



PRESIDENT'S NEWSLETTER

Issue No 8 August 2018



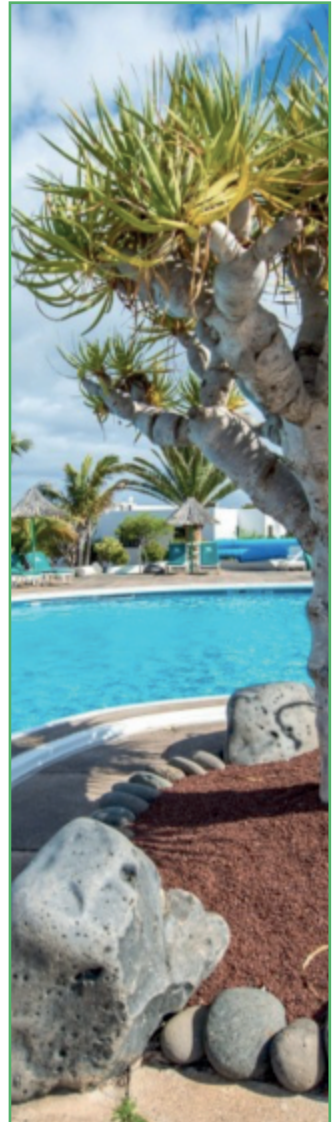
Following the AGM in December, it has been quite a busy year. The new lounge and dining room furniture has now been installed in every villa, and one bathroom has been upgraded in Villa 17. More details inside.

Following a suggestion from an owner, much of the old furniture was donated to a charitable cause on the island.

I have not been able to visit Las Casitas this summer but I had a very pleasant stay in March and have another visit planned for November. However, your Owners' Representative, Pam Ames, was able to visit in June, and I have included her report of the visit in this newsletter.

I look forward to meeting up with some of you in November.

Roger



Ronnie Muir

It was with great sadness that we learned that Ronnie had succumbed to his illness and passed away in April. I know it was a terrible shock for everyone.

Loved by all, Ronnie was the life and soul of Las Casitas, and we have all enjoyed his singing and entertainment at the bar, and many of us spent hours in the bar chatting with Ronnie and putting the world to rights. Many of us have known him for 20 years or more.

It has of course been a difficult time for Maureen and the family, and I know Maureen has appreciated the huge support she has received from members of the community. We will all be pleased to learn that, with Liam and Sofia's help, she has been able to continue to manage the bar successfully and introduced new entertainments. Owners have been helping to run the quiz nights and if anyone wants to have a go, please let Maureen know.

I am sure you will all join me in sending Maureen and family our heartfelt condolences.



Finance

At the 9 month stage, our finances continue to look pretty healthy with a surplus improvement against budget of nearly 15,000EUR.

The lower income in timeshare fees is due to the increase in relinquished weeks from some of the Casitas Holding Company Owners.

WimPen believe that water and electricity income will be closer to our estimate at the end of the year

Electricity cost is higher due to the increase in the power prices. (Petrol/Gas prices increase and Dollar rates increase are one of the reasons).

Underspend in Repairs and Maintenance and Villa Renewals is due to some of the projects have not been carried out as planned or have been carried out at a lower cost.

The final results are almost 15,000 Euros better than budget, which indicates that we expect to finish financially at the end of the year better than budgeted and continue the improvements as planned.

As agreed at the AGM, this year saw a small increase in maintenance fees, the fees are now:

2 bed: €434. 1 bed: €352. Studio: €260.

1 September 2017 to 31 May 2018			
INCOME	Actual	Budget	Variance
Timeshare Fees	600,350 €	603,349 €	-2,999 €
Holding Prop.rental income	24,763 €	24,525 €	238 €
Water & Electricity	33,247 €	36,500 €	-3,253 €
Commissions	1,496 €	828 €	668 €
Other income	7,685 €	8,400 €	-1,715 €
Bar Rental	6,508 €	6,505 €	3 €
TOTAL INCOME	674,049 €	681,107 €	-7,058 €
EXPENSES			
A.G.M. Cost	3,542 €	4,500 €	-958 €
Audit/Legal	5,550 €	5,553 €	-3 €
Cleaning materials	6,726 €	7,850 €	-924 €
Electricity	39,279 €	36,100 €	3,179 €
Insurance	5,068 €	5,472 €	-404 €
Laundry	27,271 €	29,400 €	-2,129 €
Refuse Collection	2,143 €	2,250 €	-107 €
Repairs/Maintenance	44,543 €	55,116 €	-10,573 €
Pest Control	1,016 €	747 €	269 €
Pool Chemicals	3,752 €	5,247 €	-1,495 €
Stationery/Printing	1,604 €	1,575 €	29 €
Telephone/Postage	10,860 €	9,747 €	1,113 €
Transportation	850 €	972 €	-112 €
Wages	248,986 €	250,241 €	-1,255 €
Water	15,242 €	15,400 €	-158 €
WimPen Management	71,894 €	71,892 €	2 €
Sundries	12,160 €	10,503 €	1,657 €
Local Rates	17,154 €	17,622 €	-468 €
Villa Renewals	119,701 €	127,348 €	-7,647 €
Security Service	21,310 €	22,500 €	-1,190 €
Pool Attendance	25,573 €	26,100 €	-527 €
Sewerage	2,753 €	2,772 €	-19 €
Provision bad debts	3,750 €	3,753 €	-3 €
TOTAL EXPENDITURE	690,739 €	712,460 €	-21,721 €
SURPLUS/(DEFICIT)	-16,690 €	-31,353 €	14,663 €

Meet other owners

We now have a private Facebook group specifically for Las Casitas owners where you can meet and chat with other owners and exchange ideas and advice.

The group is not publicly available, so the outside world will not be able to see it or see the names of members. To join the group, please email me and I will send an invitation.



Keeping in touch

I want to make myself available for owners to contact me. You can also keep in touch through the owners Facebook group. You can contact me through the WimPen messaging system in the members area at lascasitas.wimpen.net or by private email at roger@lascasitas.eu. If you have lost your password for the member area, let me know and I will have it sent to you.

Also please feel free to call me if there is anything you would like to discuss.

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

Roger Barrow: President, Las Casitas Community of Owners
email: roger@lascasitas.eu
Phone: 01243 601100

Pam Ames: Owners' Representative
email: pamames@btinternet.com
Phone: 01689 838786



Maureen and family welcome you to the Las Casitas Bar

Maureen and her family have been running the bar at Las Casitas for over 20 years, and whether owner or guest, new or old, you are guaranteed a warm welcome.

The bar is the social hub of Las Casitas. It is where owners and guests alike meet old friends and make new friends. Many have made lifelong friendships here.

So do come along, say 'Hi' to Maureen and the crew and enjoy a cool drink or a tasty snack.

Maureen hopes to arrange regular entertainment. Watch the black board to see what's on, and there is usually a quiz night on Tuesdays, often run by a willing owner.

Where are the best restaurants? Where is the night life? Where to visit on the island? Maureen is the font of all knowledge, so ask her.

The bar is a vital part of Las Casitas, so please support the family.



Tasty Snacks

Why not start your day with one of Maureen's famous full English breakfasts. There is a range of other breakfast items too.

For lunch Maureen offers a selection of tasty snacks including toasties, burgers and salads.

For your evening meal, eat at the bar, or takeaway to your villa - fish, scampi, pork chops, chicken and more, all served with the best chips in town.





Report of Recent Visit

Pam Ames - Owners' Representative

As Owners' Representative, I visited Las Casitas for the week using my own Timeshare week in Villa 38.

I had successful meetings with Denice, Maureen and Ana Martin, the Area Co-ordinator of WimPen on the Canary Islands, who kindly came from Tenerife to spend the day with me.

Las Casitas Bar

Following the tragic and untimely death of Ronnie, I am pleased to say that the Bar continues to flourish. Maureen is managing very well with great help from Liam. Maureen is keen to continue the popular Quiz Night and has asked that any owner who would like to run the quiz night to bring a set of questions in the usual format during their holiday. She would be delighted to hear from you in advance of your stay so that she can organise this to take place at 9.30ish.

During my stay, Keith with the help of his wife Maureen provided us with an excellent quiz night which was well supported.

Also new to the Bar entertainment is KARAOKE NIGHT with CHRIS JORDAN on Friday night, 10.00 ish which is proving very popular and entertaining. So good wishes to Maureen and family.

I had a meeting with Denice to examine the concerns raised by many owners:

Housekeeping and Changeover

Denise was very concerned about the complaints but has confidence in Carmen the Housekeeper and assures me that the change over system for new arrivals is the same as when Dolores was Housekeeper. So I confirm that Reception will have a list of the estimated times of arrivals which is given to the housekeeper to prepare the villas for new arrivals and reception will be advised when the villa is ready.

Ana accompanied by Denice and Carmen made spot checks on several villas and all was in order. We have also stressed that all villas must be inspected by Carmen before the key is given to the owner/visitor. So please advise reception of your estimated arrival time. Obviously not all Villas

can be ready at the same time and I would remind you that normal check in time is 4 p.m.

Installation of new Sewer System

We knew the new sewers were to be installed but the contractors arrived without any advance warning and began to dig the trenches and remove all of the planting around the perimeter of the resort.

Consequently, Owners at that time were disturbed by the noise and dust which was very annoying for them, particularly as they had to clean their patios and furniture themselves.

When I left, the work had been completed, the large boulders were still in situ and cactus were being planted. A major problem is that the Mayor of Yaiza has been sacked and there is no one at the Town Hall responsible but Ana will liaise with the contractors and ask for a 3 metre space and the replacement of our perimeter planting.

New Bathroom

The step into the new shower is unavoidable so I have asked for a grab rail to be fitted on the left hand side as you step in. Also a Las Casitas sticker to be placed on the shower screen.

I am assured that the shower tray files are non-slip but there will be shower mats available in reception if required.

The AGM resolution requested that a fold down seat be provided but it has been agreed that a portable seat would be more suitable for those who require one. I have also requested that those villas with rusty baths will be the first to have the new bathroom installed and then the last villa numbers will follow. 16 bathrooms will be installed during closedown this year.

Astro Turf

The Astro turf is very worn and areas outside villas 11 & 25 are lifting and dangerous. These strips are to be stuck down and all the Astro turf is to be replaced during closedown this year.

Villas

All villas now have the new furniture and replacement of the patio furniture will be completed in the next financial year.



I have seen the 2 metal Pergolas which are now in place and they look very authentic. These will save on repairs and maintenance. (Photo on back page.)

The door into the bathroom of the 1 Bed Villa is to be replaced with sliding door, as when refurbished the toilet is so close to the door entry, which in the case of an emergency could be difficult.

I think the kitchen utensils are sparse and have asked for a measuring jug, a large sieve, a small microwave dish with lid and an oven glove, which Ana has agreed.

Handrails and ramps are included in the 5 year plan. 10 will be completed next year and the essential ones will be done first.

Televisions

The new digital reception is good and the picture improved, with more English Channels and a sports channel. Eventually all TV's will be replaced with new sets to include more modern facilities such as DVD and CD players.

Gardens

The gardens are very colourful although some of the plants outside Maureen's villa have died and I have asked for these to be replaced. 2 trees at the side of Villa 25 appear to be dead but Angel, the gardener, says they are diseased .

Now we have mains water the main garden areas have had a watering system installed which is fitted with an automatic watering device.

However, now the waste water cannot be used, the gardens will suffer from the loss of nutrients so

plants will need feeding. The villa gardens will be watered and fed separately. This will add to the costs.

Reception

A new receptionist, Jessica, has joined Manon, replacing Suzie who has returned to the UK. Jessica is Italian, a charming, helpful young lady, eager to learn and is getting on well with Denice, Manon and owners. Reception will also print your boarding pass.



Recycling Bins

An excellent idea which some owners have suggested is to provide a full range of recycling bins. This is beyond our control but Denice will ask the Town Hall if these can be provided. They will have to be sited at the end of the car park, away from the villas and cars.

Casa del Sol have bins in their car park, so I am hopeful this can be agreed.

Signage

Maureen, Denice and I looked at the signs in the Bar/Reception area. New signs will be put in place to show where the defibrillator is situated and where the Night Watchman can be found and his contact details.

Welcome Meeting

I was concerned to find that since Ronnie had passed away that we did not have a welcome meeting, which I think is essential. Denice is happy to greet owners but does not like public speaking and does not want to conduct a meeting.

I explored other possibilities and as an experiment have agreed with Denice that she would open a welcome meeting, at the new time of 12 noon, introduce herself and the resort and then hand over to Spencer the Rep. from Catalanza to update owners/visitors on the attractions of the resort and Playa Blanca. Spencer will also introduce other Reps. from MHT, Safari Submarine, Carolyn of Lanzarote Therapy and the Free Tour. Spencer will then close with details of the Catalanza Yacht trip.

Finally, I have been through the Las Casitas Information book in the Villas and brought it up to date. Added instructions for Luggage facilities and the Shower Room e.g. To use the shower room please book at reception. To leave luggage or use washing machines (soap powder is provided) please obtain the code from reception to unlock the box, on the right hand side of the door, which contains the key .

Pam Ames

Owner's Representative



The Holding Company - WimPen Properties Las Casitas SL

I often receive questions about the Holding Company from Owners who are seeking reassurance that their ownership will not cause problems for them in the future and that their families will not be encumbered with excessive costs to change the ownership to their names.

Effectively, the Holding Company is a Company which would hold the legal title to your weeks in the Land Registry, and you transfer your weeks to that Company by Deed of Sale. You effectively "sell" your weeks to that entity. However, instead of an Escritura, you as Owners receive a private contract, giving you full rights of ownership and occupation, including your voting rights.

I would like to confirm here that WimPen cannot suddenly take over your weeks, it would only be on default of the maintenance fees that a process would be started and eventually the weeks are returned to the Community.

Both the Owners' representative and I are independent directors of the company to ensure your ownership is safeguarded.

What are the advantages of transferring your weeks?

Importantly you will have peace of mind and your timeshare is no longer a binding obligation that you can't get rid of. If the time comes that you can't use it, you can just walk away from the property, with no penalty. Alternatively, your timeshare is much easier and cheaper to sell or transfer the ownership, for which the administration fee is just £100. If you sell privately or pass it to a relative or a friend, you only have to change the contract at this reasonable fee.

If you sell through the resale programme, there will be some commission to pay, as always, but the selling fee remains the same.

Escritura weeks are not sold so easily, with various fees amounting to around £1,000 and you cannot just relinquish your week, unless it is transferred to the Holding Company first.



Deceased Estates

As I explained in last year's newsletter, this is perhaps the most important reason for moving to the Holding Company. Thinking with foresight, the transfer can be done whilst there is time to make the correct decisions and this makes the issue easier. When dealing with a deceased estate, the very last thing you will want to be worrying about is a timeshare that remains in the name of the deceased person and cannot be disposed of without many legal complications and considerable cost. All new timeshares which have been sold within the last few years are already in the Holding Company.

What are the Drawbacks?

The cost. The various legal fees amount to just under £1,000 to transfer to the Holding Company but this is for any number of weeks you own, not per week. You will need to have a Power of Attorney for WimPen to sell, and you will need a Spanish NIE number for all persons that figure on the original Escritura. WimPen can advise you on this.

While it might seem expensive, if you have owned for 10 years or more then the annual equivalent is not so much. In the case of still being in the Escritura System, the costs can escalate up to approximately £ 3,000 - £ 3,500 to transfer first of all to the inheritor(s) name. There are arrangements that can be made for signing in Lanzarote, as we have found an English-speaking lawyer in Playa Blanca who can help arrange Power of Attorney and your NIE number.

Find out more

By all means give me a call, but the experts are at WimPen, Contact Jane Oliphant or Nichola Daffern at WimPen, call 0034 922 741 415 or email administracion@wimpen.com.



Annual General Meeting 2018

The Annual General Meeting will be held this year 10.00 am on Sunday 9th December at the Village Leisure Hotel, Dolomite Business Park, Coventry.

Owners' Proposals and Nominations

Nominations will be required for positions of President and Owners' Representative. I expect to be offering myself for re-election as President, but that should not stop anyone else wishing to put in a nomination as it is good for owners to have a choice. So should any of you wish to present a nomination as President or Owners' Representative for consideration by the AGM, please submit by **7th September**, together with name of proposer and seconder, a head and shoulders photo and a brief biography to assist owners in making a decision.

Book a room

If you want to attend and book a room, it is better to book early. Book by phone: 02477 710860 or online www.village-hotels.co.uk/hotels/coventry.

Quote 'PRO20A' to get a discount on the best available rate.

Proxy Voting

The AGM is your opportunity to have your say and vote. If you are unable to attend, you may direct your chosen proxy to vote for, against or abstain each resolution or you can also leave voting to your proxy's discretion.

If you don't have a particular person to choose as your proxy, you can always choose me, your president, in which case I would use your vote in whatever way you direct me.

Although there was a good turnout last year, around 40% of you did not use your proxy vote.

Last Year's Minutes

If you haven't seen the minutes from the last AGM, they are available for download from the members' area of WimPen's Las Casitas website or contact WimPen for a copy.

Other Owners' Proposals

Last year there were proposals from owners to make a start on upgrading the bathrooms and to accelerate the refurbishment programme of the lounge areas. Both proposals were successful. If you wish to put forward a proposal, please submit to me with names of proposer and seconder.

Please note that the deadline and **latest date** for nominations and proposals is **7th September 2018** to allow time for publication and distribution of the agenda booklet and should be sent to me at **roger@lascasitas.eu** or **agm@wimpen.com**. If you wish to discuss with me first, please give me a call. 01243 601100.

Proposals should be accompanied by the names of proposer and seconder, together with a brief description for the reasons behind the proposal and advise who will be at the AGM to present your proposal.



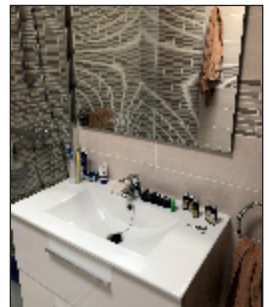
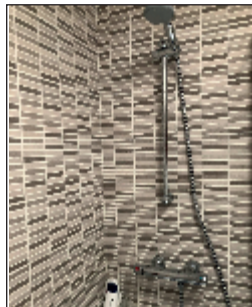
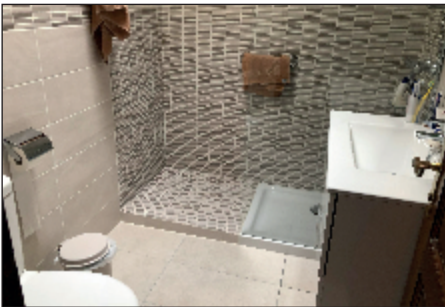


Upgrades and Improvements

Lots has been done this year. The new lounge furniture has been installed in every villa, as agreed at the AGM. Also, following the AGM, one new bathroom has been installed and more will follow in due course. The patio furniture is now in several villas, the rest will follow in the next financial year. Work has also started to replace the pergolas. See Owners' rep report for more info.

We have now been able to provide the lifeguard with a room, meeting legal requirements to give him proper shelter and store necessary lifesaving equipment. A defibrillator is now in place.

Following an owner's suggestions, a basket ball net is been installed at one end of the tennis court, to provide entertainment for older children.



Harbour Extension

Work has now started with a maximum completion period of 48 months. However workers have said the possibility of the new harbour being finished before this deadline is highly likely.

The port will be extended from its current 91,470 m2 to 205,569 m2 with a new 300 meter long dock that will allow medium sized cruise ships to visit Playa Blanca. There will also be 48 new berths, giving the harbour a total of 210 berths for recreational, sports and fishing boats.

The new extension will have a maritime station, a 2300 m2 commercial/shopping zone and ample boarding and parking areas for guests.



Views expressed in the newsletter are those of your President or Owners' Rep and are not necessarily shared by WimPen and OnaGrup.