



From the President NEWS BULLETIN

May 2024



Roger Barrow - President

Dear Owner

WHAT HAPPENED AT THE AGM?

After nine years of the unwanted dispute with the Club Committee, there was a nice sense of a real community feeling coming together, with owners talking, gelling, and laughing together. It was very good to see and long may that grow and continue.

At the meeting there was quite a good turnout lots of very good questions and challenges. Owners that could not attend submitted a significant number of proxy votes for me and Mr Fletcher to use:

I was holding 1267 proxy votes, Mr Fletcher held 20 proxy votes, and 17 disallowed votes.

There were 1903 votes in the room or by proxy which is just over 36% of possible votes.

Needless to say, as expected, Mr Fletcher attempted to make his presence felt from the start, but to little effect. He demanded that he had the right to use 4,000 club votes and but under the DOA statutes that were approved at our January 2022 special meeting, only personal owners who are up to date with payments into the Community account have voting rights. So, his request was refused.

He was not keen to answer several challenges made to him. I won't list them all here, but the following questions were significant:

1. An owner who told she had sent £1,000 by mistake to the "committee", money which was intended for the Community, why was her request for a refund refused?
2. Why were all owners not invited to his Club AGM and allowed to vote?
3. Where is the money received by the club committee and how much did the club spend on legal fees?

We didn't receive any satisfactory answers, in fact some questions he refused to answer.

ADMINISTRATOR'S REPORT

Ana Martin gave a comprehensive resort report, which you can read in the agenda booklet, including an update on the refurbishment and work done in the resort this year. She also provided feedback from Booking.com and a slide show of some photos of the resort and the team.



The Reception Team

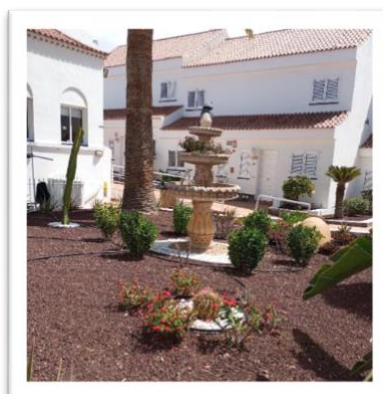
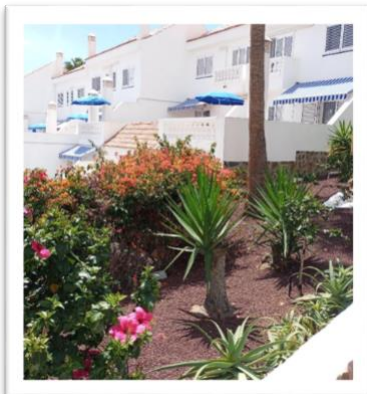


The Housekeeping Team



The Gardens

Many improvements and re-landscaping has taken place, and the gardens are looking spectacular.



THE ACCOUNTS AND BUDGET

The accounts were approved by a huge majority, although this didn't stop Mr Fletcher demanding that the DOA should not be paying WimPen a fee. He was reminded that this fee has nothing to do with the club but is for services provided as DOA Administrator.

Remember that all DOA accounts are audited and verified, unlike the club accounts which we don't see and are neither audited nor verified. The DOA accounts are published with full transparency, while the Club who do not publish any accounts.

If you have been paying the Club Committee, don't you want to know what has happened to your money? Where has it gone? This money is being withheld from the Community; Money paid to the Club Committee for 'maintenance' is not used for maintenance. It is only from our DOA account that all the resort expenses and wages are paid.

Maintenance Fees

We were advised that maintenance fees alone do not cover the costs of managing resort, and we will continue to rely on rental income. Fees are increased by a modest 3%, less than the Spanish inflation rate of 3.8%.

Studio 272.00€ | One bed villa 327.50€ | Two bed villa 382.00€

RESOLUTIONS AND VOTING

	FOR	AGAINST	ABSTAIN
Approval to record the meeting.	1,865	22	8
Approval 2023 Accounts.	1,869	22	4
Approval Budget for 2024.	1,865	22	8
Election of Timeshare President: Roger Barrow (Escritura votes only)	284	12	3
Election of DOA President: Roger Barrow (All owners)	1,857	27	11
Election of Timeshare Owner's Representative: Keith Lear (Escritura votes only)	282	12	5
Proxy Votes held:	Roger Barrow: 1267 proxy votes held Albert Fletcher: 20 proxy votes and 17 disallowed votes from debtors		

It is clear from these voting figures that Mr Fletcher and co have little credibility and support for them seems to have collapsed. The resort is increasing in popularity and does very well under WimPen's and DOA Management without support or contribution from the club. Los Claveles is now regularly at full capacity and many owners report having fabulous holidays.

If you visit the resort, please keep your feedback and suggestions coming.

OPEN FORUM

Mr Fletcher and his contingent left the meeting before the Open Forum, perhaps he was afraid of being questioned again. That was a shame because he would have experienced how well the community is coming together with many friendly and constructive discussions on a variety of topics.

Refurbishment

The refurbishment was discussed. All agreed it is too slow, with only seven villas being fully refurbished this year. WimPen understood owners concerns and will be doing their best to make interim improvements to many other villas and press on with the renovations. We need this to recover our RCI Gold Crown award.

Unfortunately, due to the club withholding maintenance payments from the community, there are limited funds and WimPen are faced with difficult decisions on the sequence of renovations. WimPen were urged to apply for use of the reserve fund to accelerate the improvements, and this is something we may have to consider at the next AGM.

Once I have details of the next sequence, I will publish details. Please join my private GDPR Compliant Mailing List to be updated. [Follow this link to join](#). Or join our [Facebook group here](#).

Security

Behaviour by some weekenders was identified as a problem. Short term rentals provide valuable income, so WimPen were requested to ensure that security was on the ball to keep this under control.

The Dispute

Owners are thoroughly fed up with the dispute, they just want to enjoy their holidays and there was a discussion on how it could be peacefully resolved.

I have already offered to work constructively with Mr Fletcher, but sadly, this offer has so far fallen on deaf ears. I said I would do my best to find a way through, but I can't make any promises.

There was also a suggestion at the meeting that the club should be wound up as so many owners are not accepted as members, many are not invited to the club's meetings and the resort functions very successfully under WimPen without any input from the club.

Clearly this is not within WimPen's or the DOA's remit.

It was suggested we should offer the Club Committee some kind of olive branch, but I don't know what that olive branch might look like, and I doubt any offer from WimPen or me would be accepted. However, I would be happy to hear any suggestions from the Club Committee of how we can draw a line under this dispute.

I fear however it will be difficult to find common ground. Nine years and counting, it's time to make peace!

Payment Amnesty

There was a discussion about the payment amnesty being offered to owners who pay the Club Committee and are in debt to the community so unable to use the resort or their villas. Debts would be suspended if those owners paid the community this year and it was confirmed that they would not be pursued for the outstanding debt if they accept the amnesty. This is an opportunity for those owners to move on from the dispute.

DO YOU PAY YOUR FEES TO THE CLUB COMMITTEE? WE WANT YOU BACK!

IF YOU ARE UNABLE TO USE YOUR VILLA BECAUSE YOU ARE IN DEBT TO THE COMMUNITY, HERE IS YOUR CHANCE TO COME BACK AND HAVE FULL USE OF YOUR VILLA AND THE RESORT.

Put the dispute behind you and pay your fees to the community this year, your previous debt will be suspended, and fees previously paid to the Club Committee will be subject to a future audit to determine the fees received and expenses incurred by the Club Committee. You would not be pursued for your debt. Don't allow Mr Fletcher to spoil your chance of a holiday at Los Claveles.

For more information contact me or write to Judith Hague, owner@wimpen.com.

THANK YOU.

Thank you to all owners who attended or submitted proxy votes, thank you also for your support, I am privileged to have been re-elected for a new 3-year term as your President.

Keith and I are always available to help and advise owners, so please feel free to contact one of us. Keith can be contacted at escritura.rep@losclaveles.eu, my email address is below.

With best wishes



Roger Barrow, President, Los Claveles Development Owners' Association.

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