

| Members questions for meeting 25th July 2022 (also please see notes from the members meeting item 11) | | | |
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| | Question | Topic | Comment or answer |
| 1 | Very loud music from heart-shaped Island hosting a wedding went on until 3 am kept us awake reception powerless to do anything said had called police but it wasn't even quietened down screaming singing drunken singing very loud all night What can be done to ensure they at least finish/quieten down at midnight | Anfi Del Mar general | The Island is not owned / run / or in any way controlled by Anfi. The situation is the same as if there were a loud party at one of the houses above and behind Monte. The effectiveness of the Police probably depends on who is having the party. |
| 2 | Are Anfi still selling holidays? We have recently returned and noted a very small number of reps showing people around | Anfi Sales | It has been suggested that they are not, due to the current situation with the Anfi Sales company. Geoff, Richard and Roger may know more. |
| 3 | Do we know if the kitchen units in ABC are likely to be renewed at any point? We have been members since 1996 and they have not changed. The hinges are really dirty and rusty. | Beach | |
| 4 | Is our original contract diluted as a result of not signing a new contract? | Contract | Anfi used to deny that the old contracts were illegal and making them of less worth in any way would be against that denial. Now that the Court Administrator is in control they have to say they were contrary to the law. Personally (DL) I think that this gives them a lower value. As a replacement has been available for some time and the old ones are not fully enforceable, they may even become worthless. |
| 5 | is there a summarised factual position offered or advised by the committee on whether members should sign new contracts as opposed to not signing? | Contracts | The Club has issued information on the new contracts in the Forum under the section dedicated to new contracts - we did start to pull a summary together but stopped work as the majority of members have signed |
| 6 | New contracts sent out and whether to sign or not? | Contracts | I have signed. I believe rest of the committee have signed at least one contract. (Some have more than one). |
| 7 | Customer Service, there is no service. When I need a guest certificate I had to write emails several times to get help. Is there any solution to this problem? This has bin so for a long period. | Customer Service | Different people seem to have different results in this direction. Some have major problems, some don't. Contacting by email and CCing Maria Hidalgo pointing out the lack of response may fare better. |
| 8 | Why is it that if I stay at Anfi Beach I can park my hire car for free in the secure car park, but if I stay at Gran Anfi, I have to pay 9 euros a day to park in the integral Gran Anfi multi storey car park? As a point of note, my hire car usually costs less than 10 euros a day which kind of sums up the situation! Also, as I always use a hire car when staying at Anfi I rarely if ever use the 'one annual free airport transfer' (value probably 100 euros plus for a return journey based on typical taxi costs) why is there not an option to swap the airport transfer perk for complimentary car parking? Given the Gran Anfi car park is virtually empty anyway with the exception of staff cars and the occasional Anfi owner / visitor, this is a holiday enhancement that I suspect could easily be accommodated and would be very well received. | Gran Anfi parking | The ABC car park is private and included in the contract. The CPA and CMA car parks are public and, if I remember correctly, not included in the contract other than 'being available'. The CGA car park is private. The AEC car park is private and included in the contract but you still have to pay to use it. |

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| 9 | How best to sell your weeks | Ownership | There are a couple of options 1) as Anfi though probaly only take as hand back 2) Advertise via the Club 3) Advertise on social media 4) try one of the timeshare companies like Time & Leisure |
| 10 | Is Anfi still viable? We have been reading alarming comments online | Ownership | Ignore comments from those who are unlikely to know. Most of the FUD (Fear, Uncertainty, Doubt) is started by 'legal' firms touting for business. This feeds the likes of Facebook. |
| 11 | Will the meeting cover potential sales of apartments? | Ownership | It can do, but I doubt that anyone has an answer. |
| 12 | I understand that Lopesan are discounting appartments and thereby attracting extremely undesirable groups. Reportedly, some of these groups are behaving disgracefully. Is this issue being confronted? | Ownership | Most likely this has been initiated by the Court Administrator. |
| 13 | Is Anfi advertising weeks on sites like booking.com and Expedia? | Ownership | Most likely this has been initiated by the Court Administrator. We understand this only relates to unused Sales weeks |
| 14 | Lopesan - are they going to rent out the weeks they have in stock as unsold? | Ownership | As far as I know, Lopesan have not indicated any of their intentions. |
| 15 | Given the planters on the road into Anfi have now been replaced and replanted with flora that is clearly thriving (and I'd say, look quite stunning) this presumably carried out by the local council / authority, can we now anticipate that the large outlay paid via our service charges, on relining, improving irrigation and introducing fresh soil in the apartment balcony flower boxes will be vindicated, by way of planting identical or similar plants on these balconies? The absence of flora has gone on now for far too long - we're not counting in years here, it's been well over a decade and it's disappointing that for all of the cost and disruption incurred 2-3 years ago, we're still not further forward. | Repairs | |
| 16 | Fully clothed in overalls Workman stood in Puerto pool grouting tiles whilst we were swimming!! | Repairs | Do you mean that the pool should have been closed while the work was done or that the workman should have been dressed for the pool or that the work should not have been done at all? |
| 17 | New kitchen in the apartment and with new owens. Has to be planned - what do the committee think is the solution in the future? | Repairs | |
| 18 | Do you know if Covid weeks unused this year can be carried forward to next year? | Unused weeks | I think that this has yet to be decided. |
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