

Dear homeowner,

As an owner we want to make sure that you enjoy your property and feel proud to live in our community. You may or may not know that we have been working hard over the last few months to provide an even better level of security, protecting your investment and your peace of mind. Everyday we receive very positive comments about how our security services have improved and our goal is to continue to improve. We believe that we have the best security monitoring system in the country and we are using state of the art equipment to make sure that you as an owner, whether you are living here full time, part time or using your property to generate income, are satisfied with the services that we provide.

Our foot guards use an electronic punching system that no other community uses. This helps us monitor all the foot guards' movements 24 hours a day. Each day a report is made on the previous day's movement during the three 8 hour shifts throughout the different zones in all the phases of Casa Linda. We also have GPS systems for our supervisors on the motorbikes and again, we track their movements during their shifts making sure that they are correctly doing the rounds, supervising the foot guards and attending to whatever situation arises during their shift. They are also used for rapid response during any type of emergency that may occur.

Our foot guards and supervisors are doing a terrific job but **we are still having some issues regarding the noise level** with some of the guests staying in Casa Linda, and this is the area we are **focusing** on right now and since we have started focusing on this, the noise levels have come down but we still have a ways to go until we can get this down to an acceptable level.

If you hear exceptionally loud music you can report it to the front gate. You can call this number **849-859-5154** or send a Whatsapp message to the same number. Whilst we want to make sure that all guests respect the community and their neighbors, please remember that these guests are on vacation and so there needs to be a little tolerance regarding noise levels especially when the guests are using the pool and when children are present but of course if it is felt that the noise level is high enough that it is disturbing the peace, please contact the security using the number provided. However, loud music and screaming is never tolerated at any time. Please make sure that if you feel that noise levels are at an unacceptable level that your report is not left until the following day. We cannot resolve a noise issue that has already taken place.

The supervisor can then assess the situation and take the appropriate action should he feel it necessary. If he feels that the noise is at an unacceptable level, he will use the new written warning system that we have just introduced. Each time that there is a noise complaint and the supervisor deems that the noise is indeed too loud, they will issue a first written warning to the people that are occupying the villa. At this time, they will explain that this is a three-strike system and if they receive a third warning the electricity will be cut off. If the supervisor has to return a second time to the same villa and give them a second written warning the supervisor will again remind them that if he has to return a third time then he will have no choice but to disconnect the electricity. If this happens during the day or the evening, the power will be disconnected for 6 hours. If this happens late at night or in the early hours of the morning, the power will be disconnected until approximately 9.00am. When the power is reconnected, the guests will be informed that if the supervisor has to return due to another noise complaint then the electricity will be disconnected for the remainder of their stay.

The last thing that we want to do is disconnect the power to any villas but we need some strong regulations as we cannot tolerate other property owners being subjected to loud music at any time of the day and disturbing their peace and quiet. We have a great community spirit and our goal is to improve this to a level where all owners can relax in their own properties. Since introducing the written warning system, the noise levels have already dropped 30% but we want that number to be much higher. Progress always takes time but if we can come close to achieving our goal then it will be worth the wait.

The supervisors are equipped with noise level meters and music is permitted to an acceptable level but after 10pm Sunday to Thursday and after 11pm Friday and Saturday, music is not permitted at any level. If you are an owner that is renting out your villa, whether it is through RCL, a property manager, a private host or by yourself, we ask you to please make sure that your guests are aware of the rules and regulations of Casa Linda, especially the noise levels. If you are renting out your villa, please can you make sure that whoever is involved in renting the villa explains the noise levels to all guests. **This means making sure your property manager or rental host is fully aware of this new protocol and informs all guests prior to arriving at Casa Linda.** We all have a common goal, to make Casa Linda the best community possible and with your help we know we can achieve this goal.

Many thanks and warm regards,



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Your vacation. Your villa. Your way

