

November 2018

Dear Marriott's Club Son Antem Holiday Owner,

It is my pleasure to present the 2018 Fall Advisory Board of Directors Newsletter in English and in German. In this issue, you'll learn about the latest developments taking place at your home away from home in Mallorca, Spain.

Best regards,

Martin Divenosa

Area General Manager, EME
Marriott's Club Son Antem

**2018 Fall Newsletter - Club Son Antem Advisory Board of Directors
November 2018**

Just back from the recent October Board meeting.

For 2018 ABOD chairman Roger Hawkins, this was his final meeting. He is leaving the board after six years (six is the maximum anyone can serve). Welcome to our new board member Ursula Schmitt.

Mogens Hallas is taking over as Chairman with Danielle Merki and Stewart White as Vice Chairmen. Board members are Lesley Hart, Ingrid Ambrosy, Doede Keuning and Ursula Schmitt.

In second week of October 2018 we had our fall Board meeting. The main focus was the expenditures and forecast 2018 and the budget for 2019.

The high increases of the maintenance fee over the past years have been a concern for many owners. According to the 'Holiday Owner Purchase Agreement' (HOPA) management 'intend' the yearly increase in Maintenance Fee should not exceed the Consumer Price Index (CPI) for Spain.

Both Management and the Board have a high focus on keeping expenditures within CPI - unfortunately there have been a number of unforeseen costs - the de-flag of the hotel, moving the reception to the spa building, rising utility prices and the deployment of lifeguards - which have had a high impact on the maintenance fee.

The Board continues to challenge the cost pressures on the Maintenance Fee. For 2018 we expect that budget targets will be met. The increase in Maintenance fee for 2019 will be in line with CPI, however we also need to ensure that enough money goes into the reserve fund to cover future renovation projects.

This will include the replacement of the water heating systems and air-conditioning systems.

The board will focus on systems, which are eco-friendly and energy-saving. Our view is that this will protect the environment and help us make savings on utility costs.

A new water heating system is already being tested. In three villas new ventilation and heat recovery systems have been installed. New energy saving air-conditioning systems will be installed for testing during 2019. Hopefully all of these things will help to reduce the utility budget.

Lifeguards for the 15 villa pools was still a hot topic at the board meeting - the 'Decreto 53/1995 Reglamento piscinas Baleares' states that" ... a *certified lifeguard must be available, with sufficient knowledge in the field of rescue and provision off first aid.*".

However, it does not specify the bathing season and the hours that lifeguards should be on duty.

The board has been working with MVCI to find any savings that can be made. Discussions centred on the hours worked and the start and finish date of the bathing season. All of us agree that safety is paramount but be assured we are working together to reduce the cost where possible.

After a very hot and dry summer, we are very pleased to see our resort of Son Antem in excellent condition. Many conversations with owners at the weekly

cocktail and the owner's forum endorse our view that its condition continues to improve each year.

In addition to the yearly maintenance of the villa gardens there has been an additional extensive pruning of trees and bushes during summer 2018, which allows for more sun into the villa gardens.

During 2017 and 2018 several owners have experienced difficulties reserving their preferred week - primarily in May/June and September/October. We had a presentation from owner services, which highlighted the changing habits of owners. There has been a shift from mid-term in February and October to the 'summer shoulder periods' in May/June and September. The board will continue to follow-up on the reservation issue with Owner services.

It is very encouraging to see the high levels of occupancy within the resort and the corresponding increases in the use of the golf courses, spa garden and pool, tennis courts, La Terrassa and the comprehensive activities programme offered by the Activities Team.

The Board has continued to receive many comments and emails from owners on a diverse range of topics, including the lifeguard deployment in the 15 villa pools, the high rate of increases in successive Maintenance Fees relative to the rate of increase in CPI and the September and October reservation problems.

We have answered these emails in a timely and objective manner.



Please let the Board know, if you have a question or a comment.

Email: ownerboard.mallorca@vacationclub.com

The board will represent the owners in the best possible way and work together with the Son Antem Management in order to ensure the best possible environment in Son Antem.

On behalf of the Son Antem Advisory Board of Directors

Mogens Hallas
Chairman

It is my pleasure to introduce the Advisory Board of Directors:



STEWART WHITE
Vice-Chairman



DANIELLE MERKI
Vice-Chairman



DOEDE KEUNING
Member



INGRID AMBROSY
Member



LESLEY HART
Member



URSULA SCHMITT
Member