

13
Jan
201
1

Poolside Lounge Chairs

This is what our chairs would look like if we redo our old chairs.... our chairs that we have are \$1,500.00 each if we go buy then new so repainting them I believe is a good choice but we will let the owners vote.....thanks Jaana



16
Jan
2011

Proxy Forms / Attendance at HOA meeting

Dear Fellow Las Palmas Owners:

By now you should have received your 1st quarter assessment billing and enclosed was information on the upcoming Jan 22, 2011 Annual Membership Meeting and Proxy Form.

If you cannot attend the meeting on Jan 22, 2010, it is **extremely important that you send in your proxy**. Without a quorum, no business can be done. All information and proxy forms (individual or LLC) are at www.laspalmashoa.com - need to do this **ASAP**. Please complete both English and Spanish of the proxy form, indicating who you want to represent you - you can email/scan to jaanaponzio@yahoo.com or Francisco - laspalmas_hoa@yahoo.com. You may also fax to Lynda Saveski at **480-545-0072**

Dan Dimovski, Jaana Ponzio and Bruce Turner are the existing Board of Directors and have done a really great job this past year maintaining costs and still providing aesthetic improvements (painting casas, condo buildings, etc.). But without your participation at the annual membership meeting, they will be unable to ensure a new Board Member is elected, a 2011 budget is approved, etc.

Sandee Bennett

Bonita Bldg Representative

Delinquencies

16 Jan 2011

FYI as of Jan 15 2011

76 units have an outstanding delinquent balance.
Total of \$114,628.14 in uncollected HOA DUES

BAJA 19 UNITS
GRANDE 17 UNITS
BONITA 12 UNITS
DELPHIN 20 UNITS
VILLAS 8 UNITS

reminder if we do not pay our HOA due's we can not run our HOA!

Please send your check in or call Lynda with your credit card number.

thanks Jaana Ponzio

Jaana Ponzio

2011 Assembly Minutes

January 22, 2011 @ 1:08 AM

Annual General Assembly January 22nd 2011 Assembly Minutes:

Validation of Legal Quorum:

Registration and collection of proxies was performed by Mrs. Lynda Saveski and Mr. Ross Anuso. Validation of quorum & proxies was performed by HOA representative attorney Francisco Castro.

Quorum is to be calculated according to properties General's divisible percentages as it pertains to Sonora State Condominium Regime Law and Las Palmas recorded condominium regime as well.

Such properties' General divisible percentages are provided in the chart attached to the voting ballots handed out at registration.

Official attendance provided in chart attached.

Introduction of Board of Directors, Manager and Officials:

The Introduction of Board Members: Jaana Ponzio, Bruce Turner and Dan Dimovski was performed as well as Francisco Montano, HOA Manager – Lynda Saveski, HOA Collection Office – Attorney Francisco Castro, representing HOA for Validating General Assembly and Lien procedures on special delinquent accounts.

Attorney Francisco Castro was introduced to the home owner audience and his role on representing Las Palmas HOA on Legal Procedures was explained as well as mentioning that this type of cases headed by his law firm had set a precedent in local Law practice.

Board Member election and voting procedures:

As Las Palmas CC& R's rules on replacing a Board Member every 3 years in office, Dan Dimovski's term has reached expiration, nominations calls were done from the floor and invitations to send their resumes were previously set on Las Palmas website and sent by e-mails.

Voting weigh/value is to be determined by the General's divisible percentages on each property part of Las Palmas Community Association as a whole entity as well as being the base structure to calculate HOA home owner fees.

It was explained to the home owners in attendance that in order to make the meeting more fluent, voting process would take place at the same time for the items subject to be voted as expositions, explanations and statements on agenda items would be carried out first.

There was no other nomination motion on the floor than the one made by Mr. Bruce Turner, nominating Mr. Dan Dimovski for a second 3 year term as part of Las Palmas Board of Directors.

Mr. Dan Dimovski was elected by the home owners in attendance for a second 3 year term position on Las Palmas HOA Board of Directors by meeting's total attendance agreement being reflected in as a unanimous voting decision.

Official voting results provided in chart attached.

3 Year Term Board Member, Dan Dimovski's exposition on Board accomplishments & 2010 cost saving measures.

2010 was a year where a General beautification project started intended to get all common areas in the best shape possible. These improvements and beautifications are possible due to 2 years of savings from our operation budget. Some of these improvements & installations to the common areas include:

Installation of rope lights on palm trees, installation of planter pots in central path way, stoned pic-nic tables & benches for buildings common areas, construction of ocean view rest area with tables-benches & umbrellas, creation of designated handicap areas, 3 brand new public computers w/internet connection, Las Palmas mosaic logo installed in club house, new table, TV furniture, 50" plasma tv & blue ray player inside club house, building's light sensors in order to save power, painting of all 4 towers, club house and 20 villas, installation of 7 Palapas inside Las Palmas property boundaries, service and acquisition of TV system which include Phoenix area local channels, major national US networks and 2 Mexican major networks, placing of ground black plastic under gravel-rocks common areas to avoid weed growth, placing of fan inside fitness room, some underway and 2011 plans to continue with these beautification projects moving forward.

Main source of savings is to keep utilities such as propane, power and water under control which has to

do with irrigation control, propane management and power management which have reflected in big bucks saved during 2009 & 2010 years.

Review and Progress of 2010 Board's cost saving measures applied by HOA On site management:
Francisco Montano

We continued with the policy of searching in outside markets in order to get the best possible prices on all parts, raw material used in order to keep our operation running and materials as well as bringing material very expensive and difficult to find in the market from USA cities.

The management of Propane has proven to be very effective last couple of years, although it translates on a sometimes unpopular decision when it has come to turn on heaters to warm pools specifically due to a minimum occupancy requirement of 18-20% policy.

Summer time has always been a great challenge in terms of applying good & efficient pool chemicals to our 3 pools and 5 spas as well as controlling equipment and A/C units in the common areas coming down again to another big utility factor: power.

Water is as well the third musketeer in terms of big utility expense which we've been able to keep under budget by applying several strategies on the common areas through the years having basically to do with the optimization of the most attractive grounds areas and the conversion of small- narrow areas not very visible nor attractive to deserted rocky-graveled grounds.

Restaurant – Bar Status – New Operators:

Chef Mickey Medina has stumbled in Las Palmas to be the operator of Las Palmas' chef mickeys place starting with a starting period of 6 months and an extension trial period of 3 months before final evaluation and long term agreement. Actual information from these periods is to be the source of information for the board in order to work out the best and fair long term agreement.

Mr. Javier Marquez is the Bar and Pool side Bar Operator subject to identical starting and extension trial period.

Board Appointment of Lyn Rubin for Food & Beverage committee to put forward a Project proposal to improve Restaurant-Bar Area.

Mrs. Lyn Rubin was appointed by the Board of Directors to be the advisor in putting forward a proposal to improve and extend the current Restaurant service. Project consists in providing options to enclose downstairs area, constructing a pony wall surrounding it and enclose club house terrace area as well to extend Bar service too.

The idea and feasibility of this project is subject to be voted only for more research, design and cost options.

Assembly voting results indicated the direction to keep looking into this project for better design & cost proposal as home owners approved its feasibility.

Official voting results provided in Chart attached.

Progress & Updated information of Las Palmas Fees and Voting structure as it pertains to Sonora State Condominium Regime Law:

Voting weight and Calculation of HOA dues are determined by the General's Divisible Percentage of each property in correlation to the entire's resort percentage – 100%

These values are available at Las Palmas website and were handed out at this assembly.

The General's divisible percentage was calculated and defined in Las Palmas Condominium Regime Document recorded by Developer and calculated by the engineering staff in charge of managing this project.

This figures expressing-defining the percentage/value of each private property to the General Project is consistent to Sonora State Condominium Regime Law.

This statement was mentioned, explained, reviewed and ratified at the General Assembly which took place on February the 13th 2010 having already passed the proper legal protocol and registration at Public Registry of Puerto Penasco, Sonora, Mexico.

2010 HOA Manager's Financial Reports Presentation:

All 2010 Financial reports were presented, explained and submitted to the home owners in attendance as well as available at Las Palmas web site.

2010 Reports are to be part of these minutes as attachments.

2011 HOA Operation Budget presentation & voting:
2011 HOA Operation Budget was presented to the home-owners.

Assembly voting results showed the approval of 2011 HOA Operation Budget.

Official Voting results provided in chart attached.

Replacing of existing Lounge Chairs or Repair Plan. Voting to get home-owner's direction:
Voting indicated the direction of repair the existing aluminum lounge chairs by re-doing the current cushions in dark brown-brick color and get options to get them re-painted by using the powder coating and baked paint method.

Cushions are to be made locally and baked paint job is intended to be done in Mexicali city (Baja California State Capital City) where we avoid customs, shorter distance from Penasco and get a lower tax rate.

Financial Reports

25 Jan 2011

Fine & Distinguished Ladies & Gentlemen,

Please find attached the Financial Reports with Respective to our January 22nd General Assembly.

Have a Pleasant Evening.

Francisco.

[2011 HOA Operation Budget-ITEMIZED.pdf](#)

[2010 Budget & Actual VS. BUDGET 2011.pdf](#)

[2010 WIRE TRANSFER REPORT-2010.pdf](#)

[2010-ACTUAL VS. BUDGET EXPENSE-2010.pdf](#)

[2011 HOA ESTIMATED INCOME.pdf](#)

[2011 HOA OPERATION BUDGET-Summary.pdf](#)

[2011 HOA Dues Calculation.pdf](#)

Francisco

Lounge Chair Update

March 17, 2011 @ 2:04 AM

Greeting Dan, Bruce and Jaana,

When I was at Las Palmas a week ago I noticed there were only about 12 lounge chairs around the main pool area and many had no cushions on them. Needless to say, guests were complaining. The following day I curiously observed a group of Las Palmas maintenance workers sand blasting a stack of lounge chairs behind the Bonita building.

It was my understanding the homeowners voted at the January HOA meeting to transport all the lounge chairs to Mexicali for sand blasting, a galvanization process (of some sort), followed by a baked on powder paint coating in order to ensure a proper finish. Why then are the lounge chairs now being worked on by HOA employees?

The cushions were supposed to be reupholstered locally, I believe, so why are there so many lounge chairs around the pool without cushions? With Spring Break upon us and Easter just around the corner, visiting homeowners and guests are sure to be complaining.

Also wondering what the status is on the cool deck replacement project for the front buildings? The high occupancy/traffic months are usually April through August. Is it reasonable to expect project completion will be accomplished before then, as originally planned?

Best Regards,

Cathryn Stotesbery
Delphin 603-A

Cathryn,

Well, let me try to answer all your questions. First let me say that the board is constantly trying to save the owners money at every turn. Regarding the pool lounges and chairs the board is being very careful before we make the final decision to either powder coat what we have or just buy new. The prices we were collecting were not good for powder coating and it was looking like just buying new was going to be the way to go. Then the staff at Palmas acquired for FREE a sandblasting machine. Of course there is plenty of sand in Mexico for FREE also. The sandblasting per hour in USA was going to be \$65.00 an hour and Mexicali was pricey also. We are able to have our employees sandblast for a mere fraction of the cost. Then to the powder coating. This past week Francisco and staff drove to Mexicali and dropped

off sample chairs and lounges. They also brought to Yuma chairs and lounges. We are now having them powder coated in both the USA and Mexico to see who will give us the best deal and has the best looking final product. Concurrently Dan is working with a company who can ship directly from China brand new chairs and lounges if the board determines the powder coating is not going to be good enough or cost effective enough.

Regarding resort user complaints and less chairs. Yes, it is true. We have not completed this project yet and we will probably not have it done in time for the spring break since it is right now spring break. Timing is bad but timing is always bad. Having a resort in Mexico on the water with the water being Salt water causes constant decay and maint requirements. The chairs and lounges have been available since 2004 for the spring break users. This year we just did not make it. We hope to have the project done in time for the really big occupancy time which will be Santa Semana (Mexico Easter Week), we have already scheduled a 100% occupancy with rentals for this week I'm being told.

My recollection of the board meeting was this: The owners agreed for the board to proceed to look into and investigate the powder coating process since the chairs we have are a very good and strong base. We did not have a specific lock on a Mexicali, California, Tucson, Phoenix, or Yuma powder coating company that we were going to work with. We did have two owners step up one from California and one with a company from Tucson/Phoenix and the quotes we got from them we might as well just went out and bought new chairs they were out of sight.

Regarding the cool decking I would have to get back to Franscico and find out where we are with that project. I know we left him with instructions for finishing buidling painting and putting down some colored rocks, plus cool deck on Baja which is long over due. Hope this shed some light on the quesitons you posed.

Bruce

Additionally, the Board is currently working on deciding how to deal with the cool decking. As stated in the owners meeting , resurfacing was done three years ago and we are still having issues. The board needs to spend some time finding what will be the best solution before we make a financial commitment ot fix the cool decking. We do not want to keep on spending money on something that is not working. The pool heating policy will not change as per out owners meeting untill we find a more cost effective way to heat the pool i.e. Solar or Geo thermal or the owners vote to heat the main pool and also increase the budget therebuy increasing the fees. Estimated cost for heating the big pool is \$6000.00 per week. On our next owners meeting the owners can decide if they want this and what weeks they want to heat the pool.

Till then everything will be status quo...

Thanks

Dan

Rental Pool Survey Results

March 19, 2011 @ 1:52 AM

Rental Pool Survey Results

19 Mar 2011

Survey Results

1. Number of Responses: 19

2. Representing: 5 1 bedroom units

4 1.5 bedroom units

10 2 bedroom units

1 Villa

3. Time in rental pool: Most of those responding have been in the rental pool for four to five years.

4. As to the number of rentals generated by Dolphin:

Very Satisfied = 0 Satisfied = 7 Neutral = 8 Dissatisfied = 4 Very Dissatisfied = 0

Comments:

--Due to economic situation and misinformation, number of rentals is better than at other resorts.

--I think they get their fair share of renters.

--Owners in the rental pool at other resorts have reported 1/10 of the revenue we had had this past year.

--Loren is doing a great job.

--Rentals were excellent the first few years. Dolphin cannot control the drop in rentals due to media and economy troubles.

--Would like more rentals, but understand impact of economy, publicity and effect of mandatory passports.

--I have not had any rentals for over 2 months. Have noticed, however, that Loren's unit was booked all but 5 to 10 days in December.

--I am unhappy with the number of rentals, but do not believe Dolphin is at fault.

5. As to daily rental rate charged by Dolphin:

Very Satisfied = 2 Satisfied = 5 Neutral = 9 Dissatisfied = 3 Very Dissatisfied = 0

Comments:

--You can only get the rate renters are willing to pay.

--If you want rentals, you have to be the best on the block. I think if they raise rates now, rentals will decrease. Let's try 2011 and see how it works.

--Competition and economy has forced rates down.

--Dolphin must stay competitive and offer special to keep rental in the resort.

--No particularly happy with rental rates for back tower.

--With maintenance, dues, management fees, repairs and wear and tear, rates are inadequate. Also, bargain basement rates draw lower level clientele.

--Rates are same for both peak and off peak. Would be nice to set rates according to season.

--I'm not happy with rates, but this is not Dolphin's fault.

--We do not agree with lowering the rates for this season. We are already one of the lowest priced condo resorts of Sandy Beach. We don't want to be the lowest.

6. As to the percentage charged by Dolphin for its services:

Very Satisfied = 0 Satisfied = 6 Neutral = 9 Dissatisfied = 4 Very Dissatisfied = 1

Comments:

--Preferred the initial 30%

--They are trying to cover their losses on the backs of their clients.

--Since they use my washer/dryer and electricity, should be 30% as it was. Other resorts do not charge for internet.

--No discussion when they increased rates. They just did it.

--While other management companies on Sandy Beach charge the same percentage, they provide free internet and cable, linen exchange and bill paying services. They also launder linens off-site, not in the unit, which adds to the owners' costs.

7. As to communication with Dolphin management:

Very Satisfied = 1 Satisfied = 3 Neutral = 4 Dissatisfied = 7 Very Dissatisfied = 3

Comments:

--America seems helpful

--Sometime they are hard to get a hold of.

--Lack of communication regarding maintenance issues.

--Repairs and suggestions don't happen unless you stay on them.

--When I approached Jerry Little about missing items, he grew very nasty and told me the Mexican authorities would put me in jail for saying that his maids were robbing me blind. Missing sheet sets, switched with old threadbare sets, blankets gone, numerous towels gone, even a floor lamp—all without anyone informing me. Someone traded my dishwasher for an old one that didn't work.

--There is no communication regarding issues with the condo. No notice of broken/damaged/missing items. Response to e-mails, if there is a response at all, do not address the concern or provide answers to question.

--Very poor customer service regarding communication.

--Whenever we try to e-mail or make a phone call to Dolphin, there is no reply. Communication is very poor.

3

--We replaced our water heater at the request of the HOA only to learn weeks later that Dolphin had replaced it 2 weeks earlier. No communication whatsoever regarding this emergency repair; a \$700 fiasco.

--E-mails are rarely answered.

--E-mails are not answered in a timely manner. Phone calls are never returned. Charges on monthly statement are not explained. We feel like we just get the "run-around."

8. As to communication with Dolphin staff:

Very Satisfied = 3 Satisfied = 7 Neutral = 4 Dissatisfied = 3 Very Dissatisfied = 2

Comments:

--The staff has always helped when I had a concern and never ignored my e-mails or phone calls.

--The people at the front desk try to be helpful.

--America makes promises that she never follows through with.

--Sometimes they are hard to get a hold of.

--Loren good, America so-so. I don't want anything to do with Jerry.

--Front desk personnel try their best. Training is lacking. American does not know what is happening in the unit and unable to explain or answer inquiries.

--Major problem with on-site staff is time of response and failure to address issues.

--When we ask if work is completed or what was done, we don't get any answers.

--Nothing changes even after speaking with staff.

--E-mails and phone call not answered. We need to be informed when something needs to be repaired.

9. As to Dolphin's handling of problems, complaints and/or suggests when brought to its attention:

Very Satisfied = 1 Satisfied = 1 Neutral = 6 Dissatisfied = 8 Very Dissatisfied = 3

Comments:

--Dolphin very helpful after hot water heater above burst and flooded condo. Dolphin informed us plus sent pictures. Damage was repaired within two weeks. Osvaldo was extremely helpful.

--Most of the time I am satisfied. There have been times when communication could have been better.

--Front desk is good. America is questionable at time. Loran is helpful.

--No followup when items are stolen or missing.

--We are very dissatisfied with them checking our unit between rentals and notifying us when things are missing or broken.

--Complaints are never followed through on.

--Issues not resolved or understandable answers given.

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--America told me that the missing silverware was removed due to wear and tear. How is there wear and tear on silverware?

--We have begged for communication during the past year. Nothing changed. Jerry is quick to blame it on America. No one takes ownership of the issue.

--When we try to find out if problems have been corrected, we never get answers.

After several e-mails, etc., we just give up.

--Complaints are ignored or excuses made to justify the problem. Services are not provided in accordance with the contract.

10. As to the maid services provided by Dolphin:

Very Satisfied = 1 Satisfied = 4 Neutral = 8 Dissatisfied = 5 Very Dissatisfied = 1

Comments:

--We have had some very bad situation with the house being dirty and improperly set up for rentals. After conversation with America, she had one maid fired and supposedly has someone overseeing the property before renters come in.

--I inspect my condo all the time and it looks ready to rent all the time.

--The place looks nice; just wish my stuff stayed there.

--Has been better lately. They have been doing inventory, but even that is not accurate. There is no check-out process to ensure renters are being held responsible for missing or broken items.

--Have had items stolen on 2 different occasions when the only persons with access would have been cleaning staff.

--Linen is missing and we are held responsible. No one is recording missing or damaged items following rental.

--Nice cleaning job, but they need to make sure nothing is missing when people leave. We are missing many things every time we go.

--Check out inspection appear to be non-existent. No reporting of thefts, damage or collecting of costs from tenants. Cleaning services are average.

--I have shown up on more than one occasion when my unit was not clean. I've had to clean it myself.

--The unit is never cleaned like I would want it when I arrive, so I'm sure it is the same or less when guests arrive. The bed clothes and towels are always missing or a mess. I do not get any communication that things need to be replaced. No one wants to pay \$200 and have worn or missing sheets, holes in towels, etc.

--The cleaning services are good, but things are missing a lot.

--It is my understanding that sometimes the units are not cleaned for days after rentals—wet towels, garbage, dirty dishes. There appears to be no supervision of the maids.

--Top of TV cabinet never dusted, fans left with visible dust, garbage left in unit for days. If we want to be a 4 star resort, let's start with 4 star cleanliness.

5

11. As to maintenance work provided by Dolphin within the unit:

Very Satisfied = 0 Satisfied = 5 Neutral = 8 Dissatisfied = 6 Very Dissatisfied = 0

Comments:

--I feel like I have had maintenance done that was not needed, usually in the slow time. I have also asked for prior consent before work and this never happens.

--We are promised that things will be repaired and then it does not get done. when we try to find out about the repairs, we don't get answers.

--I got charged for a new water heater without my consent just because they said there was a problem with a heater above. As far as I know, mine was not leading. My microwave door broke well over a year ago and it has not been fixed although it was reported. American then said the we would need a new microwave. I'm going to order the part myself.

--Repairs are don without owners' knowledge. Owners are charged at Dolphin's discretion. I find that this happen when rentals are slow.

--The HVAC maintenance charges are too high and it is not apparent that anything is really done. Maintenance work in the units, however, have been timely and ok.

--We have gone through more light bulbs that we can count. We pay for monthly service for the HVAC, but it is still not working when we visit.

--The contract says that repairs under \$100 will be taken care of by Dolphin as needed. Over \$100, the owner will be notified. We have had a number of relatively minor issues arise, but no repair was ever done by Dolphin in our absence.

12. As to the website, www.laspalmas.com:

Very Satisfied = 3 Satisfied = 9 Neutral = 5 Dissatisfied = 2 Very Dissatisfied = 0

Comments:

--The site needs more pictures because of the resort improvements. The site is very user friendly.

--It does a good job of providing owners and guests with good reservation process. It needs to be updated to list current events and activities.

--Not updated all the time. It took a month or more to update the restaurant info. Some of the photos need to be updated.

--I needed changes to my unit comments and it took months. They still have not got it right. The site is not timely.

--Information is outdated and very stale. Pictures still show light blue color scheme on towers. They haven't been that color for years.

6

13. As to Dolphin's overall marketing efforts:

Very Satisfied = 2 Satisfied = 8 Neutral = 6 Dissatisfied = 3 Very Dissatisfied = 0

Comments:

--Mexico advertising was a brilliant plan.

--Whatever they are doing is keeping our occupancy rates up during the high season, at least. Bravo!

--Moving in the right direction.

--At this time, they are going beyond expectations.

--It appears that there has been a shift toward marketing to Mexican nationals. Very concerned that we are attracting the Princessa type of clientele.

--We seldom see advertising in the Arizona market.

--The ads in the Arizona Republic have been gone for years.

--We don't see much marketing.

14. As to your overall opinion of Dolphin and its services:

Very Satisfied = 0 Satisfied = 5 Neutral = 12 Dissatisfied = 2 Very Dissatisfied = 0

Comments:

--I have no problems with Dolphin and the staff. They are always ready to help. Having an on-site company is an advantage. I would not use an outside company. Dolphin has made an effort to encourage owners to maintain standards in their condos. Dolphin has now been supplying towels at no extra charge to owners.

--They are trying the best they can in their market. I think Loren does a great job.

--There is room for much improvement, specifically customer service and policing damage to the units.

--Rental of units is overall as good as it can be. Maintenance should not provide income just because rental income is slow for Dolphin. HVAC maintenance charges, internet fees and increased percentages should be avoided to keep their clients happy.

--America is a nice person, but it seems that with her it is out of sight, out of mind. If the owners want increased rentals, we have to have a top cabin resort The HOA needs to pick things up.

--The bad things are balanced by the good things—but just barely. Communication and follow-through must improve.

--Lack of communication is biggest downside.

--No communication, no standards.

--Problem is communication. They don't respond to e-mails and we don't get explanation or receipts for work that was done.

--There is much room for improvement needed to justify the 5% increase in management fees. Services are not provided according to the contract.

7

15. Issues, comments and suggestions to bring to Dolphin's attention.

a. Better tracking of units when rented and limiting wrist bands only to renters. We should not allow day visitors to use the pool and grounds.

b. The biggest problems are items missing and not being adequately replaced. We had just replaced batteries in the multiple controls in our condo and less than two months later, they were all empty. Very high quality pillow and sheets have been replaced with far inferior stuff. I would like to know why the renters are not being charged for larger missing/destroyed items. On several occasions, the heat or the A/C has been on when not one had been there for a while. Once it was like a sauna in the unit and it had been that way for a week. My electric bill is extremely high.

c. Start advertising in the R.P. Times again. This paper can be picked up in many location in Phoenix and Prescott. I think many people forget the name of the resort and our name can be confused with Las Palomas.

d. During slow season, it would be good to get more aggressive with pricing.

e. A lot of their on-site management and staff are related to one family. This causes problems. Some of the problems are because this is viewed as a closely held family asset.

f. Suggest they concentrate more on communication between America and unit owners. This means that she needs to know how the units was left after each guest. There are supposed to be check-out forms for the maid's use. Also, how about a guest comment form in the check-in packet. This could provide valuable information about the unit, Dolphin personnel and the services they used.

g. More info like a monthly news letter to keep us up to date on what is going on as to the

rental front.

h. The beach needs to be dressed and cleaned daily. We need beach chair service during the high season and some way to get chairs down there in the off-season. Every time a guard walks the grounds, he needs to pick up trash and straighten pool furniture. The maids need a check list.

i. I would like to see the HVAC maintenance handled by the HOA. Telephone and internet service is not satisfactory.

j. Dolphin needs to inform owners when something is broken or missing. I don't even bother asking if a guest has been charged for things. In the last five years, not one renter has been charged for broken items in my unit.

k. I want receipts, communication and work completed as promised.

8

l. Better tracking of units when rented and limiting wrist bands only to renters. Don't allow day visitors to use the pool and grounds.

j. Unit inspections are not being done. Items broken and missing are never charge to the renter. Owners are not being notified of items needing repair or replacement. Communication with owners needs improvement. We need regular updates on unit. Problems are never resolved. Anything missing or broken is deemed the "price of doing business," and therefore the owners' responsibility. Management personnel often unavailable on weekends. We are often told they are "out to lunch," but they never return. Units need to be cleared of trash on the day of check-out. Otherwise ants and roaches are attracted. Cancellations with less than 24 hour notice need to charged a fee. Owners are unable to use their own units when that occurs.

s. We are often told they are "out to lunch," but they never return. Units need to be cleared of trash on the day of check-out. Otherwise ants and roaches are attracted. Cancellations with less than 24 hour notice need to charged a fee. Owners are unable to use their own units when that occurs.

27 [Pool Heating Policy & Future Direction](#)
Mar
2011

Myself and the rest of the Board had been keeping on top of this recent pool situation and a conference phone meeting was held to discuss the matter.

After reviewing all the information we agreed that the HOA policy regarding Las Palmas pool heating practices is not only reasonable but consistent with the direction discussed in our owners meeting in January.

As some of you may already know, I am an owner of two units in Las Palmas and also a part of the rental pool since the very beginning. I too would like to see my units rented out as much as possible. I believe I work very hard to find ways to do this on the board and with the rental company, but not at the expense of our community and the owners in general.

The HOA provides a heated pool for our owners and guests when we reach a minimum of 20% occupancy. It may not be the big pool, never the less it is available. There have been many times where we have had much less occupancy then the 20% and Francisco has still kept one of the small pools heated.

As an FYI, I also have ownership or partners in the Sonoran Spa, Sonoran Sea, Sonoran Sun and Las Palomas, none of these properties heat their large pools. They have a designated smaller heated pool. We on the other hand have the ability to heat up to all three of our pools.

When it comes to the big pool, there is a logistic and expense issue from an HOA operational perspective under our current propane heating system. It can take up to five days to heat the big pool do to its massive size and it can cost up to \$6000.00 per week.

On every item of our budget, the Board has to weigh the cost and benefit to all owners, in addition to the owners in the rental pool. Although we increased the 2011 heating of the pool budget, it was mainly do to expected increase in fuel prices. The Board recognises it makes good rental business practice to heat the large pool since we are known so much for our water slide.

Although board members do not represent the rental company but the owners themselves, we also know that we share some commonalities do to the owners in the rental pool. This is why.... I for one have been pursuing alternative heating solutions such as solar heating to heat our pool. I have been involved in seriously researching alternative heating for our pools for the past three years. In the past two years I have been attending alternative solar / geo thermal heating trade shows, meeting with heating and cooling representatives, heating contractors to pursue solar / geo thermal and even as far as bring down a contractor to Las Palmas and providing a preliminary estimate. Our last owners meeting passed approval to take the next step and do a final feasibility study on the best solution. We hope to move forward with a concrete proposal to the owners by the next annual meeting.

In the mean time, there is a reason why we have one of the lowest HOA fees on Sandy Beach if not the lowest. The cost effective managing of our propane expense to heat our pools is this one very big reason.

The Board has communicated this practice to the owner and to the rental property. The consent at our last meeting was to carry on with our current practice.

For our next owners meeting the Board has agreed to place the heating of the large pool issue on the agenda where all owners present or by proxy can vote on how often and when they would like to see our large pool open, along with the cost that it will take to keep it open. For very benefit there is a cost associated and in the past three years, while on the board, the heating of the large pool has always been a great cost.

Currently the rental company does not pay for or share in any of the cost in heating the pool nor heating or cooling of the club house common area, yet it wants a say in how it is managed. Based on current e-mail information from Jerry Little and other rental company representatives, the rental company may have lost a substantial amount of business by having the Grande pool heated and not the big pool. It will be my proposal to the owners at our next owners meeting to include the rental company in the sharing of these expenses based on usage above and beyond what the HOA can offer based on what we budget. For the rental company to take ownership in this area of our operation it must work both ways. Making decisions without being fiscally responsible is not in the best interest of any of us.

In the meantime, Francisco has been given direction from the board, as always, to work with the rental company and heat the pool that best fits the occupancy. I believe he is already preparing to heat the large pool for the Easter holidays do to the large occupancy booking.

Fortunately winter is over we are now into Spring and there are very few weeks left where we need pool heating.

I invite you and all owners to attend the next owners meeting so that this and other HOA items on the agenda are discussed prior to the next season.

My response will be posted on our website: www.laspalmashoa.com

Thanks
Dan Dimovski
HOA Board Member

HOA BOARD MEETING

May 13, 2011 @ 1:45 AM

HOA BOARD MEETING MINUTES

April 2011

Report on progress of Improvements

Francisco reports that the last building to be painted, the Delphin, is now complete and also all Villas are now complete.. All painting was completed the second week in March.

COOL DECKING

APPROVED to have Francisco negotiate with original contractor for patchwork repair of cool decking for Baja and Grande Buildings.

BANKING ISSUES

Issue with bank policy on a Canadian \$10,000 check to be deposited in Las Palmas account. There is currently a hold on the funds, and we are awaiting confirmation.

POOL HEATING SCHEDULE

APPROVED a new heating schedule for the pools:

20% TOTAL occupancy for 1 small pool, either Grande or Baja

50% TOTAL Occupancy for Main Pool

Main pool Jacuzzi 24-7

The Condo Jacuzzis will be heated from Friday morning to Sunday night, or thru Monday if it is a holiday weekend.

Non-renting owners need to notify Francisco a week in advance by email that they will be occupying their condo so they may be included for the occupancy calculation in addition to the one provided by Dolphin.

The calculation is to be based on 172 units, not the rental pool count. Cost of heating the large pool is \$6,000 per week. Owners need to be pro active and attend the HOA meetings if they are interested in

implementing and paying for a more liberal pool heating policy.

The rental impact fee has no monetary effect on the pool heating or air conditioning the clubhouse policy.

LAVA ROCK

After interviewing Lava Rock Supplier, Board APPROVED

Completing the purchase of second load of 37 cubic meters of rock at 2,200 pesos per cubic meter.

Supplier must honor that price for a third load if needed.

Guaranteed delivery by May 10th. and third load by May 25th.

INSURANCE

Voted to negotiate with Portugal Insurance for new policy that would include water damage inside the condos.

WATER HEATERS

APPROVED to find a local contractor / plumber to fabricate an aluminum overflow tray for the water heaters as follows:

The board is willing to pay \$50.00 for material and \$50 for labor to installation in each condo. (Total \$100 max)

Francisco is to find local contractor in two weeks from April 25th

An installation test in Bruce Turners condo

Francisco also pointed out that an engineer from Mexicali visited with a sample of the tank-less heater made in Germany. It is computer operated and compact in size at a favorable price of \$400.00, plus the electrical labor and installation near the existing electrical panel. This would be adequate for one and two bedroom only. He is waiting on an official quote from the engineer for a complete installation.

The board acknowledged such an expense would be the decision of each individual owner willing to pay for it, as the HOA would not.

BUDGET

APPROVED to revise budget with 5% increase to \$599,000.

APPROVED to have Francisco negotiate with officials for the water usage estimate billing during the time the water meter was broken.

Balances As of April 13, 2011, Checking = \$156,369.05, CD = \$122,833.86, Reserve = \$104,990.43, savings = \$39,025.71 for total of all accounts = \$423,219.05

Delinquencies are at \$64,580.00. There is one lien in progress. A total of 7 units comprise these DELS more than two quarters. Liens will be initiated on four of these units if not paid in seven days.

BEAUTIFICATION

The total spent outside of the budget = \$118,114.52 included lighting, computers, lava rock, & heaters, of which \$80,00 was for painting.

\$134,000 in wired funds has been transferred from US to Mexico, year to date.

RESTAURANT LEASE

APPROVED to amend current lease to allow Mickey's to sell wine, and the bar to sell packaged food items, like chips, pretzels, etc.

APPROVED to extend current lease for six months when current lease expires in May. Francisco and Osvaldo are to oversee a stricter accounting of sales to better calculate the percentage of rent due.

STATE OFFICIALS WANT PERMIT FOR BEACH RIGHTS

APPROVED to have HOA obtain Federal permit for beach rights.

State will advise Francisco what that cost is to renew in the next few weeks.

POOL CHAISE LOUNGES

APPROVED a split purchase of refurbishing the existing lounges for a complete cost of sandblasting, coating and cushions for \$17,632.00.

APPROVED to buy a container of 120 new aluminum lounge chairs and 65 side tables direct from Asia for a cost of \$35,400. Plus shipping and taxes and broker fees.

APPROVED to have Francisco purchase the cushions locally for \$72. Each = \$8,640. He will start this process immediately. All cushions are to match.

Total cost of the hybrid purchase is \$61,672.00 + approx. 5,000 for importation at Ensenada and broker fees and transportation to Penasco.

Any increase in these prices has to be approved by the board.

WEB SITE DOMAIN NAME

APPROVED purchasing the website name www.laspalmashoa.com from Graham Robbins for a price of \$2,649.00. This was for maintaining and hosting since 2003. The website now becomes sole property of the HOA.

SOLAR HEATING

APPROVED to hire an engineer for a feasibility study for solar heating for the main pool at a cost of no more than \$15,000 for the study. Qualifications must include designing systems in a salt-water environment and that is involved with a major manufacturer.

Must provide 1) total cost, 2) cost to maintain, 3) time to recoup cost considering our salt air environment.

24 [Additional Cleaning Staff](#)

Jul
20
11

Board,

I will start as previously commented, with an extra cleaning Girl to take care of the cl
P to 11:00 P. Most of the activity gets centralized in the main pool wich leads to wat

This girl would be hired for the month of August only (30 days) where we expect an increase of M promotion of " Pay 2 Nights & stay 1 for free" (3 nights bookings).

This move will provide huge "help requested" to DBR & our common areas from rental flow's "wear

I might need another Janitor as well but I will hang on to it for a little while, till I have the cleaning

I'll keep you informed.

Francisco.

Tankless Water Heaters

July 24, 2011 @ 1:39 AM

The board has been researching tankless water heating systems for some time now. Thanks to the efforts of Francisco and others, we have secured a fantastic offer that will solve our ongoing conventional tank water heater problems—all at a low initial cost. Best of all, all owners will quickly recoup the cost in energy savings and Las Palmas will be on the road toward “going green.”

When our condo buildings were constructed, for whatever reason, the laundry rooms were not equipped with drains. Thus when water heaters fail, which has happened with increasing frequency, extensive water damage results, not only in the original condo but also in the floors below.

Our HOA manager, Francisco, had a demo tankless system installed in Board Member Bruce Turner's condo. It has been used and tested over the course of the last several months with surprisingly good results. The units work well. Francisco's report on its performance is detailed below. Click on the You Tube link below to view a short video demonstration. Stiebel Eltron, the German manufacturer of the state-of-the-art tankless system, has offered us a excellent price if we install a minimum of 50 units or more at one time.



Watch Video here <http://www.youtube.com/watch?v=CUek9UdQkOQ>

The unit pictured below is a 240 volt 50 amp Stiebel Eltron model DHC E12. As mentioned in the video, installation requires an additional breaker and wire size modification to the existing electrical panel in the laundry room. Its close proximity to the water lines make the installation relatively easy and inexpensive. Click on this link to view the manufacturer's web site for further info: <http://www.stiebel-eltron-usa.com/dhc-e.html> .

ADVANTAGES:

Installation is less than or comparable to the cost of a conventional water heater.
Significantly reduces the chance of water damage, as there is no tank to leak or burst.
Energy savings--no electricity is consumed unless water is used. You will not be paying to heat a tank of water while your condo is not occupied.
Constant endless hot water at 125 degrees Fahrenheit. There is no tank to "recover" after several showers or wash loads for example.
The system automatically controls water flow to maintain the proper temperature.
Recoup cost in little over a year in energy savings. (About \$25.00/mo. to keep a tank hot, less the operational cost of the tankless.)
Compact design frees up laundry room space.
It's good for the environment and, in the future, we may be able to tout Las Palmas as a "green" resort
Three year parts warranty.

POTENTIAL DISADVANTAGES:

Initial cost outlay of \$339.00 - \$100 allowance = \$239.00 , including all taxes and installation which we feel is a super-deal. Villa cost is \$875. -100.
Although still warm enough to shower, water temperature may drop in the coldest winter months. Although unlikely, there is a possibility that you may not be able to use more than one fixture at a time if the incoming water is really cold.
Since this unit is designed for one or two simultaneous fixtures, you may experience water a slight flow drop for each hot water fixture that is opened at the same time.
A larger more expensive unit is required for the Villas and 3 bedroom condos: \$775.00. It is also available for other condos who do not want to experience a drop in the water flow n the cold winter months.
The Board is proposing that the tankless heaters be installed as follows:
The Association will absorb some of the cost to the home owner of the initial installation of 50 units or more. To do that, the HOA will remove and deliver the old tanks. Each owner will receive a \$100.00

trade-in credit. (\$50 from HOA & \$50 from installer)

The HOA rules would be amended to ban any future water tank installation in the condos. Any owner who does not participate in the initial upgrade would be required to replace any future hot water system with a tankless system of their choosing—arranged, installed and paid for on their own.

The proposed tankless systems will be installed by an authorized dealer/installer from Mexicali. As mentioned above, a 50 unit minimum is required to obtain the price quoted and to receive the \$100.00 trade-in credit. See price quote.

Please be prepared to vote on an HOA rule amendment banning the use of water tanks in condos at the next HOA owners meeting, tentatively scheduled for late January, 2012. If approved, all water tanks will be banned after they reach the end of their useful life. When that point is reached, owners who have not already gone tankless, would be required to replace with a tankless system of their choice at their expense. Owners who do choose to participate will be invoiced in the next dues billing notice after installation as follows: 1 and 2 bedroom units --\$239.00. 3 bedroom and Villas--\$775.00



We will keep you posted on our progress and installation will be coordinated so as not impact rentals.

Many thanks David Frenznick and Francisco for assisting the HOA in putting this deal together.

Sincerely,

Las Palmas Home Owners Association

Owner Financial Responsibilities

July 27, 2011 @ 1:34 AM

FYI Owners annual financial responsibilities:

Owners the HOA manager was recently contacted by the City of Penasco, regarding delinquent Property Tax Payments. I would like to provide you with some information to assist all owners with payments pertinent to owning a condo/villa in Puerto Penasco, Mexico.

The following are a list of annual payments that owners might be required to pay depending on how their condo/villa is being purchased/owned right now. There are some owners that rent their property and there are some owners that do not rent. There are some owners that are involved in LLC's and others that have established their ownership in different ways. This is not meant to be a legal catch all for all of the individual particular situations you might have. This is only going to be a general guide line to hopefully keep you out of trouble with your financial requirements of owning in Mexico. There are several things that need to be paid each year to own your property in Mexico.

1. Property Tax on your Condo/Villa. If you do not have a lawyer, rental company, or some other legal representative paying your annual property taxes then you will need to pay them. They are due each year in January. I know that speaking for a two bedroom condo the annual tax is about \$90.00 depending on the exchange rate and when you pay. If you pay early/on-time you can get a discount. If you pay late you will have a penalty attached to your bill. I do not know the fees for one bedroom or Villas but it is of course based on size and value like anything. To pay your annual property tax you can do the following:

Contact Monica Castro at 638-108-2200, or

Puerto Penasco City Hall
PO Box 217
Lukeville, AZ 85341

or www.puertopenasco.gob.mx (make email attention Monica Castro)

You will have to provide her with your Clave Catastral Number which is the large Blue Folder you received when you purchased your property. These are your owners documents/contract information. Find the Clave Catastral and keep this number handy because it will help identify your property quickly when ever you need it.

(They do not mail this Property Tax Bill out to you as many of you are now finding out. You have to just know you owe it and make sure it is paid each year)

2. You have to make sure you pay your Electric Bill. This Bill is a 60 day bill and copies are usually in the box just outside the HOA managers office. There are several owners that have numerous months of their past electric bills in the box and they have not collected them. If you rent you probably have an agreement with your rental company to make sure your electric bill gets paid. If you don't rent you can always go down town to the electric company and pay the bill yourself or I elected to open a local bank account and I have my bank pay my electric bill automatically every two months when it is due by computer. There are also people in town like Patricia Perez that have a bill paying service and will handle your electric bill payments for you for a fee.

3. You need to consider if you want to buy condo insurance. I pay about \$66.00 a year and use an insurance company in town. They bill me annually through the mail and have been reliable.

4. You need to keep your FM3 or FM2 immigration documents current annually. You need to find someone locally that has the knowledge to complete the annual application if you don't speak/write Spanish. The costs can vary on this depending on who is doing it for you. Usually the labor is \$100.00 and the FM2 or FM3 costs about \$250.00 (that's a guess, I can't remember for sure).

5. You will have to pay for an annual fee called Bank Trust (Fideicomiso). This fee is \$333.00 currently that I pay. This is a fee you must pay to the bank each year and is usually due in December of each year. This fee is paid to the bank to basically certify and keep current your rights to own your spot on the Mexican Sand. In Mexico as I understand it as an American you can own your Condo and it is yours but to have your condo on Mexican soil you must pay each year the Bank Trust so the Bank can annually certify your existence on the soil and this is supposed to be a contractual promise from the Mexican Government for 25 years with a automatic renewable 25 years. This promise will only continue to renew however if you Pay Your Bank Trust Each Year, so don't forget this one! You will need to know your contract number for the purchase of your condo/villa. My contract number for example is F/60355-5. I pay my Bank Trust each year to Bancomer. I'm not sure but I think all of the condos/villas had their Bank Trust established with Bancomer.

** Remember, I'm not a Lawyer and I don't know all of the ins and outs of Mexican Law and Fees. The above however from my research are the fees that need to be paid in Mexico to keep you up to date and current on all the fees related to owning your property in Mexico. I want to also express to you that you are the owner of the property. You are responsible to the Mexican government to pay these above fees. If you have someone else making these payments for you, you had better be sure they are in fact making these payments for you. The responsibility falls on you if they don't make them from what I have been told.

One last thing. I have been asked questions about Hacienda Tax. My understanding of Hacienda Tax is this is the Tax which is required to be collected when you rent your property. If you rent your property and have a rental company they should be collecting and paying this tax. Remember if this tax is not paid from rentals and the Hacienda Tax representative comes collecting the responsible party will be the Owner of the property. You need to keep this in mind and verify that your Hacienda Tax is being paid as required. I can tell you from personal experience that several years ago I rented my condo for a short time and when I went in to renew my FM3 I was asked to provide my proof of payment for the Hacienda Tax. I went to the company I was having rent for me and discovered the Tax has never been paid. I could not renew my FM3 until it had been paid.

Again I would like to reiterate I am not an attorney and knowledgeable of all Mexican Laws but I wanted to get this information out to our website and hopefully help some of our owners that are not sure of their requirements or how to make these payments. If there is anyone out there with better or more specific legal knowledge then please chime in and provide us with your knowledge. The more we all know the better we will all be. Thanks for reviewing this information. Bruce Turner, HOA Board member
Bruce L. TURNER
304 E Palo Verde Dr.
Yuma, AZ 85364-7315

Property Taxes

August 10, 2011 @ 3:29 PM



For those of you who have been notified via e-mail, with CC: Rental Company for the ones on the Rental Pool regarding a City of Puerto Penasco Official Requirement to comply with your Obligation to pay Property Tax on your Condo -or- House left at our HOA Office as well as inside the private property putting it underneath the main door by a City of Penasco Official.

[Attached](#) is a copy of the top area notice sheet where you need to spot your Property Tax Number ("Clave Catastral" in Spanish) located at top - left side of the sheet, highlighted in orange. This is the number You will need to provide city treasurer office in order to locate your property tax account statement.

This notice constitutes the first stage on the Legal process which Puerto Penasco City - Office of Treasurer has already started in order to collect this property tax past due for some of the Private Properties inside Las Palmas.

Please contact ASAP Penasco City Hall, Office of city Treasurer in order to arrange Payment at:

011 52 638 108 2200 Ext. 127 or 149 (Property Tax Collection department)

E-mail: direccioningresos2009_1@hotmail.com

Las Palmas HOA Office is just conveying this Information, all Inquiries should be directed to Puerto Penasco City Government.

HOA office is not and will never be involved in paying Private property taxes to the city of Puerto Penasco, so whatever your question may be, You need to contact directly City of Puerto Penasco at the telephone number and/or e-mail provided above.

Best Regards,

Las Palmas HOA Office.

Hacienda Taxes

August 16, 2011 @ 5:15 PM

Dear Owners,

During these difficult financial times governments are also feeling the current stress of needed funds to keep their operations fluid. Recently we saw how the City of Penasco increases their efforts to locate, identify, and reach out to all persons that owed back property taxes and forced their hands by placing a demand on people that owed money to them. Mexico is not like the USA in that they don't always send out bills and statements and many people found that out recently with the push by the city to collect property taxes owed to them.

Las Palmas also recently went through a very difficult situation in which we were contacted by the Federal Government section that handles the Federal Zone Commission. This is a fee that is required to be paid if resort property extends into the federal zone beach in Mexico. We were contacted by Federal Zone Investigators and told that our property was in fact in the Federal Zone Area and Las Palmas was facing several years of back fees and fines for not paying the Fed Zone Commission. The Board and resort Management conducted extensive research with our local attorney and we were forced to pay several thousands of dollars in back fees and hoped for the best of only receiving a small fine on top of it and/or hopefully no fine. We are still waiting for the Fine results decision from Mexico City.

The last thing I want to talk to you about I have brought up before. The board has received information that the Hacienda (Mexican IRS), along with every other government agency has now taken an increased interest in all the resorts in Penasco and will be conducting investigations and spot audits on rental property to confirm that all persons are paying their required rental taxes. Therefore, I strongly advise you again if you rent your property or you have a rental company that rents it for you make sure YOU have in your possession PROOF that you have paid your taxes to the Hacienda and you have receipts in your possession. If you have a rental company that rents your property or a representative make sure you are receiving from the company or representative a copy of the receipts that you have paid or the rental company has paid your Mexican Taxes on the profit you made from renting your property. Don't just sit back and think (Oh the Rental Company has the documents), you need to keep a copy in your files. Remember, the ultimate person responsible for the payment of Taxes on your property is You, not your rental company and not your representative. Remember you are in Mexico and we have to play by their rules. You need to keep documents and protect yourself. To get your new FM3 each year if you rent you must have this documentation to renew your FM3 showing you have paid your rental taxes.

Delinquent Fees

August 25, 2011 @ 6:12 PM



WCP-NM.COM

This letter is to inform you that due to persistent delinquencies, the Board has decided to adhere more diligently to the CC&R's of the community with regards to HOA dues collection. As the Administrator I am charged with disseminating the following information to the owners.

The quarterly dues are due on the 1st of the quarter and will be considered late on the 16th. All late fees will be assessed on the 16th, and there will be no exceptions made.

The late fees will be increasing from \$15 to \$25, which is the maximum currently allowed according to the CC&R's of the community.

On the 30th day of the following month, that is a full 60 days after the due date, a lien will be initiated against delinquent properties and attorney fees will begin to accrue. Once the lien is initiated the owner must pay all collection costs. The lien will remain in effect until the account is current including legal fees associated with the lien process.

Common use utilities and facilities will not be available to delinquent owners.

There will be an 18% interest rate per annum charged per the CC&R's of the community.

Please pay dues in a timely fashion so that the HOA can keep the community running.

That is the sole purpose of the HOA dues.

Best Regards,

Lynda Saveski

Accounting - Administration

Las Palmas HOA

480-659-0861(home)

lynda-laspalmas@cox.net

HOA Board Seat

September 22, 2011 @ 6:35 PM

SUBJECT: HOA Board Seat

TO: HOA Owners

Let me introduce myself. My name is Leroy Tapia. I own/manage Casa 13 and Bonita 304/305. My intention is to run for the HOA board seat that will be up for election sometime this year. Since I didn't have everyone email address I am asking Hiram Roche to please forward this to as many owners as possible.

Item 1: My Background

I am a true entrepreneur. I have several successful companies and employ a large number of employees. Further information about my background can be discussed by telephone or by email. My email address is leroytapia@talusdevelopment.com. My cell phone number is 602-558-4343. I will tell you that I am a hands-on manager staying involved, but also allowing and expecting qualified managers to do their jobs.

Item 2: Why Am I Running?

It is my opinion that the owners of Las Palmas either are not being included in major decisions that are being made by the board or have little input. What I expect to bring to the board is when there is a major decision related to any project at Las Palmas that affects rentals or the non-rental owners, and that includes pool schedules related to heating, A/C cooling and heating of the club house and any other decision that affects the body, I will work to initiate an email campaign that allows the owners to either approve or disapprove those transactions. I simply feel that three board members cannot represent the owners if they do not communicate with them.

Item 3: Representation

Of course I have a large investment in Las Palmas, and my goal is always accomplishing those things that satisfy the HOA owners keeping them informed on every decision about the accurate cost is of anything that we may implement. It is my intention as a board member to make sure that the rental owners are being represented. All my units are in the rental pool and certainly have a vested interest in making sure that renters and non-renters are represented.

Item 4: Homes

I have noticed that the homeowners do not have anyone on the board who is an owner of a casa. I feel I am in a unique position as a casa and condo owner to represent all owners. I can assure you that you will get represented.

In conclusion I am qualified and will work hard to make sure that when the HOA board makes a decision related to what I consider are decisions that impacts everyone that all of the owners who want to participate will be sent communication allowing them to give me feedback; and it is simple – the majority will rule. What I have noticed is that we can improve the communication or opportunity to give our approval or disapproval of some of major board decisions. It simply cannot happen where all of the input is made and decided at one HOA meeting. You the owners need to be involved. It is obvious that surveying 160 owners and giving them a choice to say “yes” or “no” or any feedback will be better than the system we are operating under now. I understand that not everyone is going to agree on every decision that has to me made but communication is the key to getting as much consensus as possible. I believe, as I am sure you do, that we have a great property in Las Palmas that we are proud of and want to continue to do things to improve and maintain the values and the quality of the experience in Rocky Point.

Respectfully,
Leroy Tapia

Website Format Change

September 29, 2011 @ 10:59 PM

Notice of Web Site Format Change

Fellow Las Palmas Owners,

We have enhanced the way new articles are presented on our web site. We have changed the format to a BLOG type layout. Many of you may already be familiar with this style of presenting information, as many websites use BLOGS regularly.

Basically, it is a diary, or history if you will of HOA board postings in reverse chronological order. Although similar to our old layout, the website will behave quite differently. First and foremost, is that homeowners will now receive an email any time the website is updated, with a summary of what the news story is about. Although we do not recommend it, you may opt out of this service if you so choose.

The reason for the change is that many owners do not have the time or perhaps forget to check the website periodically for news on our resort. Many questions and phone calls that the board receives have already been discussed on the website, so it is apparent that many do not check the website regularly. The "RSS feed" (the technical term) is automatic, and will show the topic, posting date, and a brief summary of the article, along with a link back to the full article on the website.

All news stories are posted with the first paragraph or so, and the rest can be viewed by clicking on the [read more](#) article link to reveal the complete article and attachments, or photos for review. You can also quickly navigate to individual articles, by name, posting date, or view the archives, without having to click and jump all over the website.

I have split off all the 2011 postings to the new "HOME" page, and all older articles in the old format can still be found on the ARCHIVE NEWS page.

All the other features of the website will remain, many of which you may or may not be aware of, which include:

- An archive of all articles since the inception of the website.
- A work order form
- Update ownership information form
- Board member, Building Rep and Accounting Department and Manager contact information
- Copies of the CC&Rs in both English & Spanish.
- A discussion forum for interaction with other owners and / or the board on topics of interest or concern.
- A suggestion form
- links to on line documents such as proxies, minutes and agendas.
- Calendar of Events
- Budget spreadsheets, past and present.

Some other features that remain include:

- Tide Calendar
- Current Temperature
- Links to other useful Penasco web sites
- A survey page (when implemented) for informal opinion voting.
- A Photo archive
- A complaint form

The "NEWSLETTER" page will be removed, as it will no longer be necessary. A new owner Welcome Packet is also being prepared and will be posted when it is ready. Our site should be much easier to navigate from a smartphone as well.

Please change your bookmark to: **<http://www.laspalmashoa.com/blog.html>**

We hope you like the changes, and as always I am open for any suggestions and ideas for improving the website, and our resort!

And PLEASE, just a reminder, keep your contact information, up to date, using the form on the website. Many owners have moved, changed emails, phone numbers and ownership partners without ever notifying The Board. This makes it very difficult for us to keep in contact with you. We have 175 units, and only 136 valid email addresses.

Regards,

Ross Anfusio
Webmaster

Alternative Rental Company

October 1, 2011 @ 1:58 AM

Please be advised we recieved the following letter from Kurt Geisler who's Company, [Castaways Vacation Rentals](#), will be renting office space in our clubhouse, in the realty office:



Dear Las Palmas Homeowners,

Castaways Rocky Point working together with Long Realty Rocky Point offers a full range of Property Services to their clients. Castaways offers complete Property Management Services to both Renting and Non-Renting Owners.

Castaways provides; short term rental clients, long term rental clients, bill pay services (small fee to non-renting owners), online access to reservations and statements, reasonable exchange rates, housekeeping and maintenance services.

In all we offer a turnkey service to allow our owners peace of mind and less time spent dealing with issues when visiting their property. Long Realty Rocky Point offers full Real Estate Services for Buyers and Sellers. Our fees are competitive and service is the best in the business. Long Realty also provides a steady stream of Long term rental clients and once in place turns over the management to the professionals at Castaways.

Below is contact information for both companies if you need to reach us. We hope to be functional and onsite by the following weekend and hope you will stop in to meet us.



Property Management & Rentals.

"Where service is our business"

US Line (602)445-6222

MX Line (638)388-0099

US Fax (602)386-2576

Info@CastawaysRockyPoint.com

www.CastawaysRockyPoint.com



US Ofc. [\(602\)281-4288](tel:6022814288)

MX Ofc. (638)388-0009

US fax. [\(602\) 386-2576](tel:6023862576)

info@longrealtyrockypoint.com

www.BuyRocky.com

Thank you and best Wishes,

Kurt Geisler

Owner

HOA Board Meeting Minutes

October 3, 2011 @ 2:03 AM

LAS PALMAS COMMUNITY ASSOCIATION – BOARD MEETINGS

MEXICO SEPTEMBER 9 &10, 2011

Present for Board Meeting : Jaana Ponzia, Bruce Turner & Dan Dimovski

BOARD REVIEW OF F& B

- Update on F&B for June, July,
- Food Rent \$300.00 Service Rating: 7.75
- Beverage: \$300.00 Service Rating: 8.25
- Reserved Parking for F&B: Francisco to paint next week
- Security bands for F&B visitors only

BOARD REVIEW OF FUTURE CAPITAL EXPENDITURES

Francisco Report on the major future capital expenditures. Needs to start allocating reserve funds:

- Water filtration system: Working OK, service pumps and filters. Good for another 5 year
- Water Slide: Have a broken area. Need to fix it. Francisco will replace partial area in 30 days. The water slide has an additional projected life span of five to ten years.
- Balcony Railings Replacement: Replace cost to new glass and aluminum frames for all 132 units \$80,000.00. Will continue to monitor. (Five more years of life expectancy of current railings)
- Elevators : Good conditions can be good for 20 years or more.
- Roads: good for 5-7 years and then we can flip the interlocking bricks over.
- Sidewalks & Walkways: same as above
- Air conditioning for clubhouse: Right now were not heating and cooling certain clubhouse areas. Look into isolating zones

- Painting of all community: Painting every four years (\$80,000.00 at current costs)

LAS PALMAS FINANCIALS

Las Palmas Mexico account carried over from 2010	\$19,900
Wire Transferred to Las Palmas January to August	\$402,127
EXPENSES NOT IN BUDGET	
Federal Zone Issue	\$21,726
Chaise Lounge Importation Expense	\$19,736
Dolphin Building Painting	\$15,305
OPERATING EXPENSE JAN-AUGUST 2011	\$357,831
TOTAL EXPENSE JAN-AUGUST	\$414,644
PENASCO'S OPERATING ACCOUNT BALANCE AS 8/31/11	\$7,363

LAS PALMAS FINANCIAL STATUS –YEAR TO DATE

Financial Status as of August 31,2011	
Operational checking -	\$64,017
Reserves	\$98,432
Savings	\$39,050
Total	\$201,499
C.D	\$122,833
TOTAL ASSETS	\$324,333

RENTAL IMPACT FEE INCOME

January - March	\$1,767
April- June	\$17,120
July- September	Not Rcvd
October- December	Not Rcvd
TOTAL IMPACT FEE INCOME - YEAR TO DATE	\$18,887

ALL RENTAL INCOME

RENT INCOME FROM BUSINESS TENANTS	F&B	DOLPHIN
January - March	\$2,086	\$6,000
April- June	2,485	\$9,225
July- September		\$2,362
October- December		
TOTAL RENT FROM BUSINESS - YTD	\$4,571	\$17,58

- Reviewed the budget and all board members in agreement. Still in the black
- Reviewed wiring of money all board members

- Collections- any one with an over due balance as per our CCR will be turned over to our attorney for liens and collections. Anything as per our CCRs regarding late and interest attorney fees etc. will be collected.

LIEN STATUS & ONGOING OR PENDING ISSUES

- Villa 1 delinquent status (Need to go after money owed & do whatever it takes to gain control of villa till ownership dispute is resolved) Need Proof of ownership and implement Restricted access No access or trespassing onto common grounds
- Need to get Attorney Casto on the same page and have him use his full resources to deal with Villa1 : No one enters Las Palmas common grounds from front get nor beach access until proof of ownership

SECURITY STATUS

- Need to have Security have accountability of who is coming and going.
- Implement check process for guests owners and visitors for F&B
- All visitors need to have arm bands for F& B guests

REMAINING PROJECTS SCHEDULED TO BE COMPLETED BY END OF 2011

- All Painting of buildings completed including railings
- Lava Rock for all resorts completed
- Gate inside clubhouse
- New computers and large LCD TV
- Steam Room - New control panel
- Baja & Grande Cool decking
- Update and renovate pool slide - new skews and seals
- Chaise Lounges delivered and 100 pcs to be assembled upon arrival of cushions. Balance to be kept in inventory reserve.
- Chaise Lounge cushions - (Dan to get stain resistant Sunbrella cushions \$130.00 -\$150 per unit before the end of year)
- Broken Light Fixtures
Francisco estimates that 30 broken light fixtures need to be replaced
Osvaldo suggested an improved lighting plan to implement
Bruce agreed to supervise to completion
- Landscaping
Dying plants, shrubs will be replaced.
Additional shrubs need to be added.
Completion by NOV 15th

LAUNDRY ROOM DRAIN INSTALL PROJECT – Infrastructure

- Install drainage in all second floor and above condo laundry rooms - Approved \$19,000.00 for the contractor labor costs and \$11,000.00 material .
- Expected period of work between October 20,2011 – November 20, 2011.
- Dan to manage and over see project

LONG REALTY / CASTAWAYS

The HOA entered into a preliminary agreement with Long Realty/Castaways Vacation Rentals as follows:

- TERM OCT 1, 2011 to JAN 31, 2012
- To occupy the space formerly leased by the developer as a sales office.
- Agrees to pay 1% of successful sales of Las Palmas properties
- Agrees to pay their share of utilities.
- Nature of the business is to be real estate sales, long term rentals, and short term rentals.
- Castaways must collect impact fees consistent with the impact fees collected by Dolphin Rentals, should Castaways complete any short term rentals during this period.
- Castaway and its representatives are to not solicit Dolphin Rental onsite guests and or customers regarding short term rentals.

Furthermore, Long Realty/Castaways Vacation Rentals agreed to conduct a feasibility study and make a presentation to the General Membership about the services they offer at the HOA Meeting of Jan 21, 2012. After Jan 31, they will have an option to rent long term at the same rate per square foot as other tenants in the clubhouse. Further details will be published on website when confirmed.

HOA VEHICLE REPLACEMENT

- Vehicle for Las Palmas no longer operational (minivan replacement cost of \$5000.00)
- Board approved up to \$5000.00 for Francisco and Osvaldo to purchase a vehicle from Mexicali .
- Required to sell old vehicle first and use the money towards new vehicle.

Staffing

- Francisco states he has re-valuated job descriptions and supervisory personnel.
- Implemented labor cost savings measures where former supervisors would participate in completing daily duties.
- Staff will rotate trash pickup and removal to be fair to all employees
- Part time staff will be budgeted for June, July & August

2012 Budget

- Francisco & Osvaldo agreed to consider each others input in preparing 2012 budget.
- Two budgets will be prepared and ready for the NOV board meeting. The first is to be LESS than current budget of \$590K. A second budget will include the additional cost estimates for a new cooling schedule for the clubhouse and a more frequent pool heating schedule.
- Budget proposals need to also reflect the extra, part time, and temporary employees w/ previous years and a comparison of utilities expenditures, so the membership can vote intelligently on the costs of pool heating and clubhouse AC.

ALTERNATIVE ENERGY PROJECT

Club House Heating Alternative

- Approved funds for Solar Feasibility 10-15K.
- Dan to coordinate study with assistance from Bruce and Jaana.
- Dan has identified two contractors and Engineers that do solar projects on beach front properties in the Texas , California and Florida area.
- Expected completion by January 2012.

- Feasibility study results to be presented to the owners at owners meeting.

Tankless Water Heaters

- Committee Chair R Anfuso acknowledged we had sufficient orders to move forward at the special vendor pricing.
- Vendor requires 50% payment; approved provided that:
- No water heater will be ordered or installed at the special price for any owner who is delinquent with HOA fees.
- Owners are to be billed immediately for the OCT 1 statements, to assist our cash flow.

Upcoming Dates:

- Board set the next Home Owners General Assembly Meeting for January 21st
- Next Board meeting to be determined for a NOV date.

Board meeting adjourned

Lease Agreement

October 5, 2011 @ 7:48 PM

To all Owners of Las Palmas:

Consistent with the direction of the last Las Palmas owners meeting in February of 2011, The HOA entered into a Rental Agreement with Long Realty/Castaways Vacation Rentals to rent Clubhouse office space, the former Developer Sales Office for a four month term with an option for a longer term on a move forward basis.

The details are as follows:

- TERM OCT 1, 2011 to JAN 31, 2012
- To rent the space formerly leased by the Developer and then Dolphin Rentals as a sales office.
- Tenant agrees to pay 1% commission of all successful real estate sales within the Las Palmas community
- Tenant agrees to pay their share of utilities.
- Tenant's nature of the business is real estate sales, long term rentals, and short term rentals and other related services to Las Palmas owners.
- Castaways must collect impact fees consistent with the impact fees collected by Dolphin Rentals, should Castaways complete any short term rentals within Las Palmas during this period.
- Castaway and its representatives are to not solicit Dolphin Rental onsite guests and/or customers regarding short term rentals.
- Long Realty/ Castaway Rentals has an option for a long term rental agreement to commence February 1, 2012, the end date to be determined. The rent amount is to be consistent/ equivalent to the same dollar rate per square foot as other tenants in the clubhouse.
- Additionally, Long Realty/Castaways Vacation Rentals agreed to conduct a feasibility study on how a second onsite rental company can benefit the owners of Las Palmas. The Owners of Long Realty/Castaway have agreed to make a presentation to the General Membership regarding the results of their study and the services they offer. This will take place at our next Owners General Assembly Meeting on Jan 21, 2012.

Wristband Policy

October 7, 2011 @ 5:41 PM

Effective immediately, the HOA Board is enforcing the wrist band policy. All persons on the resort with the exception of our staff, Dolphin Rentals and restaurant and bar personnel, **MUST** be wearing a wrist band.

Anyone not wearing a wrist band will be asked to leave the resort.

Refusal by an owner or their guests will be dealt with by the HOA Board.

Francisco, our Operations Manager, has additional wristbands for owners who may need them.

This renewal of the wrist band policy is to assist our security staff to identify all the unauthorized children, friends, and uninvited guests that frequent our pool, and are not authorized to be on our resort property.

Tankless Water Heaters

October 24, 2011 @ 1:57 PM

The Tankless water heaters Installation has just started.
There's the first 16 - 18 Installations to be done today, Monday Oct 24th and tomorrow Tuesday Oct 25th.

After this first installation trip is completed on tuesday , The installers will let me know the date of the second Installation trip.

Have a great Day.

Francisco

If you need to make special arrangements for a key, please contact Francisco ASAP.

HOA GENERAL MEETING

October 27, 2011 @ 10:36 AM

Hello every one.

Bruce's term will be up and there will be one opening for the Board and so far we have one candidate, Leroy Tapia. His resume can be found [here](#).

I am hoping that Mr. Bruce Turner will run again or if there are any other owners interested you need to send in your information ASAP please.

We have been working on our 2012 budget and **if we implement** everything that Mr Leroy Tapia and Dolphin rental company is asking, this would be your estimated HOA DUES for next year:

	2011	2012
1/1.5 bedrooms	\$189.00	\$221.00
2 bedrooms	\$230.00	\$268.00
villas	\$640.00	\$745.00

If we work on our budget as we have been working on the past 2 years we should be very close to this years numbers and be able to keep our HOA dues very close as we have been paying this year.

As a owner your vote will count and we hope you will come to our HOA meeting **Jan 21, 2012.**

As you all know Bruce and I do not rent our units but on the other hand Dan has two rental Units at Las Palmas.

I do believe that we, the Current Board have been representing our Community as a whole and with out any special interest to the rental Company or the owners only. Every decision we have made has all ways been in the best interest of the Community as a whole.

Pass this along and as an owner make your voice heard. Do you want to go with the higher budget or keep it close as possible to the budget we have had this year?

IF YOU LIKE YOUR VOICE TO BE HEARD YOU MUST VOTE and if you can not make it to the meeting send in your Proxy and you can find that on our web site or wait until you get meeting agenda information from Lynda.

Sincerely,

Jaana Ponzio

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Jaana Ponzio

Dear Leroy Since Francisco and Osvaldo is working on our Budget I asked them to Include the heating of the swimming pool and cooling of the Club house as you asked for. I agree with you that the Owners at Las Palmas must be involved in this decision. So why not give them two budgets to choose from. Yes the Solar heat is great we like to have it and the panels must be some where that it will not an eye sore in our community specially if your unit is higher up in the condo Complexes. The View is very important asset to our units. Also the solar panels must be able to with stand salt water from the air, Dust storms etc. there is numerous factors you must look at before we can install it and yes I do agree with you solar would be fabulous choice. All the owners got your letter that you where running for the board since it is posted on our web site also my letter was posted and I also included your resume with my letter so the owners can contact you in person. I do believe that the owners must have a choice in every matter in our community. Renter /owner operator, Choice of Rental Company's, Choice of Real Estate Agencies, Choice of a budget. I gave the owners numbers what it would cost the owners if the like to have the pool heated and Club house cooled that is the reality of our Community. Also we must give the owners a choice after we find out what it would cost us to get solar heat if they like to have it added on to our budget or do we use existing

Reserve funds or should we use Assessment for it. I do believe these are all important decision that the owners must decide. I agree it must be choice of the majority of the owners when it comes to our Community. The Board must represent the Community as a whole. So if the renter owners like to have every thing implemented as you say they will vote for the higher Budget. We must look at our Budget Realistically and Francisco and Osvaldo know our cost factors in Mexico. If we run short of our Operational fund during the year because we did not budget realistically we need to do Assesments for the owners and I do not think that would go to well with the owners. Sincerely Jaana Ponzio

October 30, 2011 @ 7:39 AM

[Reply](#)



Leroy Tapia

Ms. Ponzio, I really can't believe that as a sitting board member you just slammed someone running for the open Position without ANY real information. First I didn't realize one member could have so much power. And exactly what is it that you think I am going to do to make our HOA dues go up so dramatically? How did you come up with those rate increases? I currently have been working on my own to see how we can install a solar hot water heater to heat The pool to dramatically reduce the cost of heating the pools with propane. I didn't need to spend Thousands of dollars for some study. Our community has more renters than non-renters and I believe that our board should represent That and currently it does not. However, with that said I will represent the good of all owners, condos and homes. My running for the board position seems to have struck a nerve and it makes me wonder why and I Think it should make others wonder why as well. For whatever reason I am not able to post this email on the website and I would appreciate it if you posted it so that all those that read your email can also have the opportunity to read my response. In my opinion your post was not very ethical and I am hoping in the future that you at least contact me To discuss any issues or concerns you may have before you go spouting off and making inaccurate Accusations. Respectfully, Leroy Tapia 602-558-4343 leroytapia@talusdevelopment.com

October 30, 2011 @ 7:38 AM

[Reply](#)

Bruce Turner Letter of Intent

October 31, 2011 @ 1:00 AM

HOA Board Position
Las Palmas Resort
Bruce L Turner

Owners my name is Bruce Turner. I'm currently holding a position on the HOA Board. I was asked by the Board several months ago to fill the position for a Board member who was leaving. My tenure for this position will end on 21 Jan 2012, at the annual owners meeting.

I'm taking this opportunity to announce I plan to run for this position and seek election for a new term.

Since I have been working with the Board these past several months we have experienced numerous changes at Las Palmas Resort. Many of the changes were very positive and improved the Resort greatly.

My goal when I was asked to join the Board was to be transparent to the owners, honest, improve the operation and quality of the resort, and keep all of our investments in the best possible condition I could. I have always tried to communicate with owners

that contact me via phone or e-mail ensuring I replied to any/all questions and problems that might arise. I never want an owner to say; my call or e-mail was not returned.

I have talked to many owners in the last several months and discussed ideas to improve the resort and some personal situations that you have posed to be resolved.

I put a lot of thought in the decisions the board makes and make sure when we spend our money it is for the best price and we receive a quality product for the money.

I have tried to make sure all owners are educated in the legal aspects of owning property in Mexico and that as owners we make sure we pay our required fees to the government and at the same time protect ourselves with documentation.

Las Palmas is a Beautiful Resort and my wife and I love and care for it very much. We, like all of you want Las Palmas to be the premier resort on Sandy Beach. We want it to be clean, excellent condition, organized, cared for, and profitable for all.

I request your vote on 21 Jan 2012, so I may continue to maintain a position on the HOA Board and help guide the resort in a direction that keeps it in quality shape and profitable for all of us owners.

**** Owners my goal is to make Las Palmas the best Resort on the Beach and at the same time keep our HOA Dues as low as possible, and insure we always practice cost saving measures for the resort and the owners.****

See below a list of some of the improvements and changes I have been involved with since I have been an HOA Board member:

- a. Installation of concrete tables and benches on patio near beach and towers.
(Concrete does not rust and does not need painting or maintenance)
- b. The creation of the patio area near the beach for people to sit and have a picnic.
- c. The rope lighting on the resort palm trees.
- d. The light activated timers on the towers and clubhouse pool to reduce excess cost so lights go off when sun up and on when sun down.
- e. The exchange of television cable for the resort to improve signal.
- f. The initiation of a new contract so we have 6 channels of DISH network and 6 channels of Direct TV.
- g. The removal of large grass areas to reduce water costs and replacing it with colored rock.
- h. The new wrist band program to assist in knowing who is an authorized user on the resort.

- i. The investigation and purchase of refurbishing our old pool chairs.
- j. The purchase of the new pool chairs and pads.
- k. The placement of 3 new computers for owners and guests in the resort.
- l. The installation of a scrolled iron door separating the workout room from the main clubhouse so the workout room can be opened early in the am.
- m. The on demand hot water project of which is still being completed.
- n. The new cool decking project for both Baja and Grande building.
- o. The development of marked handicap parking spots on the resort
- p. The installation of the Palapas on the beach.
- q. The opening of the Restaurant with a new owner, Chef Mickey.
- r. The opening of the main pool bar and the swim up bar with a new owner, Javier.
- s. The center walk way expansion, plants and planters.
- t. The purchase of 3 quality sunbrella umbrellas for the picnic tables at the beach.
- u. The complete repainting of the resort all four Towers and Villas.
- v. Had Dolphin Water Feature moved to entry fountain for visibility and utilization.
- w. Had black plastic ground cover placed under rocks to stop weed growth.
- x. Purchased bar stools for outside pool bar.
- y. Purchased outside heaters for outside restaurant eating in winter months.

PROJECTS WE ARE DISCUSSING

Reducing exterior tower lighting from each building to save power bill, lower maintenance, less light bulbs and light cover purchases.

Solar project to heat our main pool and power the clubhouse (Solar in a salt air environment is an additional concern)

Pony wall for club house (Previously delayed when our restaurant owner was going to walk out on us, board decided to place this project on hold until we knew the restaurant was going to stay open)

Wi-fi in common areas

A concrete ramp and walk way to stop beach erosion and beautify area. (Canceled due to Federal Zone Restrictions that we do not have authorization for)

Thank You for reviewing my letter. Bruce Turner

e-mail: yumacop1@yahoo.com

On Line Payments!

November 1, 2011 @ 11:00 AM

THREE NEW WAYS TO PAY!

The HOA is pleased to offer secure on-line payments as an option to pay your HOA fees. You may choose from any of the following options:

1. A Quarterly invoice is delivered by snail mail as usual, and instead of writing and mailing us a check, you can now go on line to our website, and pay the amount of dues indicated on your billing statement on the day you want it paid.
2. You choose a Quarterly or Monthly invoice that is delivered electronically, via email, and you simply click on the PAY NOW button that appears on the invoice. This will pay your bill instantly by whatever payment method you choose. Its that simple.
3. Sign up for recurring deductions. Your dues are automatically charged to your credit or debit checking account on the same day every month. You don't have to remember to pay your dues, and with your authorization, we take care of it for you! You may also use electronic checks instead of plastic if you wish to enroll with PayPal.

We are very excited about our new payment processing interface through PAYPAL secure servers. If you are making a one time payment or you receive an electronic bill and are paying with a credit or debit card, you do **not** even need a PayPal account. A PayPal account is only required for recurring payments, or electronic checks.

We hope our online bill paying system will help owners facilitate their dues payments and help prevent late fees and penalties. Please note the recurring electronic payments are offered with MONTHLY deductions only, on the anniversary day of your enrollment. Hopefully this will make the payment process a little easier to manage your cash flow.

So check out the links on the website and with a few clicks of your mouse you can navigate the options. You now have a convenient, secure, time saving method of paying your HOA dues.

Of course, if you wish to continue receiving paper statements and want to mail in your payments, you are certainly free to do so.

To sign up, or make a payment at any time, and get additional details, click on the menu item "[PAY DUES](#)" on our website.

COST SAVING MEASURES

November 11, 2011 @ 6:30 PM

Energy Savings Initiatives and Updates

We have received the latest update from our accountant, Osvaldo on the actual savings we realized from our energy conservation measures:

"I SEND THE REAL NUMBERS FOR THE ENERGY POWER, NOW WE SAVE SOME MONEY ON THE BILL ELECTRIC . IN OCTOBER WE SAVED 15,460.00 PESOS AROUND 24% COMPARED FOR LAST YEAR, IN NOVEMBER WE SAVE 19,676.00 PESOS AROUND 35% COMPARED WITH LAST YEAR.

THIS STRATEGY WAS RECOMENDED BY THE BOARD AT THE LAST METTING TO REDUCE THE LIGHTS ON THE BUILDINGS AND PUT TIMERS ON THE POOLS WATER PUMPS.

LAS PALMAS NEEDS TO CONTINUE IN THE FUTURE WITH THIS STRATEGY.

HAVE A GOOD NIGHT

OSVALDO"

Massage Thearapist

November 12, 2011 @ 6:11 PM

We wish to welcome our new tennant on property, SAHARA MESSAGES SPA.



Cosmetologist Gloria Ramos has opened up shop on the Las Palmas property, located in the office accross from the computer area. SAHARA SPA offers her services from 9:00 am - 5:00 pm Thursday to Tuesday.

Rates are \$25 /30 minutes, \$50 / 55 minutes \$90 / 90 minutes

Her services include:

- Headache & Migrane Masages
- Dara Massage
- Craniosacral Therapy
- Indian Masage
- Sport Masages
- Deep Tissue
- Therapueutic
- Sweedish
- Back & Neck
- Reflexology
- Lymphatic
- Aromatherapy Massage

We welcome Gloria and feel her presence at Las Palmas will enhance our resort, and hope you will support her and utilize her services.

Tankless Water Heater Repeat Offer

November 20, 2011 @ 8:01 PM

Now that we have installed our first batch of tankless hot water heaters, many home owners who did not sign up initially, are wishing they had.

The Board and the installation company have agreed to perform a minimum of 20 (twenty) installs at the original price of \$239.00 and 775.00 for the higher capacity unit. As before, the HOA is absorbing \$50.00 of the cost.

To accomodate anyone else who would like the system installed please complete the form by clicking the link below. We will keep the offer open until DEC 30, 2011. At which time we will place the order. Please do not be left out of this great deal. it is doubtful that we will be able to offer this again.

So take advantage of the offer and get yours now!!

To read up on the advantages and disadvantages of the system, please click [here](#).

TO ORDER CLICK HERE

Chef Mickey Leaving Las Palmas

November 24, 2011 @ 12:07 AM

We regret to inform our membership that Chef Mickey's has elected to leave Las Palmas.

At our request he has given it serious re-consideration, but has decided to move on and do what he feels is best for his wife and family.

The Board is actively seeking new operators for our restaurant, and will be reviewing resumes and applicants in earnest.

We wish the Medina family all the best, and we are sorry to see Mickey and Mariana leave. Dec 12th will be their last day.

On a brighter note, we would like to wish everyone a HAPPY THANKSGIVING! We are looking forward to seeing everyone at our January 21st annual meeting. Please mark your calendars!

New Resort Position

December 2, 2011 @ 10:10 AM

The HOA Board to improve the administration of our resort and as a cost saving measure has decided to eliminate the position of Resort Manager at Las Palmas.

The Board has decided to go with the New Position of Resort Comptroller. This position is being filled by Mr Osvaldo Beltran. The Board and I'm sure all owners wish much success for Mr. Francisco Montano in his future endeavors.

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Ron Studeny

Even tho I am new to ownership at Las Palmas, I have been a numerous visitor there. I was a owner of three houses in town and recently sold those so I could buy two condos @ Las Palmas. I did not know Francisco very well, but I can speak on behalf of Mr. Beltran. I have known Osvaldo for over 6 years and can promise you all that he is very honest and extremely hard working! He is a tremendous family man and I am sure he will be a asset to the new position @ Las Palmas. He will do a great job!

December 3, 2011 @ 1:38 PM

[Reply](#)



LorenW

Given this was done as a cost saver, how can we find out the'savings'? Osvaldo was a contract expense prior to the change, yes? Did Francisco resign or was he terminated?

December 3, 2011 @ 10:05 AM

[Reply](#)



Ross, Webmaster (Reply to: LorenW)

The Board will be posting and emailing an offical response to address your questions and concerns.

December 3, 2011 @ 3:34 PM

[Reply](#)



Ronald A Kelley

I find the announcement of Francisco's departure somewhat upsetting as well as less than informative as to how issues such as pending repair issues that I had communicated with Francisco will be handled. All this transpiring just a month or so from the annual meeting bodes many questions. How is one supposed to communicate with Mr. Beltran? Ron Kelley Bonita 203A

December 3, 2011 @ 8:10 AM

[Reply](#)



Ross Anfuso, Webmaster (Reply to: Ronald A Kelley)

Osvaldo's email address is osvaldobeltrancamacho@hotmail.com The contact phone is the same: 602-449-0811 The Contact info on the website has been updated.

December 3, 2011 @ 8:31 AM

[Reply](#)



Ed Walencikowski

After reading the recent message about the new position replacing our HOA manager Francisco. I have several reservations
1. Was Francisco offered the position. 2. Francisco has done an excellent job maintaining the resort and our budget. 3. Who is Osvaldo Beltran and what does he do? 4. How much money are we saving? 5. Why was Mr. Beltran's job not eliminated.

Ed Walencikowski Baja 702

December 2, 2011 @ 1:41 PM

[Reply](#)



Bruce Turner (Reply to: Ed Walencikowski)

Mr. Walencikowski thank you for your email. I refer you to your Las Palmas Project Documents Article 3.9.4. This should suffice as an answer to your questions. All other specifics are personnel and confidential. HOA Board Sent via BlackBerry by AT&T

December 2, 2011 @ 10:18 PM

[Reply](#)



David Sardella

Sandee and I wish Francisco the very best. Is Mr. Beltran going to be onsite during the week and will he be the go to person? I thought he already had a position with the HOA? What was the cost savings in the two positions - a total savings of Francisco's position?

December 2, 2011 @ 1:35 PM

[Reply](#)



Lin Rubin

Please pass on my support to the board for this move.

December 2, 2011 @ 1:34 PM

[Reply](#)

Meet Osvaldo

December 4, 2011 @ 2:13 PM



For those of you who do not know him, The Board would like to introduce Osvaldo Beltran Camacho. Osvaldo is not new to our resort, as he has been with Las Palmas since day one.

He has been behind the scenes, handling our Mexico finances, our accounting, bookkeeping and financial administration. He has been instrumental in assisting the Board in creating budgets and managing our Mexico affairs.

He has a full awareness of current HOA issues, and has been assisting Francisco, the Board, and our homeowners in fiscal matters as well as project completion. Each year he has become more actively involved in administering projects and the day to day operation of our resort.

He is familiar with, and fully qualified to move forward with outstanding issues, and as you will see from his [impressive resume](#), fully qualified to fill our new position as Resort Comptroller.

Osvaldo and his team will follow through with all projects and ensure that the goals of our administration and the needs of owners are met.

During this transitional time, please feel free to follow up with Osvaldo on any specific personal outstanding issues that were not resolved under Francisco's watch.

The Board will be communicating at the Home Owners Annual Meeting the details of the restructuring of our Resort management operations. Meeting date is January 21, 2012.

We believe Osvaldo and his team will bring a new level of excellence to our resort. You will be pleasantly surprised to find Mr. Beltran to be accessible, and responsive to your questions and concerns.

His contact information is posted in the Contact Menu of this website, and is also listed below for your convenience:

Cell :638-11-30306

Office: 638-38-28137

EMAILS

hoa_laspalmas@yahoo.com
osvaldobeltrancamacho@hotmail.com

Meet Jackie

December 5, 2011 @ 11:40 PM



The Board wishes to introduce Jackie McGrew. Jackie has been hired as a quality control consultant for Las Palmas. Her goal is to bring Las Palmas standards up to that of a first class resort.

She brings with her a wealth of 25 years experience as a quality control manager from many different fields, most notably, the hospitality industry.

The main goal of her position is to maximize the cost efficiency and effectiveness of our day to day operations and monitor quality control at Las Palmas. She will be working hand in hand with the on-site management to improve the overall quality, appearance and curb appeal of Las Palmas.

Her role is also to look for ways to bring HOA services up to the level our owners demand and our renters expect. She will be examining every avenue to build and improve the communication process to assist our Tennants (bar, restaurant, rental companies, etc.) so they can better serve their clients, and still stay within the parameters set by the owners and the HOA board.

Actually, Jackie has been on board for several months now, quietly observing operations so that she can provide valuable input on how to best improve our resort. She has studied our operations extensively and will be reporting her findings and make recommendations to the HOA.

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Balvina

Glad to see Mrs. McGrew on board, I wish her the best and look forward to meeting her.

December 6, 2011 @ 9:45 AM

[Reply](#)



lorenw

Was a solicitation published for hiring such a consultant? Does she have any prior relations with anyone on the board? Will Jackie's reports be made public for owners to view? Will she be available for Q&A at the Jan meeting?

December 6, 2011 @ 9:00 AM

[Reply](#)



Ross, Webmaster (Reply to: lorenw)

The Board sought out Jackie on the basis of her qualifications. The decision was unanimous to contract her services due to her unique skills. She has been auditing our on site operations, and so far the Board is pleased with the results. It is the goal of the Board to be transparent, and strives to do what is in the Owners best interests. The Board is prepared to disclose any information as required per the CC&Rs. Please note that this & other recent topics and issues will be on our agenda.

December 6, 2011 @ 10:56 PM

[Reply](#)

Completed Project List 2011

December 8, 2011 @ 12:08 AM

- Purchased 100+ new lounge chairs and tables for the pools, as the old ones were not cost effective to refurbish.
- Completed the replacement of unsightly gravel with lava rock.

- Installed surge protectors on lighting fixtures and rope lights so they don't keep burning out.



- Installed floor drains in laundry rooms of all above ground units to which we had access.
- Installed 50 tankless water heaters with financial incentive for those who ordered. 20 more units on order. Clubhouse included.
- Instituted new pool heating schedule to allow for as little as 20% occupancy, and gave more discretion to operations manager.
- Resolved beach rights issue; Federal Beach Zone.
- Purchased propane heaters for pool restaurant.
- Replaced ceiling fans in pool area.
- Insured bar operator opened swim up bar on weekends.
- Instituted additional cost savings measures, with smarter staffing, so dues will not have to be increased.
- Painted curbing and re-striped parking areas.
- Painted clubhouse, staging building, and completed the painting of the villas.
- Completed painting of all the condo buildings in March.
- Secured tenants for vacated areas by Seypet. Massage room, Real Estate & alternative rental company.
- Began legal action and filed liens on delinquent owners.
- Instituted website changes for more owner mailings and feedback.
- Instituted electronic on line payment of dues via the website.
- Replaced broken light fixtures throughout the complex.
- Removed and or replaced dead plants.
- Replaced HOA transportation vehicle.
- Upgraded computers for guest use.
- Replaced control panel in steam room.
- Plan for allocation of funds to replace balcony railings with non rusting aluminum over next five years.

- Plan for allocation of funds to repaint condos and villas every four years.
- Installed gate inside clubhouse for after hour access to exercise and steam room.
- Purchased Kawasaki "Mule" for beach cleaning.

All these items were completed within the means of our budget. The agenda and official Board letter will be mailed and posted by December 12th. We urge all owners to attend our annual meeting on Saturday, January 21, 2012, at 10:00am. We will be having a social mixer that evening for owners to get together and meet one another.

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NANCY APRIL

Why did HOA pay for heaters for restaurant? And why was pool heating schedule changed? Thought that was going to be put to owner vote. If dues stay where they are or go up, I will be next in line for lien on my property. :(

December 16, 2011 @ 12:40 PM

[Reply](#)



David Frenznick

Impressive! We appreciate the board's continuing focus on improving our resort. Thank you.

December 8, 2011 @ 9:28 AM

[Reply](#)



Balvina Cardenas

Why are we paying for the liability of swim up bar, I think bar operator should be responsible for that cost.

December 8, 2011 @ 8:28 AM

[Reply](#)



ROSS (Reply to: Balvina Cardenas)

He is responsible for that cost.

December 8, 2011 @ 9:20 AM

[Reply](#)

Farwell Message from Francisco

December 8, 2011 @ 1:56 PM

Dear Las Palmas Home Owner Association members,

Being involved in HOA business for quite a while and having worked with several Boards in Las Palmas Community, I

perfectly understand how these type of decisions work which are always intended for the best interest of Las Palmas HOA, being exactly what this is all about.

I want to thank the current Board of Directors and All members-owners of Las Palmas for having had me & trusted me the on-site management of this Resort for nearly 7 years, as it will always be a huge asset in my professional life.

I want to wish the best for the new management structure of Las Palmas that I am totally certain they'll bring good things as I've known & worked along with Osvaldo for 3 years which takes me to foresee without a doubt nothing but success.

I wish Always the best for All Las Palmas Owners but most of it,
HAPPY HOLIDAYS and a PROMISING 2012 year!!!!

Sincerely,
Francisco L. Montano.
December 2011

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Emily

Good luck, Francisco. [12-13 Camisetas de Futbol](#)

February 19, 2012 @ 10:26 PM

[Reply](#)



Ann Marie

Hi Nancy, Don't know if you got his email addy. I have "Francisco Montano" ,

December 10, 2011 @ 3:57 PM

[Reply](#)



Ann Marie Wiley and Maria

Maria and I will miss you very much!! God Bless you and your family as you venture out to new beginnings. Best for your future and the coming new year. Love, Ann Marie and Maria Grande 102 & Grande 205

December 10, 2011 @ 3:55 PM

[Reply](#)



NANCY APRIL

I would like to send a personal response to Francisco. Can anyone tell me how to be in communication with him? Thanks, Nancy April, Baja 501

December 9, 2011 @ 2:54 PM

[Reply](#)



Julian Grande 401

Hermano Francisco, no entiendo claramente la politica envuelta en tu despido, pero no me gusta en lo minimo. Te deseo lo mejor para vos y tu familia Julian

December 9, 2011 @ 2:03 PM

[Reply](#)



Norm & Melynn Wakeman

We were shocked to here the news in a previous Blog. You will be missed. You have been there for us with help with translation, information and friendship. We wish you the very best in your next adventure and a very Happy Holiday. Melynn and Norm Wakeman Bonita 303A

December 9, 2011 @ 11:33 AM

[Reply](#)



Susan Miller

Good luck, Francisco. It won't be the same without you. Susan & Rich

December 9, 2011 @ 10:43 AM

[Reply](#)



Melissa Gross

THANK YOU Francisco for your many years of hard work and dedication to Las Palmas! We in Grande 301 wish you much success in the future! Happy Holidays! Missy Gross

December 9, 2011 @ 9:18 AM

[Reply](#)

Letter from the Board

December 11, 2011 @ 1:11 AM





Dear Fellow Las Palmas Owners,

A general assembly meeting for all Las Palmas owners is to be held Saturday, January 21, 2012 pursuant to article 28 from the law to hold an annual meeting. The purpose of the meeting is to conduct and carry on the business of the Las Palmas Home Owners Association to include HOA business, the election of a three year term for Board member and voting on the 2012 budget.

Until such election, the operation of Las Palmas will continue with the existing Board Members and the same HOA fees as approved for the 2011 budget. The first quarter common fees due January 1, 2012 may or may not be adjusted based on the approval of the 2012 budget. Should there be a change in 2012 HOA fees, owner account balances will be adjusted accordingly to reflect these changes for the second quarter payments due April 1, 2012.

2011 has been a remarkable year in many respects for Las Palmas. The HOA Board had made a commitment to continue to find ways to work on cost saving measures and continue to bring down the owners common fees. At the same time, our goal was to improve the onsite services for all owners and guests.

This turned out to be a greater challenge then expected. The Board was faced with several unexpected setbacks that included federal zone issues costing the HOA approximately \$20,000.00 in back payments and fees for the use of our property on the Federal Zone beach area. Additionally the HOA was pulled into the Villa 1 ownership dispute. Villa 1 was accruing excessive common fees and we were not receiving payment from any of the disputing parties. The HOA took legal action by restricting all services and access, applying a legal lien on the property and securing the Villa with additional security service.

More details will be provided at the owner meeting, however the HOA Board wanted to assure all owners everything possible was being done to protect and safeguard the interest of Las Palmas. This included billing Villa 1 for all and any additional expenses incurred due to the ongoing ownership dispute between the previous owners and or occupants because of non-compliance with HOA CCR's and forcing the HOA to incur additional costs.

Although setbacks like this made it difficult for the Board to focus on improving our resort, the Board still managed to complete several Capital projects in 2011. All villas and all condo buildings common areas were repaired and painted after the 2011 earthquake. Lava rock replaced the gravel throughout our resort. The cool decking was replaced at the Baja pool area. The Grande and the main pool areas are scheduled next.

The Developer, for whatever reason did not install floor drains in the laundry areas in our condos, so the board acted pro-actively and approved a laundry drain upgrade for under \$150.00 labor per unit. This was to install a floor drain along with a travertine floor sill in the laundry doorway to minimize any flooding damage occurring in the laundry area. The project is expected to be complete prior to the owners meeting.

The board also approved an on demand water heater system program with HOA financial incentive to any owner that wanted to participate. Should there be enough owners still interested, the HOA will advise owners at the meeting if we can provide this program again.

The Developer also used questionable quality electrical switches in the Baja building that has become a safety issue. Accordingly, the Board approved an electrical switch upgrade using the same switches that are in the other three building for consistency and safety purposes. This project is also expected to be completed before the owners meeting.

Chaise Lounge Chairs were purchased in volume directly from the manufacturer mid 2011. With the harsh desert sun a decision was made to purchase the cushions separately and only purchase high quality Sunbrella®cushions. This would ensure durability and longevity. This has proven to be a challenge since obtaining the correct Sunbrella®material at a reasonable price has been difficult.. This issue may not be resolved by the time of our owners meeting.

We also purchased a Kawasaki "Mule", This all purpose, all terrain vehicle will be cost effective by assisting in landscaping and other projects at our resort. We also plan to purchase a beach cleaning attachment to better keep our beach beautiful.

The Board has been diligent in trying to keep the utility costs in check at Las Palmas. This area is one of the highest expenses in our budget and required serious Board attention. With the help of quality control consultants and on site accounting team we have been successful in finding areas of improvement and keeping our costs low by negotiating a substantial water discount.

The success of many of these 2011 challenges and projects could not have been possible without the hiring of our Quality Control & Service Consultant and our new onsite management team. Effective December 1, 2011 the Las Palmas HOA hired a new onsite management team headed by Osvaldo Beltran Camacho to implement these measures. These management changes will be discussed in greater detail at the owners meeting.

The Las Palmas HOA Board of Directors scheduled the General assembly meeting for 10:00am Saturday, January 21, 2012. The Board wants to remind all owners that it is everyone's responsibility to participate in these meetings either in person or by proxy. We have a lengthy agenda this year and very important items needing all owner attention to help the HOA Board members with our direction for 2012. Please make every effort to attend or to send in your proxies to the attached address if you are unable to attend this meeting. The Spanish version of the proxy **must** be filled out to be valid. If you misplace your proxy you can go online to www.laspalmashoa.com and print one. The HOA website has direction on how to fill out the proxy.

Should you not be able to attend, please forward your proxy to someone that you know and can vote on your behalf. If you do not know anyone, choose our Administrator, where you send your payments or to the HOA Board, with Lynda Saveski designated as proxy with your directions. They may be faxed, scanned email, or snail mailed to us. Ross Anfuso will continue to oversee the our website and will assist in the official HOA communication by posting HOA information from Board Members as well as messages from owners pertaining to and consistent with Las Palmas HOA business.

The Las Palmas HOA Board of Directors focus for 2012 will continue "to work smarter" in all areas of the Las Palmas operation. We will scrutinize methods and find ways to become more efficient and work on lowering all non hard line

items in our current and future budgets. This will be accomplished with the assistance of an HOA Quality Control Service Consultant as an external means dedicated to work with all onsite operators / tenants and the HOA management team.

It is the belief of your HOA Board that there is no reason why the Las Palmas 2012 budget cannot be less than the 2011 budget as long as we continue to practice good cost saving measures and develop good habits for continued savings.

The Board of Directors is grateful to all owners that have assisted the HOA and given their personal time in the past, present and future to make our community a better place. The more everyone can participate and be heard for the better good, we can improve Las Palmas even further.

Las Palmas HOA Board of Directors

Jaana Panzio

Bruce Turner

Dan Dimovski

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Dina

I am trying to have you so many letters from the board about [resume writing group reviews](#). That all prepared and managed for the content followers and blog review writers of this blog.

March 13, 2019 @ 9:33 PM

[Reply](#)



Cathy. Baeshore

Thanks to everyone at Las Palmas. We appreciate the hard work of the board and all of the management and workers at Las Palmas, Resort for a job well done. We feel we have one of the most beautiful and well run resorts on Sandy Beach! Best regards Alan and Cathy

December 11, 2011 @ 5:39 PM

[Reply](#)

AGENDA 2012 HOA Meeting

December 13, 2011 @ 8:54 AM

GENERAL ASSEMBLY MEETING

Saturday January 21, 2012

ASSEMBLY AGENDA:

Member Check in / Registration @ 10:00am.

1. Call to order, Assignment of Scrutinizers – Validation of Legal Quorum
2. Introduction of HOA Board members & HOA Administration team.
3. Introduction of new onsite Management team.
4. Introduction of on-site tenants and outlet operators
5. President's Opening Remarks
6. State of the Resort Report includes 2011 review & 2012 moving forward.
7. Financial results for 2011, ending December 31, 2011.
8. Federal Zone Status
9. Villa 1 Ownership Dispute Status
10. On Demand Water Heater Replacement Program
11. Laundry Drain Upgrade Program
12. Baja Building Electrical Switch Upgrade Program
13. Chaise Lounge Chairs and Cushions Status.
14. Restaurant Operator / F&B Status. Update on pony wall to surround the downstairs dining area & to enclose upstairs balcony area and install a bar.
15. Massage and Spa Operator Status
16. HOA Proposal for vacant office next to restaurant "Everything You Forgot Store"
17. Presentation by Dolphin Rental Company. Presentation by Long Realty & Castaways. Board
18. Member election and voting procedures
19. 3 year Term Board Member (Bruce Turner – Director Position)
20. Final Call for Nominations
21. Brief statement by nominees.
22. Election / voting for 3 year member.
23. Review and progress of 2011 Board Cost Saving Measures.
24. Presentation of the 2012 Operation Budget.
25. Member voting on the 2012 Operation Budget.
26. Open Forum. Any Other Items.
27. Questions & Answers
28. Closing of the Assembly. Meeting adjourned.

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Cathryn Stotesbery

Since not all HOA members are in the rental pool or even interested in renting, perhaps the presentations by Dolphin and Castaways could be moved down to the end of the meeting agenda after the board member and budget votes? This way those who ARE interested could stay for the presentations and

others could leave. With such a lengthy agenda, I anticipate this meeting will take well over 3 hours ...so bring your lunch! See you there! ;-)

December 13, 2011 @ 4:51 PM

[Reply](#)



Jaana (Reply to: Cathryn Stotesbery)

I agree

December 14, 2011 @ 9:53 AM

[Reply](#)



Ross / Dan (Reply to: Cathryn Stotesbery)

The board can always change the order on the day of the meeting. This is probably a good idea and is under consideration.

HOA, Rental Co. & Owner Responsibilities

December 22, 2011 @ 11:06 PM

I would like to discuss with owners an issue that continues to this day to be a point of confusion and keeps coming up time and time again in different situations. Specifically the responsibilities between the HOA (Home Owners Association) which is a sole and separate organization and that of Dolphin Beach Rental Company, which is a privately owned company.

Dolphin Beach has a contract to rent space from us to do business at Las Palmas. Dolphin Beach Rental does not answer to the HOA, nor does the HOA answer to Dolphin. Both organizations work closely together on a daily basis to keep our Resort running smoothly.

With that being said, if an owner has an issue that needs attention and it relates to the rental of their unit, this must be addressed with Dolphin Beach management. The HOA does not control or tell Dolphin what to do. Dolphin does not control or tell the HOA what to do. Dolphin has their own employees and the HOA has 18 employees of its own that work for the HOA, not Dolphin.

Every owner that has signed an agreement or contract with Dolphin needs to contact that office whenever there is an issue pertaining to their area of responsibility (not the HOA). If you have a problem that is the HOA responsibility, then you need to contact our Comptroller at the Resort, **Oswaldo Beltran** in the HOA office.

If a situation arises that you are unsure of who to contact then either ask Dolphin or Oswaldo and you will be guided as to who handles what. The rental, cleaning, repairs, etc of a Condo or Villa in the rental pool is for the most part a Dolphin responsibility. If there is an issue with the common infrastructure area like pools, clubhouse, computers in the clubhouse, parking lots, elevators, etc, this would be the HOA responsibility.

The builder warranties on our property have now expired. If you have damage, repairs, or special projects you want to have fixed the HOA does not have a problem with any owner hiring a member of the HOA staff to make the repairs during their **days off, after hours, or lunch times**. You must negotiate a personal price with that person and handle it amongst ourselves. The HOA is in no way responsible for workmanship, craftsmanship or damage caused by someone you hired or contracted with. We do not guarantee the work performed by any HOA employee you hired outside the scope of their regular duties.

If the problem is a common area issue or an infrastructure problem the HOA will take care of this for you. This is what your HOA fees include. Certain projects like the laundry drain program is an item that we as a board felt the HOA should undertake. As a result, the Board approved funds for this project at no cost to the owners (assuming we can get access to your Condo or Villa to install the drain). The reason the Board moved forward with the drain program was due to numerous water heaters getting old and bursting, causing extensive flooding damage to condos below and to the infrastructure of the building.

I would also like to add that the HOA holds owners responsible for maintaining their condos and villas. Dolphin is not responsible for this maintenance. Example: earlier this year several Villa garage doors were identified that needed to be painted. The garage doors are the owners responsibility. If there are owners that asked Dolphin to have their garage doors painted because they were in the rental pool, that is fine.

However, when Dolphin or the owner did not get them painted in a timely manner then the Board instructed our manager to get them painted and we would have the owners billed for the paint and labor to complete this. (If you will look at your Project Documents Article 7 at section 7.4, you will see the authority to have this done).

Actually the Project Documents only require the board to give an owner 14 days to fix the problem. In our recent case of the garage door painting we sent out our first email to our manager from the board on 18 April 2011. We gave the owners until November to have the problem garage doors painted. When this didn't happen we had them painted and the owners billed. Owners were given 7 months to fix this problem not 14 days. It is unfortunate that a few were upset and complained about their doors being painted and being billed to much for the job.

The board is always available to answer questions, discuss problems, work out any and all issues with owners. Please just ask!!

It is the Board's responsibility to be pro-active on behalf of all owners when we request something that needs to be done and allow ample time for it to be completed. If an owner does not respond to our request, then we must initiate the project ourselves.

Please contact us and communicate with us. We need everyone's input to help make Las Palmas the best Resort possible. Please be sure that you direct your questions and problems to the correct location so they can be handled properly. There is a form on this website for you to submit your request in writing, and it will be routed to the correct contact person.

I look forward to seeing everyone at our annual meeting on Saturday, 21 Jan 2012. We had a good year in 2011 and I'm looking for an even better year in 2012. Thank You for taking the time to read this message.

Happy Holidays everyone!

Bruce L Turner
Board Member

Las Palmas HOA