



**MINUTES OF THE BOARD MEETING OF
THE GENERAL COMMUNITY OF HACIENDA RIQUELME
FRIDAY, 9th JULY 2021 AT 10.00am SPANISH TIME**

The meeting chaired by Gordon Hutchinson as Resort President, started at 10.00 am with the attendance of the following:

ATTENDEES

Name	Post
Gordon Hutchinson	Resort President
Mike Portlock	Phase 2 President
Richard Deeley	Phase 4 President
Bernard Laughley	Phase 5A President
Viv Church	Phase 5B President
John Barr	Phase 6 President
John Slater	Phase 7 President
Pepa Pérez	Resort Manager

REPRESENTED

Name	Post	Represented by
Wendy Walker	Phase 1 President	Gordon Hutchinson

AGENDA

- 1. Gardening**
- 2. Security Contract**
- 3. Projects and Jobs**
- 4. Urbit.**
- 5. Welcome Pack**



- 6. Façade painting**
- 7. Traffic calming**
- 8. Pools.**
- 9. Office Open Day**
- 10. Pigeons' vs Hawks**
- 11. Next Board meeting**
- 12. AOB**

DISCUSSIONS & AGREEMENTS

1. Gardening.

a. Landscaping Proposals.

Gordon Hutchinson & Viv Church have been working on Landscaping proposals over the last few months. Three companies were contacted, and two companies responded. The brief was to create attractive designs with low irrigation and low maintenance to greatly improve the look of the Resort. The proposals we have received are the initial versions and we are continuing our discussions.

We identified many areas for improvement all around the resort, including land around El Cason and path facing areas between phases which are not being maintained by GNK.

It was asked if a refreshment stop could be included in the landscaping plans around the Palomar Bar for golfers. This will be down to the current lessees or new owners of El Cason. We will be discussing the plans with contractors and send out further details to owners when our negotiations are complete.

b. Snack Bar/Mini Golf Proposal.

The meeting was presented with a conceptual proposal submitted by an owner in which the owner offered to create and operate a snack bar/mini golf area on the resort in one of the areas being considered for landscaping improvements. The Board discussed the proposal and agreed that this



was a commercial proposal that needs to be considered separately from the landscaping proposals. It was agreed that the concept should be discussed in a dedicated meeting. A business case needs to be prepared for the concept and a structured approach to the market should be developed to pursue the concept if it is considered to be beneficial to HRGR.

ACTION: The proposer is to be thanked for the proposal and informed that the Board will review the concept further; but in the meantime, the proposer should be advised not to spend more effort until requested by the Board.

WHEN: within July.

2. Security Contract & Maintenance of the Security System.

The current security contract was due for renewal on the 30th June 2021. However, it has now been extended for one more month, until the 31st July 2021. A tender process was in place and 5 companies were invited to the process. Although they all confirmed their intention to present an offer, only 2 came back by the established deadline. A report was presented to the Board before the meeting with the breakdown of the service and a comparative of the offers received.

Discussion took place regarding the items included in the tender documents for Security and the Security System maintenance. Further information will be discussed in the forthcoming meetings with contractors.

ACTION: Arrange a meeting with Vigilant to go through their proposal for the new contract.

WHEN: Done on Tuesday 13.07.2021.

ACTION: Following the meeting with Vigilant, they would review their costs and come back with their final and best offer.

WHEN: The w/c 19.07.2021.

ACTION: Related to the maintenance of the security system, it was agreed to request further information and details to Vigilant such as maintenance schedule, list of items replaced during the current all-risk contract, and the value of the replaced items.

WHEN: Requested and received.



ACTION: Once the final offer is received it will be communicated to the Board for them to take a decision about the new contract.

WHEN: Before the end of July. Done.

3. Projects & Jobs.

Gordon Hutchinson updated the Board on all the projects & jobs being worked on at the present time and thanked the large team of volunteers who work on these projects. There were also several projects & jobs to be worked on this year and these were allocated to members of the Board. Some of the projects are already in progress & updates were given. New projects will commence immediately.

Attached to the Minutes is the updated list of projects and jobs.

ACTION: It was recommended the Board produce a framework to show owners what the Board are doing, how we are doing it and how we move things forward.

WHEN: by the next Board Meeting.

4. URBIT App.

Pepa Pérez demonstrated the URBIT APP which is being trialled by eight owners for two weeks. It will then be extended to all owners for a two-month trial with no cost for the community. The APP is dedicated to HR owners to enable them to report garden, pool, and maintenance issues direct from their smart phone. The incident goes direct to Self Admin who pass it on to STV, Atlantir and Jose, the maintenance man for action. It has many other functions to send out notices and messages to owners, especially at short notice when emergencies happen.

ACTION: There will be a communication to all the owners before the 2 months trial period start for all the owners.

WHEN: During August.



5. Welcome Pack.

John Barr introduced the new, up to date, Welcome Pack he has produced. It is a user-friendly document with index at the start and useful links to other pages. The target audience will be new owners, a digital version will be on the Owners Website, and it will also be sent out as a Communication to all the owners.

It is planned to put a QR code on the outside of the HR Admin Office and Information office containing the full Welcome Pack. The Board thanked John Barr for compiling a useful up to date document, well put together.

A Welcome Pack leaflet is also being produced by a volunteer owner which is more suitable for short term holidaymakers. This will be produced 'In House' at a much-reduced cost than using a printing Co.

A new HR logo is being produced. The old Polaris World logo is old fashioned & dated and as they are in liquidation, we have no loyalties to this design.

ACTION: Finalize the Welcome Pack and Leaflet and distribute amongst the owners and holidaymakers.

WHEN: Before the end of July.

6. Facade Painting. Responding to an owner's email

The under-sill section of buildings was painted following the default work many years ago and the lower section has weathered over the years. Buildings on Phase 1 have been painted in the last few months and in comparison, to the brightly white of the new painting there will be a difference for a short while until the walls weather.

At the request of a Building President, gold gravel was placed around this building. The gold gravel is covered in a gold-coloured dust when it is mined. When it rains it washes the dust off and the natural colour of the gravel shows through. The yellow on the walls is possibly because of the hard



rains we had splashing against the wall. This is in addition to the very wet Spring we had and the rain splashing against the pink gravel.

The walls on this building are no different to many other buildings on the resort and any remedial work will be part of the maintenance program related to the façade painting when it is done again in a few years.

ACTION: Inform the Building President of the decision taken.

WHEN: As soon as the Minutes of the meeting are distributed.

7. Traffic calming.

There is a notable increase in vehicles speeding around the resort and if we do not address the problem it could result in a serious road traffic accident. In addition, the new speed limit on the Resort is 30 kph and this is not being adhered to.

We cannot operate speed cameras without the police present and the large electronic signs that monitor your speed as you drive past are very expensive. The other two options are speed bumps or chicanes. Most resorts already have speed bumps installed. There are two types, rubber speed bumps which are movable but expensive. We require five or six at a cost of around 7,000€ and we must get permission from Murcia Town Council. The concrete speed bumps are cheaper to build but more maintenance.

Mobile chicanes are a more attractive and is the preferred option by the Board. The two problem areas are from Phase 5 on Atlántico to the Workers Compound & the road down to Security on Phase 4. It was agreed Gordon Hutchison and Viv Church will discuss the placing of chicanes in two trial areas with Alfonso from STV.

Attached to the Minutes is the report sent to the Board prior to the meeting.

Note after meeting: *On Tuesday 13.07.2021 there was a meeting with STV and the possibility of installing chicanes was commented. As per the information received, it is not something in use in*



Spain. Therefore, since the roads in HR are public it would be something to be checked with the Town Hall of Murcia.

ACTION: Alfonso Parra from STV is going to help the community to find out whether it is possible.

WHEN: As soon as he can.

8. Pools - Resin Provider.

We have a problem with PermaPave, the company we used for the resin on the pool surrounds. We are now in discussion with the person who worked for the original company.

ACTION: Until we have a solution for obtaining the resin Pool 6.1 will remain closed to avoid any accidents on the broken crazy paving.

WHEN: Closed now.

Note after meeting: On Wednesday 14.07.2021 there was a meeting with the new supplier to discuss the quotes and establish a schedule for the works.

ACTION: Related to pool 6-1, the crazy paving is going to have a self-levelling concrete compound, which is the first step before the resin is laid. Once it is done, it will be open to the owners again. The resin will be completed in September once the resin is delivered.

WHEN: early August. Done. Currently the pool is open.

9. Office Open Day.

The new Self Admin office is up & running & looking smart. The Board would like to invite owners to join us on Wednesday, 8th September for a glass of wine or a beer to see the office and meet us for a chat. It will be from 14.00 to 17.00.

10. Pigeon's v's Hawks.

Attached to the minutes is the report sent to the Board prior to the meeting.



The issue of using pigeon traps versus birds of prey to control pigeons was discussed. This was because of an owner who was upset over the current situation and investigated other ways of removing pigeons.

It was agreed there is a need to control the pigeon population as the pigeons reproduce several times a year, they return to the same place to hatch their young and if we did nothing, based on the number of birds we catch we would have an increase of approximately 659 extra birds in four months. Some buildings that have been affected by the pigeon population have suffered inches deep faeces in their open utility rooms, terraces, and atriums. It is a serious health & safety issue and has hospitalized owners & cleaners who have inhaled the fumes while trying to clean the areas.

We have consulted with our Falconry company and a bird expert who is an owner on the resort. We have a large, varied bird population and he has reported that to use a Hawk will have the result of scaring away the birds that normally live here. We only use six traps which are moved around the resort as required. The Falconry company empty the traps on a regular basis & on the rare occasion a different species is in the cage, they are released. The Board have agreed that this method has been successful over the years, and we will continue with this method.

11. Next Board Meeting

Friday, 10th September 2021 at 10.00am Spanish time.

12. Any Other Business

A request was made for clarification of the role & responsibilities that a Phase President is expected to perform in their capacity as a member of the HRGR Board. This could not be clarified in the meeting and no documentation could be found that provides such a definition. It was agreed that a separate meeting would be arranged to review the operating model of the Resort which includes role & responsibilities of Phase Presidents as well as, governance and controls, policies, processes, and procedures amongst other things.



ACTION: Set up a meeting to review the operating model of the Resort which includes role & responsibilities, governance and controls, policies, processes, and procedures.

WHEN: On-going.

A suggestion was made to review the day to day working practices of the HRGR Board to identify opportunities to create efficiencies and reduce workload.