



Informational Circular to All Owners of Puerto Plata

Dear Owners,

We would like to inform you about serious developments in our complex. We will not tolerate a lack of transparency, attempts to manufacture majorities, or pressure on individual owners.

Below, we set out the facts and the measures we will take immediately.

1) Swimming Pool and Construction Works: Chaotic Scheduling Without Legal Basis

On April 16, Servatur/the administration announced the closure of the swimming pool starting April 18 and construction works from April 20 until the end of June. Just one day later, it was suddenly communicated that the closure would not occur before April 30 (supposedly due to a lack of materials).

We have information indicating that for the announced measures, no construction permits have been submitted to the town hall—neither for the pool nor for other works. This does not sound like “material supply issues,” but rather a **lack of required approvals. Are we being misled?**

The Association has demanded that Servatur/the administration immediately provide written information on:

- costs, offers/quotes, and contracted companies
- a binding schedule and construction plan, as well as proof of the “missing materials”
- responsibilities and possible claims for damages

As of today: **no response**. We demand complete, verifiable information with clear deadlines before any work begins that affects our daily lives and property.

2) Court Hearing on May 6: Agreements of March 26, 2026 Under Review

At the initiative of our Association, on May 6 the court will examine the legal validity of the resolutions adopted at the extraordinary owners’ meeting of March 26, 2026. The central issue is the decision to grant Servatur essential common areas (social lounge, former reception, and parts of the pool terraces/solarium) in **order to build 7 tourist apartments** and operate them permanently.

The consequence is obvious: Servatur would exclusively receive **recurring income**, while the community would receive no rent; instead, we are supposed to be “compensated” with alleged investment commitments that **lack guarantees and are non-binding**. This is unacceptable.

Asociación Apartamentos Puerto Plata

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According to the minutes, the resolution was approved with 50.572% (113 of 304 apartments plus a few commercial units). This already requires explanation—and even then, it would at most be a simple majority. In reality, this involves the transfer of common elements, a permanent change of use, construction interventions, the creation of new units, and exclusive commercial exploitation by a third party. Under Article 17 of the Spanish Horizontal Property Law (LPH), **qualified majorities** are required (at least 3/5 and, in some cases, even **unanimity**).

We have initiated this judicial clarification as an Association because **common elements are not a self-service resource**.

3) Pressure on Owners: Stop False Claims, Protect Rights

We are observing systematic actions by Servatur aimed at altering majorities and forcing owners' decisions:

- selective purchase of apartments to build majorities and restructure the complex
- pressure on owners (to sell or sign contracts)

Claims are repeatedly being circulated that owners cannot use or rent out their apartments outside Servatur and that Servatur is the only authorized operator. This is false and is being used as a tool of pressure. We demand that the dissemination of these false statements cease immediately; otherwise, we reserve the right to take legal action.

Important: **Servatur is not registered as the operator of Puerto Plata**. The only registered rental/management company is our **Rendang Canarias Express S.L.U.** Our contracts allow, among other things, extensive and free personal use, transparency, and annual cancellation. Servatur's contracts, on the other hand, include significant restrictions on personal use, high costs during personal use, and extremely long terms, and **may be legally contestable due to lack of licensing/registration**.

4) We Demand Internal Clarifications — Immediately

Since July 2025, there have been, in our view, clear indications that the then-president A. K. and the secretary/administrator V. B. aligned themselves with Servatur's positions. To date, there has been no open and fair discussion of real alternatives to the "Servatur system." This is unacceptable.

Owners report that Mr. V. B., as an elected and well-compensated representative of the community, actively supported Servatur, recommended its potentially abusive contracts, and in some cases exerted pressure to sell. In addition, there are serious concerns regarding **data protection** (handling/transfer of information).



Equally serious: **the Community no longer has neutral legal counsel.** JPD was replaced by P. A., Servatur's lawyer, who was also appointed as secretary/administrator at the meetings on January 13 and March 26, 2026. This indicates a **conflict of interest** and undermines trust. The Association is investigating these matters and will initiate legal action without delay if necessary.

Call to All Owners

The best protection against intimidation is unity. Do not sell under pressure or at a low price that would never allow you to purchase another apartment. Defend your rights and demand transparency. Become a member of the Puerto Plata Apartments Association and strengthen the voice of the owners. Membership applications: www.aapuertoplata.com

Yours sincerely,

The Board of Directors
Asociación Apartamentos Puerto Plata