



MINUTES OF THE BOARD MEETING OF THE GENERAL COMMUNITY OF HACIENDA RIQUELME FRIDAY 29TH APRIL 2022

The Board meeting was held on the HRGR Admin office on Friday 29th April 2022 at 8.30am.

ATTENDEES

Name	Post
Richard Deeley	Resort President & Phase 4 President
Wendy Walker	Phase 1 President
Nigel Smith	Phase 2 President
Gordon Hutchinson	Phase 3 President
Bernard Loughrey	Phase 5A President
Viv Church	Phase 5B President
Patrick Flynn	Phase 6 President
Shaneen Benson	Phase 7 President
Pepa Pérez	Resort Manager

Welcome to all the new and returning Phase Presidents to this the first Board meeting with myself (Richard Deeley) as Resort President.

This meeting is to discuss a combination of the review of the Admin Team and the Board, and my vision and direction that I want to take the community in the coming year.

My aim is to gain a united community, through greater communication enabling us all to share a common aim to enjoy this resort, maintaining its integrity through considered maintenance and improvements.

Actions already Taken

Following feedback from an owner, new maps of each phase of the resort showing building numbers will be issued to each emergency vehicle entering the resort to ensure they do not get lost and therefore saving valuable time. See attached. The new plan produced by security is only for the emergency services such as ambulances.

Suggestion to fit post signs with the street name and pointing out a group of building numbers in strategic places.

ACTION: Go to tender and get quotes for signposts and report back at the next Board Meeting

WHO: Self-admin.

WHEN: by the next Board Meeting 10.06.2022

Feedback from an owner highlighted they are unable to hear the fire alarm. Research and a trial have provided a solution whereas the fire alarm will sound in the security office, and they will complete the necessary responses.



To confirm its cost effectiveness, alternative options were sought, but all efforts have proven fruitless. It is therefore recommended that we advise all BPs of the option to purchase said item from the current alarm supplier. A one-off cost is €300; therefore, a bulk purchase is expected to offer a saving.

It must be funded by the buildings. And the BPs can take the decision. There should be a communication for the BPs explaining why and the option.

ACTION: Richard Deeley will draft an email with the information so PP's can provide the information to their own BPs in their Phases.

WHEN: First half of May.

Resort President

- The Banking process is to stay the same, I will be in the loop for information but not a signature.
(Using WhatsApp)
- I am not having a formal Vice President – I shall rely on support from those who live on the resort as and when required.
- My red lines – LIES / DECEIT / PERSONAL ATTACK EITHER DIRECT OR INDIRECT.
- Any Board member or spouse/direct family member, posting anything incorrect or a personal attack, on any media site or email about any other Board member, admin staff or General community contractor, will be required to provide evidence supporting the claim at the next Board meeting. It will be in the minutes for all owners to view. Legal action will always be taken where relevant laws have been broken.
- No member of the board shall be an administrator or moderator of any social media site.
- I am removing myself and family from HR social media with immediate effect.
(Excluding golf)

Outlining your role as Phase President

1. Expectations of Board members, you are not here to warm the seat, there is work to be done. Communication with BP's is key. PPs to communicate with BPs at least on a quarterly basis to encourage Q&A's.
2. Phase President availability – must always provide cover for BP's. If you are on holiday and do want to be disturbed, it is your responsibility to advise Admin and other Board members of your replacement who is supporting your phase.



3. No Board member to approach the lawyer directly, all enquiries to go through the Resort Manager. Special permission is granted to certain project groups depending upon the need to liaise directly with the lawyer, but they must always include the Resort Manager in copy.

Changes to the way we as a Board operate

4. Board agenda – issued to PP 14 days prior to meeting. The responses from the PPs must be received by Admin 5 days before the meeting. The PPs are to filter the requests before presenting to be added to the agenda, it is not possible to discuss everything suggested.

ACTION: On-going guidance about what is practical to discuss during board meetings will be provided to each PP as and when required.

5. Board agenda to have set format including H&S section, (As an example only yesterday, metal bolts in lawns damaged STV machinery and could have caused significant injury to anyone nearby. It is unclear how these metal spikes were placed in the ground and further investigation will take place).
6. PP section. Be mindful of time, if each PP brings 15 mins to each Board meeting that is 2 hrs extra.

ACTION: Some items that are raised by owners/BP to PPs may be better to circulate in advanced of the Board Meeting via email, to speed up the response and reduce debating time at the BM.

Through email we have the potential to discuss PP items away from the actual Board meeting, which it turns saves meeting time. Currently board meetings are often five hours, this needs to be reduced if possible.

7. Board meeting minutes – are to be issued to PP's no later than five working days after meeting. PPs have two working days to approve and then the Minutes will be circulated to all the owners.
8. What format are those minutes – old or new? All agreed to go back to the old version document style version instead of the spreadsheet approach. This provides more detail on each topic.
9. Red top items (confidentiality) – there is a need to agree what for and what timeline. The Minutes of the Board Meeting will be red top until they are agreed by the Board and are distributed to all the owners. It is agreed to reduce the number of red items, this will be decided on a case-by-case basis. Contract negotiations, security matters and any personal items will normally be confidential.



10. There will be five full Board meetings throughout the year: 29th April, 10th June, 7th September, 2nd November, and a budget finance meeting on the 25th November (only finance), 1st /8th February 2023 AGM of the GC to present and approve the budget for 2023.
11. Communications – each PP to send welcome letter to new owners within 5 days of notification from Admin– identifying BP and contact details as a min.
ACTION: A template is available for anyone that wants one. Richard will be sharing the template with all the Board members.
12. Instruction Course being prepared for new or even current BP’s advising of roles and responsibilities.
ACTION: Richard Deeley to deliver via Zoom on Saturday mornings, hopefully starting before the end of May or prior to the next Board meeting in June. For the Spanish BPs, there will be a separate course only for Spanish.

Review Actions – Board/Community – RP Direction

13. Discussions regarding agreeing communication details, Q&A items for owners, etc., use a SharePoint or similar instead of email. When an email is sent to all PPs to agree something, only reply to Pepa not reply all unless you are not in agreement.
ACTION: Investigate the options for share points with current PP emails.
ACTION: Training required for PPs on Outlook.
WHO: Pepa Pérez
WHEN: within May 2022.

Communication

14. A Communications Policy is required – to identify correct channels for queries, how the Board and Admin provide information. How the areas link, as in FB, Information Centre, and Web page, including the owner’s forum page.
15. Do we want an Information Centre? It needs investment to update it and make it a place that is truly a welcome to owners. It has replaced the Face to Face at the door of the admin, it needs to look the part. Air con, rotting timbers, etc.
ACTION: Get quotes for the necessary actions in the IC. (Pathway, aircon unit, toilet, leaking roof and rotting timbers).
WHO: Self-admin.



WHEN: May 2022.

ACTION: Training for the volunteers helping in the information centre.

WHO: Still to be established, although will be included with the BP instruction course.

WHEN: No date established yet.

Immediately following the board meeting RD had a meeting with members of the Information Centre where it was agreed to pool the information held and used by them onto the HR site web page, ensuring all communication systems work together, and are updated as one, simplifying the whole process.

Patrick Flynn suggested to have a surgery from the PPs. It was agreed to investigate the possibility of holding surgery. However, an agreement and format has not been reached by the Board yet.

ACTION: Patrick Flynn will draw a rota of when PPs are on the Resort.

ACTION: The Board will look into the options and possibilities and present at the next Board Meeting for further discussion.

WHEN: By the 10.06.2022.

16. Web page upgrade – to facilitate greater communication with owners, providing many of the answers often requested via emails. More information should be stored on the owner's web page than is now. An external agency to be sought to manage the web page, previously owners have completed the task, but each has fallen by the wayside for various reasons, we need stability and a more professional approach.

The Board agreed to look for an alternative professional Spanish company to upgrade the webpage. Patrick Flynn agreed to contact a company he recommends with English management but based in Spain.

ACTION: He will send the information (contact details)

Management of the webpage: A new start is necessary to manage the webpage, it is necessary to update it with the communications, publish items, adding all relevant information for owners. Shaneen volunteered for the role. Patrick Flynn also volunteered to help Shaneen for the role.

ACTION: Shaneen to carry out a handover with John Barr before the next board meeting, 10.06.2022.

Webpage forum: it is for all the Board members to answer and manage.

17. A downloadable programme/ or a similar item as the new owner's information to be set up as a template to generate the newsletter so it appears professional, and it should link directly to information held on the web page.



ACTION: The Board agreed to approach the person who has produced the owner's information pack, Julie Osman, to help produce the monthly newsletter, so it is more interactive with other information areas.

WHEN: By the 10.06.2022.

ACTION: Owners 'information pack: send the final version in English to the Board for their review in case they wish to add or update something. Then do a general communication to all the owners and use for the new owners.

WHEN: By the 10.06.2022.

18. E-mail data protection – for those under the self-administration, all owners, work groups, BP's and PPs to apply current legal requirements immediately. This includes but is not limited to, personal emails should be blind copied.

19. Two previous communication documents were produced but not issued – Animal Protection & Welfare Code / GNK regarding preferred partners using HR as a location for golf rentals. Do we issue or not?

ACTION: Animal Protection and Welfare Code: The document produced by John Barr will be shared with the Board by RD to decide what to do.

ACTION: GNK: The document produced by John Barr will be circulated to the Board by RD to decide what to do.

WHEN: A decision to issue or not to be made by the 10.06.2022.

Policies & Procedures

20. There should be an agreed Bibliography of policies and procedures, sequentially numbered, including review dates, posted onto the owner's web site. To include but not limited to: Communication Policy, Procurement Policy, Environmental Policy, H&S Policy, Data Protection, Insurance protocol, etc.

21. The current Procurement Policy is not fit for purpose, a waiver should be published until a revised policy is written asap.

ACTION: Write a revised procurement policy.

WHO: Bernard Loughrey and Nigel Smith.

WHEN: By the 10.06.2022.



22. Richard Deeley as a UK qualified H&S expert has recently reviewed a set of risk assessments that have been provided by an owner who volunteered to assist the Board. It raises the question in Spanish legal terms, what if any risk assessments are required for this resort? The documents currently held in draft are H&S Management System overview, General community RA, Fire Plan & Fire Risk assessment.

All the companies or contractors contracted by the community will be requested to present their H&S policy (Plan de Riesgos Laborales) and training book. Bernard Loughrey raised the question about what happens with self-employee contractors that may not be obligated to have the H&S policy.

ACTION: Lawyer to be asked to clarify exactly which Health & Safety legal documentation is required for the management of the Resort.

WHEN: By the 10.06.2022.

23. The current fire plan was first introduced in 2015, and therefore requires updating. **The Lawyer** was asked to support gaining advice from the Murcia Fire Authority.

24. Review of contracts currently is only through the annual survey which can lead to a biased result. Therefore, a change is required for periodic review.

ACTION: At the STV contract review meeting held on 27.04.2022 it was agreed to initiate a weekly / monthly review process commencing 1st May 2022.

This review in addition to the survey result will be how the contract is reviewed and managed moving forward.

WHO: The weekly reviews will be carried out by Viv Church and the monthly reviews will be done by Richard Deeley, Viv Church and Pepa Pérez.

WHEN: Every week and every month starting 1st May 2022.

Also, at the STV meeting we requested safety datasheets for all chemicals currently used on the Resort. These will be reviewed by RD who will provide feedback at the next board meeting 10.06.2022.

ACTION: Additionally, STV will notify Admin no later than Thursday morning of the following week schedule, if communication needs to be issued regarding chemical being used, and the areas they affect.

25. 2022 surveys require significant updating to include revised questions based on the Resort as it is today rather than trying to conform with trends from previous years. **ACTION:** The Board agreed the decision that over the summer is to upgrade the 2022 surveys to adapt to the current situation. RD will be running the surveys in 2022 with the help of David Dwyer.



Urbit

Richard Deeley has produced a short film to promote the downloading and use of the Urbit app to report incidents only.

26. It is imperative that someone takes ownership of the information on the app and keep it up to date, review reports, monitor closeouts periods etc.

ACTION: Pepa Pérez will speak with Jose, the maintenance man, to request that a comment is added every time he closes an incident on Urbit.

ACTION: A relaunch of Urbit is required. Speak to Urbit to make sure that everything is working so the owners get the automatic password when download the App.

ACTION: Attempt to gain more areas where Urbit can be used, e.g., laptop.

WHO: Wendy Walker volunteered to do this.

27. A simple 'Jack & Jill' step by step procedure of use shall be produced to ensure persons of all nationalities can download and use the app. Each Phase president should then promote its use to their own BP's.

ACTION: Response times by all parties will be measured to ensure that incidents are resolved in a timely manner.

Insurance

Civil Liability covers BP's, Admin, Sec, Directors since Jan 2021

ACTION: Send an explanation of what is included and covered by the D&O insurance.

WHO: Pepa Perez.

WHEN: By the 10.06.2022.

28. Insurance - A review of the process is required and then a formal protocol shall be issued advising everyone of how to progress a live incident.

29. Details of each building insurance policy should be documented on the web page for an easy check for owners.

ACTION: Gordon is going to produce a document to be laminated to be published in the buildings. It will show policy number and contact details with details of excess amount, and other details for different communal services.

30. Car charging in garages. One garage has a huge electrical bill, not all owners were aware. Permission was not given via an EGM for building to supply charging power.



Richard Deeley has suspended for the time being any further charging points being fitted in garages. If any incident occurs the owner is fully liable for it and any subsequent damage caused.

Review Actions - Admin

31. Debt reports take a huge amount of time to be produced. While still providing details as and when required, they will now be produced and sent to the BPs every six months.

32. Debt update to be issued for each Board meeting.

Note: due to issues in the handover from the previous administrator, this will not be compared to previous years, only for 2022 onwards. Continuous improvement to be measured across each Board meeting throughout the year. It is very important to stress that this is a new review period, so we cannot look back to what we had, it's a new start.

33. **Resort Manager (RM)/ staff workloads – requires significant review**

Work should be delegated to others from RM. The new RP is working with RM to realign work-streams with all staff, to set clear objectives for all which have a quarterly review period. This will be in place for 2022 by end of Q2 so end June. This will form the basis for future years so it will be easier to align objectives from the commencement of the year.

34. **Emails – the initiative to extend to 10 days worked extremely well.** It will return to four working days for all from 3rd May 2022.

ACTION: The review has identified that more information emails should be sent to BP's. This will now include lift inspections/repairs. The review will remain ongoing throughout the year.

Any email from owners or BPs should go direct to support@hrgradmin.com and from there it will be redirected to the corresponding member of the self-admin team where required.

Planning

35. All planning decisions will now be cc BP & PP and not just sent to owners.

36. As part of the admin review - Planning deposits have been ceased, previously €600 prior to works commencing.



37. Planning permissions – potential changes to be made to the HR Planning process to align with Murcia Town Hall following issues arising. HR planning rules need to be tightened, but also direct owners to get planning permission. Recently an owner had a sale blocked for a period as the purchasing solicitor referred to Murcia Town Hall who confirmed the alteration did not meet approval. Mar Menor insist on this before the planning committee approve either internal or external modifications. The Board needs to make a decision. If the Town Hall inspect this resort, there could be significant fines issued. We are getting more and more queries from owners and others about the changes we are making.

ACTION: Board to seek advice from our Lawyer to clarify the correct stance on these matters.

Previous Board / RP initiatives - Update

38. Traffic Calming: it was approved at the beginning of the year to buy two signs to measure the speed and place in different areas of the resort. Gordon Hutchinson is in the process of purchasing them. The two obvious places are coming down Egeo in the direction of the Information Centre, and the other in Atlántico close to the access to the worker's compound due to the high level of traffic from contractors.

39. Bird Kites: An owner in Egeo 56 put this kind of kite to deter pigeons. It seems to be working very well. However, it only covers a very small area. Therefore, the initiative has not been progressed.

40. Drone: It is necessary to monitor the tiles at the top of the buildings to carry out the necessary repairs that may create water leaks in apartments. It needs to be done by a professional with a licence and someone who knows what they are looking for. The resort will not be purchasing their own drone.

41. Swimming Pool use issue – Awaiting Report due in January, no trials possible at Easter.

ACTION: Shaneen Benson will approach Barbara Burks to finalise the report and then get circulated to the Board. The Board will review the report and decide on the way forward for next year.

Extra guard: Richard Deeley will speak to Ron Locke to have the trends of the incidents report related to pools for the last few years and will also ask John Frizell for the registration of people coming to HR during the summer months.

ACTION: Define the duties of the security guard and confirm the period the staff will be covering in summer. Once all the information is available the Board will take a decision about the employment of an extra guard for the summer months.



Board Roles/Responsibilities

A - Maintenance and repairs – roads, footpaths, drains, etc. Swifter repairs are urgently required. It is essential to speed up the process of repairs. Gordon Hutchinson will be in charge of this role.

ACTION: arrange the services of 1 or 2 builders to get repairs completed quicker.

All the Board Members agree with this.

B – Climate change – to include water retention, solar panels, car charging, etc.

Gordon Hutchinson, Nigel Smith & Shaneen Benson will be in charge of this responsibility.

Note: The water supply for irrigation is not included in this section, which remains a priority for Richard, Pepa and Manuel Sánchez (lawyer).

C – Urbit.

Wendy Walker agreed to accept this role. She is also in charge of the 15th anniversary event the 18th September 2022, and retains oversee of the debtors.

D – Policies and Procedures to include whatever is deemed as required, also contract review processes, survey question updates.

At least two persons need to be involved in this role / responsibility. It is quite a large task and needs good management by people with experience in this area. It is important that deadlines are set to ensure a constant supply of new/revised items are uploaded onto the web page. Bernard Loughrey and Nigel Smith volunteered for the role.

E – Landscaping – liaison between owner’s landscape workgroup and Board. (No Board member allowed on this group).

Richard Deeley will have this role.

F – Gardening & Street cleaning Contract with STV.

Viv Church will have this role.

G – Communication – aligning all the aspects required.

Richard Deeley knows what he wants to achieve so he will take this role. The role will include finding a new web page operator to manage the system going forward. There may be a cost to the business, but free is not always the best as has proven in the past.

All communications will link together, FB, Web Page, and Information Centre.

H – Statutes review.

Bernard Loughrey was dealing with this role in 2021 so he will continue and remain in dialogue with the lawyer.



I – GNK.

Gordon continues to be GNK liaison on behalf of the resort.

Board to be updated on progress of each at each Board meeting, other Board members may be required to support as well as owners.

For B & D a plan of action is required at the next board meeting 10.06 2022 as to what items are to be actioned first.

A.O.B.

- a. Item related to irrigation from John Barr – Richard Deeley to pass to the Climate Change project. Send to the 3 PPs on the climate changes.
- b. Richard Deeley is preparing a communication to BPs regarding garage water ingress. Using the work currently being completed in Egeo which has developed further over the past couple of months, being well tested by the unusual weather conditions.

When: by end May.

- c. Landscaping Q&A's to be issued by end May. Board to provide final approval.
- d. Open Forum Q&A's to be issued 2 weeks after the landscaping Q&A's. Board to provide final approval.
- e. Survey results to be issued 2 weeks after the Board Q&A's. Board to provide final approval.
- f. Picnic Area – the area will remain closed until a ground stability report is received. Due to H&S issue it is agreed that the picnic area and access to it and to the pathway is closed indefinitely. Quotations to be sought to brick up at the roadside to prevent any access.
- g. Security Guard Antonio is retiring – suggested gift? All agreed with a bottle of rare Scottish whisky, cost to be in line with the role.
- h. Bernard Loughrey: Phase 7 bank: Raised a concern that at the end of Phase 7 close to the wall of Peraleja, behind there the erosion has got too bad that the lamp post could fall.

ACTION: Arrange for some investigation to be done to take the necessary actions to correct the situation.



- i. Shaneen Benson: mesh in phase 7. There has been a big improvement with the removal of the mesh from the slope in Phase 7. Based on the above, and now that no money will be invested in the picnic area, Shaneen asked whether there could be more investment or actions on the bank.

Once the picnic area is permanently closed, any remaining funds will be held for the bank. However, no money will be spent until a visit and report is provided by Murcia Town Hall.

- j. Patrick Flynn pointed out that if anyone needs any help, he is happy to help. Richard Deeley accepted for the communications requirements.
- k. Pepa Pérez: a distribution WhatsApp list has been created with the PPs so when there is an urgent communication or something that needs to be informed about outside of the office hours, it is easier to keep all in the loop. The same has been done with the BPs for those who have provided their mobile phone numbers. There will be a communication to the BPs informing that if they wish to be part of the distribution list on WhatsApp, they only need to message Pepa Pérez. In the last week there has already been messages sent with the mosquito fumigation, water cut in HR, etc. It does not affect the data protection since the BPs will not have access to the number of the other BPs. Only the self-admin team will have access to them.
- l. Wendy Walker: she suggested that sharing the phone numbers between the Board as a group for more informal communication would be a good idea. All agreed so they PPs will send an email to Admin with their authorization so the information can be passed to all the PPs.
- m. Wendy Walker: Pool pavement in pool 1-3 & 1-1. The company in charge of the work has already finished 2-2 and started in 1-3. Since the forecast for next week is more rain and the new pavement cannot be laid under rain, they will move to 1-1 to remove the old pavement. So, both pools will be done at the same time. It should take 5-8 weeks to complete the two units if the weather permits.
- n. Gordon Hutchinson: El Casón & Garage Spaces. How the Community progresses with El Casón if it goes again to public auction? Gordon and Patrick are going to evaluate the options to purchase El Casón.
- o. Bernard Loughrey: Garage spaces from PW. Pepa Pérez is working with the lawyer of the community to get a report in detail to present to the BPs and owners about the options and associated costs.
- p. Richard Deeley: Secretary – Administrator annex to the current contract – the lawyer is in the process of preparing it for Pepa Pérez to sign. Pepa will receive an allowance of €375 net per month as a salary supplement.



The meeting finished at 13.12 hours.

Next Board Meeting Friday 10th June 2022.