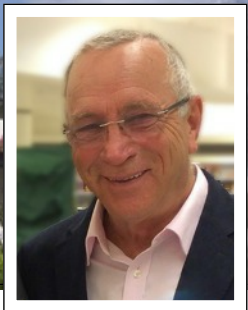


Las Casitas
Roger Barrow
 President
 Community of Owners
NOVEMBER 2015



2015 - a Year of Change

My first year as your Owner's Representative has certainly been a tumultuous one. It started off with the unexpected acquisition of WimPen by Onagrup, causing shockwaves throughout the Community, and many unanswered questions. I have set out some of those questions and answers on page 4.

There were some early teething problems - owners' rentals, short term rentals, anxiety about future maintenance and the security of our ownership. All have been resolved now through a series of meetings and email exchanges with Senor German Castro, the Managing Director of Onagrup, and from where I stand now, the future looks both secure and promising. Secure in that we are definitely going to see a big improvement in our rental income through professional marketing by Onagrup, and promising, in that it has become clear to me that Onagrup want us to have an attractive and well managed resort.

It has been enjoyable to meet and keep in touch with so many owners, and I have responded to many emails, which I hope you have found helpful.

I may not have been able to please everyone though, one owner has sent me an endless stream of emails, but I have done my best to represent your interests where I can.

In particular I hope you feel I have been able to improve communication with you, especially through my new owners' website, the owners' Facebook page and regular bulletins to those of you on my mailing list. If you are not on that list and want to be kept up-to-date, then please join it.

Roger Barrow

In Brief

- *The hot topic of the moment is discounted rental rates for owners. More on page 7.*
- *It will soon be time for the AGM. If you cant attend, please make sure you use your proxy vote. More on page 7.*
- *Weeks to sell or rent? Try our owners' website or Facebook page to try and make private arrangements with other owners.*
- *Fancy an exchange with an OnaGRup resort one year? Telephone: 00 34 932 029 601 e-mail: info@onagrup.net You will need your ref number and password which was in the letter sent out in April.*



Two owners at my regular 'Owners' Surgeries', held during my visits

My Recent Visit

I had a most useful visit to Las Casitas in week commencing 18th June. I met several owners and was able to help them with their queries. I also held a most productive meeting with the Directors of Onagrup and WimPen.

I was shocked to learn that only 20 villas were occupied this week, all the rest were empty. June is of course the low season for the Canary islands, but it does highlight the potentially serious situation we would be in without rentals, and this year, that week was too early for the new Onagrup rental programme to have had much effect.

However, Onagrup are having considerable success now in renting for future weeks at generally much higher rates than WimPen were able to achieve. It is now clear that WimPen did not have the expertise or experience to manage a successful rental programme, and under Onagrup, this is set to improve with less empty space and a higher income for the Community and for owners renting out their weeks.



UNSOLD and BLOCKED WEEKS

It is important for owners to understand fully the predicament we could find ourselves in if we did not have a successful rental programme.

There are currently 377 unsold and relinquished weeks in the Holding Company. This figure is gradually increasing as more owners fall by the wayside. There are also 332 blocked weeks, giving us 709 weeks available for rental.

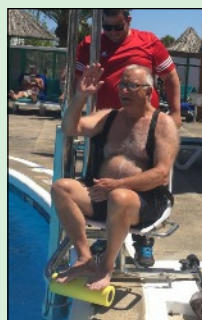
These weeks provide no income, unless they are rented or sold and that would leave our finances in a very precarious position.

There are villas in almost every week of the year which are being offered for sale now at very low prices and perhaps that is the answer for owners who regularly rent and are concerned about high rental rates. For most of the year, maintenance fees are a lot less than rental rates.

There are also 31 owned holding company weeks in the resale program, and 99 owned weeks with escrituras for sale. Prices for these weeks are decided by the owners, most of whom are willing to consider offers.

Disabled facilities

I tested out the 'Disabled Dipper', which seems to work well. I gather several disabled owners have used it now and I have asked that the life-guards uncover and demonstrate it from time to time, and they will be looking for volunteers to have a go!



Disabled Access to Bar Area

I have requested that a ramp suitable for wheelchairs and buggies be installed to enable easier access to the bar and toilets from the pool area so that buggy and wheelchair users don't have to go all the way round the resort to get there.

Luggage Delivery Service

Denice is now arranging for your luggage to be delivered to your villa. This seems to have been very well received by owners.

The Gardens

A few of you have complained about the gardens and the lack of colour this year.

I used to opportunity of my visit to have a good walk round the gardens with our gardeners, Angel and Eche. They are both passionate about the gardens and have been concerned about the condition of the older plants, many of which are over 30 years old and past their sell by date.

You can see from the picture the typical state of the older plants. Many have been damaged by dry summers and by storms. Many are diseased also.

It is therefore been decided to start a complete phased replanting program, and next time you visit, you will see many new plants. They are still small (see below) but eventually they will return to their former glory, but that won't happen overnight.



In Brief

- The sun beds by the pool are gradually being replaced with new and new cushions.
- I have requested an additional sun umbrella on the bar terrace and by the sun beds by the pool immediately below the bar.
- There is no news on upgraded patio furniture yet. I understand that the samples shown this year in one of the villas has not been well received by owners.
- Check-in is 4.00pm, checkout is 10.00am. Reception will do their best to accommodate you if you arrive early or leave late, but it is NOT guaranteed, so please don't hassle them!
- We await installation of fast fibre-optic Internet which we will share with Las Brisas. More news at the AGM I hope.
- We should also get news of proposal for 2nd bathroom at the AGM. While this will only directly benefit 2-bed owners, I believe it will also benefit the whole resort providing better rental prospects and improved income. I hope you will support it.



Your Questions Answered

Just some of the questions I was asked following the acquisition of WimPen

OnaGrup - WimPen acquisition

Q: Why didn't WimPen ask our permission before they sold Las Casitas?

A: WimPen haven't sold Las Casitas as they don't own it, we the owners own Las Casitas, WimPen manage the resort on the Owners' behalf.

Q: Why didn't Ivan Pengelly advise us at the AGM last December that he was in talks to sell WimPen Leisure Management?

A: Any of you who have been involved with mergers or takeovers will know the first document you sign is a non-disclosure agreement which legally stops anybody discussing the talks until such time that the takeover terms are agreed and a public statement can be made.

Q: Owners told me they had heard OnaGrup will increase management fees by at least 10%?

A: This is totally untrue, Onagrup are hoping to make savings in the management of Las Casitas and in any case the process for agreeing management is to discuss the budget with your President then put it to the AGM for approval, so we the owners are totally in control of any annual increase.

Q: Will OnaGrup get rid of any of the Las Casitas staff?

A: All the Las Casitas staff, except for the Manageress, Denice, are employed by the Community, but WimPen/OnaGrup manage them on our behalf. Dismissals would have to be agreed with the President of the Community.

Q: What will happen to the Las Casitas renovation program?

A: The renovation program remains the same as agreed, if possible OnaGrup would like to accelerate the program.

Q: Why have OnaGrup put their name in front of Las Casitas in the web-advertising?

A: OnaGrup have major discounts with on-line booking sites as such they need to have their name in front to take advantage of these discounts, but this is only for advertising, the resort name remains "Las Casitas".

Owners' Rentals

Q: If I want to rent extra weeks will the price go up?

A: The simple answer is yes, OnaGrup have a very sophisticated computer system it looks at local pricing together with demand and bookings and adjusts the price to market demand, as an owner you will be entitled to a 20% discount. but as an owner if you wish to offer your weeks up to rent you have the opportunity to make a profit. Owners' rental rates will be a subject for discussion at the AGM.

Q: Onagrup are only interested in making a profit?

A: Of course, Onagrup is in business to make a profit, but not so much as you might think. After their commission, all profit from and resales is paid to the community, so their success is also our success.

Q: Are OnaGrup going to do short term lets?

A: Yes but these can only be booked within 4 weeks of date required, our aim is to try and fill complete weeks. Short term lets to non owners carry a premium rate.

Q: We only have a 3 year contract with WimPen why don't we cancel it and look for another company to manage Las Casitas?

A: We do have a clause in the contract that allows us to serve notice. WimPen have had many offers for the business and they have been very careful to select a company who will take Las Casitas forward.

Having met the OnaGrup and had a lot of correspondence it is my view and that OnaGrup are very professional and we should give them every chance to prove themselves.

The Holding Company

Q: Who owns the Property Holding C°?

A: WimPen - however there are contract clauses to protecting the community and they only act as caretakers of the company together with the unsold and owned weeks in the company.

Q: If I transfer my weeks to the Holding Company, do I lose rights of ownership?

A: No. The escitura (deed) is transferred to the Holding Company, and your ownership is by Contract with the Holding Company rather than the Escitura. You retain full ownership rights in perpetuity. The only difference is that if you can't or don't pay your maintenance, ownership can revert to the Holding company and can be resold.

Q: How do I transfer my weeks to the Holding Company?

A: You will need an NIE number (Spanish Version of your Social security Number), and Power of Attorney for WimPen 'to sell'. These can be arranged when you are in Lanzarote, contact WimPen to arrange. There is a cost, but it is cheaper than trying to arrange it in the UK.

Q: What are the transfer costs and how much are they?

A: The cost of transferring the escitura to the Holding Co is £800.00. This includes the cost of notary, taxes and land registry. It covers

any number of weeks you own. The cost of the NIEN° & POA documents is not included.

Q: I don't really want to spend another £800, what do I gain by transferring my weeks?

A: Taken over the life of your timeshare, the cost is not really so great. You gain peace of mind. You are able to relinquish your weeks when you can no longer use them, or can't pay the maintenance. It is very much easier to sell your weeks and in the case of joint owners, there are no complications in the event of a death, divorce or separation.

The Resale Programme

Q: My weeks have been in the resale programme for some years, and there has been no interest. What are WimPen doing about resales?

A: The fact is that the timeshare market is virtually at a standstill with so many other holiday options now available. We have been successful in selling some weeks that are in the Holding Company where the resale cost are much lower than the cost of selling weeks where an owner holds the escitura. Many of those weeks in the resale programme have asking prices that are simply too high. Maureen manages resales and I know she is doing her best in a difficult market.

A total of 20 weeks have been sold so far this year

Q: My weeks are in joint ownership but my partner has sadly passed away. How can I sell my weeks or transfer them to the Holding Company?

A: If you hold an escitura in joint names, you can't, unless you get an inheritance escitura. There is a cost for this and WimPen can advise, There is no such difficulty if your weeks are in the holding company.

The Annual General Meeting

The Annual General Meeting will be held this year 10.00 am on Sunday 6th December at the Village Leisure Hotel, Dolomite Business Park, Coventry.

Accompanying this newsletter or soon after, you will receive the Annual General Meeting papers, the agenda, the administrators report, and the accounts.

At the time of writing this, I have not been able to see the agenda, but I hope there will be news about the second bathroom, and an item on discounted rental rates for owners. I am sure these will generate much discussion. I have expressed my own view on these items elsewhere in the newsletter, but I am sure you will make up your own mind.

Proxy Votes

This is the first AGM since the acquisition of WimPen by Onagrup, so it is really important

that you all have the opportunity to have to your say. If you can't attend, then please use your proxy vote. You may direct your

chosen proxy to vote for, against or abstain each resolution. You can also leave voting to your proxy's discretion and if you don't have a particular person to choose as your proxy, you can always choose me, your Owners' Representative or your President. You cannot leave the voting in the election of President to your proxy's discretion though.



On the Agenda

There are some items on the agenda which will undoubtedly generate much discussion. I give you here my own personal thoughts on some of these items which I must stress are my own views, and not necessarily the views of Wimpen or Onagrup.

Election of President

As usual, the President and Owners' representative are to be elected at the AGM. I understand that Ivan is standing for President again this year having provided many years of good service as our President, balancing his role as Director of Wimpen and looking after our interests as owners.

However several you have asked me to stand also, so this year you have a choice. If Ivan is elected, then I am happy to stand again as your representative.

If I am elected as an independent Owner/President, then the role of Owners' rep is redundant. Whatever you decide I will do my best to represent your interests and hold WimPen /Onagrup accountable for the management of our resort.

For those of you that don't know me, I have included a short biography on page 8.

President's Advisory Committee

I have been pondering what has prompted this proposal to replace the Owners'

representative with an elected advisory committee, and I fear it may be because I have offended the proposer, as I have been unable to agree with him on all of the endless number of the issues he has raised with me.

I do not see what purpose an advisory committee would serve. Being a relatively small resort, we have never needed a committee and while Las Brisas has a committee of five, is the management and maintenance there any better as a result? I suggest not!

It would make decision making more cumbersome, there

would be a cost involved in arranging meetings and bringing Wimpen Onagrup representatives to the UK for meetings, which assuming 3 meetings a year, I estimate could cost the Community in the region of £4,000 pa.

Of course I already have an advisory committee of well over 250 owners through my mailing list, to whom I can be accountable, can consult, seek advice, share ideas and find consensus.

I hope you have been satisfied with my efforts as your representative. However, should I not be elected President and this proposal is successful, I would be unable to continue as your Owners' Representative as the position would cease to exist.

I have developed a very good working relationship with both Wimpen and Onagrup and if I am elected President, I would ask that you allow me to continue the work I have started as your Owners' Rep. If you really do want an elected committee, then I may have to consider my position as I would be unable to support this proposal.

Bad Debts and Holding Company Shares

These proposals are from the same proposer, and for that reason, I am personally inclined to treat them with a degree of caution, however I would be interested to hear your views before deciding which way I should vote.

Ivan will probably explain that he has already sought legal advice and the cost of recovering money or ownership through the Spanish courts is simply unaffordable. The proposer initially suggested that all bad debts should be written off, which I disagreed with.

Of course bad debts are a matter of concern, and something that as Owners' rep (or President) in the coming year, I would want to explore further.

With regard to the proposal requiring General Meeting approval before shares can be transferred, I believe this is unnecessary. The shares are already fully protected from transfer by our contract with the Holding Company, and any transfer would be in breach of that contract.

Bar Franchise Contract

A number of you have expressed concern about Ronnie and Maureens' security of tenure and earlier this year I pressed for a prompt renewal of their two year contract.

Whether or not you want to commit the community to a 10 year contract is up to you. A lot can happen in 10 years, and it might be better if they had a 3 year rolling contract, agreed at each AGM in the same way as we consider renewal of Wimpen's contract. This would also be in line with other resorts and would still provide them with much greater security.

Owners' Rental Rates

This has been a matter for much debate and difference of opinion, and at the AGM, we need to decide the way ahead and there will be a report from Wimpen for you to consider.

150 owners regularly rent extra weeks, although some have started buying extra weeks lately. The rest, around 600 owners, never rent at all.

The decision you need to make at the AGM is whether we should keep owners' discounts at the recently agreed level of 20% below the market rent or revert to the previous system under WimPen, where owners were able to rent at little more than the cost of maintenance, bringing no income to the Community.

Please bear in mind that effectively, any discount given to owners, friends and family, is a subsidy from the Community, thereby reducing the Community's income, or it is a subsidy provided by the owner, where an owner has put their weeks up for rent.

My personal view is that we should be encouraging Onagrup to maximise our income, giving owners a modest discount.

With so many weeks unsold and in the Holding Company for sale at very cheap prices, I believe owners should be encouraged to buy extra weeks, which will offer much better value than renting.

About me - Roger Barrow

I have been involved with Las Casitas since the beginning, when my father, at that time a director of Wimpey, purchased several weeks. I have been visiting almost every year since. My children spent many holidays there, learned to swim there, and almost saw it as their second home. I currently own seven weeks in March and November, and like many owners, often rent extra weeks.

Some owners may know me better for providing entertainment in the bar on Sunday nights during my holidays.

My career for 43 years was with Waitrose and the John Lewis Partnership and prior to taking early retirement to start my own business in 2008, I was head of the flagship Waitrose/John Lewis store in Canary Wharf.

Keeping in touch

I believe good communication with owners is vital. To keep in touch, and receive regular news and updates, please join my email mailing list.

I am not permitted under Spanish data protection law to access to WimPen's database of owners. I now have well over 250 owners on my list, and since I started I have sent out 8 email bulletins with the latest news. To sign up, please visit www.lascasitas.eu and complete the form, or just send me an email and I will add you to the list.

You can also keep in touch through my Owners' website, or Facebook page. Both of these websites are managed by me and are independent of WimPen and Onagrup.

I visit Las Casitas in weeks 10,11,12 and weeks 45,46,47 in addition to a week sometime in June. If you are there please come for a chat.

I am always pleased to hear from owners, whether you want me to pass on a compliment to the team at the resort, or have a grumble! But please don't grumble on Trip Advisor, it's a complaint to the wrong person!

Roger Barrow
Las Casitas Owners' Representative

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Facebook: [facebook.com/lascasitas.owners](https://www.facebook.com/lascasitas.owners)

At the General Election in May 2015, I was elected as a Councillor to the Chichester District Council, where I was appointed to the Cabinet as portfolio holder for the Environment.

I now have a small marine business, and work as a business consultant, helping local small businesses with internet marketing, technology and business efficiency. I am also chair of the Selsey Business Partnership, our local chamber of commerce.

I live with my wife Pat in Selsey, near Chichester. Between us we have 5 children and 11 grandchildren. I am a keen yachtsman and trout fisherman and in spite of my age, something of a computer whiz kid, much to the chagrin and amusement of my eldest son!



Sunday Nights in Ronnie's Bar

Views expressed in the newsletter are those of your Owners' Representative and are not necessarily shared by WimPen and Onagrup.