

# FREQUENTLY ASKED QUESTIONS

## **Where is the property located?**

Casa Colibrí Tankah is located in Bahia Tankah, 7 km north of Tulum. Our neighborhood is called Fraccionamiento Tankah 3, and we are lot #15.

## **Who are your neighbors, and what are the names of other nearby projects?**

Our neighbor to the north is called Casa Altamar, a small hotel with a great restaurant. The lot to the south of us is undeveloped. In Bahia Tankah you can find the Cenote Manatí, and a handful of other good restaurants such as Casa Cenote, Alea, Mereva, and O'Tulum.

Quintana Roo's new Jaguar National Park is located on the southern limit of the neighborhood, and a similar community, Bahia Soliman, is on the northern limit.

## **What kind of guests does Casa Colibrí typically host?**

Most of our guests are couples, and we occasionally have small families. The arrangement of our rental rooms works well for groups and family reunions. We are centrally-located on the coast, so our guests benefit from being close to archaeological sites, cenotes, and other natural and cultural attractions.

## **Can you provide a general description of how your business operates, including any unique features or services offered?**

At the moment we are using the Booking and Air BnB platforms for reservations; soon a website will be up and running. We begin the day with a breakfast basket delivery to the guests' rooms between 8:00 a.m. – 9:30 a.m. Housekeeping is done from 10:00 a.m. – 2:00 p.m. We facilitate services such as taxi, airport transfer, and massage, and give suggestions for tour packages. A staff member is trained to offer paddleboard and snorkeling tours. There is staff on the property 24 hours a day to assure the guests' needs are covered.

## **How large is the plot size, and what percentage of the plot is dedicated to construction?**

47 % of the lot is dedicated to construction.

The lot is 1,325 m<sup>2</sup>. The construction covers 620 m<sup>2</sup>.

## **How many bedrooms or suites does the property have, and how many guests can be accommodated at once?**

There are 8 bedrooms, 1 futon, 1 roll-away bed, 3 cribs.

16 can sleep in beds, 2 in the futon, 1 on the roll-away, and 3 babies in cribs.

19 adults (or children) and 3 babies.

## **How are the main services functioning?**

Water

The roofs on the main house and rental rooms collect rain water into a cistern. During rainy season, we collect up to 60 % of our water needs this way. We additionally purchase potable water from a truck. (The cistern is approx. 15,000 m<sup>3</sup>).

#### Electricity

Electricity is provided by the electric company CFE.

We use solar water heaters with an electric water heater back-up.

A generator has been integrated into the circuitry and is used when electricity goes out.

#### Wi-Fi Speed

Internet service is provided by Gignet.

Download 360 mbps Upload 50 mbps

#### Gas

Casa Colibrí Tankah does not use much gas, only for cooking. We have two portable tanks; one is kept in reserve and can be recharged in Tulum.

#### Trash collection

We pay an annual fee to the municipal government, and trash is removed a number of times weekly.

#### **What booking companies does Casa Colibrí collaborate with, and what are their rates?**

Booking.com Booking provides the majority of our reservations and charges us a 16% commission.

Airbnb Airbnb provides fewer than 15% of our current reservations and charges us a 6% commission.

Website Wix website under development

#### **Are there any additional amenities or features of the property that potential buyers should be aware of?**

Lot 15, Casa Colibri Tankah, is included in the three highest lots in the bay, giving it an advantage during storms that come from the sea. The architecture of Casa Colibri permits wind and water to flow through the buildings with less impact; our hurricane damage in the past has been minimal.

#### **Can you provide information about any recent maintenance or renovations that have been conducted on the property?**

We are in the planning stages of constructing a palapa to be used as a common area and potential restaurant.

#### **What are the nearby attractions and points of interest that make this location desirable for potential buyers?**

Within a 15-minute drive of Casa Colibri, you can find the Zona Arqueológica de Tulum, Caleta Tankah, Tulum hotel zone, shopping for artesanías on the road to Cobá, Actún Chen cave experience, many cenote parks, Xel-Ha water park, Xcacel turtle reserve, the golf course at Bahía Príncipe, and the Akumal turtle reserve. We are also centrally located for longer day trips, such as to Laguna Bacalar, Z.A. of Cobá, Xcaret in Playa del Carmen, the ferry to Cozumel, Chichén Itzá, and Mérida.

**Are there any homeowner association fees or other ongoing costs associated with the property?**

An annual fee is assessed to each property to pay for road maintenance depending on the road use the property creates. Casa Colibri being a small hotel pays \$19,000.00 pesos per year for road repair.

A quarterly fee is charged to each property owner for security. We pay \$7,500.00 quarterly.

**Can you share any information about the property's security features or systems in place?**

We have 3 security cameras located on the property. Our community hires GIA Security who provides us with security guards 24-hours per day, 7 days a week. Many neighbors have their security cameras integrated into those of GIA security, giving more extensive camera coverage.

**Are there any zoning restrictions or regulations that potential buyers should be aware of?**

The municipal government is currently in the process of revising building code and zoning restrictions to make Tulum more sustainable. Buyers will need to confirm these policies with the municipal government.

**What unique features does the property offer that set it apart from others in the area?**

Our architecture is reminiscent of “Old Tulum” and the property has a quiet, natural ambience, distinctive from the other properties in Tankah. Guests enjoy what we call barefoot comfort.

Our lot is one of the three highest lots in Bahia Tankah; under the sand, our rental rooms are constructed on stilts; a sea wall is integrated into the foundation.

We conserved our trees when under construction and have a mature garden.

**Can you describe the neighborhood and community amenities that enhance the appeal of the property?**

We are one of two luxury beachfront communities in Tulum, Tankah Tres and the Tulum Hotel Zone. We maintain a sand road for its natural appearance and its low impact to the mangrove environment.

What was exclusively a residential community is evolving into a commercial-residential mix, bringing in more rentals. While undergoing change, Tankah 3 has managed to preserve its tranquility – something that as a neighborhood we value.

There is a cenote in the neighborhood with a friendly restaurant across the street – great for a sunset margarita.

The bay is shallow, allowing visitors many places to explore the bay without getting into deep water.

All the neighborhood restaurants hold themselves to high standards.

The security guards work 24 hours a day, 7 days a week. Tankah is considered one of the safest parts of Tulum

The bay has considerable wildlife still in it. Our guests enjoy snorkeling without having to pay to get into a park.

All of the beach in Tankah Bay is an active turtle nesting area. Neighbors cooperate by using proper red lighting during turtle season so as to minimize our human influence. Turtle nesting season, and then later when the baby turtles hatch, are events that we anticipate with joy each year.

**How would you describe the natural lighting and airflow within the property, and are there any notable views from windows or outdoor spaces?**

Our rental rooms are right on the beach, and each rental space has its own kind of view. The ground floor rooms are on the sand and look out through palm trees and lilies to the ocean and its horizon. The upstairs rooms have large terraces with a wide view of the palm trees, the pelicans, and the ocean. We have one rental apartment with a garden view, upstairs with the palms and an almond tree.

We enjoy onshore trade winds most of the year. That makes us approximately 3-5° C cooler on the beach than in town.

**What recent upgrades or renovations have been made to the property, and how do they enhance its overall value and functionality?**

We are in the planning stages of building a round, Mayan-style palapa to be used as a common area and/or restaurant.

A garage apartment is also in the planning stages. It will be a small apartment for live-in employees.

**Can you provide information about the energy efficiency of the property, including any eco-friendly features or upgrades?**

Casa Colibrí Tankah has its circuits spread across 6 registers. This keeps the consumption as low as possible on each main circuit, as well as the cost.

We also have a generator integrated into the main system, so that when power goes out, with a flip of a switch and a start button, we continue to provide electricity to our guests.

**What is the layout of the property like, and how does it cater to modern living needs and preferences?**

Just inside our front gate is sufficient parking for 8 cars which allows our guests to park inside the property. We chose not to put down any walkways, and so from the moment you get out of the car, you walk in the sand. (We facilitate moving suitcases by using a large cart.) As you walk toward the beach, there is a small two-story building on the right. The downstairs is a storeroom, and the upstairs is rental apartment. To continue moving toward the beach, you walk around the main house which is located in the center of the property. Upstairs in the main house is where the owners live, and the downstairs is used for business operations, such as cooking breakfasts and office work. Attached to the main house is an outdoor kitchen where guests can prepare their own food. Past the main house, the rental rooms are located right on the beach. Just as when you opened the car door, when the guests open the door to their room, they step off the patio and out onto the sand.

**Are there any notable outdoor living spaces, such as a garden, patio, or deck, that add to the property's appeal?**

Each rental room has its own small patio surrounded by bushes and fences to give it privacy.

The upstairs rooms have a very large patio with great views of the ocean and stars.

**How would you describe the overall condition and maintenance of the property, and are there any warranties or guarantees included?**

Casa Colibrí Tankah is in very good condition. All plumbing and electrical systems are working without issue. All air conditioner units receive programmed maintenance and are working well. Routine maintenance of the exterior of the building is ongoing and dependent on the season. A hurricane curtain has been installed; however, it is now past the guarantee date.

**Can you share any information about the local schools, transportation options, and nearby amenities that would be attractive to potential buyers?**

Schools: Parents have a number of bilingual private school options in Tulum from preschool to high school. In Puerto Aventuras, Colegio Puerto Aventuras has an online option.

Transportation: We facilitate airport transfers, taxi service, and car and scooter rentals for our guests. Bicycles can be rented inside the neighborhood. For travel around the area, most guests use rental cars or taxis. Also, the ADO bus service is reliable, clean, and has a good price.

**Are there any improvements to the surrounding infrastructure or developments that could positively impact the property's value and desirability? If so, what are they?**

The Tren Maya and the newly opened Tulum airport will bring an increase in tourism to Tulum that we expect to have a lasting influence. Tulum's new national park, the Jaguar Parque Nacional, extends to our neighborhood's southern border, assuring that no urban growth will reach our neighborhood nor our beach.

**What are the property's strengths according to: a) location b) structure c) exteriors and e) community (I have your notes on this)**

**Location:**

Casa Colibri Tankah is located on lot 15, in the first section of Tankah 3 we jokingly call "Old Tankah." This first section of the neighborhood is still mostly residential with a quiet, natural feel to it. All the condo projects are farther down the street.

Casa Colibrí Tankah is one of three lots with the highest elevation in Tankah bay. Our lot has 25 meters of beachfront.

We are 7 km north of Tulum.

**Exteriors:**

Casa Colibri did not cut down its trees when under construction. The garden is established, with 20 palm trees among many other native plants. Our guests comment on how nice it is to have so many trees and plants.

The lot is fenced on three sides.

There is interior parking for 8 cars.

We have conserved the mangrove trees along the roadside perimeter.

The outdoor kitchen gives a space for guests to prepare their own food on their own schedule.

Our garden, the beach, and the bay are home to many natural residents: hummingbirds, xereques, herons, marine turtles, osprey, the marine animals in the bay, and so much more.

Tankah bay is navigable for boats, windsurfing, kayaking, paddle boarding, sailing and snorkeling.

Lot 15 is one of the most active turtle nesting sites in Tankah 3.

The architecture is reminiscent of Old Tulum.

There is much available space on which to build to make the project bigger.

**Structure:**

A sea wall is integrated into the buildings with rental rooms.

The two buildings closest to the sea are built on stilts (palafito).

Waste is processed through a three-chambered septic tank and a wetlands garden.

A generator is integrated into the electrical system.

Solar water heaters are installed on the roofs of two of the buildings.

Our roofs collect rain water into the cisterna; this is great for rainy season.

The rain drains have been refitted with larger pipes to handle heavy rain.

The electrical system has electric circuits distributed over 6 registers to reduce costs

A hurricane curtain has been installed on one upstairs rental room. Other rooms have been pre-drilled for quick wood installation, in case of storms.

The octagonal design of Casa Colibrí has resulted in very little damage from hurricanes.

#### Community

The neighborhood is maintained by a voluntary community group – Asociación de Propietarios de Tankah. Volunteers serve on security and road committees.

We are a private community.

GIA Security company has kept our neighborhood safe for the last 3 years. We plan to continue with them.

Community rules provide for a quiet evening, preserving our differences from the hotel zone in Tulum