

## Welcome Home!

It is a pleasure for us to introduce ourselves as Administrators of *Homeowners Community of the Private Property Complex "Hacienda Riquelme Golf Resort"* (Hereinafter H.R.G.R.). We have been working here just since April 2008, so we want to introduce our company **Resortalia S. L. P.** that has as an aim to optimise the efficient administration of your Resort through three important pillars: proactive management, service vocation and openness policy.

Related with our introduction, we are sending you the following information, and hope it will be interesting for you. It is important to point out that this communication also includes **the notice of the Ordinary General Meeting (AGM)** for the different communities that make up the Resort. These AGMs will be held throughout the second half of June.

- 1º) Notice of the Ordinary General Meeting (if you receive this document online, the notice will be enclosed).
- 2º) An application for direct debit of the expenses of the Community and address in Spain (compulsory by Rules).
- 3º) An application where you can ask us to send you all the communication online.
- 4º) A satisfaction survey for the current situation of services and proposed use of your property.
- 5º) A list of useful telephone numbers from H.R.G.R.
- 6º) Some frequently asked questions about the Community Administration. (F.A.Q.)

Should you require further information about this document or any other query, do not hesitate to contact us in the following ways:

- The **Resortalia office** office is temporarily located next to the current entrance to the Hacienda Riquelme resort. We will be pleased to attend you from Monday to Friday, from 9 a. m. to 2 p. m.
- You can contact us on the following telephone number: (00 34 ) **691 816 131**
- Or e-mail: **hr@resortalia.com**

Kind regards,

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D. Isaac Abad Garrido  
Property Administrator  
Lawyer-Economist- Auditor  
Resortalia, S. L. P. Managing Director



**Resortalia**  
Community Administration

**2. BANK ACCOUNT DETAILS**

**REMEMBER TO INFORM YOUR BANK IN ORDER TO AUTHORIZE THE CHARGE OF COMMUNITY FEES ON YOUR CURRENT ACCOUNT**

Name and Last name: \_\_\_\_\_

Property at Hacienda Riquelme Golf Resort

Plot n°: \_\_\_\_\_

Telephone: \_\_\_\_\_ . Fax: \_\_\_\_\_

Mobile phone: \_\_\_\_\_ . E-mail: \_\_\_\_\_

**APPLICATION FOR DIRECT DEBIT**

BANK: \_\_\_\_\_

**COMPLETE BANK ACCOUNT NUMBER (20 NUMBERS).**

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ON \_\_\_\_ DAY OF \_\_\_\_\_ 2008.

SIGNED: \_\_\_\_\_

**Please provide us with a Spanish Address to effect Notification:**

Name: \_\_\_\_\_

Street: \_\_\_\_\_

Floor: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Province: \_\_\_\_\_



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**3. APPLICATION FORM FOR RECEIVING YOUR CORRESPONDENCE AND COMMUNICATION FROM THE OWNERS COMMUNITY BY E-MAIL.**

Mr/Mrs \_\_\_\_\_,  
with NIE or Passport number \_\_\_\_\_,  
as an owner of the property number \_\_\_\_\_, phase \_\_\_\_\_, in the  
Private Property Complex Hacienda Riquelme Golf Resort, I authorize the Owners  
Community to send me correspondence and communications relative to the matters of  
the community online from now on. (The acceptance of this application form implies  
that you renounce the right of receiving any correspondence or communication by  
post). For that purpose I appoint the following e-mail address:

\_\_\_\_\_@\_\_\_\_\_.

**Signed:**

Once you have filled it in, this application form must be sent to us through any of the following ways:

- Personally; you may come to our office placed near to the current entrance to the Resort from Monday to Friday, from to 9:00 a. m. to 2:00 p. m.
- Online: [hr@resortalia.com](mailto:hr@resortalia.com)
- By post: Resortalia, S. L. P., Avenida de la Libertad, nº 7, 3ºB, 30.009, Murcia.
- At the suggestions box: you may use the suggestions box which is placed at the security control in the entrance to the Resort.

#### 4. SURVEY

Dear Owner,

As far as we want to get the best results in our function as a Community Owners Administrator of "H.R.G.R." where your property is placed, we would thank you if you could fill in this survey with the aim of having the most up-to-date information about you and your opinions.

**Date:**

**Plot:**

**Name and surname:**

**Property destination:**

Holidays

Period of stays:

For living

Rent

Investment

<b>Opinion (1 very bad / 5 very good)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Gardening					
Security					
Cleaning of your block					
Rubbish Collection					
Street cleaning					
Lifts functioning					



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**Suggestions:**

A large, empty rectangular box with a black border, intended for providing suggestions.

Once you have the survey ready, you may send it to us through the following ways:

- E-mail: [hr@resortalia.com](mailto:hr@resortalia.com),
- Hand it in to our Resortalia Office at the current entrance of the Resort
- Hand it in to the Security Access Cabin.

All the received information will be very helpful to improve our procedures and meet your needs about the Community service.

Thank you very much.

Resortalia, S. L. P.  
Properties Administrator of HRC

## 5. INTERESTING TELEPHONE NUMBERS LIST

RESORTALIA COMMUNITY ADMINISTRATORS: **691 816 131**

CALL CENTER HACIENDA RIQUELME (POLARIS): 968 012 695

AMBULANCE: 061

NATIONAL POLICE: 091

LOCAL POLICE: 092

NEAREST HOSPITAL (ARRIXACA, MURCIA): 968 369 500

LOS ARCOS HOSPITAL IN SANTIAGO DE LA RIBERA: 968 570 050

POLICE IN LOS ALCAZARES: 968 171 919

POLICE IN SAN JAVIER: 968 570 880

CIVIL POLICE: 062

CIVIL POLICE IN SAN JAVIER: 968 335 920 // 968 335 921

CIVIL POLICE IN SAN PEDRO DEL PINATAR: 968 180 610 // 968 180 639

CRUZ ROJA: 965 252 525

BRITISH CONSULATE: 965 216 022

SAN JAVIER AIRPORT: 968 172 025

ALICANTE AIRPORT: 966 919 000

SANTIAGO DE LA RIBERA TAXI: 692 630 978 // 659 617 398

BALSICAS TAXI: 696 157 460 // 636 006 855

YOU MAY DIAL 112 IF YOU NEED SOME OF THE FOLLOWING SERVICES:

- FIRE SERVICE
- AMBULANCE SERVICE
- POLICE



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## **6. GENERAL INFORMATION ABOUT THE COMMUNITY ADMINISTRATOR OF HACIENDA RIQUELME GOLF RESORT**

### **10 F.A.Q.**

#### **1. Who are we?**

First, let us introduce ourselves: Resortalia, S. L. P. is a professional services company which works as a community administrator and it is specialized in the administration of multilingual properties complex. Our aim is to become the company with the best references in the area for Properties Administration of Resorts in the Murcia Region through the quality of our service.

Resortalia, S. L. P. is part of the corporate group of the prestigious Law Firm "Abad & Asociados Abogados y Economistas", which has three offices in Murcia Region and extensive experience in property rights, fiscal and mercantile laws, accountancy and auditing.

Resortalia, S. L. P. will apply the Quality procedures marked in "Norma UNE-EN-ISO 9001:2000" in all the services, as we do in all the group offices. People who work in the Community Administration of Hacienda Riquelme from Resortalia are bilingual in Spanish and English.

Our way of working is based on the following pillars:

- Proactive management of anticipate to your needs.
- Service vocation.
- Openness policy.
- Total Quality.

We will be pleased to solve any query you could ask us.

#### **2. Where are we? When?**

At the moment we are in the office which is located next to the current entrance to the Resort, where you can meet us from Monday to Friday, from 9:00 a. m. to 2:00 p. m. We also offer a telephone service in case of emergency to the owners. So you may contact us on Saturday, Sunday and Bank Holiday on **691 816 131**. However, you may also communicate the emergencies to the Security Service at the main entrance control.

#### **3. How can you contact us?**

- Online: [hr@resortalia.com](mailto:hr@resortalia.com)
- Telephone: (0034) 691 816 131
- Post: Resortalia, S.L.P., Avenida de la Libertad, nº 7, 3ºB, 30.009, Murcia

#### **4. What is our function (duty)?**

Resortalia S. L. P. performs every function laid down in articles 27 and 28 in the Statutes of the Owners Community and in the Horizontal Property Law established for the Administrator and Secretary but with the main aim of the Total Quality.

As a result Resortalia, S.L.P., will have the following functions:

- a) To maintain a register of all the members of the community, indicating their respective names, surnames and addresses on HRGR and in another place if there is one different.
- b) To keep the administration and accounts of the economic and financial management of the association based on generally accepted accounting principles, keeping invoices and every necessary document. To have the accounts updated and available to the President of the Community and other members of it.
- c) To make and notify the members of the community, as the legal period of time is established the notice of Ordinary and Extraordinary General Meetings with their respective agenda items. It will be made in English and Spanish. And Resortalia will also act as a secretary at the meetings.
- d) To bring all the documents and to hold the meetings in double language. (Spanish and English). To draw up and distribute to the members of the community the minutes of the Owners General Meetings recording the agreements adopted by them,
- e) To carry out the normal acts for the administration and conservation of the Property Complex installations. To carry out any act as a matter of urgency with the agreement of the President of the community in accordance with the contractual resolutions, without harm of a later confirmation of them by the Owners Meeting.
- f) Charge and collect the fees established for the maintenance and common expenses of the Property Complex, any increase due for the common reserves fund, and also whatever expenses, either through legal disposition or with the owners agreement as laid down in the Statutes of the Community. To ask (extrajudicial) for the non-payment community fees.
- g) To safeguard the arrangements laid down in the Statutes of the Private Property Complex and the Horizontal Property Law, and also in general, laid down in the legal and lawful about joint ownership property, and to demand in writing the ceasing of the transgressions that it detects, giving to the President a descriptive report and actual situation of it every three months.
- h) To advise the President on procedures relating to the Competent Courts for the application of writs and punishments that are appropriated against the owner





## Resortalia

Community Administration

or the occupant that breaks the restrictions and limitations as laid down in the Statutes of the Community and in the legal and lawful rules of joint ownership property in the use of the property.

- i) To report all illicit acts committed inside of the Property Complex to the security members and to the State Security Forces or the relevant judicial authorities.
- j) To keep an updated list with telephone numbers and addresses from interested service providers in the permanent office.
- k) To let the President know if any illicit occupation acts or damages to the installations and common areas in the Property Complex or in the area around the Resort happen, coming the news from either co-ownerships or a third party.
- l) To prepare budgets and reports and render the accounts. To ask suppliers for quotations and give them to the President. To make the payments, charges and settlements ordered by the President.
- m) To negotiate any compensation in the face of the insurance companies in favour of the Owners Community by virtue of whatever reasons might arise.
- n) To receive queries and suggestions from any member of the association.

### **5. What regulations are in force governing the Owners Communities of Hacienda Riquelme Golf Resort?**

The general regulations are as follows:

- The Statutes of Private Property Complex of Hacienda Riquelme Golf Resort.
- The Statutes of every single sub-community.
- The Act 49/60 of the Horizontal Property.
- The Act 1/2001 dated 24<sup>th</sup> April about the Region of Murcia Ground and the Urban Management Regulations.

### **6. How many Owners Communities exist in Hacienda Riquelme Golf Resort? How do they appoint their representatives?**

Because of the complexity and uncommon structure of the Owners Community and to get a better organization, functional, management, administration, adjustment of the use and maintenance of the common elements, the Statement of New Building and Horizontal Property deed says that there are Owners Communities for every building phase that forms the Complex (8) and in each one of these, there are as Sub-communities for each apartment block, as well as Sub-communities for the garages which share the same entrance and place of manoeuvre.

For instance, in the Owners Community for Phase 1, there is a different Owners Sub-community for the buildings Ajedrea 5, Cilantro 10, Albahaca 6, Jengibre 5 and so on... They all have an independent organization and function and they may appoint their own representatives.

The appointed Presidents in each Sub-community will form the Owners General Meeting of each Phase, and they will represent all the owners of each Sub-community. The said Phase Owners General Meeting will appoint a President who will attend the Owners General Meeting of the Hacienda Riquelme Golf Resort Property Complex as a representative of all the owners in their plot of land.

In the Owners General Meeting of the Property Complex Hacienda Riquelme Golf Resort, the President of the Community of the Property Complex will be appointed.

## **7. Owners' rights.**

The members of the community shall have the following rights:

- A)** To use and enjoy the elements of common property, as well as the public and private furnishings and infrastructures of the estate, with the formalities and requirements laid down in these articles of association or by the Homeowners Meeting.
- B)** To enjoy the benefits laid down in the legislation governing the condominium system and other applicable laws.
- C)** To attend the Homeowners Meetings through their representative, where applicable, and intervene in the adoption of agreements in proportion to their respective participations in the association.
- D)** To intervene, where applicable, as electors or candidates in the designation of the governing bodies.
- E)** To make whatsoever proposals to the governing bodies of the association it considers appropriate for the better fulfilment of the purpose thereof.
- F)** To be notified of the agreements adopted by the Homeowners Meeting at the address designated accordingly in fulfilment of the provisions laid down in article 11 E) of these articles of association.
- G)** To be informed, as required, of whatsoever activities that may affect the association.
- H)** To appeal against agreements adopted by the Homeowners Association in accordance with the provisions laid down in the legislation governing the condominium system and other applicable laws.



# Resortalia

Community Administration

- I) To receive, in the event of the dissolution and liquidation of the association and in proportion to their respective quotas of participation, the part of the assets thereof that correspond to them.
- J) To present proposals and make suggestions.
- K) Whatsoever rights resulting from these articles of association, legislation governing the condominium system and other applicable laws.

## **8. Owners Obligations.**

The members of the association shall undertake to the following:

- A) To comply with the obligations laid down in the articles of association, especially those that refer to the aesthetic conditions and to the maintenance of the public and private furnishings and infrastructures, laid down in articles 5 and 5 bis, as well as the agreements adopted by virtue of quorum by the Home owners Meeting, and to observe the authority of the governing bodies and their representatives, without prejudice to the fitting judicial actions.
- B) To accept the designation of members of the governing bodies.
- C) To designate a bank account to which the bills issued by the association can be charged. To contribute to the reserve fund in proportion to their quotas of participation. To pay the ordinary and extraordinary quotas set by the Homeowners Meeting to satisfy their expenses for the provision, conservation and maintenance of the elements of common property, dominium and public use which correspond to them by virtue of whatsoever obligation or the private property whose maintenance is assumed by the association, especially the maintenance of the fronts of the blocks or buildings, private front gardens and the gardens of common use in the collective building plots, as well as the control and surveillance service.
- D) To notify the secretary of the association of an address for notices, which shall be expressly located in Spain, as well as whatsoever variation hereto. In particular, this obligation covers the chairmen or individuals specifically designated to attend the General Meetings of the association by the homeowners associations of the plots that form the complex.
- E) Whatever the case, whatsoever notice sent to the address recorded in the association register shall be understood as correctly sent and, if no address is designated by the homeowner, though sent to the building and plot owned shall be understood as correctly sent, as shall the notice posted on the association notice-board.
- F) Should the ownership of the building and plot be transferred, a certificate shall be issued by the secretary of the association certifying that the homeowner is up-to-date with all his obligations with regard to the association before the said transfer. This certificate shall be attached to the

transfer document. In addition, the secretary shall also be notified of the name, surnames and domicile of the new owner within the term of 15 days after the transfer.

- G)** Should the vendor fail to fulfil the aforementioned obligation of notifying the transfer, the association may demand the payment of the quotas corresponding to the building and plot jointly with the new owner, without prejudice to the right of the former to bring a claim for payment against the latter.
- H)** In the cases of co-ownership, to appoint a person in representation of the co-owners in the exercise of the rights and the fulfilment of the obligations laid down in these articles of association, without prejudice to the joint responsibility thereof. The representative shall be appointed by the Homeowners Meeting if no agreement is reached between the interested parties on the said appointment or should the said appointment not be made.

#### **9. The President. - Appointment and functions.**

The President shall be appointed from among those in attendance at the meeting by election or, subsidiary, by turn or draw as laid down in article 13.2 of Act 49/1960.

The president shall have the broadest powers of management and representation of the association, with no limitations other than those necessary for submitting to the hearing and resolution of the Homeowners Meeting the matters reserved for the said meeting, signing the documents and contracts he considers necessary and designating whatsoever committees, administrators, attorneys-in-fact and employees he considers necessary.

The President shall have the following specific functions:

- To execute the agreements adopted by the Homeowners Meeting.
- To administrate the association's funds, formalising the report and accounts corresponding to each year. This shall be submitted to the Homeowners Meeting.
- To order the fulfilment of the services as laid down in article 5 of the articles of association.
- To adopt, within the framework of the association's competencies, the measures required to regulate the appropriate use and operation of the basic services and facilities in the action area.
- To expressly authorise in an official manner, whatsoever activity, whether temporary or permanent, involving the common elements of the association.



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Community Administration

- To decide on the pertinence of judicial, administrative, contentious and administrative proceedings and proceedings of whatsoever class in the defence of the association's interests, as well as to agree the separation, transaction or abandonment of whatsoever proceedings.
- To decide, by virtue of an arbitrator's award, the matters submitted to him by the members of the association.
- To make and require payment, charges and settlements, whatever their legal cause and whoever the creditor or person obliged.
- To constitute and withdraw all kinds of deposits in whatsoever official or private credit establishment; to open, monitor, cancel and settle savings books, current accounts and credit accounts and to withdraw the corresponding amounts from the said accounts; to sign receipts, cheques, promissory notes and other documents that are fitting, to issue, endorse, guarantee, intervene, except, charge, pay, negotiate and challenge bills of exchange, promissory notes and other credit documents.
- To set the amount and formalities corresponding to the economic contributions from the association's members in accordance with the annual income and expenses budget for the participation quotas corresponding to the former; and to proceed against bad payers to obtain the payment of the amounts owed.
- To inform, by means of circular letters sent to all the members of the association at least every six months, of all the association's activities and whatsoever events, situations and aspects that may be of interest to members thereof. The said reports shall be drawn up in Spanish and translated into the homeowners' four main languages.
- To call, chair, suspend and close the sessions of the Homeowners Meetings.
- To hold the judicial and extrajudicial representation of the association and its governing bodies, with the faculty for restoring powers upon lawyers and solicitors for the corresponding judicial representation and management in the exercise of the said representation.
- To authorise the minutes of the Homeowners Meeting, the certificates issued and whatsoever documents that may be required.

### **10. How much are the owners going to pay as a community fees in 2008?**

#### **Which way do the owners pay it?**

The amount of money that the owners have to settle in 2008 as a Community fees is going to be approximately 100 Euros monthly. The owners will pay this quota from the following month after they signed the deed. So the Building Promotor will pay the previous months to the date you signed your deed.



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As it is laid down in the Statutes, the fees will be paid for periods of six months in advance, so the first charge should have been in January. However, this first year we will charge the 50% of the fees the first half of July and the other 50% will be charged the first half of September. For the year 2009 it will be charged during the first fifteen days of January, April, July, and October.

It is very important that the bank account that you provide us is the correct one because as it is established in the article 34 in the Statutes if any quota is unpaid it will accrue a 20% extra charge plus the interest of the legal value of the money in that moment increased in 2 points, which is a 7.5% in 2008, until the correct payment.

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We do hope that this information has been useful and interesting for you and we hope to see you soon in our offices and on the AGM where we will have the opportunity to know you in person.

**Welcome home.**