

Las Palmas Community Assoc.
929 N Val Vista Dr, Suite C-109-164
Gilbert, AZ 85234

LAS PALMAS
 Luxury Beachfront Homes & Condominiums

Premier Issue
Inside Las Palmas
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Meet Jackie!

The Board wishes to introduce Jackie McGrew. Jackie has been hired as a quality control consultant for Las Palmas. Her goal is to bring Las Palmas standards up to that of a first class resort.

She brings with her a wealth of 25 years experience as a quality control manager from many different fields, most notably, the hospitality industry.

The main goal of her position is to maximize the cost efficiency and effectiveness of our day to day operations and monitor quality control at Las Palmas.

She will be working hand in hand with the on-site management to improve the overall quality, appearance and curb appeal of Las Palmas.

Her role is also to look for ways to bring HOA services up to the level our owners demand and our renters expect. She will be examining every avenue to build and improve the communication process to assist our Tenants (bar, restaurant, rental companies, etc.) so they can better serve their clients, and still stay within the parameters set by the owners and the HOA board.

Actually, Jackie has been on board for several months now, quietly observing operations so that she can provide valuable input on how to best improve our resort. She has studied our operations extensively and will be reporting her findings and make recommendations to the HOA.



Pictured left, Lynda Saveski, our US Administrator of Operations & Accounting. Pictured right is Ross Anuso, Webmaster and Newsletter Editor.



Meet Osvaldo!

For those of you who do not know him, we would like to introduce Osvaldo Beltran Camacho. Osvaldo is not new to our resort, as he has been with Las Palmas since day one.

He has been behind the scenes, handling our Mexico finances, our accounting, bookkeeping and financial administration. He has been instrumental in assisting the Board in creating budgets and managing our Mexico affairs.

He has a full awareness of current HOA issues, and has been assisting Francisco, the Board, and our homeowners in fiscal matters as well as project completion. Each year he has become more actively involved in administering projects and the day to day operation of our resort.

He is familiar with, and fully qualified to move forward with outstanding issues, and as you will see from his impressive resume, fully qualified to fill our new position as Resort Comptroller.

Osvaldo and his team will follow through with all projects and ensure that the goals of our administration and the needs of owners



are met.

During this transitional time, please feel free to follow up with Osvaldo on any specific personal outstanding issues that were not resolved under Francisco's watch.

The Board will be communicating at the Home Owners Annual Meeting the details of the restructuring of our Resort management operations. Meeting date is January 21, 2012.

We believe Osvaldo and his team will bring a new level of excellence to our resort. You will be pleasantly surprised to find Mr. Beltran to be accessible, and responsive to your questions and concerns.

His contact information is posted in the Contact Menu of our website. Please feel free to phone him directly with your issues.

Las Palmas Community Association
Asociación de Duenos Las Palmas
Puerto Peñasco, Sonora, Mexico



Bruce Turner—Vice President

Meet your HOA Board



Jaana Ponzio—Treasurer



Dan Dimovski—President

Letter from the President

On behalf of all the HOA Board members, we wish all Las Palmas owners and their family a healthy, happy and prosperous New Year. We welcome you to our first annual edition of *Inside Las Palmas*. This newsletter will provide all owners a summary and update of Las Palmas on site operation, year in review and other relevant Home Owners Association information on our community and resort.

Going into 2012, the Board is pleased to report a financially strong Las Palmas HOA with many successful cost saving initiatives in 2011. These cost saving measures, for the third year in a row have allowed us to come in under budget. With this said, the board is preparing an operating budget for 2012 that will have the lowest HOA common fees in our history.

2011 has been a very challenging year for the HOA in many respects, the Board has been working very hard to meet these challenges and to ensure the best interest of all Las Palmas ownership is represented.

Las Palmas has undergone tremendous change in the way we operate and manage our resort. Major changes have been made in our organizational structure in order be in the best possible operating position. By creating a Manager/Comptroller position onsite and introducing a quality control consultant we found ways to do things better and cheaper while at the same time still build up our reserves. We have procured additional amenities for our owners and guests that include new Restaurant & Bar Operator, Massage and Spa Operator. In addition to Dolphin Rentals, we have rented out clubhouse office space to Long Realty & Castaway Rentals, a long and short-term rental alternative for our owners.

For those owners that are new to our community we wanted to welcome you and let you know that our resort operating budget has dropped between 30-40% of what it was a few years ago. The most dramatic change being in the last 18 months where HOA fees are the lowest they have ever been and we expect them to go even lower.

This could not have happened without your support and if we did not have a united Board that was committed to change and worked with each other to get to this point. One of the most rewarding decisions was to hire an outside consultant to evaluate our operation and assist in the onsite operation and special projects. Many of the recent changes are as a result of the consultant's recommendations made through reviews and cost benefit analysis reporting to the HOA.

Additionally, we have started correspondence with neighboring resorts in an effort to find ways to save even more in certain common expenses if we worked together as a group. Like all of you that have invested in our community, we have great expectations for the future of Las Palmas. We believe that it is only a matter of time until the economy changes in our favor and we intend to place Las Palmas in the best position possible when this does happen.

The board understands, not everyone is able to attend the annual owners meeting scheduled for Saturday January 21, 2012. At the same time we wanted to make sure that all the owners know this meeting is essential for the HOA and its business. It is an opportunity to have a say in the direction of our community, voting for Board members and to have your voice heard on vital HOA business that can affect all owners. We urge everyone to come to this meeting and participate. If this is not possible, please ensure you forward a proxy on your behalf.

Feel free to go to our website for more information on how to fill out a proxy at www.laspalmashoa.com

We thank you for your support and look forward to seeing everyone at our owners meeting, where we will provide more detailed information on all HOA business agenda items. -Dan Dimovski

2011 in Review

- Purchased 100+ new lounge chairs and tables for the pools; the old ones were not cost effective to refurbish.
- Completed replacement of unsightly gravel with lava rock.
- Installed surge protectors on lighting fixtures and rope lights so they don't keep burning out.
- Installed floor drains in laundry rooms of all above ground units to which we had access.
- Installed 50 tankless water heaters with financial incentive for those who ordered. 20 more units on order.
- Instituted new pool heating schedule to allow for 20% occupancy, and gave more discretion to operations manger.
- Resolved beach rights issue; Federal Beach Zone.
- Purchased propane heaters for pool restaurant.
- Replaced ceiling fans in pool area.
- Insured bar operator opened swim up bar on weekends.
- Instituted additional cost savings measures, with smarter staffing, so dues will not have to be increased.
- Painted curbing and re-striped parking areas.
- Painted clubhouse, buildings, and completed painting Villas.
- Completed painting of all the condo buildings.
- Secured tenants for vacated areas by Seypet: Massage room, Real Estate & alternative rental company.
- Began legal action and filed liens on delinquent owners.
- Instituted website changes for owner mailings and feedback.
- Instituted on line payment of dues via the website.
- Replaced broken light fixtures throughout the complex.
- Removed and or replaced dead plants.
- Replaced HOA transportation vehicle.
- Upgraded computers for guest use.
- Replaced control panel in steam room.
- Plan for allocation of funds to replace balcony railings with non rusting aluminum over next five years.
- Plan to allocate funds to repaint condos and villas every 4 years.
- Installed gate inside clubhouse for after hour access to exercise and steam room.
- Purchased a Kawasaki "Mule" for grounds maintenance.