

Dear Fellow Terra Verde Owner,

New Resort Security Procedures

You may be aware of the numerous debates that have taken place, amongst both owners and board members, relating to security issues at the resort. Although it is fair to say that overall security at Terra Verde is no worse than that at other resorts (indeed may be better), the BOD has always viewed efficient security procedures with high priority and indeed, this view has been recently reinforced through feedback from owners, both at the 2009 AGM and posts on the Owner's Forum.

As a result of considerable debate within all the HOA boards, it has been decided to introduce a revised set of security procedures relating to visitor entry to the resort. These new procedures will endeavour to ensure that access to the resort is restricted only to bona fide visitors, whether they be owners, guests, Management Companies, vendor representatives or genuine visitors.

Fundamental to the new procedures, will be the requirement for all visitors, when arriving at the resort for the first time, to present at the gate some form of recognised ID, be it a driver's licence or passport, and in the case of guests, also some documentation regarding their vacation rental booking or reservation. Upon the presentation of such documents, visitors will be immediately directed to the clubhouse for registration and the issue of a gate entry pass.

During night time hours when the clubhouse is closed, details of the arriving visitors will be logged and they will be requested to call at the clubhouse the following morning to complete the registration process. In those circumstances, if a visitor fails to register at the clubhouse the following morning, they will be subject to a follow up visit by the Resort Manager to ascertain the reason for failure to register. Continued failure to register will inevitably result in difficulties and inconvenience when re-entering the resort on subsequent occasions.

In the unlikely event that a genuine visitor, upon initial arrival at the resort, is unable to present any suitable ID or documentation, they will be referred immediately to the Resort Manager who may, at his discretion, endeavour to verify the bona fides of the visitor. If, however, the clubhouse is closed at that time, entry to the resort will be refused.

These procedures relate to the initial entry to the resort and the normal swipe card entry system will continue to be used by owners and guests, once registration has been completed.

To supplement the above, a further safeguard is being introduced requiring pre-notification of people arriving at the gate claiming to be visiting a home, either to make a delivery, carry out work or just for social purposes.

To assist in the communication of these new procedures to guests, we attach a brief outline of both, that we hope you will include in any 'Welcome' packs that you send to your guests, prior to their arrival. A copy of the new procedures will be circulated to all Management Companies that are known to be employed by owners. It would be helpful, however, if owners could additionally ensure that their respective Management Companies are fully aware of the new procedures.

We would also wish to reinforce the need for all Owners to ensure that resort management and HOA records are fully up to date with respect to owner's contact details, including those of their Management Companies. Should you feel that your property details may need updating, please use the 'Owner Contact Information Form' contained in the 'Home Owner's Manual' available on the HOA website at www.terraverdehoa.com

It is believed that these new procedures will operate in the best interests of all owners and guests and we trust that you will understand that it is of utmost importance for the smooth operation of the entry system, that all owners fully support and co-operate with the procedures. If you have any questions, please contact the HOA through the HOA website, Owner's Forum or, of course, by letter or email.

Board of Directors

Terra Verde Home Owner's Association