

From the President, Development Owners' Association

Newsletter



Roger Barrow
President DOA

Improvements at Los Claveles

The improvements at Los Claveles continue, in spite of the lockdown, which I hope you will all enjoy when you visit.

Many of you may have received an email from the club chairman or read on the owners' website, seeking your signature on a petition to Sr Castro and myself, objecting to the recent improvements carried out by WimPen at Los Claveles. I am not sure what the petition hopes to achieve but I want to set the record straight and explain the justification for these improvements.

It has always been mine and WimPen's aim to make continued improvements, there is no ulterior motive apart from ensuring we can provide owners with an up to date, modern resort that you can all enjoy.

We simply cannot allow the dispute between the club and WimPen to paralyse these efforts year after year, the resort is getting old and in dire need improvement.

Bar and Restaurant

Last year we refurbished the bar and restaurant to a high standard and recruited new Franchisees.

The changes to the bar and restaurant have been well received by many owners, and our new franchisees have been doing an excellent job. The changes were badly needed.

The Swimming Pool

The pool was deteriorating badly and as you may know the Canary Islands has a reputation for unsafe swimming pools, there have even been fatalities, some caused by failures in the filtration and pumping systems.

WimPen and I have a responsibility for the health and safety of owners and renters alike and leaving a facility in increasing need of repair is not taking that responsibility seriously enough.

Los Claveles in Lockdown

I hope this newsletter finds you all in good health and staying safe.

This has been a difficult and worrying time for owners, many of whom have lost, or will lose their weeks.

It has also been a challenging time for the resort, with most of the staff furloughed and seeing a fall in their income, as the Spanish government only pays 70% of their wages.

Payment of maintenance is obligatory for owners of properties and I am aware that is a hardship for owners, so I have negotiated a 50% discount for owners of affected weeks. More inside . . .

Roger

In the Canary Islands there is legislation that regulates swimming pools.

As confirmed by legal advice, under these regulations children's pools must be subject to the Munich filtration system. In the case of Los Claveles, the children's and adults' pools were connected, they shared the water pipes, filters, etc., which is why, when applying to carry out the works on the children's pool, to comply with legal regulations we had a legal obligation to install the Munich system in the adult pool. At the same time we are retiling and repairing entry exit steps, all of which have deteriorated over the years.

Expenditure

I know there are questions about the approval of such expenditure. For the last 25 years a budget and expenses have been determined by the committee in January, which is when the fiscal year begins and the date that the budget must be established, and that is normally brought to the AGM in May for ratification. The AGM coincides when closedown works must be completed. But we live in exceptional times, the work must be completed and with an extended closedown, this is the only time to do it. A normal 2 week close down would not be enough time to complete the works. As you know, we were unable to hold a formal DOA AGM due to the coronavirus pandemic, so budgets could not be approved in the normal way, but the work had to go ahead.

In earlier years, there was always cooperation and joint working between WimPen, the DOA and the Club for reaching these agreements, unfortunately that cooperation no longer exists.

I have received official complaints from the club chairman, which he has published on the owners' website, but rather than take an interest in resort improvements, he continues to block me from the owners' website where he regularly publishes derogatory, comments aimed at intimidating me. He shows no concern for owners' safety or conditions at the resort and club have made no contribution to the improvements or to the running of the resort from the funds they have received from some owners.

Maintenance Fees

There have been questions about a possible increase in maintenance fees. That would of course be a matter for the DOA AGM to decide, but I do not anticipate an increase

I hope we will all be able to visit Los Claveles again soon, there is hope of possible reopening in July and I am sure you will enjoy the improvements and my and WimPen's aim will always be to continue improvements to ensure Los Claveles is always the resort you love.



Useful Contacts

Roger Barrow.

President,
Los Claveles Development
Owners' Association and Time hare
Community 1
Email: rogerbarrow@losclaveles.eu

Los Claveles Resort Manager.

José Jimenez- Manager.
direccionlosclaveles@wimpen.
com

Los Claveles Reception.

claveles@wimpen.com
0034 922 794 864

Account queries and Passwords.

Montse Navarro
mnavarro@wimpen.com.

Rental Enquiries

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

Sales

Nichola Daffern
nichola@wimpen.com

Maintenance Payments

Maintenance fees should only be paid to the Community Account, managed on our behalf by WimPen

By Visa, Mastercard or Eurocard through the secure website
<http://www.wimpen.com>

Or By bank transfer, the bank details for Los Claveles are as follows:

Bank: La Caixa
Address: Calle Bulevard-Chajofe,
Ed. Valdés Center. Los Cristianos.
Arona.38650 Tenerife

Acct.Nº. 2100 9546 7322 0012 4548
Acct.Name: Comunidad
Propietarios Los Claveles
IBAN: ES22 2100 9546 7322 0012
4548 BIC/SWIFT: CAIXESBXXXX



JOIN THE DOA FACEBOOK GROUP

and meet like-minded owners:
[facebook.com/groups
/LosClavelesDOA/](https://www.facebook.com/groups/LosClavelesDOA/)

You should have recently received a letter from me which confirms that savings for the community made by WimPen have enabled me to negotiate a 50% discount for owners who have lost their weeks, which is more generous than most other resorts.

The actual savings made at Los Claveles through having staff furloughed and other savings represent approx 33.5% of maintenance fees paid and WimPen's initial offer was for a 35% discount.

However, I was concerned about the financial hardship many owners were facing and I didn't want owners to wait until next year to receive a discount. So after long discussions, I was able to agree a discount of 50%.

Extra weeks not an option

We also discussed the possibility of allowing owners to have extra weeks. I had hoped this would be possible, however it became clear this could not be an option and I know some owners will be disappointed by this. Even if the emergency ends in early July, which is what we hope, there would be over 1,100 weeks lost, and of course there will be more if the pandemic and travel restrictions go on longer.

There would simply not be enough weeks available and more importantly, there is a significant cost to this discount and we will need rental income next year from as many available weeks as possible to recover our finances.



Covid-19, Lock down and Maintenance

How much to pay

It may take a while for WimPen to apply credit to owners' community accounts, but if your maintenance is due in the next few weeks, I confirm you can deduct the 50% discount when you pay. Your Community account will be credited approx 3 weeks after your normal occupation date if the resort is closed and your weeks are unavailable.

If you don't pay this year, your discount will not be backdated next year and your account will need to be up to date to use your villa in future.

Owners who have exchanged with RCI or others or paid the club will not be eligible for the discount.

Please note, it remains an obligation for owners to pay their maintenance for their ownership, even if they can't use their week.

Owners who have already paid in full but have lost their weeks will also receive a 50% discount credited to their Community account.

If all restrictions have been removed and you can use your weeks, the remaining 50% will have to be paid by transfer or at the reception upon arrival.

As you will learn from Sr Castro, plans are in hand for opening at the beginning of July subject to lifting of flight restrictions.





Re-Opening Los Claveles

As you will read in the enclosed letter from Sr Castro, plans are now in place for reopening Los Claveles in week 27. This is of course subject to the UK government lifting restrictions and the availability of flights and travel from the UK.

I am aware that some airlines are now taking bookings for July, but if you plan to book it is at your own risk and would be worth checking that you can arrange refund or postponement in the event the UK does not lift travel restrictions. I would also recommend you check your travel insurance as you may not be covered for Covid-19 infection or cancellations.

There will be a 'New Normal' at the resort, as the Spanish government are imposing strict social distancing protocols and Sr Castro has set out some of those rules in relation to the pool, the restaurant/bar, use of

common areas and use of villas. These are all government imposed restrictions, but may change in time.

1. Use of the pool will be limited to 50% of normal capacity. Owners will only be allowed 2 hours access to the pool at a time.
 - 2 hour slots will be allocated and should be booked in reception
 - Owners should request a reservation and if there is no availability, owners should request a different time.
2. Owners should leave the villa when cleaning or maintenance is being done.

3. Some equipment and furnishings will be removed from the villas.
4. Restaurant, bar and terrace will be limited to 50% capacity.
5. Owners who share their villa with another family or friends will do so AT THEIR OWN RISK. All occupants must isolate for 2 weeks if any occupant develops Covid-19 symptoms.
6. Social distancing will be necessary in reception and Mini Market.

Let's hope we can all get back to Los Claveles and once again enjoy our holidays there.



Wishing Steve Cowell a fond farewell

Owners will be sorry to learn we are losing Steve who, after 18 years managing sales at Los Claveles, has decided to retire.

Well liked by all, his cheerful cockney sense of humour will be missed. We will also miss his wife Tracy. There won't be many owners who did not purchase their weeks through Steve over the years.

He has worked in timeshare for 35 years and for the last 18 years working for WimPen as sales agent.

He tells me the Los Claveles resort has been a family to him, he has met some wonderful people there, it was a pleasure going to work. He wishes everyone a happy holiday, and a happy life.

I'm sure you will all join me in wishing Steve and Tracy a happy and healthy retirement.

