



**PALMA VISTA ANNUAL GENERAL ASSEMBLY**  
**23<sup>rd</sup> – 24<sup>th</sup> AUGUST 2019**

**PRESIDENT'S REPORT**

Dear Owners,

¡Saludos! & Welcome!

It is my honor to address all owners of Palma Vista Villas, after a very busy year full of major achievements, milestones and accomplishments. During my 2018/2019 year in office we have faced the continuation of endurance (fortaleza), perseverance (perseverancia), loyalties (lealtades) and commitment (compromise) with the Palma Vista Community, Contractors, Palma Vista Administrator, Palma Vista Superintendent, and all the Supportive Advisors and Friends helping this community to become the best ever.

I need to stress that without Ing Morales & Mr. Sherratt, who have consistently supported me and some other team members, who you will meet today, it would not have been possible to achieve what we have achieved to date. It has been another year with challenges that toward the end, and with the additional energy of Ms. Lillian Domínguez, Mr. Misael Osorio, Mr. Nelson Ruiz-Cortés (CPA) and Lcdo. Luís Vivas carried us forward to our destination of being here today. It's a relief for me that Palma Vista is in the right hands and ready for the coming year of more achievements and successes.

In continuing I would like to share some of the many achievements and milestones achieved by this Board of Directors and supporting staff & Contractors.

**NEVER SHALL WE FORGET HURRICANES IRMA AND MARIA.** On 7<sup>TH</sup> September 2017, Puerto Rico received a heavy bruising as Hurricane Irma passed by the island. Palma Vista suffered minimal damage from Irma, but only 13 days later, in the early hours of 20<sup>th</sup> September, the island received a direct hit from Hurricane María – a devastating Cat 5 Hurricane. María was the worst hurricane to hit the island in over 85 years and in the hours, days, weeks, and months after the storm hit, the result was catastrophic. Almost two years later we are still dealing with issues, fixing areas, replacing equipment devastated and affected by the hurricane. As well, improving deficiencies, getting certifications and finally completion of the insurance claiming process from María damages.

**SWIMMING POOLS.** Changes of pool deck lighting system and one (1) inside pool fixture. It's important to mention that those lighting fixtures are the latest technology but equally need to be treated with care and responsibly, not jumping on top or walking on top of, same with the inside pool lights these are not for play. The result of our pool plan/dedication, actions, and perseverance, and those of other Board members, Administrator and Superintendent, is what you see and can enjoy today. Maintenance of the pool by East Pool Fajardo two times per week

except from May 1<sup>st</sup> to September 1<sup>st</sup> when required three (3) times per week given the case of the constant summer traffic. Finally, re-touch of white boarder every 6 months by Mr. Osorio.

**MANAGEMENT COMPANY.** The only reason Palma Vista was able to recover so quickly from the damage caused by the hurricane, was due to the resolute determination and dedication of myself aided by the other Board Members, Trusted Property Management (TPM), headed by Ms. Lillian Domínguez (President), Mr. Misael Osorio – Palma Vista Superintendent and Contractors. During the past year TPM have shown that they are committed to getting Palma Vista not only back on track but ready for the future and all in top-notch conditions for the pleasure of all Palma Vista Owners and Visitors. This year we conducted an extraordinary assembly for the election and/or ratification of a new Treasurer.

**PALMA VISTA – SUPERINTENDENT.** This fiscal year the New Superintendent completed numerous projects in addition to overseeing the day to day operation of Palma Vista Villas. Mr. Osorio as well oversees the security system with Mr. Sherratt and Mr. Esposito. Some other projects Mr. Osorio completed for the fiscal year 2018-2019. Cleaning the “Paseo de Servidumbre”/Easement Pathway, design and replacing all common area gardens, cleaning with water pressure all sidewalks and parking including painting dividers line/stoppers and numbers, irrigation of all gardens, mowing grass, cleaning of stairways, removal of coconuts and debris, coordination of maintenance services etc.

**ENTRY GATES & TELE-ENTRY SYSTEM.** Installation of new phone line provider and a new tele-entry system including a close capture video camera. Maintenance of the system to keep it in optimum operation.

**WEBSITE.** The current website was first created back in 2010, as an active way to establish transparency with all owners and the Palma Vista BOD. The Palma Vista Community (again) has ready access to a secure website at absolutely no cost to the HOA regarding its maintenance and development. The website provides a portal through which all owners can access important and current information related to Palma Vista. The website also has a link to the Palma Vista HOA Twitter Feed. The website provides current information on areas such as:

- Organization & Board members.
- Owners - Contact Emails.
- Management Company Contacts.
- Palma Vista Bylaws, Regulations and Master Deed.
- Documentation & Forms.
- Safety & Security.

**SEPTIC TANKS - CERTIFICATION & CLEANING (Milestone).** For the first time since Palma Vista was first opened, the two Septic Tanks have finally been certified by the Government of Puerto Rico; Junta de Calidad Ambiental (JCA) / Environmental Quality Board. The certification is current until 23 July 2020. This was a significant accomplishment, because failing to meet the required standards and certification, would have resulted in the HOA facing heavy fines (up to 25K) and penalties. This FY we have had to contract a private company to clean inside the Septic Tanks with a special bacterium and as well to add more cleaning sessions to the tanks. With the help of Lcda. Chaves, Ms. Domínguez and Mr. Osorio we managed to obtain few additional cleanings until August 2019. The Municipality of Fajardo is no longer offering us the subsidy of low cost “Boletas System” given the case we are a private complex. Meaning we have established a new system with a private company three (3) times a year; Rod Rodder Services. This was

recommended by the engineer subject matter experts that we hired for the Certification of Septic Tanks. Septic Tanks must be cleaned three (3) times a year.

**OWNERS THAT RENT-SHORT TERM**. As you may be aware, the rules and regulations for owners who wish to rent their properties for periods of 29 days or less are clearly laid out in the Palma Vista Bylaws. I have recently reinforced the Bylaws and introduced fillable forms enabling owners to quickly and easily comply with these regulations and bylaws. These forms are all available on the Palma Vista Villas Website at [www.palmavistavillas.com](http://www.palmavistavillas.com). Also, we established a protocol for Short Term Rental recommended by a committee composed by Owners and Legal Counselor (Lcdo Luis Vivas). They submitted the guidelines we put into place, so far only two (2) owners have submitted all the documentation for certification.

**VIDEO SECURITY SYSTEM (Milestone)**. Palma Vista has always lacked any form of video security system to protect and safeguard the common areas from misuse, vandalism, and theft. The Palma Vista BOD has remedied this security shortfall with the installation of HD Video cameras sited at suitable locations around the common areas. The cameras have been installed and are fully operational. If you need to search for any wrong doing or video data Mr. Osorio can obtain the info. Currently Mr. Osorio, Mr. Sherratt and Mr. Esposito are monitoring the system and data recorded. There are a total of cameras 6, one (1) is robotic and can be manipulated to do rounds, zoom etc. all over the complex.

**UPDATE; CONCEPTUALIZE, DESIGN AND PREPARE THE EMERGENCY RESOURCE MANUAL FOR PALMA VISTA CONDOMINIUMS COMPRISING THE FOLLOWING: (Milestone)**

- Fire Emergency Plan.
- Hurricanes & Storms Emergency Plan.
- Earthquake Emergency Plan.
- Tsunami Emergency Plan.
- First Aid Kit Preparation.
- Emergency Phone Numbers.

After submission of the Palma Vista “Emergency Resource Manual” to the Fajardo Municipal Office of Emergency Management (OMME), on 14 August 2018 we received the approval with some suggestions and updates from Mrs. Miriam Vélez Román, Director of the OMME, Fajardo.

This plan is in periodical revisions to fulfill new mandatory changes and/or protocols.

**FIELD BEHIND BUILDING A/B (EASEMENT PATHWAY)**. For the first time in years, the pathway at the rear of buildings A and B has been cleared of rubbish, garden debris and weeds five (5) times since August 2018 to August 2019.

**FIXING CISTERN & WATER FOR EMERGENCIES**. Following Hurricane María, it was necessary to replace the Water Cistern pressure pump and buoyant for delivery of water to Villas.

**GENERATOR**. The generator has been malfunctioning consistently for the last 9 years, and we had to contract people repeatedly after the hurricanes to deal with the many issues. We finally found a suitably trained engineer/contractor qualified to repair the generator. Currently the generator is working, but after 16 years of constant use and all the stresses the generator has been exposed to, the generator has become a liability that needs constant attention. We are

working in the certification of the generator with the Office of Environmental Issues – Junta de Calidad Ambiental (JCA). There is a possibility that the generator may need to be replaced within the next 2 years depending on usage and stress by a heavy emergency. Recently we replaced the transfer switch, added diesel, changed oil pump and general maintenance and cleaning inside and outside the unit. Finally, we changed the backup batteries.

**EMERGENCY, POOL & COMMON AREA LIGHTING.** All lighting systems around the pool and common areas have been replaced with energy efficient LEDs. Stairways and Emergency lights replaced.

**STORAGE AREA/SUP OFFICE.** The storage area has been cleaned and organized by the Superintendent (Mr. Misael Osorio). Furthermore, the Superintendent under the direction of the Management company and Palma Vista Board of Directors created an office space in the Gazebo area. Mr. Osorio keeps the area clean and organized.

**INSURANCE PREMIUMS.** Negotiation with broker; Humberto Donato Insurance. As you are all now aware, and as a direct consequence of the hurricanes, premiums are higher. Because of Palma Vista's proximity to the coast, there was only one company on the entire island willing to provide Palma Vista with building insurance. There was a slight decrease in the annual premiums in 2019 compared to 2018.

**REMOVAL OF DEBRIS FROM PARKING AFTER CLEANING PALM TREES & MOWING.** This activity is done several times a year, especially after trimming the palms and removal of coconuts.

**GARDENS.** Removal of dead and dying plants, preparation of soil, design and installation of NEW gardens for all common areas and maintenance by Mr. Osorio. As well, cleaning the sidewalks and area outside the complex.

**KIDS PARK.** Fixed broken parts.

**GAZEBO BATHROOM.** Installation of new dispenser for hand paper.

**OUTDOOR SHOWERS.** Fixing faucets for both showers.

**OUTDOOR TABLES.** Replacing two outdoors tables.

**EXTERMINATION SERVICES.** Elimination of pigeons and fumigation of all common areas every three (3) months.

**BEACH GATES.** Replacing lock cylinders for all three (3) gates.

**ALL STAIRWAYS.** Re-touch with paint, dirty or damaged areas affected by humidity. As well cleaning with water and sweeping or mopping when necessary. Weekly.

**FIRE DEPARTMENT.** Renewal of permits.

**PROPOSED PAINTING PROJECT.** To fulfill specifications contained in the Master Deed/ By laws of Palma Vista, to correct structural damages caused by hurricane María, the lack of painting and corrections of structural damages, and many areas with infiltrations (not done for 7 years so far),

we identified 4 companies to deal with the issues. After we created a committee integrated by a certified structural engineer, PV Administrator, and Members of Palma Vista Board of Directors with the purpose of evaluating, coordination and redaction of a report to be presented at the 2019 General assemble to Body Corporate/Owners.

**TRANSFER OF FUNDS REQUIRED BY LAW FOR THE RESERVE, FUNDS FOR PAINTING AND REQUIRED BY LAW OF AN ACCOUNT TO DEPOSIT INSURANCE COMPENSATION AFTER HURRICANE MARÍA.** Ensuring all the accounts are taken care of and transferring mandatory funds in some case to the respective accounts. Painting fund is optional.

**LEGAL ADVISOR.** Our legal consultant advises and takes care of special situations with Owners and/or interpretation of the law/s. Lcdo Luís Vivas has a vast amount of experience in property management laws and other relevant areas of laws that are required by the BOD.

**CPA (Milestone).** For the first time in 14 years we hired a CPA to go over the Palma Vista books and to conduct audits of the financial status of Palma Vista Villas; CPA Nelson J. Ruíz-Cortés. As well, to organize all financial accounts, fiscal issues and assist the Palma Vista Treasurer with the preparation of financial reports.

**INSURANCE (Milestone).** Palma Vista received an excellent insurance payout from the damages sustained after the hurricanes. The payment was due to the many hours drafting reports and submitting claims and evidence to the insurance company. This year we completed the claim process and received the final payment claimed after Hurricane María damages

## **SUMMARY**

It has been my honor and privilege serving as President of the Palma Vista Home Owners Association during the past 12 months for a total of 24 months (2 years). From chaotic and tumultuous year after María, and a year in which all islanders suffered a test of survival and endurance following Hurricane María, a storm of such magnitude, ferocity and destruction not witnessed or experienced on Puerto Rico in over 85 years.

But we are a nation of resilient people full of hopes and as most recently taking control of our own destiny. Puerto Rico has made a remarkable come back from virtual devastation, and while the lives of some islanders is still not returned to normal, we are making a remarkable progress and hoping with all the changes we all wanted for our beloved Island and its people we will prevail;

### **We shall not be forgotten!**

There is still much to do, and I hope that if I am given the privilege of serving as your President for another year, that I will be able to continue making 2019-2020, another year full of successes and achievements.