

TAO HOMEOWNERS RESIDENTIAL MEETING

DECEMBER 30TH, 2014

At TAO WELLNESS CENTER

SUMMARY

The following are the main things that were presented and commented on the TAO Homeowners Residential Meeting, which took place on December 30th, 2014 in the Tanik room at TAO Wellness Center, which started at 10:15 AM.

Mr. Isaac Henares, as Corporate Operations Officer (COO) of TAO Group, welcomed all the owners present at the meeting.

Mr. Carlos Esquivel, Residential Community Administrator, started with a presentation on the activities and responsibilities of the Administrator. During the presentation, the works done by the administration and the developer during the most recent 6 months were shown, within which the following were included:

Public green areas enhancements, extension of the irrigation system and its automation, signage installation of unit names, buildings and streets. Parking lot markers, dog poop waste cans (for dog feces), installation of a BBQ grill by the pool. Painting of the wall by the pool on a terracotta color more according to the surrounding area. Improvement of the public lighting. Maintenance and general cleaning of the residential community. Control and training of the security personnel so they can give a better service to visitors and residents.

The monthly community newsletters were shown as to keep the owners informed on the progress that have taken place.

A Q & A session followed the presentation. The main points were:

- Owners and visitors should use the parking areas properly, avoiding to use more than one parking place. The Administrator offered to create a document to post on the vehicles that are not parked properly, and security personnel will be making emphasis on this subject.
- A suggestion on marking lines on the ground to individualize the parking spaces was mentioned and the Administrator said he would analyze the feasibility of it.
- A better illumination for some public areas was requested, as some areas don't have enough light at night. The Administrator will check the dark spots to improve the illumination, taking in consideration where those areas are and the public illumination schedule.

- The need for the users to clean the pool area after using it for meetings or parties was mentioned. The Administrator mentioned the rules for using the pool area and grill are ready and will be sent with the rules and regulations (by-laws) of the Residential Community to owners with the meeting summary.
- More information on the location of buildings and the streets in TAO community were requested, mainly for visitors and renters. The Administrator said the security guards at the gate will have a map which they will be able to show so visitors and renters can locate units.
- A more thorough cleaning of the areas near the construction was requested to remove nails, screws and other debris that affect the community and mainly the vehicles tires causing punctures. Administration will pay more attention to this, implementing a better cleaning procedure.
- Speed limit signs were requested (20 km/hr) and pedestrian crossing marking for security of owners and visitors. The Administrator said they are already working on this.
- Implementation of recycling bins signage was requested, and stressing on the recycling culture at the community, inviting to separate the different types of discarded material and putting it into the right container. The Administrator will install the proper signage and promote the recycling.
- A better communication to the owners is requested regarding the schedule of special works, regular activities, irrigation and specially programmed water supply shut downs. Administration said they will improve on this area.
- The situation regarding the transportation between Sian Ka'an Hotel and TAO Wellness Center was mentioned, as there are long waiting periods and irregular schedules. The Administration informed about meetings that will take place with Bahia Principe Hotel about that subject, but nevertheless, the developer has decided to buy a vehicle in short term to be used for this purpose.
- A group of owners expressed the problems they have had to use the facilities at Bahia Principe Hotels like pools, beach and restaurants. The Administrator and TAO representatives will have a meeting with Bahia Principe management to have a definitive answer to this.
- Owners mentioned having problems with the phone and internet services provided by Telmex company, for which the TAO IT Director will prepare a tutorial on how to solve them and download the monthly bill from internet, which will be sent to owners soon.
- Some owners requested to be informed on the follow up of requested repairs and special works. The TAO IT Director mentioned his crew are working on having an online application for owners, but will still take some time as they are still

programming and the people uploading the information are still under training, but will be in place in a couple of months.

- An emergency phone was requested in case something was needed beyond the administration working hours. The Administrator said people should contact the security personnel at the gate. The phone number is: (998) 126-4609. Nearby emergency phone numbers will also be sent to owners.
- Some owners mentioned having problems with the water supply for which the Administrator informed the Developer is building a large water tank, a cistern, with a capacity of 1,000,000 (one million) liters of water and installing a water softener system to reduce the minerals in the water. This is being built and will be delivered very soon, it is expected to be working by early February 2015.

The meeting continued with the presentation of the 2015 Budget and the amount of the monthly fees for each unit starting from January 2015 to be able to do it. Extraordinary fees for Insurance, Reserve fund and future painting were explained. Insurance covers public areas, liability and damage to units, by hurricane or other.

Monthly fees for the different units and the extraordinary fees, the Rules and Regulations of the TAO Residential Community (by-laws) are sent attached to this email.

The meeting finished by 12:30 PM.