



**MINUTES OF THE BOARD MEETING OF THE GENERAL COMMUNITY OF
HACIENDA RIQUELME HELD THE 12th JUNE 2020 VIA VIDEO CONFERENCE**

The meeting started at 9:30 am with the attendance of the following members of the Board:

ATTENDEES

Name	Post
Gordon Hutchinson (Video)	President of the Resort
Wendy Walker (Video)	President of Phase 1
Mike Portlock (Video)	President of Phase 2
Ron Locke (Video)	President of Phase 5A
Vivian Church (Video)	President of Phase 5B
John Barr (Video)	President of Phase 6
Margaret Daniels (Video)	President of Phase 7
Isaac Abad (Video)	Resortalia
Alberto Gómez (Video)	Resortalia
Pepa Pérez (Video)	Resortalia

AGENDA:

1. **Matters arisen from previous meetings.**
2. **Next Board Meeting & AGM to go ahead or not.**
3. **Debtors as a result of Corona Virus (numbers and potential impact).**
4. **Pools.**
5. **General Maintenance repairs.**
6. **Limit the time we accept suppliers' invoices.**
7. **Communication with Long Term renters.**
8. **Information for owners.**
9. **Insurance update.**
10. **PW debt – Update.**
11. **Any other business.**



DISCUSSIONS AND AGREEMENTS TAKEN

1. Matters arisen from previous meetings:

Artificial Grass: Following a meeting with STV (gardening company), Gordon Hutchinson, Vivian Church, the Building President of Albahaca 6 and Resortalia, there were some changes to the irrigation in order to improve the grass in the area so it will not be replaced with artificial grass.

Information kiosk: Following the communication 58 to all the owners, the Information Kiosk was finally opened.

2. Next Board Meeting & AGM to go ahead or not:

Due to the current on-going corona virus situation, the Board unanimously decided not to hold the AGM this year. As a result of this decision:

- The 2019 Sub-community Budgets will continue throughout 2020 as the original proposed budgets have not been voted on.
- The 2020 fees will remain as in 2019.
- The due date of the community fees will be as always. The dates for the rest of 2020 are the 15th July and 15th October.
- The Building Presidents appointed at the AGM in 2019 will remain in their position during 2020 and until the AGM is held on 26th March 2021.

Individual Building Presidents can request to have their own Sub-community AGM if they want to make any changes.

ACTION: There will be a communication from the Board to all the owners.

WHEN: During June – Done (Communication for owners 70).

3. Debtors as a result of Corona Virus (numbers and potential impact):

Wendy Walker presented the information provided by Resortalia related to the current situation with debtors. There was a risk, because of people's work situation as a result of the Corona Virus, that our income might be affected. The recovery department is



working very hard in order to keep everything under control and at the moment we do not envisage any major cash problems.

4. Pools:

a. Opening of swimming pools.

Resortalia provided the Board with the information and recommendations provided by the Murcia Town Hall. It was agreed to share this information with all the owners of Hacienda Riquelme. There is a very heavy cost involved in opening the pools and managing them when opened. It was unanimously agreed that under current rules we would not be able to open the pools. This will be kept under constant review as we recognise the importance of the pools to owners and visitors.

ACTION: There will be a communication to all the owners explaining the restrictions and the decision to keep the pools closed.

WHEN: 16.06.2020 – Done.

ACTION: There will be further discussions once the alarm state finishes.

WHEN: By the end of June. **Update:** Currently there are 7 pools opened as informed in Communication for owners 72.

5. General Maintenance repairs:

a. Pool pavement – works to be done after the summer in pools 7-4,

5-3 & 3-1: The Company in charge of the installing the new pool surrounds, Permapave, will do pools 7-4 & 5-3 after the summer, and 3.1 will be done early 2021.

b. Pavement repairs (path ways and similar). Work to start early June

2020 due to dangerous areas (H&S): Pintalac has been instructed to carry out the repair work on pavements and pathways as some are in desperate need and fall under health and safety requirements. The work might start the week commencing 15th June 2020.



c. Workers compound Phase 7 – Work done: After the heavy rain there is still mud accumulated at the bottom of the gulley from the workers compound. It is going to be reviewed again. Also, the cleaning of the tanks and gulley along Phase 7 will be arranged for the w/c 15.06.2020. Done.

d. Polaris World Strips at the bottom of Phase 6: Vivian Church had just received a quote before the meeting to deal with the gravel strips at the edge of the pavements, which get washed away every-time it rains in certain parts of the resort.

ACTION: The situation, actions and costs will be reviewed again in order to take a decision.

WHEN: As soon as all the information is reviewed.

e. El Casón Wall – Any possible work to be delayed until 2021: We have still not received any quotes from specialist companies. Resortalia will keep chasing the archaeologist. It is an eyesore, but we are not allowed to do anything with the wall without the archaeologists agreement.

f. Electric Boxes (CT) – Work delay until 2021: The painting of the big electric/transformer around the resort has been delayed until next year 2021.

6. Limit the time we accept suppliers' invoices:

There was an issue with an invoice that has been received recently related to work carried out in 2018. There was a misunderstanding, so it is not a frequent issue. All the suppliers are presenting the invoices in reasonable time.



7. Communication with Long Term renters:

Due to the State of Alarm the Community tried to get the contact details of the long term renters in HR in order to keep in communication with them. There is now a distribution list with those people renting long term for the general communications such as weather, water cuts, rules, etc.

This list needs to be updated and security has to help with this as they know more people staying in HR.

John Barr's help is also very important as he can publish information about it on Facebook.

8. Information for owners:

a. Privilege Card:

The new privilege discount cards have already been delivered. They will be available from Monday 6th July to be collected from the Resortalia office. Below are the steps to follow related to the distribution of the privilege cards:

- a.** Inform all owners to collect from Resortalia following communication, Facebook and website.
- b.** There will be 2 cards per apartment.
- c.** In the event of a card being lost, only one replacement card will be cost free.
- d.** Additional or successive replacements cards will be charged at 25 €.
- e.** Renters can get the card if they produce written authorization from the owner of the apartment.
- f.** If owners did not give authorization to renters then they could purchase one for 25 euros.

b. Welcome Pack:

After discussion, and due to the current circumstances that demand to keep the social distance, RESORTALIA will not print the Welcome Pack this year.

ACTION: Significant information included in the WP will be sent by e-mail to the owners and also will be published on the webpage of the Community. It is important



that owners who rent out their apartments ensure their renters have access to the information

WHEN: As soon as the final Welcome Pack is finished.

9. Insurance update:

RESORTALIA and the Board will approach together this matter in order to know if it is possible to improve the times of response and feedback. RESORTALIA explained that the storms last September clearly affected the situation due to the extremely high numbers of claims creating a large backlog of work in processing them.

Board member, Mike Portlock and owner, John Slater, have agreed to carry out an in-depth survey of our insurance cover and policy details to see if we can improve the situation. The contract is up for renewal by the end of the year so putting this in place now should give us plenty of time to offer owners a better service.

10. PW debt – Update:

RESORTALIA informed that, although the courts have been closed, the process has continued. Resortalia have been in touch with the Judicial Administrator and they reported that SAREB (The organisation set up to deal with managing the assets) is asking for more information about debts. Presumably, with the intention to start the repossession process for some assets.

11. Any other business:

a. Area to walk the dogs with no lead – request from an owner:

Following a discussion, and the results of a survey carried out by Ron Locke of Phase 5A owners, and a survey of Phase 1 BP's by Wendy Walker, the idea was unanimously rejected as the surveys indicated there was very little support for the idea.

b. Dog signs – Placing them on the notice board in each building:

This will be done in the next few weeks. Done.

The meeting finished at 12:15pm.