



Open Forum

Instead of a formal 'Any other Business' the meeting was followed by an informal 'Open Forum'.

Letters

I read out a number of letters on various topics including washing machines, maintenance during occupied weeks, cleaning and inflatables in the pool, where the meeting agreed that as a family resort we need to be more flexible and allowed me to specify any change of rules, which I will do in due course.

There was a moving letter from an owner who had lost her husband some years ago describing the trauma and expense of transferring the name on the ownership, which prompted everyone to think carefully about using the holding company.

Other Matters

There were further discussions about the Holding Company accounts, biting spiders, security, rentals, the play area surface, dust and more.

The previous Franchisee's house will be refurbished and offered as a holiday rental villa to further boost our income. It cannot be sold as a timeshare villa.

Las Brisas Pool

Peter Fredericks, a Casitas owner, who is also Timeshare and Club President at Las Brisas, asked the meeting for permission for Brisas owners to use our pool for up to 7 weeks next November/December as they have some major repair works on the pool planned. He pointed out that Las Brisas would of course reciprocate in the event our pool needs major repairs in the future.

By a show of hands, Peter's request was unanimously approved by the meeting.

Minutes

Full details of the AGM and Open Forum will be in the minutes which will be published in the members' area of the website at lascasitas.wimpen.net in due course.

Please feel free to contact me or Pam if you have any questions or comments, whether you have a grumble or praise, it is always good to hear from owners,

Useful Contacts

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

Las Casitas Manager.

Valentina Rodriguez - Manager.
direccion.casitas@wimpen.com

Las Casitas Reception.

casitas@wimpen.com
0034 928 517 564

WimPen Coordinator Canary Islands.

Ana Marfín.
administracion@wimpen.com
0034 922 741 415 option 4

Rental Enquiries

Sergio Perez, Reservations Manager.
reservations@wimpen.com
0034 922 741 415 option 1

Customer Service:

Including payments, lost passwords,
letting service.

Adriá Bloss:
owner@wimpen.com
0034 922 741 415 option 2

Sales

From UK: Jackie Fuschshuber.
01604 411060
jfuschshuber@wimpen.com

On-site: Valentina Rodriguez.

Escritura, Holding Company

Nichola Daffern, Administration.
nichola@wimpen.com

REMINDER: 2020 is a leap year, please ensure you book your flights on the correct date. There are two full closedown weeks next December and weeks in 2021 will be a week later



December 2019



PRESIDENT'S CHRISTMAS NEWSLETTER



Annual General Meeting 2019 Summary

Another year as we complete a constructive, good humoured and friendly AGM. It was good to learn about some of the continued improvements and our strengthening financial position. It was great to meet so many owners.

We had to start the AGM half an hour earlier this year so that the room could be returned early for the hotel, who had booked a private function. Thank you to everyone who turned up.

In spite of the earlier start, it was very well attended, with 134 votes in the room, and 708 proxy votes - a record, although that still only represented 29.5% of possible votes, so there are still many owners not using proxy votes.

It was another year tinged with sadness following Maureen's decision to give up the bar franchise. I had arranged for a reception and presentation on behalf of the community on her last day, which was well attended by those staying at the resort. So an end of an era as we say a fond farewell to Maureen and her family. I read out a nice letter she sent for the AGM.

I have included a brief summary of the AGM and other news in this newsletter.

With best wishes for a great Christmas and a Happy New Year to you and your families.

Roger

New Venue - Next Year's AGM- 6th December 2020

Continued complaints about the Village Hotel have prompted us to seek a new venue next year. So we will hold the meeting at the Coombe Valley Hotel near Coventry, a really nice venue and we have negotiated a lower price.

Founded in 1150 AD as the Abbey of Cumbe, Coombe Abbey Hotel enjoys a rich and fascinating history. More information at www.coombeabbey.com.

It was suggested we hold a social get-together the evening before, if you are interested in that, please let me know.





From the AGM

Ana Martin gave a presentation with an update of work and improvements being made at the resort. You can read most of it in the agenda booklet. These were the key points:

Improvements

A further 16 villas are having bathrooms upgraded now. This will leave just 15 bathrooms to be refurbished at the next close down. There is an ongoing programme to replace the old pergolas and more power points in the villas.

There are some new sunbeds, tables and chairs around the pool. All villas have now been provided with the new patio furniture.

We now receive a digital television signal and TVs will gradually be replaced with High Definition models over next few years.

Pool and Lifeguards

Following a number of complaints, we replaced the lifeguard company in September, and they are now contracted to work after the pool closes so they can close the pool, and in winter put the cover on so they don't interfere with late swimmers.

All lifeguards are trained in the use of the defibrillator and the disabled hoist.

The pool border has been repainted.



Washing Machines in every Villa

There had clearly been some misunderstandings over this proposal.

Although the proposal had been withdrawn, it was never the proposer's intention that machines should be located on the terrace, this was simply a suggestion from WimPen if owners wanted the washing machines this year rather than wait until the kitchens were refitted at some future date.

The meeting therefore agreed that the proposal could come back once we are in a position to refurbish and refit the kitchens, when they could be fitted into every villa and the subject of dishwashers could be reviewed.

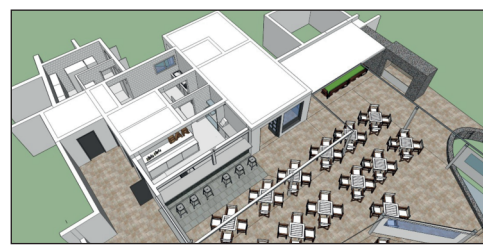
The Bar and the new franchisees

The meeting authorised me to offer Paul and Craig a one year contract on behalf of the community, to be ratified and possibly extended at next year's AGM. Paul currently owns the Terrace Bar, which is opposite the church in Playa Blanca, and Craig manages a Sports Bar in the Papagayo centre. They have put other managers in place so they can concentrate on Las Casitas.

It was a very difficult decision as we had some good candidates, I hope Ana and I made the right choice. The proof of the pudding will of course be in the eating and drinking!



Meet Paul and Craig our new Bar Franchisees



Bar Refurbishment

The bar is currently undergoing a major refit and refurbishment to ensure we are meeting all food safety and H&S regulations. The alterations are significant and will include the provision of better kitchen facilities which will enable a more varied menu.

Election of Owners' Representative - Pam Ames

This year we had an election as I had received a nomination from owner Mark Penn, and our current representative Pam Ames.

Unfortunately, Mr Penn did not attend the meeting so couldn't speak to make his case. I asked if anyone would like to speak on his behalf, but no one came forward so we did not proceed to a secret ballot as planned.

In the event Pam Ames was successful with something of a landslide victory, with 636 votes for Pam and 59 votes for Mr Penn.



The meeting was shown the plans and some artist impressions of the new bar.

When the work is complete I will publish some photos on Facebook and the website.

Election of President

I was re-elected President, unopposed, and I thank owners for their support. It can be a challenging role, and I have been grateful for the help from the owners' representative. However, I thoroughly enjoy it and am always pleased to meet or hear from owners.

I am always willing to accept a challenge, so if someone wants to put their name forward in future it would be good for owners to have a choice of President.

Accounts and Budget

It was good to see a continued improvement of our financial position, although this year, we did see a small increase in bad debts due to a reduction in the rental of debtor weeks. Advance rentals however are already looking promising so we expect an improvement in the coming year.

There will also be a change in the format of the accounts next year which will show all rental income, including rental of debtor weeks.

This year's surplus has added to our sinking fund which now stands at 360,000€. This fund can only be used with permission from the AGM.

Maintenance fees approved:

Studio	273,50€
1 bedroom Villa	370,00€
2 bedroom Villa	456,00€