

Las Palmas - Jan/2020 Survey

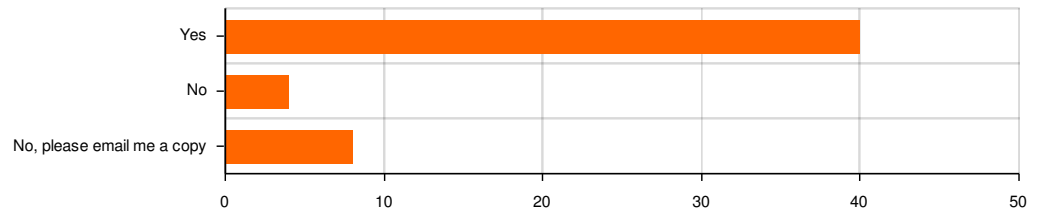
1. Have you read our Oversight Committee's newsletter, released on Dec. 27, 2019, discussing some of their findings and concerns?

Number of participants: 52

40 (76.9%): Yes

4 (7.7%): No

8 (15.4%): No, please email me a copy



2. Comments:

Number of participants: 14

- I agree with the Oversight Committee's recommendations
- Very grateful that they they reached out to let us know some of their concerns.
- Contract with LPR is very troubling
- This is nearly what I would/could have written upon removal from the Committee the end of April - therefore no real progress made due to 1) resistance and camouflage from administration 2) lack of follow through from the group in a timely manner. Relieved to see the Committee release such an honest overview of the state of Las Palmas.

A need to reproduce this letter along with the full set of pages of the questions the Committee sent to the Board which proves the Jorge Lenin Group is practically calling all shots presently therefore protecting/allowing Dan's plan of stacking the new Board, preserving LPR as he created it and continuing business as usual even though he is no longer "acting" president.

- Great letter very informational
- Will be anxious for all of this to be discussed.
- Everyone needs to pay HOA, if they are not happy vote the board out or run. Put liens on all of them!
- Shocking but not surprising
- Very disturbing the board does not respond to Oversight Committee. Sounds like Oversight Committee is going away - why is that?
- Need to change the board with those that will focus on transparency
- excellent report
- We are just new to Las Palmas & we agree most of these issues need to be addressed,
- Not happy LPR won't send over requested docs. Sounds like they have something to hide.
How do we take back LPR and the website from Jackie and Dans clan?
- Thank you for doing that. agree with everything as far as I remember

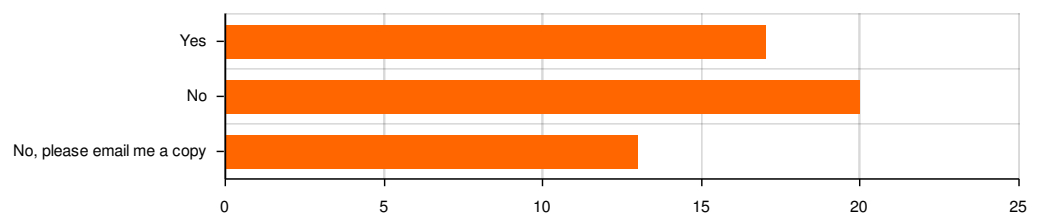
3. Have you seen the contract between our Las Palmas HOA and Las Palmas Reservations (LPR) dated February 15, 2015?

Number of participants: 50

17 (34.0%): Yes

20 (40.0%): No

13 (26.0%): No, please email me a copy



4. Comments:

Number of participants: 9

- Unbelievable
- This contract must be illegal. It was signed three weeks after our 2015 AGM . During that meeting we voted for an HOA owned rental company not a private one. This contract gives LPR total control of our resort, including bars and restaurants...absolute BS
- Clearly an illegal agreement which reflects lack of professionalism and proves it was done 'under the table' without creditable legal representation.
The fact it was created with a built in renewal factor is clearly illegal according to CC&R's and most HOA regulations which require all such contracts to be voted on by the full membership.
It also proves the fact it is not run by the HOA membership as stated in discussions and the vote, it is therefore a one person business which also breaks CC&R regulations due to restricting and denying ownership oversight.
{It's improper re-wording compared with exactness to the discussion & vote may be capable alone in disqualifying and nullifying contract}
- We were never given the opportunity to see it.
- Again, that's insane, we would never have voted for an never ending contract that keeps renewing automatically.
- Seems like not good for our HOA. They seem to be making alot of money at HOA expense.
- Written to completely favor LPR, not the owners
- Terrible agreement
- Very concerned about this. as they hold the reservations and also have other complexes that they can move them to. Not a good situation.

5. Please list the things you like most about Las Palmas

Number of participants: 35

- N:a
- Lowest HOA fees and small property feel.
- close to beach, great ocean view, love the lengthy beach, some of the owners
- It has all we need for a great resort and business proposition. do not understand the bad behavior.
- Beach Location, size of units
- Love that it is small and quaint making it easy to meet other owner's.
Love the potential we have.
- All my new friends :)
The boutique feel I know it could have
- Smaller, location, negative pool, reasonable HOA dues
- The new landscape, pools, lobby, restaurants, they keep my place clean.
- Right now I only like the potential
- Location, size, condo layout, owner friends, feeling like a movie star when I drive past all the cameras
- The small coziness of the property is what drew me to it, more like a friendly neighborhood instead of the cold tall towers many condo communities present. I also liked the tucked in feeling of our location - only those looking for us would find us.

Nothing else I was drawn to exists presently.
- not impressed
- Until recently (past couple of years) staff was responsive and helpful.
- my neighbors
- Infinity pool
Both slides for kids
Great and courteous staff
Security great
- No fee maintenance. Friendly staff. Many pools and hot tubs. Easy to make reservations.
- That I'm at home when we're there.

- That it is on the beach and that it is a gated community.
- Small community, w family values, all we need to do is change current leadership.
- The Staff
- Beach my home
- Family oriented community
- My friends, neighbors and location on beach and size of community.
- that they take care of most issues promptly.
- Location of the property and its potential to become the best resort in the area.
- New pool, pool slide, restaurant, towel shack
- Life on the beach with family and friends. Pools and jacuzzis are excellent
- Friendly family resort.
Easy access to the beach.
- Not much
- The resort is unique & different from many high profile classy resorts around us. We continue to enjoy how it looks to us.
- Proximity to Arizona
Love the view of the Sea of Cortez
Have enjoyed meeting most of the owners
- Most of the owners
Location
Beach
- The small Botique Resort. People can get to know other owners. It seems owners should have more control about what happens at Las Palmas.
- The ground Maintaince is starting to look better and rules are starting to be enforced

6. Please list the things that you like least about Las Palmas

Number of participants: 37

- N/a
- Need to work on the infrastructure
- HOA board dictatorship, police w guns restricting access to last board meetings, no financial accountability , no escrow funds for major maintenance means assessments will be coming, HOA president is a dishonest liar who has denied basic financial accountability reports to owners. Handful of Dan syncophants who shout down honest homeowners who have long requested access to financials and increased financial accountability. We have lost control to a closed board with risk of embezzlement and wasteful spending with no escrow for deferred maintenance costs.
- Unpainted entryways at the elevator. UGH!!!!
- The tired look of the buildings. The elevator condition. The Poor and Bad condition of the parking lots. Too much concrete in the common areas.
- The condition is worse than unacceptable, it is disgusting and embarrassing and it just keeps getting worse every year!
No accountability, no managers on sight makes no sense since we have more than we should need.
Employee turnover is terrible. It used to be so nice seeing the same familiar faces there when we would come. Not anymore :(
Drinks are overpriced for Mexico.
- There is no transparency
There is no legal structure
The owners appear not to have a voice
It does not get kept up
- Not kept up with maintenance of the buildings, too much conflict of LPR and owners.
- Management don't answer calls or call back when there is a problem. Don't fix the things in the condo that I have ask for. Don't communicate that the project is done in my condo. There has been less renters renting the last year. And I have to give a portion if I rent it.
- The garbage dump as you drive in and cars parked all over, the poor shape of roadway, the poor paint job of towers and villas (mismatched shades) , the rope lighting on trees, all the concrete, hallway ceilings of towers not

maintained, most everything not maintained, palms needing trimming, stores by main pool items placed out in walkway and eating area, the disgusting garbage rooms...my list could go on ☹

- Administration

one person run rental company

constant pressure of only on-site rentals allowed

Constantly being told one thing then argued to another

UNFRIENDLINESS of the LPR staff

Unkept road and pathways

Lack of pride in the appearance of LP in general

3-member Boards never work

Our employee turnover rate is not only unacceptable but it shows the internal state of Administration

- not impressed

- Lack of response from on-site manager

- We are renting more and making less...

NO heated pool?

Families can't use ocean front pools, so teens use kiddie pool?..

HOA seems to be run like a banana republic .

- LPR!

Lack of support from property management

Rules keep on changing

- Summer months condo stairs and inside pool areas around are dirty(sandy etc)

- Elevators not always working. Need more carts to carry things upstairs. Having to climb stairs to get to bar and meeting area.

- Broken tile

- The decaying of our community.

- We don't like the merchandise store clogging up the restaurant area and the pool area. and that maintenance is only done right before the HOA meeting. It is never done year round. Many things stay broken for too long. Also do not like that you can't bring your own drinks and coolers to the pool areas.

- Leadership

- The new pool area. It looks like a parking lot...Just an unattractive cement slab.

- Leadership

- The property needs major upgrades and fixes. The entire complex is declining due to the cost of the new pool and all the cost involved to all the property owners.

- Condition of property, difficult to get straight answer to questions, some of my neighbors have been treated unfairly and seem to have no recourse with the board. Not everyone is treated equally by staff and board. Very uncomfortable being in a locked room with armed guards with machine guns at last meeting.

- Looks like a 3-star motel rather than a resort, overspending, lack of transparency, no easy access to reports, the LPR contract, divisions among owners, weak rentals even during major holidays, heavy penalty for owners who wish to rent on their own, no HOA controlled rental system

- Lack of security, lack of maintenance, loud music, coolers and fool by the new pool, not checking and limiting the number of people in each unit, and the very UNSIGHTLY MERCHANDISE, especially large pool floats, by the restaurant and old pool. No four or five star resort would ever have something like that taking up all that room! Nothing against selling stuff but do it inside or in some other less crowded spot.

- Anger, animosity amongst some owners. Can't we all get along?

- Security behavior.

Employees behavior at front desk.

Lack of communication with our manager on site.

- The shape of the resort The LPR staff all of them Dan too No heated pool

- 1) The pavers in our Baja parking area are badly worn out. They are need to be rebuilt or built with different paving materials.

2) Elevators need to be rebuilt.

- The congested summers tho its good for rental.

- Constant bickering

Disorganization

Lack of transparency from the HOA board

Lack of accountability with LPR

Poor management of maintenance staff

- Lack of training for housekeeping
- The ridiculous adult only pool policy!
- elevators
- Dan and anything associated with him
- paint, condition and need to get rid of orange color (very dated)
- landscaping condition
- Need to change from rule that we must use on-site rental company
- Need to come up with method that we can make money with on site laundry
- Need to funnel more income from bars, restaurants and shops to association
- Need to reduce or eliminate impact fee
- fees on rentals are too high and income is not going to owners
- Reservation system in place. The owners should have more control and the fees are way too high. We should have more say in the rental process taking place on our condos.
- The Area between bathroom and oddly shaped jacuzzi. It looks like a skateboard park.

7. In your opinion, what can our new (and existing) board members do to make Las Palmas the best resort on Sandy Beach?

Number of participants: 38

- High quality standards and honest communication and transparency between the board and owners. A more clear understanding when it comes to the laws for self renting or renting with the onsite rental company.
- Transparency
- Keep owners updated on all repairs pricing and schedules all votes count.
- Conduct an audit of financials to uncover losses and risks. Plan/escrow for future deferred maintenance/replacements. Encourage rotation of board members to facilitate transparency and fiscal responsibility. Remove Dan from position.
- manage it. See who is misbehaving and fix it.
- Make owners responsible for delinquent dues. Have a clear policy on all rentals
- 1. Accountability to start. We need to know who is responsible for what.
- 2. Onsite manager there at all times!
- 3. Maintenance people available for ALL owners at a REASONABLE Mexico rate.
- 4. Bring owners together by having special events and bring some positive energy back.
- 5. Stop using cheap fixes, it just looks tacky.
- 6. GET RID OF THAT EYESORE OF A GIFT SHOP!
- 7. Increase the minimum age for renting, 18 is just too young.
- Hire a professional property management company who knows the Mexico laws!!!!
- Open communication, monthly reports of expenses and incoming \$\$
- I think owners should vote on what we spend our money on and we should have 2 presidents and people under them to just carry out what the people vote for. No one person or 5 people make the decisions. Majority rules!
- Focus on repairing and cleaning it up. Raising rental age. Soft closing door closures to avoid the front doors from slamming shut. Replace pavers in back buildings. Look at ways to possibly increase parking. Better restaurant and promotions. Transparency of books.
- Listen!
- Ask membership to vote on updating our CC&R's in accordance with Sonoran Law to ensure things run smoothly from here out
- as other communities here in Penasco have done, expected to be required within 5 years to the long.
- Create a serious priority list and start marking them off as repaired or attended to.
- Hire a new Maintenance Manager.
- Hire a new Administrator.
- Require proper mgt at security gate to ensure a 3-way audit on impact fees. (easy peasy)
- Change existing practice to send impact fee, etc. reports to all HOA & rental company owners QUARTERLY
- Prepare comparison presentations for other businesses to compete with LPR to choose the best for LP.
- Start taking fees for Restaurant, Taco stand, Pool bar, Upstairs bar = all owe us rent!
- Highly recommend a yearly scheduled membership meeting in October to discuss all needed imm. & overview primary Jan. meeting.

Search the past books at the banks where accounts now closed & compare with new opens in the US.
Prepare to accept most if not all HOA dues (assessments) to be paid in Mexico SO the money is readily available for upkeep & emergencies.
Arrange to have each elevator completely refurbished -- 2 each a year or 1 each quarter finances available.
HOA can run the new pool bar (would be nice to make some money back we've spent out) IF we use all monies not paid out for liquor & supplies, bartender, help to apply towards upkeep and purchase of new required items
Continue Listening to owners and respond after considering the opinion.

- resign
- Follow through on collections of unpaid fees from owners. A rental arrangement that is equitable to owners and leasing company alike
- Get rid of the Dan Dom. Guy and his group. Seems to be massively corrupt , even for Mexico..
- COMMUNICATE and be honest
- See to it that those things that are voted on actually get done.
- If it is possible, do more to get people to pay HOA fees so maintenance issues can be addressed.
- There seem to be two groups that don't get along. Pelosi and Trump, Just non stop!
- Do what is best to protect your investment.
- Keep on top of maintenance problems, be transparent.
- Resign
- Be honest and know how to run a HOA
- I wish our new board members look at the many upgrades that the complex needs instead of looking for another costly pool or other unnecessary changes. We need to fix our streets, paint our buildings, incorporate new doors with keycards, etc.
- Think more regular and effective maintenance at property is needed. Do not see why more amenities need to be added. Just increases cost and we have enough - more than enough stuff to take care of at property. There should be a grievance committee for owners to discuss any fines and action taken against them.
- Change it to a 4-star resort, review and revise every contract, frequently update the owners, hold 2 meetings per year, add a professional management company that can assure transparency and provide easy access to reports, give owners to have more benefit from rentals, find a better option than LPR contract, create unity among owners
- Get rid of the merchandise in the main pool area (at least the big pool floats), have security on duty and keep the premises clean.
- Solve the problems of delinquent accounts, ownership, rental agreement with LPR and the issue of self renters.
- Bring the resort back to what it was years ago.
Replace employees with bad behavior.
Replace our current on site manager, accounting on site, and our current president.
- The beachfront setting.
- Clean up the resort Stop harnessing owner's Lower the impact fee Stop letting LPR from taking 10% of the impact fee
Let owners choose what rental company they would like to Stop twisting around the by laws and the CC&R'S For starters
- No comment this time.
- Get Dan out and VP and figure out how we can manage our own rental company.
- Better and more timely communication with the community
Establishing reasonable goals for resort improvements with accountability with regard to progress
- Make sure Las Palmas stays clean, the furniture in good condition and what the resort was meant to be, a family resort!
- TRANSPERANCY !!!!
All board meetings open to owners to view
Keep property clean and paint touched up. Labor is cheap
rebuild or replace elevators
check existing employees and systems for fraud, waste and abuse
- The rental Company should belong to the owners not individuals who take profit from owners and renters.
- Open communication, maintenance of grounds. Activities for all ages. A resort staff member interacting with guests.
To gain personal knowledge of their stay at Las Palmas.

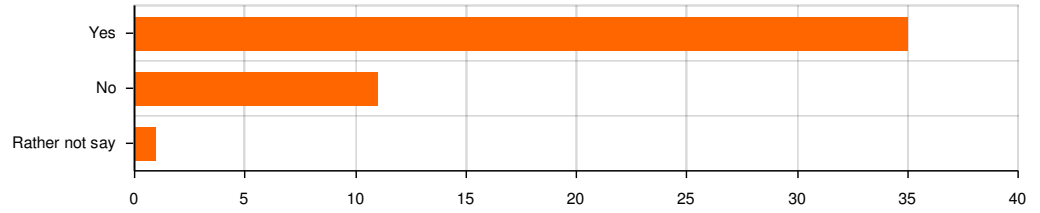
8. Do you currently rent your condo or villa (either long or short term)?

Number of participants: 47

35 (74.5%): Yes

11 (23.4%): No

1 (2.1%): Rather not say



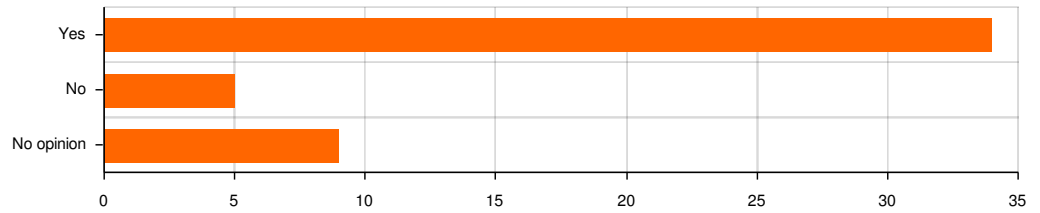
9. Would you like Las Palmas to hold 2 Homeowner's meetings per year (as some other resorts do), instead of 1?

Number of participants: 48

34 (70.8%): Yes

5 (10.4%): No

9 (18.8%): No opinion



10. Do you plan on attending the January 25, 2020 Annual Homeowner's meeting?

Number of participants: 48

34 (70.8%): Yes

7 (14.6%): No

7 (14.6%): No, sending my proxy

