

UNADOPTED MINUTES (18.12.18)
INTERNATIONAL TIMESHARE OWNERS ORGANISATION (UK)
AT CLUB LA SANTA

ANNUAL GENERAL MEETING
held at The Derbyshire Hotel, Alfreton
on 14th October, 2018 at 1400 hours

In Attendance : Kaylee Bonja
Tony Bostock
Sue Garland
Linda Gibson
Courtney Gunn
Peter Hall
Christine Tomlinson

Apologies : Alison Howat
Andy Robinson

Kaylee extended a warm welcome to the members and those members attending via a Skype connection. Kaylee advised that Kim Tell would be attending the meeting via Skype to provide an update about Club La Santa. She thanked ITSO (UK) members for travelling to the AGM, but said the low attendance was disappointing for the Committee.

Kaylee reminded the members that the AGM was held in the Northern part of the country one in every three years although there was a higher density of membership further south.

Kaylee reminded the members that this was her first AGM as Chairman following the retirement of Rod Duke. She advised that three proxy votes had been received in favour of the Chairman. Apologies had also been received from 10 non-committee members.

It was suggested that the membership is satisfied with the improvements at Club La Santa and the work of ITSO national association.

Kaylee explained there had been significant changes to the ITSO (UK) Committee during the last year. Rod Duke had retired as Chairman of ITSO (UK) in June 2018. He had worked on the committee since 2009 holding positions of Chairman and prior to that Treasurer of ITSO (UK). Rod was also Chairman of the International Board until December 2016. He had shown strong leadership in his roles and his contribution will be missed. Thanks were extended to Rod.

In March 2018 Denis Miles also retired from the Committee having spent seven years with ITSO (UK) serving four of those years as Secretary of ITSO (UK). Denis will be devoting more time to his governorship responsibilities of a Further Education college.

As a token of appreciation for the hard work and time Rod and Denis had expended on behalf of ITSO (UK) some wine had been gifted to each of them.

Thus ITSO (UK) had recruited some new committee members and these are Sue Garland, Peter Hall and Christine Tomlinson. It is an item on the Agenda later in the meeting to elect these volunteers.

1. Minutes of the last Meeting

The minutes of the 2017 AGM had been posted on the ITSO (UK) website and paper copies had been made available at the meeting. Kaylee asked for approval of the minutes so that they could be adopted.

Keith Parkin proposed and Chris Miles seconded the motion which was unanimously agreed. The 2017 AGM minutes were adopted.

2. Report from ITSO La Santa/ Club La Santa

As Secretary of the International Board of ITSO and Chairman of ITSO (UK) Kaylee advised that she and Courtney had returned on Friday from the intensive International Board meetings held at Club La Santa. She advised that the meetings had been good overall with the Board and Club La Santa.

Kaylee advised that Frederik Sohns, Director, had reported that whilst 2017 had been a record year for income, 2018 had exceeded 2017, confirming the huge investment made in Club La Santa had been worthwhile.

Due to the financial success providing increased profit, it is intended to implement further plans. A new reception area, medical centre, offices, gym and supermarket are planned with utilisation of previous areas in different formats.

In the last year there have been improvements to the new badminton hall, a complete refurbishment of the old badminton hall and the north pool. A bouldering room has recently been opened as well as TRX, cross-fit and fitness bars. New LED lighting has been installed, separate bins for recycling have been installed in the original resort. Previously recycling bins had only been found in the Suites area. It should be noted that Club La Santa have to pay to have 'plastics' recycled waste actioned.

There are some ideas to reduce the wind tunnel effect by the new south pools. Walls of the golf area would be made higher and a large door in the space by the badminton hall would be installed. This could be done in the next year.

The Green Team is larger than ever and the average age has been raised, with members of the team holding higher level qualifications.

Kaylee reminded the members that all plans and timescales associated with anticipated work at Club La Santa are subject to planning permission and indeed potential change of thinking if an improved concept is approached or the needs of Club La Santa and guests changes. For example, the plan to build 30 staff apartments reported last year had been abandoned.

Kim Tell, Service Office Manager, attended AGM via Skype but it was difficult to hear his comments and Kaylee summarised Kim's data.

The next focus is to re-site and build a new sports booking and reception area where tennis court No. 1 is at present. Tennis courts 2/3 will become court 1 and be re-positioned to accommodate spectator seating. Tower 57 will be refurbished at the same time as it is in the same area. Then the supermarket could be re-sited to the space in front of towers 52-56, but will not offer access to off-site clientele.

The original supermarket and laundry will be demolished to facilitate a kitchen to serve the staff canteen and a new enlarged Atlantico restaurant with a terrace over the existing Lawn. The present Lawn would be moved forward. The gym would be above the restaurant so that both the restaurant and the gym would have views over the lagoon.

The old Atlantico restaurant and old sports booking, guide department and offices will be converted to apartments, most likely for use as Green team apartments.

Club La Santa is aware that the leisure pool is cold. It is not possible to cover it overnight so it would be uneconomical to heat. There is a suggestion to build a new heated leisure pool close to the existing leisure pool of a shape and size that could be covered at night.

There are plans to update the Wellness Centre, and to move the medical centre to the existing reception area. The new medical centre would have better facilities and include an X-ray room.

It becomes more and more apparent that Club La Santa is happy to receive TSOs as guests during low seasons but prefer tourists in high season because they generate a higher income. The International Board is trying to negotiate a benefit for TSOs to notify Club La Santa of non-usage ahead of the contracted three-month requirement.

Even though Club La Santa could benefit approximately £1,000 per week on a high season apartment week they are reluctant to offer any benefit to timeshare owners in exchange for notification of non-usage several months ahead of the three-month minimum requirement.

The International Board advise that members should be encouraged to utilise the rentals facility to a greater degree as it has become increasingly difficult to rely on exchanges through the Club La Santa system.

Kaylee advised she had confirmed the Spanish rate of inflation and exchange rate as per Strap II agreement and agreed the Club La Santa calculations for the 2019 Service Fees. These would be

£579 for one bed apartments, £679 for two bed, £764 for two bed/two bath and £839 for 4 bed apartments. The calculation will be checked by the German International Board representatives in future years.

Installation of chip reading technology is improving around the resort but has yet to be fully implemented in shops and restaurants. At present the lounge is on a different system but it is hoped everything will be incorporated. The need to continue with the sticker showing date of departure and apartment number is counter-productive to security if a card is misplaced so they are not used to unlock apartments.

The membership card printer is now in Reception and only cards of members arriving in Club La Santa are printed and handed out. Three lists are supplied to Club La Santa – surname of first member alphabetically, numerical order, and second named member also alphabetically. This helps Reception staff locate the relevant card. To facilitate ease of collection of the ITSO membership card on arrival it was stressed that it is important to quote the membership number.

The old wristbands continue to be problematical and temperamental. Sale of black straps has been stopped. It is a long term aim of Club La Santa for guests to use wristbands and cards to tap in to access the resort from the beach area and to access other areas such as the gym.

Kaylee advised 70 CCTV cameras monitor the perimeter of Club La Santa and a further 40 will be installed inside the resort.

Kaylee confirmed that Kim has changed his working week and he now holds the TSO meeting on Tuesday evenings. This has resulted in a more productive TSO meetings because TSO guests have had an opportunity to resolve potential problems with staff in the relevant department rather than airing grievances at the Monday meeting and expecting Kim to solve their problem.

Kaylee advised that the noise, no smoking, and any other issues should be entered on the end of holiday survey so that pressure can be exerted on Club La Santa to comply. She asked members to also advise her of incidents to enable her to address the issues with Club La Santa.

STRAP II will remain in place until 2021 and whilst Strap III is being negotiated. Kaylee would like members to write to her under the chairman e-mail address to advise her of the aspects of ownership rights and privileges they consider to be the most important together with any new ideas to put forward as requirements. Kaylee wishes to present owners' requirements when discussions about Strap III are undertaken.

3. Treasurer's Report

Kaylee confirmed she had posted the 2018 audited accounts on the website and that copies were available at the meeting.

She advised committee member travel costs had reduced and this was anticipated to remain so as there were fewer long distance fares. The website fees remain constant.

Printing and postage costs were negligible now that communication was via e-mail. The AGM meeting costs in 2017/2018 were approximately £300 higher than 2016/2017. The laptop had been fully depreciated over three years. Gifts of wine had been sent to retiring committee members.

Donations had reduced as some members paying excess membership fees had amended their standing orders. The affiliation fee was slightly higher due to an increased number of members at 31st December 2017. The debtors shown were in relation to outstanding travel costs for representatives from UK to attend the International Meetings. ITSO (UK) was awaiting repayment from ITSO. The 2018 surplus was nevertheless higher than 2017 with an income over expenditure amounting to £1,113. The total net assets amount to £19,290.

There is a one year running cost general reserve and a contingency fund which amounts to £19,290.

The accounts had been audited by Sue Garland as Honorary Auditor. Sue had completed three years as Honorary Auditor.

There were no questions about the 2018 audited accounts. Denis Miles proposed and Mick Bonja seconded the proposal to adopt the 2018 audited accounts, This motion was unanimously agreed.

Kaylee advised that she was stepping down as Treasurer and that she had enjoyed her time as Treasurer. Kaylee hoped she would be able to hand over to Sue Garland now that Sue had retired as Honorary Auditor and if Sue were voted on to the Committee in item 6. Sue is conversant with the procedures having held the Honorary Auditor Role for three years.

Thanks were extended to Kaylee and Sue for their hard work in these roles.

4. To Elect the Committee for 2018/2019

One third of the committee retires by rotation each year. In 2018, this would be Tony Bostock, Linda Gibson and Courtney Gunn. All three had offered themselves for re-election and it was suggested by Kaylee that voting should be done as a block.

Gill Hall proposed and Sue Garland seconded the proposal to re-elect the committee members. The members voted unanimously and the motion was carried.

5. To Appoint an Honorary Auditor

Kaylee said we had been fortunate to have retained Sue Garland as Honorary Auditor over the last three years. Sue had completed the three years she had agreed to cover and had now retired from this role. Thanks were extended to Sue for her support.

An approach had been made by Felicity Counsell to be considered for the role of Honorary Auditor. Felicity is a regular at Club La Santa and is an ITSO (UK) member. Felicity is considered suitable for the role as she is treasurer of a local sports club and hopes to get more involved with ITSO (UK) at a later date. This ensures a smooth succession planning procedure is in place.

Jan Roscoe proposed and Keith Parkin seconded the motion to elect Felicity Counsell as Honorary Auditor. The motion was carried unanimously. Kaylee would contact Felicity to thank her and welcome her.

6. To Elect New Committee Members

Kaylee advised that ITSO (UK) had been approached by some members who wished to join the committee. They had attended meetings as observers and after discussion had each been invited to join the committee subject to election at the AGM.

Kaylee introduced Sue Garland, Peter Hall and Christine Tomlinson to the members and suggested it would be helpful to vote for the three new committee members as one item.

Denis Miles proposed and Carol Bostock seconded the motion to elect these three new members to the ITSO (UK) committee. The motion was carried unanimously. Kaylee welcomed Sue, Peter and Christine to the committee.

Committee roles would be discussed and allocated at the November 2018 Committee meeting.

7. Constitution Amendments

Kaylee explained the requirement for amendments to the Constitution. Point 6.9 was an update of the Constitution to bring the documentation in to line with other organisations as lack of this clause was considered an omission.

Clause 7 was required to facilitate the date of the AGM having a broader base. The International Board meetings can be held very close in timescale to the ITSO (UK) AGM which proves difficult administratively.

Kaylee suggested voting on the two new clauses as one item and Maureen Gunn proposed and Gill Hall seconded the motion. The vote was carried unanimously and the Constitution will be amended accordingly. The Constitution documentation is available on line.

8. Any Other Business

Kaylee advised she had not received any points to discuss under Any Other Business but would welcome comments from the members. However, she advised that Courtney needed to explain the GDPR requirements before doing this.

Courtney advised that membership at 31st August, 2018 numbered 748 members. He went on to remind members that 1st September is the renewal date for membership and entitles members to a membership card valid from 1st January, 2019 to 31st December, 2019.

Courtney advised that ITSO (UK) complies with new regulations with effect from 25th May, 2018. Since that date Courtney has conducted the GDPR Legitimate Interest test. To notify the membership of the AGM, newsletter, annual website password and general items of interest it is necessary to make contact with the membership via e-mail. E-mail is the preferred method of communication, therefore consent from members to communicate via e-mail is not required. Members have the option to unsubscribe from the MailChimp e-mails but it would then be necessary to request the website password each year.

E-mails have to be sent via a marketing platform such as MailChimp because an e-mail containing 750 e-mail addresses would be blocked as spam by personal e-mail systems. It is also helpful that MailChimp provides reports and data on how many e-mails were successfully sent, how many were opened, etc.

Further Kim Tell communicates via e-mail for purchases and sales. 'Snail mail' is not used by ITSO (UK) or by Kim Tell.

Courtney advised he will amend the documentation held on the website, and sales documentation terms and conditions also required amendment. The legitimate interest test will be performed annually and will be added to the AGM Agenda as a standing item.

The ITSO (UK) membership is gradually increasing. Whilst the Danish membership had declined slightly over recent years it had increased by a small number this year. UK members are purchasing Danish Apartment weeks and the total weeks for sale has reduced from over 400 to 263 weeks since Kim took up the post. It is thought that TSOs who have not visited for many years are not aware of the current sales potential and values.

Chris Miles advised members that there is a charity in Lanzarote that utilizes plastic bottle caps to raise funds to provide wheelchairs. There are two collection points at Club La Santa and Chris requested members to bring caps from home to help this charity. She asked for the information to go on the Club La Santa App to make visitors aware.

Some members advised they were tired of the number of e-mails coming through from various aspects of Club La Santa and yet waited patiently for their accommodation vouchers for a reservation. Concern was expressed at the timescale of receipt of required documentation

and Kaylee was asked if something had changed within the Sports Tours office to affect the efficiency for which Kathryn is well-known. Kaylee asked members to provide her with details of delays so that it can be presented to management as a growing problem.

Courtney advised the most beneficial action to take with too many marketing e-mails would be to unsubscribe from such e-mails.

Denis Miles expressed concern about security at Club La Santa and items being stolen. He was advised that the CCTV is helping to combat thefts and that thieves had been caught in the act. The noise in the corridors was also unacceptable and Security attendance to rectify or resolve a situation is slow. Kaylee request that members inform her of incidences so that she can address noise issues with Club La Santa.

There being no further points Kaylee thanked members for attending the AGM and closed the meeting at 1515.