

CASA LINDA RESIDENT HOMEOWNER'S ISSUES TRACKING REGISTER

Update June 2015

Skype Call - Ana Reyes / Glenna Kuchling

IF YOU HAVE ANY ISSUES YOU WOULD LIKE TO BRING FORWARD TO THE OWNER'S COMMITTEE,
PLEASE CONTACT ONE OF THE COMMITTEE MEMBERS IN PERSON, SEND A PRIVATE MESSAGE ON FACEBOOK OR,
E-MAIL RCLVILLAOWNERS@GMAIL.COM

ADMINISTRATION	
Item	Discussion / Response
<p>1. Who is covering the costs for homeowners that do not pay their monthly fees?</p> <p>How many owners are not paying their fees? Do the owners that do not pay their fees have water and electricity to their villas turned off? Can we get a list of owners that do not pay fees?</p>	<p>06/25/2015 Still waiting for Jacobo to get the tally on the number owners not paying. The Q1 financial statement is not yet available. It will be published when it is available. Casa Linda has been covering costs for homeowners that are in villa legal action. Ana has been successful in getting owners that have not paid fees for a significant time to pay their fees. Thanks to Ana for her concentrated efforts - it is not an easy task.</p> <p>03/27/2015 Ana will provide the number of villas that are still not paying their monthly subdivision fees.</p> <p>02/23/2015 Casa Linda has now began legal action against homeowners that are not paying their fees.</p> <p>The Casa Linda Construction Company is lending money to Administration to cover the subdivision fees not paid by delinquent owners. Leans are put on the villas of absentee owners to try to make them pay back charges if they sell.</p> <p>Periodic gardening services are maintained at the delinquent villas and those costs continue to be back-charged to the owner. These gardening costs are not taken from the subdivision fee revenue, but they use available gardener time.</p> <p>CASA LINDA RESPONSE UPDATE 02/03/2015 Ana will ask the accountant for the info on how many villas that debt and the amount of money owed. For legal reason we they cannot give the names.</p> <p>RCL is taking legal process against the owners that are paying their debts.</p> <p>Unpaid subdivision fees will no longer be covered by the developer. This is the responsibility of the homeowners.</p> <p>01/29/2015 The developer (Eric) is currently covering these costs. They are seeking legal methods to get all owners to pay their fees since it is in the best interests of all owners. No owners should be free loading off the others.</p>
<p>2. What is the status of maid training?</p>	<p>06/25/2015 Casa Linda has hired an Assistant for Christina and one more Supervisor for the cleaning ladies.</p> <p>03/27/2015 The training overall is going well. The trainer has been here three times and on Friday (Mar 27) was working with the Supervisors on scheduling and setting up a standard of quality control and to implement general housekeeping guidelines for all the maids. RCL is seeing positive results. Sadly the trainer will be leaving Puerto Plata and moving to Santiago. She will</p>

	<p>continue to come at least once a month.</p> <p>02/23/2015 The outside housekeeping manager will visit and train with the maids once a week but she has not been here yet. RCL is hoping that in future she can be a permanent supervisor here. RCL is trying to better staff at check outs and assign villas accordingly.</p> <p>01/29/2015 RCL is meeting Jan 30th with an educated and professionally trained housekeeping manager to assist in the training of the housekeeping staff. She has worked at five star resorts and comes highly recommended.</p>
3. Organization Chart and Contact Names - Owners have been asking for a chart of the RCL management structure for six months. Is it impossible to produce this information?	<p>06/25/2015 Due to Leadership Development training, this has been delayed. Ana will follow up with Eric.</p> <p>03/27/2015 Eric has been working on it. Ana and Gabino will get it from Eric to complete and issue.</p> <p>02/23/2015 Ana will follow up with Eric on the status. A new homeowner guide will also be distributed to historical resident owners.</p> <p>01/29/2015 This item was not discussed at today's meeting.</p> <p>12/02/2014 The meeting was adjourned before this item could be addressed.</p>
4. RCL Survey	<p>06/25/2015 19% of the owners participated in the survey. The results will be published in the near future.</p> <p>03/27/2015 Owners are asked to take part in the survey. It is important for RCL to know where improvements are needed. Suggestions have been made to Ana on how to enhance and make the survey better. Ana has taken these suggestions into consideration and will implement changes for future surveys.</p>
5. RCL future possibly of switching TV and internet from Delancer to Claro.	<p>06/25/2015 No change - this is a longer term plan.</p> <p>03/27/2015 Claro has provided a proposal to Casa Linda for fibre optic internet and television. It would take several months to implement and is only in the negotiation stage. The channels offered would be similar to Delancer but with more selection. With owners from several countries, owners are asking for channels from their home countries. Claro would offer better service than Delancer.</p>
SECURITY AND SAFETY	
Item	Discussion / Response
1. Garbage is being put out in plastic bags and the dogs are tearing into it. It should be mandatory for all owners in all phases to purchase containers sealed with lids to discard their garbage.	<p>06/25/2015 REOPENED - Some owners continue to put their garbage out in open containers and plastic bags. Ana will speak to Gabino about the owners that are not complying.</p> <p>02/23/2015 THIS ISSUE CAN NOW BE CONSIDERED CLOSED. RCL has purchased and replaced open containers with covered containers. It will be mandatory for all owners to have covered containers. Owners to be aware if they only have open garbage containers don't be surprised if you are billed for a new bin.</p>

	<p>01/29/2015 Gabino will address this issue with owners who have open garbage containers, including the construction areas. All owners should have sealed containers for their garbage.</p>
2. There are more and more dogs running around unleashed and are being a nuisance to people walking in the community.	<p>06/25/2015 A reminder letter has been sent to dog owners in the community asking them to be responsible about their pets. If you are experiencing an issue with a dog, please contact Ana. THIS ITEM CAN NOW BE CONSIDERED CLOSED.</p> <p>03/27/2015 This issue has been reopened. Dogs running about and barking continues to be an issue. Casa Linda is considering other methods of dealing with irresponsible dog owners; one being capturing the dog and taking it to the dog pound and the owner would have to retrieve his/her dog from the dog pound. Owners are asked to take responsibility for their pets.</p> <p>02/23/2015 THIS ISSUE CAN NOW BE CONSIDERED CLOSED. RCL continues to send letters to owners that do not comply with the rules.</p> <p>01/29/2015 The number of stray dogs has noticeably decreased. Owners that have dogs are to have them leashed at all times and not running about. If there are nuisance dogs in your area, contact Gabino and he will deal with the owner directly.</p>
3. Security Along Phase 8 Ravine - There is no fence and cows, construction workers are coming across. When will a fence be installed.	<p>06/25/2015 There is no set target date for the completion of the walking trail. The fence is completed.</p> <p>03/27/2015 The area has been completed. There will be 2-3 barbwire lines run underneath the bridge and two sensors installed. The walking trail is almost near completion. There are areas that need to be graveled and steep areas requiring some leveling for safety. See the full walking trail map (attached) at the end of this document.</p> <p>02/23/2015 The bridge has been completed and the fence will be continued on. RCL is trying to find a solution fence off under the bridge. It is impossible to close it right off since it must allow water and debris flow.</p> <p>01/29/2015 The fence will go up when the bridge is completed. Gabino will remind Rey to reinforce security along the ravine.</p>
4. Status of intercom installation.	<p>06/25/2015 There were some villas in Phases 1-6 that Eduardo could not do complete because there were no more units (telephones) available. More telephones are expected to arrive this week and installation will be completed and Phases 1 to 6 are done.</p> <p>Phases 7+8 will follow next. Wiring work is in progress. The wiring is being installed on the streets and once it is complete and ready, Eduardo will start wiring the villas and installing the intercoms.</p> <p>03/27/2015 There are 4-5 houses requiring wire installation in Phases 4-5. Phases 7-8 will take longer because they are redoing the roads and moving registers with cables. Owners will be responsible for payment of damages, repairs and/or replacement of the intercom telephones after they have been installed.</p> <p>02/23/2015 All the components for the system have arrived and the server is being installed in Phase 6. It is very close to being completed. Once P1-6 are up and running, P7-8 will be done.</p>

	<p>It will be easier to install the system in P7-8 as the pipes for wiring are already in place. The system is mandatory for rental owners. Resident owners are to notify RCL if they want the system installed in their villa.</p> <p>01/29/2015 Eduardo has completed Phase 1-6 wiring. Cabinets and equipment have been ordered and it is expected to be up and running with rental units next month. The intercom will go direct to either the front gate, security or front desk. Intercom is mandatory for rental units and optional for residents. There will be more information about the system in the next RCL Newsletter.</p>
5. Potholes on El Choco Road.	<p>06/25/2015 THIS ITEM CAN NOW BE CONSIDERED CLOSED.</p> <p>03/27/2015 The potholes have been repaired on El Choco Road. Certain areas of the road will be redone this week as they were not done correctly. The tennis court in Ph 7 has been paved and the potholes from the office up to the end of Ph 7-8 will be filled. There has been a charge of \$25.00 US to each owner for the cost of the paving. There are some owners that do not want to pay the \$25.00 USD. If you live in this community and use the roads daily, all owners should be paying. Phase 6 extension and repairs to certain areas of the roads in Phases 3-6 will be completed w/o March 30th.</p> <p>02/23/2015 When the asphalt is laid on the new tennis court in Phase 7, Casa Linda will fill in the holes on Choco Road. Eventually, the government will be re-paving El Choco road up, along with the new bypass road at Cabarete. This is all part of the Puerto Plata tourism planning with the new cruise ship port being constructed at Miamon. No date was provided.</p>
6. Owner request for no Parking Zone to be enforced before and after the front gate entrance to CL. It is very difficult to see cars coming up/down El Choco when exiting CL if cars/trucks are parked close by.	<p>06/25/2015 The cabs are now parking further away from the gate. THIS ITEM CAN NOW BE CONSIDERED CLOSED.</p> <p>03/27/2015 The guards are aware of safety factor in this area and are dealing with it best they can. Vehicles are being asked to park on the curve. Gabino will talk to Rey and the Taxi Association about it.</p>
7. Resident owners are getting more and more upset with the "women" issue at Casa Linda.	<p>06/25/2015 RCL is looking at solutions to best manage this issue. They have revised the Rules + Regulations for clients which is attached at the end of this document.</p>

MAINTENANCE

Item	Discussion / Response
1. Maintenance Overall	<p>06/25/2015 The maintenance system is complete and up and running. It will go live when the office is completed as they don't have the space for a second maintenance employee who will be dedicated to handling the incoming requests.</p> <p>03/27/2015 The maintenance tracking system is almost ready to go live. The plan is to start using it next month (April). When a maintenance e-mail request is received from the on-line system it will go to a dedicated girl and she will communicate it to the appropriate maintenance person. Detailed information about the system will be provided in the next RCL Newsletter. Owners should let us know how the system is performing once it is operating.</p>

	<p>02/23/2015 The new on-line maintenance system will be up and running by March. Information about the new system was in the last RCL Newsletter.</p> <p>01/29/2015 RCL has agreed to be more diligent about notifying owners of major maintenance issues. They are short on maintenance people right now. Bavaro-Punta Cana pays much higher wages than the North Coast so RCL are losing good people and local quality replacements are harder to find.</p> <p>RCL will be moving to a new on-line maintenance tracking system. An e-mail will be sent directly to the system and prioritized. This will shorten response time, allow for better follow up and the ability to track historical issues at each villa. There will be a maintenance man designated to each phase that will carry a hand-held for notifications from the system. There are currently 7 day workers and 1 night shift maintenance worker(s). RCL will be looking at hiring 1-2 more in the near future. More details about the maintenance system will be included in the upcoming RCL Newsletter.</p> <p>12/02/2014 Paul discussed that maintenance has been a serious challenge. The last maintenance supervisor has been fired, and RCL is in the process of finding another. Getting the right people for the job, and follow up are the biggest challenges, despite there being proper systems in place. It was agreed that quality, timeliness, and service have dropped significantly. RCL is working on the problem and asked for any assistance from owners.</p>
2. RCL Maintenance of Golf Carts	<p>06/25/2015 There is only one golf cart operating so there should be less noise.</p> <p>03/27/2015 RCL will be fixing up and selling the two larger (noisiest) golf carts. They will be purchasing a small minivan in future and will keep the smaller golf carts.</p> <p>02/23/2015 RCL is constantly fixing the golf carts. They will eventually all be fixed and sold. They need different vehicles, somewhat larger and more practical.</p> <p>01/29/2015 This item was not discussed at today's meeting.</p> <p>12/02/2014 It was agreed the golf carts are loud and RCL is looking into new, quieter carts. No timeline given.</p>
3. Electrical Boxes – exposed and should be covered.	<p>06/25/2015 Santos is working on the electrical covers and should be installed soon.</p> <p>03/27/2015 The fence, preparing for upcoming paving in Ph 6 extension, and other road repairs, etc. have taken priority. The hope is to have them completed soon.</p> <p>02/23/2015 The lids are being welded now. Due to the rainy weather, they have not been able to work on them as the welding is done outdoors. They hope to have them all done soon but it is not the highest priority.</p> <p>01/29/2015 RCL is still working on completing the covers in Phases 3-6. They have the materials for them but RCL does not have the</p>

	<p>manpower dedicated to completing them right now because they are short on maintenance people. In Phases 7-8, the covers are the responsibility of the electrical engineers and builders and are installed as soon as the electrical is completed.</p> <p>12/02/2014 RCL is currently working on covering them all.</p>
4. Is the regular air conditioning maintenance being conducted specifically for rental villas or for all villa owners at Casa Linda?	<p>06/25/2015 Once the maintenance system is fully implemented this service will be available to all owners by request through the system.</p> <p>03/27/2015 Owners are asked to take responsibility to check and maintain their conditioners in good working condition. For 600 \$RD per unit, Casa Linda will clean, replace the filter, vacuum, clean the outside of the unit and add Freon if necessary. An additional charge will apply if the electronic card requires replacing. More information about this will be provided in the next RCL Newsletter.</p> <p>02/23/2015 Regular air conditioning maintenance will be available for all owners once the new Maintenance System is up and running.</p> <p>01/29/15 This item was not discussed at today's meeting.</p>
6. There seems to be more than usual power outages lately.	<p>06/25/2015 Ednorte continues to do repairs and does not communicate ahead when the power will be down so RCL is not always aware of power outages. The generators have been working well as back up. THIS ITEM IS NOW CONSIDERED CLOSED.</p> <p>03/27/2015 Last Thursday (Mar 26) a fuse in the power line caught fire causing several power bumps. This has since been repaired.</p> <p>02/23/2015 Ednorte is working on the powerlines right through to Cabarete. This is having an impact on the power at Casa Linda when they turn power on and off without warning.</p>
7. What smells like sewage leaking across the road below villa 71?	<p>06/25/2015 A new sewage well was made last week. There should be no more issues now. THIS ITEM CAN NOW BE CONSIDERED CLOSED.</p> <p>03/27/2015 Gabino will deal with the villa owner directly. This villa needs to either clean the existing, or dig a new sewage well.</p>

CONSTRUCTION AREAS

Item	Discussion / Response
1. Sanitation In Construction Areas - Construction workers and security going to the toilet in open areas, garbage not being properly disposed of after eating, construction and building debris piled about and garbage bins not being emptied often enough.	<p>06/25/2015 It is getting better but it is not perfect and likely will never be. It is changing the mindset of the workers long term. THIS ITEM IS NOW CONSIDERED CLOSED.</p> <p>03/27/2015 The builders are being pushed daily to comply. It is an ongoing issue and is progressing slowly. There is a 5,000 \$RD fine to builders that don't clean their sites and \$500 USD for cisterns that are not cleaned thoroughly.</p> <p>02/23/2015 Julio has been put in charge of monitoring this more closely and talking to the builders. It is very difficult to train people here about garbage. Casa Linda purchased 15-20 bins but they don't use them and some have disappeared. It's a work in progress.</p>

	<p>01/29/2015 There has been no change since December on this item. Ana and Gabino will meet with Paul again and try to resolve this issue. It was suggested to hold back payment to the builder if he and the workers don't comply.</p> <p>12/02/2014 Paul said there are a certain number of port potties that builders share for their workers. Paul said he would speak to contractors to ensure workers stop defecating on vacant lots. Garbage was not discussed.</p>
2. Administration Office Renovations	<p>06/25/2015 Once the back of the building is completed the staff will move to the back of the building and then work will be begin on the front of the building. It will be 1-2 months before the building is complete.</p> <p>03/27/2015 It will be at least one more month before the renovations are complete.</p> <p>02/23/2015 Anticipated to be completed in the next couple of weeks.</p>
3. Phase 7 + 8 - Tennis Courts and Wall	<p>06/25/2015 The court has been paved. They are awaiting the mesh and to have the lines painted. Possibly 1-2 months before it will be completed.</p> <p>Once the wall is complete, lighting will be installed.</p>
FUTURE OF CASA LINDA	
Item	Discussion / Response
1. If owners are unhappy with the way RCL is being managed, what are the alternatives for the owners? How can owners ensure RCL has proper top level management in all areas of operation?	<p>06/25/2015 There is no further updates on this item.</p> <p>03/27/2015 There has been no further communication or information from the resident owner on forming a Homeowner's Federation.</p> <p>02/23/2015 A resident owner has come forward and asked about creating a legal Homeowner's Federation. He is willing to provide his own time to prepare the necessary legal documents and has already begun the process. He has asked if the owners would be willing to review the documents and consider if this is something that is of interest to the owners. Any updates on this subject will be posted going forward.</p> <p>01/29/2015 This item was not discussed at today's meeting. A response from Eric is required.</p> <p>12/02/2014 The meeting was adjourned before this item could be addressed.</p>

1. Speed limit is 30 kmh or 18 mph
2. Parking: One car per single driveway; two cars per double driveway; three cars in circular driveways. Additional vehicles must be parked in the Administration Parking lot or specified marked lots
3. Motorcycles and ATVs must be parked at the Administration Parking lot.
4. Guests are allowed unless the villa has met full capacity, see #9. Any additional guests must be authorized by Administration during office hours and special events must be requested 48H prior to event.
 - (a) A valid photo ID is required of all clients and all guests. Satisfactory IDs are passports, driver's licenses, or a Dominican cedula ID. No photocopies of any IDs will be acceptable.
 - (b) Each guest coming into the complex after office hours must register with Security and have one of the aforementioned photo IDs. You may register your after hours guests at the Security Gate until 9 pm.
5. All guests' passes must be returned to security each time the guest exits Casa Linda. When reentering they will be issued a new pass at the entry gate. The replacement cost for a lost pass is \$20.00 USD or the equivalent in Dominican pesos.
6. Once within the complex and registered with Security, guests of rental clients are not permitted to walk unescorted within the Casa Linda complex. Failure may lead to blacklisting of both client and guest.
7. In the event of any disturbance:
 - (a) The first offense is a verbal warning
 - (b) The second offense is a written warning which is recorded with Administration
 - (c) The third offense is cause for immediate eviction of all guests and clients causing the disturbance and blacklisting. Payments are non refundable.
8. Villa Capacity Limits for accommodations:

2 bedroom villas
a maximum of 4 registered* adults (not incl. children under 18) overnight/sleeping and 2 guests** until 11 pm

3 bedroom villas
a maximum of 6 registered* adults (not incl. children under 18) overnight/sleeping and 3 guests** until 11 pm

4 bedroom villas
a maximum of 8 registered* adults (not incl. children under 18) overnight/sleeping and 4 guests** until 11 pm

5 bedroom villas
a maximum of 10 registered* adults (not incl. children under 18) overnight/sleeping and 5 guests** until 11 pm

6 bedroom villas
a maximum of 12 registered* adults (not incl. children under 18) overnight/sleeping and 6 guests until 11 pm

** Registration must be done at office or security gate, once registered cannot be replaced with new name.*

*** All guests actions are all solely under the responsibility of the clients renting the villa.*
9. Music is allowed but always respect your neighbours see #7. Hours for music is until 10 pm weekdays and 11 pm weekends.
10. Please keep your language at a child friendly level. We do not accept loud noises or profanities in our residential. Failure to comply in this, see #7.
11. FIREARMS, ILLEGAL DRUGS AND NARCOTICS ARE NOT PERMITTED



By turning off lights, fans and air conditioning when not in use, you are joining us in our quest to conserve power and costs so that we may continue to provide these villas at the current rates