



TAKING BACK CONTROL OF TBV

Official Turtle Bay Village Owners Assembly (OTBVOA)

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Announcement of a new 12-month contract with NSPS Ltd

NSPS Ltd has now been working closely with the OTBVOA since April 1st 2020 under the most difficult conditions caused by the Covid-19 pandemic, the lack of any handover by the former provider, and the challenges presented by TBV's condition and appearance at the time of takeover.

To date, the Covid-19 pandemic and the resulting TRNC government-imposed curfew impacted on NSPS Ltd.'s work in two major ways:

1. During the whole of April upto May 4th the only work permitted by the TRNC government was to repair and restore the swimming pools to a safe and hygienic condition, leaving grassed areas and gardens to carry on growing unchecked.
2. The lockdown itself prevented owners from travelling to the TRNC, impacting directly on the level of expected maintenance fee payments.

Despite these challenges, thanks to NSPS Ltd.'s determination and energy, there has been significant progress to:

1. Return the swimming pools to the best state they have been in for a very long time.
2. Manage with Esentepe Belediyesi the introduction of the mains fresh water supply.
3. Form a much more constructive relationship with Esentepe Belediyesi, resulting in an agreement that the Belediyesi is responsible for all aspects of the fresh water supply's operation and maintenance, from delivery into and throughout TBV's freshwater supply network to all the meters, and for TBV's sewage treatment and disposal system.
4. Arrange for the Belediyesi to collect all garden waste regularly from agreed locations around TBV to help maintain a tidier appearance around the communal areas.
5. Tidy up the beach area including mending the pergola and its roof covering.
6. The start in barely a month to TBV's eventual transformation, evidenced to owners both by regular posts in our Facebook page and by owners' overwhelmingly positive replies.

While everyone agrees that there is still a long way to go, an excellent start has been made by NSPS Ltd.

All this is being achieved despite regular acts of vandalism, throughout which Nigel Seear and his team have retained the enthusiasm and commitment evident at the time of awarding the initial contract.

Nigel has also made a significant contribution not only by supplying two additional gardeners free of charge, but by setting the kind of example that has encouraged his team to work far longer than their contracted hours.

So the OTBVOA is pleased to announce that a new agreement has been reached with NSPS Ltd. to invoke clause 12.1 of the site maintenance contract and move to the full Service Level Agreement (SLA), replacing the initial six month agreement with a new 12 month contract. NSPS Ltd. is able to perform the full SLA at minimum cost by:

1. Continuing to supply two gardeners free of charge.
2. Reducing the charge for himself (within NSPS Ltd.'s overall fee) by 50% for a further 12 months.
3. Negotiating an all-inclusive deal for the maintenance of the swimming pools, which will save significant money as all the expensive chemicals needed for the swimming pools' maintenance are now included.

The new contract started on June 6th 2020 with the committee's decision to transfer to the new agreement, a decision ratified by our legal counsel Boyra Law who confirmed the committee's power to do this according to the articles of the Site Administration Plan (SAP) and the contract itself.

The committee is very much looking forward to continuing to work with NSPS Ltd over the next year in pursuit of bringing Turtle Bay Village's communal facilities up to the standard that we all expect and deserve.