

	Question	Response
1	New / Existing BP Guidelines and Induction – it was noted there was no formal process to provide new BP's with a handover and also an overview of Roles and Responsibilities. This includes the understanding of accounts, income statements, procurement process, Suppliers etc	There is a formal process it was started in May 2022. All new BP and existing BP's are invited to an instruction session. Additional sessions on other subjects are being prepared for 2023.
2	It was also requested if Pepa could do an accounts overview presentation to allow BP's to fully understand the accounts, income statement, balance sheet, reserve funds, available cash, bad debt provisioning, PW Garage spaces and also 2023 budgeting. It was noted that not all BP's may have the relevant background for complete and full understanding.	This option is already available. Any BP can request a one 2 one with Pepa who will go through the details of the budget for that particular building.
3	The idea of having a BP buddy system was discussed and all agreed it will be a great idea. The WhatsApp Group provides a good platform but at times, a more in-depth discussion may be required. Steven to reach out to volunteers to arrange	Have to be mindful of data protection and each buildings financial report is confidential to that building.
4	AGMs' were discussed especially the process adopted for 2022 (single block AGM's) vs past years. Why do we hold single block AGM's as this process does not allow u to listen to other BP's, PP's and Owners views and thoughts?	The process adopted for 2022 was based on advice received from the lawyer and administrator as the correct practice we should follow.
5	There are a lot of Owners with a substantial amount of experience that could assist and provide valuable input into these meetings	While it is accepted that there are owners with such experience, there needs to be a balance, as there are some owners who take over these meetings for their own agendas too.
6	Does the HPA work in a different way to allow Owners more say with their voting rights	The current process follows the requirements of the HPA.
7	It was all noted and agreed about the great news on the temporary water concession situation however, it was felt that acknowledgement could have been passed to previous Board members who had worked on the task and were involved	This acknowledgment has occurred on several occasions prior to the last communication.
8	It was suggested if a wider Group could be set up, other than Board members to address the water issue and work together taking volunteering Owners valuable experience and knowledge into account. Steven to discuss with Richard	All water aspects have been reviewed previously, there is no benefit to have owners, external to the board looking into a subject that is being well managed by the resort manager.
9	Following the temporary water concession for the irrigation of the green areas, the Community's lawyer, Manuel Sánchez, has reviewed all the facts and the legal advice we have received is that from the moment the Community has water to irrigate, there is no consistent basis to go ahead with the low irrigation landscaping project that the community has been working on.	The Board unanimously agreed to suspend the project indefinitely with immediate effect. Following the legal advice received, the Board can now revert to maintaining the Resorts gardens.
10	Look to produce a "Best Practice Governance" to consider what is the best practice for the community.	This has been commenced by the RP, as it was evident very few governance documents were in place.
11	The Board should publish and confirm the principles they have adopted and measure their performance on an annual basis.	Performance is down to owners votes at AGMs. It is part of the governance documents being produced by the RP, including introducing a gift register and updating our procurement policy.
12	Succession Planning – with the recent change and transition of Phase Presidents in 2022, should a succession plan be considered to ensure knowledge and experience is maintained on the Board and also passed to Others, where appropriate. It was suggested if the Board would consider a buddy system to allow a BP to buddy up with a Board member. Steven to discuss with the Board	Buddy of a Phase president is not possible due to the confidentiality of information etc.
		The RP is producing governance documents in order that future boards are aware of the processes to follow. No such documents have been produced by previous board members, with the exception of the procurement policy/

13	How can Owners / BP's do more to support the Board, deal with things in a different manner. Can the Board consider this and provide any feedback?	The board uses external expertise as and when required.
		Each Phase president is tasked with having BP meetings, circulating and discussing the Board meeting agenda prior to meetings, providing a bottom up as well as top down process.
14	Communications - can these be improved from the Board and HR Admin ? The 2022 Survey may provide further details	See previous answer, there is far more communication from PP to BP than previously.
15	The key emphasis to this discussion was that it was widely recognised that we need to bring people back together. This includes open sharing and working together	See previous answer, there is far more communication from PP to BP than previously.
16	For a dashboard to be created with ongoing Board projects using a R/Y/G status. To be feely available to Owners	As per previous meeting minutes all board projects have been suspended due to the current constraints on our finances.
17	What large costs will be expected in 2023, for example A2Z and others. Steven mentioned these are under review and will be discussed at the next Board meeting on 8 February. Steven to provide an update	A five/ten year expenditure plan is being developed to provide greater clarity on expected expenditure. Previously only one year plans were produced.
18	Any update to the IT project for the production of management accounts by Block, EUCC, and the General Community?	Details will be provided once the official report has been received.
19	It was requested for a review of HR Admin to be undertaken asap and is this sustainable. To include all Legal and Accounting costs	An admin review was carried out in 2021, no further reviews are planned. The team are completing changes required from the financial review being carried out. We have far greater control and transparency than ever before.
20	Costs of HR Admin vs an Outside Management Company. Do we consider seeking Tenders for a different Management Company?	No plans to do so, no need to do so. As above, the control Self Admin provides the resort is far greater than previously.
21	It was acknowledged the tremendous work and time the HR Admin do for the benefit of Owners and BP's	Thank you.
22	Debtors - It was acknowledged the great work Charlotte has done with Debtors, however, it weas discussed, what, if any, could a more assertive and different approach be considered?	We operate within the legal framework that we have to follow. No further options are available
23	It was mentioned that local legal procedures need to be adhered to and these may vary Country to Country	We operate within the legal framework that we have to follow. No further options are available
24	The Group would like to offer Charlotte the opportunity to attend our next meeting so we can understand the debtor process she implements and can BP's offer any additional support.	This is being arranged as part of the BP instruction program for 2023.

25	If we need to find storage containers for water, where will they be located the obvious place is the worker's compound as long as the water can be pumped from there to parts of the resort.	All options are being reviewed to find the most cost effective solution.
26	Fire alarm installation timescale	They are all fitted in those building which opted to have the work done.
27	How can the Board justify spending owners' money in such a frivolant way 80k on designs, circa 5-10k on legal opinion, circa 10k on Pepa's time with EGMs etc, which has resulted in the day-to-day running of the resort being greatly affected	The board discussed and agreed the best way forward at the time.
28	All this turmoil was the sole intention of RP getting rid of STV, as it is some other members of the Board do you not think there should be a vote of no confidence in the main antagonists, Richard, Nigel, Shaneen and Brian?	Completely incorrect. The RP has a very good working relationship with STV. A new company/client relationship is in place. The Board and STV are working very well together.
29	What is being done with the balance of the community fees paid by administrators to us of circa 500k and the likely payment of 2019 fees of another 250k? Less, of course, what's been paid to the Buildings, which still leaves a sizeable sum for GC	As per the communication at the time, the balance was paid into the reserves.
30	I understand the Boards voting process on the landscaping has not followed the procedure set out in communications, I understand a BP is wanting to change this so she can vote herself. This just makes the EGM s a mockery. Another instance of poor management	The voting on the landscaping followed the advice of the lawyer and was reported as such.
31	The Board is lacking leadership and is a shambles stumbling from one thing to another with no uniformity or cohesion and is in fact, not fit for the purpose of being led by RD	The RP is 1/8 of the board. The current board is democratic and diverse, an excellent mix for successful management.
32	Within 6 months, he has abandoned solar panels, electric charging points, and landscape gardening.	Due to the lack of financial reserves inherited, the board took the decision to postpone all projects that it could not afford to pay for. We are still reviewing the option for an electrical supply company to install electric car charging points on the Resort.
33	In the past, Board members were given specific jobs. If that is the case now, why have owners not been informed as to who does what	Most roles on the board are shared, any specific roles have been the subject of communications throughout the year.
34	We purchased to get a good deal 3/4 speed signs in August, but they have not been installed. Why? All we're doing is eating into the guarantee with them.	There was an issue with incorrect fixing posts which is now rectified. The signs are now fitted and reports from security advise they are working very well.
35	Crime Prevention, can we mark our items, bikes etc with anything that will help in the event of a theft?	The question has been asked of our security team who advise using a personal ID mark somewhere on the item.
36	What was the final outcome, and do we get a report, on the findings from the architect visit last year?	The architect's report will be issued to all BP's.
37	When it rains the work by Marius has worked very well, but it still leaks from the building jointing compound, can this be resealed?	Marius is the best person to answer this question, an email has been sent.

38	Are all board members police checked and if not why?	No. There is no requirement under Spanish law for this to occur.
39	For a survey to be considered to evaluate the Boards performance and progression of resort management throughout the year	The AGMs are the time to measure the Board's performance, as has been done in all previous years. The resort manager is subject to an appraisal as part of the Admin team at year end.
40	Can the board also be subject to a survey like the rest of the teams who support our community. They should be accountable .	The AGMs are the time to measure the Board's performance, as has been done in all previous years. The resort manager is subject to an appraisal as part of the Admin team at year end.
41	I personally want to know why my itemised questions regarding costs for owners for the landscaping project was never answered	The RP responds to emails when they are directed to him alone. When it is a resort issue as these were, the questions were answered in Communications issued to everyone.
42	Why is RP not responding to any owner's emails directed to him? Instead, I believe a Phase President is now dealing with communications on his behalf. How ridiculous he cannot be bothered to respond to the owners	The RP responds to emails when they are directed to him alone. When it is a resort issue or requested of the board, a Phase president with approval of the whole board responds.
43	I want the description of the Hacienda Golf Resort as being a ' holiday resort' on the owners website removed. Many nationalities live here permanently...it is our home. Yes it is used for holidays but it is also a community. There are many villages in England for example, that are full of part time owners but they are communities, and the locals resent them being treated as holiday resorts.	Thank you for bringing this to our attention, this has now been removed.
44	The other item for agenda is the use of the information centre, for which I volunteer regularly, as being used by estate agents to promote their business interests. I understand that board members may be estate agents. Surely this is a conflict of interests?	The lawyer is looking into feedback from an owner that a secondary use by any organisation for profit is not permissible. We shall provide an update when clarification is received.
45	Is there any truth that Phase 7 will be given a large budget on top of what's been spent in that area circa 300k over the last five years or so	Incorrect - all phases are treated equally.
46	Mud bank instability and safety including removal of mud from roads and paths after rain. -	Its part of the street cleaning role, which is done as soon as it is safe to do so. They have to wait until it stops raining. The banks instability is still a much debated topic of which none of us have the immediate answers. We still await an engineers visit from Murcia Town Council. A new agreement with STV will now ensure the water is removed promptly after rains and the water run offs are cleared of mud.
47	Blockages of the water capture tanks at the bottom of the bank by both debris and mud	These are now to be cleared after rains and checked periodically throughout the year.
48	Money in budget for mud bank is never going to be enough to fully deal with the problem.	Until an engineer has inspected the bank and provided a solution, no money will be assigned to this issue.
49	Can we use any money allocated in a budget to do something even if it's absolutely minimal, for example, stone reinforcement like at the STV compound, even if it's only a metre of bank (or however far the money would go) to show willing?	No work can be carried out until inspection by Murcia Town Council.
50	When can we expect to see regular irrigation of the grass beginning?	STV start watering when the temperature is such that the plants and grass will grow.

51	With the change from the landscaping project to now maintaining the gardens, what are the plans to ensure the plants, trees etc are sustainable in the soil and capable of growing. What plans are in place to ensure the gardens / green areas / barren areas are restored?	This is all included in the new STV contract. Further details to follow.
52	Hi I would like to know :- How much this water contract is going to cost the community per year, is it long term and is there any plans to change the resort slowly over 5-7 years, by putting some parts of the 3 concepts which cost 80000 euro in place to save having to pay for this water.	Any new planting shall incorporate drought tolerant plants, with a view to reducing the reliance of water wherever possible. No-one can say how long the contract is, we rely on the Spanish government decisions. We are exploring all water storage options.
53	What are the plans for gardening now more than 12 months have been wasted?	No time has been wasted, we had no water. The new STV contract includes a replanting programme.
54	I was at HR just before Christmas, the grass to phase 5B is shocking; we have more mud and weeds than grass. I walked the whole resort, phase 5B and 5A certainly need some attention.	All phases need attention and this will form part of the new STV contract.
55	When you discuss the STV contract will there be an amount of money for STV to re seed the grass and replace any dead plants?	Yes, a replanting programme is going to be commenced.
56	As part of the contract, will STV be removing the trees identified as lifting the paths, curbs and road; BP voted to remove and replace with smaller trees with a root barrier installed at the EUCC AGM in March 2022 but this still hasn't taken place and is obviously a health and safety concern.	This is not part of the STV contract, it is a separate contract. Murcia Town Council permission is required to remove trees and that permission is still pending.
57	It is clear that pavement maintenance has not been looked at for more than a year. The tree roots coming up in the road should have been repaired by now, but I have seen nothing.	Murcia Town Council permission was required, that is still pending.
58	What is happening to the bare gardens with no flowers, I am not willing to wait three years to get them back.	Communication of the new STV contract will explain the way forward.
59	Why was it not considered to upgrade some areas or even parts of each phase for the worst affected garden areas?	Without water all areas had to be considered. New planting is now planned, more details to follow.
60	Ground floor hedge replacement / regeneration is raised regularly (number of hedges involved is small, roughly 20) STV advise that this particular type of hedging grows wild and thrives in the mountains. Problem in Phase 7 is a combination of poor drainage and poor soil	Part of new STV Contract - further announcements to be made.
61	Is there still a planting ban?	Part of new STV Contract - further announcements to be made.