

# Bantry Buzz

November 2016

Annual newsletter of BANTRY BAY International Vacation Resort



# RESORT REPORT

One of the first questions most guests ask reception on arrival is "what's the WiFi password" as this has now become an essential part of our lives from business to social. With this in mind we have recently upgraded our internet connection to a fibre line and while there have been a few teething problems, the overall experience is certainly an improvement. So next time you arrive at the resort and 'Check In' or upload that amazing picture from your



balcony to make all your friends green with envy or if you really have to – check your emails – you can enjoy this new connection.

We have had a few owners arrive

a week early this year as they have diarised their holiday on the calendar's week and not the timeshare's week. Whilst these are similar, they are not always the same so it is essential that you check the arrival and departure dates on the notice we send out annually.

This year we continued the soft furnishings upgrade on the second floor and will complete the fourth and fifth floors in 2017. The replacement of the sliding doors and balustrading was completed on the fifth floor and next year will see the final stage of this project in the penthouse and reception area.

We also upgraded the lighting in the passage ways of the first and second floors with new LED strip lighting, making them much brighter. Reception was given a face lift with new tiles, lighting and overall appearance.

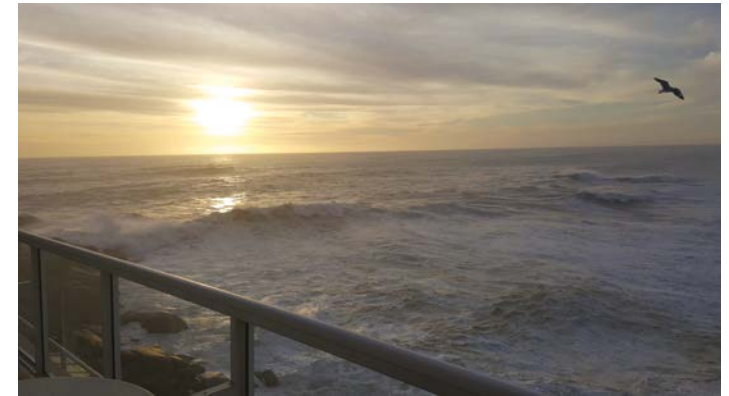
Some owners may not be aware that we have a small book and DVD library as well as a selection of magazines in the lounge for our guests. Please feel free to make use of these during your stay. We also welcome any contributions to our small collection.

As you will see from the Chairman's report, the private owner of 'Studio 3' started building work on his apartment – just when we thought we had seen an end to all the building works around the resort.

The owner has undertaken to limit the heavy noise to the hours of 10h00 to 17h00. While we should be nearing the end of the heavy banging of concrete, regrettably electricians, carpenters and ceiling installers (to name a few) all make a noise with power drills and cutting machines. At this stage we do not have a final completion date, but it does look as if this work will continue until around February/March 2017.

To close, I would like to thank Melita and all the Bantry Bay Staff for their hard work, dedication and positive attitude that makes our team unique. Thank you too, to the Board of Directors and Mr Jenkins for their continued support and invaluable input towards the overall running of the resort.

We look forward to welcoming



you back once again and thank you all for your valuable input and suggestions which assist the board and the team in decisions on the future of the Resort.

**SEAN DALY**  
General Manager



## DATES FOR REFURBISHMENTS AND RENOVATIONS

In June 2017 we will be continuing with the soft refurbishment of the apartments on the fourth and fifth floors as well as replacing the sliding doors in the 701 Penthouse and Reception area. Flexi occupation during the weeks allocated for renovations will be accommodated in similar apartment types subject to availability.

## STAFF NEWS

In May we welcomed Quintin Laban to the team as Head of Maintenance and after being thrown straight into the annual maintenance programme, he has quickly found his way around the resort.

In September we congratulated Phelele Mantanga on 10 years continued service with Bantry Bay.



Quintin Laban



Phelele Mantanga

## CELEBRATING WOMEN IN HOSPITALITY

In August, Melita and Joy attended a lovely themed 'Doek on Fleek' breakfast at the One and Only Hotel, celebrating the significant role women play in the tourism industry and their invaluable contribution.

It was an excellent opportunity to celebrate the achievements of woman in South Africa's dynamic tourism industry, as well as network with fellow travel industry peers.



Melita and Joy

## TEAM BUILDING

In June we set a culinary challenge to our three teams: Front of House, Maintenance/House-keeping and Admin offices. Each team had to plan a menu, shop, prepare and serve

a three-course meal to all the staff on a budget of R1 000.00. Each team excelled in their task and it was hard to choose a winner, but it was the Front of House team that edged the prize in the end.

## AWARDS 2015/2016

### RCI

- Gold Crown Resort
  - Top 5 Gold Crown Resort: Medium
  - Employee of the Year: Phelele Mantanga
  - Resort Operations Manager of the Year: Melita Andrews
- ### Interval International
- Select Resort

## LEVIES

As always, thank you to all the owners who settled their levies on time. We encourage the use of electronic transfer facility (EFT) when paying your levy. Please remember to use your account number (found on the bottom left of your statement) eg BBIB0001 as a reference.

**Levies are due on 1 January 2017 and are interest free if payment is received before 31 January 2017, thereafter interest will be charged monthly on outstanding balances.**

## FLEXI ALLOCATIONS

All owners are reminded that the timeshare weeks 22-43 are allocated in accordance with the flexi rules of the resort and you must reserve, bank or request a flexi exchange annually before 1 March. Should you not do this, the week will fall into the forced rental pool.



# CHAIRMAN'S REPORT

*We have again objected to the new values and taken this into account in the 2017 annual budget ...*

As I look back at last year's Chairman's report, I noted how we had successfully negotiated a reduction in our property rates. Unfortunately it seems the previous lengthy process of on-site inspections and consultations are not taken into account when the new valuations are carried out. We are once again in the process of objecting to the new property valuations, which take place every three years in Cape Town, which resulted in an 89.5% increase in our rates. We have again objected to the new values and taken this into account in the 2017 annual budget and budgeted for the half-way mark between the actual and objected amount, as we feel we should once again be successful with most of the objected values. This results in an overall reduction of the 2017 levy increase from 10.15% to 7.85%.

In July the board sent out communication to all owners about several issues raised at the

AGM and the board's feelings on the issues. I would like to thank all the owners who took time to respond to the correspondence and inform all shareholders that the replies were overwhelmingly in agreement with our sentiments. One item we are currently exploring is the creation of a ramp to the pool area from the first floor which would take away several steps and create a storage space below.

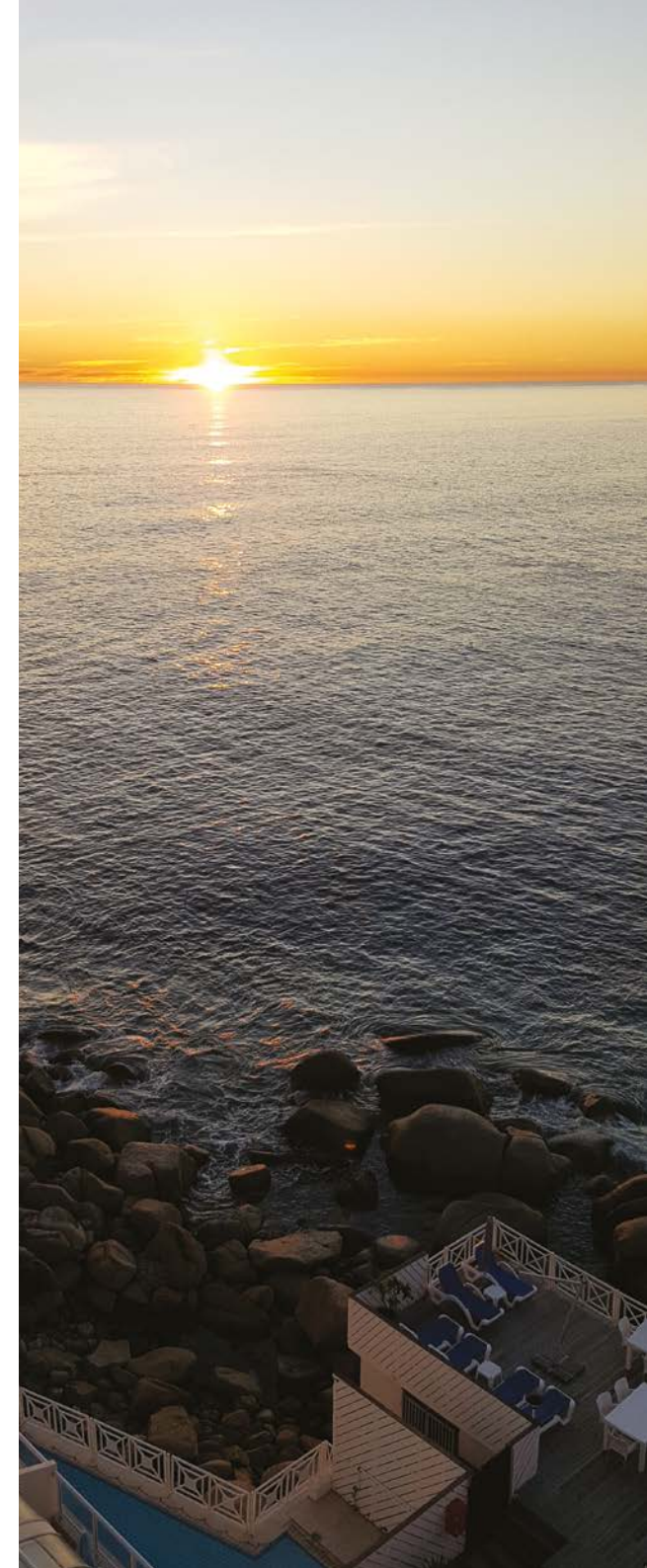
The owner of the privately owned apartment 'Studio 3' commenced renovations on his apartment in August and had planned to complete the project by early December, but due to council delays and unforeseen structural work that needed to be carried out, will almost certainly carry over into 2017.

With the loss of the parking bays at the Ambassador Hotel we decided to extend the operating hours of the resort's shuttle bus to a 7-day service with the bus now operating from 08h30 to 16h30

on Mondays and Tuesdays, 08h30 to 22h30 from Wednesdays to Fridays and 10h00 to 18h00 on Saturdays and Sundays. Whilst this does not solve the parking problem, the resort management have had very favourable feedback on the new hours.

As usual, I thank my Board of Directors, together with Fred Jenkins of our management company and Sean Daly and his staff for another successful year. I would like to take this opportunity to wish everyone a safe festive season, and we look forward to seeing you all at Bantry Bay in the near future.

**JW MAREE**  
Chairman



## 2017 BUDGETS FOR BANTRY COURT SHAREBLOCK LTD

	2016 MONTHLY BUDGET	2016 ANNUAL BUDGET	2017 MONTHLY BUDGET	2017 ANNUAL BUDGET
<b>INCOME</b>				
Telephone	-2 000,00	-24 000,00	-2 000,00	-24 000,00
Interest	-25 416,67	-305 000,00	-32 500,00	-390 000,00
Levy interest	-9 583,33	-115 000,00	-8 333,33	-100 000,00
Parking	-8 750,00	-105 000,00	-8 333,33	-100 000,00
Bed levy	-4 250,00	-51 000,00	-4 583,33	-55 000,00
Administration fee	-166,67	-2 000,00	-166,67	-2 000,00
	<b>-50 166,67</b>	<b>-602 000,00</b>	<b>-55 916,67</b>	<b>-671 000,00</b>
<b>ADMINISTRATION</b>				
Audit fees	7 250,00	87 000,00	6 666,67	80 000,00
Autopagers	1 250,00	15 000,00	1 250,00	15 000,00
Bank charges	1 833,33	22 000,00	2 166,67	26 000,00
Body corporate levies	350,00	4 200,00	350,00	4 200,00
Credit card comm.	7 750,00	93 000,00	8 166,67	98 000,00
Insurance	9 250,00	111 000,00	9 750,00	117 000,00
Legal fees	100,00	1 200,00	100,00	1 200,00
Office equipment	500,00	6 000,00	500,00	6 000,00
Postage	666,67	8 000,00	666,67	8 000,00
Printing	4 333,33	52 000,00	4 583,33	55 000,00
Stationery	2 250,00	27 000,00	2 500,00	30 000,00
Subscriptions	2 416,67	29 000,00	2 583,33	31 000,00
Television licence	833,33	10 000,00	916,67	11 000,00
	<b>38 783,33</b>	<b>465 400,00</b>	<b>40 200,00</b>	<b>482 400,00</b>

continued ...

	2016 MONTHLY BUDGET	2016 ANNUAL BUDGET	2017 MONTHLY BUDGET	2017 ANNUAL BUDGET
<b>PROPERTY EXPENSES</b>				
Electricity	28 000,00	336 000,00	30 000,00	360 000,00
Property rates	42 508,33	510 100,00	62 940,00	755 280,00
Refuse removal	1 216,67	14 600,00	1 310,00	15 720,00
Sewerage	1 666,67	20 000,00	1 750,00	21 000,00
Recycling	1 687,50	20 250,00	1 916,67	23 000,00
Water	1 500,00	18 000,00	1 625,00	19 500,00
Rent of premises	7 916,67	95 000,00	7 916,67	95 000,00
Fire & evacuation	5 416,67	65 000,00	5 416,67	65 000,00
	<b>89 912,50</b>	<b>1 078 950,00</b>	<b>112 875,00</b>	<b>1 354 500,00</b>
<b>REPAIRS and MAINTENANCE</b>				
Building maintenance	42 500,00	510 000,00	47 083,33	565 000,00
Computer maintenance	2 416,67	29 000,00	2 583,33	31 000,00
Elevator maintenance	1 833,33	22 000,00	2 020,83	24 250,00
Motor vehicle	708,33	8 500,00	750,00	9 000,00
Misc & office equipment	416,67	5 000,00	416,67	5 000,00
Pest control	979,17	11 750,00	1 062,50	12 750,00
Pool maintenance	750,00	9 000,00	825,00	9 900,00
Television & satellite	8 333,33	100 000,00	9 166,67	110 000,00
Telephone	166,67	2 000,00	166,67	2 000,00
	<b>58 104,17</b>	<b>697 250,00</b>	<b>64 075,00</b>	<b>768 900,00</b>

continued ...

	2016 MONTHLY BUDGET	2016 ANNUAL BUDGET	2017 MONTHLY BUDGET	2017 ANNUAL BUDGET
<b>SALARIES</b>				
Salaries	154 166,67	1 850 000,00	170 833,33	2 050 000,00
Directors remuneration	19 760,00	237 120,00	21 141,67	253 700,00
Bonus provision	10 541,67	126 500,00	11 333,33	136 000,00
Industrial relations	300,00	3 600,00	300,00	3 600,00
Medical aid	3 541,67	42 500,00	3 987,50	47 850,00
Security	33 750,00	405 000,00	36 666,67	440 000,00
Staff recruitment	416,67	5 000,00	416,67	5 000,00
WCA	1 008,33	12 100,00	1 041,67	12 500,00
Staff training	1 583,33	19 000,00	1 708,33	20 500,00
Staff awards	833,33	10 000,00	916,67	11 000,00
	<b>225 901,67</b>	<b>2 710 820,00</b>	<b>248 345,83</b>	<b>2 980 150,00</b>
<b>MISCELLANEOUS</b>				
Cleaning contract	120 000,00	1 440 000,00	130 416,67	1 565 000,00
Guest supplies	14 750,00	177 000,00	15 833,33	190 000,00
Laundry	26 250,00	315 000,00	28 333,33	340 000,00
Management fee	33 750,00	405 000,00	35 833,33	430 000,00
M-Net/DSTV	10 166,67	122 000,00	11 166,67	134 000,00
Parking	14 666,67	176 000,00	1 250,00	15 000,00
Petrol & travelling	3 750,00	45 000,00	5 000,00	60 000,00
Directors' travel	2 083,33	25 000,00	1 250,00	15 000,00
Refreshments	4 833,33	58 000,00	5 083,33	61 000,00
Replacements	2 500,00	30 000,00	2 916,67	35 000,00
Telephone	7 083,33	85 000,00	5 416,67	65 000,00
Uniforms	1 125,00	13 500,00	1 208,33	14 500,00
	<b>240 958,33</b>	<b>2 891 500,00</b>	<b>243 708,33</b>	<b>2 924 500,00</b>
<b>TOTAL</b>	<b>603 493,33</b>	<b>7 241 920,00</b>	<b>653 287,50</b>	<b>7 839 450,00</b>
Reserve funding/Capex	150 000,00	1 800 000,00	158 333,33	1 900 000,00
Provision for taxation	8 633,33	103 600,00	10 266,67	123 200,00
<b>RESORT CLAIM</b>	<b>762 126,67</b>	<b>9 145 520,00</b>	<b>821 887,50</b>	<b>9 862 650,00</b>

## 2017 LEVY BREAKDOWN

	UNITS	WEEKLY LEVY (no vat)	VAT	INDIVIDUAL UNIT (with vat)	TOTAL WEEKLY (no vat)
Neptune	x 1	11631,58	1628,42	13260,00	11631,58
Penthouse	x 1	11631,58	1628,42	13260,00	11631,58
3 Bedroom Duplex	x 4	6982,46	977,54	7960,00	27929,82
1 Bedroom Duplex <i>with parking</i>	x 8	4985,96	698,04	5684,00	39887,72
1 Bedroom Duplex <i>no parking</i>	x 4	4654,39	651,61	5306,00	18617,54
2 Bedroom Luxury	x 1	6982,46	977,54	7960,00	6982,46
2 Bedroom Standard	x 1	6982,46	977,54	7960,00	6982,46
Luxury Studio	x 4	4654,39	651,61	5306,00	18617,54
Luxury 1 Bedroom	x 4	4654,39	651,61	5306,00	18617,54
Studio	x 7	4654,39	651,61	5306,00	32580,70
<b>TOTAL</b>		<b>67 814,04</b>	<b>9 493,96</b>	<b>77 308,00</b>	<b>193 478,95</b>
<b>TOTAL WEEKLY</b>	<b>R193 478,95 x 51 = R9 867 426,45</b>				

## COMPETITION

### QUESTIONS

1. Who is our new Head of Maintenance?
2. At what time does the Shuttle bus run on a Sunday?
3. Name the employee who celebrated 10 years service in September 2017.

### RULES

1. Send your answer with your 2017 levy payment.
2. All entries must be in before 31/01/2017.

### PRIZE

V&A Waterfront gift voucher to the value of R500.00.

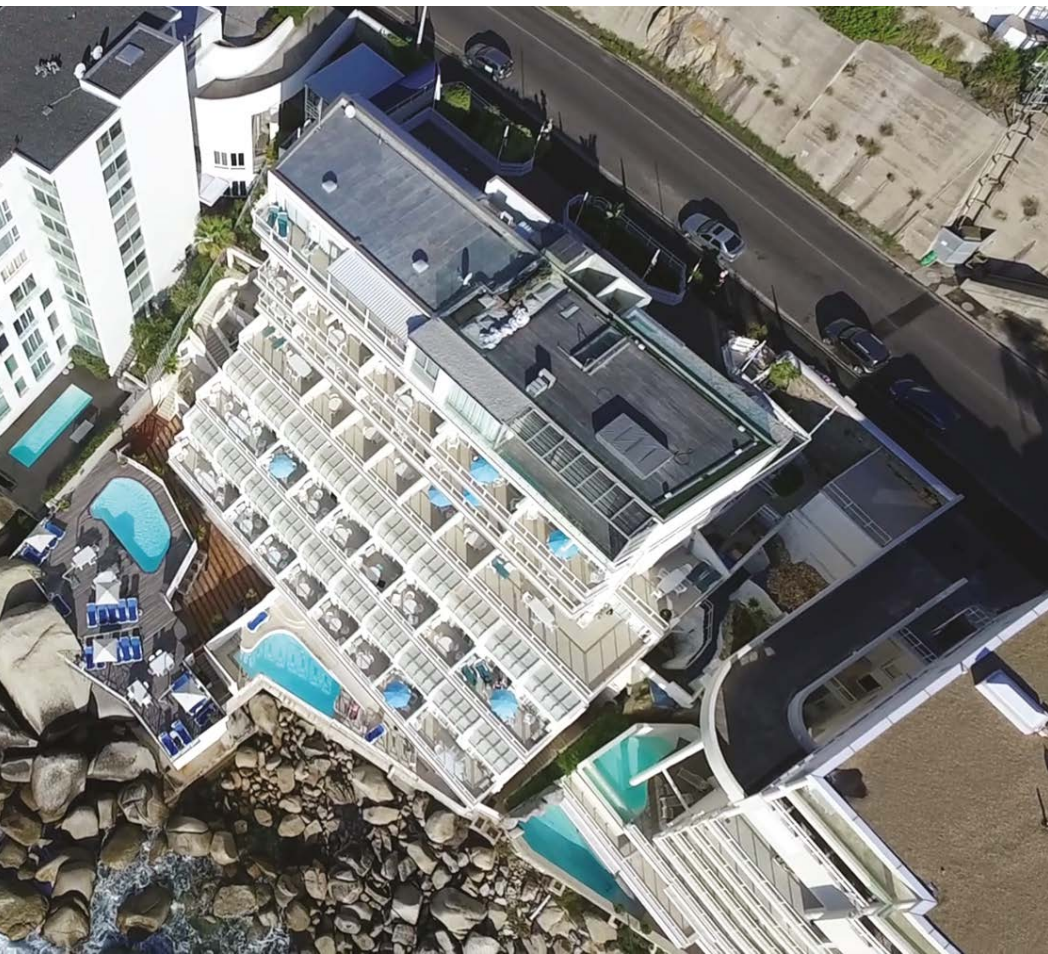
**2016 WINNER:** Congratulations to Mr Claude Cooper Smith

## 2017 TIMESHARING CALENDAR

Week 1	6-Jan-17	12-Jan-17	Fixed
Week 2	13-Jan-17	19-Jan-17	Fixed
Week 3	20-Jan-17	26-Jan-17	Fixed
Week 4	27-Jan-17	2-Feb-17	Fixed
Week 5	3-Feb-17	9-Feb-17	Fixed
Week 6	10-Feb-17	16-Feb-17	Fixed
Week 7	17-Feb-17	23-Feb-17	Fixed
Week 8	24-Feb-17	2-Mar-17	Fixed
Week 9	3-Mar-17	9-Mar-17	Fixed
Week 10	10-Mar-17	16-Mar-17	Fixed
Week 11	17-Mar-17	23-Mar-17	Fixed
Week 12	24-Mar-17	30-Mar-17	Fixed
Week 13	31-Mar-17	6-Apr-17	Fixed
Week 14	7-Apr-17	13-Apr-17	Fixed
Week 15	14-Apr-17	20-Apr-17	Fixed
Week 16	21-Apr-17	27-Apr-17	Fixed
Week 17	28-Apr-17	4-May-17	Fixed
Week 18	5-May-17	11-May-17	Fixed
Week 19	12-May-17	18-May-17	Fixed
Week 20	19-May-17	25-May-17	Fixed
Week 21	26-May-17	1-Jun-17	Fixed
Week 22	2-Jun-17	8-Jun-17	Flexi
Week 23	9-Jun-17	15-Jun-17	Flexi
Week 24	16-Jun-17	22-Jun-17	Flexi
Week 25	23-Jun-17	29-Jun-17	Flexi
Week 26	30-Jun-17	6-Jul-17	Flexi
Week 27	7-Jul-17	13-Jul-17	Flexi
Week 28	14-Jul-17	20-Jul-17	Flexi

Week 29	21-Jul-17	27-Jul-17	Flexi
Week 30	28-Jul-17	3-Aug-17	Flexi
Week 31	4-Aug-17	10-Aug-17	Flexi
Week 32	11-Aug-17	17-Aug-17	Flexi
Week 33	18-Aug-17	24-Aug-17	Flexi
Week 34	25-Aug-17	31-Aug-17	Flexi
Week 35	1-Sep-17	7-Sep-17	Flexi
Week 36	8-Sep-17	14-Sep-17	Flexi
Week 37	15-Sep-17	21-Sep-17	Flexi
Week 38	22-Sep-17	28-Sep-17	Flexi
Week 39	29-Sep-17	5-Oct-17	Flexi
Week 40	6-Oct-17	12-Oct-17	Flexi
Week 41	13-Oct-17	19-Oct-17	Flexi
Week 42	20-Oct-17	26-Oct-17	Flexi
Week 43	27-Oct-17	2-Nov-17	Flexi
Week 44	3-Nov-17	9-Nov-17	Fixed
Week 45	10-Nov-17	16-Nov-17	Fixed
Week 46	17-Nov-17	23-Nov-17	Fixed
Week 47	24-Nov-17	30-Nov-17	Fixed
Week 48	1-Dec-17	7-Dec-17	Fixed
Week 49	8-Dec-17	14-Dec-17	Fixed
Week 50	15-Dec-17	21-Dec-17	Fixed
Week 51	22-Dec-17	28-Dec-17	Fixed
Week 52	29-Dec-17	4-Jan-18	Fixed





*A most unusual view of Bantry Bay International Vacation Resort photographed by a drone.*

## OWNER INFORMATION UPDATE

Please complete and return the form below to ensure that the information we have on file is correct and up to-date, alternatively email us at **banbayrs@iafrica.com**.

Name: \_\_\_\_\_

Apartment/s: \_\_\_\_\_ Week/s: \_\_\_\_\_

Postal Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postal Code: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ (Code) \_\_\_\_\_

Work Telephone: \_\_\_\_\_ (Code) \_\_\_\_\_

Fax Number: \_\_\_\_\_ (Code) \_\_\_\_\_

Cellular Phone: \_\_\_\_\_

Email address: \_\_\_\_\_

RCI/II Membership number: \_\_\_\_\_

### **Facilitating Electronic Transactions Declaration (email communication)**

Name of Owner: \_\_\_\_\_

Email address: \_\_\_\_\_

*I hereby accept that information may be sent to the above email address in the form of a data message. I understand it is my responsibility to advise the resort of any change to the above address.*

Signature of Owner: \_\_\_\_\_







**INTERNATIONAL VACATION RESORT**

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