



TAKING BACK CONTROL OF TBV

OTBVOA Committee Meeting

Minutes : 11.00 hrs UK time 30th April 2020

Present : Charles de Haan

Vladimir Ushakov

Richard Weakley

Sandie Wilkinson

Pat Slevin

Larisa Kuznetsova

[REDACTED]

Charles de Haan: Welcomed [REDACTED] as new committee secretary

1. Chairman's statement: Charles de Haan

'Thank you and well done to all – great effort to get to this point. We are now fully official, government recognised, and our maintenance company is fully on board.

'NSPS Ltd. is proactive and passionate to get it right. General Manager Donna Wallington is proving a good choice. 'Owner payments are slow coming in, a lot of work still needed here. We also need to identify 150 owners who have still not being issued invoices.'

2. Treasurer's report and recommendations.

Richard Weakley

Debt collection: Achieving 2.5 owners paying a day.

NSPS Ltd allowing owners to use their own UK bank account is helping a lot, re. complaints on fees.

We all need to speak regularly to owners encouraging payment and encouraging them to urge other owners to pay.

Take every opportunity. Imperative we get money in.

Expenditure:

£5050 spent on pools 1 & 4, this will be part of the claim against Udi Ilan.

Electricity: we pay in Turkish Lira so the exchange rate is working in our favour, Jackie Duba estimate of £5000 may now be as low as £2,000 to £3,000.

Gardening: £2000 to be spent on new gardening equipment – lawn mower, strimmers etc.

Labour re. gardening – team of temporary workers at 100 tl a day ready to start when allowed.

IT: costs include systems re automatic invoicing, website and setting up of news letter. We expect to see a reduction in IT spend.

P/L: Accountant Malcolm Reece, very impressed with his work, has made a great start, costing OTBVOA only £20 per hour. On paper we are currently in profit.

Proposals to think about:

Debtors: Owners who have not paid and have tenants or do holiday lets – guests should not be allowed to use the communal facilities. The committee needs to agree, then we would need to offer it to owners via Facebook for a vote. We should talk to NSPS re policing and enforcement.

Insurance: Each apartment has its own insurance, so another options re debtors is to un-insure their apartments. Questions raised here by **Sandie Wilkinson** re. what would happen in the event eg. of a fire in a block with one or two apartments un-insured – where would that leave owners who have paid?

Debtor with 8 apartments has been issued with 2nd letter re debt, advising that within condominium law committee could organise the sale of his property to pay the debt.

Pat Slevin suggested use of solicitor for letter to make it legal. **Richard** is concerned re costs and reminded members we are an official committee and government recognised.

Debt collecting: How to talk to owners and asking for payments.

Vladimir Ushakov Russian owners upset about suggestion for interest being charged on debt, 25% of Russian owners prefer to pay direct during their stay. Banking problems, large bank charges for transfers. Also reasons for not payment via bank is that they do not want to disclose owning property abroad. He proposes a 3 month wait on interest due to COVID 19 and owners being unable to visit TBV. Suggest most will pay in the Autumn when they can visit. Also a large proportion would then pay maybe 2 quarters, even a year in advance. Suggest more difficult for Russian owners to pay through banking system, lots of different counties all different rules. Also thinks OTBVOA should be responsible for talking about charges & interest not NSPS Ltd.

3. Contingency plans should there be a case of insufficient funds

Richard Weakley in the event of insufficient funds who gets paid & who doesn't.

Stop paying 1) electric 2) insurance 3) NSPS Ltd. Committee agreement is required.

Second quarter, pool of money will be smaller re a percentage of owners have paid in advance for more than the original quarter invoice.

4. Roles & responsibilities going forward for individual committee members

Richard Weakley: happy to continue with his role on finance. Re communications on Webmail, happy to continue, but a lot of work, who can help with this?

Charles de Haan: happy to continue as Chairman. Webmail: OTBVOA set up tools for this but sees it as NSPS Ltd driven in the future, his role primarily PR and comms director.

Pat Slevin sees his and Vladimir's role as redundant. Advised he has no access to Webmail. Also touched on wanting to make OTBVOA more professional, suggest remittance/receipts re payments. *(Also asked: why do next quarter invoices arrive if you have already paid in advance? Sandie Wilkinson simple email to acknowledge payment? Disclaimer to be added to bottom of invoices re pre payment. Richard Weakley no computer system or tools to do bulk remittances via email, we could get it, but there are cost implications. Otherwise individual emails too much work. Even if owners pay for a year, invoice still need to be raised and issued for owners. Always answers emails on owners questions re receipt of payments.)*

Vladimir Ushakov – Tendering, site visits with **Pat**. Calls for a complete list of functions for who does what re webmail, newsletter etc, OTBVOA & NSPS Ltd

Larisa Kuznetsova: role responsible for co-ordination for Russian members. Happy to continue.

Charles de Haan all committee members should now have access to Webmail, but he will check with Mark Duval. Suggests talking to Malcolm re. remittances. Suggest Donna be picking up e-mails to enquiries@otbvoa.com first on webmail.

Suggested another meeting at future date to discuss functions after consultations with each member.

5. Controlling information to the owners across the newsletter, Facebook and individual contact.

Richard Weakley 3 options, email, Facebook, UPDATE newsletter - everyone is different and have different views. Also should info come from OTBVOA or NSPS Ltd.

Charles de Haan: Need to decide on priority of news, FB or wait for newsletter. Depends on the information, eg. water shortages – NSPS Ltd to email all owners as a matter of priority. With regard to Webmail, NSPS Ltd. able to be first to answer.

Sandie Wilkinson: this is a grey area, not cut and dried, if NSPS Ltd not sure they should contact OTBVOA

Richard Weakley OTBVOA need a clear list of who answers what on webmail and what type of news goes where, email or FB or newsletter.

6. AOB

Sandie Wilkinson: we touched on subject of non-payers guests or tenants not being able to use the pool, who is expected to police this. Should it be NSPS Ltd?

Vladimir Ushakov: we need to publish this, making it known – then step 2, who should police it. Soft approach to let owners become aware of our 'direction of travel' in terms of penalties for late or non-payments.



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7. NSPS Ltd. joined meeting (Nigel Seear & Donna Wallington)

Charles de Haan: Welcomed Nigel & Donna, apologised for the delay, asked Donna to give committee an update on situation so far.

Donna Wallington

Desal Plant, pressure valve replaced, appears to have rectified the problem.

Swimming pools - 7 large 5 small, all cleaned and operational apart from 1 small pool with electrical problem. Next week all done.

Monday 4th May, sees some relaxation of curfew and working rules. We can start work with gardens, however still need to social distance and wear masks. Grass cutting is prioritised – mainly because of snake situation.

Site lighting : Kibtec will visit with a view to fixing lights on site.

Pipework needs to be finished by Belediyesi, they have started, but difficult to tie them down, we make it a priority to chase them everyday, until work is completed.

Handover with John Swayne of Resco : Monday 4th John will come to site with a view to hand over of Owners keys and water cards. Also data base.

Resco will start work on refunding prepaid maintenance to owners where relevant, they will need to be allowed time to organise this.

Charles de Haan will this include MDA deposit monies owed also?

Donna Wallington this has also been agreed, but again they will need time to organise.

Can we please advise all owners, who have not already done this, to contact Resco to advise them to do liaison with NSPS Ltd.

NSPS Ltd to update owners on monthly basis with regard to accounts

Alex: Alex is employed as a translator to help communicate with our Russian owners. There have been questions over ability & function. He has been working from home, so we need to see how he works from an office based view, he will be on a trial period. If he does not work out then we will replace him.

Richard Weakley repeated importance of the full database to be obtained from Resco soonest, we have 150 members we have not been able to send invoices too.

Challenges going forward, Donna Wallington:

Little things first, first impressions.

Site has been used as a dump.

Bins needs replacing, then we need to allocate pick up points, to be agreed with Belediyesi refuse collection.

Landscaping

Ongoing building repairs to be dealt with.

By end of May all businesses should be open

Meeting planned with Majors office/Belediyesi re Desal Plant – agreed to tell everything they know re ownership etc. – Re curfews, work restrictions, Ramadan could be up to 3 weeks away.

Questions raised

Richard Weakley: at that planned meeting can we please add electronic debt/payment to the agenda.

Larisa Kuznetsova: after grass cutting, where is the waste going? Also, the Beach area, what is happening here, main issue for Russians?

Charles de Haan: jumbled appearance of signs at entrance, should they all be there, can we remove any?

Vladimir Ushakov: at the planned meeting re. Desal plant, please discuss all key problems, grey water, irrigation, who owns it etc., etc.

Donna Wallington

Signs have to have permission from the Belediyesi, so we will check who has permission, if they do not then those signs can and will be removed.

All areas of concern re the Desal plant will be discussed at said meeting.

Nigel Seear

All garden waste will be collected and put into black bags and taken to collection point at top of site, the Belediyesi will then collect and dispose of it.



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Rubbish, items such as old fridges, furniture etc. can be disposed of by NSPS Ltd, owners just need to advise us, we will collect and have them removed from TBV at no cost to owners. This will hopefully stop people just dumping unwanted items.

With regard to the beach, we have been down, photographed and concluded, some maintenance required to decking and pergola, new bins and a general tidy up. We will photograph and send them to you.

New Services:

All owners welcome at the office for a chat, if you have time for tea, coffee cake all the better.

Water bottle and Gas supply from the office, including delivery

Car rental company – 150 cars, plus airport transfers

Holiday Lets

Maintenance Packages

Charles de Haan

- 1) We are looking at withholding communal facilities, re the pools, from the tenants and holiday guests off all debtors. What is your opinion?
- 2) CCTV security cameras, do you think these are necessary?
- 3) Photos for newsletters – before and afters

Richard Weakley: new garden equipment, a proper invoice required (not possible if discount required).

Donna Wallington: debtors - good idea, but how will you enforce/police it? It will very difficult.

With regards to CCTV, it will be huge expense, perhaps let's see how this year goes.

No doubt it would be useful with regards to any incidents that might need a police report.

Nigel Seear: new equipment to be collected Monday 4th May, we will photograph for newsletter, and that they were looking forward to working as a team on TBV with OTBVOA.

Charles de Haan closed the meeting.

ACTIONS

- 1) OTBVOA decision on Debtors re regard to facility restrictions
- 2) OTBVOA decision on use of insurance being removed for Debtors
- 3) All OTBVOA members to talk to owners re. importance of prompt invoice payments
- 4) Vladimir Ushakov & Larisa Kuznetsova to give ideas for improved payments by Russian Owners – 2 days
- 5) OTBVOA decision to be agreed on priority payments in case of insufficient funds
- 6) Clear list of functions re OTBVOA & NSPS Ltd with regards to Webmail, emails, Facebook & Newsletter.
- 7) Charles de Haan to check access for committee members to webmail. **DONE**
- 8) Charles de Haan to consult each committee member and draft a template of the committee's roles and responsibilities going forward versus those of the maintenance provider NSPS Ltd for discussion at the next committee meeting. **DONE**
- 9) OTBVOA to confirm a date for next committee meeting – suggested date **29th May 2020**. **Please can members confirm if this is convenient for them to [REDACTED] at [REDACTED].co.uk**
- 10) Discuss the timing of AGM's re BTBA & OTBVOA. Dates suggested are Wednesday September 23rd for the BTBA's AGM and Thursday 24th September for the OTBVOA. **Please can members confirm if these dates are convenient to [REDACTED] at [REDACTED].co.uk**
- 11) [REDACTED] to collect the Karar Defteri from Mike Diplock at earliest convenience & update minutes and also make notes of appointment as OTBVOA Committee Secretary.