



**MINUTES OF THE BOARD MEETING OF THE GENERAL COMMUNITY OF
HACIENDA RIQUELME HELD 21st SEPTEMBER 2017 AT RESORTALIA OFFICE**

The meeting started at 09:40am with the attendance of the following members of the Board:

ATTENDEES:

Name	Post
Gordon Hutchinson	Resort President
Wendy Walker	Phase 1 President
Mike Portlock	Phase 2 President
Ron Locke	Phase 5A President
Vivian Church	Phase 5B President
David Dwyer	Phase 6 President
Isaac Abad	Resortalia
Alberto Gómez	Resortalia
Pepa Pérez	Resortalia

REPRESENTED:

Name	Post	Represented by
Margaret Daniels	Phase 7 President	Mike Portlock

Apologies from Rod Howarth, Phase 4 President, and Margaret Daniels, Phase 7 President.

AGENDA:

- 1. Minutes of previous meeting (7th July 2017)**
- 2. Finance and accountancy**
- 3. Maintenance Project**
- 4. A2Z contract**
- 5. Website.**
- 6. Pools**
- 7. 10th Anniversary Celebration**
- 8. Irrigation**



- 9. Wristbands for pool usage**
- 10. Owners working parties – volunteer groups**
- 11. Any other business**
- 12. Date of next meeting**

DISCUSSIONS AND AGREEMENTS TAKEN

1. Minutes of previous meeting (7th July 2017).

The minutes of the previous meeting were reviewed and approved. Some of the outstanding issues from the last meeting are already included on the Agenda of this Board meeting. The others will be discussed at the meeting in November.

The agreed meeting with the Mayor of Sucina was held on Wednesday 20th September. Attached to the minutes you can find a brief report about the issues discussed.

2. Finance and accountancy:

Paul Sawyers, as advisor of the President, and Francisco Gómez from Resortalia, attended the meeting at this point. Paul did a brief summary of the modifications introduced in the Resortalia Financial Report used for Board decision purposes. It was reviewed, discussed and agreed by the Board and from now will be the new Financial Information Package for the Board. A similar document will be produced for the EUCC and Sub-communities. Everybody thanked Mr. Sawyers for his advice and assistance.

ACTION: Resortalia will produce the accountancy documents as of 30-9-17 in October, based on the new presentation. With this information, in future, the Board will always be able to look at the revised forecast for the end of the year.

WHEN: 16th October 2017.

ACTION: Resortalia will present the 1st draft of the 2018 Budget for the General Community, and also EUCC, in the new format.

WHEN: End of October 2017.



ACTION: Once the Board receives the information in October any doubts, or questions, will be sent so that everything is clear for approval at the next Board Meeting.

WHEN: Within November.

3. Maintenance Project.

a. Building Painting:

Alvaro Lorente, the architect, attended the meeting at this point. The company comparisons related to the façade painting tender produced by Gordon Hutchinson were reviewed and discussed. Also presented was information about the meeting with the contractors held in August, which was attended by Gordon Hutchinson and Rod Howarth. Several questions were asked of them in order to clarify any doubts about the painting project.

The 4 companies included in the tender process have provided fairly similar quotes.

The bids are based on the winning company painting all 74 buildings.

ACTION: Alvaro Lorente will send information about the license cost.

WHEN: First week of October.

ACTION: Alvaro Lorente will provide the figures, including costs with taxes such as VAT, license, etc.

WHEN: First week of October.

ACTION: The contract will have a termination clause to be used if we are not satisfied with the work.

WHEN: Once the works are agreed and the company appointed.

Slabs: Based on the fact that the measures of the ledge in each building is different it was agreed the way it is going to be done in all the buildings.

Inspection of the facades: It will be necessary to do an inspection of the facades, planters, etc before the painting starts in order to find any damage to areas to be painted. The Building Presidents will be informed if any damage is found so that they



can arrange any necessary finance and have the repair work done before the façade is painted.

Internal walls of the building. Quotes have been received from the painting companies to paint the internal parts of the buildings, which are the responsibility of each building. Further negotiations for the internal wall repainting will be carried out. As soon as the negotiation finishes the information will be sent to the Building Presidents.

Project Management: The updated fee from the architect, with a reduction from the original quote, was presented. He explained all the actions included in their costs. After an exchange of opinions, and some reservations, the Board agreed to go ahead with Alvaro Lorente as project manager of the façade painting project.

b. EMUASA and Phase 1 Garage Flooding:

An update on the current situation was given by the architect, Alvaro Lorente. He explained that, for those buildings which had not been included in the second stage of the project (connecting the buildings with the drainage of the golf course), his fee would be:

- 350 € + IVA including the tender process.
- 150 € + VAT completion of the works including the monitoring of it.

ACTION: There will be a communication sent to all the Building Presidents in Phase 1, which will include the information above.

WHEN: The w/c 25-9-17

c. Path lights:

Due to the high quote for the path lights from a Spanish supplier, an approach had been made to a company in China. The cost obtained in Spain was approx. €85 per light. The cost of the same light from China was approx. \$20 US, plus import duty and delivery. The import duty to bring 400 path lights from China would be 2.7%. Delivery costs are not known yet. Once these costs are clarified, they will be communicated to



the Resort President. It was agreed to import some lights as a trial. Replacement of the lights should be completed before the next peak season.

4. A2Z contract:

After reviewing the proposal sent by A2Z, two Phase Presidents sent a survey to their owners to ask their views on the new offer. The outcome was that they do not want to pay any more for the additional services offered.

It was agreed to do a more detailed survey to gather opinions from owners on the 3 different services offered by A2Z (TV, Broadband, Telephone).

The main issue found with the A2Z service is the internet speed, as it is not consistent.

ACTION: The Board is going to produce a fact-finding survey about the services from A2Z.

WHEN: Early in 2018, once the annual performance surveys are complete.

5. Website.

The Board discussed the different options and professionals interested in taking part in the tender process. It was agreed to produce a requirements specification to be sent to those who have shown interest in bidding for the work.

It was also agreed that a suitable person should be identified to provide backup for John Barr, who does an excellent job of managing the website on a daily basis for us.

ACTION: Mike Portlock will define the specification

WHEN: Early October.

ACTION: The Board will produce a communication about what the Community is doing and the info about the website, forum, etc.

WHEN: Early October.

ACTION: The Board will identify a suitable person to backup John Barr.

WHEN: Once the Website company has been chosen.



6. Pools:

a. **Pool tiles:** As a result of several children cutting their feet on the tiles at pool 5.3, it was decided to request Atlantir to remove the tiles from the steps and fit bigger tiles, as well making the edge of the steps more rounded.

ACTION: Check with Atlantir the possibility of removing tiles from the steps in pool 5-3 and fitting larger tiles, as well as making the steps more rounded.

WHEN: Request sent. Waiting for their reply.

b. **Handrails for disabled people in 9 pools.** The Board agreed to go ahead with the work early in 2018. The costs will be included in the 2018 budget.

c. **Rust in pool 7-2:** The Board agreed to go ahead with the work early in 2018. The cost will be included in the 2018 budget.

7. 10th Anniversary Celebration.

The 10th Anniversary celebration was a great success. The report from Margaret Daniels was discussed.

ACTION: Margaret Daniels will produce a communication about it for all the owners.

WHEN: As soon as possible.

ACTION: The Resort President to send the report to all Board members.

WHEN: As soon as possible.

8. Irrigation:

Readings as of 31-08-2017. *Attached to the Minutes you can find the following documents:*

- *The daily meter readings updated as of 30-09-2017.*
- *The water usage comparison as of 30-09-2017.*
- *The costs of the irrigation water 2016 vs 2017. updated as of 30-09-2017.*



9. Wristbands for pool usage:

An owner had complained about “the behaviour of some occupants of the area, inviting friends and family on all weekend, which affects the tranquillity and quality of our complex.”

The Boards’ view is that **owners** are legally entitled to invite friends. We changed the rules this year to prevent **renters** inviting friends. The complainant had suggested a wristband scheme to solve this problem of people using our pools when they were neither owners, nor renters. If owners believe that renters are inviting friends they should let security know and they will deal with it. If this had happened, the problem would be solved.

The use of wristbands to prevent various problems over the years has been discussed several times but has always been rejected as it would not solve the problems and would be very expensive to implement. These were the main reasons:

1. Costs to purchase the wristbands, costs of additional security to monitor it and a very heavy administrative overhead make it very expensive. The cost could be between €20,000 to €30,000
2. It could cause unnecessary friction between owners and security when an owner and family get to the pool without armbands and security try to get them to return to their apartment to get them.
3. It can't be enforced. If owners refuse to wear them, as some have previously said they would, there is nothing that can be done about it.
4. There is a risk that the wristbands can be cloned.
5. Key holders often have to distribute them to renters on behalf of owners. There has been evidence from LT that keyholders, who live offsite, lend them to their friends to visit the pools. We have keyholders who live off the resort.

10. Owners working parties – volunteer groups:

A communication produced by the Board has been sent to all owners.



The only people receiving the communications are owners. As there may be tenants interested in the volunteer groups, owners have been asked to pass the communication to any suitable tenants who may be interested.

11. Any other business.

a. Venue for the AGM in March.

ACTION: Resortalia to request a quote to the Hotel in La Torre and also to the Convention Centre Aquario.

WHEN: Within October 2017.

b. Request from the owners in Indico 45, 1B to switch off the street lamp as it disturb their tenants. The Board agreed to do it.

12. Date of next meeting.

The next Board Meeting will take place on Wednesday 22nd November 2017 at 10:00am Spanish time.

The meeting finished at 13:15pm