



## PENÍNSULA CHAC HAL AL A.C.

February 1, 2018

Asociacion de Colonos, Propietarios y Fedeicomisarios  
de Puerto Aventuras, A.C.  
Attn: Jorge Kaufer and Tim Howard

The Chac Hal Al Homeowners Assembly, on January 26, 2018, voted to withdraw from the Colonos Association. The vote reflected years of frustration with Colonos and its failure to address serious problems affecting Chac Hal Al, and also affecting the greater Puerto Aventuras community.

Chac Hal Al openly presented these issues at the Colonos Assembly, more than a month ago. Serious problems with the commercial boat employees, HOO HAA restaurant, and increasing non-resident use of our beaches and facilities were described in our letter read aloud at the Colonos Assembly. Above all is our continuing and growing concern with the ineffectiveness of Colonos security services and the open-to-the public admissions policy at the main gate to Puerto Aventuras. In these regards, we called into question the leadership of Colonos. We believe the future continuation of Puerto Aventuras as a private residential community is at risk. We saw what happened with Akumal.

After the Colonos Assembly, Colonos had meetings with our Board of Directors and spoke at an informal meeting attended by our owners. Colonos acknowledged it had failed to address these problems and now realized it was a crisis. After years of countless phone calls and complaints from Chac Hal Al residents, and perhaps others in the community, without response, had it become a crisis now only with our threat to leave the association?

Our owners question what we are receiving for the Colonos dues that we pay. Colonos does not provide water, sewer, electricity, phone and internet. Colonos does not provide an effective security force and does not control non-resident, public admission through our main gate. Colonos does not have policies to restrict use of Puerto's amenities and facilities for our residents who pay for these. Colonos does provide maintenance and landscaping, but we have come to realize nothing else.

We expected some concrete ideas would have been forthcoming and Chac Hal Al has been willing to work with Colonos to address these issues. But Colonos came with nothing concrete, only words that you are working on it. That gave our owners little hope that the urgency of our concerns was understood.



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In the meantime, Chac Hal Al continues to pay for its own security, continues to dedicate our employees to cleaning up and tending to the beach after a weekend full of non-resident use, and continues to live with blaring music from HOO HAA and boat employees who loiter on the Marina much past the hours of their employment.

Chac Hal Al voted to leave the Colonos association because Colonos failed to act. Our owners voted to discontinue payments for security services not provided and policies that are endangering our investments in what is supposed to be a private residential community. We are willing to pay our share for maintenance and landscaping that Colonos does provide. Will Colonos provide funds for the maintenance and protection of our beautiful beaches?

As we have already stated: we are willing to continue dialogue with Colonos. We are willing and prepared to work for acceptable solutions to these issues and for changes in Colonos policies and practices. We are committed to making Puerto Aventuras a better place to live and ensuring that Colonos is fully responsive to the needs of the residents of our community. For now, we respectfully withdraw.

Sincerely,  
Board of Directors  
Peninsula Chac Hal Al, A.C.