

**MINUTES OF THE ORDINARY GENERAL  
MEETING  
OF FAIRWAYS CLUB  
HELD ON MONDAY 11TH NOVEMBER 2024,  
AT 11.00 AM CET  
THE CLUBHOUSE, PUEBLO EVITA CLUB,  
BENALMADENA, MALAGA, SPAIN**

Present:

<b>Mr Ian Goddard</b>	Developer/Founder Committee Member
<b>Mrs Pat May</b>	Resort Manager (absent but sent video message)
<b>Mr. Max Goddard</b>	Management Office Manager/Founder Committee Member
<b>Mrs. Juliet Mitchell</b>	Ordinary Committee Member
<b>Mr. Jeremy Cornish</b>	Ordinary Committee Member

Members attending: 0

Welcome and Introduction by Chairman, Ian Goddard.

Mr. Goddard welcomed those present and thanked them for taking the time to come. Since no members were in attendance, all formal items were attended to in a much more informal setting.

He reported that we had a difficult time since March 2020 and didn't really see any significant recovery until 2022/23. He acknowledged that the government helped to ease the situation, but dealing with it was very challenging due to bureaucracy. Again, thanks to Mariluz and Tony for the endless hours dealing with it all.

## 1. REPORT FROM RESORT MANAGEMENT

Tony Cottrell retired in July and returned to live on the mainland we all wish him a happy retirement. Patricia May, a veteran in the timeshare industry, joined us to manage the day-to-day operations. Pat is more client-focused and has been instrumental in changing the cleaning policies. Over the past 6 months, we have upgraded ten apartments as a model for further improvements and will be starting in the new year on many more. This includes soft furnishings, repainting, air conditioning, new lighting, and ceiling fans. Some furniture, as budget allows, with kitchens and bathrooms taken on a case-by-case basis.

As the balance between commercial rentals and owner use changes, it is essential to raise the quality of the apartments. There has not been a budget for many years to achieve this, and the pandemic added further pressure. The surrounding area seems to be being developed to a high standard, mainly for residential. Improvements and modernisation of the apartments will be made in the coming year. This will all be funded from the commercial income with a small budget allocated from the Club.

## 2. REPORT FROM THE COMMITTEE

Juliet Mitchell

I spent three weeks at Fairways, returning to the UK just days before the OGM, so my report is based on recent observation. I arrived after reception had closed for the day. The arrangements for Mike to look after us went very smoothly. As Pat said in her resort manager's report, the gardens are recovering from a period when the usual excellent care had lapsed. As members know, Tenerife has a climate where plants can quickly turn rampant. My first thought on arrival was that the gardens were not as immaculate as usual. However, it was obvious that a lot of remedial work was underway. The gardeners are regularly in evidence, and the resort was visibly regaining its neat but vibrant and colourful flowers and foliage during my stay.

One thing that has stayed the same is the friendly atmosphere and the welcome you receive from all the staff. The ladies in reception are as charming and helpful as ever.

As they go about their jobs cleaning and maintaining the resort, everyone you pass has a greeting and a ready smile. They all now sport name badges so please, if you have especially good service from someone, you can let it be known. Having said that, I would find it hard to single out anyone in particular as all the staff were only too keen to help.

The apartment cleaning is done regularly and to a high standard. As ever if you have a problem. Please tell reception immediately. The matter is often resolved before you even get back to your apartment. For example, the television in my apartment suddenly turned itself on at random times of the day and night. By the time I got back from reporting this to reception, having stopped briefly for a coffee at La Isla, a new TV had been installed.

I met Pat both formally and informally during my stay. The community has started a block-by-block process of painting the resort's external areas. Currently, no construction works are immediately adjacent to Fairways, so hopefully, this will progress smoothly. Pat and I discussed the need to refresh some of the older furnishings and equipment in the apartments. As always, the apartments are fully equipped and furnished. The scatter cushions for the sofas, removed during the COVID-19 epidemic, have been reinstated, giving a cosier look and making the seating more comfortable. I highlighted the things which could make a difference, such as making access to some of the old jacuzzi baths easier. A scheme for redesigning some of the bathrooms is being put together. This will be part of a rolling refurbishment programme, eventually covering all units. I also passed on the views of members who do not as yet have air conditioning in their units. This was something they would welcome.

La Isla and La Mesa are both well-used resort facilities. Although there are now more apartments between Fairways and the coast, there is easy access to the splendid paved coastal pedestrian and cycle path from Fairways to the Marina and San Blas (and onwards via the boardwalk to Los Abrigos). There's no need to scramble over the rough track anymore. There are regular benches and seats for those who wish to take a breather and admire the view, as well as some children's play equipment and street gym equipment for the more energetic.

On a different topic, Timeshare owners are entitled to three committee members to represent us and liaise with the club management. Currently, only Jeremy Cornish and I are in the post. Please consider if you would like to be involved with this so we are up to strength. If you would like to contact Jeremy or me, please get in touch with us via Fairways, and we will answer your questions. It is not a time-consuming activity. No special skills are required, merely a desire for us all to continue to see Fairways Club thrive and enable many more great holidays to be enjoyed in Tenerife.

Jeremy Cornish

- It appears that the transition of resort management from Tony to Pat has gone smoothly and that, subsequently, there has been a general improvement in the cleanliness of not only the apartments but the resort as a whole.
- In addition to the general maintenance of the resort, funds have been allocated for immediate use in the refurbishment of all the 47 timeshare apartments. One of the apartments (204) has already been improved and we were encouraged to inspect it next time we were at Fairways.
- We were shown two apartments in Pueblo Evita that have been improved and refurbished in line with what we might expect at Fairways. They were impressive, bringing the tone and practical amenities of the accommodation well into the modern era – for instance, providing USB sockets throughout the apartment.
- The financial status of the Club is as good as it has ever been. Following a difficult period during and following COVID-19, the adjustment of apartments made available to the 596 timeshare members currently registered means that the balance between availability and ‘cost of maintenance’ is just about right.
- The cost of maintaining the resort has been made as efficient as possible, given the challenging Spanish labour laws when it comes to reducing the number of staff to match the resort's needs. The current budget reflects a promising future with regards to the healthy continuation of the timeshare club.
- Ironically, it is a sad reflection that no one took up the offer to stand as a member of the committee, representing the members. Juliet and I try to represent what we believe to be your best interests when involved in decisions about managing the Club. The lack of volunteers is construed as being a general approval of how Fairways is managed. Nevertheless, it would be encouraging if the full quota of three club members on the committee, representing the overall membership, were to be taken up. Please feel free to contact either Juliet or myself via Fairways should you wish to know what is involved in standing as a members’ representative. It is not onerous.

### 3. REPORT ON CLUB ACCOUNTS.

Ian Goddard reported that the budgets have now been separated between Club and Commercial expenditures and incomes to provide a clearer picture. We had been adopting the legacy accounting style since the departure of Mike Bailey but decided that it was time to account separately. It was noted that the two entities are interdependent. Budgets and accounts will be made available on request by mail to [general@richvaleresorts.com](mailto:general@richvaleresorts.com)

4. TO ELECT TWO COMMITTEE MEMBERS OF THE CLUB

By rotation Jeremy Cornish was re-elected unopposed to the committee.

5. TO RATIFY CANCELLED MEMBERSHIPS PER CLAUSE 11.5.9 OF THE CLUB CONSTITUTION.

Max reported that the number of hand-backs governed by the agreement between the E.U. and the trade association the RDO has slowed. Each case is now decided on a case-by-case basis.

6. QUESTIONS SUBMITTED

There were no questions submitted.

Thanks to all who had taken the time to attend the meeting.

Meeting closed at 11.35am

Ian Goddard

A handwritten signature in blue ink, appearing to read 'Ian Goddard', with a large, stylized flourish extending from the end of the name.

