

# SCANDINAVIAN VILLAGE LIMITED

## ADMINISTRATION DIRECTOR'S REPORT FOR THE EXTRA-ORDINARY GENERAL MEETING OF SCANDINAVIAN VILLAGE ASSOCIATION TO BE HELD ON SATURDAY 10 NOVEMBER 2012

**Postages:** This year Royal Mail increased the price of delivering mail by a significant amount. These increases are reflected in the cost of sending out the notices. At a Board Meeting on 11 May 2012 it was agreed that in future the Minutes of the AGM/EGM would only be available either via the Members' section on the website or by special request to the office for a hard copy to be sent by post. In the past we have appealed to the Owners at Scandinavian Village to allow us to issue the notices electronically. In keeping with all other companies we are using the word "austerity" to appeal once more for email addresses rather than postal addresses. Please register your email address with Reception as soon as possible.

**Resales:** I would like to underline what the Finance Director has stated in his report concerning resales in the current climate. From a practical point of view I wish to put on record the efforts the staff have made in encouraging on-site sales. Everyone has played their part and the impeccable condition of the outside areas has also contributed. The policy that we have of getting the Licences into the hands of people who have the wherewithal to pay the invoice is succeeding.

**Green Issues:** The plaque awarded by Green Tourism to Scandinavian Village is now a fixture on the wall near the door to reception. We are keen to move forward and become more 'green' by saving electricity and water. Board Director, Mr Joe Doyle, has volunteered to lead on this important issue and will be looking at various options. We decided to try and eradicate the problem of visitors to Scandinavian Village bringing plastic carrier bags from supermarkets. There is a stock of jute shopping bags with the Scandinavian Village logo available to help solve the problem. A number of these jute shopping bags will be available at the AGM/EGM.

**Shutdown Rentals:** The decision of renting out a number of Villas during the shutdown period has been implemented for another year. The price this year has been increased to £190 per week. This year the rentals will be on a Saturday – Saturday basis only. Enclosed with the Calling Papers is an invitation for present owners to encourage themselves, family, friends or colleagues to support this effort of raising much needed resources. To help in this we were successful in getting a national daily newspaper to run an article free to advertise the offer.

**Licences:** The new format Licences are now being issued to new owners. At this juncture I would like to request that if any Owner has misplaced, damaged or wishes to have a copy of the new format Licence they should notify reception at their convenience. There is no charge for this.

**Exchange Organisations:** The General Manager is in regular contact with the three exchange companies. RCI continue to award Scandinavian Village Silver Crown status and this gives a clear indication of the standards being maintained at the Village.

**Website:** We have clear objectives about the on-going changes to the website. We have plans in place to visit all the restaurants and other eateries in the Aviemore area to establish if we can have agreements with each other for the benefit of guests at Scandinavian Village.

**Tripadvisor:** Tripadvisor claim to be the world's biggest travel site and cannot really be ignored. Of recent weeks we have been awarded 'recommended' status from Tripadvisor and that commendation is fixed to the door at reception.

**VisitScotland:** We are members of VisitScotland, but the full potential of being a member has not been investigated fully as yet. However, plans are afoot for that to be done in the very near future.

John Falconer  
Administration Director