

***Joint EC Meeting – Strata Plan No. 49 and No. 66
and Timeshare Plan***

The Alexandra Resort

Date: Friday, September 7, 2018

Time: 10:00 AM Eastern Standard time

Via Go To Meeting/Blue Haven Boardroom

Attendees:

Lisa Scarinci
Frank Baillie
Lutz Kruger
John Christman
John Airey
Malcolm Spaul
Greg Gerlach
Bob Appelbaum
Mark Sokolow
Stewart Howard
Caroline van Scheltinga
Natasha Howard
Armando Pizzuti
Karl Bourne
Maxime Venne
Clive Hodge
Mark Gangasingh
Latisha Smith
Iquita Williams

Invitees:

Dave Parlee (J&W Construction)
Damon Trotman (Wall Tech Ltd.)

The Meeting was called to order by Lisa Scarinci at 10:01am.

Appointment of Chairperson and Secretary- Lisa Scarinci informed that she will serve as the Chairperson and Iquita Williams was selected to be the Secretary for the meeting. There were no objections.

Approval of minutes of the last quarterly meeting on June 1, 2018.- Minutes were approved and there were no changes.

Report on Status of Stucco Project, including any changes to building closing dates- Stewart Howard informed that they are anticipating the finish dates to be on schedule; however, he asked that everyone is mindful of being in the peak of hurricane season, as a passing storm can impact the schedule. Damon Trotman of Wall Tech, informed that the buildings' progress is going well and once the weather continues to hold and they continue their pace, work is likely to be completed ahead of schedule (within the next three weeks) for the first two buildings. Stewart asked Latisha to ensure the non-RMA owners in the Prima Donna and Lady Rose buildings are aware that that management would need access to their units sooner than scheduled due to being ahead of schedule with the first two buildings. Damon advised that they should be

able to start on the Prima Donna and Lady Rose buildings by September 22 which would be 18 days earlier. Lisa expressed concern for those owners that might have already made plans. Caroline van Scheltinga suggested that a notice be sent out to all owners and see what feedback they get. It was confirmed that the replacement windows have arrived. Dave Parlee, noted that A/Cs will be shut off in the Prima Donna and Lady Rose buildings and **there will be no A/Cs in those buildings while work is being completed.**

Report on resort infrastructure

- a. **Fiber Cabling Project-** Clive Hodge, IT Director, presented this to the group. He explained that the fiber cable was damaged, and they had to install a new 48 strain fiber cable that goes through the six buildings. He relayed that it is an anti-rodent fiber cable as there's metal protecting the cable and it is double armored. He added that fiber lines were installed several years ago and was damaged by rats that ate it. This new cable is only responsible for the local connection within the Alexandra property and has already been completed. Clive explained that about six months ago the fiber cable on the property was on its last strand and they acted accordingly. Lisa informed that they would like to have a plan for all the infrastructure that needs to be completed on property. She informed that the fiber cable was a surprise to the owners as they were not aware of it. Lutz Kruger inquired about the supporting hardware and whether the company will fully maximize and use it. Mark Gangasingh confirmed that they have the equipment to support the fiber. Mark informed that the fiber cable is just for connectivity and has nothing to do with the Wi-Fi connectivity and improving its quality. Malcolm inquired if the cable has a guarantee. Mark insured that they have installed a top of the line cable. Fiber works will replace the newly installed fiber cable If anything was to go wrong within a year of installation free of charge (warranty). The condition of this warranty does not apply if damage is caused by force majeure events or Alexandra's staff or contractors hired by Alexandra.

- b. **Possible pool resurfacing project for 2019-** Maxime Venne informed that the pool project is two phase- modernizing the pool pumps and resurfacing the pool which does not have to happen at the same time. He relayed that they have taken pictures of the bottom of the pool which has over 100 spots. He informed that the only way to fix this problem is to drain the pool and resurface it. He confirmed that this has nothing to do with the water leakage which has already been fixed, however prior reports have indicated that it is important to get the resurfacing done. It is a physical danger for guests using the pool and the resurfacing is critical. The last resurfacing of the pool was done about 10 years ago which is the expected lifespan. The tiles around the pool will be fixed as well. Bob inquired about possibly getting a warranty for this work. Max informed that they will inquire about a warranty. Karl proposed possibly having this done now while the hotel is partially closed as it would be much easier and would alleviate the hotel having to be closed next year. John Christman suggested this be done while the stucco project is being completed. Lisa informed that they will be depleting the infrastructure reserve fund and there is no money there left for the pool. She suggested getting a loan from the Management company to complete the work now and as soon as money starts coming back into the infrastructure fund, it be paid back to Management. John suggested including this in the assessment. Natasha informed that the reserve fund will be at \$0 by end of September. Stewart informed that the pool project could be done at the end of October thru beginning of November 2018 so it is completed in time for the reopening. Stewart informed that within seven days he will have a full proposal for both pool projects for the EC to decide on. Stewart informed that on behalf of Management, they will commit to \$100K to resurface the pool by November 2018 in time for the resort's reopening. EC members voted and the resurfacing of the pool was approved by unanimous vote.

- c. **Is the management company doing construction on its property?** Stewart informed that a new building for the gym, front office reception, boutique and management offices is currently being completed where the Kids Club building is currently is located. The second phase would be the addition of another restaurant where the current Reception is located. He advised that the units that are on the ground floor of the Marilyn building (occupied by Management) will be vacated and rented. These units are controlled by the BCB through the receivership. He added that there will also be an amenity space in the building to assist with check-out changeover. Stewart confirmed that the Management Company pays for the gym. **As such, pursuant to Article III (2) of the**

Conditions and Regulations of Easement, the Management Company has decided to offer the use of the gym only to Condominium proprietors who have elected to be a part of the Manager's rental management program. This change does not affect the timeshare owners as they will continue to enjoy the use of the gym.

- d. **Discussion of the screens concealing the empty lot in the middle of the resort-** Lutz inquired as to how long these screens would be up. Stewart informed that the screens will be taken down by the end of the project in time for the reopening.
- e. **Questions about the condition of the PVC pipes into the units-** Lutz inquired if there will come a point when everyone's water pipe valves will begin failing and is the resort doing anything proactively to combat this. Maxime informed that the valves will not break as they are made of brass. He advised that they can change them out in future if they would like. He further assured that maintenance can always shut the water off even though there is not a separate valve per unit. Lutz informed that his concern is the PVC pipe's deterioration and it possibly being broken which will cause a bigger issue whereby you would have to go in the wall. Dave Partee informed that changing the PVC pipes would be a big undertaking and suggested addressing any PVC pipe issues as they arise as there is no easy way to change the PVC pipes. Also, as the pipes were sheltered from direct sunlight the integrity of the pipes would be retained.
- f. **Status of the new A/C maintenance program-** Maxime informed that this program is working well and is being carried out every six months as agreed. He informed that they have seen a reduction in their A/C problems. Lutz asked if there is a way to cap the temperature of the A/C in other units. Maxime informed that they have done so yet keep getting guests requests to have it reduced further. Lutz informed that it causes condensation in adjacent rooms when the A/C in other units are too cold. He advised that it causes the floors and the walls to get wet and could cause slips and falls as it has happened in his unit. It was agreed that the standard for A/C in the rooms be placed at 70 degrees and it cannot be lowered as hotel policy.
- d. **Any other infrastructure issues-** Greg inquired about the status of the Sewage Treatment Plant. Maxime informed that it is going well, and they are continuously seeking the best treatment for odor controlling which is normal with the kind of system they have. He relayed that in high occupancy the odor is different from low occupancy because the sum-pumps are required to clear more often and the turbidity in the water creates the scent. Several options are being considered and the cost factor of the options is being considered before any further capital expenditure is undertaken.

Maxime informed that a part of the parking lot in front of the Marilyn Building has been resurfaced and they would like to resurface the remaining parking lots. Stewart informed that there was a lot of leakage of oil and damage from equipment on the Marilyn building parking lot during the hurricane repairs last year and as such the contractor was responsible for resurfacing that parking area. Maxime advised that the project should be around \$10K to resurface the remainder of the parking lots. He suggested doing it in different phases. Lisa asked that this be detailed for the owners at the next AGM.

John Christman inquired about the irrigation systems and the beach walkovers. Maxime informed that they have invested in a new irrigation system to improve the landscaping and the brown patches of which they are seeing improvements. Maxime informed that they have been fixing the wood on an as needed basis for the beach walkovers.

Lisa addressed concerns from an owner in relation to approving the appearance of the roof of the restaurant from her balcony. Stewart informed that the restaurant needs a full redo and as such they must wait until the second restaurant is completed before they can redo the current one. There was also concern about the beach chair stacking behind the pool as it does not look attractive. Karl informed that the beach chairs have now been moved to the back area where it is not visible. There was also concern about the location of the smoking area. Karl informed that the real issue is that some guests have been found to be smoking on their balconies and the smoke permeates up the building. Management continues to address this issue with guests as the problem arises.

Financial results for current fiscal year (as of July 31, 2018)- Natasha Howard referred to the financial documents previously distributed to the group. We are below budget in payroll as there are issues with securing work permits and attaining quality security officers. She informed that they are now looking to new locations to source employees. Armando Pizzuti introduced himself as the VP of Hospitality in charge of the Turks and Caicos Collection and informed of his role. He discussed the operational challenges they are having with employee recruitment. Lisa informed that owners should be sensitive to this issue in which the management company is currently facing and be mindful of such. Stewart informed that they are understaffed in housekeeping, landscaping, restaurant and security. As such, Stewart informed that senior staff members are being overworked and becoming frustrated which poses difficulty to hold on to them.

Report from the Resort Manager –

- a. **New hammocks and any other amenities**- Karl reported on embarking on a new restaurant to be completed by December. He informed that they have been working on a lot of staff training and certifications with the American Hotel & Lodging Association. He relayed that he has been working with Maxime on preventative maintenance projects in rooms. Karl relayed that he has met with many owners and have been able to address most of their concerns. Bob informed that Timeshare owners wanted to know about being able to use the restaurant as there has been mixed messages to Timeshare owners. Karl informed that they would like all Timeshare owners to utilize the restaurant. There is a menu for them in which they will distribute to all Timeshare owners. He emphasized the fact that that Timeshare Owners must wear their bands for security reasons.
- b. **Safety and security at the resort and on the island.** - Stewart informed that their security department is now in-house and is no longer outsourced, so there is a balance with security and hospitality. He informed of a break in at the Lady Rose building on the ground floor where there was an invasion and items were stolen while the occupants were sleeping. Guests did not lock the sliding door so there was easy access. He stressed that it is very easy to come in from the beach to the ground floor Lady Rose. He relayed that they have thankfully not had an assault on the property. Lisa asked that such incidents as these be communicated to owners. Stewart informed that they are looking to add cameras with face recognition and add more lighting. He informed that they are having turnover challenges in security and stated that Karl has asked for a security to be stationed specifically near the beach access on the eastern end of the property.

Date for next quarterly meeting – Proposal for either Friday, Dec. 7 or Friday, Dec. 14- Date was confirmed to be December 14th, 2018 at 11am.

Issues Affecting Only Timeshare Owners- Bob informed that there were no issues.

Issues Affecting Only Strata Owners

- a. **Update on consideration of interest-bearing account for reserve funds**- This will be kept as a future item for discussion.
- b. **Suggestions for new topics that could be added to the next AGMs**- Lisa suggested they receive an annual report on sales of units. Natasha informed that they do not receive the price units sold for and they only receive information from the lawyers in terms of who the unit has been sold to. Stewart informed that they can indicate what units have been sold and who they have been sold to. He further stated that what the units sold for can be extracted at a cost to owners as they would have to obtain a copy of the registry. Lisa informed that this would be a great service to the owners. Stewart informed that they would provide such in the next meeting for the last fiscal year. Greg encouraged more open communication between owners and management and updating the owners' website. He asked for some type of commitment from the management company on regular communication to owners. Stewart informed that they are currently working on this to get more information to owners in a timely fashion and they are looking to have someone join Latisha shortly to specifically assist with such. Karl informed that they are looking to implement a new quarterly newsletter to begin distribution in October.

Any Other Business- There was no other business.

Adjournment- Meeting was adjourned at 12:22pm.