

# **CASA LINDA RESIDENT HOMEOWNER'S ISSUES TRACKING REGISTER**

## **Owner's Committee Meeting With Casa Linda - January 29, 2015**

Owners Committee Attendees: Ken Kopas, Ken and Glenna Kuchling, Peter Harris, Connie Fraser  
RCL Attendees: Gabino Contreras, Ana Reyes, Jacobo Ynfante Flores (Accountant for RCL)

**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 RCLVILLOWNERS@GMAIL.COM**

<b>ADMINISTRATION</b>	
<b>Item</b>	<b>Discussion / Response</b>
1. Fix the image of Casa Linda.	<p><b>01/29/15</b> <b>This item was not discussed at today's meeting. A higher level response from Eric is required.</b></p> <p>12/02/2014 Item was not generally discussed.</p>
2. Breakdown of RCL monthly operating costs – this is a holdover item from several meetings past.	<p><b>01/29/15</b> <b>Owner's operating account is totally separate from the RCL construction business and rental business and monies are kept separate.</b></p> <p><b>Operating income is provided by (i) electricity charges; (ii) water fee; (iii) subdivision fee. Rental income stays in rental business - does not come into operating pool.</b></p> <p><b>A new 2015 operating budget has been prepared and will be provided to the owners. Possibly no subdivision fee increase will be required for 2015.</b></p> <p><b>The \$US 63,494 deficit in 2014 was mostly due to extra security costs and some major electrical repairs. Security staff has now been reduced to 56 from 75. There was also the purchase of a new communication tower and 25 new radios (\$300 each) and a generator. The deficit will be reduced this year assuming no major unforeseen expenses.</b></p> <p><b>By Dominican law, a salary increase is mandatory every year. The government is finalizing this now and it can be applied retroactively. RCL have covered the service cost (maid, gardening) increases since 2012 so we may see an increase in these fees this year.</b></p> <p><b>There is no operating reserve fund as they are running in deficit. If there is no deficit in 2015, a reserve may be built up.</b></p> <p>12/02/2014 Jacobo, RCL accountant, discussed a statement (attached) which showed the breakdown of the previous two years of subdivision fee budgets. It outlined how the subdivision fees are divided up and where money is spent each month. Currently, RCL is paying more out than they are receiving, leaving a \$63,494 US deficit. Jacobo suggested that owners will have to pay this amount to RCL.</p> <p>Owner comments were that if RCL did not manage the money correctly, or over spent on items, it is not the responsibility of the owners, particularly as the deficit is going on two years, owners have repeatedly asked for this information, and we</p>

	<p>have had no say in how the money was spent.</p> <p>Security is the biggest expense. Guards will be reduced, as Rey the new security manager says we have too many. Security and related security gear were high expenses over the past few years and will be reduced as they have been determined as unnecessary.</p> <p>Owners will bring questions about the attached statement to the next meeting.</p>
3. "Green" Power - What happened to the promoting "green" power at RCL.	<p><b>01/29/15</b>  RCL is still continuing to study installation of a large solar power plant on land near RCL. The goal is to get independent from Edenorte. The project, which may not be exclusive to Casa Linda, will be funded by Eric and other investors so there will be no cost to the owners. With solar power, it is expected that our current power cost of \$RD 12.20/kwh can be reduced. The generators will remain at Casa Linda as backup even when the solar plant is up and running. The goal is to supply power to Casa Linda residents and sell excess power to the Edenorte grid. 50% of the Banco Popular and Hospital Metropolitano De Santiago are two examples that are using part solar power. There is a considerable amount of technical work involved and is expected that the project will take 2-5 years so it is not expected in the near term. <b>THIS ISSUE CAN NOW BE CONSIDERED CLOSED.</b></p> <p>12/02/2014  Paul said RCL is continuing with plans for a solar power plant up and running.</p> <p>RCL is purchasing land for the plant and working with companies from Italy and Spain for construction and implementation. One hurdle is the DR government as the wait for permitting continues, and the land deal has not closed.</p> <p>RCL will still use Ed Norte, as the solar power will just be for back up (replaced the generators).</p>

## SECURITY AND SAFETY

Item	Discussion / Response
1. Blind Curves Inside RCL & El Choco Road	<p><b>CASA LINDA RESPONSE UPDATE 02/03/15</b>  The developer will be responsible of the lights installations on the phases 7 and 8 perimeter. If lights are requested to be installed on El Choco Road, the cost will be covered by the home owners account. Ana is awaiting quote for these costs.</p> <p><b>01/29/15</b>  El Choco Road is classified as a rural road therefore the city will never install lights. RCL will continue to purchase and install lighting at least up to the Phase 8 wall from where the current lights end at Phase 6. The costs for the lights do not come out of the subdivision fees. The goal is to have all lights installed within the next two months, but is scheduled in with other construction projects so work on it when they can.</p> <p>12/02/2014  Paul said that he can't find any more mirrors like the one by the main office, in the entire country. Instead, lights will be added along El Choco road and more speed bumps placed before the curves.  No date for implementation was given.</p>
2. Parking Cars on the Street	<p><b>01/29/15</b>  The security guards know where the designated parking spots are. They have been quick to remove people from parking on the streets. This will continue to be monitored. <b>THIS ISSUE CAN NOW BE CONSIDERED CLOSED.</b></p> <p>12/02/2014</p>

	<p>Gabino said that there is room for parking on some roads with Casa Linda. Parking lines will be created in these areas. No date for implementation was given. Renters and owners will not be allowed to park in non-parking areas. Extra cars will be parked in the large lot by the current office.</p>
3. Street Lighting	<p><b>01/29/15</b>  <b>Rey and Sandy will have the guards reporting lights that are not working and communicate this to maintenance. The guards have asked to cut away foliage that blocks the lights. The lights along the south wall in Phase 6 will be put on timers so that they are not on all the time.</b></p> <p><b>Eric has approved the purchase and installation of 25 more security cameras across the site.</b></p> <p><b>The main Security office now is located back at the entrance of Phase 3-6 due to more traffic than at Phases 7-8. The Security building in Phase 7 is being used for storage at this time.</b></p> <p>12/02/2014  Eric stated that RCL is looking into new lights, but haven't settled on which one to buy. The trees will be cut back to enhance the light given off by the current street lights.</p>
MAINTENANCE	
Item	Discussion / Response
1. Maintenance Overall	<p><b>01/29/15</b>  <b>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.</b></p> <p><b>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.</b></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. Phase Seven Generator Very Noisy	<p><b>01/29/15</b>  <b>The building for the generator is currently being worked on. It will be 1-2 months more before it is fully housed and wired in.</b></p> <p>12/02/2014  A building will be constructed around the generator to make it quiet.  No timeline given.</p>
3. Power Outages	<p><b>01/29/15</b>  <b>RCL has seen an improvement in power supply from Edenorte in the last month. THIS ISSUE CAN NOW BE CONSIDERED CLOSED.</b></p>

	<p>12/02/2014 Paul spoke about how difficult it is to deal with Edenorte (the power company). Obtaining service is nearly impossible.</p> <p>An owner suggested a voltage regulator be placed on the front end of the power supply to regulate the level of power coming into RCL. Paul said this is a good idea and would look into it.</p> <p>No mention of reimbursing owners or a path forward with regard to future outages. The solar plant mentioned above will one day assist in backup systems.</p>
4. RCL Maintenance of Golf Carts	<p><b>01/29/15</b> <b>This item was not discussed at today's meeting.</b></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>
5. Electrical Boxes – exposed and should be covered.	<p><b>01/29/15</b> <b>RCL is still working on completing the covers in Phases 3-6. They have the materials for them but RCL does not have the 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.</b></p> <p>12/02/2014 RCL is currently working on covering them all.</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><b>01/29/15</b> <b>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.</b></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>
REPUTATION + FUTURE OF CASA LINDA	
Item	Discussion / Response
1. RCL False Advertising - RCL continues to advertise quality, North American / European standard homes yet many villas have major construction issues that have not been dealt with because a new sale has come along.	<p><b>01/29/15</b> <b>This item was not discussed at today's meeting. A response from Eric is required.</b></p> <p>12/02/2014 Two hour time limit for general meeting had passed. Meeting was adjourned. This will be an agenda item for next meeting.</p>
RCL needs to "walk the talk". It is in RCL's best interest to address deficiency lists for new constructions. Word of mouth spreads quickly and can be damaging for the future of the community. Examples; no photos provided by RCL for work done on their villas is provided to owners, owners having to re-wire their own villas, fix plumbing issues. Casa Linda is not living up to its marketing pitch of "European Management."	
2. What are the future plans for the sub-division will it be sold? Who will take over? What does this mean for owners?	<p><b>01/29/15</b> <b>This item was not discussed at today's meeting. A response from Eric is required.</b></p> <p>12/02/2014 The meeting was adjourned before this item could be addressed.</p>
3. There appears to be no accountability within Casa Linda management - When you ask why something is not done it always appears to be someone else who didn't do something or go somewhere or get something. It is almost impossible to	<p><b>01/29/15</b> <b>This item was not discussed at today's meeting. A response from Eric is required.</b></p>

find out who this "someone" is to figure out what went wrong. Why?	12/02/2014 The meeting was adjourned before this item could be addressed.
4. 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?	<b>01/29/15</b> <b>This item was not discussed at today's meeting.</b> 12/02/2014 The meeting was adjourned before this item could be addressed.
5. 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?	<b>01/29/15</b> <b>This item was not discussed at today's meeting. A response from Eric is required.</b>  12/02/2014 The meeting was adjourned before this item could be addressed.

## NEW ITEMS

Item	Discussion / Response
1. More definition is needed on what the gardener duties are and how much time they are to spend on a garden. Some owners feel some gardeners just prefer to rake and water.	<b>01/29/15</b> <b>There are 37 gardeners at Casa Linda under the supervision of Willy . If there are issues with your gardener , talk to Willy directly whom will bring it to Gabino's attention. The gardeners all have specific duties that they are to perform at their assigned villas but some are better than others. THIS ISSUE CAN NOW BE CONSIDERED CLOSED.</b>
2. 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.	<b>01/29/15</b> <b>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.</b>
3. There are more and more dogs running around unleashed and are being a nuisance to people walking in the community.	<b>01/29/15</b> <b>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.</b>
4. Who is covering the costs for homeowners that do not pay their monthly fees?  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?	<b>CASA LINDA RESPONSE UPDATE 02/03/15</b> <b>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.</b>  <b>RCL is taking legal process against the owners that are paying their debts.</b>  <b>Unpaid subdivision fees will no longer be covered by the developer. This is the responsibility of the homeowners.</b>  <b>01/29/15</b> <b>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.</b>
5. Rental villas should have the same standard electrical, pool lights, fans, etc. so they can be replaced more efficiently.	<b>01/29/15</b> <b>RCL does keep a small parts inventory however, many owners bring their own unique items from their home country. If they break, the same items are not easily sourced in the DR. Rental owners should be notified ahead of time that if they bring their own items and they break, they may not necessarily be replaced with the identical item. THIS ISSUE CAN NOW BE CONSIDERED CLOSED.</b>
6. Can the meeting minutes generated from our meetings be uploaded to the Owner's Portal?	<b>01/29/15</b> <b>Yes, the meeting minutes will be uploaded to the Owner's Portal. They will also continue to be posted on the Owner's Facebook page as well as e-mailed by Ana.</b>

7. What is the status of maid training?	<p><b>01/29/15</b>  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>
8. Is the regular air conditioning maintenance being conducted specifically for rental villas or for all villa owners at Casa Linda?	<p><b>01/29/15</b>  This item was not discussed at today's meeting.</p>
9. Are the monthly owner fees being used to pay for construction costs / capital projects?	<p><b>01/29/15</b>  No, income from owner fees does not get used in the areas of rental or construction. <b>THIS ISSUE CAN NOW BE CONSIDERED CLOSED.</b></p>
10. Lowering speed limit from 30 to 20.	<p><b>01/29/15</b>  Security will be reminded to reinforce the speed limits. Gabino and Ana will discuss with Eric.</p>
11. Making a one way street in Phase 6 turning right at 613 around to 638.	<p><b>CASA LINDA RESPONSE UPDATE 02/03/15</b>  The corners on phase 6, turning right at 613 around to 638 will be clean up, to improved the visibility.</p> <p><b>01/29/15</b>  Gabino and Ana will discuss with Eric.</p>
12. Superbowl Weekend - Rules will need to be reinforced, especially the inappropriate language and loud music.	<p><b>01/29/15</b>  Security will be asked to monitor more closely. <b>THIS ISSUE CAN NOW BE CONSIDERED CLOSED.</b></p>
13. Security Along Phase 8 Ravine - There is no fence and cows, construction workers are coming across. When will a fence be installed.	<p><b>01/29/15</b>  The fence will go up when the bridge is completed. Gabino will remind Rey to reinforce security along the ravine.</p>
14. Status of intercom installation.	<p><b>01/29/15</b>  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>