

WELCOME TO GRAN PACIFICA

OWNERS GUIDE TO SETTLING IN



Dear Homeowner:

Welcome to Gran Pacifica, and congratulations on your new home ownership!

On behalf of ECI Development, Gran Pacifica Residents, and the Gran Pacifica Master Association, please find some useful information on the neighborhood, utility services, places to shop, local dining, transportation, and other items that will make your transition into your new home much easier.

Over the coming weeks, we look forward to meeting you whether it be walking down the streets, at the pool, or at one of our community activities.

Contents

[Gran Pacifica Master Association](#) 4

[Gran Pacifica Map](#) 5

[General Contacts](#) 6

[Utilities](#) 7

[Emergency Procedures](#) 8

[Security and Safety](#) 9

[Home Services](#) 10

[Maintenance](#) 11

[Amenities](#) 12

[Shopping](#) 13

[Restaurants](#) 14

[Personal Care Services](#) 14

[Medical](#) 15

[Education](#) 16

[Legal/Citizenship](#) 16

[Homeowner's Insurance](#) 16

[Financial Institutions](#) 16

[Transportation](#) 17

[Business](#) 18

Gran Pacifica Master Association

Gran Pacifica Master Association (GPMA) is an arm-length common area management company for Gran Pacifica Resort. The association is also the future city hall for the city of Gran Pacifica.

- Currently, GPMA provides oversight to the neighborhoods of San Diego Viejo, Las Perlas - Mombacho, and Milagro Verde and includes billing and collection of annual Property Owner Fees.
- GPMA supports the property owners through the collection and payment of the property taxes due annually to the Villa El Carmen municipality.
- GPMA onsite operations management includes the security team and grounds maintenance team.
- Your security team consists of night and daytime bicycle patrol officers for all neighborhoods, as well as officers at the front entrance, North Beach, and Las Perlas areas.
- Security for the main entrance, North Beach, and Las Perlas area is provided by an outsourced contract security company (ISI Security), with the associated contract managed by GPMA.
- The GPMA maintenance team consists of eight individuals who are responsible for maintaining all common area grounds, roadways, walkways, and street lighting for neighborhoods listed here.
- GPMA's administrative team includes a property manager, administrative manager, and accounting clerk.
- In addition to overseeing the ISI Security contract and activities, the GPMA team provides oversight for the local trash collection service.





1. Gate
2. Nursery
3. Teak Farms
4. General Maintenance
5. Stable
6. MILA
7. Milagro Verde
8. Santa Barbara
9. BELA
10. EVA
11. Playa Asuchillo
12. Playa La Punta
13. Playa Azul
14. San Diego Viejo

General Contacts

List of Emergency Numbers in Nicaragua :

- 128 - Medical Emergency / Ambulance (Cruz Blanca - Originally Red Cross)
- 911 - Emergencies Against Fires or Disasters
- 118 - National Police
- 115 / 120 - Firefighter Emergencies & Direction General
- 113 - FREE Information Service
- 121 - CLARO - Phone service
- 125 - Disnorte/Dissur - Electricity distributor

Security Office (front gate)

May be contacted by telephone or WhatsApp at (+505) 8927-8571 24 hours a day / 7 days a week

Front Desk

May be contacted by telephone or WhatsApp at (+505) 8907-1686, or email at reservations@granpacificacom.

Hours 7am-7pm Monday - Sunday

Office Team

May be contacted by telephone, WhatsApp at (+505) 8369-9293 or (+505) 5736-1833, or by email at victoria.alvarez@ecidevelopment.

Hours 8am - 6pm Monday - Sunday

Property Management or Rental Management

Related matters such as administration, maintenance, housekeeping services, you can contact:

Onsite Sales Consultants

Giovanni Rodriguez (Spanish speaking) at giovanni.rodriguez@ecidevelopment.com or

WhatsApp: (+505) 8788-6354

Maintenance Issues of Common Areas

Victoria Alvarez, Administrative Manager Email

victoria.alvarez@ecidevelopment.com

Cell. (+505) 5736-1833

Home Remodeling, Construction Issues, Architectural Guidelines and/or House Design Approval Process

Thelma Vanegas, On-Site Architect

• Email: thelma.vanegas@ecidevelopment.com

• WhatsApp (+505) 8371-4971

Gran Pacifica WhatsApp Groups for Homeowners GP Residents Forum

- This is to inform residents of non-alert related information such as announcements of general gatherings and other social events.

GP Public Alert Group - this group is set up to alert residents of power outages, extreme weather and natural disasters that affect the area.

If you've recently purchased a house in GP and like to be added to these WhatsApp groups, please message **Valeria Espinoza (the group admin)**

(+505) 8100 3834.



Utilities

Electricity and Water Service: For billing issues, you can contact Josseling Gomez, Email: cservice@granpacificacom - Meter readings are performed between the 27th-29th of each month. The invoice is sent during the first (5) days of the following month and is due by the 15th.

Solar: For cleaning or repairs needed to your solar panel system, please contact Alejandra Ruiz with GP Property Management at Alejandra.ruiz@ecidevelopment.com.

Cable/Internet: Internet and TV service may be available by either fiber-optic or line-of-sight technology, depending upon your neighborhood. The cost per month for basic internet + internet-based TV is \$75/month. Internet only is \$49/month (10-15 mbps). Upgraded packages are available for Internet. **Please note all prices are subject to change.*

Propane Gas: If you run out of propane gas, please call the front desk office, and they will deliver a new tank to your house during business hours. Inquire about price.

Water: Gran Pacifica has a proprietary well and

Wastewater system: Gran Pacifica's sewage treatment plant is an activated sludge system with electric blowers that are scalable to the growth of the community.

Trash Pick-up: Mondays and Fridays starting at 7am. All properties should have a sturdy trash can with a lid (to discourage animals from tearing open trash bags) on the edge of the property or in a secure place outside next to the house. This is the case in most neighborhoods, but please inquire at the Front Office (located behind Sea Salt) or call (+505) 562-1686 for more details. If you are staying in the Condo buildings (Las Perlas or Momotombo) there are trash bins outside of each building, in an enclosed area. Landscaping trash will be picked up each Thursday morning, beginning at 7am.

Phone Service: If you want a Nicaraguan sim card for your phone, the two main options here are Claro and Tigo. Claro is strongly recommended over Tigo as the cell reception in Gran Pacifica is better. You can also add more minutes to a Claro pay-as-you-go plan at Pulperia Abierto Hoy, just outside the main entrance. To purchase the sim card and start a

Emergency Procedures

In the event of an earthquake, the resort may receive tsunami warnings which will be broadcast on the Gran Pacifica Resort Public Alert Whatsapp Group. In the event of a tsunami warning, we ask that all residents, visitors, and staff proceed immediately to the following area:

Go out the front gate and turn left on the adoquine road. Proceed to marker KM-59 (approximately 500 meters after you turn left), which is high ground.

In the event of an imminent hurricane, please note the following:

1. Please ensure that you are well stocked on provisions (food, water, medicine, toiletries, flashlights, etc.).
 2. Scout out an area of your home that is furthest away from doors and windows. This will be your shelter during an active hurricane.
 3. Bring loose outdoor items inside the house or secure them outdoors. Things like outdoor furniture, grills, pool supplies, etc. become potential projectiles in high winds.
 4. Contact the front gate security office if you need sandbags to protect your home.
-

During the dry season, be alert to potential wildfires. Be cautious when grilling outdoors, particularly if using wood or charcoal as fuel for the grill.

- Note that Gran Pacifica Resort employs rangers to watch for early signs of fires and employs the use of firebreaks to slow the progress of wildfire spread.
- Residents will be alerted via the GPR Public Alert WhatsApp group, any time that a wildfire is reported.

Security and Safety

Your onsite security team consists of bicycle and motorcycle patrol security officers. The majority of these officers work at night, from 6:00pm to 6:00am. You will see them on bicycles, sporting black and yellow vests. These officers are radio-dispatched, so the best way to contact them is to call the front gate security office at (+505) 8927-8571.

Gran Pacifica Resort does have one security officer on duty during the day. His duties include administering our Community Guidelines, general security/safety, and emergency calls-for-service during the daylight hours.

The armed security officers that you see at the front gate (white shirts and blue pants), North Beach, EV, BELA neighborhoods, and Las Perlas are all part of the contracted ISI Security team. This team is also radio-dispatched, so they can be easily reached by calling the front gate security office.

A Few Helpful Notes:

- Homeowners: Be sure that you are part of the GPR Resident Forum and GPR Public Alert groups. These are both WhatsApp groups that are very informative.
- As mentioned earlier, if you need a security officer dispatched, please call the front gate security office at (+505) 8927-8571.
- You will be issued a security whistle upon your arrival to Gran Pacifica Resort as a new homeowner. In an emergency, between the hours of 6:30pm and 6:00am, you may blow this whistle (best done outside of your home). Security is trained to respond to the sound of these whistles and should arrive at your home quickly. You may also have several neighbors respond.
- If you intend to have guests or vendors/contractors visiting you, please contact the front gate security office and let them know. Gran Pacifica does not have assigned parking spaces.
- When swimming in the ocean, please always be alert to the rip current conditions. Generally, there are no lifeguards on duty, so it is always best to go with family or friends (buddy system).



Home Services

Special Note: These people were recommended by some existing residents; however, these are not ECI/ GPR or GPMA employees or related to the company in any way

Recommended local area residents that are available for hire:

Housekeeper/Cook:

- Yara Cruz (+505) 7733-1052
- Margarita (+505) 8959-1452
- Evelyn (+505) 8643-4108
- Gloria (+505) 8902 8551
- Gaby (+505) 7733-1052

Mail/Package Service:

Bahia Nica.

- Website: <https://bahianica.com>
- Email: serviceioalcliente@bahianica.com
- Phone: (+505)8790-242

A man and a young girl are riding bicycles on a paved path in front of a modern house with a terracotta roof. The man is wearing a white shirt and brown pants, and the girl is wearing a yellow tank top and blue jeans. The background shows a clear blue sky with some clouds and green trees.

Maintenance

The general responsibilities of the maintenance team are to maintain the common areas which include roadways, walkways, grounds, lighting, and stormwater drainage systems for the neighborhoods of Diego Viejo, Milagro Verde and Las Perlas. They are also responsible for:

- Pick-up of landscaping trash (e.g.: bagged leaves, bagged clippings, small tree branches, palm fronds).
- During the dry season, the maintenance team are our first responders for all on-property wildfires.
- Preparation of sandbags, for use at homes and common areas during hurricane season.

Amenities

Gym: Open 7:00 am to 7:00pm

Pool: The pool is an amenity offered only to Gran Pacifica residents and their guests. Access to the pool is limited to homeowners in good standing (*no balance owed on assessments or fees*).

All amenities below require scheduling with the front desk

- Golf
- Horseback Riding
- Massage
- Surf Lessons (*surfboard rentals only - come to the front desk*)
- Tennis
- Soccer
- Clubhouse use
- Disc Golf

SERVICES	PRICE WITHOUT TAXES	PRICE
Massage	\$29.00	1 Hour
	\$19.00	Half Hour
Guided Horseback Riding	\$12.00	1 Hour
Boogie Board Rental	\$8.00	Half Day Rental
	\$12.00	Full Day Rental
Surfboard Rental	\$12.00	Half Day Rental
	\$22.00	Full Day Rental
Surf Lessons, Board & Beach Transportation	\$39.00 (1 pax)	1 Hour
Golf Green Fees	\$17.25 p/p (\$32.25 with cart)	9 Holes
(Walking/Golf Cart)	\$28.75 p/p (\$48.75 with cart)	18 Holes
Bicycle Rental	\$3.00 p/p - \$14.00 p/p	1 Hours - Full Day
Scooter Rental	\$15.00 / \$5.00 per additional hour	1 - 3 Hours
Fishing Day, + Lesson	\$39.00 (1 pax)	2 Hours
Golf Car Rental	\$29.00 p/p (2+ pax)	Full Day (2, 4 and 6
	\$34.50 / \$46.00 / \$57.50	
GPR Property Tour	\$20.00 pp	2 Hours





Household Items, Furniture, and Clothing

Hardware Stores

- There are a few small hardware stores in km 49 and near the San Diego community on the road to GP.
- Variedades Rosswell next to the baseball court in the California neighborhood (clothing, shoes, school supplies and even manicure services)
- Sinsa (subsidiary of Ace Hardware. There are various locations in Managua, the main store is located on Carretera Masaya).
- Ferreteria Jenny (a locally owned hardware store chain located in various parts of Managua).

Items that you can have delivered within the community:

- J&J Farm raw, grass fed, Jersey cow milk \$2 per liter
- Honey - from our apiary on site - honey bottles of various sizes
- Naturally fermented foods. Whatsapp group order
- Kimchi (sml \$4/lrg \$8) Sauerkraut (sml \$4/lrg \$8) jalapeños (sml \$4/lrg \$6), Spicy pickled carrot sticks Hot Sauce \$8 - 450 ml
- Mike the Farmer delivers to the Palapa on Friday
- Mercadito Fresco, a vegetable and fruit delivery to Gran Pacifica every other Friday. Ana Valeria +505 5861-1111

Shopping

Fruits, Vegetables, and other Groceries

- Pulperia Abierto Hoy - a general grocery store with drinks, vegetables, food, basic medicine, among many other things located outside the gate of Gran Pacifica heading to San Diego also take vegetable and fruit orders up through the town of San Rafael delivery on Fridays. Contact number: (+505) 5861-1111
- La Palma Minimarket - located 3km outside the town of San Rafael Pacifica, or from the turn in Km49, 8km west. Contact number: (+505) 8530-3533
- Various pulperias (vendors) along the road driving to San Rafael main highway.
- The town of San Rafael (45 minutes by vehicle) - has a grocery store called Pali as well as various fruits and vegetables market.
- La Colonia (located in various locations throughout Managua) the store with the largest selection is located beside the town of San Rafael Shopping Center on Carretera Masaya).
- La Union (located in various locations throughout Managua)

Restaurants

- Sea Salt - Open from 7am to 8pm. It is located at the Las Perlas Oceanfront Village on the southwest side of the San Diego Viejo neighborhood. Sea Salt is the main restaurant in Gran Pacifica. Dine-In, takeout, and delivery options are available. They can be contacted at: (+505) 8353-1697. (Please note, as a homeowner, you are in the position to receive a discount on food and certain non-alcoholic beverages at Sea Salt restaurant. Also, as a resident of GP, you can create a running tab that can be closed out every couple of weeks. Please inquire at the restaurant to receive these benefits.)
- Golf Club House - Open from 7am to 6pm. Located across the golf course near hole (1). They are open for pizzas, quesadillas, tacos, and other snacks as well as smoothies. They can be contacted at: (+505) 8580-0726.
- Alice's Restaurant- Located outside the Gran Pacifica main entrance adjacent to Pulperia Abierto Hoy. They serve seafood dishes, pizzas, burritos, hamburgers, and other foods. They do dine-in, takeout, and delivery and can be contacted at: (+505) 5866-7370.
- Comedor Jessenia: Located from km 49, 1.2 km to the west, comarca California They serve the typical Nicaragua fritanga (grilled chicken, pork, or beef with Tajadas or sweet plantain and salad) usually serves and Nacatamales for the weekend. (+505) 8556 8364
- **ADD BURRITO BANDIDO**

Personal Care Service

Hair Salon/Hairstylist:

Local Men's Barbers (barberias) are available in nearby Villa el Carmen and San Rafael del Sur. Barbers are typically open on Mondays. Women's Hair Salons: Hair Salons Platinum and


Medical

Private Hospitals:

Hospital Metropolitano Vivian Pellas

(24 hours daily)

 Masaya Highway - Km 9.75, 250 meters West

 2255-6900

 info@hospitalvivianpellas.com

Baptist Hospital (24 hours daily)

 Barrio Largaespada


 2264-9020 ext. 94005

 mercadeo@hbautista.org.ni

Military Hospital (24 hours daily)

 Next to Tiscapa Lagoon


 1801-1000 | 2298-1035

 8851-1097 (English speakers)

 info@hospitalmilitar.com.ni


Salud Integral

 Montoya statue, 1 block North, 1 block West

 Phone: 2251-2030

 sintegral@hospitalsaludintegral.com.ni


Hospital SERMESA Bolonia

 9th Avenue, SE, Bolonia

 2268-1975

Monte España

 Enitel, Villa Fontana 150 meters North


 2278-3920

 rrhh@hospitalmontespana

Public Hospital:

Hospital Lenin Fonseca


 Las Brisas Highway in front of Inide

 2266-6547

Hospital Manuel Morales


Hospital Berta Calderon

 C.C. Zumen 1 block West

 5769-0309

Hospital Velez Paiz

 Barrio Tierra Prometida

 2298-0320


General Practitioners:

Health Center: 20.8 km from Gran Pacifica - Villa Carlos Fonseca Amador

Dentists:

Mongalo Valenzuela Cosmetic Dentistry, Dr. Cerna


 Cerna, Dental Surgeon, Ofiplaza El Retiro, Edificio

 Managua, Phone: (+505)2270-3173 and Cel. (+505)2270-3173

 email: dra.cerna@gmail.com

Clinica Orto Centro, Dr. Lopez (Speaks English)


 Bolonia, Oficinas administrativas Los Pipitos 11a y 12a

 (+505) 8721-6069

 <https://ortocentronic.com/contacto/>

Clinica Dental Dres. Madriz (English and Spanish)

 Edificio a mano Bosques de Santa Maria, Managua

 (+505) 2276-0954

 info@dentalmadriz.com

Dr. Christian Martinez Blandon, Dentist Surgeon


 Las Cumbres, Club Terraza 400mts arriba, Centro

 3rd floor, Dental Center



Eye Doctors:

PriceSmart (Spanish/English)

 (+505) 8267-5100

 optica8901@pricesmart.com



Veterinarians

Reymari Clinica Veterinaria: Las Colinas, 2nd. Plaza Mayor entrance | T: (+505) 8540 8032 | Website: clinicaraymari.com

Clínica Veterinarios Asociados : Carretera Sur Centro Deportivo La Liga, KM 8.5 Carretera Sur, NIC-2, Managua, Nicaragua | T: (+505) 2255 1201
Website: veterinariosasociadosni.com

Veterinaria Corrales: Dra. Daniela Castellón De Junior Music Altamira 3c al Este #661, Managua (+505) 8823 1159

Education

Elementary/High School:

English Speaking: Nicaragua Christian Academy
Colleges: Nicaragua is home to 58 Universities and 113 College/Technical Institutes

Legal/Citizenship

For legal matters, title deeds, powers, or documents necessary for the transfer of the real estate, our Legal Executive is Lic. Daniel Escobar, Email: daniel@granpacificacom | Cell: (+505) 8868-1903.

Local Attorneys:

Sergio Corrales Montenegro

- T: +505 2270-1976
- M: +505 8723-6300
- Email: sergiocorrales@corraleslawyers.com

Local Attorneys:

Maria Alexandra Velasquez Gutierrez

- T: +505 2279 8632
- M: +505 8428-3659
- Email: velasquez2311@gmail.com

Homeowner's Insurance

Erika Lissette Moya (CSISA Seguros)

- Address Colonia Los Robles, De Alke 1/2 c al sur. Edificio #14 Managua, N
- Tel. (+505) 2231-6410 or 2231-6352
- Email: lissette@csisaseguros.com
- Website: csisaseguros.com

Financial Institutions

The three largest banks in Nicaragua are

BAC | Website: www.baccredomatic.com/

Banpro | Website: www.banprogrupopror

Banco Lifise | Website: www.lafise.com/b

**It is best to check on the services provide bank before establishing an account*

Transportation

Private Drivers:

There are various transportation options. Many residents hire private drivers to do their shopping in Managua. Their prices range from \$20 to \$25 (to drive your vehicle) to \$80 for a half day to \$120 for a full day (as a driver using their own vehicle).

- Rafael (speaks English, can be hired as a driver with vehicle or as a private driver): (+505) 8428-8097.
- Gertrudis (speaks English, can help with translation services in a personal shopper setting, very knowledgeable about the roads in Managua, can be hired as a driver with vehicle or as a private driver): (+505) 5793-7722. Only Available Saturdays & Sundays.
- Clemente (only speaks Spanish, can be hired as a driver with vehicle or as a private driver, former taxi driver in Managua so is very knowledgeable about Managua roads): (+505) 8482-5680.
- Francisco (only speaks Spanish and works as a private driver or with the Sea Salt shuttle van): (+505) 8622-8630.
- Kenny (only speaks Spanish, drives a Moto-Taxi for short distances) (+505) 8658-1094.

OWN A VEHICLE?

You will be required to have insurance. Insurance companies is provided below. As a vehicle owner you will need to purchase a stamp to be able to drive around the country. This is called the Sticker de Rodamiento. This can be purchased in the Villa El Carmen Market.

Compañía de Seguros América, S.A.

- Address: Centro Financiero BAC, Km 4 Carretera a Masaya, Managua
- Tel. (+505) 2274-4200

Seguros La Fise S.A.

- Address: Centro Financiero LAFISE, Km 4 Carretera a Masaya, Managua
- Tel. (505) 2255-8484; (+505) 2270-3000

MAPFRE| SEGUROS NICARAGUA

- Address: Edificio INVERCASA, 1er Piso, Instituto Pedagógico La Salle
- Tel. (+505) 2276-8890

Instituto Nicaraguense de Seguros y Fianzas (INISER)

- Address: Km. 4 Carretera Sur, Managua
- Tel. (+505) 2255-7575

ASSA Compañía de Seguros S.A.

- Address: Edificio Corporativo ASSA, Centro de Seguros, S.A., Pista Jean Paul Getty, Oeste Edificio BID, Managua, Nicaragua

Rental Program

Take advantage of Gran Pacifica's Rental Program. Some of the benefits of the rental program are listed below. **For more information please, contact Front Desk at reservations@granpacificacom**

Reduce vacancy periods. We make sure to reduce the vacant periods by executing marketing plans designed exclusively for your property, attracting the right niche, exposing all the benefits and particular characteristics.

Long-term tenants. Great tenant retention policy tested over time and executed with an approach that gives them effective solutions and a sense of belonging to the community.

More efficient rent collection. Ensure consistent and reliable cash flow. We become a buffer between you and tenants, allowing GP to be the bad cop who must listen to tenants' excuses, collect rent, and handle evictions if necessary. We make sure to be clear how important each clause in the lease is, in order to ensure collection.

Lower repair and maintenance costs. We preserve the value of your assets. You will have access to professional maintenance and a network of licensed, insured, and bonded contractors.

Housekeeping program. An SOP that will increase

maintenance program that will avoid larger and expensive problems. Regular maintenance checks and inspections, a written maintenance schedule, and detailed documentation.

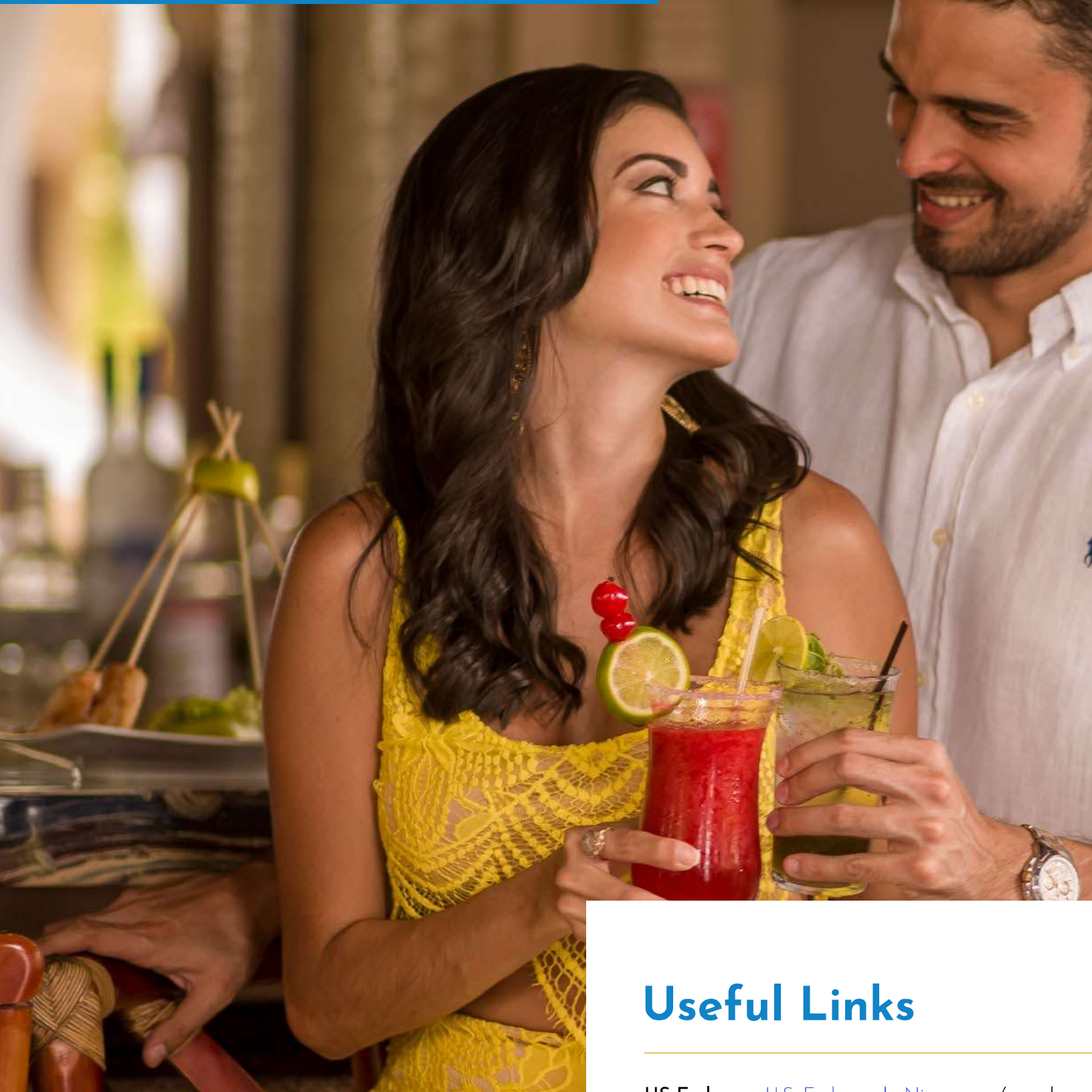
Point of contact for tenant concerns. If something breaks at your property, we will address problems at all hours of the day and arrange for a repair or replacement. Or, if the tenant seems to be the neighbor or the dog who relieves itself on the front lawn, you can breathe easy knowing that we will be handling those types of calls.

Personal benefits: Less stress. Won't have to deal with late-night calls, evictions, chasing down rent, doing paperwork, contractors, and other tedious and time-consuming tasks. More freedom: Travel anywhere you want without having to worry about your tenants about the regular inspections. More free time. More money, and your time would be better spent doing other things than micromanaging a property.

Follow us on social media!

 [@granpacifica](#)

 [@granpacifica](#)



Useful Links

USEFUL LINKS USEFUL LINKS USEFUL LINKS USEFUL LINKS USEFUL LINKS