



**ANNUAL GENERAL MEETING 2024**

**of**

**The Community of Las Casitas**

**on**

**Sunday 8<sup>th</sup> December 2024**

**- First Call at 9.30**

**- Second Call 10.00**

**To be held at**

**THE EDWARDIAN MANCHESTER HOTEL**

**Free Trade Hall, Peter St, Manchester M2 5GP**



1. Approval to record the meeting with all recorded material remaining in the Administrator's Custody

---

2. Approval of the Administrator's Report

---

3. Approval of the Accounts for the Year ending 31st August 2024

---

4. Approval to use 140,000€ from the Community Sinking Fund towards funding of the additional Repairs, Maintenance and Renewals planned for the year

---

5. Approval of the Budget & proposed fees for the year commencing 1st September 2024

---

6. Election of President (*see explanatory notes*)

---

7. Election of Owners' Representative (*see explanatory notes*)

---

8. Appointment of WimPen Leisure Management S.A. as Administrators for a period of 3 years (*see explanatory notes*)

---

9. Appointment of Auditors for a period of one year

---

10. Proposal for the calling of AGM or SGM meeting to be distributed via e-mail

---

11. Resolution: To authorise the President, in representation of the Community, to renew the contract to lease the common part of the complex, whose community use is that of restaurant for period of three years

---

12. Resolution: Agreement for the Administrator, on behalf of the Community of Owners, to appear before the State Tax Administration Agency (Agencia Tributaria) to provide the documentation and sign all the documents necessary to obtain the electronic signature certificate issued by the National Mint and Stamp Factory of the Royal Mint (Fábrica Nacional de Moneda y Timbre de la Real Casa de la Moneda), for relations with the Administration, as well as to request, download, install, renew, suspend, revoke and use any electronic signature certificate.

---

13. Proposal: For the formation of a Committee of Owners at Las Casitas Proposed by Greg and Joan Macdonald, Villa 41: weeks 13, 14 and 15.

---

14. Proposal: For all rentals for anyone other than owners, friends and family are limited to a minimum of 4 nights. Proposed by Leonora Wallace, Owner 6 weeks: Villa 10 Weeks 5 & 6. Villa 34 Weeks 20 & 21. Villa 37 Weeks 47 & 48.

---

15. Proposal: All plans for the development of Las Casitas should be made available to owners well in advance of the AGM. Proposed by Leonora Wallace, Owner 6 weeks: Villa 10, Weeks 5 & 6. Villa 34, Weeks 20 & 21. Villa 37, Weeks 47 & 48.

---

16. Proposal: That the President post is put forward for re-election annually, as was previously the case. Proposed by Leonora Wallace, Owner 6 weeks: Villa 10, Weeks 5 & 6, Villa 34, Weeks 20 & 21, Villa 37, Weeks 47 & 48

---

17. Venue for the Annual General Meeting 2025

---

The chairman will close the formal meeting at this stage and start an informal 'Open Forum' for owners to raise any other business on any matter not discussed under the appropriate agenda item. The Open Forum will however be included in the minutes.

#### **4. Approval to use 140,000€ from the Community Sinking Fund towards funding of the additional Repairs, Maintenance and Renewals planned for the year.**

It is proposed to carry out during the year Repairs, Maintenance and Renewals for a total of 319,049€ (Repairs & Maintenance 236,313€ and Renewals 82,736€). This amount is higher than previous years but considering that the Community has accumulated Reserves for 341,382€ we propose to use part of the Reserve Funds to carry out additional work in order to keep the resort up to high standard and to accelerate part of the work included in the 5 year plan. 179,049€ will be funded from the annual budget and the remaining 140,000€ from the Sinking Fund/Reserve Funds.

A full breakdown of the proposed items included under Repairs, Maintenance & Renewals can be found on page 28 of this booklet.

#### **6. Election of President**

The following owners offer their candidature as President of the Community for three years:



**6A MR KEITH LEAR** offers himself for election  
(Villa 17, weeks 24 & 25)

Hi, I'm Keith Lear I would like to propose myself for the role of President at Las Casitas.

A little bit about me: I grew up in various countries around the world as my parents were associated with the forces and as a result have an appreciation of worldwide cultures. I feel this has not only helped my working life but has also helped facilitate discussions and understanding of WimPen.

I'm married with 2 children, 2 stepchildren and 6 grandchildren with another on the way very soon.

I am currently a technology manager at a major U.K. Banking Group where I have lots of experience running projects and programmes of work. To enable me to be effective in this role I have good commercial and financial experience as well as being able to communicate with different stakeholders, where I have to understand their issues as well as those of the technical area I represent. I also have experience in other sectors outside Finance including Government, Retail and Manufacturing. Having said all that I am taking early retirement from full time employment at the end of this year so will have plenty of time to put into this role.

I am a relatively recent owner at Las Casitas compared to others but I have been an owner at another WimPen resort for well over 20 years and it was this experience that led me to purchase at Casitas.

At the other resort where I own weeks I am the Escritura owners' Rep and have been in that role since 2020. During that period there have been a number of challenging issues to deal with and oversee, such as the Covid crisis, pool upgrades, major refurbishments and engagement of new bar franchisees. I have always been committed to helping owners and the Community.

I have developed good working relationships with the WimPen administration and that knowledge I believe will help bring benefits to Casitas should I become lucky enough to be elected.

Keith Lear: [keithlear@hotmail.co.uk](mailto:keithlear@hotmail.co.uk)

**Comment by the President**

*I have witnessed Keith's excellent work as an Owners' Representative in another resort where he has worked hard to support owners and the community. He is clearly very able, has good experience behind him, a detailed knowledge of the operation of a timeshare resort, and has shown he can build an influential relationship with WimPen. Also, he has no allegiance to any particular Social Media group. I have no hesitation in recommending him to you.*



**6B MR LESLIE TOWNSEND** offers himself for election (Villa 3 – week 11, Villa 4 – weeks 12 & 13).

My name is Leslie Townsend, originally from the UK but now living in Valencia, Spain. I have owned on Las Casitas for the last forty years and love the complex, community and island. During those years we have enjoyed many a holiday, making and maintaining friendships and loving the atmosphere that has always been a major part of our holidaying. I have sometimes been called upon to lead the quizzes, help out with the communal barbeque and I have even served behind the bar a few times! I now feel it is time to contribute even more by applying to become President of the Community of Owners for Las Casitas. I want to enhance the community spirit that we share by keeping owners more in touch and informed with what is happening week by week, taking into consideration what improvements can be made, ensuring they happen, and representing YOU so that you, as owners, are not there for just a few weeks a year but in your mind, all the time.

My working career has been in local government as an Administration Manager for a local authority; private organisations as a Marketing and Shipping Manager as well as a number of years of self-employment preparing and leading courses in management, computing, finance and health and safety to name but a few. I know and understand the responsibilities that are required of a President of any Spanish Community of Owners and as such, of Las Casitas. I also recognise that taking on everything that is required is a time-consuming task and therefore, I would wish to set up a team of volunteering owners qualified to oversee various important aspects of its management and development in a spirit of mutual ownership, appreciation and togetherness. The team would liaise with me and the Owners' Representative whilst I would be the conduit between WimPen, the management team, Las Casitas staff and Owners.

Las Casitas is important to me and is more than just a visit once a year. In the same way as the leadership of WimPen has changed, I am sure it is time for a change of Las Casitas leadership. I, therefore, ask owners to vote for me as I believe that my skills and experience would benefit Las Casitas and my love for the place would ensure that I do the best for us all.

**Comment by the President:**

*It should be noted that the use of a 'team of volunteers' is really a committee by another name and would need approval by owners and an opportunity for any owner to be nominated as a volunteer. See also my comments on proposal 13, formation of a committee.*

## 7. Election of Owners Representative

---

The following owners offer their candidature as Owners' Representative for one year:



**7A MRS AMES** is the current Owners' Representative and offers herself for re-election (Villa 7 – week 38, Villa 12 – weeks 27 & 28, Villa 38 – weeks 25 & 26, Villa 39 – week 37).

It has been an honour to represent you and a real pleasure to get to know many owners in the years I have been your Owners' Representative.

I have owned at Las Casitas since 1982, I am passionate about the resort and determined to see its future success.

I am not afraid of standing my ground when necessary and have developed a very good and influential relationship with our president, and WimPen.

I am not an avid user of Social Media and don't believe it is the best place to resolve problems. Many owners contact me directly for help and advice, and I always do my best to help.

My aims have not changed:

- To continue to encourage Owners to contact me with their ideas for the future or if they have a problem or an enquiry and to do all I can to help and advise.
- To work with the president and assist with his newsletters to ensure owners are kept informed of important decisions.
- To encourage further revenue via sales and rentals to enable us to invest in the resort.
- To encourage future developments and improvements that will benefit the Community.
- To ensure that Las Casitas remains the wonderful resort that it is for owners and future generations to enjoy.
- To bring influence to bear on WimPen's management of Las Casitas.

Owners should feel free to contact me at any time, whether it's a problem, no matter how small, for advice or just to give me your feedback.

pamames@btinternet.com 07803 294898

### **Comment by the President:**

*Mrs Ames has been a tower of strength as Owners' Representative, assisting me and helping many owners with their concerns and questions. Her experience of many years has proved invaluable, and if re-elected, she would be an asset to any new incoming President assisting with a smooth handover. I am happy to endorse her nomination.*



**7B - MR STEVE PICKERING** offers himself for election (Villa 35 – Weeks 18 & 19, Villa 9 – week 4, Villa 6 – Week 5, Villa 11 – Week 39, Villa 40 – week 49 and others).

I have an extensive background in both IT and Commercial Management (Including Supplier / Outsourcer Management) in both a senior executive and board capacity and feel my background could only help Las Casitas moving forwards.

I retired early in 2017 aged 57 after spending many years in a senior exec role in a financial services ftse100 company. Since retirement I have returned to work in the capacity of Group Managing Director at Earlswood Nurseries

Limited - a Garden, Landscape and Manufacturing Centre providing services to both the retail public and the trade including Wholesale sales to some very familiar household names.

Currently, I am also employed on a further part time basis as an IT consultant in the Financial Services arena with Capita, managing a number of contractual service-related contracts.

I feel my fields of expertise listed above along with my excellent communication skills would be a great match for the requirements of the Owners Representative role. Importantly I see myself as very approachable and am always very keen to reach common sense solutions to all types of issues.

I can see there is a desperate need for succession planning both in the President and Owners Rep role and again this is yet another subject where I have a wealth of both experience and expertise. I would plan to spread my knowledge as I pick it up to other owners who would be keen to help and build a team who would be able to step in should a succession be required at short notice for any reason.

I am 64 years old and very keen to help. In total my wife and I own 6 weeks on Las Casitas and are currently in the process of purchasing a 7th week. We also own 3 weeks on Las Brisas, add to this some regular rentals from Ona Group and it's fair to say we spend about 10-12 weeks a year in Playa Blanca.

After holidaying every year in Playa Blanca since 1992 it has become our second home and I would appreciate the opportunity to help.

Steven Pickering, [steven.pickering@blueyonder.co.uk](mailto:steven.pickering@blueyonder.co.uk)

---

### **Resolution 8 – Appointment of WimPen Leisure Management S.A. as Administrators for a period of 3 years**

---

#### *Explanatory Note:*

Whilst WimPen has amalgamated with the Onagrup, the staff at the resort remain unchanged and those people working directly for WimPen continue to carry out their duties in providing services for the Las Casitas resort. The level of investment being made by Onagrup in order to improve the rental policy and computer services is substantial.

With a confirmed extension of the management contract for a further three years, this will ensure a continuance of investment by Onagrup for the improvement of the resort and services.

Renewal of their contract will give them the confidence to continue to invest in Las Casitas.

---

### **9. Appointment of Auditors for a period of one year**

---

Ernst & Young have been carrying out the audit of the accounts over the past years. The cost of their services has gradually increased over the years. An improved price was negotiated with them some years ago, but the price has continued to increase again. They are one of the top five audit companies, but as discussed at the last AGM, that was not necessarily important as auditing standards are the same worldwide. An alternative quote has been outsourced in order for owners to decide if they wish to continue to appoint Ernst & Young or another auditor.

Ernst & Young's quote for auditing the 2024-25 accounts is 7,587€.

Alternative quotes from other Auditing Companies have been outsourced:

1. Westcotts, who are offering to do the work for 5,900€. They have been Auditing accounts of other communities managed by WimPen for over 10 years.
2. KPMG, are also one of the top four worldwide audit companies. They are offering to do the work for 7,450€.

#### Résumé from Westcotts:

Founded in 1985, Westcotts is one of the largest and fastest growing independent accountancy practices in the South West, with 17 offices across Devon and Somerset.

We are a dynamic, leading regional accountancy firm offering specialist client service and specialisms which assist our clients in the running of their businesses. Our specialist audit and assurance team consists of more than 40 across the practice who deal with all of our audit clients.

We have more than 40 partners and directors working across the offices, and approximately 250 additional team members. Some have backgrounds in major international accounting firms, others are drawn from other leading regional firms, and of course, we have our own home-grown talent.

We provide full suite professional services across accounting, audit and assurance, corporate finance, business services, IT and software support, cloud accounting, as well as a range of corporate and personal taxes including specialist tax.

Westcotts is also a member of Prime Global, an association of successful independent firms which is in the top 5 of the largest associations of independent accountants in the world.

So if you choose Westcotts, you can expect to receive the support, service and advice from a regional practice with a local team, but with the connections and shared sector and broader expertise that comes from a truly national and international network.

Your senior team of Robyn, Bethany and Asia are each experienced auditors, operating out of our Axminster office. The team all have significant experience of the timeshare industry, with all of the team having been involved in the audit of timeshares both in the UK and overseas for many years now.

From this experience, we have a deep understanding of timeshares, including their audit and reporting requirements, as well as the challenges that they have and still face.

The benefit of this experience is that we truly understand the industry and have a good grasp over what is required to ensure a smooth audit process, something Westcotts strive to deliver to all their clients.

The team have worked with WimPen on other timeshare audits in Tenerife and have built a good working relationship.

Although a UK based accountancy and audit firm, the team now have a deep understanding of the Spanish IGIC and payroll system.

The team have effectively delivered audits in line with the client's internal deadlines for many years and would continue to provide this with any new audit client, agreeing deadlines to adhere to.

At Westcotts we believe in continuity of team members, so that our team get to have a true understanding of our clients and their needs.

**Résumé from KPMG**

My name is Agustín Marrero Suarez, Partner in charge of Audit at KPMG in the Canary Islands. My aim will be to provide you with a swift and personal service to quickly resolve any matters you may raise. I will supervise the work and sign the audit report for the financial statements.

I have acquired more than 23 years of experience in leading audits and in successfully coordinating complex projects and which has national and international sector experience.

KPMG is a global Firm, a leading company such as yours needs an audit firm that, like KPMG, has in-depth knowledge of the organization, understands what its needs from its auditor and can deliver yours excellence. KPMG is present wherever yours needs us, now and in the future, providing audit, tax, legal and business services, inspiring confidence and contributing knowledge.

Our Firm's governance structure enables global management at strategic and executive level. Governance is led by the Global Board, which approves our strategy, policies, regulations and investments in resources and technology, and is responsible for the quality of the services provided, with particular attention to our main clients, such as yours. KPMG in Spain has a prominent presence on the Global Firm's governing bodies, which significantly enhances our capacity and leadership to deliver an excellent audit.

KPMG in Spain provides audit, tax and legal, and business advisory services in mergers and acquisitions, restructuring, risks and business consultancy, with extensive sector knowledge and a multidisciplinary approach. Over 5,600 professionals work as a team to enhance value for their clients from 16 offices in major Spanish cities. KPMG operates in the business lines detailed below.

Our fees, for the audit of the financial statements ended August 31, 2024, are based on the actual time expected to be incurred by our staff, valued at hourly rates consistent with the professional category of the personnel assigned to the engagement.

In accordance with our Firm's policy, hours and expenses will be strictly controlled to keep them to a minimum.

The objective of our fees is to create a long-term relationship.

Our audit proposal is subject to the satisfactory completion of our Firm's procedures in relation to client and engagement acceptance, as well as the agreement and formalization of our contractual relationship through the issue of the corresponding engagement letters.

**10.- Proposal for the calling of AGM or SGM meeting to be distributed via e-mail**

From December 8th 2024 and henceforth, in order to reduce costs yet ensuring that all owners are properly notified, the calling of a Las Casitas AGM or SGM meeting will be made through the most up-to-date e-mail address that each owner has provided to the Community or the Administrator.

Owners who have not provided their e-mail address should provide one by contacting the Administrator at [agm@wimpen.com](mailto:agm@wimpen.com).

Owners who on the date of each calling have not provided their e-mail address, or have shown their disagreement with being notified by e-mail, will be notified by postal mail.

***Comment by the President:***

The printing and postage for the Agenda booklet and calling papers are a very significant



expense and this would represent a substantial saving of Community funds (£1,639.40 in the case of the 2023 AGM). For some time, news bulletins have been sent by email. I hope owners will see the benefits and support this proposal.

**12. RESOLUTION: Agreement for the Administrator, on behalf of the Community of Owners, to appear before the State Tax Administration Agency (Agencia Tributaria) to provide the documentation and sign all the documents necessary to obtain the electronic signature certificate issued by the National Mint and Stamp Factory of the Royal Mint (Fábrica Nacional de Moneda y Timbre de la Real Casa de la Moneda), for relations with the Administration, as well as to request, download, install, renew, suspend, revoke and use any electronic signature certificate.**

---

*Explanatory note:* As a result of the digital transition, more administrative procedures are now only possible to complete online. This includes the procedures that the Community must carry out with Spanish state entities (tax agency, social security, etc.). To carry out these procedures, a digital certificate issued by the National Mint and Stamp Factory is required. To obtain (and renew) said certificate, the Administrator must have the approval of the owners at the AGM. Without obtaining said certificate, the Community will not be able to comply with its tax obligations, among others.

**13. Proposal: For the formation of a committee of Owners at Las Casitas**

---

*Proposed by Greg and Joan Macdonald, Villa 41, weeks 13, 14 and 15*

In recent years there has been an increase in re-sales bringing new owners to Las Casitas to enjoy the friendly atmosphere of this lovely resort. Both these new owners and those who have been at Las Casitas for a number of years have a wealth and depth of skills and knowledge which would only benefit the resort if that were to be utilised effectively. A committee of Owners would enable greater inclusion, create a sense of real ownership and involvement in enhancing this lovely 'home from home'. Indeed that same sense of ownership we have in our own homes should be nurtured at Las Casitas.

An elected committee of 4 members, plus the elected president to act as committee chairperson, would act as a conduit for raising concerns/issues, suggesting improvements, issuing consultation documents, collating responses and meeting expectations within the budget constraints/timescales etc. The committee would liaise throughout the year and regularly issue update/progress reports to owners.

By dividing the workload amongst several committee members the tasks should not be too onerous and would also forge a greater sense of community involvement amongst all owners.

We are aware that such a proposal was put forward to the AGM a number of years ago, however times and attitudes have altered and we believe from meeting other owners when at Las Casitas over the last 3 years that there is now an appetite for change.

**Comment by the President:**

*This was debated and overwhelmingly rejected at the 2015 AGM, by a clear majority in the room and 61 proxy votes were cast in favour and 447 against.*

*Such a committee would have no authority and can only be advisory. 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, which is much larger with more complex ownership arrangements, including outright owners, club owners and timeshare owners and two presidents, has a committee of five. Each committee member has a specific role representing different types of owner. Is the management and maintenance there any better as a result? I suggest not! It would also make the current position of owners' representative redundant.*

*A committee would make decision-making more cumbersome, there would be additional costs involved, especially if WimPen Onagrup representatives need to travel to the UK for committee meetings.*

*And what tasks would the committee take on? From my own experience, I am not aware of anything that is too onerous for the President and Owners' representative to manage, as we have done for the throughout the history of Las Casitas.*

*Of course, we already have an advisory committee, namely the President, the Owners' representative and you, all Owners, who are free to contact the President or Owners' Representative with suggestions, concerns, for consultation and to seek advice at any time. Owners are already kept informed with regular newsletters. That doesn't need an elected committee.*

*It would be necessary for nominations to be requested from all owners, with an election at the next AGM.*

*I recommend voting against this.*

---

**Proposal 14: For all rentals for anyone other than owners, friends and family are limited to a minimum of 4 nights**

---

*Proposed by Leonora Wallace, Owner 6 weeks: Villa 10 Weeks 5 & 6. Villa 34 Weeks 20 & 21. Villa 37 Weeks 47 & 48.*

*Owners do not receive a list of available weeks to rent in time for them to decide if they wish to have them. Currently the list is received too late, and many rentals have been rented out before owners have the chance.*

*I propose all rentals for anyone other than owners, friends and family are limited to a minimum of 4 nights. This will still allow renters a long weekend if so required. This will also provide owners more availability to extend their holidays and allow them to fly on cheaper days should they so wish. It cannot be cost effective to continue with the 2-night rental scheme when taking into account general wear and tear, damage, cleaning costs, laundry, etc.*

**Comment by the President:**

*This would have a very damaging effect on our rental income, which is needed to subsidise maintenance fees and provide finance for investment. You will have seen in the accounts the benefits of our rental programme. Maintenance fees alone do not cover the cost of maintaining the resort and this proposal would undoubtedly lead to a significant increase in maintenance fees with little money for improvements. The net income that came from rentals shorter than 4 days was 87.500€ which is a 31% of the rentals.*

*Adding complexity to the length of rentals would be difficult to administer and we can't afford to lose short-term rentals which provide significant income for the Community.*

*WimPen is responsible for managing rentals and maximising our income. The rental*

*programme has proved very successful, and I do not believe it is for us to tell them how to do it.*

*No list of rentals is issued, villas are made available for rental 12 months in advance so if owners book early, there should be no difficulty in finding suitable dates.*

*If you want to preserve our rental income and financial health, then I recommend you do not support this proposal.*

### **15. Proposal: All plans for the development of Las Casitas should be made available to owners well in advance of the AGM**

---

*Proposed by Leonora Wallace, Owner 6 weeks: Villa 10 Weeks 5 & 6. Villa 34 Weeks 20 & 21. Villa 37 Weeks 47 & 48.*

There would then be opportunity to ask more questions and gain more information. There needs to be a proper consultation process before people are asked to vote. It is not acceptable to provide information just prior to an AGM, when the majority of owners cannot attend due to timing, cost and/or location.

#### **Comment by the President:**

*It would appear that the proposer does not see all the numerous bulletins I send out and post on the website. This proposal is unnecessary as plans for significant development are always published in advance.*

*Refurbishment of the studios is an example with consultations that were then put to the vote. When the main bar was refurbished a few years ago, owners were consulted in advance. The same with the current villa refurbishment programme.*

### **16. Proposal: That the President post is put forward for re-election annually, as was previously the case**

---

*Proposed by Leonora Wallace, Owner 6 weeks: Villa 10 Weeks 5 & 6. Villa 34 Weeks 20 & 21. Villa 37*

I propose the President post is put forward for re-election annually, as was previously the case. This will give more opportunity to offer new ideas, commitment and energy to take Las Casitas into the future. I realise the current 3 year period was to fit in with other resorts but why can't we differ?

#### **Comment by the President:**

*I am aware from social media comments and messages from this proposer that she does not support the work I have done as President.*

*The 3-year term for President provides continuity, is in line with other resorts and gives time for any new President to settle in, learn, and build relationships. One year is not enough time for the president to get to grips with the role and make forward plans.*

*A 3-year term was debated and voted at the 2021 AGM where it was approved with a two thirds majority, which is required for any change to the statutes.*

# RESORT REPORT 1 September 2023 - 20 August 2024 Las Casitas

## Reception

- Reception is currently from Monday to Sunday from 9am to 9pm and on Saturdays from 9am to 6pm.
- We have the TV in reception where we are showing all excursions that can be booked with reception.
- We are emailing owners 16 weeks before arrival to confirm their arrival times and to offer them our food pack and to give them the opportunity to rent their villa in case they are not making use of their timeshare.
- In December Elena decided to leave Las Casitas. Nadia has settled in nicely and owners in general seem to be very fond of her.
- In May the decision to promote Jessica to Reception Manager was made and she was very happy as she has proven to be a big asset to the complex.
- New keyrings for villa main keys and extra keys.
- Leaflets of essential information for guests have been placed in the villas.
- The fiber optic Wi-Fi system is working well and a free code per person is given on arrival, with a maximum per villa.
- During the year we have had several complaints regarding the cats in Las Casitas. Several owners and guests are letting cats inside the villa or feeding them with the villa's plates. This has created problems with allergies and cleaning complaints, because of hair in the sofas. We kindly request all owners to please refrain from feeding cats within the complex or to let them inside the villa.

## Satisfaction Results Owners, Exchanges and Rentals

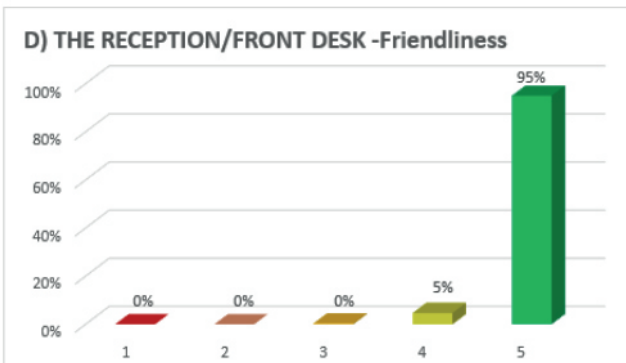
Period: 01/09/23 – 31/08/2024

### Reception Friendliness

1	2	3	4	5	TOTAL
0%	0%	0%	5%	95%	100%

Surveyed

0	0	2	28	569	599
---	---	---	----	-----	-----



Satisfaction Results Owners, Exchanges and Rentals

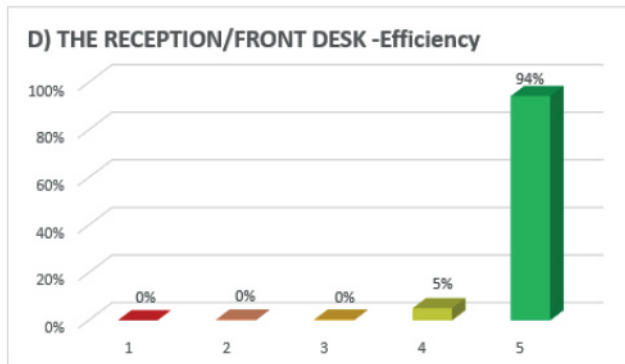
Period: 01/09/23 – 31/08/2024

**Reception Staff Efficiency**

1	2	3	4	5	TOTAL
0%	0%	0%	5%	94%	100%

Surveyed

0	2	2	30	558	592
---	---	---	----	-----	-----



**CLEANING:**

- In May the decision to promote Loren to head Housekeeper was made, as she has been helping Valentina with the maids since Carmen Rosa had the accident last March. Carmen Rosa has confirmed that she will not be coming back to Las Casitas due to her illness.
- The housekeeper and her team are working very hard to keep the resort to an excellent standard as the resort has been very busy all year.
- A valet has been incorporated into the cleaning team to help the maids with carrying all the linen in and out of the villas as well as helping them.

Satisfaction Results Owners, Exchanges and Rentals

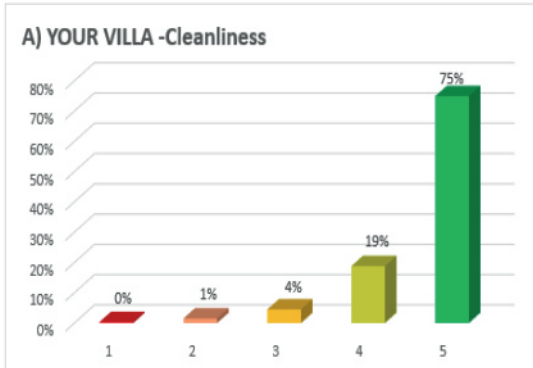
Period: 01/09/23 – 31/08/2024

**Villa Cleanliness**

1	2	3	4	5	TOTAL
0%	1%	4%	19%	75%	100%

Surveyed

2	9	27	113	451	602
---	---	----	-----	-----	-----



**MAINTENANCE:**

- David and his team are working hard to keep Las Casitas up to standard. They continue to do a full check of the villas after the guests’ departure. They make sure that everything is working properly to avoid issues upon arrival.
- There have been several changes in the maintenance department; currently we 2 new members.

Satisfaction Results Owners, Exchanges and Rentals

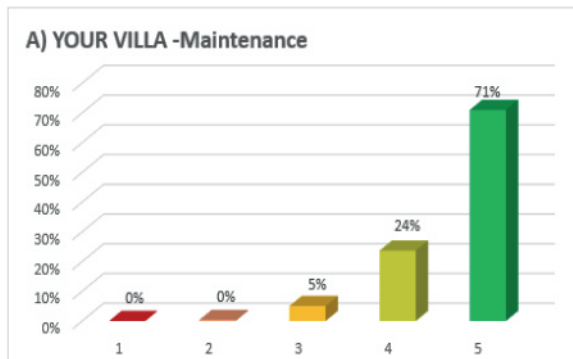
Period: 01/09/23 – 31/08/2024

**Villa Maintenance**

1	2	3	4	5	TOTAL
0%	0%	5%	24%	71%	100%

Surveyed

0	2	30	141	423	596
---	---	----	-----	-----	-----



**SWIMMING POOL AND LIFEGUARD:**

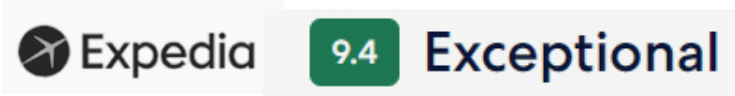
- Daily pool control done by maintenance team.
- New covers for the pool rollers and the hoist were purchased.
- The lifeguards continue providing their daily contracted service from the opening hours of the pool. The pool's opening hours are adapted to the summertime from 8.00 to 20.00 hours and in wintertime it is from 8.00 to 18.00 hours.
- The lifeguard continues a weekly check of the disabled chairs for the pool.

**ONLINE SATISFACTION**

**TripAdvisor**



**The satisfaction Results of Booking.com reflect:**



**RCI**

Las Casitas has obtained the RCI Gold Crown for this season.

**GARDENS & WALKWAYS**

- The usual maintenance of the gardens is done by the maintenance staff, such as pruning, cleaning, and watering them.
- Fumigation of the gardens to keep the mealybug infestations to the minimum. We had to remove many dead plants due to this bug.
- We have done several fertilization processes on the plants to help them grow faster, which has proved to be giving nice results.
- Many new plants and trees were bought to be planted around the complex.
- Bamboo screening has been installed all around the bottom side of the complex to increase privacy and to help the bougainvillea grow. It has been agreed to reduce the height to the same height as the metal fence, on the Atlantic side of the complex.
- Due to high winds, the tree in front of Reception fell in April. A new garden has been planted.
- As every year, we trimmed the palm trees in December.

**PLAYGROUND**

The wall around the kid's park was painted.

**BUDGET WORKS FOR MAINTENANCE AND RENEWALS**

- The annual review against the Legionnaires disease has been carried out.
- Fire extinguishers and the system was checked during the maintenance weeks. New items for fire protection equipment have been replaced.
- Pest control: general fumigation throughout the resort is done regularly and in all the villas also Common areas and the Bar/Restaurant have been fumigated.
- The general electricity inspection has been carried out on the resort and some repairs are being carried out. Maintenance has also been carried out on some electrical repairs in some villas.
- Upgrade of our shower room and luggage room. The changes in this space allowed space for an eating area for the staff.
- All doors to the electrical rooms have been changed to aluminium for health and safety regulation.



- The back wall of the tennis court was raised in December. We are now only missing the internal side wall to finish this project. This wall has improved the use of the tennis court since there is almost no wind on it.
- During the months of January to March, all the front of the villas were painted, including the white borders in all the pathways around the complex.
- All the wardrobes in the one-bedroom villas were changed for sliding white doors. Also, Villas 25, 26, 27 & 28 have new wardrobes.
- Review and maintenance of all air conditioning units with official certificates and failure report for subsequent repairs has been done in May. 10 air conditioning units were replaced.
- Villas 16 – 17 – 20 – 21 were refurbished in May:
  - New kitchen
  - New wardrobe
  - New inside doors
  - Electric has been replaced
  - New furniture (living room and bedroom)

**OTHER WORKS ALSO ACCOMPLISHED DURING THE PERIOD AMONGST OTHERS:**

- Due to mechanical problems, in the month of August, while having a citywide power cut, the generator suffered extensive damage, it caught fire, using the fire suppressing system. The heat generated inside the room damaged the generator and all the equipment had to be replaced. There is a claim opened with insurance on this matter.

**BED & BATH LINEN AND TOWELS SUPPLY 2023 – 2024**

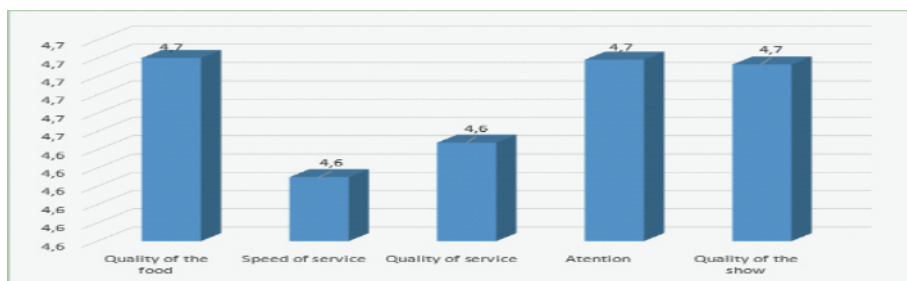
FITTED SHEETS	200
BED SHEETS	200
PILLOWCASES	550
MATTRESS PROTECTOR	30
NORDIC DUVET	50
COVER FOR NORDIC DUVET	30
BABY COT SET	5
MATTRESS PROTECTOR FOR COTS	5
BLANKET FOR COTS	5
TEA TOWELS	250
BATH TOWELS	350
HAND TOWELS	100
BATHMAT	100

**BAR:**

- The bar has entertainment 6 nights a week and one quiz afternoon. They have proved to be very popular among owners and guests.
- People still love the bar and in general the comments are very positive as you can see on the owners/Guest opinions.
- A smoking area has been set up next to the bar area around the garden.
- The bar has created QR code stands that are now placed in the villas to facilitate the owners and guests to see what is available in their menu.
- The bar has the facility of takeaway food; you can place your order directly with them either by phone or in person and then pick it up.

**Satisfaction Questionnaires (72)**

Evaluated Areas						Total Replied	Avg. Score
	1	2	3	4	5		
Quality of the food	0	0	1	20	50	71	4.7
Speed of service	0	0	3	21	48	72	4.6
Quality of service	1	0	3	16	53	73	4.6
Attention	1	0	2	15	56	74	4.7
Quality of the show	1	0	2	13	51	67	4.7



**NIGHT CONTROLLER**

- The Night controller works from 9pm to 7am and Saturdays from 6pm to 7am.
- No Security incidents up to end June 2023.
- Emergency number in Lanzarote is 112. In case of any emergency, please contact reception during opening hours; after reception is closed, please contact the night controller by pressing the assistance button at the wall outside Reception or calling him on his Mobile: 0034 659 149 816. If necessary, contact Resort Manager on (0034) 690 26 50 40.

**PROPERTY HOLDING COMPANY**

We continue converting Escritura weeks into the Property Holding Company, thus avoiding the problems that could arise when one day you are no longer able to visit Las Casitas for whatever reason and have to suffer the embarrassment of becoming a debtor, particularly if one of the couples named on the Escritura is deceased.

The Holding Company holds 1,232 Weeks, 1,228 of which relate to Owners who are continuing their ownership under a private contract, and 4 weeks transferred to the Holding Company and subsequently abandoned.

Total Escritura Weeks: 1,168 Total Blocked weeks, 515 Active owners, 653 Escritura Owners

If you require further details, Email: [nichola@wimpen.com](mailto:nichola@wimpen.com)

**RESALES**

The weeks in the Holding Company that had been relinquished are now on at some extremely competitive prices. This has led several owners to purchase.

From January 2023 to September 2024 a total of 55 weeks had been sold, 13 weeks from the Holding C°, and 42 Weeks were Owners' weeks.

A selection of weeks is available; for any information please do not hesitate to contact:

**On-site Sales Agent:**

Email: [direccion.casitas@wimpen.com](mailto:direccion.casitas@wimpen.com) Telephone 0034 928 517564

**Resales: Nichola Daffern**

Email: [nichola@wimpen.com](mailto:nichola@wimpen.com)

**Resort Contact:**

Email: [casitas@wimpen.com](mailto:casitas@wimpen.com) Telephone 0034 928 517564

Manager:Valentina - Email: [direccion.casitas@wimpen.com](mailto:direccion.casitas@wimpen.com)

**WimPen Reservations Contact:**

Email: [reservations@wimpen.com](mailto:reservations@wimpen.com)

Telephone 0034 922 741415 (Option N° 1)

**WimPen Accounts and Customer Service:**

Telephone 0034 922 741415 (Option N° 2)

Email: [owner@wimpen.com](mailto:owner@wimpen.com)

**Website**

[www.wimpen.net](http://www.wimpen.net)





**Full audit report is available for download in Member's Area of the website: [www.wimpen.net](http://www.wimpen.net)  
Or upon request by email: [administracion@wimpen.net](mailto:administracion@wimpen.net)**

## Report on Accounts 1 September 2023 to 31 August 2024

INCOME	Notes	Actual	Budget	
			Sep - Aug	Variance
Timeshare Fees		750,348 €	720,795 €	29,553 €
Blocked week rental	1	231,063 €	244,115 €	-13,052 €
Holding Prop. Casitas weeks rental income	1	40,711 €	59,124 €	-18,413 €
Water & Electricity		24,446 €	25,000 €	-554 €
Commissions		2,215 €	2,000 €	215 €
Other Income	2	33,313 €	25,000 €	8,313 €
Bar Rental		9,072 €	8,262 €	810 €
<b>TOTAL INCOME</b>		<b>1.091.168 €</b>	<b>1.084.296 €</b>	<b>6.872 €</b>
<b>EXPENSES</b>				
A.G.M. Cost		6,611 €	5,250 €	1,361 €
Audit/Legal		15,835 €	12,000 €	3,835 €
Cleaning materials		10,630 €	9,500 €	1,130 €
Electricity		53,246 €	50,000 €	3,246 €
Insurance		5,411 €	5,200 €	211 €
Laundry		49,850 €	39,500 €	10,350 €
Refuse Collection		5,546 €	5,000 €	546 €
Repairs/Maintenance	3	105,211 €	108,861 €	-3,649 €
Pest Control		1,356 €	1,500 €	-144 €
Pool Chemicals		8,522 €	9,000 €	-478 €
Stationery/Printing		1,419 €	2,000 €	-581 €
Telephone/Postage		7,158 €	7,500 €	-342 €
Transportation		274 €	514 €	-240 €
Wages		385,086 €	381,092 €	3,994 €
Water		45,799 €	39,000 €	6,799 €
WimPen Management		105,026 €	105,026 €	0 €
Sundries	4	23,920 €	19,000 €	4,920 €
Local Rates		20,718 €	21,000 €	-282 €
Villa Renewals	5	166,915 €	164,117 €	2,798 €
Security Service		46,004 €	41,295 €	4,709 €
Pool Attendance		49,273 €	44,871 €	4,402 €
New WiFi System		10,162 €	10,070 €	92 €
Sewerage		4,087 €	3,000 €	1,087 €
<b>TOTAL EXPENDITURE</b>		<b>1.128.059 €</b>	<b>1.084.296 €</b>	<b>43.763 €</b>
<b>RESULTS BEFORE PROV &amp; R.F.T.</b>		<b>-36.891 €</b>	<b>0 €</b>	<b>-36.891 €</b>
<b>PROVISIONS AND RVE FUND TRANSACTIONS</b>				
Bad Debt provision	6	0 €	0 €	0 €
Bad Debt provision Excess	6	-14,466 €	0 €	-14,466 €
<b>TOTAL PROV &amp; R.F.T.</b>		<b>-14.466 €</b>	<b>0 €</b>	<b>-14.466 €</b>
<b>SURPLUS/(DEFICIT)</b>		<b>-22.425 €</b>	<b>0 €</b>	<b>-22.425 €</b>

**BALANCE SHEET****1 September 2023 to 31 August 2024**

	Notes	Euros
<b>CURRENT ASSETS</b>		
Community fees pending - Due debt	6	744.931 €
Community fees pending - Invoiced in advanced		124.842 €
Provision for bad debts	6	-555.066 €
Other debtors and prepayments		7.581 €
Wimpen Leisure Management S.A.		51.363 €
Cash and banks		505.103 €
		<b>878.755 €</b>
<b>CURRENT LIABILITIES</b>		
Suppliers		44.402 €
Community fees collected in advance		135.801 €
Community fees invoiced in advance		299.507 €
Other credits and accrued charges		57.663 €
		<b>537.373 €</b>
<b>CURRENT ASSETS/LIABILITIES</b>		<b>341.382 €</b>
Reserve fund	7	310.073 €
Accumulated surplus	7	53.734 €
Current year results	7	-22.425 €
		<b>341.382 €</b>



## Report on Accounts 1.09.2023 to 31.08.24

### INCOME

1. Rental income was 31,465€ lower than our forecast; on the other hand Timeshare Fees exceeded budget by 29,553€.

2. Other income is made up as follows:

	2023/24	2022/23
Penalty for late payment	336 €	1,159 €
Other rentals	28,928 €	23,258 €
Others	4,049 €	1,423 €
<b>TOTAL</b>	<b>33,313 €</b>	<b>25,840 €</b>

### EXPENSES

#### 3. Repairs and maintenance

Includes the following purchases:

Description	Actual	Budget	Variance
General running costs	15.933 €	15.000 €	933 €
Electrical repairs	2.412 €	4.879 €	-2.467 €
Painting of Exterior areas	27.724 €	26.596 €	1.128 €
Garden Improvements	6.166 €	6.000 €	166 €
Maintenance of Legionella controls of potable water systems	1.780 €	1.605 €	175 €
Maintenance of WiFi system	3.263 €	4.100 €	-837 €
Maintenance of Fire Protection	1.752 €	1.887 €	-135 €
General pool maintenance	103 €	3.000 €	-2.897 €
Maintenance of Air Con / Heating units	3.502 €	1.346 €	2.156 €
Maintenance of mosquito netting	0 €	500 €	-500 €
Passport Reader Maintenance Contract	0 €	300 €	-300 €
Maintenance of Heat pumps	941 €	790 €	151 €
Maintenance of Palm Trees	800 €	1.080 €	-280 €
Maintenance to the entrance door of the Electrical room	3.369 €	2.709 €	660 €
Improvements to Tennis Courts including surrounding wall	5.025 €	5.000 €	25 €
Revision of oxygen "Individual Protective Equipment"	634 €	250 €	384 €
New waste disposal containers	878 €	878 €	0 €
Maintenance to the rear bar door	1.258 €	1.500 €	-242 €
Renewal of Air Con / Heating units	13.328 €	10.000 €	3.328 €
Repairs of Electrical systems	6.321 €	9.341 €	-3.020 €
Trunking for WiFi	0 €	8.400 €	-8.400 €
Terrace lighting	693 €	700 €	-7 €
Threshold ramps	3.431 €	3.000 €	431 €
Not in the Budget. Maintenance	5.899 €	0 €	5.899 €
<b>TOTAL</b>	<b>105.211 €</b>	<b>108.861 €</b>	<b>-3.650 €</b>

**4. Sundry expenses:** are made up as follows:

	<b>2023/24</b>	<b>2022/23</b>
Wages Assessors	5,411 €	4,936 €
Owners Services	6,319 €	4,581 €
Committee Expenses	1,777 €	1,694 €
Fiscal license	326 €	326 €
Bank Expenses	9,613 €	6,990 €
Covid-19 protocol related expenses	0 €	288 €
Others	475 €	576 €
<b>TOTAL</b>	<b>23.920 €</b>	<b>19.390 €</b>

**5. Villa renewals.**

Includes the following purchases:

<b>Description</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>
General running costs	3,665 €	4,000 €	-335 €
White goods	7,700 €	7,000 €	700 €
Pool sunbeds / umbrellas / mattresse	4,057 €	4,628 €	-571 €
Bathrooms reception	6,389 €	7,000 €	-611 €
Kitchen utensils	620 €	1,500 €	-880 €
Linen, towels and bedspreads	9,262 €	8,347 €	915 €
Crockery / glasses	654 €	900 €	-246 €
Redistribution of Luggage room	16,346 €	12,000 €	4,346 €
Installation of new wardrobe doors	33,160 €	36,019 €	-2,860 €
New Kitchen blinds	390 €	1,089 €	-699 €
Villa Refurbishment	84,671 €	81,633 €	3,038 €
<b>TOTAL</b>	<b>166.915 €</b>	<b>164.117 €</b>	<b>2.798 €</b>

**6. DEBTORS SITUATION**

**Bad debts provision.** Thanks to the income received from the rental of the weeks from owners who are not paying the maintenance fee the bad debt was reduced by 14,466€.

Although the total due debt is 744,931€, the amount of bad debt (debt overdue more than one year) is 555,066€ for which there is a 100% provision, leaving a balance of debtors of 189,866€ which is 5,127€ less than the previous year.

**7. RESERVE FUND AND ACCUMULATED SURPLUS**

Opening balance	347.520,05
Expenses for the year	0,00
Refuse Collection Provision Excess	16.286,76
Result for the year 2023-24	<u>-22.425,25</u>
Closing balance	341.381,56

## 1st September 2024 to 31st August 2025

	Budget 2023/24	Full year 2023/24	Budget 2024/25
<b>INCOME</b>			
Timeshare Fees	720,795 €	750,348 €	769,179 €
Blocked week rental	244,115 €	231,063 €	246,357 €
Holding Prop. Casitas weeks rental income	59,124 €	40,711 €	34,188 €
Water & Electricity	25,000 €	24,446 €	25,000 €
Commissions	2,000 €	2,215 €	2,500 €
Other Income	25,000 €	33,313 €	30,000 €
Bar Rental	8,262 €	9,072 €	8,416 €
<b>TOTAL INCOME</b>	<b>1.084.296 €</b>	<b>1.091.168 €</b>	<b>1.115.639 €</b>
<b>EXPENSES</b>			
A.G.M. Cost	5,250 €	6,611 €	6,500 €
Audit/Legal	12,000 €	15,835 €	12,020 €
Cleaning materials	9,500 €	10,630 €	11,000 €
Electricity	50,000 €	53,246 €	55,000 €
Insurance	5,200 €	5,411 €	5,500 €
Laundry	39,500 €	49,850 €	50,000 €
Refuse Collection	5,000 €	5,546 €	5,500 €
Repairs/Maintenance	108,861 €	105,211 €	236,313 €
Pest Control	1,500 €	1,356 €	1,500 €
Pool Chemicals	9,000 €	8,522 €	9,000 €
Stationery/Printing	2,000 €	1,419 €	1,500 €
Telephone/Postage	7,500 €	7,158 €	7,500 €
Transportation	514 €	274 €	514 €
Wages	381,092 €	385,086 €	451,280 €
Water	39,000 €	45,799 €	46,000 €
WimPen Management	105,026 €	105,026 €	107,967 €
Sundries	19,000 €	23,920 €	24,000 €
Local Rates	21,000 €	20,718 €	21,000 €
Villa Renewals	164,117 €	166,915 €	82,736 €
Security Service	41,295 €	46,004 €	54,776 €
Pool Attendance	44,871 €	49,273 €	51,620 €
New WiFi System	10,070 €	10,162 €	10,413 €
Sewerage	3,000 €	4,087 €	4,000 €
<b>TOTAL EXPENDITURE</b>	<b>1.084.296 €</b>	<b>1.128.059 €</b>	<b>1.255.639 €</b>
<b>RESULTS BEFORE PROV &amp; R.T.F.</b>	<b>0 €</b>	<b>-36.891 €</b>	<b>-140.000 €</b>
<b>PROVISIONS AND RVE FUND TRANSACTIONS</b>			
Bad Debt provision	0 €	0 €	0 €
Bad Debt provision Excess	0 €	-14,466 €	0 €
From Sinking Fund towards Resort Refurbishment	0 €	0 €	-140,000 €
<b>TOTAL PROV &amp; R.F.T.</b>	<b>0 €</b>	<b>-14.466 €</b>	<b>-140.000 €</b>
<b>SURPLUS/(DEFICIT)</b>	<b>0 €</b>	<b>-22.425 €</b>	<b>0 €</b>

Proposed fees per week

2,8% INCREASE

Studio

309,50 €

1 bedroom Villa

418,50 €

2 bedroom Villa

516,00 €

Water and Electricity according to use

## Repairs and Maintenance & Renewals Breakdown

### Common Parts Maintenance

Pool in general	78362
Fire protection maintenance	1987
Personal Fire protective equipment maintenance (O2 service)	250
Electricity repairs	4000
Electricity inspection	879
Wifi maintenance	4100
Sports TV channel cards for apartments	600
Palm trees	1000
Garden improvements	6000
Tennis courts	10900
Energy efficiency certificates	1875
Garbage room door	1222
Management office	1700
New pathway lighting	51159
New power generator	40033

### Villa Maintenance

Air conditioning maintenance	1346
Air conditioning renovation	10000
Passport Reader maintenance	300
Mosquito nets	2100
Ramps	3500
Operating costs Maintenance	15000

---

**Total Repairs and maintenance** **236.313**

---

### Common Parts Renewals

Pool sunbeds and mattresses	7400
Rubbish room doors	1308

### Villa Renewals

Electro domestics	8000
Towels, sheets + pillow liners + bedspreads	5700
Kitchen Utensils + Crockery	2400
Wardrobes	54000
Running Cost Renewal	3928,22

---

**Total Villa renewals** **82.736**