

MINUTES COMMITTEE MEETING THE GENERAL COMMUNITY OF HACIENDA RIQUELME HELD 11th SEPTEMBER 2014 AT 9:30 AM AT RESORTALIA OFFICE

The meeting started at 9:33 am with the attendance of the following members of the Committee:

ATTENDEES:

Name	Post
Ron Locke	Resort President
Gordon Hutchinson	Phase 3 President
Mike Portlock	Phase 2 President
David Bamford (Skype)	Phase 6 President
Vivian Church (Skype)	Phase 5B President
Isaac Abad	Resortalia
Francisca Ortiz	Resortalia
Pepa Pérez (Skype)	Resortalia

Apologies: Stuart Billingham

AGENDA

1. Minutes & matters arising from the last Committee Meeting. 16-07-2014
2. Phase 1 Water Problems
3. Planning
4. Debtors
5. Maintenance
6. August Water Consumption
7. AOB

1. Matters Arising from the Committee Meeting 16th July, 2014

1. Litter Bins

ACTION: Resortalia to liaise with STV to have 25 new free litter bins installed inside the pool areas.

BY WHEN: Installation complete by 26.7.14 - **INSTALLATIONS COMPLETED 26.7.14**

2. Car Park Flooding - Item on the Agenda for discussion. Actions agreed at last meeting.

ACTION: Resortalia to get a quote for water analysis.

BY WHEN: 25.7.14 **DONE**

ACTION: Resortalia to get a quote for an expert to investigate the underwater reservoir. BY WHEN: 25.7.14 - NOT DONE DUE TO UNAVAILABILITY DUE TO HOLIDAYS OF SUITABLE CANDIDATES. Not now required as it is believed there is not an underground reservoir.

ACTION: Aidan Lowe, Chris Evans and Gordon Hutchinson to document the known facts as they relate to the problems with flooding in their lifts/garage. - **ONGOING AS AND WHEN NEW INFORMATION IS AVAILABLE**

ACTION: Alfonso Parra to arrange for a test for leaks on the main irrigation pipe. BY WHEN: 25.7.14 - DONE; LEAK FOUND AND FIXED BUT IT IS NOT THE SOLUTION TO THE PROBLEM.

3. Planning Report & Progress on Smoked Glass Curtains. At the meeting it was agreed:

The report produced by Nigel Bradbury needed modifying and would make recommendations on what might be allowed.

The views of all owners would then be sought on these recommendations. Other alternatives would also be presented for owner's opinions. This would be done via a survey.

In the meantime, to avoid a worsening situation getting out of hand, all requests for planning permission which don't comply with the current statutes will not be allowed.

ACTION: Amendments to be made to the Planning Report by Gordon Hutchinson and Ron Locke

BY WHEN: 31.8.14 - **NOT DONE DUE TO THE REQUIREMENT FOR FURTHER INVESTIGATION. On agenda for this meeting,**

4. Pool Contract - Expires Dec, 2014

Ron Locke presented a list of items we should investigate in order to put us in the best position when starting negotiations for the new contract.

Performance targets would be put into the new contract. As with all future contracts some of targets will be based on the results of a survey of owners.

ACTION: Ron Locke to confirm to Resortalia the items requiring research

BY WHEN: 23.7.14.- **DONE.**

ACTION: Resortalia to provide the answers to the items requiring research.

BY WHEN: 15.9.14. **DONE**

5. Pool Survey

It was agreed to start to plan a survey to have a base line measure to work from.

ACTION: Ron Locke to define the survey questions for Committee agreement. - **FINAL QUESTIONS AGREED WITH JOANNE FLOOD 4.9.14. It will be sent to the committee for agreement.**

BY WHEN: 15.8.14 - **DONE**

ACTION: Survey of all owners by Joanne Flood

BY WHEN: 20.9.14.

UPDATE Joanne sent a trial survey to Committee Members on 22/8/14 & requested Feedback on 23/8/14. On target to go out by planned date.

6. Measuring Contractor Performance – Gardening

The Performance Targets have been agreed with STV. In the meeting it was agreed Resortalia would manage the collection of non-survey measurement data. Actions agreed as follows:

Resortalia to ask STV about regular inspections they are subjected to for the storage and use of the chemical products they use on the resort.

Resortalia to start to produce a file with the complaints related to gardening since Wednesday 16th July.

Resortalia to publish gardening targets to all owners once they had been revised as agreed in the meeting.

ACTION: Ron Locke to amend the document by 23.7.14 - **DONE**

ACTION: Viv Church to explain to, and agree the changes with STV by 28.7.14 - **DONE**

ACTION: Targets to be published to all owners by Resortalia by 31.7.14 - **DONE email sent to owners on 5/8/14**

7. Business Case for Replacing With New Irrigation Nozzles

The trial on Phase 6 showed that there were potential cost savings of approximately 25% to be made by using the new TORO irrigation nozzles in areas where they can be used. It was agreed to produce a business case for the use of these nozzles, where appropriate, on the rest of the resort.

ACTION: Resortalia to request TORO to provide a quote to replace the existing nozzles with the new type. Not all the current nozzles can be replaced by this new type. TORO will advise us which are suitable for replacement and give us an estimate of the water savings.

BY WHEN: 26.7.14. Quote sent to Committee Members 4/8/14. **Audit of all the nozzles on the resort deemed suitable for replacing is taking place. 3 Phases done so far.**

STV have been asked to provide a system to measure water usage on each phase to support Business Case. **Not feasible as very expensive to set up. Further work to be done, including discussions with La Torre.**

8. Water Consumption.

It was agreed to discuss with STV the possibility of reducing watering times to get the budget back on track.

ACTION: Irrigation has been stopped on Wednesday evenings - **DONE**

9. Update on Hector Ruiz - Progress will be dependent on the court case.

DISCUSSIONS & AGREEMENTS

1. Phase 1 Lift & Garage Flooding

Alfonso Parra from STV, the Architect Alvaro Lorente and Pepe Burruezo from the company which has investigated the origin of the water in the garages and lift shafts attended for this item. Snr Burruezo gave a presentation based on the water analysis report. It is a very technical document but is attached for anybody who is interested.

His conclusions are:

- He does not believe there is an underground reservoir.
- There is a water table at uneven depths below ground level.
- This water table is a mixture of water and sandy material trapped between two layers of clay.
- The water in this water table is from the hills and gets into the water table under pressure.
- You cannot test the water table depths by measuring the distance to the water down the 8 pipes on the phase. This is because the water in the water table is under pressure and it forces the water up the pipes. This means the water in the pipes could be a lot higher than the water in the water table.
- There is more than one source of water in the buildings.
- Some of the water is from the water table.
- Some of the water seems to be from a lake.
- Most of the water is from another source.

- He found one area of the phase with some strange results so he would like to do some further tests. This was agreed. It was also agreed to do an E Coli test.

ACTION: Pepe Burruezo to carry the additional tests including the E Coli test

BY WHEN: 19.9.14

Next Steps

There are several possible sources for the water. They have been identified as:

1. Pools
2. Drinking water
3. Fire Hydrant water
4. Irrigation water
5. Sewage/waste water

We now have to identify where the pipes are for all these sources.

ACTION: Alvaro Lorente, our architect dealing with our building defects, will check the site drawings. He will then check the pipes are where the drawings say they are.

BY WHEN: 25.9.14

ACTION: Once this has been done we will have to define the best way to test for leaks, and carry out the appropriate tests.

BY WHEN: 10.10.14.

2. Planning

After legal opinion from Alberto Gómez, lawyer from the Legal Department of Resortalia, it was agreed to send a communication explaining to all the owners that any aesthetical changes must be submitted to the Committee of the General Community,

and the Sub Community President, via Resortalia. The communication will also include information about the new rules to proceed.

It was also agreed that the pergolas installed in private apartments are the responsibility of the owners and any maintenance of them, including re-painting, is up to the owner of the apartment.

The main entrance door to the building, gas metal boxes and garage railing are included as part of the building *façades*.

ACTION: Ron Locke to write to all owners after he and Gordon Hutchinson have documented the procedure to be followed.

BY WHEN: 26.9.14

3. Debtors

Gordon Hutchinson, the committee member looking after debt collection, presented a report with the latest debtor information and two new ideas for future collection of UK debts. He will write to all owners explaining the way forward and providing the latest debt situation. The committee agreed to trial both the new ideas by using a small selection of suitable debts.

It was agreed to include additional information on the quarterly reports by Resortalia, including the number of untraceable owners, and to provide Gordon with a periodic report showing the updated information from the collection agencies, Welbeck Law & CCCR, in order to evaluate their performance.

It was agreed that there was too long a delay in starting the debt collection process after an AGM. The Law Firm chosen for that purpose, Abad & Asociados Abogados, in combination with Resortalia Recovery Department, have agreed to have all the *monitorios* presented in Court within 90 days after the AGM. Any outstanding ones for this year will be submitted to the Courts by the 15th October 2014.

It is also agreed that the TV and Internet will be cut off when the debt, even if it is only one payment, remains outstanding 45 days after the due date. The extra costs for disconnection and reconnection must be paid by the owner before the service is re-connected. Debtors will not be allowed to use the pools either.

Owners have been trying to negotiate with Resortalia on the 20% surcharge if they paid a debt in full, as opposed to paying by an agreed payment plan. The committee agreed that Resortalia were not to negotiate on this and that the full 20% must always be paid.

As a reminder, and as it is established in Article 11 (Owners Obligations, letter F), the owners are obliged to designate a bank account to which the community fees issued by the association can be charged. **It is totally in the interest of everyone to pay the fees via direct debit.**

ACTION: Gordon Hutchinson to write to all owners.

BY WHEN: 22.9.14

ACTION: Resortalia and Gordon Hutchinson to select suitable debts for the UK trial.

BY WHEN: 26.9.14

4. Maintenance

The committee are very concerned about the number of maintenance items being added to the General Community Budget, which already includes the painting of the outside of the blocks including the railings, the security perimeter fencing plus associated electronic devices, the irrigation equipment, the swimming pools, the roads, the street and path lights plus all the pathways and pavements at the resort.

We will need to make a start on the maintenance of many of these items as soon as possible, and we will need to continue adding fairly significant funds to the General Community budget over the next 4-5 years to cover this maintenance. This extra funding will need to be in addition to covering any debts, such as the non-payment of fees by Polaris for the Town centre, until such time as they can be recovered if, in fact,

they ever can be recovered. In particular, the gas meter boxes are rusting away and will need repainting soon. The garage vent covers in some phases need re-painting urgently.

It was also confirmed that the General Community (GC) has to collect the money for the maintenance of the Facades. This would form part of the GC budget and be collected based on the cuotas.

ACTION: The maintenance sub-committee to continue to build the 5 year maintenance plan and start to get quotes for all items on the plan.

BY WHEN: Ongoing

5. August Water Consumption

August was the fifth driest August since 1947.

Attached to the minutes is the spreadsheet showing consumption in August and comparisons with previous years. We have used 4341 cubic metres (cm) less than in July and 2959 cm less than August last year.

Comparing the August average of the last 3 years we have used 5986 cm less this year. This breaks down as 6688 cm less for council land but an increase of 702 cm for Community land.

These reductions were made by switching the water off for one day each week. This seems to have worked, without any detrimental impact on the look of the grass or plants. A further review of the watering schedule will be done on 15th Sept and if lower temperatures are forecast there may be an opportunity to reduce the watering times further.

The Spreadsheet will be improved by adding financial information to it from this month.

ACTION: Ron Locke to review watering times

WHEN: 15.9.14

ACTION: David Bamford to make the financial changes to the spreadsheet.

BY WHEN: 30.9.14

6. Cash Flow

The latest cash flow analysis indicates that we will not have any problems paying our bills in this financial year.

In future the cash flow position will be produced quarterly by 10th of the month

7. AOB

Hilary Quinlan has resigned as Phase 7 President. An EGM will be called to elect a new building and Phase President.

ACTION: Resortalia to arrange the election

BY WHEN: 26.9.14

Video Conferencing

Mike Portlock explained a new tele conference system which he believed would be better than using Skype. It was agreed to trial it.

ACTION: Mike Portlock to set up the trial.

BY WHEN: 26.9.14.

As there were no further issues to discuss the meeting finished at 12:30 pm.

Next Committee Meeting: 9.10.14