



## All the latest from Las Casitas

Welcome to my Summer News Bulletin, I hope you are all having a good season despite the unseasonable weather in the UK.

This bulletin includes latest news and information from our resort. Pam Ames has just returned from a visit to Las Casitas so includes a report of her visit.

### Special Letting offer for owners of weeks 41 to 48

Owners often tell me they prefer not to use WimPen's letting scheme for several reasons:

1. There is no guarantee of a successful rental.
2. Maintenance fees must still be paid even if not rented.
3. With 24% tax for owners who own more than two weeks and with WimPen's commission, it is unlikely that any income received by owners will cover Owner's maintenance costs.
4. Owners currently don't know if a rental guest has been found until one month after checkout.

I have been discussing with WimPen whether there is a way we can overcome these problems, take away any risk to Owners and protect owners from the risks involved by entering into a private arrangement.



We have now agreed to a one-year trial to run an owners' campaign with regards to entering their peak weeks onto the Owners' Letting Programme without payment of tax or maintenance.

The motive behind this campaign is to liberate Owners unused space at the earliest opportunity in the time-period where demand is greatest at no risk to the owner.

### How will it work?

Owners who have weeks 41 to 48 they cannot use will be able to hand their weeks to WimPen for letting. Responsibility for payment of tax and maintenance fees would be taken over by WimPen. In the event of a successful let, net rental proceeds would be received by WimPen. If not rented, WimPen would take the loss.

To take advantage of the scheme or for more information, owners of weeks 40 to 48 should contact Judith Hague at [owner@wimpen.com](mailto:owner@wimpen.com)

I believe this will be a real benefit to those owners affected as there will be no risk and will cost you nothing if the weeks are not let.

**The scheme is currently only available for owners of weeks 41 to 48 2024**

## Renting at Las Casitas

The normal successful rentals scheme is still available through the members area at wimpen.net. There seems to be a misconception that rentals do not benefit the resort. They do, in fact we would be in financial difficulty without that rental income! Net rental proceeds are paid to the community to support maintenance and investment.



Owners who use the rental program are paid the net rental proceeds.

### Congratulations

Congratulations to Jessica and Loren who have been promoted to Reception Manager and Head Housekeeper. With Loren as the new Head Housekeeper will allow for villas to be thoroughly inspected prior to change over.

Valentina continues as resort director, but Jessica's appointment will allow Valentina more time to concentrate on overall management of the resort

### AGM 2024

Details of the AGM to be held on 8<sup>th</sup> December 2024 have been published on my website at <https://www.lascasitas.eu/owner/agm>.

### Welcome Packs

Upon initial arrival, owners will receive a welcome gesture including small soap and toiletries, a bottle of water, detergent, and a bottle of wine. They are not intended to be used for the duration of your holiday, as a self-catering villa, once used owners would be expected to provide their own. Additional welcome packs are available to be ordered through reception. [Download welcome pack order form here](#)

### Keep up to date with my Owners' Website. [www.lascasitas.eu](http://www.lascasitas.eu)

I post regular updates for owners on the website and through my private mailing list which you can join here – [sign up](#).

I have recently posted the following updates:

5-Year Maintenance plan [published here](#).

Obtain NIE Number - [how to obtain](#).

July Resale list now [published](#).

Refurbishment: Villas 16/17/20/21 have been completed. I am hopeful the next phase can start in the new financial year in September. To be confirmed.

AGM 2023. Minutes now [available for download](#).

Looking to make a private transfer of ownership to a family member or someone else? The process is straightforward, [see instructions here](#).

I look forward to visiting Las Casitas in November and hope to meet some of you while I am there and at the AGM in December.

With Best Wishes

Roger Barrow, President, Las Casitas Community of Owners.

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## Owners' Representative Report of Visit June 2024

By Pam Ames

As some of you know I spent four sunny weeks, whilst it was raining in England, in Las Casitas at the end of June/ to July.

Ana Martin our Resort Director arrived at the end of June for two days to meet me and visit Las Casitas and Las Brisas.

### Perimeter Screens

We discussed various problems. We examined the Bamboo screen as owners were complaining it was too high. We both agreed the height should be reduced slightly and this was completed.

This Screen is only temporary until the Bougainvillea which has been planted around the perimeter of the resort grows sufficiently to form a thick screen. There are some areas where this has occurred, and we have been able to remove the bamboo.

### Staffing

There have been problems with the Villa cleaning. Valentina has had difficulty in recruiting cleaners, evidently, they would prefer to claim benefits than work!

The situation is now under control as we have a Head housekeeper, a delightful young lady, Loren, and have a full clean on Monday and Friday and Loren inspects each villa after cleaning. This relieves Valentina from doing so as she does not have the time.

Similarly, we now have a Head Gardener, Javier, who is a gardener, and the gardens are looking immaculate.

### Refurbishment

We also discussed the refurbishment of the villas.

With Valentina I saw the refurbished villa with the new wardrobes, doors, and kitchens, all painted white, which look great.

However, this takes time, one week to complete a kitchen, and is expensive.

Our aim is to finish all the wardrobes next year and we hope to complete the remaining doors and kitchens during the week provided owners are prepared to put up with some noise for a couple of days, which will be kept to a minimum of inconvenience.

New Televisions are to be installed and will include Wi Fi. This is within the Budget for next year.

There are some areas of the footpaths which are disintegrating, and they are being repaired, as necessary.

### The Bar

I discussed the bar with Craig who is doing well and wants to stay.

The food is good with plenty of choice throughout the day and the fish and chip night is popular.

It was good to see Julie again, who is very helpful as is Elaine.

Two recent additions to the bar staff are Gregg and Caz who like working in Casitas so want to stay. Gregg is a treasure, and nothing is too much trouble for him, he would always deliver a large water to our villa.

Caz is delightful and when she is not working behind the bar she sings!

She has a great voice and is a brilliant entertainer, so do go and listen to her at 4pm on a Wednesday.

The Bar / Lounge area canopy is in a terrible state, very dirty. Ana Martin is obtaining quotes for completely renewing this area.

The plan is to have a solid roof, a new floor and glass doors like Las Brisas. At the same time, a new pool heater will be fitted.

We have one hundred thousand euros in the budget for this.

I am therefore pleased to report that Las Casitas is in good condition.

We are incredibly lucky to have Valentina, who has been with us for five years now and intends to stay. She is hardworking, involved, efficient, helpful with a profound sense of humour and can be very amusing.

Thank you for all you do Valentina.

We are also lucky to have Jessica and Nadia. Again, they are efficient, hardworking, helpful and nothing is too much trouble for them.

They have both been promoted and enjoy working for us, thanks to both.

### **Renting**

I am aware that there have been complaints about visitors renting villas. However, without Wimpen's excellent rental programme and the income it generates we would be unable to afford all the improvements to our resort. Rental income also subsidises maintenance fees which alone would be insufficient to maintain and staff the resort

It also provides a good income to owners who are unable to use their villas.

### **Thank you**

Many owners have been in touch with me seeking help and advice on various matters, it's always good to hear from you. Our AGM will be held in Manchester this year on Sunday 8th of December at the Edwardian Hotel, so we encourage owners who are normally unable to attend to come and join us.

With best wishes

*PAM*

Pam Ames, Owners' Representative.

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