

How is the Resort Managed? Frequently Asked Questions

What is the size and management structure of the Resort?

The total surface area of the resort is 975,600.83 sq. metres. The golf course covers 650,753.70 sq. metres and the non-golf course areas (gardens and properties) is 324,847.70 square metres. All this is inside an alarmed perimeter fence, covered by cameras, which is 7.2 kilometres long.

There are 78 apartment blocks, each containing between 17 and 28 apartments. Each apartment block elects a Building President (BP), often referred to as the Sub-Community President (SCP). There are 1864 apartments on the resort.

These apartment blocks are split into 8 unequal sized phases. The phases vary in size from 4 blocks to 17 blocks. They are numbered 1 to 7, with phase 5 split into two phases, 5A and 5B. Attached is a plan of the Resort showing all the phases and buildings.

Each Phase has a representative, the Phase President (PP), on the Management Board which runs the resort. Board meetings are usually held every 6 to 8 weeks. They are always minuted and the minutes are sent to all owners and stored on our website.

How are these Presidents elected?

They are elected annually at an AGM. The owners in a building elect the BP. The BP's on a phase elect a Phase President (PP) to represent the phase on the Management Board. The PP's elect the Resort President (RP).

To assist them in the running of the resort a company, Resortalia, is employed to do the administration and provide legal advice.

Not all of these Presidents are always volunteers. Although ideally, they would be volunteers, sometimes nobody volunteers to do the job. When this happens the President is elected by "drawing a name out of a hat".

Is there only one AGM?

No. Within the resort, there are several different areas of land. The golf course is one of these areas, but we are not involved in the managing of this or paying for anything related to it.

The local Council own approx. 10% of the land and we have to manage this and pay for maintaining it. This council area is referred to as EUCC land. The rest of the land is owned by us, i.e. the General Community (GC).

As a result of our structure, we have to have 3 different types of AGM. The standard agenda items are:

1. Approval of the reconciliation of the previous year's budget
2. approval of the new Budget
3. Renewal of the contract for the Resort Administration company.

4. Approval of Debtors List
5. Approval of legal action against debtors
6. AOB

The GC AGM.

This is usually in January and is only attended by the Board.

The EUCC AGM.

This is usually in March and is only attended by the BP's.

The Buildings AGM.

There are 78 separate AGM's and they are held on the same day as the EUCC AGM in March. All owners can attend. You might wonder how we can do 78 AGM's in a day but don't worry, we have a proven way of doing it.

The Board also use this day to do presentations to all owners on progress during the previous year and to answer any questions owners have.

What is the AGM Process prior to the meetings?

Resortalia sends out notification of the meetings in advance. Prior to the meeting, you will also receive documentation such as budgets and any other information which might be needed on the day. They will also send out a Proxy Form that you can use to delegate somebody to attend the meeting and vote on your behalf if you can't attend in person.

To give you advanced notice of who may be standing for election as a president, Resortalia sends out a list of those who have indicated that they will stand for election. This is not necessarily the final list, as anybody can say that they wish to stand for election right up to the time of the election.

How is the Budget Managed?

There are 3 different budgets which we use. They are;

1. GC budget.
2. EUCC budget.
3. Each building's individual budget.

GC budget. This is managed by the board and includes the costs for all the contracts for services such as Security, Gardening, Irrigation Water, Painting of the building facades and Swimming Pools.

EUCC Budget. This is also managed by the board and includes all the costs related to the council-owned land and facilities, such as Irrigation Water, Street Cleaning, Rubbish Collection, Mosquito Fumigation and Street Lighting.

Individual Building Budgets. Each building is responsible for the costs incurred for the maintenance of the building, with the exception of painting the facades of the

building, which is the responsibility of the GC. This includes having the building cleaned, paying for the Lifts, Electricity used in the communal areas of the building e.g. Garage and Staircases, Internal Communal area painting including Garage Ramps and Doors. The BP is the main person involved in the preparation of this budget.

Communication – How do we get informed about what is happening?

It is very important that you understand the different ways in which we as a Board communicate to you. Our basic philosophy with regards to communication is that you are entitled to know everything the Board knows. There are 3 exceptions to this which are:

1. Personal information about individuals.
2. Anything that would disadvantage us in contract negotiations if it became public.
3. Anything that would put at risk the security of the resort.

Of course, we don't want to inundate you with large amounts of trivia, so we try and be selective and communicate important things to you. We use different methods of communication. These are:

1. **Emails** directly from the Board or the RP. These will be for the more important subjects we think you should know about.
2. **Our website.** We store a lot of historical information on the website such as minutes of meetings, survey results, trending information, news items, community rules and many other items of information. We also put photos and Pen Portraits of Board members on the website to give you a little bit of information about each of us and our background.
3. **Resortalia Newsletter.** Every Friday Resortalia sends out a newsletter to all owners. This usually gives information about progress on maintenance work, useful phone numbers, other information they think you should know and even the weather forecast for the following week. The Board are not involved in the production of this.

How are contracts managed?

We have many contracts in place with our suppliers. Some of them are quite large and some very small. The Board are always involved in the direct negotiations with suppliers for all large contracts and make the final decision on all contracts, large or small. We have a defined procurement policy which can be found on our website.

How do we ensure our service suppliers perform to a high standard?

The contracts with all our major suppliers have a get out clause for poor performance. Of course, to make sure that we can prove poor performance we need to have evidence. All major suppliers are set performance targets each year. To help us gauge the level of performance we are getting, we do annual surveys asking all owners for their opinion of the service they get. It is important when you receive these surveys that you complete them for us. They only take a few minutes to do

each one. We have clear statistical evidence that shows the surveys have helped improve performance year on year. As well as setting targets related to the surveys we also set other targets related to the quality of work we expect.

What should you do if you need information?

This will depend on the type of information you need. Lots of information is on our website, so that should be the 1st place to look.

If you feel you need to speak to someone, for most things it would normally be Resortalia. You can either phone them or if you are on site call in at their office and talk to them. If you believe that Resortalia staff are not the people to answer your question then the next port of call would be to your BP. If for any reason you do not believe your BP is the right person to contact then please contact your PP. Your PP should be able to deal with any questions related to the running of the resort outside of your building. If you don't know how to contact your PP or your BP, you will find their email addresses on our website.

If you want to know things that are not within the remit of your BP or PP, e.g. you wanted to know how to find a decorator or keyholder, you could go on our forum and ask your question on there. Over the years many people have become very knowledgeable about where to find this type of information, so you are likely to get the answer you want.

How can I communicate with other owners in my building?

Because of Data Protection laws, we can't let you have their email addresses without their permission. You can let Resortalia know what you want to communicate, and they will send the communication to the owners. Alternatively, you can send the information to your BP, who can send the information to the owners. Another alternative is for your BP to contact all the owners in the building, asking them if they would be happy to share their email address with their neighbours in that building. Most would probably agree. You would then be able to contact them anytime about anything.

If I was interested in becoming my buildings BP, what would it involve?

- Agreeing with Resortalia the agenda for the building's AGM. As it doesn't usually change from year to year there is little work to do on this.
- Signing any documents related to the debt procedures. The chasing of the debt is done for you by Resortalia.
- Give power of attorney to start any legal actions. This is very rare.
- Execute the agreements adopted at the Annual General Meeting. This is very rare.

- Resortalia prepares the annual budget for you prior to the AGM. You will receive it for checking and making any changes that are needed. Any expenditure outside of this budget has to be agreed by you, although the owners in the building should be consulted as they will be paying for it.
- Whenever a contract is due for renewal, Resortalia will let you know. They will get quotes for you from different suppliers and you will have to decide who to choose. Resortalia will set up the contract and you will have to sign it. Some contracts, e.g. the lift maintenance contract, are often best dealt with by the Board, as all buildings require lift maintenance. The Board often have experienced, skilled negotiators who can get a good deal by negotiating for 221 lifts over the whole resort, rather than a building doing it for the 2, 3 or 4 lifts in a building.

In summary, although it is a very important task, it is not a very onerous one and doesn't take up a lot of time. Your Phase President would also be able to assist or advise.

HRGR Board