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Owners' Representative
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Another Year and another AGM

The 2016 Annual General Meeting will soon be upon us, and I have produced this newsletter independently of WimPen and OnaGrup to accompany the AGM papers. I have included some additional information on items that will be discussed at the AGM.

This was my second year as your Owners' Representative and while you have kept me busy again, it was not quite as manic as my first year following the acquisition of WimPen by OnaGrup and changes to the rental arrangements. I hope that I have been able to provide some of you with useful help and advice.

WimPen by ONA

I still meet much misunderstanding among a few owners with regard to the role of Ona/WimPen, so I will stress again, they are administrators appointed by us. They do not own the resort, the income they earn from the resort belongs to the community after deduction of their commission, and they are duty bound to operate within the statutes and any boundaries that we, the owners, lay down through AGM resolutions. I remain satisfied that Ona WimPen have our interests at heart, and I believe that suspicions held by some owners are largely unfounded.

The Role of your Owners' Representative

Although the role of Owners' representative has never been clearly defined, and does not exist in the statutes, I do see my role as holding the Administrators to account on behalf of owners, as well as taking owners suggestions or concerns forward.

The role of Owners' Rep was introduced some years ago, when it was felt there needed to be an extra measure of protection to ensure transparency and independence while we had a President wearing two hats, Director of WimPen and President of the Community.

I thank you all for your support this year, and I hope to meet some of you at the AGM on 4th December.



Julie Storrow

We were all deeply saddened to learn that Julie passed away after a brave battle with her illness. We send our condolences to her friends and family. Julie will be much missed by her friends at Las Casitas.



The Annual General Meeting

The Annual General Meeting will be held this year 10.00 am on Sunday 4th 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 administrator's report, and the accounts.

Proxy Votes

With the change of Administrators two years ago, it is very important you all have 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.



Last year, a large number of you failed to use your voting rights, so were effectively disenfranchised. If you don't use your vote, then please do not complain about the outcome of resolutions if you don't agree with them.

I do hope you will try to attend, or at least use your votes.

On the Agenda

The President

Ivan Pengelly has decided not to stand again for the presidency this year. He has provided us with very many years of good service as our President, balancing his role as Director of Wimpen and looking after our interests as owners. I am sure this has not always been easy, but he has always taken on the challenge with a smile, and

provided gentlemanly and efficient conduct of our Annual General meetings.

I am sure you would wish me to offer him our heartfelt thanks and wish him well for his well-deserved retirement.

Election of a new president

As last year, I plan to put my own name forward again for election as president/owners representative.

I believe that with the changes that have taken place over the last two years, it is important that we have an owner/president who can provide independent representation for owners, someone who knows the resort well, and has a good

working relationship with the Administrators

If I am elected, you should not notice much difference in the role I have played in the last two years as your representative, which I hope has met your expectations. I have done my best to keep you informed, take your ideas forward, provide you with help and advice, as well as keeping an eye on the work of our administrators and the management of the resort.

While the President can have a degree of influence, and there will be occasions when he has to use own judgement, contrary to popular belief, the role of President does not hold great power, most of which rests with owners at the AGM.



Brexit

It is impossible to say with any degree of certainty at this stage about the possible effects of Brexit on travel to the Canary Islands, timeshare ownership and on British employees at the site. Hopefully everything will continue as normal, although one immediate repercussion is of course the effect on the pound/euro exchange rate, which is currently making maintenance and other costs more expensive for British owners.

Bar Franchise

Following the AGM resolution last year, it is necessary for an owner to put a resolution each year extending the bar franchise contract for a further 3 years.

Security

As you know, we agreed at the last AGM to employ a full time security guard for Las Casitas following a spate of burglaries. He is now in place. Also, new CCTV system has been installed and monitors that are now working and recording movements around the resort. It is hoped that potential intruders will be deterred, but of course CCTV is no guarantee.

Upgrades

The major work planned for the close-down in December is to continue with the refurbishment program in the lounge and dining areas in ten villas and four studios.

Bar Canopy

Ona WimPen have not been able to come up with a new design that is affordable or acceptable, they all looked like greenhouses and I am sure you would not have liked them. Any replacement is going to be very expensive and beyond our reach for a few years.

So as an interim measure, I have requested that the existing frame is repainted, and the green plastic canopy is replaced.

Holding Company Shares

Last year's AGM passed resolution 11 to change the statutes to prevent the shares being passed to anyone else.

I understand that this has not proved legally

possible. I therefore recommend we leave things as they are, as our contract with the Holding Company already prevents shares being transferred. Ivan will update us at the AGM

Patio Furniture

The new patio furniture is quite expensive so will be upgraded gradually and replacement for the new style has been included in the budget for ten villas.

No Increase in Maintenance Fees

We will see from the accounts at the AGM that we have enjoyed a successful year financially, as a result, there is no proposal to increase maintenance fees.

As well as improved timeshare sales and an increase in timeshare fees received, there has been a significant improvement in rental income and many of the debtor weeks have also been rented.

This has enabled €20,000 reduction in the bad debt provision and the end result is very positive indeed.

You will receive a full report at the AGM.

Gardens

Although once again this year, there has been little rain, the gardens are showing an improvement with many new plants, including bougainvilleas along the paths, in the villas and walls.

I will be visiting in November so will have a good look round.

Rentals and Letting

You can now arrange to rent extra weeks, or put your own weeks into the letting program online in the members' area at <http://lascasitas.wimpen.net>.

Do not use the public OnaGrup website or booking.com to rent, or you will not receive owners' preferential rental rate.

You can also reserve extra weeks by phone or email at :
(+34) 922 741 415 or (+34) 922 741 417
Or UK Call Rate: 0203 1620885

Any Other Business

Second Bathroom

There has been much discussion over the years about adding a second bathroom to the two bed villas. Wimpen have now decided that it would not be appropriate for them to put forward a proposal, as it would not benefit all owners.

However the plans and preparatory work have been done, and costed at around €9,500 per 2 bed villa, (or around €200 per week owned) plus a modest increase in 2 bed maintenance to cover cleaning and laundry, so there is nothing to stop two Owners proposing and seconding a proposal at an AGM.

If anyone would like to do that for next years AGM, please contact me to discuss. It will be necessary to decide how the bathroom should be financed, would it be a charge on funds held by whole community and would a majority vote be sufficient? Let me know your thoughts.

Fibre Optic Internet

As I told you in the last newsletter, fibre optic internet is now being supplied to the resort, but the internal network has yet to be upgraded to get the full benefit of the extra speed. This will be done soon, hopefully before the AGM.

We will discuss how this should be financed. One device free, and extra devices paid? Or free to all? We need to consider how the the internal speed and bandwidth will be affected if everyone can use any number of devices, It will be for you to decide.

Keeping you informed

I now have the facility to message all owners with a registered email address through the private members area of the Wimpen website. lascasitas.wimpen.net.

If I send a message, you will receive a prompt in your normal email address informing you new message is waiting for you. Login to the members area to read it. I apologise if you received a number of these prompts while the system was being tested.

You can also keep in touch by email, 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, 13 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, you have a suggestion or you want to have a grumble!

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