



**Minutes**  
**Regular Meeting**  
**Vivo Resorts Leadership Council**  
**May 11th, 2023, 11:30 pm CST**  
Online Meeting & Vivo Board Room

**Attendees:**

Margie Lunder – Regime 1, Pat Simpson – Regime 2 Commercial, Glen Hansen – Regime 3, Jane Perch - Villas, Cary Mullen -Developer, Diane Hache – Vivo Foundation

Absent: John Moser – Regime 2 Residential

Management: Alma Angulo- Condo Manager, Catterina Calderon – General Manager

**Call Meeting to Order and Proof of Quorum**

The meeting was called to order at 11:44 am

**Election of Officers**

The following officers were elected:

Glen Hansen – Regime 3 – Chair; Diane Hache – Vivo Foundation- Vice Chair; and Pat Simpson – Regime 2 Commercial- Secretary

**Approval of Minutes** –Minutes of the February 16, 2023, Regular Meeting were approved as distributed. Minutes will be posted to the community website and distributed to the Owners.

[https://www.vivoresortscommunities.com/leadership\\_council\\_minutes/](https://www.vivoresortscommunities.com/leadership_council_minutes/)

**Owner Forum** – Representatives to report on Owner concerns.

**Regime 1**

Regime 1 Owners have concerns about the MA fee increase, participation /oversight of the MA, MA budget transparency (quarterly reports), financial audit of the MA for the past five years, staffing level reports, building N income assumptions, the new parking policy. Long-needed repairs around the resort. Margie will bring up a review of the Leadership Council Scope of Work. Discuss process for more prompt management communications in both acknowledgement and follow-up.

**Regime 3**

- 1) Landscaping and pool building M. There have been offers of options. Owners are wondering about the status of the pool. *This will be answered by Development after reviewing the proposals.*
- 2) Solar update. We have an information letter and survey ready from the solar committee on Regime Will require parking lot plan commitment to do this.
- 3) Wifi stability; Regime 3 is still variable; other regimes. *Not just more bandwidth but distribution. Pierre Hoppener has volunteered to assist working with the new IT manager and consultants.*

## Villas

Road signs for Villas – *Alma will look into this. Pots at the gate? Alma will speak with Gabriel about the plants and perhaps replanting. The potholes need to be filled.* Road inside the Resort – *Is there a plan for resurfacing or stabilization or dust reduction? Cary will research and report back.*

## Management Report

Alma gave the management report.

### 1. General

- a. Incident – *Housekeeper was stuck in elevator. Alma needs to research further.*
- b. The parking policy has been updated for review by the Council.
- c. Management is working on different projects:
  - i. General Voltage Regulator - per Regime and Resort wide. - Gabriel is still working on it.
  - ii. Solar options and viability per Regime. – Solar committee is addressing. The Developer will send a parking plan to the Solar Committee. *If the location of the solar panels is on the parking structure, legal documents to protect the Regimes/Owners rights will be executed.*

### 2. Operational Update.

- a. Fiber project status for Villa Owners. Villa owners voted to no proceed with fiber project.
- b. Violations of communications policy are being monitored.
- c. ***With the creation of new Master documents, new protocols for owners' involvement in Master budget approval process are being established. Sub-condos will each have a representative on the Master Association.***
- d. ***Master Association financial details are posted to the web site each month.***  
<https://www.vivoresortcommunities.com/master-financial-reports/>
- e. Stray dog committee met with Catterina – It is made up of Gudrun Hardes, Sandra Irvine Anne-Marie Fairman and Karen Palmer.
- f. Follow up on discussion on speed bumps and solar lighting for Highways road. (Cary and Catterina)- *Catterina and other neighboring developers and impacted landowners submitted a petition to install speed bumps. Since this is a federal highways, it is a federal issue. We are awaiting the federal response.*
- g. Improvement of Communications – *Catterina will roll something out and send an email.*
- h. Tiles in adult pool replacement plan – *Is there a schedule? Alma will report back with the schedule.*

### 3. General Resort Information (Continuing Projects)

- a. Composting, Trash and Recycling – *Catterina gave an update. They are relocating trash area and segregating the trash, recycling, and composting. There is an initiative for guest education and fines for non-compliance. She will continue to update the Owners.*

*Catterina has been working with local university students and has had them to Vivo to discuss assistance with the composting.*

**4. Survey to Owners**

- a. Pat included a summary in the AGM presentation.

**Vivo Foundation Report** – Diane Haché (Cary read the Vivo Foundation report)

**Updates on 2023 Projects**

We have had a lot of activity in the first quarter of 2023. In addition to renewing our regular support programs as mentioned at the last meeting, the Foundation approved some new projects. Here is an overview:

*Campamento's Dark Nights project - Part 2*

*Campamento's Quattrimoto*

*Support for Casa Hogar repairs and household equipment*

*Kids Second English Language School in PE (now operational)*

*Potential new scholarship program - application nearing completion*

*Recycling bags purchased for Jungle Plastics*

*Chila Library (painting project completed in March 2023 and funding approved for equipment)*

**Foundation Dinner dates**

Potentially set for November 13-17, 2023. We are waiting on confirmation by Vivo Resorts.

**Finances**

The Foundation is in good financial stead.

We hope to have an annual 2022 report by end of May. Our few last pieces were received this week.

**Volunteers (will be recruiting more actively in the fall)**

We are appealing to one and all for new board members and volunteers for fundraising, community liaisons and communications for the Foundation.

**Unfinished Business**

**Review of the annual survey.**

*The Council asked that the annual survey and the year-to-year comparisons be sent to the Owners. The accompanying email will ask for constructive suggestions to assist the Council in identifying areas that the Leadership Council can assist with. Alma and Pat will draft the email for Council review. The email will include a timeline for response.*

*The Parking policy was reviewed and updated. (attached)*

**New Business**

**Quarterly Fiscal Discussion** - Representatives reported from each Regime. *All Regimes reported that the fiscal reports were in order.*

**Third Party Audit** - *Management is working with the Regimes to find a 3<sup>rd</sup> party independent auditor to provide quotes and the scope for the audits. All Regimes have approved getting quotes from auditors for both a financial (external) and an operational (internal) audit. The goal of the audits is to review the financial statements, accounting procedures and give suggestions for operational efficiencies.*

*The Master Association will defer to the selection to the Regimes so that there is no perception of a conflict of interest.*

*The Council members agreed that an audit committee should be formed. Terms of Reference for this committee will be developed and be distributed to the Regime Boards for review. This committee would work with the auditors to ensure that the audit scope of work is determined and followed as well as help provide information to the auditors and report to each Regime and the Master of the results and recommendations. Volunteers will be invited to serve on an audit committee after reviewing the Terms of Reference by the Council. The responsibility of the audit committee will be described.*

*Important note: The audits, together with additional staff time will result in extra expenses for the Regimes and Master.*

**Review of 2022 Goals and establishment new goals for 2023.** (2022 attached for reference)

*The Board postponed this for further review. Management will send out a few dates options for a special meeting.*

### **Adjournment**

The meeting adjourned at 1:30 pm CST

### **Information:**

**The Charter for the Leadership Council is located**

<https://www.vivoresortscommunities.com/governing-documents/>

2022 Goals for Reference

## Vivo Resorts Leadership Council 2022 Objectives

Informed and developed in alignment with and support of Vivo Resorts' Mission and Vision

### **Vivo Resorts Vision (forward looking)**

*To be a globally recognized brand of beautiful resorts and residences that enhances the lives of people.*

### **Vivo Resorts Mission (how we get there)**

*Create beautiful living and recreational spaces where enhanced relationships, joy, and health can happen with purpose and meaning.*

### **Objectives**

Our SMART objectives fall within four broad areas for 2022. These are Communication, Safety, Fiscal, and Land Stewardship

#### **Communication**

##### **Objective #1**

Create a communication roadmap that delivers clear, respectful, and timely communications to the parties represented by the leadership council. Create a communications calendar which outlines who is responsible for the message. (Council, Regime, Hospitality, Management, Real Estate, Development, Construction, etc.

### **Safety and Security**

#### **Objective #1**

Work with management to identify areas of safety that are deemed most relevant to the community and communicate them efficiently and precisely to the members.

#### **Objective #2**

Establish a program to garner feedback from the community concerning their understanding of the safety program and what they need to do in the event of an emergency. Perform practical tests of knowledge as needed.

#### **Objective #3**

Work with Management and the Boards to review community related safety incidents quarterly from both a proactive and remedial perspective.

### **2022Projects**

First aid readiness –

- Improve the protocols for inventory control for both the on-site responders and well as the infirmary.
- Maintain controlled access to the infirmary that doesn't impede emergency access.
- To ensure equipment readiness, establish a first aid triage system that gets incorporated into biweekly safety checks.
- Review and maintain a secondary supply inventory of frequently used items so that there is never a deficit of important supplies.
- Establish a system which has one emergency bag and one general basic first aid bag.
- Place inventory lists in each bag and in the infirmary and spot check them.
- Sandra and Kim will suggest what is in an emergency bag and give to Management
- Review the above at each meeting.

### **Land stewardship**

#### **Objective#1**

Work with management to identify recycling projects in 2022 that will continue a community culture of recycling.

Create a composting program.

Through newsletters, website, signage and general email communication, promote the importance of sorting trash and recycling. Promote sustainability and Vivo's commitment to being as ecologically responsible as possible.

### **Fiscal**

#### **Objective #1**

Continue to provide a quarterly overview of fiscal matters across regimes with a clear view for fairness, transparency, efficiency, and shared accountability.

#### **Objective #2**

Management to bring to the Council Community-wide Projects. 2022 Project –Continue the fiber project relative to the Villas who still need pricing and implementation.

Create communications concerning the best use of the fiber such as reminding Owners to make sure they are logged into the correct WiFi system and if they use a router or other ancillary equipment that it needs to be up to date and compatible with the fiber system.

*Suggested update to the Parking policy to be submitted to and ratified by the Master Association.*



### **Parking Policy**

As Vivo grows, it has become important that a Resort-wide\* parking policy is established.

1. Owners are only guaranteed the use of **one** parking space while in residence. If one needs parking for additional vehicles while in residence. It is the Owners' responsibility to make arrangements with Vivo management.
2. The areas for additional vehicle parking for Owners in Residence will be defined by Vivo Administration.
3. No motor vehicle other than a private passenger vehicle shall be parked in any parking spaces, carports or driveways in the Project without the prior written consent of the Vivo Administration.
4. Large capacity trucks, motor homes, campers, commercial vehicles, large trailers and similar vehicles cannot be parked in any residential parking lot or within a parking structure except for loading and unloading. Management must be notified prior to entry to the Resort. Management will assign the area where these vehicles can park. There can be a fee for parking oversized vehicles.
5. A Recreational Vehicle cannot be occupied at any time within the Resort.
6. No motor vehicle shall be driven or parked on any part of the Resort other than in designated areas.

7. No repairs or adjustments to motor vehicles shall be carried out on any part of the Resort. Except for emergencies.
8. Car washing will only be allowed in certain areas of the Resort and will be designated by the Regime Boards and /or Vivo Administration. Owners must cleanup after this activity and detach hoses and store the hoses or any other equipment. No equipment is to be left in the common areas.
9. It is not Vivo's responsibility to take care of any owner's vehicle.
10. The Regimes, Master Association and Vivo Resort Operations and Administration shall not be responsible for any loss or damage to any motor vehicle or the contents, therefore.
11. Due to limited prime parking spaces and the need to be able to perform periodic and emergency maintenance, long-term parking options need to be controlled. Vehicles can't be parked or stored in residential parking lots or structures for a time greater than two weeks while Owners are not in Residence without notification and written permission of management. An interim long term parking area will be available. Every effort will be made to accommodate the needs of Owners. If vehicles are left on property, the name of a local contact must be provided so that vehicles can be moved in case of emergency and for the safety of the vehicle.
12. No parking is allowed in disabled parking spots without official handicap tag or special permission of Management.

**Violation of these policies will result in revocation of privileges, fees or fines.**

\* This policy does not apply to Villa private homes.