St Mellion Time Owners Association

Minutes of the 28th Annual Meeting held on Monday November 12th at St Mellion

**Present**

John Boardman (Chairman ) JBo.

Joyce Bloom (Secretary ) JBl.

Andy Martin ( AM. ) Paul Oliphant ( PO. ) Colin Rayson ( CR .)

Ian Davies (Resort General Manager at St Mellion ) ID.

Steve Moss ( Time Share Manager at St Mellion ) SM.

Plus 23 Time Owners (TO)

**Apologies for Absence**

Bob Cliff Mr & Mrs Voight

Dr Neil D Arnott Ann Marcus & Jeremy Hawke

Derek & Pippa Lyons John & Susan Wolfe

John & Rosie Foster Bob & Linda Load

Chris & Sandra Thomas Rachel & George Curnow

Yvonne & Martin Meronti Monaliza Cadwallander

Derek Stephens Neil Hollister

Andy & Julie Gray John & Denise Liddke

Gavin Bashford Sandy Gower

Mr & Mrs Meader John Dalglish

Doug & Eryl Bamford Sue & Peter Barnes

Alan Dick Phil & Tisha Rothwell

Paul McCarthy Mary Martin

Graham Martin Barbara Watts

Mr Wheeler

The Chairman welcomed those present despite the bad weather conditions.

He then introduced the Committee, Andy Martin , Colin Rayson , Joyce Bloom

 Paul Oliphant and was delighted that Ian Davies the Resort General Manager was

still here and had worked hard with Steve Moss to sort out the issues that had

arisen over the past year

**Minutes of the 27th Annual Meeting**

These were agreed and signed.

**Matters Arising**

Mr & Mrs Jenkins apologies were omitted from the last years Annual Meeting.

**Chairman’s Report**

Good Afternoon and welcome.

The Committee’s principal responsibility is to represent the views of the Owners at St Mellion.

 It is an advisory body and not able to take decisions.

Your Committee has worked hard in the last 12 months, this morning’s meeting

with Crown Golf being the fifth meeting with them in that time.

However, our main focus over the last 12 months has been to help and support the

Implementation of the consolidation process following the departure of c 60% of

Owners who exercised their exit option. This is my sixth year on the Committee and

The whole exercise started before then..!

The organisation of the consolidation process has been conducted with very little (if

any ) consultation with either the Committee or Management at St Mellion – it was

all driven by Crown Golf Head Office. The people who had most recent knowledge

about the Owners, the site and its operations were not involved in planning the

exercise. The consequences of such short – sighted and “ ivory tower “ approach

were predictably uncomfortable for many Owners and some of this could have been

avoided. Ian and Steve have done their very best to accommodate all Owners’ wishes but inevitably there have been some unhappy Owners.

I need to let you know that the Committee were most upset about Crown Golf’s

decision to take two previously refurbished Lodges back into Hotel ownership – AFTER the Owners had received letters confirming they would be unaffected by the

consolidation process. It was also a late decision in terms of planning the 2019/20

calendar. My letters of objection to the Chief Executive of Crown Golf and its

Australian shareholder about this did not convince them to change their minds –

a position which still angers me today.

The Committee values the relationship with Ian and Steve. Historically promised

financial performance reports prepared at Head Office to consider at Meetings have

not turned up in time – today being a welcome exception.

After 6 years on Committee both Joyce and I are obliged to stand down from the

Committee but we are both willing to be re – elected, which is possible because no one else has volunteered to join the Committee.

Given that the consolidation is almost complete I feel the time is right to hand over

to a new Chairman to take the work of the Committee forward.

Please continue to use the Lodge feedback forms. The Committee, through Joyce Bloom. Monitors what happens to them and reports back to St Mellion. You should now all be

getting a courtesy call to your Lodge on a Sunday evening to report an Immediate issues.

We must decide in the coming year on the future of the tennis and bowls areas There have been various proposals put forward by Members and our preferred option ( post the

 Annual Meeting ) is a crazy golf area.

My thanks go to the existing Committee members for their guidance and support

during the year and to John Lloyd Williams who had to retire from the Committee

on health grounds.

**Statutory Accounts**

J Bo. Financial information has been asked for at various times unsuccessfully. We have received the draft accounts today, unlike the last two years when they weren’t available on the day.

We have looked at them briefly, but hope you will take them away with you and send any questions you may have to me.

**Resort General Manager’s Report**

**Outstanding Maintenance Fees**

I am delighted to be able to report that at this juncture on 2019 we only have two Owners with outstanding management fees and which we are unlikely to resolve as they live abroad.

**Lodge Ownership**

At the last AM, I discussed the likelihood that we would experience a higher number of Owners leaving than initially envisaged, discussion was prior to the announcement to Owners of fees for 2019/20 and the advisement to some, that they had been moved as a result of the DOV process. As anticipated this has proven to be a somewhat fraught process, many have been quite happy, as envisaged others not so .

As I advised at the last AM, we would continue to work with Owners to seek resolution and endeavour to move them where appropriate, subject to availability.

I am delighted to be able to report that many such moves have been facilitated and Steve Moss has worked tirelessly at seeking solutions to Owner’s issues and we will continue to do so.

**Rentals**

A number of Owners have raised the subject of rentals and which we are proposing to introduce through the new website.

**Holiday Bond**

We are discussing the introduction of a Holiday Bond, which will again be introduced into the forthcoming website.

**Refurbishment**

As discussed previously two of the Lodges occupied by Time Owners do not have the benefit of new kitchens and these are being installed this week and next .

New Charcoal BBQs have purchased for all Lodges .An issue going forward is the use of gas BBQs and the potential for health and safety .

New leather sofas are being purchased for all Lodges.

New curtains and carpets are being purchased across various areas in Lodges.

**No 18 & An Boesti**

No 18 has recently been changed to accommodate more relaxed seating and which conveys a much more social environment and whilst retaining seating for Diners offers a far more convivial feel and acts as a Café Bar. The new menu has been introduced this week and part of our enhanced offering to Owners will be the ability to order fresh pizza, which they will need to collect from Reception .

An Boesti is fully operational and where breakfast is now served in conjunction with AB2 and No 18 .

The new menu is now available offering both seasonal and local produce, supported by daily specials and which are being favourably received by Owners and Guests alike .

Our new and extensive wine list is also now in place offering a much wider selection of wines .

AB was awarded the rosettes earlier in the year.

**Flower Beds**

As you know I was critical of the front entrance around the quad and I am pleased to report that in conjunction with Dee , a long standing member, we have now introduced multiple flower beds and which I believe once they are in full bloom will have a marked effect on the frontage and by those arriving at the hotel front entrance .

The advertising trailer by the roundabout has been relocated to the old entrance and the old flower bed has been seeded providing a fresh view of the main entrance when arriving at St Mellion .

**Lodge Estate**

Mike Bush and his team are well advanced in their maintenance of the Village together

with the Estate drainage issues have been experienced warranting drain repair,principally

the main foul drain from Lodge 2 has had to be excavated and replaced due to excessive root growt h and which going forward is likely to adversely affect other properties in the village .

Road repairs , some holes have appeared in the road surface and which are being repaired .

Maintenance has made extensive repairs to the bollards and lighting around the Village .

Due to recent inclement weather we have lost a number of trees.

Two further trees have been removed which were impacting on Lodge roofs.

My thanks to the Committee for their support .

 **SMTOA Website**

Andy Martin introduced the website and visually described how it works . To log in, Owners will need to put in their name, email address and weeks owned . Steve Moss will verify and you will be sent a password that you can then change if you wish to.

The site will include news of Timeshare, Committee members, built in functionality for buying Timeshare and will evolve over time with different aspects e.g Owners will be able to sell their Timeshare or rent out their week .

The Timeshare time chart is also on there so you can pick the year and see when your week commences .

FAQ some have been put on but if you have any questions these can be added. The site is backed up by Word Press and can be changed quickly and will be launched after this meeting so I am asking those present to join to join the private part of the site.

Website address is SMTOA.co.uk

Bruce Crowhurst L35 wk 31 How will members of the public access the site ?

A M. They will have access on the general site.

J Bo. Thanked Andy for his presentation and said information for the website would be

 In the next newsletter

 **Election of Committee**

The Committee remains in situ as no nominations have been received and if there are no objections John Boardman and Joyce Bloom will remain for another year.

Proposed by Tom Watts and seconded by Hilary Shortland and agreed by those present.

There is still a vacancy.

**Owner’s Questions**

Tim Watts L 1 Wk 40 I was dismayed and upset when I went to the Monday meeting and

 found I was the only person present , I waited 15 minutes no Staff appeared

 no meeting took place although all the refreshments were set out. I know

 Steve is always away this week on holiday.

 I D. Thank you for raising this, there was a plan and I will investigate what

 happened. Please, if there are any issues at any time let me know.

 Tim Watts We didn’t receive any information regarding the Meeting until my wife phoned

 on Friday . Instead of the bowling green my wife has suggested crazy golf.

Hilary Shortland L7 The question of the change of the Monday Meeting .

J Bo. It was changed from Tea and scones to Drinks at 5.30 so Owners if they wished

 could then stay on for dinner

Roger Bloom L1 Wk 31 Regarding the alternate use of the bowling green I bumped into

 David Moon who said the cost of replacing it would be astronomic and also

 expensive to maintain. Whatever is decided the impact on lodges 9 & 10 needs

 to be taken into consideration. An assessment from Owners is needed as to who

 would use what.

Nigel Rees L1 Wk 9 As RCI exchanges are family oriented could the area become a play area?

Judy Shrowton L6 Wk 49 Crazy golf could be the answer.

Bruce Crowhurst In Lodge 35 we have been paying in for 7 years for refurbishment and

 nothing has been done. Secondly it is a relief to know that Andy has the

 proposal for Owners to sell on the website .

J Bo. Refurbishment was stopped for a period of time due to the DOV exercise.

Judy Shrowton 20 years ago the Timeshare was an asset now it is a millstone.

J Bo. If you signed the DOV the next option exit is 2023.

Judy Shrowton I did not sign as we have a peak time .I think St Mellion has failed us.

J Bo. If you haven’t signed the DOV you are locked into your lease until 2068.

Roger Bloom Is there anything relevant in Committee discussions re the Accounts?

J Bo. We cannot understand how the SMPML share of the Exit Fee amounts

 have been calculated.The accounts show income of £250K but this needs

 to be reconciled in detail by Crown.

**Any Other Business**

Catherine Barnes L7 Thanked the Committee for all they have done.

S M. said that Wendy Holden from DAE was here if anyone wished to see her.

The Meeting closed at 3.30pm and refreshments were available for everyone.