

# COMMUNITY OF OWNERS SEÑORIO DE ALOHA

## **SUBJECT: Community Security & Maintenance Operations Update**

Dear Fellow Owners,

I would like to take this opportunity to update you on the community's ongoing efforts to improve respect between neighbours regarding the rights to non-disturbance, & the continuing improvements in overall community security. I'm responding in part due to the on-going problems between neighbours in Giralda & Alhambra. I strongly suggest that if you have guests or tenants staying in your property, you bring this message to their attention.

### **Background & Security System Upgrade**

Two years ago, the community made the decision to phase out the previous one-man nighttime security and daytime concierge service. This model was proving ineffective in addressing the community's growing security needs. In its place, we invested in a modern **Access Control System** that now monitors and regulates access to all external entrances, garages, and individual building portals.

This new system is significantly more secure and user-friendly. The installation of **electronic fobs and garage remote controls** means that access to the community is tightly controlled. These devices are difficult to duplicate, providing an important layer of protection against unauthorized entry. The risk of trespassers entering the community has been greatly reduced as a result.

In addition, a **new intercom system** is currently being installed across the community. This will allow residents to better manage visitor access and improves overall visibility of who is entering the premises. These enhancements collectively give owners and residents **greater control and peace of mind** regarding security. The installation of the control unit inside apartments in Donaña & Triana will shortly begin. To **ALL** owners in the community, you must decide on your choice of control model & make your payment as per Adenjo's instruction. You must also provide advance dates when someone is available to grant the installers access to your apartment. Failure to do so during the installers timing schedule can result in higher installation costs, & the Community will pass these onto you as appropriate.

To further strengthen our safety infrastructure, we are also expanding the **CCTV surveillance network**. Cameras are being strategically positioned in vulnerable areas—particularly where low walls and fences exist—adding another essential layer of protection to our community.

### **Reallocation of Resources to Maintenance Operations**

A key part of the original initiative involved **redirecting funds previously used for security personnel** toward boosting our maintenance operations. This has allowed us to establish a **24/7 on-site maintenance service**, ensuring that repairs and general upkeep can now be carried out more promptly and efficiently.

An added benefit of this change has been the use of the **nighttime maintenance staff** as first responders in the event of disturbances within the community. While not a replacement for professional security, this "HELP" service provides residents with a practical and cost-effective way to manage late-night issues, particularly noise complaints.

# COMMUNITY OF OWNERS SEÑORIO DE ALOHA

## Handling Disturbances

The most frequent complaint at night involves **excessive noise** from certain apartments, especially during holiday seasons and weekends. In these situations, the HELP maintenance staff can be contacted to investigate and speak with the occupants. For ease of communication—especially in cases where occupants do not speak Spanish—the staff carry **pre-written messages in English** explaining the issue and requesting that noise levels be reduced. N.B. A tenant has the same rights as an owner to non-disturbance & may seek immediate redress rather than wait for their landlord to act.

If a noise complaint is repeated, a second notice is delivered, stating that if the situation does not improve, the **local police may be called**. In most cases, this approach resolves the issue amicably. However, in more extreme cases—often involving **short-term rental guests, intoxication, or overcrowding**—the matter is referred to the police, who may choose to take further action.

## Summary

While not without limitations, the community's new approach has **proven to be both cost effective and efficient**. The combination of improved access control, enhanced surveillance, and responsive maintenance support provides a more secure and better-managed environment for all residents.

With the busy summer months approaching, we ask all owners and residents to exercise **tolerance and consideration**, especially given the building's poor sound insulation and the seasonal influx of visitors. Remember, everyone has the legal right to **quiet enjoyment** of their home.

For any issues or incidents, you may contact the following:

- **HELP Maintenance Service: +34 603 741 633**
- **Local Police: 092**
- **Adenjo Administrator: +34 952 814 464**

I thank you for your continued cooperation and support in making our community a safer, more enjoyable place to live.

Kind regards,

Marbella April 9, 2025

**John Riley**

**President - SdA**