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# ANFI UK

## Members' Club

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### ANFI UK Members' Club

#### MINUTES

of the 19th Annual General Meeting  
held at the Ettington Chase Hotel, Ettington ,  
Warwickshire CV37 7NZ

on Saturday 18th March 2017 at 1.30pm

#### 1. Welcome by the Chairman

- a. The Chairman, David Ledger, formally opened the meeting and welcomed everyone. He asked those attending to refer to the copy agendas provided and reminded them that we would not be going through all the Committee and Liaison Committee Representatives' reports during the meeting, but that there would be an opportunity to ask questions as regards any of them.

#### 2. Apologies

A list of apologies received from members unable to attend the meeting was read out and is attached at Appendix A. In addition there are lists of members who attended, have sent in email/postal votes or appointed proxies to vote on their behalf at the meeting.

#### 3. Minutes of the 18th AGM held on 9 April 2016 (as published on the website)

- a. The Chairman called for questions or comments arising from the Minutes of the 18th AGM in 2016. There were no questions or comments.
- b. The Minutes of the 18th AGM were approved and the Chairman of the Club, David Ledger, signed the Minutes.

#### 4. Matters Arising (not covered elsewhere on the Agenda)

The Chairman called for matters arising from the Minutes, but there were none.

## 5. Annual Reports from the Committee

NB Links to all the Committee's annual reports had been circulated to members by email in advance of the meeting and copies had been posted on the Club's website Forum.

Copies of the Committee's reports are attached as Appendix B.

The Chairman then called for any further questions or comments on each of the Committee reports in turn. Questions were asked in respect of the following matters:

### **Membership Secretary's report**

Roger Byatt, Membership Secretary and Vice Chairman, asked members to particularly look at his report and to note that membership is falling. He asked them to use the business cards available on the website when visiting Anfi to tell other UK owners about the Club as this is the most effective means of promoting the Club.

### **Social Secretary's report**

Mark Earthey, Social Secretary, reminded those present of details of the gala dinner. He also mentioned that there was a raffle, half the proceeds of which are going to charity, and urged members to buy as many tickets as they could. Finally he reminded members that the survey is still available for members to complete and urged them to do so. He explained why the AGM is now being held in the Midlands and confirmed that this is as a result of mapping members' postcodes across the UK showing that geographically the centre of the country is the best place for us to hold the AGMs. Also in the survey responses received to date the majority of members support the current location of the AGMs.

### **Rentals and Resales Manager's report**

As Steve Bradshaw was unable to be at the AGM, Julie Jordan read aloud his report - Appendix B.

The Chairman called for any general questions.

A member asked for a précis of the JLCA presentation that had been given that morning, as they had been unable to attend. Julie Jordan offered to run through the main details of the presentation with members who had not been there after the end of the AGM. (A written summary of what was said at the presentation will be published on the website together with their slides).

### **Website Manager**

Brian Taylor, Website Manager, gave a demonstration of the new website by means of a slide show.

Dorothy Byatt asked if it would be a good idea to have a bank of images for the different apartments available to members to add into their rental and resale adverts. David Ledger commented that in the past Anfi had objected to the posting of interior photographs of the apartments on the web citing breach of copyright (of the design of the apartments, not the photographs) but since people started advertising weeks for rental on Facebook he doubted Anfi would persist in trying to control this. The Club needs to consider whether Anfi UK wishes to go this route.

A member asked if non-members could easily see the rental and resale adverts and this was confirmed. This part of the site is not restricted to members and is open to the public. Those parts of the site limited to members require members to login.

A member commented that the new website is much better than the old one and well worth the work that had gone into developing it. The same member asked if an escrow service was available to members selling weeks via the site. It was confirmed that the Club Treasurer does offer such service.

Another member asked if Resales are still a viable option for members wishing to dispose of their weeks or points. The Chairman confirmed that, as Anfi cannot stop an owner using a fixed week, these can still be sold even though Anfi do prevent resale owners from banking or swapping a fixed week. However a floating week has very little value although people do still buy them via Facebook etc. Apart from the legal issues surrounding floating weeks, Anfi make it very difficult for a resale owner of a floating week to book their week and use it. Points cannot be sold or purchased according to the terms and conditions.

Roger Byatt added that floating week owners who are unable to use their weeks themselves can book them for desirable weeks and rent them out, easily covering their annual maintenance and other costs such as guest certificates and rental advert fees.

A member asked where to look on the AnfiUK website for weeks offered for rent by members of the other European clubs. Roger Byatt replied that there are links on the AnfiUK website (see My Club/Useful Links) to the German rentals site and the Dutch site. If the week wanted is not listed on the Dutch site contact them (Mary Beije) and they can often find weeks for you. Unfortunately the Norwegian and Danish clubs rentals pages are not open to non-members.

## **6. Annual reports from Liaison/Management Committee representatives**

Links to all the Liaison/Management Committee representatives' annual reports had been circulated to members by email in advance of the meeting and copies had been posted on the Club's website Forum.

Copies of the reports are attached to these minutes as Appendix C.

The Chairman called for questions on each of the Committee reports in turn and there were none.

### **Club Puerto Anfi**

Roger Byatt asked how many people own at Puerto and reminded everyone that there will be an OGM this year and Wolfgang Maerz is not able to continue on the liaison committee. Roger invited anyone interested in standing to contact the committee to find out more about what is involved. David Ledger added that Anfi provide accommodation and pay the travel expenses of liaison committee members attending meetings at Anfi.

### **Club Gran Anfi**

A member asked about the closure of the Gran Bahia restaurant. Roger Byatt confirmed that all the restaurants at Anfi are run by external concessionaires. The lease on Gran Bahia came to an end and the existing leaseholder did not wish to renew. The lease was tendered and Gran Bahia closed on 1 March 2017. It is going to be refurbished over the next two months and will be taken over by Maroa who have the restaurant on the island as long as they are able to offer different food from that available elsewhere at Anfi - possibly an Asian Fusion restaurant. There are other changes too as Tropicana at ABC is coming to the end of its lease and the bar/restaurant at Club Monte Anfi is being taken over by La Posada. Tropicana is likely to be a bar/snack bar more similar to the one at Club Monte Anfi.

### **The Anfi App**

A member asked for an update. Anfi management are developing an app but had not asked for input from Anfi owners. Richard sought AnfiUK members' views via the Forum and has passed on a list of desirable App functions to Anfi. The problem is that Anfi has historic multiple databases and needs to merge these before they can do anything coherent on the website or in an App. It is important to keep the pressure on Anfi as regards the availability of an App. Lopesan are not yet active at Anfi so we do not yet know if they will promote this idea. Anfi owner need to drive this by asking for it.

### **Anfi Emerald**

A member asked if anything was happening as regards the promised developments at Emerald, e.g. transport to the beach. David Ledger replied that there was going to be a land train to the beach but there are problems with both crossing the golf course and using the main road. There are also issues about funding it other than putting it on maintenance bills. Anfi are still waiting for Council 'sign off' as regards the beach at Emerald before it can be opened up. There is more work to be done too: a path, some kiosks and the walkway to Amadores are planned but it is not clear when they will be completed. Roger Byatt added that further doubts have been raised since the former head of the coastal authority on Gran Canaria who approved Emerald's beach was recently arrested for corruption.

Another member asked if anything was happening as regards the other planned developments at Tauro, e.g. Ruby, Sapphire, Diamond, etc. David Ledger confirmed that nothing is happening at present. According to signs recently erected one of the new apartment blocks will be on the hill backing onto Amadores overlooking the golf course. Nothing has been heard officially yet.

David also mentioned that he would like to stand again for the Emerald liaison committee when the OGM is held later in the year and would be grateful if another Emerald owner would be willing to nominate him.

David also asked members generally to vote for representatives supported by the Club when they receive any resort OGM papers. Voting is very important and it should not be assumed we will get in.

## **7. European Groups Report**

A link to the European Group report had also been circulated to members by email in advance of the meeting and a copy posted on the Club's website Forum.

A copy of the report is attached to these minutes as Appendix D.

Richard Weston reported that Anfi Del Mar Friends (ADMF) had been discussed at the 2016 meeting of the European Clubs. ADMF had been set up as a vehicle to challenge the award of the beach concession at Del Mar to Narval. ADMF did achieve some success. A future European Clubs meeting is hoped to be arranged this year to consider the future of ADMF to represent all the European members' clubs. ADMF's Constitution is to be re-written and will provide for all individual members of European members' clubs to also be members of ADMF. This will give ADMF considerable power. Future funding of ADMF has not yet been decided. Richard had stepped back from the limelight in the past but is now considering stepping forward to drive this forward during 2017.

The Chairman called for questions on the European Groups report.

A member asked where or when this year's European meeting will be held. Benelux are supposed to be hosting it in the Netherlands this year. Failing that it will be held at the end of the year at Anfi at the time of the October/November liaison committee meetings.

A member asked how to stop Anfi Sales from knocking on your door when you are trying to have a peaceful week's holiday. Richard Weston advised members to email Anfi Sales and tell them they do not ever wish to be contacted when they are at Anfi.

### **Raffle**

After a short break the raffle was drawn. A total of £50 was raised and £25.00 donated to charity and the rest to the winner.

## **8. Committee Resolutions**

- a. The subscription on joining or renewal for 2017-2018 to be maintained at £15 (1 year), £40.00 (3 years) and £65 (5 years).**

The meeting then voted on the resolution:

Votes in favour: 41  
(Including 6 proxy votes)  
Votes against: 0  
Abstentions: 0

Therefore, taking account of the 8 email/postal votes, the proposal was carried by 49 votes in favour.

- b. To maintain the advertising fee for rentals at £20.00 per advert**

There were no questions. The meeting then voted on the resolution:

Votes in favour: 41  
(Including 6 proxy votes)  
Votes against: 0  
Abstentions: 0

Therefore, taking account of the 8 email/postal votes, the proposal was carried by 49 votes in favour.

### c. **Tony Taylor be reappointed as the Honorary Auditor**

Em Davies explained that Tony Taylor is a retired accountant who audits the Club's accounts each year and passes his £50.00 fee on as a charitable donation to his local air ambulance charity.

The meeting then voted on the resolution:

Votes in favour: 41  
(Including 6 proxy votes)  
Votes against: 0  
Abstentions: 0

Therefore, taking account of the 8 email/postal votes, the proposal was carried by 49 votes in favour.

**9. Member Resolutions** - There were no Member Resolutions proposed.

### **10. Re-election of Committee**

The Club Constitution requires that at least one third of the Committee members stand down each year and that an election is held to fill the vacancies. The Committee currently comprises 7 individuals. Julie Jordan was elected in 2014, David Ledger and Roger Byatt were re-elected in 2015, when Steve Bradshaw and Mark Earthy were also co-opted onto the Committee and then subsequently ratified in 2016. Em Davies and Brian Taylor were re-elected in 2016.

One third of the Committee equals three members. The three Committee members who have been in office the longest are therefore Julie Jordan, David Ledger and Roger Byatt, and it is their turn to step down and stand for re-election this year. Each individual standing for election at the meeting has prepared a short biography which has been circulated to the members by email and posted on the Forum of the website.

The Committee Secretary asked if any member had any questions for any of the Committee standing for election today.

The meeting moved to vote:

#### **a. Proposal**

The Resolution that Julie Jordan be re-elected to the Committee was put to the meeting. Proposed: Onsy Morris. Seconded: Howard Lane

There were no votes against this proposal and no abstentions and 41 votes in favour including 6 proxy votes. Therefore, taking account of the email/postal vote, the proposal was carried by 49 votes.

#### **b. Proposal**

The Resolution that David Ledger be re-elected to the Committee was put to the meeting. Proposed: Richard Weston. Seconded: Dorothy Byatt.

There were no votes against this proposal and no abstentions and 41 votes in favour including 6 proxy votes. Therefore, taking account of the email/postal vote, the proposal was carried by 49 votes.

**c. Proposal**

The Resolution that Roger Byatt be re-elected to the Committee was put to the meeting. Proposed: Rob Blundell. Seconded: Keith Brown. There were no votes against this proposal and no abstentions and 41 votes in favour including 6 proxy votes. Therefore, taking account of the email/postal vote, the proposal was carried by 49 votes.

**AGM 2018**

The provisional date for the 2018 AGM was announced as 21 April 2018. The 2018 will be confirmed to members as soon as final decision is taken to hold one.

**General Discussion**

Angus Seath raised the limitations put by Anfi on baggage that can be taken on airport transport provided by Anfi. Not clear if limited to 1 x 20kg suitcase and a handbag or 1 x 20kg suitcase, cabin baggage AND a handbag. Members are urged to seek clarification from Anfi. Excess charges will be made for golf clubs, surf boards etc. Note also that some airlines have weight limits that are not the same as 20kgs, e.g. 23kgs.

**Why doesn't AnfiUK have the same legal status as e.g. ADMF?**

David Ledger confirmed that in Spain only registered incorporated entities can have legal status to challenge the Spanish authorities. AnfiUK is an unincorporated association and does not have that status. ADMF's status as an incorporated body also gives John Meykel access to talk directly to Anfi itself.

Roger Byatt confirmed that ADMF's activities will not affect AnfiUK at all.

**Next year's AGM**

Em Davies asked how many members would probably not have attended the AGM had it not been for the legal presentation that morning. A few members only indicated they would probably not have come to the AGM.

**New Committee members required**

Roger Byatt asked if any member interested in serving on the Committee could come forward and discuss it with the Committee.

**The Chair closed the formal AGM.**

.....  
**David Ledger**  
**Chair**

.....  
**Date**

# Appendices

## Appendix A

### Attendance: Present at the AGM:

Blundell	Rob & Gerri
Bourne	Elizabeth
Brown	Keith & Sharon
Byatt	Roger & Dorothy
Clarke	David & Helen
Corris	Michael & Caroline
Davies	Em & Andrea & Mary Besant (non-voting guest)
Dowlutta	Dave & Rachel
Earthey	Mark & Judith
Guard	Margaret & Angela Hill
Hawksworth	Peter & Ruth
Hewitt	Gill & Chich
John	Brian & Vanessa
Jordan	Julie
Lane	Howard & Jacquie
Larson	Clive & Christine
Ledger	David
Leggett	Andrew & Jane
Lister	Michael & Jean
Lowndes	Terry & Elaine
Mackie	John
Pearson	Arthur & Karen
Plunkett	Tony & Alison
Rushton	Peter & Teresa
Savage	John & Linda
Seath	Angus & Jean
Swingle	Anthony & Janet
Taylor	Brian & Pam
Travis	Roy & Doreen
Ward	David & Val
Watson	John & Barbara
Weetman	Mark & Hanne
Weston	Richard
Whiter	Terry & Sally
Wolfe	David & Pauline

### Apologies were received from the following members:

Avery	Tony & Pat
Bradshaw	Steve & Barbara
Gorman	Warwick
Lingham	Richard and Juliet
Pinchin	Moira
Porteous	Dr John
Reid	Alistair
Warren	Barry & Linda
Waters	John

**Apologies and postal/email votes were received from the following members:**

Beral	Mike
Calder	Alex
Chadwick	Bob
Gomes	Alan
Hutton	John
Nicholson	David & Gillian
Pritchard	Steve & Fran
Wright	Brian & Marilyn

**Total postal/email votes received: 8**

**Apologies and proxy voting papers were received from the following members:**

Brissett	Richard
Edwards	Mike
Gifford	Malcolm
Hawkins	Carolyn
Hunt	Paul & Janice
Terrelonge	Paul & Gloria

**Total proxy votes received: 6**

**Record of the voting on Resolutions:**

6 members appointed proxies to vote on their behalf and their proxy votes were exercised in the meeting and counted within the 41 votes cast by members present.

Postal/email votes were received from 8 members.

A total of 49 votes were cast in respect of each Resolution.

Resolution	For		Against		Abstentions		Total votes cast
Item 3 Acceptance of the 2016 AGM minutes	AGM votes including proxy votes	41	AGM votes including proxy votes	0	AGM votes including proxy votes	0	49
	Postal /email votes	8	Postal /email votes	0	Postal /email votes	0	
	Total	49					
Item 8a The subscription on joining or renewal for 2017-2018 to be maintained at £15 (1 year), £40.00 (3 years) and £65 (5 years)	AGM votes including proxy votes	41	AGM votes including proxy votes	0	AGM votes including proxy votes	0	49
	Postal /email votes	8	Postal /email votes	0	Postal /email votes	0	
	Total	49					
Item 8b To maintain the advertising fee for rentals to £20.00 per advert	AGM votes including proxy votes	41	AGM votes including proxy votes	0	AGM votes including proxy votes	0	49
	Postal /email votes	8	Postal /email votes	0	Postal /email votes	0	
	Total	49					
Item 8c Tony Taylor be re-appointed as Honorary Auditor	AGM votes including proxy votes	41	AGM votes including proxy votes	0	AGM votes including proxy votes	0	49
	Postal /email votes	8	Postal /email votes	0	Postal /email votes	0	
	Total	49					
Election of Julie Jordan	AGM votes including proxy votes	41	AGM votes including proxy votes	0	AGM votes including proxy votes	0	49
	Postal /email votes	8	Postal /email votes	0	Postal /email votes	0	
	Total	49					
Election of David Ledger	AGM votes including proxy votes	41	AGM votes including proxy votes	0	AGM votes including proxy votes	0	49
	Postal /email votes	8	Postal /email votes	0	Postal /email votes	0	
	Total	49					
Election of Roger Byatt	AGM votes including proxy votes	41	AGM votes including proxy votes	0	AGM votes including proxy votes	0	49
	Postal /email votes	8	Postal /email votes	0	Postal /email votes	0	
	Total	49					

## **Appendix B - Committee annual reports**

### **5 (a) Chairman's Report**

The Anfi UK Members' Club has had another successful year. Your committee have been working very hard on your behalf. The two major tasks this last year have been the Anfi legal situation and the new website, which you will read more about in the individual reports.

While we, or rather Julie, is putting a lot of effort into supporting members with their legal cases, we must emphasise that the main purpose of the Club is to help members to enjoy Anfi in the long term.

The change of website has impacted all of the committee as we have had to learn how to do things differently. Most tasks will become easier as now payment can automatically trigger what is being paid for rather than relying on manual intervention. The transition is still going on with problems being ironed out as they appear.

We have three members of our Club as owner representatives on Anfi Resort committees and we are in regular contact with all the representatives for all of the resorts. We are also in regular contact with members of the committees, or boards as they call them, of the other European National Members' Clubs. We are constantly working behind the scenes trying to ensure that Anfi provide the best possible experience.

This Club, its committee, and other members are actively working for you.

**David Ledger**  
**Chairman**

### **5 (b) Webmaster's Report**

#### **Website & Forum operation**

Following our 2016 AGM most effort was focussed on the development of the new website, with the old site being kept updated via the Forum and the front page.

We had one or two issues with the old site operation and with email systems, but everyday access was available up to the change to the new system. We are grateful to our support company for help in keeping the old site going.

#### **Website Development**

At the last AGM I demonstrated some aspects of the new site. The go live date for the new site slipped back from the summer due to the amount of work involved and time available.

A lot of work was involved to move over the data from the old site to the new. The developer moved over much of the static data and various Committee members led by Em Davies did a great job in copying over the relevant parts of the Forum as this could not be moved automatically. The Forum data went back well before 2010 when the previous website was launched and was in need of a trim of content to remove outdated items. So we took the opportunity to only transfer relevant content to "refresh" the Forum.

Em also led the work to move over all members' adverts so they were up to date when we went live and linked to the members' new system identity, and Em has been key to understanding the detail of the new subscriptions and membership operations.

I would also like to thank the members who offered to help after the last AGM, and we decided in the end to work within the Committee due to constraints on timing, and formatting of the transfer, but we do have unfinished work that I'll refer to at the end.

The new site went live in early December and, whilst we have had a few settling in issues, has worked reliably for most members with good feedback on the change in style and structure. Though there are some changes to how information is accessed which have caused some queries, and I'll return to those later.

The new site has delivered the key target areas of:-

- improvements to the membership application and renewal process
- improving the resales and rentals posting to minimise manual involvement and improve appearance
- moved to a content management system that will enable the Club to update

the system for future upgrades and security improvements

- refresh the appearance and look and feel of the whole website
- improved layout with tablets and mobile devices as the page layouts adapt to the size of screen being used to view.

We have moved to a new payment process and no longer use the PayPal system. Quite a few members still need to cancel their old PayPal recurring subscriptions and reminders are sent out each month to those due to renew.

Looking forwards we have some work to do to fine tune the operation of the site, and the reporting functions. I'm also looking at the format of the main page to provide a more summarised news format.

The biggest development area is to build on the Google Places map area, to pull over all of our information on restaurants, places to see and visit, and all other "geographical" references. This will eventually replace the current Forum or listed information for these items, and will allow members to easily comment in a "forum style" manner against items on the map format.

To do this will require some dedicated help, and I'll be returning to those members who originally volunteered to help, and to ask anyone else who is interested to assist with this work - we can split the transfer of information into "packages" to suit the time people have available & then we will open the Places facility to all members to post into once we have the core content established.

Any members who have an interest in developing this area of the Forum please volunteer to help with the movement of data. Please contact me - [webmaster@anfiukmembers.co.uk](mailto:webmaster@anfiukmembers.co.uk)

**Brian Taylor**  
**Webmaster**

### **5(c) Treasurer's Report for Year Ended 31 December 2016**

This covers the period 1 January 2016 to 31 December 2016 and at this point the figures shown in the accounts are subject to audit.

On the 1st December we launched our new website and, as at the time of writing this report, it has gone smoothly. The move to the new website provided the opportunity to be able to accept subscription and advertising payments via credit cards. In theory this will speed up the renewal process and automate the publishing of adverts as it will not require the constant checking and manual action needed currently. Unfortunately this has not proceeded as well as hoped for as only a small number of members have responded to the action, requested by email, to cancel all current PayPal recurring payments. This will mean that we will still be dealing manually for many months or in some case years, with renewals for members who still have these payment instructions in place.

The major cost has been the development of the new website which was quoted at £6,000 and launched in December. We have made a provision in the accounts to cover any additional development work that we may require.

This year we show a surplus of income against expenses reversing the deficit of 2015. There are three main factors that give rise to this: software depreciation was only applied to the last month of the year, there were no Euro Group costs, committee travel expenses were down and income increased by just under £1,000. We have no way of knowing the effect of the new website launch on our membership but the signs so far are that new members are joining at a faster rate. On the flip side many members are continuing to pay via PayPal at the previous membership subscription rate and receiving a proportional membership period. Some of these members may eventually cancel their payment instructions as requested and decide not to renew at all. Still, taking one year at a time, we have a surplus to carry forward into next year.

**Emrys Davies**  
**Hon. Treasurer**

**See the end of these minutes for a copy of the 2016 annual accounts.**

### **5(d) Membership Secretary Report**

The year starting April 2016 has been one of constant change for the Membership Service. At the last AGM I reported that we had 749 members. At this AGM we have 720 as of 15 March. We have 118 people taking legal action. Assuming they are all paid up members (and they should be or they will lose their entitlement to reduced legal fees) then we could well dip below 600 next year.

What can we offer? This year we have enhanced member benefits.

- The new web site contains more information than before. It has the capacity to grow.
- The map based information, which can also link to Trip Advisor gives members access to a wider range of reviews and activities with the ability to add to them easily.

- The new rental and resale service offers enhanced listings that can include photographs. The rental service in particular continues to offer a very high success rate.
- We now have representatives on all the Anfi committees so we can act as your voice to management.
- There is enhanced security on our site and an improved payments service via Stripe.

If we want to be a club of influence we need you to tell people about us. Word of mouth is the most powerful marketing tool for all the European owners' clubs.

We have moved all of the membership data to a completely new system. You will hear a great deal about this during today. From my point of view, I am still learning and this has slowed down renewals. What I really need is for you all to cancel PayPal payments and switch to our new payments system because then most tasks are automated.

As part of this move we have increased security on the site in the light of events like the Yahoo hack. I know this can be frustrating but you can use our random password generator or a password of at least 12 characters or 2/3 words. Our Webmaster can advise.

Meanwhile, I close this report with a plea. I know we can take a day or two to respond to questions or re-set passwords at times. Please remember that we do all of this as volunteers in our 'spare' time and many of us still work. What will make us more effective is if more of you volunteer. Thank you.

**Roger Byatt**  
**Vice Chair, Membership Secretary**

## **5(e) Social Secretary's Report**

I took over from Steve Bradshaw as Social Secretary in January 2017. I'd like to thank Steve for the hard work he put into the role, and hope that I'll be a worthy successor.

My report is based on the results of the Membership Survey the Club undertook last year regarding the questions that had a 'social' aspect.

- We had 100 respondents, which is good for surveys of this nature (the Survey is still live, so please complete it if you haven't done so already).
- Over half of the membership asked for the AGM location to be fixed in central England. This means that the AGMs will be held in this area for the foreseeable future, even if not at this hotel. In any case, the map of the geographical distribution of all AnfiUK members puts the centre in this area, so it's the fairest location if nothing else.
- Over 60% of the membership want a social event to follow the AGM, hence tonight's Gala Dinner and Quiz. We'll continue to hold these events.
- There was some support for the AGM to be held near to a social venue offering music, theatre, etc. I think Stratford meets this requirement!
- There was very little support for a social event held separate from the AGM. This result is a shame after last year's highly enjoyable (but poorly attended) racing event.

- Regarding the AGM attendance, the survey ranked the AGM as second-to-last on the list of answers to 'What aspect of AnfiUK membership provides you with the most value'. Last year's AGM was well attended, and this year's looks set to be better. It's not clear what will happen to attendance once the current legal issues with Anfi are resolved, given the membership's response to the relative value of the AGM.

This year, I have overseen the arrangements for the AGM, finishing off the work that Steve started with Ettington Chase last year. I hope that those of you who spent last night here, and those of you who will join us tonight at the Gala Dinner, will find the same high standards we enjoyed last year.

You may recall that at 2016's AGM, it was decided that AGMs would be held every other year, or annually at the Committee's discretion. This means we can't ask the Ettington Chase to give us an annual rolling contract for the AGM on favourable rates, based on repeat business.

Myself and the Treasurer will work with the hotel to get the best deal we can on a biennial basis. In conclusion, thanks to those of you who completed the survey, and please keep suggestions for the Club's social arrangements flowing in!

**Mark Earthey**

**Social Secretary**

## 5(f) Rentals and Re-sales - (January to December 2015)

### Rentals

2016 successfully rented ..... 161..... 80.9%

Removed out of time .....38..... 19%

Total.....199 posted.....cf 222 in 2015

2017 Rentals currently posted 2016.....23

2017 Rentals currently rented 2016 .....14

Total.....37

Enquiries for 2017 rentals.... 47 since 26th December 2016

### 2017 Rentals, Resales and Wanted To Date.

1. 66 Rentals posted

24 Rented..... 36% successfully rented

2. 13 Sales Posted

5 Sold.....38% successfully Sold

3. 43 Wanted ads Posted ..... number successful not known as replies made to members voting the ads.

### **Plan for Rentals and Sales 2017**

The new website is working reasonably well with one exception i.e. some members unable to edit their adverts after original posting. It was suggested by Neil (web developer) that possibly wrong button selected by one member in particular, i.e. the MORE INFO rather than EDIT ADVERT were used.

Issues related to keeping a log of all posts is proving frustrating due to the rentals manager not having enough information as to who posted what. This is a direct result of the advertiser not having to include their contact details in the advert.

Em is very kindly sending info when a member actually pays for the ad which alerts me to check the website, which I do most days anyway, if there are several new posts at the same time then it's impossible to know which post relates to which member. Em again has to be contacted to identify which ad belongs to who, putting extra work on him.

For all ads where inquiries by interested parties have failed to make contact with the member it was decided after discussions with Em and Brian to simplify the issue by sending inquiries direct to the rentals manager to make the necessary contact and provide the seller with the inquirers contact details.

**Steve Bradshaw**

**Rentals and Resales**

## **Appendix C - Liaison Committee representatives' annual reports**

### **6(a) Anfi Beach Club 2016 Report**

Beach had its OGM on 1st December 2016. There were 7 candidates in all. Jens Schmidt, Beate Stahl and I were elected on with Dag Fin Eraldsen losing out to Jens by 3 votes.

On 16th February 2017 we had what was the first committee meeting for Beate and me, which we intended to keep simple and ease our way in gently. Jens, an existing member for the last 3 years took the chair. However, 'simple' it was not, to start with. Management raised an issue with Beate Stahl. They identified that, as a lawyer, she had some connections with members wanting to sue Anfi. Anfi felt this was a conflict of interest. This was news to both Jens and me so we took time out of the meeting to discuss the matter. As management were very reluctant to have any meetings where a committee member was a lawyer, we had no option but for Beate to offer her resignation, which she did. The next candidate Dag Finn Eraldson (Norwegian), who lost to Jens by 3 votes was asked to join the committee and accepted the position, Dag will join us for the next meeting in June. We look forward to working with him on the committee in the future.

The rest of this first meeting was held with just Jens and me with the management. It was kept primarily to the main points so I could bring myself (and Dag Fin when he joins) up to speed with past events and where we are going for the future.

The work on the fire installation updates has now been completed.

Glass shower doors continue to be installed and members are really noticing the difference.

There is still no update on the sun bed mattresses but we will be chasing this again before the June meeting.

The carpets and cushions have all now been replaced in all 1 and 2 bed apartments.

The resurfacing of the car park, whilst in need of some repair, is not a high priority at the moment due to the high expenditure in recent years. It has been decided to look at this again in 2018.

Work has now started on the repairs to the surface of the path to the Tropicana. We are hoping this will be completed quite quickly and I will report back in June.

The Tropicana has been losing money due to members using restaurants in the updated plaza. As such it has sometimes had no-one eating there in the evening. It is to change hands shortly and will be run more along the lines of the Monte Vista bar as a bar and snack bar.

The pool requires refurbishment and this was originally planned for 2017. But as it is a huge job we are getting all the reports in 2017 and will apply for permissions later this year in the hope of doing the work mid to late 2018. This will also spread the huge cost hopefully over 2018 and 2019.

Despite the high expenditure in recent years the replacement fund is quite healthy. With careful management it should still be healthy in 25 years time when the next tranche of high cost repairs can be expected.

**Richard Weston**  
**Anfi Beach Club Liaison Committee Member**

## 6(b) Puerto Anfi 2015 Report

Committee meetings are confidential so, the following report is by no means a committee meeting report and I can only inform members about what I feel is allowed or I can dare to say.

### Puerto Pool

One question raised was in which season the pool is heated and when the refurbishment of the pool will happen. The good news is that the pool is heated throughout the year. But there is a technical problem in the machinery room where the water is heated which means that the pool water cannot be heated to the desired temperature of at least 26 degrees Celsius. This means that the water is a bit too cold. Sorry for this ...

There were complains that the pool and the pool area are dirty and not properly cleaned. Cleaning of the pool area is only by water with a hose, not with a high-pressure water treatment machine combined with brushes, due to the weak condition of the tiled pool area. The edge of the main pool has already been newly repainted. It has still to be decided if the whole pool area has to be tiled anew or if only a few tiles should be replaced.

We all agreed that the refurbishment of the main pool is NOT urgent. It will take place about September 2018 and it will be coordinated with the refurbishment of the pool in Anfi Beach Club. This is just planning and decisions have still to be taken. The refurbishment of the pool must follow new regulations which will make the work a bit more expensive and take a longer time. During the refurbishment of the pool the machinery room will be updated and parts of it will be replaced to heat the pool to higher temperature.

### Gardens

The chess figures are a bit damaged and will be replaced.

A new well known gardening company has been contracted from Tenerife.

### Maintenance

The increase of maintenance fee for 2017 is 1.5 % and the contribution to the replacement fund is maintained at 13 % as before. This contribution should be slightly increased over the years with the ageing of the resort. Even though Spain has deflation, the Workers Unions, Government body, and the Hotel Association are about to reach an agreement to increase the salaries in 2017 and this will be back dated to 2016. So, the staff costs are expected to be about 2 % over budget in 2016.

The grand total expenses in 2016 are about 2 % over budget. The final and audited figures will come later. Besides staff costs, the greatest percentage increases are for electricity (16 %) and water supply (22%). An energy consumption study is under way to reduce the electricity consumption in the machinery room.

The replacement fund was topped up in 2016, after the huge expenses in 2015 for the new furniture and decoration. In 2017 we expect that the expenses will be greater than the contributions mainly due to the replacement of flower boxes.

The invoiced but unpaid maintenance fees by nationalities (German 15 %, British 32 %, Scandinavian 32 % + rest) shows that British have one of the largest amounts of outstanding fees ...

### General repair and refurbishment

The rating of the apartments in 2016 was 4.71 of 5.00 maximum. This shows that the new furniture and decoration have some impact.

Besides normal operation, one of the main and most costly repairs and replacements in 2017 will be the replacement of light bulbs in the bath rooms and terraces by LED bulbs to save energy. Various methods to do it are being investigated, including to include and pay for this as a service with the energy bill.

You see no flowers on the terraces in Puerto any more. The next bigger civil work is the repair and replanting of the flower boxes which starts in Club Monte Anfi and will be continued in Puerto over the year in the maintenance weeks. Work in Puerto is more difficult and expensive because the flower boxes are smaller and for security reasons the railings must be removed to allow the work to be done.

In general, there is no important new news regarding the claims issue and the IFA takeover of the Lyng shareholding. There are some rumours that IFA will turn Anfi into a hotel. I think that this is nonsense and legally not possible.

## **Wolfgang Maerz**

### **Puerto Liaison Committee Member**

#### **6(c) Monte Report 2015 Report**

In the last year the ongoing replacement of furniture has now been completed in the 1 bed apartments. The 2 bed apartments are being addressed in 2017 and will hopefully be completed this year.

The big job for 2016 was the refurbishment of the pools. However, Town Hall permissions were not completed in time so this was delayed until 2017. However, serious issues were identified in the children's pool so that pool was refurbished mid 2016. The adult pool outside Block B is being refurbished this year starting late April.

The flower boxes continue to be worked on throughout this and next year. This is a massive task as they have to be emptied, dried out re-lined and then refilled and new flowers planted. We are going back to geraniums in the hope of returning to the overflowing colourful blooms that they were when most of us first purchased at Anfi

The machinery room is now ageing which the reason given for the pool not being able to be heated to a higher temperature than it is. Investigations are under way to identify the best and most cost effective way of refurbishing this plant, the results of which should be concluded this year. The works will be expected to start in 2018.

The fire prevention system is in the middle of being upgraded and this should be completed by the end of 2018.

The Wifi in the common areas is now activated and has a password which is on the apartment Wifi document.

The works on the front continued throughout 2016. Health and Safety issues were raised at every meeting throughout the year. Whilst this is Narval and not Anfi it is difficult to instigate controls, but most works apart from the Spa have now been completed so this should slow down and stop in 2017.

The Costas concession on the front was lost by Anfi to Narval in 2012. However, there are again issues which Narval are not adhering to, so word is that the concession is coming up for renewal now instead of 2027. Either Narval could be re-awarded it, or Anfi could get it back again, or it may go back on the open market. We don't know yet but it is likely to happen in 2017 we are told. One thing we are led to believe is that the tennis courts are being returned, but not the football pitch, which may happen this year. However, whilst the mini golf will possibly be allowed to re-open, it will not be in the foreseeable future.

Finally, management suggested Anfi was working on an app at the last meeting of 2016. I put ideas on the Forum over the last few months and with ideas posted from members I put together the following points that an app needs to have with the suggestions as to implementing it. The preceding text is what I put to management when I gave it to them at the February meeting. I would urge members to contact Anfi in support of these points to reinforce the importance of making communication and bookings easier with Anfi.

### *The App*

*The following list of 19 points has been put together following input from members over a two month discussion period.*

*Points 1-10 are viewed as the bare minimum an app should produce to benefit both members and the Anfi organisation.*

*Points 11-16 are also viewed as vital points but members would be happy if an original launch of an app was to include 1-10 with an undertaking that points 11-16 were being worked on and would be launched in the following six months.*

*Point 17 may go against the past Anfi sales policy but in today's climate of distrust which has caused in excess of 150 members to sue Anfi for in excess of 10m euros, it would be a pragmatic way, with majority happy members support, of encouraging old and new members to buy more weeks.*

*Follow that on with a good resales and rental program in points 18 and 19 and Anfi has the perfect package keeping it at the top of the timeshare industry*

*However, Anfi IT does not have the skill or enthusiasm for this task so it should be outsourced. And that includes the requirement to tidy up the Anfi database into one modern system able to sustain the requirements below. The five clubs could be persuaded to fund this expenditure through the maintenance fee thus actually costing Anfi nothing.*

### *Mandatory Essential Requirements*

- 1. Anfi contact details phone and email for key personnel in management*
- 2. Member ownership details and contact numbers*
- 3. AVC details including points deposited and available as per web site now.*
- 4. Invoice information and payment dates for special offers, discounts and latest payment. What if, any, interest charges should payment be late. Reminder of the last date for booking/carrying forward a floating week for that year. It falls sometime in September I think but the exact date varies from year to year depending on the timeshare calendar for that year. If you don't carry forward a week by that date you lose it, even though you have paid maintenance. Set a preferred payment method that is remembered as default if required.*
- 4a. Link to exchange rate so that members can set a figure to prompt best rate to pay maintenance.*
- 5. Payment link for maintenance fees and guest certificates*
- 6. Link to committee members of their clubs for communication purposes*
- 7. Calendar for week numbers*
- 8. Calendar for committee meetings and OGM's*
- 9. Annual Accounts and general papers/members questions with facility to print.*
- 10. E-voting for OGM so OGM is paperless unless specifically opting out*

### *Must Have Additional Requirements*

- 11. Online booking for floating and points via webpage and ideally app*
- 12. Book your Anfi transfers to and from the Airport*
- 13. Ability to book tee off times at Tauro Golf and pay at time of booking*
- 14. Link to book Luis Molinos sports activities*
- 15. Link to restaurants to book seats and take away and see menus*
- 16. AVC activities and services that can be booked and what the points value is and ability to book them*

### *Members Would Like To Have*

- 17. Option to purchase weeks from Anfi (without the sales babble we all hate)*

*Wish List to Complete The Package*

*18. Resale of second hand weeks*

*19. Rental for unwanted weeks*

**Richard Weston**

**Club Monte Anfi Liaison Committee Member**

## **6(d) Gran Anfi 2015 Report**

This year has been a very busy year in Gran Anfi.

Starting more recently, we had the three yearly General Meeting of the club in October. Thanks to you, I was re-elected for a second 3 year term along with Mike Corrigan of Germany and Aase Simonsen of Norway. The club also welcomed a new Hotel Director into post in December. Her name is Sra. Dara Torres. Initial impressions are very good and she has been out and about around the club talking to staff and owners.

Moving back to the start, the solar panels were installed and the system commissioned at the start of the year. Due to the Spanish incentive system these heat water rather than generate power. The latest meeting showed that the club is now almost entirely self-sufficient in hot water, and this includes the swimming pools. We are now saving 30-40% of our electricity use every year.

The sofa bed mechanisms and mattresses have been upgraded in the one bedroom apartments. The sofa beds in the 2 bedroom units will be replaced and trials in a couple of apartments are on-going in order to test the durability of the new sofas and their covers.

New sun loungers and tables are now all around the pools and there are more sun shades. The mattresses will be replaced but an initial sample batch were not up to standard and were returned.

One unplanned expenditure during the year was the retiling of the children's pool. Several people had complained that the surface was too rough and this was adjudged a safety hazard after one child was hurt. So far the new surface has performed well.

One invisible improvement has been the successful application of anti-slip coatings to all bathroom floors and the access ramps in wheelchair accessible apartments. While this will not completely prevent slips, it is a big improvement.

A visible change is in the balcony flowers - there are none (at least, not alive). After several failed trials it was decided to bite the bullet and replace all of the soil, the linings and nutrient/watering system on every balcony. This can only be done during the maintenance week for each apartment. Therefore we will have to put up with empty window boxes for a full year before they can be replanted. If you are in an apartment with a green covering over the window box then that is a weed suppressant protecting the new soil until planting.

The other very visible, and very recent, change is the closure of the Gran Bahai restaurant and bar. The current operator's contract ran out at the end of February and they decided not to renew. The contract was offered out and I understand that Maroa will take it on. It is likely to be a new food concept and so the opportunity is being taken to completely refurbish the bar, restaurant and kitchen. This will probably take about two months, meaning it should re-open by the summer season, possibly earlier. While this is going on your only source of ice cream and alcohol in Gran Anfi is the mini Spar.

Despite all of this expenditure we have been working hard on the budgets with the result that we have a good replacement fund and were able to avoid increasing the maintenance fees in 2016/7.

The mini-golf has been well covered elsewhere, as has the tennis. To be clear, the coastal authorities are taking a tough line on unauthorised developments and are now running the coastal concessions from Madrid, with new officials on the island. Montsemar Playa restaurant has also been forced to close, so I see no possibility of these returning.

Finally, a plea. I have been into apartments recently with faults or broken things. If you find something wrong, please tell reception. Even if it cannot be fixed at once, it can be listed for when the apartment is empty. Too often people don't want to make a fuss or think someone else will report it - they won't.

A full list of liaison committee meetings for 2017 and 2018 are on our web site. If there is anything you want me to raise, please let me know and I will do my best to get an answer for you.

**Roger Byatt**  
**Club Gran Anfi Liaison Committee Member**

### **6(e) Anfi Emerald Club 2015 Report**

As usual the meeting was confidential and so this report can contain little detail.

Last year's financial results were discussed. As has been the case for the last few years there was a small deficit. I can see this continuing as long as each budget is based on the previous year without any expectation of inevitable price increases. The Spanish government continues to increase staff expenditure without sufficient advance notice and this will continue to hit us. Another unexpected expense was the need to add more monitoring equipment to the pool control system - another regulation change. This is being paid for by delaying some external decoration tasks until this year. The total deficit to date has been covered by the increase in fee that you will have seen in December/January and by moving some money from the replacement fund which is in very good shape.

Anfi are about to develop an 'App'. They now have 'approval' to do so, but no-one seemed to know who from. The Anfi members of the committee seemed to think that needing outside approval is normal. Maybe it is in Spain. They have been given a list of essential, very desirable, and nice to have functions that owners would want. Booking AVC transport is almost certain, but booking apartments is unlikely for some considerable time. They expect to have 85% of the functions in place in the next two months or so.

People on the Anfi del Mar FaceBook page have been complaining about pool temperatures, including those at Emerald. I took two thermometers with me, took readings over three days, and reported the results to the committee. The morning temperature (before the sun) of the large pool wasn't less than 25.5° and the small pool not less than 26°. After some hours of sunshine the larger pool was around 28° and the smaller was 27°.

I also reported a problem with the WiFi security. The apartment router passwords are supposed to change every few months, but when I arrived my phone connected automatically to the router in the apartment above where I had stayed a year earlier. This would not be a real issue if we didn't have to sign an Internet behaviour document on arrival when in practice we don't have control. They are investigating.

The beach itself is finished, but the local authority still haven't signed it off as usable so it's fenced off and has a security guard 9am-5pm. The path along the beach and to Amadores, and the kiosks, have not been started yet. Anfi still don't have a solution for getting us to the beach.

Some operators are changing at del Mar. Gran Bahia is closed (March 2017) for refurbishment and when it re-opens it will be run by someone else - possibly Anfi. The same will probably happen to

La Cascada in the next year or three; but it won't actually close because there is no alternative. Similar changes are expected to happen in the Narval operation area at del Mar.

**David Ledger**

**Anfi Emerald Club Liaison Committee Member**

## **Appendix D**

### **European Liaison Manager's Report 2017**

There has been no formal Euromeeting in 2016 but it is hoped to have one this year in 2017. Originally this was planned to be hosted by AOCB (Benelux) in Holland but so far one has not been confirmed. However, no meeting happens, it is planned for most countries to get together at Anfi in October/November when most countries are represented to discuss the issues that have arisen.

However there was an informal meeting between representatives of the Euro clubs at Anfi in June 2016. All clubs were represented except for Denmark and Benelux. Peter Siegler of Germany met with Mary and Jens the following week to brief them on the current situation. John Meykel was also present at the informal meeting so they also discussed ADMF.

Most of the informal meeting was focused on the recent Spanish Court decision that Anfi was wrongly excluded from bidding for the coastal concession. It is not clear whether this means that the whole bidding process has to be restarted.

There continue to be claims against Anfi mainly by UK and Norway. These details are elaborated on in other reports more fully. Mainly we feel that most members are happy with Anfi despite the legality issues of the contracts. Most of the Euro club representatives try to discourage members from making a claim. We are working hard to get the facts from Anfi but they and other Time-share organisations are burying their heads in the sand and arguing that the Supreme Court (the highest Spanish Court in the land) is wrong and Anfi is right. It is an impossible discussion but all the Euro clubs continue to try and it gets brought up at each liaison committee meeting.

In 2015 in Norway the Euro Clubs sanctioned the start and actions of ADMF (Anfi Del Mar Friends) to be the official body that Costas would talk to. Initially we got the answers and actions we were looking for, but at a cost that Germany and AnfiUK were unhappy with. Norway and Denmark are still very keen to take this further. This matter was discussed at length at a social meeting of liaison committee members in February and it was agreed to make that the sole purpose of the 2017 Euromeeting whenever and wherever that may be.

The liaison committee members are putting a case to the UK and German boards to re-address ADMF and look to move it forward to the benefit of the national clubs and all Anfi members. The main argument against supporting ADMF was the uncapped costs at the start. It is accepted these were unplanned and uncapped but there is now the intention to look at the constitution and articles of the organisation to make it a force to be reckoned with, with the correct financial controls, as the only subject on the table at the next Euromeeting.

The reason for looking again at this way forward is that the Lopesan organisation has bought the Lyng shares. They have not, as yet, got the controlling share from Cazorla. The consensus is that Lopesan must have a plan. An astute business like that does not pay 43m euros for something they have no control over, in our humble opinion. Unfortunately management is remaining tight lipped as to what may or may not be happening. So we will just have to "watch this space" for the time being.

Finally, with help from the AnfiUK members, Richard Weston has spent time putting together the headers for an Anfi App elaborated in the Monte report. This has been circulated to the other countries who will similarly promote this with Anfi.

**David Ledger (acting European Liaison Manager)**

**Richard Weston, AnfiUK member and Monte and ABC liaison/management committee representative.**

**ANFI UK MEMBERS' CLUB – INCOME & EXPENDITURE – Provisional**

	Year to 31 Dec 2015	Notes	Year to 31 Dec 2016
<b>Fixed Assets</b>			
Computer Software	0.00	1	2,854.00
Office Equipment	236.45	2	177.45
Provision – New website payment due	0.00		4,000.00
	<u>236.45</u>		<u>7,031.45</u>
<b>Cash at Bank</b>			
NatWest Current A/c	146.81		157.00
NatWest Reserve A/c	19,739.36		19,659.84
Pay Pal	275.57		286.26
Stripe credit card	0.00		190.76
<b>Debtors</b>			
Prepayment - Other	341.84	3	716.00
<b>Current Assets</b>	<u>20,503.58</u>		<u>21,009.86</u>
<b>Creditors</b>			
Purchase Ledger Control	198.79		0.00
Short Term Creditors	30.32	4	30.32
Advance Subscriptions Received	3,687.69	5	3,443.49
Accrual – Website	0.00		4,000.00
Accruals – Audit	50.00		50.00
Escrow Balance – due to be repaid in 2017	0.00		610.00
<b>Current Liabilities</b>	<u>3,966.80</u>		<u>8,133.81</u>
<b>Net Assets</b>	<u><b>16,773.23</b></u>		<u><b>19,907.50</b></u>
Represented by:			
<b>Income</b>			
Membership Subs	7,384.90		8,212.99
Bank Interest	7.62		10.48
Web Sales Advertising	577.32		393.94
Web Rental Advertising	2,146.07		2,427.58
Donations	0.00		50.00
<b>Total Income</b>	<u>10,115.91</u>		<u>11,094.99</u>
<b>Expenses</b>			
AGM Expenses	2,777.58		3,453.23
Committee Non-Travel Expenditure	968.91		710.02
Secretarial Services	500.00		625.00
Committee Travel Expenditure	2,969.80	6	1,735.90
Insurance	0.00	7	212.00
Postage & Stationary	36.48		26.49
Euro Group Meeting Expenses	3,251.12		0.00
Telephone	0.00		15.99
Audit & Accountancy	50.00		50.00
Website	73.00	8	914.30
Miscellaneous Expenditure	0.00		30.93
Sponsorship of Liaison Committee Nominees	0.00		0.00
Asset Depreciation	1,703.25		205.00
<b>Total Expenditure</b>	<u>12,330.14</u>		<u>7,978.86</u>
Surplus (Deficit) for year	(2,214.23)		3,116.13
Suspense			(18.14)
plus previous year's surplus b/fwd	18,987.46		16,773.23
<b>Total Members Funds</b>	<u><b>16,773.23</b></u>		<u><b>19,907.50</b></u>

1. Depreciated by 20% – part of year

2. Depreciated by 25%

3. AGM 2017 deposit (£500) and 2017 hosting of old website (£216)

4. Unallocated membership receipts

5. 2017 £1,951: 2018 £1,083: 2019 £311: 2020 £98

6. 2015 higher cost due to Wolverhampton race meeting, meeting with website developer & meetings with lawyers

7. Liability insurance - not previously insured

8. 2015 costs understated by £216 and 2016 cost increase due to work done by original supplier to move to new website hosting