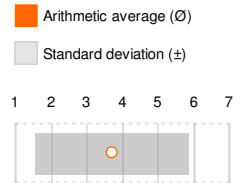


# LAS PALMAS OWNERS SURVEY / APRIL 2019

1. How satisfied are you with the current overall condition of our Las Palmas Resort? \*

Number of participants: 82

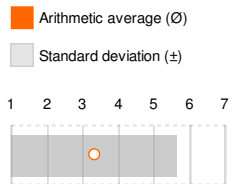
	HIGHLY DISSATISFIED (1)		SOMEWHAT DISSATISFIED (2)		SOMEWHAT DISSATISFIED (3)		NO OPINION (4)		SOMEWHAT SATISFIED (5)		SOMEWHAT SATISFIED (6)		HIGHLY SATISFIED (7)		Arithmetic average (Ø)	Standard deviation (±)
	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%		
	CHOOSE ONE	18x	21.95	13x	15.85	13x	15.85	1x	1.22	15x	18.29	11x	13.41	11x		



2. How satisfied are you with our current HOA board? \*

Number of participants: 82

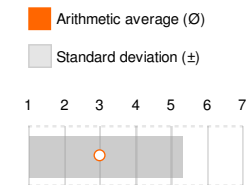
	HIGHLY DISSATISFIED (1)		SOMEWHAT DISSATISFIED (2)		SOMEWHAT DISSATISFIED (3)		NO OPINION (4)		SOMEWHAT SATISFIED (5)		SOMEWHAT SATISFIED (6)		HIGHLY SATISFIED (7)		Arithmetic average (Ø)	Standard deviation (±)
	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%		
	CHOOSE ONE	29x	35.37	14x	17.07	5x	6.10	4x	4.88	4x	4.88	17x	20.73	9x		



3. How satisfied are you with the transparency, accessibility and overall process of viewing our books? \*

Number of participants: 82

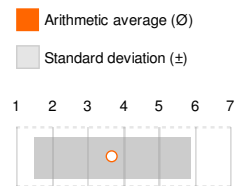
	HIGHLY DISSATISFIED (1)		SOMEWHAT DISSATISFIED (2)		SOMEWHAT DISSATISFIED (3)		NEUTRAL (4)		SOMEWHAT SATISFIED (5)		SOMEWHAT SATISFIED (6)		HIGHLY SATISFIED (7)		Arithmetic average (Ø)	Standard deviation (±)
	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%		
	CHOOSE ONE	41x	50.00	5x	6.10	2x	2.44	11x	13.41	2x	2.44	13x	15.85	8x		



4. How satisfied are you with our current rental system and it's management of our amenities? \*

Number of participants: 82

	HIGHLY DISSATISFIED (1)		SOMEWHAT DISSATISFIED (2)		SOMEWHAT DISSATISFIED (3)		NO OPINION (4)		SOMEWHAT SATISFIED (5)		SOMEWHAT SATISFIED (6)		HIGHLY SATISFIED (7)		Arithmetic average (Ø)	Standard deviation (±)
	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%	Σ	%		
	CHOOSE ONE	23x	28.05	7x	8.54	10x	12.20	8x	9.76	12x	14.63	11x	13.41	11x		

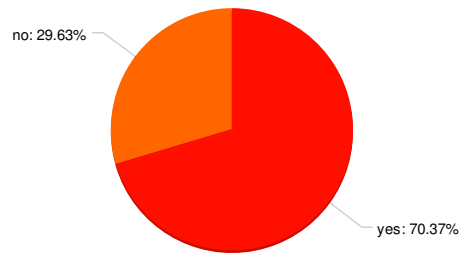


5. Would you be interested in having a "Las Palmas Owned" and operated rental system, as was proposed and voted on in the 2015 annual HOA meeting? \*

Number of participants: 81

57 (70.4%): **yes**

24 (29.6%): **no**

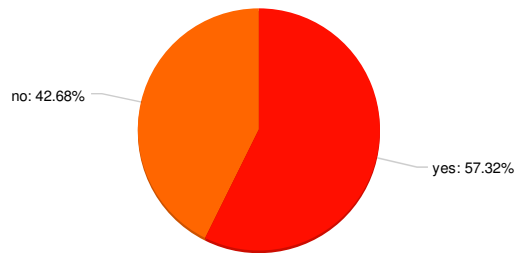


6. Are you familiar with the accuracy of your trust? \*

Number of participants: 82

47 (57.3%): **yes**

35 (42.7%): **no**

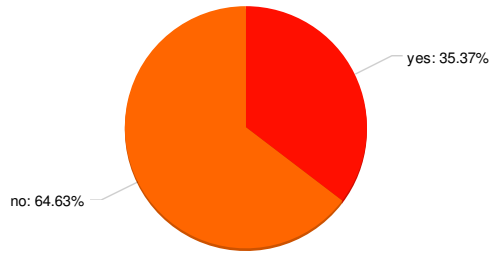


7. Are you aware that a large percentage of owner's trusts are not accurate, not recorded properly (if at all) and in some cases non existent? \*

Number of participants: 82

29 (35.4%): yes

53 (64.6%): no



8. Are you interested in finding out if your trust is in order? Please type Yes or No. If yes, please enter your condo/villa # and building \*

Number of participants: 80

- No
- NO
- No
- No
- No
- Yes [redacted]
- Yes! [redacted]
- No
- No
- [redacted]
- No, my trust is in order. [redacted]
- no
- Very important for owner to seek for help related to trust's matters.
- YES, [redacted]
- Yes [redacted]
- Yes [redacted]
- Yes [redacted]
- [redacted]
- no yet
- No
- Yes. [redacted]
- Confirmed ours
- No
- Yes
- Yes
- no
- yes. [redacted] I hate
- [redacted]
- yes please [redacted]
- no
- No
- no
- No

- No
- [REDACTED]
- Yes. [REDACTED]
- [REDACTED]
- y
- YES [REDACTED]
- No
- Our trust is in an American LLC But it would be good to double check
- NO
- [REDACTED]
- Yes [REDACTED]
- Yes [REDACTED]
- no
- no
- Yes [REDACTED]
- no
- Yes [REDACTED]
- no
- [REDACTED]
- no
- yes [REDACTED]
- Yes [REDACTED]
- [REDACTED]
- No
- NO
- no
- Yes. [REDACTED]
- no
- Yes. [REDACTED]
- no
- Yes. [REDACTED]
- Yes [REDACTED]
- yes
- NO
- No
- [REDACTED]
- No
- No
- No
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Yes.. [REDACTED]
- Yes [REDACTED]
- no
- Yes [REDACTED]
- Yes - [REDACTED]

9. Please add any additional comments, praises or concerns?

Number of participants: 50

- Am long time owner ,was on verge of selling the unit despite economic down turn. Meaning i was willing to take loss under al youngs mgmt.  
I cannot praise enough. Thanks.
- In regards to the rental question, I'd like to see HOA run front desk.

Thank you girls for doing this, let me know if you need anything.

- You know how I feel. we need to remove Dan as HOA president
- We need to ensure that any transition we make is smooth and not abrupt with the new team, rental system etc being able to take over from day 1.
- If it's so bad get a lawyer.
- Very concerned and dissatisfied about how employees are treating, OWNERS, OWNERS FRIENDS AND FAMILY MEMBERS. HIGHLY DISSATISFIED with the way our resort has been manage for the past years.

- WE need more transparency totally AND a Las Palmas Owned and Operated Rental System. WE ALL THINK THAT IS NOT POSSIBLE. We understood that it was illegal and not possible. There are many things that can be done to make Las Palmas "a jewel" on Sandy Beach.
- Need improvement grounds work and overall matence
- We're happy with everything, just need to update condo pics.

I thought about my reply to the question about the "HOA owned rental company". I don't recall that that was what was voted on. My recollection is that what was voted for was an HOA controlled rental operation, not HOA owned.

- Wish to see board removed and separate property management and competitive rental companies.
- aunque se que una mayoria de estadounidenses son propietarios de los condos, creo tambien hay varios latinos, que les agradecerian que mandaron los mensajes en español.....en lo poco que llevo mde dueño mhe visto y sentido una gran sensacion de que no se esta manejando como es debido. me preguntaran como que?, ahora no mse los podria mexplicar, pero ya despues con el tiempo, con gusto les explicare estas sensaciones no muy buenas que me han dado mciertas personas....
- new board members...term limits
- Thank you for asking for our input.
- I don't understand why Dan has not stepped down
- As owner of a Villa and Condo, I have been really happy with our investments. Then the HOA took an extreme hard line with self renters and pointed to a portion of the Bylaws stating you can't operate a business on site , instead of simply stating you can't self rent . It would of been much better to create a system that would ensure guests are checking in at the front desk with all information and have the renter post impact fees to the resort for a check and balance . Unfortunately for all of us it's led to a Social Media attack from about 10 owners and they gave created Hell for the rest of us. These dead beats are not paying assessments, dues and fines and somehow they think they know more than the rest of us. Sell, Sell, Sell Sell PLEASE, so my investment isn't ruined
- I feel that the kids pool and the slide pool with surrounding area and chairs could use some attention.
- Rental system and condo management should be separate. No commingled finances
- I hate what was done to the path to the beach. The steps down to the beach need hand rails.
- i am mexico citizen
- I am an original owner and have been very involved until I became very very sick over 6 years ago. I am extremely disappointed with the current board and would not elect any of them again. The info that is spreading around rocky point about our board and las palmas is disgusting and real state devaueing. What a presumed mess the board has created.

Very very disgusted.

- We feel that our Board President needs to be replaced and Transparency in the finances.
- Things in general seem to be improving somewhat. Satisfied with the Treasurer on the Board, not certain about Harve's true feelings or how he votes. Time for Dan to retire due to still seeming to display dictatorship qualities. Surveillance team seems to be achieving progress in certain areas. Time to vote in our 5 member Board - 4 of the 5 anyway.
- If owners would quit whining and quit distrusting everyone and just pay their damn bills and their fair share the resort would be overall better for everyone. You can't have an HOA owned rental system because it has to be set up as a non-profit organization we've been told that over and over and over again but apparently no one seems to listen.
- good work, have my support
- I don't think we need one person in charge of our property. I don't feel like I have a voice, I think the person that thinks they are in charge only does what gains for him. Not what the majority wants, feel like he is just out for his own gain and the people that he puts beside him. I want to know what is the Mexican Law behind the legalness of our HOA. Just want to be more informed

make sure I know the laws and make our place United together (not just one person) and be the best on the beach.

- We need transparency! I refuse to pay my HOA dues until I see where my money is going. No transparency means unhappy owners. Lots of non-transparent issues going on and I will not pay my dues till I see organization within HOA and president owned rental company.
- The main issue we have with Las Palmas is the HOA board. We do not get real figures and it seems we were in great shape (without proof of course) moneywise until the past year. We should be doing very well with the Rental fees that come in and the popularity of Las Palmas as a destination. It would be helpful and appreciated to get a monthly or quarterly update on income, money out, what is going on around the property. We need to work together vs not. Even if you are not in the rental pool and would like a few comforters washed and dried in our large washers, what is the big deal? Even if there is a cost to do this it would help the community keep this in the community vs sending the owners out someplace else to have this done.. It could be up to the HOA to make the decision as some may take too much advantage of the situation of course.
- Fomenting controversy within our community damages our reputation and affects our property values. This board was duly elected and deserves our support. It's a voluntary, unpaid and largely thankless position, for goodness sake. Is it perfect? Certainly not, but Las Palmas is in far better shape and the rental pool much better run than it was when I purchased 10 years ago. If you don't want to play by the rules 95% of the owners play by, find another community more to your liking.
- It makes me so sad to have invested in a property I have no say so in, my entire inheritance went into this property of which 15 years ago was made as an investment to possibly make a couple of bucks renting out to pay for my kids college instead I worry everyday i'm doing something wrong and will get a fine.

It's also very upsetting that our hoa president has lied to us at all the meetings. What he says and what's in the meeting minutes that we get the day of the meeting are all contradictory. He tells us what we want to hear and then we vote on something totally different.

- Things need to be handled in a professional manner. The use of social media was inappropriate. Let's ensure that we were not fighting in a public forum as this is not the way adults conduct themselves. It has been quite a spectacle over last few months.
- Broken tiles in hall going up the stairs, Baja makes it look dirty.
- lpr must go dan and his whole family too
- We are all getting older, definitely need hand rails on steps to beach and on stairs up to bar and gym from office.

Not 100% reimbursed or replaced for items reported broken or stolen

Last time we came down, every light in every room including balcony was on.

Overall, we are pretty happy with things. Like the fact that we don't get charged for repairs, just parts.

- At the present time I am only dissatisfied with Dan and have no opinion of others
- I am very happy with our rental system, before they took over every thing was a mess, things were missing from our unit and people were staying in it and we were not getting paid

Thank You,

- Could you have someone contact me to let me know what is going on. [REDACTED]
- I think the HOA should release all the names and email of owners at Las Palmas, a meeting should be called. A SEPARATE meeting should be held by all the owners who RENT their property at Las Palmas and let us all get on the same page.
- generally satisfied. The special assessment concerned me.....a surprise...!!! [REDACTED]
- I am not in the rental pool so I put No for question # 4 as for the trust issues, the title is under my name .
- An opportunity was lost by not asking if we would be in favor for a special meeting to be held to replace the current board.
- Maybe we could have a private meeting between to owners in Arizona. I am willing to help in anyway I can, just let me know. [REDACTED]
- Elevators are in need of replacement and a replacement fund should have been escrowing funds for major repairs/replacements of infrastructure continually, not assessments.
- After owning a condo at [REDACTED] for 5 years and being on the board there I can tell you Las Palmas / Las Palmas Reservations is well run and organized. The Board and staff have being doing an excellent job. I am not sure of the wording of question 5 I thought we do have Las Palmas Reservations owned and operated by LP HOA?
- I have no reason to believe my trust is not in order, but I think I'd better check!  
Don't we already have a Las Palmas owned rental system?  
I think the board and LPR have done a great job! Thank you!
- I would be interested in knowing which Owners/Board Members are not paying their HOA Dues, Assessments, and Impact Fees but not being targeted by the Board. I would be interested in knowing why the Board and Administrator will not work with the Oversight Committee and will also not share other Owners' contact information so that we may communicate easily with each

other. Now that I know the President has removed an Owner from the Oversight Committee and appointed someone he wanted on the Committee I would be interested in knowing why the President has the power to do that. I would be interested in knowing if Jackie McGrew is still being paid for Quality Control, along with Alex, and would be interested in knowing how much Alex is being paid. I would be interested in knowing what happened with our Head of Security, Cesar, and also why our employees continue to leave. I would be interested in knowing why the Board can decide when to switch the negative edge pool from no children to allowing children. I would be interested in knowing why our elevators and roofs are not repaired, why fire hoses are not replaced, why our grass looks more like dirt than grass, why Owners are being denied entry into Las Palmas, and why the Board can put employees at risk of being arrested for trespassing on Owners' properties to shut off the water. These are a few of my concerns.

- Thank You

- Owners in good standing may look at the books after signing a non disclosure agreement.

- It is not cost effective to run the management of the rentals. If the HOA hires all the employees, etc., there are great liabilities. We need to do as the other resort HOAs and hire a reputable rental company and do so with a good contract. Put our an RFP (Request for Proposal) and definitely stipulate exactly how they are do run the rental company and if the Board is not satisfied they have a termination clause. All the amenities (including landscape maintenance) should be under a bid contract. The HOA should only hire a property manager/administrator who reports to the Board (providing reports on all the contracted companies). The landscape maintenance is looking much better. The buildings maintenance and pool maintenance is terrible.

- I have been attempting to verify if a trust was created, and if it was in what condition it is in now...I have had no success in that.

- Have not been there since HOA meeting .

i will be in in June.

██████████