

Ideas to Stop Alleged Bad behaviour – Discussion Document

Last summer some owners reported bad behaviour. I did an analysis of the behaviour as reported by both security and some owners. I also did a survey of the owners on my phase for their views. Owners from other phases also voluntarily responded. Almost everyone that responded said that they didn't observe any bad behaviour.

However, we could take steps to prevent some of the things people did complain about. Below are some of the issues raised last year and my ideas on what could be done to improve the situation this summer.

Noise at Paloma Bar

Although I don't believe this comes under the "bad behaviour" category, it was obviously a problem for some and it is reasonable that we try and do something about it.

We could define an acceptable noise level and the period we would allow music to be played at the bar. A simple guideline on the acceptable level could be:

"People in the bar should be able to have a normal conversation when the music is playing. Music should not be loud enough to prevent this."

We could define a time which it should finish. I recall that previously we defined this as 1.00am.

This could be enforced by the bar staff being made aware of our rules, and security visiting the bar during their normal patrols to make a judgement on the level. They would also go to the bar every night at the time the music must stop to make sure it gets switched off.

General "Bad" Behaviour and illegal use of the pools

We should do a note to all owners just before the holiday season reminding them of their responsibilities. The note would encourage them to take action by calling security, anonymously if they were uncomfortable with giving their name, and reporting things such as their suspicions about illegal use of our pools.

An additional note, strongly worded, to be handed out to everyone who arrives on the resort during the peak holiday season. It would be very specific about what is unacceptable behaviour (It would not include breaking some of the more trivial rules we have, although we should retain these rules, as most people will follow most of them. Security should not be called, as they were last year, because people had gone in the pool without showering or because children had **jumped** in the pool). We should make it clear:

- Any theft, violence, threats (particularly to security) or criminal damage **will always result in the police being called.**
- The costs to us of any damage would be charged to the causers of the damage.
- Any action which results in a pool being closed would result in the person causing it to have to pay the costs incurred by us to fix the problem.

People using pools who are not entitled to use them

We hear this complaint often. If people are complaining about this they must be aware of it when it is happening otherwise they wouldn't be complaining about it. When they believe it is happening, or suspect it is happening, they must contact security to investigate it.

If owners are not prepared to do this they should shut up. It can always be done anonymously if they feel uncomfortable about reporting it.

Litter in Pool Areas

- Provide additional, temporary bins/bags.
- Encourage people to take litter away with them.

Noise in apartments

The previously mentioned note should tell people to call security if the noise is unreasonable.

Out of hours use of pool causing noise which disturbs people

When security drive round resort, every 2nd lap they could check the pools. As noise is the only complaint about out of hour's use of the pool they don't have to always walk to the pool, they would be able to hear it from the roadside, although getting out and looking is good for general security. The use of the new buggy would make it easier and quicker to do this.

Pool Behaviour during the day

People have to accept that the pools will be busy and people, particularly children, will make a lot of noise. This not bad behaviour, it is normal.

There are some pool rules which must be enforced, such as glass round the pool. Other rules, such as people not showering, or small children jumping in the pools are not enforceable and are likely to lead to problems if strong attempts are made to enforce them. We have an option to change the rules or leave them as they are; knowing that, under some circumstances, they will be broken. Security should not have to respond to these minor problems.

To give a greater security presence at the pools during the day, security will visit pools as part of their patrols. If the buggy is used this would give greater presence as they can get round quicker and don't have to keep to the road.