



LAGUNA DE BANÚS  
COMUNIDAD DE PROPIETARIOS

September 8<sup>th</sup>, 2020

Dear Owner,

Fortunately, the extra work for all working for Laguna due to the Renovation Project ends and your Committee, Manageress and Staff will be able to focus entirely on the management and constant improvement of Laguna de Banus. This coincides with the introduction of the Property Management System, which will greatly enhance the efficiency of many aspects of our Community. Victoria in her attached report explains the improvements in the upkeep and owners service that will be achieved with the system.

Since our Manageress started her duties in Summer 2019, she had to devote a lot of her time on the Renovation Project. The additional delays caused by Covid-19 and the preventive measures to protect Owners and Staff have been and continue to be challenging and I thank her for her commitment and enthusiasm. Our Manageress has a lot of experience and fresh ideas of which unfortunately many had to be postponed. Both the Vice President and myself are sure that she will contribute a lot to the further upgrading of Laguna in the future. We would like to add that we are very happy with the performance of our Manageress.

Now, that we will move forward into the “Post Renovation era”, I would like to take the opportunity of describing the role and duties of our Manager. The role is manifold as you can see from the attached organigram and is designed to serve the Community, its Owners and last but not least to relieve/ease the workload of the President and Vice-President.

I hope that you will find the attachment informative and remain,

With best regards

Marcel Wolf