

SCANDINAVIAN VILLAGE ASSOCIATION

MINUTES OF THE EXTRA-ORDINARY GENERAL MEETING OF THE SCANDINAVIAN VILLAGE ASSOCIATION

HELD IN THE NEW AVIEMORE PRIMARY SCHOOL AND
COMMUNITY CENTRE ON SATURDAY 10 NOVEMBER 2012

Present: Brian Moar (Chairman), John Falconer, Joe Doyle, John McKie, Eddie Monks,
Maira Pollock.

The Chairman declared that the EGM for 2012 was now convened and extended a warm welcome to all members. The Chairman remarked that he and his Committee had noted the comments made by owners of the suitability of the new venue prior to the commencement of proceedings.

The Chairman reminded the Meeting that the safety precautions he had announced earlier still stood.

1. Apologies for Absence: The Chairman advised that he had received 14 apologies for absence. The apologies would be looked at in greater detail later and if any warranted a reply he would do so.

2. Chairman's Remarks:

The Chairman had put forward a motion at the 2011 EGM that the Minutes would not reveal the Members Name and Unit when questions/comments were discussed and this would be maintained during the present EGM.

3. Facilities Director's Report: The Facilities Director, Mr John McKie, referred to his report that had been included with the Calling Papers. Mr McKie explained that the biggest outlay in-hand was the replacement of the roof tiles. This work would have to be carried out whilst the Village was on shutdown for health and safety reasons. Another large project was the total replacement of the sofa beds. Mr McKie invited the Owners to inspect the new style sofa beds which were on show in the Village in units 28 and 65. He added that their feedback would be appreciated.

Mr McKie gave the meeting a report of the work that had been done to upgrade the reception area. The back office was now an area where owners and guests could relax. This had been favourably commented on and used especially by owners and guests arriving early. Tea and coffee is available without charge.

Questions from the floor:

Q. An owner asked Mr McKie if it was necessary for the roof tiles to be replaced at this point in time.

A. Mr McKie stated that the extensive work done on the roof the previous year did reveal that the tiles had to be replaced and in one location a leak had developed.

Q. An owner asked if child locks could be fitted to villa patio doors.

A. Mr McKie stated he was not aware of any problem but would investigate the request as a matter of urgency.

Q. One owner had three questions relating to his apartment. A) Paintwork. B) Fire blanket not fixed to the wall. C) No mattress protector.

A. Mr McKie explained that the paintwork was being carried out on a rolling basis. He said that the other two items would be looked into.

4. Administration Director's Report: The Administration Director, Mr John Falconer, referred to his report that was included with the Calling Papers. Mr Falconer began by reminding the Owners at the Meeting and also for the sake of the Minutes that the large increase in postage costs from Royal Mail required an action from him. The most economical method of distributing all necessary paper work to Owners is by email. Therefore, he appealed again for Owners who had an email address that was not already known to the Office to co-operate by disclosing it as soon as possible.

The Administration Director referred to the work that had been undertaken to bring the Licence Document and the Constitution into line with each other. He appealed to those who had lost, damaged or wished to have a copy of the new format to contact the Office with their request.

Mr Falconer stated that although Scandinavian Village had been granted a Bronze Award from Green Tourism he believed that we could do better, and with that in mind non-executive Board Member, Mr Joe Doyle, had now taken over the role of communicating with Green Tourism with a view to the Village achieving the Silver Award.

The Meeting was advised by Mr Falconer that TripAdvisor was the biggest hospitality website in the world with 10 million hits a week. Scandinavian Village has some excellent reviews on its pages.

Mr Falconer advised the meeting that Scandinavian Village had its own webcam on the website and that it was pointed in the direction of Cairngorm Mountain.

Q. What are the approximate postage Costs?

A. Around about £3,500.

Q. Could SVL charge for hard copies sent by post?

A. Yes. But in the meantime we will issue free, but only on a request basis.

Q. Some Members find accessing the Members Section on the website difficult because of the password arrangement. Could the password be taken off?

A. A new arrangement is being considered and that may mean no password.

Q. Will there be any safeguards when confidential information is sent out to Members through the website.

A. Any confidential information will be encrypted and only available to Members.

Q. A Member asked could we levy a charge for the work needed to collect overdue monies.

A. We could charge and may well do that in the future.

5. Finance Director's Report: The Finance Director, Mr Eddie Monks, referred to his written report distributed with the Calling Papers. Mr Monks informed the meeting that there were two issues that he had to address. Firstly, the consumption of electricity and secondly the usage of water and he was presently in discussion as to how savings could be made in both utilities. He revealed that the water charges are in the region of £18,000 per annum and he was making urgent investigation into this matter.

Q. Could more insulation help to reduce heating bills?

A. The timber construction of the buildings did not help in insulating the walls. The roof space in the upper apartments could be inspected for that purpose.

Q. What is the position with staff pensions?

A. There is a staff pension fund already in place, however, new legislation already on statute will require staff to opt out as an alternative of opting in at the present time. Scandinavian Village Limited will comply with the legislation completely.

6. Consideration of the Budget for 2013: The Chairman confirmed that the Association Committee had fully reviewed and approved the Budget for 2013 prior to it being issued to members.

Voting Results:

Voting for EGM 2012

| | For | Proxy | For & Proxy | Against | Abstain | |
|------------------|-----|-------|-------------|---------|---------|-----|
| Resolution 1 | 280 | 84 | 364 | 23 | 17 | 404 |
| Resolution 2(a) | 320 | 81 | 401 | 0 | 3 | 404 |
| Resolution 2 (b) | 321 | 81 | 402 | 0 | 2 | 404 |
| Resolution 2 (c) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (d) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (e) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (f) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (g) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (h) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (i) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (j) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (k) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (l) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (m) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (n) | 322 | 80 | 402 | 0 | 2 | 404 |
| Resolution 2 (o) | 322 | 80 | 402 | 0 | 2 | 404 |

AOCB: The Chairman advised that he had received a letter from an owner who sought clarification as to how the electricity charges were calculated as he had taken readings on arrival and on departure and they did not agree with the charges on the invoice. The Chairman asked Mr Monks to explain to the meeting how calculations were done. Mr Monks explained that the readings were taken on an automated system where readings are made at a set time every Friday afternoon. Therefore, charges are made Friday to Friday and this means there will be minor gains and loses normally dependant on weather conditions. Everyone is made aware of the electricity charges on arrival through the welcome pack.

The Chairman reminded the Meeting that new blood was always welcome on the SVA Committee.

The Chairman, also, reminded the Meeting that all rental requests must be made by completing the form enclosed with the Calling Papers.

Auction: Mr Monks confirmed to the meeting, through the Chairman, that there was no need for an auction as all the Units under Resolution 2 had been sold subject to the vote permitting that.

The Chairman, in bringing the Meeting to a close, thanked all who had attended and had contributed to a profitable AGM and EGM

Mr Moar also thanked the Office Staff for their hard work and for their additional work in providing the refreshments.

On that note Mr Moar closed the Meeting and wished everyone a safe journey home.