

Anfi UK Members Club - meeting notes from members meeting 25/07/2022

Please read these notes in conjunction with the Q&A document issued for the meeting, especially item 11 on questions.

The reports on Beach, Puerto, Monte and Gran are in the August Newsletter and are being published on the forum in the section for each resort – the comments below from the representatives supplement their reports and address questions raised.

1 Members were let into meeting from 18.20hrs for an 18.30 start

2 Geoff Mathews (Puerto Representative) opened with general view of progress when meeting Anfi Management... thought were getting there.

3 Richard Weston (Beach and Monte Representative) commented on a previous meeting with Anfi that he was shown current account certificate and Replacement certificate, not sure what they were supposed to prove. However, he thought that Anfi Management have been more open since administrators took over control.

4 Roger Byatt (Gran Representative) commented that occupancy levels at Gran were back to pre Covid level.

Week 53 is available now to book. Because of that he stressed the importance to check next years dates on Anfi calendar more closely as they will be different... i.e. dates will move forward to accommodate week 53

Exterior works are almost complete.

Floors 9,10,11 may have different doors to some apartments, easily recognised as they are grey. Gran facia repairs are ongoing ... no flowers yet but there will be.

5 A question was asked about golf course in front of Gran being in a poor state of repair... Roger commented that it is outside of Anfi's land area and therefore nothing can be done by Anfi. There is a dispute over the coastal strip management contract and when this is resolved we can only hope improvements will ensue.

6 Richard commented on Beach pool being closed earlier in year for repairs, remedial work carried out but more needed, tiles are now slippery since work carried out suspecting non slip surface removed by cleaning, more work scheduled for summer of 2024, should have been done now to complete.

7 WiFi and TV issues in Beach apartments cutting out whilst much better in public areas is ongoing - thoughts were that it could be easily be rectified with proper management and better equipment. However, David Ledger commented he took his own mobile router which improved the situation. Electronic door keys are to be introduced in Beach over next 6 months.

Monte canopy ceiling will be painted white once it has dried out due to water ingress from Monte gardens above.

Repairs to beach facia is ongoing and is being carried out from left to right.

8 Geoff commented on the June 21st meeting.

1. Puerto facia repairs is also ongoing as per other resorts.

2. Wiring upgrade is ongoing.

3. Pool tiling is very dirty, deep cleaning required.

4. Digital display requested on pool temperature etc, but not same as Beach (not enough info)

5. Area between Gran and Puerto is wet and slippery, thought cleaning has removed non slip surface.

Committee were not informed of this.

6. Balcony facia... cracks and crumbling appearing (as other resorts) water ingress from garden and weather from sea frontage thought responsible for damage.

7. Poor or no lighting on East side of Island (health and safety issue) lighting ok on West side. (harbour side)

9 Mark Earthy had his hand up but felt it was ignored, once asked by DL he wanted to comment on WiFi as in Hotels it is not an issue.

10 Richard came in on Island lighting, it was thought that Anfi say Maroa are responsible but not according to them as they only hire that area they cover, not the whole Island.

Richard also mentioned that Monte and Beach will have L.E.D lighting by October.

11 Answers to questions (please see separate Q&A document with fuller notes on answers – the notes below were added during the meeting)

1. Loud music coming from Island until 3am due to wedding celebrations... nothing Anfi can do as outside their area of control.

2. Are Anfi still selling on site, fewer reps noted. Didn't pick up on answer.

3. Kitchen units in Beach have rusty door hinges... are they likely to be replaced any time soon?

Richard commented that they are about 30 year old now and replacing some items as they become defective, like hob units, are making the area look tatty, kitchens need complete renewal as do taps in bathrooms. Cost is the issue where replacement fund possibly will not cover.

4. Contracts – please see separate notes on Q&A

5 & 6 Signing new contracts: It's a matter of each owner's opinion really but Roger signed his. We feel unless members are thinking of suing Anfi (which is a lengthy process and outcome uncertain for new claims given administration) then no reason not to sign and you may be able to bring resale weeks into AVC at same time.

12 to 24 months to see where Anfi go from there.

7. Customer service standards and delays - please see separate notes on Q&A

8. Car parking in Monte chargeable but free in Beach... Beach car park belongs to Anfi, after Beach was built the other resorts included parking at a fee and Monte and Puerto are also open to public.

9. 10. 11. Selling weeks. Richard's opinion is hold onto apartments whilst Administrators are in for next

12. Discounted apartments and attracting undesirable groups – potentially driven by administrator to raise income

13. Roger commented... Anfi are advertising on Booking.Com, for example, the administrators insist on this to gain extra income. However, this action does not affect Anfi owner weeks.

14. Lopesan and renting weeks – Lopesan have not indicated intentions

15. Balcony flowers...ongoing issue and yes taking long time. Anfi are doing trials and will then do more replanting

16. Workmen in Puerto pool - Richard commented... not aware of this, were workmen in the water or around pool as can't grout under water.

17. New kitchens - as question 3

18. Geoff commented that vouchers for 2020 to be used in 2023 can be brought forward as Sales have tools to do that... Ask customer services as some have done just that.

12 Roger commented that Spain's inflation is currently running at 8% therefore maintenance will go up next year, and members have had discounts for last 2 years due to Covid closures and the rebate of savings. We are actually paying less now than in 2019 because of rebates so 2019 plus inflation is the baseline to look at

In Spain the labour rates are negotiated for hospitality staff at national and regional level - so Anfi will have noticeable increase. Also unlike the UK any staff who have left employment in last year or two will get backdated.