to put it on the agenda for the 2020 budget review.

ACTION: Review the Sport area to see what actions need to be taken with regards to maintenance.

WHO: STV

WHEN: Before the end of July.

- **Extra guard for the summer months:** As in 2018, there was a proposal to have a security guard in July and August to patrol the pools as the main task and help with the duties at the security gate. The Board rejected the proposal.

4. Website:

The new website for owners is up and running. It also includes the secure area and the new forum.

5. Welcome Pack:

The sample of the new format of the Welcome Pack for long and short term renters was presented and approved by the Board.

ACTION: Contact companies for advertising and sponsor the WP.

WHO: Resortalia

WHEN: By the end of May – early June.

6. General maintenance projects:

- a. **Pools, new pool surrounds:** The Company in charge of the work has completed the first pool in the schedule (7-3). They are currently working in pool 5.1. It is expected to have pool 5-1 and also 1-1 finished before the end of May.



ACTION: There will be a meeting with the director of the company, Simply Stone Carpet, to clarify some problems related to the job.

WHEN: Wednesday 22.05.19

WHO: Gordon Hutchinson and Resortalia

- b. Pools, repair works inside of the pools:** Atlantir has already finished all the work planned to be done in 2019.
- c. Pool fences:** The Company in charge of this job, PINTALAC, has already completed pools 6-2 and 7-3. They are currently painting the pool fence in pool 5-1 and will do 1-1 before the end of June.
- d. Pathways:** It is expected that PINTALAC finishes the work by the end of May.
- e. Underground rubbish containers:** SAFAMUR, the company dealing with these repairs is a bit behind schedule. They will keep working until the end of June. No work will be carried out during July and August and they will be back to work in September.
- f. Façade painting project:** The last building of phase 5A (Salvia 3) will be finished before the end of June. The work will stop during the summer and PINTALAC will start work in Phase 2 in September. They will start with Jara 2 and continue until Mejorana 3 is completed, which is expected to be completed in December. There was a complaint about the painting in Albahaca 4 related to the number of coats of paint applied. There was a meeting with the architect who informed us that the paint company is satisfied with the work and has issued the guarantee.
- g. Disabled Pool access (6.2):** The job has already been finished and the new access open.

7. Workers compound – Phase 7 Slope.

Below is the schedule for the work in Phase 7:



- Monday 20th May 2019: APIDECO will start working on the slope in Phase 7. They will go first to the slope at the bottom of phase 7 close to Atlántico 10. They will be working on the slope until they finish everything.
- Tuesday 11th June 2019 (the 10.06.19 Monday is Bank Holiday): APIDECO will start working on the workers compound. The suppliers, including the golf course people will have to move all their cabins and machinery before the 11.06.19.

If by the 11.06.19 they have not completed the work on the slope in Phase 7 (road side), they will arrange for a different team of people and machinery to go to the workers compound. This means that there will not be any break during the time the work is being done on the slope (roadside). They will start and finish without any interruptions unless the weather conditions do not permit it.

Also, the constructor has confirmed that they will not close the road in phase 7. They have enough space with the pathway and parking bays along the street for their machinery to operate.

ACTION: There will be a communication to all the owners informing them of the start date and also that the road will not be closed. Owners will only have to reduce speed when they drive in this area and remove their cars from the parking area.

WHEN: Done.

8. Gardening (gravel around buildings):

Due to the gardening schedule, this work will be done in September.



9. Any other business:

Irrigation water: RESORTALIA explained that a new system for providing irrigation water has been put in place by the Confederación Hidrográfica del Segura (The organisation in charge of all the matters related to the river Segura basin). We have provided all documents required by this organisation.

RESORTALIA arranged a meeting with the Department in charge and were informed by them that although there are issues still to be overcome, we have done all that was required and should expect a satisfactory resolution in due course.

Advertising: Once more it was confirmed that the Statutes of the Community do not allow For Sale signs on the façade of the apartments.

ACTION: There will be an e-mail sent to all the sales agents with instructions to remove their For Sale/For Rent signs.

WHEN: In July.

WHO: Resortalia.

STV working hours: Following a proposal presented by STV, it was agreed by the Board to accept the change of the working hours from STV staff during the summer months as a trial.

Outdoor gym: There were comments from a few members of the Board confirming that the equipment is working. Also that the appearance is not 100% fine but it works and can be used by owners. Therefore, the decision was that no actions were going to be taken at the moment.

There is a budget for 2019 to deal with the repair and maintenance of the sport area.

ACTION: Get quotes to do the maintenance of the sport area.

WHEN: July.

WHO: Resortalia

10. Date of next meeting – Tuesday 9th July 2019 – 10:00am Spanish time.