

ASSOCIATION OF HOUSE OWNERS



Minutes of the Annual General Meeting of the House Owners Association (HOA)

Quinta do Paraiso (QDP) held on Saturday March 30th at 2.00 PM

Place : Restaurant Rabelo , Quinta do Paraiso

Meeting was attended by :

Board : Alan Jenkins, Chairman

Bas Aarsen, Treasurer

Aart de Groot, Secretary

Djurre Siccama

Piet van den Berg

Members: In total 12 people representing 7 houses (Board members included)

Apologies : From 3 houses and from Mrs van den Berg

1 Opening :

Mr Jenkins opened the meeting and welcomed all those present on this first ""not Brexit day "".

He asked if anyone had suggestions or additions to the agenda as presented by mail before the meeting. No remarks were given.

2. Minutes AGM March 17th 2018:

These minutes were read page by page and no changes were proposed.

The chairman clarified the outstanding matters, under the "Any other business section ""of those minutes, as follows:

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- D Block - QDP does not want to be involved in this maintenance issue, due to a lack of communication with many of the owners of this block. The HOA does not feel they can do anything either, as we have only 2 members in D block.
- The use of credit card deposits was again rejected by QDP, no new arguments were given.
- Upgrades do now appear on the owners online bookings , a new column was added by QDP.
- Potential enhancements for the HOA website are carried forward.

The minutes as previously circulated were accepted.

3. Board meeting with QDP

The board had a meeting with the QDP management Friday March 29th 2019.

The following topics were discussed:

- CF Fees

An interim CF Audit Report was already circulated in the February 2019 Newsletter.

Earlier this week, around 200 timesheets were checked by your Board. This check confirmed the 40% increase in the Hourly Labour costs, together with the 8% decrease in the overall CF Budget for 2019. The Board therefore asked QDP what they proposed for future CF Fees.

The response of QDP was that, irrespective of the Budget decrease, the CF amount has to remain the same, this is a result of the many CF non-payers. Also QDP re-stated that in general the CF costs at QDP for house owners are considerably lower than in other CC resorts.

This response is in conflict with HOA policy, as adopted in 2013-14 (see Minutes and Newsletters). Moreover, the wide variances in costs from year to year give no evidence of management control.

Therefore the Chairman asked those present if continuing with this audit - given the high costs for travel etc for the HOA membership to conduct an audit in January - is really worthwhile.

Members not present will be requested to respond after they have received the minutes.

A member proposed just to change the CF fee with the percentage of the annual Portuguese inflation or deflation, without any further audits being held.

It was agreed to put this proposal in an HOA newsletter to be issued to all members in May 2019.

- Data sharing

The Association is losing important information due to the QDP interpretation of the new rules on data sharing. (Called GDPR -General Data Protection Regulation or AVG -Algemene Verordening Gegevensbescherming - in Dutch) The HOA wants to be seen as "" service partner "" and therefore entitled to receive this data.

The Chairman proposed a Resolution, and those present were in favour of this data sharing.

A member noted that CC is , without having agreement from owners, sharing marketing material with third parties and is sending emails to individual house owners for advertising purposes, without their prior approval. This material would be better communicated in a QDP Newsletter.

A further discussion followed concerning the principle of data sharing. It was suggested that members not present , must be counted as being in favour without their individual approval, but must also be offered an 'opt-out'.

CC has these questions now under investigation by their lawyers; an answer is expected in April 2019.*All members are requested - again- to inform the Secretary of all changes in their contact information (meaning for the HOA important data such as postal and email addresses and telephone numbers).*

- Ricardo Martins

CC again confirmed that they were very sad with his departure but explained that they see it as the strength of the company that they were able to co-assign existing staff.

The Board was informed of Mr Martin's situation before the Owners were informed, and has already thanked Mr Martins on behalf of all the HOA Members.

CC Management of the Quinta do Paraiso is now as follows:

CEO : Patricia Buerer

Operation managers: Matthew Watton and Petra Berghofer

Duty managers: Carmo Garcia and Sandra Fuchs.

- SEF reporting

CC is obliged to do this, including in case of "" private use"" or direct rent by the Owner. This is part of the administrative works as specified and paid for by the Owners under their contract with CC .

HOA has given examples that this was not done although the guests had properly reported to reception upon arrival. No passports were asked for in these cases and without passport numbers it is impossible to perform the required SEF registration.

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HOA explained that they are very worried since the Owner is legally responsible for this.

CC confirmed this is indeed their obligation, and they will review their Reception staff training.

- A letter we received from a member, stating that uneven footpaths (due large Pine trees near their bungalow) are becoming a Health and Safety issue, was discussed

CC stated that they already started to look at this with the Camera.

4 . Secretary's Annual report

The report was summarised and was accepted.

There were no remarks or questions from the members present .

5. Position and future functioning of the HOA

The yearly audit was already discussed under 3 above, the Chairman put the general question forward : What can we , the Board, do more/ better ?

Main tasks were already summarised in the previous AGM Minutes.

No further suggestions were brought forward.

The Chairman suggested the members to ask their Quinta friends/ neighbours to join HOA.

6.Owners view on amended contract (Housekeeping)

The now fixed amount deducted from rentals, instead of the more complicated calculations before, were agreed to be an improvement.

Members observed that costs for "Private Use" remain complicated.

7 . WIFI

After the initially proposed "" fixed landline "" had proven to be very expensive, a new proposal for Vodafone 4G WIFI was sought by CC.

The previous Vodafone contract had a capacity limit, making it unsuitable for streaming by guests. After some delay, CC has sent owners an "unlimited internet" contract to replace the previous one.

8. Winter rentals

Winter rentals are an option under the present contract; no further discussions/ questions.

9. CF Audit 2018

Covered under item 3 of these minutes.

10 . Financial report of HOA

The finalisation of the change of treasurer has taken more time by the bank as expected and is now estimated to be completed July 2019.

As a result the audit was not yet performed. It was suggested and agreed to arrange this as soon as the transfer is completed so that our new treasurer can start with a "" clean sheet""

Target for this is Q 4 2019 - members Mrs D. Schut and Mr T. Koetsier are requested to arrange this, as agreed in the previous AGM.

11. Election of board members

Mr Siccama steps down and is not available for re-election.

Nobody has offered to stand, therefore the board continues with 4 members.

The Chairman thanked Mr. Siccama for all his work done during the very long period of being involved by the work of the HOA , initially being Secretary and the last 10 years as board member.

Note: this brings to an end the last "family succession" from the Founding Board members of 1981.

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12 .Any Other Business (A.O.B.)

1. A letter was received from a member confirming that he has not continued his rental agreement with CC, but has organised this now through Grainger (formally known as Kalkbrenner). Main given reason was the high costs he had to pay which were not as negotiable as requested.
2. A member present observed that image of the park is very important and that the entrance "" beams "" have already many , many years been in a very poor state.

It was also noted that the signs leading to the park are few and far between and in many cases hidden amongst other larger and newer signs for stores, restaurants and the like.

3. The meeting agreed, and a request will be put forward (again) to CC to improve this.Suggestions were made to have the contract more "inclusive "/complete:
 - a. All costs to be included
 - b. House rating to be included
 - c. CF costs to be fixed and agreed and forming part of the contract upon signing.

4. A member present commented on the very short timescale demanded by CC when the separate Gardening and Pool contracts were issued, as unfinished drafts, shortly before Christmas – however, in January, QDP did negotiate constructively to a satisfactory conclusion.

It was also noted that the changes to the winter and summer seasons were not highlighted – this was not consistent with a relationship of trust.

5. A further discussion followed related to location and timing of the next AGM.

The timing was historically dictated by the payment of rental revenues (15-02 each year) by the Quinta to owners, but this is no longer the case.

It was agreed to open suggestions to all members -not attending now -as to where , when and how they prefer to have the next AGM , also video conferencing was suggested .

13 . Place and date AGM 2020

For now, Saturday April 4th 2020 at QDP (one week before Easter) is suggested.

The board is open for any counterproposal. The meeting was closed at 4.20pm.

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