

**Minutes of the Bahia Blanca Holiday Club 2023 AGM**  
**Held on 2<sup>nd</sup> November 2023 at 11.30 am at Bahia Blanca**

The Chairman, Cecilia Macedo Veloso welcomed 28 members and thanked them for attending. Also present were Vesa Tuomala (Nordic representative), Dieter Streitenberger (Rest of Europe representative) David Vilches (General Manager), Aitor Fernandez and Ana Franklin representing ONA (The management company). Ulrike Witt took notes to record the Minutes.

Mr. Erkki Säkö was delegated representation from owners for a total of 137 weeks.

**1.** The Chairman read the Notice Convening the Meeting and the Minutes of the 2022 Annual General Meeting. These were proposed as a correct record by Gabriele Streitenberger, seconded by Joanna Meakin and agreed by all present.

**2. Budget Results for the year 2023-2024.** Balance for 2023 was shared with attendees, no major changes in figures from previous years and no major changes expected for 2024. After analysing the costs to cover the correct running and maintenance of the resort on behalf of the Management company, the 2024 Maintenance fees have been set at €466 (Euros) per week for a 1-bed apartment and €773 (Euros) for a 2-bed apartment. This reflects a slight drop compared to 2023 fees.

**3. ONA Vacation Club Model presentation,** Aitor Fernandez and Ana Franklin shared a presentation with the attendees explaining how ONA, with many years of experience in the industry, have created a business model that merges Hotel and Timeshare, this allows them to offer members more benefits than just their Home week at Bahia Blanca.

They also presented in detail all the New Benefits owners will have from now on with no additional cost to the Maintenance fees, such as exchanges into resorts within the group, discounts on hotel stays, meal plans, extra weeks or additional nights etc,

It was confirmed that members who still have past dated weeks banked can also use these for exchanges into other ONA resorts.

Members were informed that they would receive all this information together with the minutes from the AGM.

**4.Ongoing Refurbishments and Maintenance.** David Vilches shared all the works that have taken place in 2023 such as change of pipes, upgrading of the power system, ongoing repairs on tiles in the swimming pool every 4 months, he explained how difficult this work is as it needs to be done by a professional diver to avoid emptying the Swimming pool, which would leave it unavailable for several days plus the high increment in cost for the maintenance.

He also confirmed that all apartments have been painted and repair or replacement of furniture has taken place where necessary, towels have all been replaced for larger and thicker ones and emergency lights in corridors have been replaced.

David provided an update on works that need to be done on the outside wall, he explained that this project has suffered several delays due to the difficulty in executing the job, it's located in a very complicated area, the public road will need to be partially closed during the works and all this increments the costs and makes it very difficult to find a building company that will take on the project. On top of this several apartments will need to be closed, but if things go well the work should take place early next year.

David informed that there is now a Defibrillator available in Reception, this had been requested by several members.

**5.Membership cancellations due to non-payment of fees and hand backs.** There are 5610 weeks in total (figure corrected from last year's information) 2127 are owned by members and 3483 belong to

the company. There are 230 weeks due to pay, before cancelling the weeks, the company will contact again the owners of those weeks asking for payment otherwise the weeks will be handed back. There have been 121 weeks cancelled in the last year.

## **6. Any Other Business:**

**Mrs. Joanna Meakin** asked if it would be possible to include information concerning the state of banked weeks together with the Maintenance letter. Ana Franklin answered that they would look into it.

**Mr. David Chapman** mentioned that the glass hob in his apartment is split since last year and he had already reported it. David Vilches explained that the double apartments have different sizes which makes it hard to find and will need to come from the UK. He promised that it will be repaired.

**Mr. Dave Pay** inquired about the state of the columns of the bar and if they are safe due to the components and the chemicals in the water (electrolysis). David Vilches explained that they have been checked by a technician from an external company and are completely safe, they only need to be repaired because they don't look visually nice.

**Mrs. Joanna Meakin** asked for information on how they can bank and exchange their weeks. Ana Franklin replied that they will receive the procedures together with the minutes.

**Mr. Erkki Säkö** requested an update on banked weeks - There are 1330 banked weeks still pending to be used by members, the period to use these weeks has been extended until 31<sup>st</sup> December 2024. Member also asked if the rule still applies that in the case of a private purchase weeks already banked cannot be used by the new member. The Committee confirmed that this rule still applies. Mr. Säkö explained that the Finish members can only get reasonable flights to Gran Canaria from November until March, after these dates the prices are very high. It was explained that now they have more options to make it easier as they have the exchange with ONA to other resorts and areas of Spain. Member requests that information concerning the nearest airport is added to the confirmation from ONA when members exchange.

**Mr. Vesa Tuomola** facilitates some flight prices as examples from Finland and Sweden to Mainland Spain so members can see the opportunities they now have.

**Mrs. Wendy Milne** requests an upgrade for the TV'S . David Vilches informs that the technicians would be visiting the next day and will ask if possible.

**Mr. Graeme Hardie** asked why there is only a buffet option, which he does not like, at the Restaurant and no longer a la carte menu. David Vilches explained that for some members the buffet works very well but unfortunately it's impossible to please everyone and it's a company decision.

**Mr. Trevor Robertson** asked about children's entertainment and mentioned that when the children enjoy so do the parents and they spend more in the bar. He also mentioned that BB in the past had good entertainment in the evenings, people enjoyed dancing, now the evenings are not busy anymore. David Vilches will check the entertainment.

Finally, Mr. Robertson mentioned that the Wednesday BBQ was also very popular.

**Mrs. Toni Pay** mentioned that the chairs on the restaurant terrace make a lot of noise when clients drag them in an evening and when staff are setting out the terrace early in the morning. David Vilches answers that they will see what can be put underneath the chair legs to stop the noise.

**Mr. Arne Olsen** informed that he can't watch any Norwegian channels available at other resorts in Puerto Rico. David Vilches mentioned that they pay 2.000€ per year for access to different channels, as informed previously the technician would be coming the next day and this would be bought up.

**Mrs. Joanna Meakin** states that when someone buys a week from a member the person should have the same rights as other owners and be able to exchange internally.

**Mr. Vesa Tuomala** brings up questions on behalf of several members:

A member has complained that he has been waiting for a New certificate for a year and a half. David Vilches will check.

Another member would like to know why late check out is not possible. David Vilches explains that this depends on availability, you must take into consideration that an apartment takes much longer to clean than a hotel room.

Received a request for more crockery in the apartments. David Vilches explains that this would increase the time staff requires to clean the apartments as everything needs to be washed before a new arrival.

Inquiry concerning if it's necessary to have a lifeguard by the Swimming pool. David Vilches confirms that this is required by law.

Complaint concerning Cockroaches, David Vilches confirms that the pest control company comes once a month and at any extra time requested by the resort. There are no longer any complaints concerning this matter. Due to the climate, it is impossible to totally eradicate all insects. But it has improved a lot!

**Mrs. Anne Bolme** Asked why there is not much availability for members, but you can find it on booking.com. David Vilches explains that 40% of the inventory is part of the Club and 60% belongs to the new owners who need to rent the weeks to support the resort and guarantee a continuity, for example last year members used almost the 90% in November and this is not a viable option.

Scandinavian member expressed his concern on the difficulties to get flights to Gran Canaria. David Vilches reiterates ONA's offer of an alternative to exchange into other resorts in Spain as a possible solution.

Members ask if it would be possible to extend the use of banked weeks until 2025, it is explained that this is not possible as they have already been extended another year, end of 2024.

**Mr. Trevor Robertson** asked why the maintenance for banked weeks cannot be refunded. The reply is that this is not possible but now you have the opportunity to use other resorts within ONA group as a solution.

**Mr. David Pay** asks again about the works on the wall bellow the "A" apartments and when it will take place. David Vilches explains that the road needs to be partially closed and it's difficult to find a company that will execute this project. In addition, the "A" apartments can't be occupied during the works. They hope to start early next year, members will be informed.

Cecilia Macedo thanked everyone for assisting and informed that Mr. Raymond Juch (UK Representative) was unable to attend due to surgery that was cancelled last minute and postponed for Christmas, she wishes him a quick recover.

Cecilia also confirmed that the 2024 Annual General Meeting will be held on the 28<sup>th</sup> November.

**BAHIA BLANCA HOLIDAY CLUB  
INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDING 30th JUNE 2023  
AND BUDGET PROJECTION FOR THE  
YEAR 2024**

<b>INCOME</b>	<u>Result for Year 2023</u>	<u>Projection for Year 2024</u>
	€	€
Income From Management Fees	2.345.403	2.380.000
RCI Electricity		0
Late Payments Fee	4.200	4.200
	0	0
		0
	0	<b>0</b>
<b>NET RECEIPTS</b>	<b>2.349.603</b>	<b>2.384.200</b>
	a	
<b>EXPENDITURE</b>		
Total Labour Costs	1.173.451	1.290.796
Apartment supplies and replacements	108.889	130.667
Repairs and upkeep (includes pest control)	30.291	42.408
General Refurbishments	18.037	23.448
Pool Repairs	12.224	15.891
Water	59.014	79.669
Electricity	215.487	239.191
Resort Laundry	99.163	108.088
Spanish Office Administration Costs	231.868	255.055
BBHC - Meetings & Club Affairs	5.728	5.900
Insurance Premiums	13.328	15.993
Rates and Local Taxes	72.581	79.839
Other Taxes, Permits and Miscellaneous Items	9.192	10.111
Reopening Costs and Upkeeps	0	0
Wall Repairs	62.339	44.500
<b>TOTAL EXPENDITURE</b>	<b>2.111.594</b>	<b>2.341.557</b>
	b	

