

FREQUENTLY ASKED QUESTIONS



ROYAL VİLLALARI SİTE YÖNETİMİ

Kadriye Mahallesi. Canada Caddesi no:2

SERİK/ANTALYA/TÜRKİYE

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HOW WAS THE MANAGEMENT CREATED IN OUR SITE?

Our site has not had a management even though it was opened for residence in 2007. However, a management has to be established and a director has to be made available in the parcels composed of 8 and higher number of independent sections according to Turkish Laws. Sites are managed in accordance with the Property Ownership Law (KMK) No. 634 in Turkey. The safety-cleaning-technical and landscape maintenance had also been performed in our site when there were no Management. Private electricity-water expenses of all 211 independent sections located in the site have also been covered in addition to such service expenses by PRIMEX GAYRİMENKUL GELİŞTİRME firm owning 137 flats property. The firm which failed in bearing such high load was going to need to lease out the flats located there as personnel dwelling houses or not to pay for any services there and this place was going to become a place domiciled by homeless people. The firm has started to perform accommodation services (hotel management) in its flats in order to value these 137 flats. For this purpose, PRIMEX firm has constructed additional pools and restaurants, patisserie, kitchen, port side, stages, aqua park, stores, children playgrounds and a reception building by spending million dollars.

By this way, other 74 flats have been living in a safe-clean-well-cared site without paying any fee. Property owners' private water and electricity bills were being paid in addition to their house safety and cleaning of common spaces by PRIMEX firm even though they do not visit their property for months.

However, one property owner applied to court and asked for demolition of these facilities based on the reason these facilities constructed are illegal. Another property owner has filed a suit by arguing that hotel management may not be performed in the site. However, facilities similar to pensions or hotels are not included in enterprises which are inhibited by laws or require unanimity, because those coming for holiday here were the families composed of children, adult men and women in 0-85 age group.

In this situation, having failed in carrying through such expenses, the PRIMEX firm decided to sell about 67 parcels, agreed with a consultant and a service firm from a university for establishment of a Site Management, invited the site property owners with the authorization granted by the law and held the Extraordinary Meeting of Property Owners by the attendance of 186/211 property owners as well as a Sworn Russian Translator on date of August 19 of 2018. The site's situation has been discussed in this assembly. All attendees astonishingly listened the story. They reached the conclusion that the request for demolition of the buildings in this beautiful site and unwillingness towards the enterprise is related with another intention aimed by people.

The sites are managed in accordance with decisions made by the Board of Property Owners pursuant to the law. The decisions made by the boards met with due invitation are the will of property owners and there is no official or private power over this will.

In consequence, the Site Management Plan change that requires 4/5 votes has been performed, estimated account for site expenses has been accepted and separation of water and electricity meters in private use has been reminded. You can view the text of the Management Plan in your language and Turkish original text in Titled Deed registrations here.

With the management plan that was renewed and accepted with some approval exceeding the ratio specified in the law and confirmed by the land registry office:

1) Property owners were enabled to perform business like hotel management etc. by leasing out the flats they use maximum for one month in a year for themselves or others. Otherwise, the expenses of this site located in summer - holiday resort shall become much higher and the site shall become uncared. In this way, the complaint of property owner who brought the existence of business to trial has come to nothing and the claim has become suspended. Interests and will of majority are based instead of one person in sites.

2) With the voting held in the assembly, it was decided not to demolish the facilities which had been constructed by spending million dollars with a ratification over a ratio of 4/5 that is sufficient to include it in the zoning in pais law. By this way, the site has become having more than 26 facilities and the suits filed for demolition of these facilities have come to nothing. This is because PRIMEX firm advanced a loan of money to the Site Management and all facilities have become legal in scope of the zoning in pais. Only the stores may be leased among the facilities here, others are utilized as common usage spaces. The income obtained from these stores provide some relevant discount in the monthly fees reflected on property owners.

3) Tenders have been received for safety-cleaning-technical and landscape maintenance of the site from firms, and the average cost of this service has been calculated. Then these services have been consigned on this average cost to the enterprise that already performs safety, cleaning, technical maintenance of this place in five star standards. Moreover, the amount in return for such services has been deducted from the monthly fees of the enterprise firm in order to avoid any tax generation. By this way, five star service has been received and unnecessary tax has been avoided and double-headedness in the site has been prevented at the same time.

4) The whole responsibility of the site management is also the responsibility of all property owners. Consultancy-management-supervision-accounting-monthly fee follow-up-corporate communication-financial/legal process management has been assigned to a firm which has both academic knowledge and site experience on the subject in order to avoid from any wage-compensation-overtime expenses to arise by reason of personnel employment and the burdens such as occupational safety, uniform, dwelling house, occupational accidents etc.

5) The "Private Services" department has been established as a priority in our site. This department can be accessed by our property owners especially those residing abroad (7x24), and perform or mediate to perform their works with respect to the site and their flats and even other works necessary in Turkey in return for a certain fee. Click for details. Click for Facebook page of the services. Click for web page of the services.

After all these, our site has clearly become a "Site Living Space in Five Star Standards" which is yet unprecedented in the world and the values of property have positively differed compare to the flats located in neighbor and similar sites.

WHO CARRIES OUT SITE MANAGEMENT? CAN I TAKE PLACE IN THIS GROUP?

This subject is officially defined in the Site Management Plan. That is repeated as a summary below. The site management is formed with absolute majority of all property owners in the assemblies to which all site property owners are invited. These assemblies are met every two years with routine agenda by the first Sunday of November of years that end with even numbers at 14:00 p.m. in the site social facilities as specified in the Management Plan. If some number of property owners equal to absolute majority do not attend the assembly on this date, the assembly

may not be opened and postponed to next Sunday. The number of attendance is not important in the second assembly and the meeting is opened. During these assemblies, the existing Board of Directors submit its report with respect to the activities of previous period. Property owners assess this report and opinions are discussed, then the decision is made on the report with the voting to be held at the end. The supervisor also submit his/her report similarly and the report is put to the voting as a result of assessments made by property owners. If there is a subject not approved by property owners in this report and the activity report, the Director may be reprimanded and sued. Then, estimated expenses of next two years are discussed and determined with voting. Everyone can become a director provided that he/she receives votes equal to minimum one more than half of the number of site independent sections among the candidates of the Board of Directors and Supervisors and at the same time become a supervisor provided that he/she is a property owner in addition to the first precondition.

HOW IS THE SITE MANAGEMENT SUPERVISED?

A supervisor elected by property owners supervises the Site Management. For this purpose, he/she prepares a report every three months and submits these reports during the first meeting with property owners. In case of a significant irregularity, supervisor may call property owners to extraordinary meeting any time.

HOW ARE THE MONTHLY FEES DETERMINED AND COLLECTED?

As the monthly fees, estimated expenses of service-materials, common space electricity-water-all generators' fuel-maintenance and administrative services such as management-supervision-accounting-communication-legal-financial supervision etc. received to make the site cleaner-safer, more well-cared in technical-landscape sense are calculated and requested from property owners monthly at the ratio of their land share. Total land share is 2400 units in our site. Land shares have been allocated by the title deed administration in the form of type A tipi (20), type B (14), type C roof (11), type C ground (9). This amount accrued to unit land share is found by being multiplied with the land share of property types.

Monthly fees are determined in the assemblies held every two years. Monthly fees are revised based on WPI-CPI/2 calculation to be enforced beginning from January of every year in order to comply with possible changes in value in TL.

Payment due date of monthly fees is until the end of 10th Day of the relevant month. Daily interest of default is legally applied on any monthly fee failed to be paid until this date based on 5% ratio monthly. This indemnity may not be erased and cancelled because it is calculated by the software program.

Any property owner who fails in paying monthly fee in two consecutive months is referred to the court of bailiff without giving a notice in accordance with the Management Plan. Property of any owner who insists in not paying is put in pledge. The house of any property owner about whom three execution proceedings are commenced in 2 calendar years is sold.

WHERE ARE THE SITE MONTHLY FEES PAID?

Any monthly fee collection by hand is not applied in our site. Site monthly fees are determined in TL. However, there are also TL, USD, EURO accounts. Any payments made in foreign currency are calculated based on the currency that is applied when the site management converts foreign currency in TL. You can download Site Software Program with below link on your PC or mobile phone to follow monthly fees and site management processes related with your property. You may request a password for the Site Management program by your confirmed phone number or confirmed e-mail in the information form. Many proprietors prefer to pay their monthly fees as annual based. The site bank account numbers are as follows.

GARANTİ BANKASI SERİK/ANTALYA ŞUBESİ	TL	TR79 0006 2001 2140 0006 2983 26
	USD	TR48 0006 2001 2140 0009 0901 56
	EURO	TR75 0006 2001 2140 0009 0901 55

HOW IS ONE INFORMED ABOUT ACTIVITIES OF THE SITE MANAGEMENT?

The Site Management makes its announcements on the Site Management (on the right at the site entrance) Notice Board, via official web site, (www.royalvillalari.site), e-mail specified by property owners on the information form and to property owner accounts in the software program.

WHAT IS THE SITE RULES?

The rules are established for a safer and more peaceful life in the site. The fundamental rule of site life is love and respect. You can access the rules created in accordance with the legislation in the Site Management Plan (in three languages). Click to access the Management plan. You can access the management plan on subsequent pages of the booklet.

IS THERE ANY RESTRICTION ABOUT MOVING TO THE SITE AND MODIFICATIONS?

The rules in the Management Plan should be obeyed for time and season restrictions in this respect. Any modifications are not allowed without obtaining the license and any material and worker entrance is not allowed on the subjects requiring a license with respect to zoning. Any change including different painting that may disturb site architecture is not permitted under no circumstance. Click to access the Management plan. You can access the management plan on subsequent pages of the booklet.

WHAT IS THE CONTACT DETAILS OF THE SITE MANAGEMENT?

Click for the web based location of the site.

Mailing Address: Royal Villaları Site Yönetimi. Kadriye Mahallesi. Canada Caddesi no:2
SERİK/ANTALYA/TURKEY

E-mail: sim@royalvillalari.site alternative famcoturk@gmail.com

Tel: +90 530 607 18 00

HOW CAN I DELIVER THE INFORMATION FORM?

The Site Management Property Owner/Resident Information form is highly important for the management to contact with property owners. This form may be accessed via the web address (www.royalvillalari.site) in PDF and word format, you can complete and deliver this to the Site Management by means of scanning or in word, PDF format or by mail. The Site Management does not pay regard to any information and requests sent from phone numbers or e-mail addresses not confirmed by itself.

WHAT IS SITE SOFTWARE PROGRAM, HOW CAN I DOWNLOAD IT?

The site software program is an electronic platform on which property owners/residents may follow-up all kinds of information-document shares etc. with respect to site management and their monthly fees, and submit their requests. You can safely download the program on your PC or mobile devices.

<https://www.kendinyonet.com/download-app/>

DOES THE SITE MANAGEMENT HAVE A SOCIAL MEDIA ACCOUNT?

The social media accounts of the site such as Facebook, Instagram etc. have become active as of January 01 of 2019. Please visit the web site to access the accounts.

WHAT IS SITE MANAGEMENT BULLETIN?

The Site Management publishes a bulletin in order to inform residents and property owners at least every three months about the activities in the site. ROYAL BULLETIN. This publication is made on e-media web (www.royalvillalari.site) site and may be downloaded everywhere as a link or PDF with the address.

HOW CAN I ACCESS TO MANAGEMENT PLAN?

You can access the management plan on subsequent pages of the booklet. Click for the text type, Management Plan in three languages. Click for the copy of Original Management Plan. You can obtain the original copy of the Site Management Plan with wet signature in return for a fee by applying to Antalya province Serik District Governorate Title Deed Administration with your ID card or passport (with 467 block 1 parcel description) with document No. 20948.

HOW CAN I ACCESS TO THE CHAIRMAN OF THE SITE DIRECTORS BOARD?

Our Chairman of the Site Directors Board and Official Director is Mr. Damir MIRSADYKOV. You can access him via the phone number and e-mail on the site contact details.

Site contact details e-mail sim@royalvillalari.site alternative famcoturk@gmail.com Tel: +90 530 607 18 00

HOW CAN I WELCOME GUEST WHEN I AM AT HOME?

You need to make available your contact details recorded in the Site Management in any case. If your guests come when you are at home, your guests will be directed by the security office after receiving your confirmation.

HOW CAN I WELCOME GUEST WHEN I AM NOT AT HOME?

The individuals you have given pre-confirmation in the relevant chapters of the Site Resident/Property Owner Information Form while you submit this form signed to the Site Management for such a request are allowed to enter after identity check. In such requests other than this, you have to make a declaration to the Site Management via phone-e-mail registered in the Site Management. For any guest who come without your declaration, you are called through your confirmed phone number and your guests are allowed to enter with your approval. Your guests are not allowed to enter if you may not be reached.

HOW CAN I RECEIVE HELP TO SELL-LEASE MY FLAT?

Visit (www.royalvillalari.site) Special Services section for up-to-date information and help.

HOW CAN I RECEIVE HELP FOR PRIVATE AFFAIRS WITH RESPECT TO MY FLAT IN THE SITE?

Visit (www.royalvillalari.site) Special Services section for up-to-date information and help.

HOW CAN I RECEIVE HELP FOR PRIVATE AFFAIRS WITH RESPECT TO MY FLAT OUT OF THE SITE?

Visit (www.royalvillalari.site) Special Services section for up-to-date information and help.

CAN YOU PROVIDE DETAILS ABOUT IN-SITE ENTERPRISES?

Our site is located in a summer holiday resort. Our property owners stay in their independent sections only for a few weeks in a year.

A monthly fee is collected including the expenses with respect to land size, climate conditions, safety-cleaning-basic and technical maintenance and landscape services and energy expenses like water-electricity, site management, administrative-personnel-material expenses.

The new plan has been created by majority of votes even exceeding the ratio under the laws with the property owners board assembly in order to obtain income from independent sections during the times out of use and to contribute in country economy, keep the monthly fee expenses in a certain level and by this way the independent sections have been enabled to be operated predominantly for accommodation.

Leasing requires unanimity in order sectors while any such restriction is not found in the supreme court decisions for pensions-accommodation and its derivatives, even some "legal compliance" precedents are existing on this subject.

Therefore, property owners may lease out their independent sections for accommodation purpose if they wish or rent them to another enterprise.

A tourism firm has taken on lease many independent sections in our site and undertaken energy and maintenance expenses arising from itself and monthly fees of the independent sections within this framework.

Similarly, any property owner may operate their independent sections succeeded with the relevant article of the Site Management Plan or lease out them to the existing or another firm.

The enterprises use the common spaces within the framework of the article "use of common spaces of independent sections in the ratio of land shares" with respect to use of common spaces.

Moreover, the facilities created in order to spend revenues to cover expenses in the site and "Construction Registry Certificate" of which have been received with the zoning in pais law have been leased. The authorization for leasing such facilities has been granted to the Board of Directors (Official Director) elected/to be elected with the Management Plan.

The collection of rental, its contribution in the value of property and site security is performed without commercial concern by considering the land share deserved by the major enterprise in leasing of common facilities, while the revenues are deducted from the monthly fees and accrued on property owners.

You can benefit from leasing and other possibilities by contacting the firm that has leased out majority of independent section in the site or discuss the services with respect to independent section you will operate or make operated.

Communication and problem resolution between enterprises and independent section owners and other users has been assigned to the Site Directors Board over the property owners board decisions and the articles on the Management Plan in accordance with the Law of Property Ownership.

ROYAL PRIVATE SERVICES DESK

This service desk has no official-financial connection with the Site Management. This department has been established with the aim of ensuring performance of some private affairs of Royal Villas property owners and residents which are not related with the site and may not be followed-up by themselves by means of a reliable unit upon request of some property owners-residents.

The desk employees do not share information with third parties about their services, they are reliable. The desk services are paid. The desk may be contacted for first request via famcoturk@gmail.com or whatsapp on Phone No. +90532 716 92 65. The subsequent communication is done by the phone of the relevant desk personnel.

IN-SITE SERVICES

Airport transfers of guests who visit the Villa

Mediation for rent a car

Mediation for purchase-sale and leasing of villas in the site

Mediation for maintenance-repair-modification works inside and with respect to flats

Reliable mediation for private needs and requests

OUT OF SITE SERVICES

All kinds of investment consultancy all over Turkey

Private-official business follow-up all over Turkey

Legal consultancy-attorney services-litigation all over Turkey

Financial advisory-accountancy-company affairs all over Turkey

Residence-commercial buinding purchase sale consultancy-mediation all over Turkey

Market research in all kinds of sectors all over Turkey

PRIVATE SERVICES

Services in all private issues except above subjects