



Las Palmas Community Assoc.
929 N Val Vista Dr, Suite C-109-164
Gilbert, AZ 85234

New Doors & Keyless Lock Entry



This hotel quality lock features keyless entry, and requires a security card for lock activation. The cards are programmed at the front desk to be active only for the length of the guests' stay. Owners will also be provided a key. Features include:

- Stainless steel mechanism and hardware that self locks.
- Batteries good for 15,000 cycles with low battery indicator.
- No internet required. Cards programmed at front desk.
- Cannot be opened if deadbolt is activated without a key.
- Computer log of who all cards are issued to and the employee who issued each card.
- Anti-pick latch.
- Requires a new door (samples will be available on-site for owners' viewing).

(continued from front page)

The 2017 owners meeting agenda has many important proposals however, the one that can solve the most problems and at the same time bring Las Palmas to the next level, is the negative-edge beach pool with swim up bar and grill located at the entrance to our beach area. This proposal addresses and alleviates many of the "good problems", such as the pool overcrowding, and the secondary effects of a family-oriented pool with a slide. It also solves the beach shower problem, the annual beach erosion problem, and the beach security problem that we currently have with our open beach area. A negative-edge pool with a non-intrusive wall to secure access to our beach, showers, and pool waterfalls, will be the key in bringing Las Palmas to the next level.

On behalf of the Board, I want to let all of you know that this past year has demanded an unbelievable amount of time and effort from your Board of Directors. If the 2017 proposals are approved it will be the same, if not more. I want to remind all of you that each Board member is an individual owner just like you, that has volunteered to put in our time and effort to make Las Palmas a better place. The team that you have representing you is unique and very dedicated. I have been part of many associations but I have not matched the achievements made with this group of people that I have had the pleasure of working with, which includes not only the other Board members, but our onsite management team, and now under our new rental pool system, the LPR team. It takes a tremendous amount of work to not notice problems and when you do find one, please remember that there are 100 things done right behind it. In the end, without your support none of us can succeed. Please make every effort to attend our owner meeting on Saturday January 28th. The more of you that attend, the more success we will attain. Decisions made at these owner meetings need to reflect the majority of owners.

As usual, in an effort to encourage you to attend and participate in the annual meeting, the Board will be holding the Owner Appreciation Fiesta. This year LPR will be hosting a cocktail hour from 5pm to 6pm in the new food court area (hosted beer, wine, sodas and water). Dinner will be served upstairs in the Clubhouse at 7pm. Please RSVP to Lynda Saveski, our U.S. Administrator and/or Osvaldo Beltran, our onsite Las Palmas Administrator if you plan on attending.

I welcome all Las Palmas owners to attend the annual owner's assembly meeting where we make decisions together on HOA business and discuss how we can make our community the best it can be.

Wishing each and every owner the very best in 2017!!!!

Thank you.

Dan Dimovski

Las Palmas HOA President

LAS PALMAS Community Association Asociación de Dueños LAS PALMAS

Puerto Peñasco, Sonora, Mexico

LAS PALMAS "Continues to Rock"!



Dan Dimovski President

Happy New Year! In 2016 we exceeded our goals and have made achievements that would not have been possible under the old rental system. These achievements have also laid down the foundation to make 2017 the year where Las Palmas will see its greatest success to date.

In addition to completing all the proposals previously approved by owners, there have been many other improvements made that were not foreseen, along with LPR's commitment to Las Palmas in infrastructure investments necessary to prepare Las Palmas to be the premier resort property on Sandy Beach. Many of these investments will be visible to you during your next visit. Among other things, the beach lounge chairs under our palapas have been purchased by LPR for all owners and guests use free of charge. The outside food court and restaurant have new operators that LPR will oversee on behalf of the HOA to ensure higher level of quality, and "American style" standards and services including accepting credit cards and providing room service. These higher standards and services will help Las Palmas reach the next level in 2017.

Along with the success Las Palmas has been blessed with in 2016 come growing pains. I like to call these "good problems" since they come from success. With this success, we are now faced with decisions we were never faced with before. This past year Las Palmas saw more guests visiting than ever before. Next to Las Palomas (a resort 10 times larger than ours), Las Palmas hosted more guests than any other resort on Sandy Beach. During high season this placed a great demand on our amenities and services. Even though the HOA and LPR handled the maximum occupancy demands with great control and execution, we still had issues arising from capacity occupancy. The most noticeable were some property damage, disturbances, excessive wear and tear on our community infrastructure and amenities, as well as overcapacity in our pool areas - especially the clubhouse pool. The pools at Las Palmas were not built to accommodate the occupancy that we are experiencing. Only adding more pool "real estate" will resolve the overflow problem we experience during high season (see negative-edge pool discussion below).

In an effort to help mitigate some of the these "good problems", the HOA Board reached out to owners and formed a Consulting Committee to aid the Board in dealing with many of the issues that had not previously come up in the past.

The Board also implemented annual owner information sessions. These sessions were a forum where the Board scheduled in-person, informal meetings in Phoenix and at Las Palmas. Since we only hold one owners meeting each year, the Board believed that with all the success and activities that took place throughout 2016, it was important to update owners and give them an opportunity to ask questions and give their input on the direction of Las Palmas for 2017.

The information sessions provided those owners in attendance an insight into what the HOA Board was faced with during 2016, the decisions made, and proposals for 2017 on how to resolve or improve areas of concern. Most importantly, the Board gave owners an opportunity to voice their own position and give direction to the Board on matters they felt were important. The Board found these information sessions to be very valuable, and has now made changes to the way the Board proposes the agenda for the annual owners meeting. In addition to proposals by the HOA Board, we will now place proposals on the agenda that owners bring forward that may not always affect the majority, but need to be addressed in the event there are enough owners to validate such need. Good examples of this are issues: (1) that affect villa owners but may not affect condo owners, and (2) for owners that live at the Resort full-time or are there long periods of time, and how they are affected. The HOA Board has listened to those owners that brought forward proposals and ideas, and those proposals that justify the need will be brought forward for owner consideration and voted on where applicable. These types of proposals for voting will be called "Owner Specific Proposals." *(continued on back page)*

2016 ACHIEVEMENTS

APPROVED PROJECTS HOA IMPROVEMENTS

- Pony walls around all four buildings were installed and rusting railings we removed.
- First Floor Condo Building Glass and Aluminum Rails
- Lobby, stairwell and restroom renovation completed with travertine tile.
- Massage Palapa
- Beach Palapas and lounge chairs.
- Villa Dome Membrane Repair and Paint.

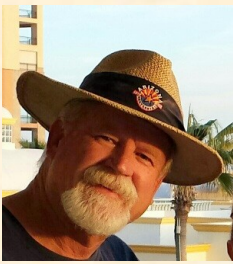
LPR's INFRASTRUCTURE INVESTMENTS:

- Food Court Area (Taco Stand, Wood Burning Pizza Oven, Granite Countertops, Lighting, Pergola, new Tables and Chairs)
- Restaurant Renovation and Improvements with new décor, new fixtures, new dishes, glassware, silverware, and cookware, etc.
- Beach Lounge Chairs
- Massage Palapa
- Temporary Tiki Bar
- Essentials Store in Lobby
- Replaced and Added New Umbrellas at the main pool.

TOP 2017 PROPOSALS

- Construct a negative-edge beach pool with security wall, showers and permanent Tiki Bar.
- Clubhouse remodel with 2nd story expansion with bill paying offices and new gym facility with upgraded equipment.
- Replacing walkway to beach with new pavers (sample on site).
- Replace condo doors with quality hardwood and electronic passkey locks (sample onsite).
- Improve and remodel clubhouse restrooms on lower level with new stalls and fixtures.
- Identify areas for developing additional pool lounge space.





Bruce Turner—Vice-President

Las Palmas begins another year. 2016 was again, I feel a very successful and prosperous year for our resort. We broke records again with both occupancy and total revenue. During the year I was personally involved in several initiatives and I will list a few below:

low:

-Our resort surveillance camera finally succumbed to the salt air and some rust in the controller and transmitter needed to be repaired/replaced, a couple new parts put us back on line.

-Our security guards duty belt gear had to be replaced as the initial equipment purchased was wearing out.

-I scheduled a training class for all of the HOA employees and Las Palmas Reservations (LPR) employees for both the AED machine and CPR procedures. I brought in an excellent instructor who is well respected as a trainer in our region. He is also bilingual which greatly helped in making sure all the specific questions were answered and understood by all.

-I conducted our annual Security Guard Training class. I brought in three instructors to train our men in dealing with difficult people, defensive tactics, and handling difficult situations. The instructors are all bilingual which greatly helps to communicate and get the information out there.



-I developed an English/Spanish test for our security guards. The guards that passed this test were given a 5% pay incentive. We have 5 of the 8 guards that passed the test and are receiving the increase.



-I developed a program to recognize our employee longevity. Employees are awarded every 5 years with a certificate, a year pin, and a cash stipend for every 5 years they work at Las Palmas.

-We had to change out the big Las Palmas sign lighting. The product we used in color did not stand up to our salt-air environment. We changed out to a soft white led lighting which has a better silicone coat around it and hopefully will have much more longevity.

-We started enforcing a policy which was always on the books but not enforced. This policy will require anyone with audible music near the pools, Jacuzzi, and common area grills to use earphones so as not to disturb other owners and guests that want peace and quiet. This problem really grew in 2016 and mandated us to enforce this policy. Music will still be allowed of course, in your condo and on the balconies within reasonable limits. Music around our main pool area will still be played but at a reasonable decibel level.

-We plan to employ a minimum of ten security guards for the spring break period and possibly up to fifteen, if needed. In the past we have noticed the number of security was greatly understaffed. I also plan to spend as much time as possible at the resort during spring break to assist our security to enforce the resort rules. We want everyone to have an excellent time, but they must comply with our rules and everyone has to be safe!

-I have instructed Osvaldo to install a Wi-Fi modem in the multi-purpose room so internet access will be strong in this area. Further, we are working on installing a resort phone in this area for use as needed.

-I obtained and had our guys install colored lighting in and around our New Taco Bar/Pizza area. I feel that area turned out great!

Owners, Las Palmas has existed now for more than fourteen years since its inception. As we grow older we have, and continue to have, signs of wear/tear and aging. The HOA and all employees try to keep a handle on it and try to ensure the resort is in top shape. Of course there is always room for improvement. I have always thought our owners are our best resource when it comes to both new ideas and helping the board and resort management keep the resort in the condition we want it to be. Please continue to help us do the things we need to do to make Las Palmas the best it can be. Email, text, call, or send smoke signals to get your ideas and communication to both the board and resort management if you have an idea or a change/improvement you think will make Las Palmas a better place. The HOA board does not run independent of the owners. The board only represents the resort and the wishes of the majority of the resort owners. Please keep open and constructive communication coming to the board and resort manager. We try to comply with all requests presented by a majority of the ownership.

My goal as board member for 2017 is to focus on the resort maintenance, cleanliness, and physical appeal, while working on the projects the owners vote "yes" on at the owners meeting. Thank You

Bruce Turner, Vice-President



Jaana Ponzio Treasurer

I am so proud of our homeowners association and what we have accomplished together as a team.

I wish every one prosperity, happiness and health for this upcoming year. I am hoping that all homeowners will come to our annual meeting and celebrate the growth and future of Las Palmas. Thank you - Jaana Ponzio

Teamwork!

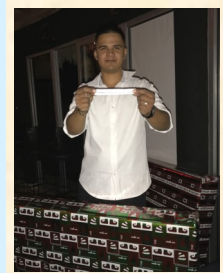
Las Palmas employees from the HOA and LPR periodically play soccer games against each other and together against other resorts!



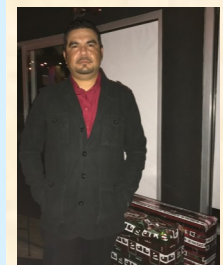
New Hires 2016

- Carlos Esparza—Maintenance
- Aaron Sanchez—Maintenance
- Eubaldo Espinoza—Maintenance
- Prisciliano Marquez—Security
- David Lopez—Maintenance
- Misael Corrales—Maintenance
- Lorenza Benitez—Housekeeping
- Ana Escarcega—Housekeeping
- Edgar Corrales—Maintenance
- Ulises Castillo—Front Desk
- Rodrigo Perez—Front Desk
- Daniel Montoya—Front Desk
- Grecia Gracia—Owner Services
- Brenda Pala—Front Desk

Xmas Party Prize Winners



Las Palmas held its annual Christmas party for all HOA and LPR employees on December 3rd. Food, adult beverages and dancing made for a good time by all. Two 42" LED Televisions were raffled off. Misael Corrales and Oswaldo Nieblas were the proud winners.



Negative Edge Beach Pool Proposal



curity. We will be able to monitor and control who can enter our resort.

In addition, the walkway to the beach has been deteriorating quickly, so it will be upgraded and replaced with new stone pavers. All these improvements will be done without any owner assessment or any additional fees.

Visit our website and click on the Beach Pool Proposal tab to see a 360 DEGREE VIDEO and all the artists renderings.

Our resort has experienced overcrowding and owners and guests have not been able to fully enjoy our pools with so many people present. To better enhance our resort and alleviate the overcrowding, the HOA Board is proposing a new pool be constructed at our beach entrance.

The proposed pool will be heated, have a swim up bar and grill, and shower facility. It will also be walled off from the beach to provide added privacy and se-



It has also been proposed to expand the grassy area near the taco bar, and replace the grass with cool deck to create additional pool area space to lounge and socialize. A wall around this area would be constructed to separate this area from the parking lot.

Meet our Operators!

Taco Stand



Tiki Bar



Uno Mas Bar



The Grille @ Las Palmas

The board has entered into an agreement with the owner of Yummi Salads to take over the day to day operation of our restaurant, now called The Grille at Las Palmas Resort.

We are excited to have a fresh, new, and diverse menu, along with an outdoor wood fired brick pizza oven!

It is imperative that our restaurant operate at hours consistent with owners' and guests' needs, and provide outstanding food at reasonable prices with excellent service.

Adriana Saavedra will oversee the daily operations and work with an onsite manager together with LPR to ensure the restaurant meets our expectations, standards and goals. She has a wealth of experience and is known locally for the excellent food served at her successful restaurant on Fremont St., Yummi Salads.

Adriana also is in charge of our temporary Tiki Bar, as well as the lower level restaurant bar.

These operational changes will give Las Palmas the flexibility in offering all-inclusive vacation rental packages, breakfast buffets, credit card payments and improving the overall guest experience. Our rental guests, visitors, and owners will now have a dining experience consistent with any fine resort. Our rental company, LPR, has invested back profits into this project, financing 100% of the entire cost of the food court area and restaurant renovation and equipment.

