



**Minutes of the Committee meeting held at
General Community Office, 10.00hrs Wednesday 18th
September 2019**

Attendees

Ian Glover
Juan Carlos Cabeza Martinez
Mike McPherson
Ashley Scott
Anne McCartan
Janet Horsburgh
Amanda Schofield – Administration

1. Apologies for Absence

Jimmy Wood
Alan Gemmell
Phillip Lowes

Before the meeting began Chris London gave the President and Committee an update on the damage caused by the Gota Fria that occurred on Thursday night/Friday Morning 12th & 13th September. It was noted that for the amount of rainfall the damage to Bellaluz has been minimal. .

The damage to the children's pool has meant this area has had to be closed for the foreseeable future. The equipment in the pump room cannot be repaired and will have to be replaced. The insurance company have opened a file and the claim will also be included in the emergency Government consortium that has been set up in the wake of the disaster. The approximate cost of the repair is being calculated with full replacement of the equipment recommended.

The children's pool was already scheduled for major work before next summer. It was agreed that the pool will be tiled, seating areas added, and a new heating system installed as per original plan. A discussion took place about the pros and cons of installing a saltwater system to replace the old chlorinating system. It was agreed that more detailed costs will be gathered and discussed at the next meeting. The work is due start early in 2020.

The main pool was fully operational by Friday afternoon with no damage. This was mainly due to the new walls that had been built and the concerted efforts of the maintenance team.

Update on work projects that are currently being done within the Village.

Bin store enclosures have now been built, with block work walls being constructed. Once they have been rendered and appropriate landscaping undertaken, the project will be complete.

There has been problems with the electrical supply to the water feature located by the long stay car park. Several trenches have now been dug ready for the installation which will overcome problems with the cabling. The built tombstone for the feature needs to be completely rendered on both sides before it can be painted. **Action 18/09-02 Admin to create a work order for Maintenance to render the water feature tombstone.**

Weekend stairwell refurbishment will continue during the Autumn. Work on the balustrades will be considered later in the year.

Chris London commented that the change of opening hours at the pool had had quite an impact and disruption to the cleaning of the pool area during the July and August period. The new hours did not work for his cleaning staff as there is not sufficient time to clean the pool area before people began to arrive as the pool opens at 8am. He requested that for cleaning purposes the hours be changed back to how they were previously (opening at 9am.) This will have to be proposed at the AGM 2020.

Ann McCartan requested that we look at providing improved access to the gardens at Plaza Fuente . Chris will look at the area and report back.

Chris also reported the positive impact of the new street cleaner. He commented that the new Gardening Contractor's clearing up regime had made it easier for his cleaning staff.

Following the refurbishment of the community store to the rear of El Bistro, this has been identified as a suitable cleaners store for cleaning equipment and the new street cleaner.

Action 19/09-12 Admin to raise work order for electrical supply to be installed for charging of the new street sweeper.

The committee and President thanked Chris and his team for the work they do especially after the Gota Fria episode.

2. Action progress sheet.

See Appendix 1.

3. Safety

3.1 **Risk Assessment Survey Actions** – Ongoing health and safety checks are being regularly undertaken and any hazards identified are reported and addressed.

4. Applications

4.1 **Maria Cantos 10-11 to put trellis around front terrace** (Above Plaza Mayor) to keep dogs in. Trellis now white. Still in situ. Several neighbours have now complained about this installation. This application has been denied but the Owner refuses to remove what has been installed. Registered email to be sent to the Owner with potential court action if not removed. **Action 18/09-03 – Admin to prepare email to be sent via DOYFE**

4.2 **Jan Baraclough and Mike Baker 19-04**, Build a small extension to sitting room at side of property. Awaiting planning permission and engineers' drawings. Letter received from applicants to be discussed. The Owners of 19.04 emailed asking if the committee would agree to the extension being completed and therefore give permission before the licence has been granted. After discussion the committee decided completion of the extension could not be agreed until the correct licence had been granted by the town hall .

4.3 **New door 17-01 (No application received)**. Awaiting inheritance procedure to be completed.

4.4 **Pat and Patrick Taylor 03-04**, 1. Fit patio light - **Approved**

2. Extend patio storage units and change wooden doors to white PVC. **Approved**

3. Change existing rear bedroom windows (Aluminium) with white PVC, smooth render interior patio walls, 4. Change existing white PVC patio doors for white PVC French doors. **Approved**

5. Install white PVC bathroom window in stairwell. **Denied**

4.5 **John and Sharon Hunsley 12-01** Fit replacement terrace door like for like. **Approved**

4.6 **Mr and Mrs J Rudd 12-04** fit shade sail on roof terrace. (Will only be in place when owners are in residence). **Approved**

4.7 **Billy and June Peter 16-01**, tile existing breeze block on terrace. The following Owners in Block 16 to be written to with details of the application for their comments. 16.02, 3, 4, 5, 6, 7, 8, 9, 10 and 11. Application to be put on website and notice board. Application postponed to the next committee meeting, pending any notifications.

4.8 **John Ashley Scott, Scotsman Bar**, (This item was dealt with at the end of the meeting with Ashley leaving prior to it being discussed)

Retrospective application for the installation of festoon lighting in Plaza Mayor. (The lights are currently installed but not in use). Ashley accepted that a complete application should have been submitted before installing the lights.

Ashley raised some comments about the installation and responded to the complaints that had been received immediately after the installation of the lights. He mentioned that there had previously been comments that some areas of Plaza Mayor were dark, and his intention was to

improve ambient light in these areas. He agreed the lights installed were too bright and the bulbs would be changed / dimmer installed if the application was approved.

The application together with the comments and considerable number of complaints received were discussed at length. The following recommendations were agreed,

- The lights can only be in use during July and August
- The lights cannot be permanently fixed to the facades
- Dimmer switch or lower voltage bulbs to be installed

It was agreed a decision on the application be postponed to the next committee meeting. All Owners to be notified of the application. The application to be put on website and notice board.

Action 18/09-4 Admin to inform Owners of their approval/rejection of their applications

5. Finance

5.1 Debtors – Court actions have now begun on a number of debtors. It was noted that there had been an increase in the number of Owners who had not paid their 2nd half fees. It was mentioned that the debt collection protocol was in place and payments have been made.

The following Owners are to be contacted to arrange a repayment plan 11.04 and Local 92. **Action 18/09-5**

Court action has been commenced against 02.01 and 07.10.

A meeting is to be arranged with the Owner of Local 160, JC and Ian week commencing 30th September to discuss the payment plan not being maintained. **Action 18/09-6**

5.2 Inmogolf debt recovery – No further payments have been received from Inmogolf since before the AGM. Payment of current community fees remain outstanding. A registered email has been sent requesting payment as per the agreement. To date no response has been received. Court proceeding will now commence for the execution of the sentence.

5.3 Long term debtors and UK debt recovery – Ian reported that communications with this company are very difficult and the process is slow but he will continue to chase for responses.

5.4 First Half Accounts – Please see attached first half year accounts. Most expenditure remains in budget. Appendix 2.

6. Gardens & Environs

6.1 Gardening – Thanks were extended to the Gardening contractor for the work involved clearing up after the recent Gota fria. It was noted that the gardens are in a good condition and the change of contractor has been a positive move for Bellaluz.

6.2 Gardening meetings – Ann McCarten requested a meeting with the Gardeners on the Wednesday 2nd October at 10am. **Action 18.09.7.**

6.3 Gardening contract and the way forward. New gardeners signed their contract and commenced in the community on 1st

June. Further 4 month contract signed on 6th September. The gardening contract has been extended until the end of 2019.

6.4 Following absolutely no response from Inmogolf on making good the community garden next to the "Ghost Restaurant" Miranda to be asked to plant a edge and re-seed the grassed area.

Action 18/09-01 Admin to raise work order for gardeners.

7. Maintenance

7.1 Maintenance meetings – Weekly meetings continue to take place when possible between the President, Administrator and maintenance contractor.

7.2 Maintenance programme. Chris London was in attendance to answer any questions on maintenance. Please see the notes made at the beginning of these minutes.

7.3 Rendering, Stone Cladding and Terracotta capping of the block work walls in the village as per the A.G.M. agreement.

Project now complete. Only a few snagging items to be done

Action 07/06-3 Ian to organise walk round with Liam Kitson.

7.4 Trial of light sensor switches in stair wells.

As this may prove to be a major expenditure for the community 2 trial stair wells identified where there is currently a problem. One in block 1 and one in block 6.

Action 18/09-11 Ian to prepare tender document for this project.

8. Administration

8.1 Weekly meetings – These continue between the President and the Administrator on a weekly basis.

The Administrator once again reminded everyone that we cannot involve the community insurers with an insurance claim without a report from the Owners personal insurance company stating it is a community problem. If an Owner does not have private insurance the repairs have to carried out and paid for by the individual Owner.

The committee discussed establishing a formal complaints procedure so that Owners with any issues come directly to the office and any those complaints plus verbal complaints are logged and the relevant Owner contacted in relation to the problem. It was agreed that a formal protocol be agreed in terms of complaints being made with the importance of a written log of the complaint. **Subject to be further discussed at the next committee meeting.**

9. Website – Mike continues to monitor the website but will step down from this role next year. A meeting with the administrator has been arranged for the handing over of the admin side of the web hosting site for the website.

10. A.O.C.B.

10.1 CCTV cameras following the introduction of G.D.P.R. on 25th of May 2018. Meeting arranged with G.C. as fibre optic cable now in place. The quote for the installation of the monitor was deemed too expensive. Further quotes are to be obtained and the installation to be made by our own electricians.

10.2 Pool developments. Heat pump now in place and awaiting installation. Ian, JC and Luna (the electrical contractor) have met several times over the installation and pipe work required to ensure a minimum water temperature of 25° throughout the winter period. Various issues have been raised including the correct size of pipes to be installed, whether the water flow would be enough to maintain the desired water temperature, the cost of the heat pump and cost of the installation.

A contract outlining the issues and costs between the contractor and the community has been signed and completion and installation of the heating system for the pool should be fully operational for the Autumn/winter period of 2019/20

10.3 Fibre optic cabling of Bellaluz community and the connection of individual properties. Progress report. To date 4 installations were made after June but were for new Owners and these have been paid for by the community as previously agreed.

10.4 Progress on Bin Stores See the earlier notes. Construction of the bin stores will be complete by early October.

10.5 Complaints from owners in relation to the use/miss use of Plaza Mayor by locale operators. Ian commented that over the summer he had received a significant number of complaints about the misuse of Plaza Mayor by some Local Owners. He outlined the following issues that had been brought to his attention.

- Different furniture not included in the Plaza protocol has been used during the summer.
- Misuse of 'A' boards. Each Local is allowed to have 1 A board (one Local at one point had 7)
- Over population of vending machines on walkways. This has resulted in many owners and visitors likening Plaza Mayor to Blackpool or Benidorm
- Equipment being sited on community walkways throughout the summer.
- Misuse and general neglect of community parasols leading to significant damage
- Bylaws in relation to proper attire has been completely ignored this summer and not policed by local management and staff in any way. Several owners have complained about women in swimsuits and bikinis and men with their shirts off at all the establishments in Plaza Mayor.
- Staff wheeling a large wheelie bin up from the newly constructed bin storage area and abandoning it in the walkway
- Items for sale (including inflatables) being placed community walkways
- Complaints about sound level of live and piped music

- Behaviour of staff employed by the Local Owners
- The Plaza being compared to a scrap yard or like Blackpool.

The guide lines and regulations set out the number of table and chairs each local can have in each of their designated community areas. A number of owners have requested that this part of the regulations be adhered to unless the Plaza is cleared up and restored to an area acceptable to both Owners and visitors.

Several discussions took place about the actions of the Locals during the summer period and it was agreed the window in which money can be made is limited, but such misuse of the community areas cannot be accepted any longer.

Action 18/09-8 – Meeting to be arranged with El Bistro, Angelo's, Scotsman, Scotsman Summer bar and the Supermarket over the upkeep and management of The Plaza.

10.06-Gota Fria 12th/13th September and its aftermath. Admin and maintenance to monitor emails and damages reported by Owners. The point of contact for donations for the local communities is Louise Gemmell at El Pinar. Currently they appealing for cleaning material - donations which can be left at La Barra

10.07- A study is to be conducted on the better parking of Golf Buggies; Ian will conduct the survey during the winter period

Action 18.09-9 Ian and Jimmy to liaise with the maintenance manager to identify possible buggy only parking areas in the car parks.

It was agreed that a laminate would be prepared and placed on Golf Buggies who have parked on pavements blocking newly constructed enabling ramps.

Action 18.09-10 Admin to prepare laminated notices to be placed on offending buggies.

Next meeting scheduled for 18th October 2019

With no further comments to add the meeting closed at 13.52pm