



**MINUTES OF THE BOARD MEETING OF THE GENERAL COMMUNITY OF  
HACIENDA RIQUELME HELD ON WEDNESDAY 29<sup>th</sup> JULY 2020 VIA VIDEO  
CONFERENCE**

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

**ATTENDEES**

<b>Name</b>	<b>Post</b>
Gordon Hutchinson (Video)	President of the Resort
Wendy Walker (Video)	President of Phase 1
Mike Portlock (Video)	President of Phase 2
Rod Howarth (Video)	President of Phase 4
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. **Insurance update.**
3. **Pools opening.**
4. **Pools cleaning.**
5. **Pool Surrounds (stone and resin):**
6. **Improvement Ideas.**
7. **Any other business.**

**DISCUSSIONS AND AGREEMENTS TAKEN**



## **1. Matters arisen from previous meetings:**

- a. Pavement repairs (path ways and similar). Work started early June 2020 due to dangerous areas (H&S):** Pintalac continue working on the marked areas to be repaired this year. They have already finished in Atlántico and Indico Street and are moving to Adriático and Egeo. They will not stop working during August as the main objective is to repair the areas as soon as possible.

## **2. Insurance update:**

Mike Portlock reported on progress on the insurance review. He explained that it would be necessary to undertake a professional independent revaluation of the Resort prior to going to the market for quotations. Resortalia has provided the names and contact details of 4 different companies who are able to revalue the Resort and who are registered with the Bank of Spain (this is a legal requirement for this purpose). Others will also be considered, if necessary. The revaluation will be done by building type of which there are five. This work could cost between 10.000 and 20.000 €, but it was agreed it was necessary to ensure the resort was properly insured.

It was also agreed that it is necessary to arrange for the service of a qualified and authorised insurance broker to act on behalf of the community. One has been selected and work has already started. The review should be finished by the end of September so that we can then be in a position to go to the market to select the best insurance company for the Resort and include the costs in next year's budget.

## **3. Pools opening:**

Following several requests from owners, the Board decided to open the 7 remaining pools from 27<sup>th</sup> July. The Board will monitor the statistics for cars being registered with Security and if the numbers are low, it may be prudent to close some pools in the second half of August if it was felt all the pools did not need to be open.

**ACTION:** Resortalia will request from Vigilant information about the updated statistics of people arriving at the Resort so the situation can be reviewed.

**WHEN:** Done.



#### **4. Pools cleaning:**

Following the information sent to the Board related to the opening of the remaining 7 pools from 27th July, the Board unanimously agreed to the following from 1<sup>st</sup> August 2020:

- a. The cleaning in the morning from Monday to Saturday will be done by Atlantir. It will cover the whole area from the edge of the pools to the edge of the wooden fence, the showers, hand rails, steps, gates and bins.
- b. The cleaning in the afternoon from Monday to Saturday and Sunday morning and afternoon will be done by Premier Sureste. It will cover the whole area from the edge of the pools to the edge of the wooden fence, the showers, hand rails, steps, gates and bins...
- c. The security guard will visit each pool just a few minutes before the cleaning in the afternoon is due to start in order to request the users to leave the pools with their belonging as soon as the cleaning company gets there. In the event users do not abide by this request, the pool in question will be closed.

**ACTION:** There will be a communication from the Board with this information.

**WHEN:** Before 1st August. Done.

#### **5. Pool Surrounds (stone and resin):**

The schedule and costs for the new surrounds (stone and resin) were presented. Below you can find the schedule of pools that still need to be done:

- ✚ 7-4: October 2020
- ✚ 5-3: November 2020
- ✚ 3-1: January 2021
- ✚ 1-3: February 2021
- ✚ 6-1: March 2021
- ✚ 2-2: October 2021
- ✚ 7-2: November 2021



✚ 2-1: January 2022

✚ 5-2: February 2022

The pool fences will be treated and painted at the same time as the pools surrounds are done, as they have to be removed when changing to do the work.

## **6. Improvement ideas.**

The Board discussed the best way of dealing with improvement ideas proposed by owners.

**ACTION:** The Board will produce a Communication to all the owners explaining what they should do if they want to suggest improvement ideas.

**WHEN:** By 10<sup>th</sup> August. Done.

## **7. Any other business:**

**a. Issues with the users in pools:** There was a long discussion about the problems residents, mainly tenants, are causing at the pools. At this time of year there are a lot of people who do not live in HR but who are invited by either owners or tenants to take advantage of our pools. At a small number of pools their behaviour and ignoring of our rules creates a lot of noise and stress to other people. It was agreed to revisit the use of a wristband scheme for next year as a possible solution.

**ACTION:** Investigations will start on solutions to the problem. A business case for the use of wristbands in future summers will be revisited.

**WHEN:** Before the next Board meeting in September.

The meeting finished at 11:49 am.