

MINUTES COMMITTEE MEETING THE
GENERAL COMMUNITY OF HACIENDA RIQUELME HELD 16TH JULY 2014 AT 9:40 AM
AT RESORTALIA OFFICE

The meeting started at 9:40 am with the attendance of the following members of the Committee:

ATTENDEES:

Name	Post
Ron Locke (Skype)	General Community President & Phase 5A President
Mike Portlock (Skype)	Phase 2 President
Gordon Hutchinson	Phase 3 President
Stuart Billingham (Skype)	Phase 4 President
Viv Church	Phase 5B President
David Bamford	Phase 6 President
Isaac Abad	Resortalia
Francisca Ortiz	Resortalia

AGENDA

1. Minutes & matters arising from the last Committee Meeting. 18-06-2014 – anything requiring decisions will be on the agenda below.
2. Litter Bins
3. Re-assigning of roles
4. Lift & Garage Flooding
5. Planning Report & progress on smoked glass curtains
6. Next Pool Contract
7. Pool Survey.
8. Measuring Contractor Performance.
9. Atlántico 130 Roof
10. Claim against debtors
11. Claim against PW
12. Use of Proxies for Committee members to attend Committee Meeting

- 13. Moving Cat Feeding Station
- 14. Business case for replacing with new irrigation nozzels
- 15. Water Consumption
- 16. Daily Security Reports

DISCUSSIONS & AGREEMENTS

1. Matters Arising from the 18.6.14 Committee Meeting.

Request to water company (ACUAMED) to treat HR as agricultural land: Resortalia have contacted the water company, Acuamed, and are waiting for a model of the certificate that would be needed.

ACTION: Resortalia to present the certificate to the committee once it is received

BY WHEN: No date can be given as we are completely dependent on Acuamed.

2. Update on Legal Cases - This matter will be discussed at a future meeting when further information is available.

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

4. Car Park Flooding - Alfonso Parra from STV to investigate putting dye into pipes to identify if irrigation water is flooding the car parks & lifts. The dye must be environmentally safe & at the present time STV are still trying to source a suitable dye.

STV & Security are to report all future leaks to Resortalia to be recorded on a spreadsheet for further analysis. The spreadsheet with the data will be forwarded to the committee two days prior to the meeting for discussion at the meeting.

We have received some information about the water table, which seems very high at some places, e.g. 1 meter.

It is on the agenda of this meeting for further investigation.

5. Maintenance Storage Room - This is to be re-located in a new storage room in Jara 3, available from August 2014. The Cilantro 4 SCP has agreed the current storage room can remain until August.

6. Smoked Glass Curtains - Resortalia will send a bureau fax to owners who have not complied with these rules on glass curtains.

7. Renegotiation of the Lift Maintenance Contract - Following the re-negotiation of the fees Resortalia sent information regarding the impact on budgets to all Sub Communities Presidents on 20th June, 2014

8. General Community - HR Maintenance 5-year Forecast Strategic Financial Model Report
- Resortalia translated the document & it was sent to all owners from the NO REPLY email address on 4th July, 2014.

9. Water Usage - A trial has been undertaken by STV on the Phase 6 roundabout to test if water savings can be achieved using a new type of nozzle. STV to report the test results back to the committee for discussion at this meeting.

In order to provide a more conclusive result, TORO could perform a customized study of the area, specifying the number of diffusers and provide an exact cost.

10. Entrance CCTV - Vigilante to provide HD screen - Vigilante have confirmed that their technicians are studying the possibility of changing the camera lenses and also their location in order to improve the resolution and comply with the requirements.

11. Moving Cat Feeding Station - Two committee members provided feedback & it was felt it was better to leave the cat feeding station at its current place. We have a bigger problem as a result of cats being fed by a Spanish lady on Phase 5a & cats being fed by owners & renters at El Cason which needs further action. This item is on the agenda for the this meeting.

12. Motion Sensors - Awaiting quote from Vigilante to replace two of the voltage regulators.

Two quotations have been received from the technician to replace two of the voltage regulators. Details have been emailed to the Committee.

The first quotation is for the standard model that will stop the electrical system if there is any irregularity. Cost - £285.56

The second quote is for an on line unit that will stay on even there is an irregularity.

Cost - £1,347.94

Since the meeting the decision was taken to go for the uninterrupted power supply upgrade.

13. Security Office Furniture - At the last meeting Vigilant considered that they should not pay for the new furniture & the issue was left outstanding. Vigilant have confirmed they will not assume the cost of the furniture in the control point.

14. Information Centre - Quotes have been obtained for remedial work for the exterior painting of the building.

On 15th July, Viv Church attended a meeting with Aquas de Murcia & Resortalia to trace the water source & have it re-instated. It appears that PW installed an illegal system when the building was used as an Information Office & disconnected the supply a couple of years ago. Aquas de Murcia will provide a quote to re-install a water supply.

A meeting has been arranged with the Air Conditioning engineer to inspect the unit & arrange a service.

15. Litter Bins - Ron Locke carried out a resort wide study & made recommendations to Nigel Bradbury for the re-siting of bins. To be most effective the bins needed to be moved or replaced before mid July. We have probably missed this opportunity now. On the agenda for this meeting.

16. Defects Case - Sr. Lorente's Report Structure Document - 66 Sub Communities have signed up to the project and Snr Lorente has confirmed he has completed the surveys on the buildings. He will send his final report to Resortalia this week.

2. Litter Bins

The Committee agreed to install the 25 new litter bins, provided free as part of the STV cleaning contract, in the pool areas. Many of the pools seem to already have a bin near each pool entrance. Where this is the case the additional bin will be installed at the furthest point from the gate. Where it is not the case the bin should be installed near the entrance to the pool. As the number of pools in the resort is 19, the 6 additional bins will be installed in the 6 largest pools.

ACTION: Resortalia to liaise with STV to have the litter bins installed.

BY WHEN: Installation complete by 26.7.14

Work has now started on the installation and is expected to be completed by 25.7.14.

3. Re-assigning of roles

As a result of the resignation of Nigel Bradbury and Colin Archer some roles had to be re-assigned. Whilst a review of the Planning process is taking place it was decided that all planning applications will be checked by Resortalia and forwarded to the committee for consideration. Supervision of the debt process will be dealt with by Gordon Hutchinson. With regards to the 5 Year Maintenance Plan, it will be handled by Gordon Hutchinson, Stuart Billingham, Thomas Coppens and David Bamford. The Golf Liaison will be covered by Stuart Billingham.

Surveys, via the use of Survey Monkey, will be managed by Joanne Flood, an SCP on Phase 5B.

John Frizell has taken up the Security Liaison role again.

4. Lift & Garage Flooding

Alfonso Parra (STV), Aidan Lowe (Sub Community President of Albahaca 6), and Chris Evans (Sub Community President of Eneldo 2), attended for this subject.

Alfonso reported that he had not located a suitable dye for putting in the irrigation system.

A spreadsheet is being maintained recording information about irrigation leaks. A diagram of phase 1, showing the location of pipes which are used to measure the depth of water underground has been produced by STV. There are 8 such measuring pipes. It was thought that these were for measuring the water table but is now believed that there may be an underground reservoir. At some points it is only 1 meter below the surface. It is suspected that this reservoir may be being fed by a leak from one of the lakes. It was agreed to ask for a quotation to get an analysis of water from this reservoir, the lake behind Phase 1, irrigation water, the water in the lift shafts of Albahaca 6 and flood water in Eneldo 2, to enable comparisons of the characteristics of the water in each location. The irrigation water would also be tested for the E-Coli bacterium.

It was also agreed to ask for a quote from an expert in order to confirm the existence of the underwater reservoir, its location and its dimensions and where the water was coming from to fill this reservoir.

It was also agreed to carry out a test on a main irrigation pipe on Phase 1 to see if there any leaks in it. This test consists of adding a manometer and a closing valve and creating a close circuit, so this will detect more easily any water leaking from the irrigation system.

ACTION: Resortalia to get a quote for water analysis.

BY WHEN: 25.7.14

ACTION: Resortalia to get a quote for an expert to investigate the underwater reservoir.

BY WHEN: 25.7.14

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..

BY WHEN: 31.7.14+

ACTION: Alfonso Parra to arrange for a test for leaks on the main irrigation pipe.

BY WHEN: 25.7.14

5. Planning Report & progress on Smoked Glass Curtains.

After further discussions it was agreed that the smoked glass curtains discussed at the last meeting did comply with the statutes.

Ever since the resort was opened planning has been a contentious issue. Previous committees did not enforce the statutes. Some owners ignored, either deliberately or because of ignorance, the statutes. Some people were misled by a brochure published by PW which claimed certain installations complied with our statutes, when they didn't.

A planning report had been provided by Nigel Bradbury suggesting what could be allowed and what couldn't. It was decided that the report 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

6. Next Pool Contract

As the Pool Contract for HR finishes at the end of December this year, 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.

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

BY WHEN: 15.9.14.

7. Pool Survey

It is agreed to start to plan a survey to have a base line measure to work from. The volunteer to carry out this work is Joanne Flood, Sub Community President of Salvia 3.

ACTION: Ron Locke to define the survey questions for Committee agreement

BY WHEN: 15.8.14

ACTION: Survey of all owners by Joanne Flood

BY WHEN: 15.9.14.

8. Measuring Contractor Performance – Gardening

Although the performance targets had been agreed with STV no work has been done on the non-survey measurements. Ron Locke proposed how they should be measured. It was agreed that Resortalia would manage the collection of measurement data. Some slight changes would be made to the targets as some targets will be difficult to measure and would not make a great deal of difference to the resort.

Resortalia will ask STV about the regular inspections they are subjected to for the storage and use of the chemical products they use on the resort. Furthermore, Resortalia will start to produce a file with the complaints related to gardening since Wednesday 16th July.

It had previously been agreed that the targets would be sent to all owners for information but it hadn't been done. It was unanimously agreed that they would be published once they had been revised as agreed in the meeting.

ACTION: Ron Locke to amend the document.

BY WHEN: 23.7.14

ACTION: Viv Church to explain to, and agree the changes with, STV.

BY WHEN: 28.7.14

ACTION: Targets to be published to all owners by Resortalia.

BY WHEN: 31.7.14

9. Atlántico 130 Roof

After further discussions about aesthetic alterations and potential amendments it was decided unanimously to approve the current installation of the roof in Atlántico 130. However, it was agreed that there was probably a better solution should other buildings be considering a similar roof and they should approach the committee before embarking on such a project.

10. Claim against Debtors – Abad Abogados Quotation

Nigel Bradbury had told Resortalia that he wished to change the debt collection company for collecting our Spanish debts. He had asked Abad Abogados for a quote, which was unanimously accepted by the committee.

11. Claim against Polaris World

The Buildings defects Court Case against Polaris World for Phase 3 is on 27.1.15, Phase 1 on 2.3.15 and Phase 4 on 19.5.15 (still to be confirmed). The confirmation of the rest of the dates depends on the courts and the strategy of the lawyer in charge. They will be published once they are known.

12. Use of Proxies for Committee members to attend Committee meeting

It was pointed out by Ron Locke that those Phase Presidents who cannot attend a committee meeting will be able to give their proxies to another Phase President or any of the Sub Community Presidents in his/her Phase.

13. Moving Cat Feeding Station

It was agreed that there was no need to move the cat feeding station to the workers compound as it was now no longer a problem where it is.

14. 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.

La Torre has already switched to these nozzles.

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

15. Water Consumption.

The water consumption spreadsheet is attached.

Year to date we have gone from using 85.5% more than the same period in 2013 (up to the end of May) to using 55.9% more than the same period last year up to the end of June so, if the trend continues, it will start to look more healthy. It certainly looks as though the consumption is starting to stabilize.

The Council land in June 2013 used 6278 cubic metres compared to 4013 cubic metres this year. This is the impact of no longer having grass verges to water.

In June 2013 on the community land we used 20592 cubic metres but this year we have used 27279 cubic metres on the same area. This is very slightly down on this year's May figure. We had two days this June where we didn't water compared to no days in 2013 but temperatures were higher this June. This higher consumption in the communal areas was partly due to the ongoing works carried out to recover the grass, which required extra irrigation because of the extremely hot Spring.

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

ACTION: Viv Church to discuss with Alfonso Parra (STV)

BY WHEN: 25.7.14

16. Daily Security Reports

It was unanimously agreed that all the committee should receive the daily security reports.

ACTION: Resortalia to update the distribution list.

BY WHEN: Immediately.

As there were no further issues to discuss the meeting finished at 12:25 pm.

Next Committee Meeting: **Wednesday 10th September 2014 at 9:30 am**