



# *Newsletter*

*Summer 2021*

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## Introduction

*Welcome to the Summer Edition of the General Community Newsletter.*

For some owners it must seem like a very long time since they were last able to travel to their homes here in La Manga Club and in this edition of the Newsletter we'll bring you up to speed on what has been happening while you've been away and what you can look forward to on your return.

It has been, and continues to be, very quiet on the resort but hopefully that will all change over the coming weeks of the summer season now that the vaccination programme is well underway both in the UK and across Europe and travel restrictions are easing.

We are sure that when the go-ahead to travel is given many owners will have a desire to head to the sun and once again enjoy the tranquility and beauty of our idyllic resort.

Read on as we aim to give you a flavour of what's been happening in the last year and whet your appetite for your imminent return.

Anne-Marie Barth  
VP Communications



## *The President's* ADDRESS

When this newsletter is published, we will be about four months into "the job". The new team have been busier than we would have liked but events have meant that we have had to address some matters sooner than planned.

Our first priority was to generate a budget for 2021. The outgoing team's budget was withdrawn before the January Presidents' meeting leaving us with a clean slate. Our vision is to maintain the best quality services at La Manga Club while making sure that any unnecessary expenditure is eliminated. We were able to make an immediate saving by removing the cost of remuneration of officers and advisors. There were some unknowns to put a figure on such as whether or not we would have to move offices. This has implications regarding the costs of moving and new offices, as well as implications for the provision of accommodation for the Medical Services. For Medical Services the budget anticipates no change to the existing model and payment of additional fees to the Doctors which will help to balance the lack of patients. There is also uncertainty surrounding occupancy over the coming months. The budget was approved at the EGM in April.

The situation with our offices in Las Sabinas is complicated. Our lease expired on 15th December 2019 and in September last year the landlord, Solvia (acting for the bank Sabadell) told the GC that they wanted us to vacate the premises in order to sell the property. We anticipated being asked to sign a new lease, which would have made the property more marketable, but this option has not been offered. To our knowledge at least three LMC owners have



attempted to buy the property from Solvia but, despite at least one offer being over the asking price, all three attempts have failed. The landlord continues to take the rent, which implies at least a temporary extension of the lease. We await developments.

We inherited a fraught relationship with LMC/Hesperia. The pandemic had put their business under strain and they were prepared to contest the whole basis of the fees, rejecting charges for services that they hadn't needed or received during the COVID affected year. The General Community, still feeling the pain of past disputes with the former owners of LMC, were gearing up for a protracted and bitter Court case to recover the debt. Being a new Executive allowed us to engage with LMC/Hesperia to find common ground. Recognising that these are exceptional circumstances due to the pandemic, we looked first at the 2021 fees to schedule these in a way

From the start, we set out to improve communications with Owners and Presidents. This is frustrating as the GC, due to data protection issues, has no means of contacting Owners directly. We have four main avenues of communication; via community Presidents, our Facebook page, the GC website and an Owners' Database. So far, we have launched a new Facebook Page, are updating the website and are hoping for greater interaction with Owners via these media. Anne-Marie, our VP Comms, has made this issue one of her top priorities and an update on her progress can be found in this Newsletter.

Since Brexit, there have been significant changes in the use of private medical insurance by visitors from the UK and those taking up Spanish Residency. Also, over recent years there has been a significant increase in Spanish visitors and Owners, whose need for LMC's private Medical Services is minimal. Murcia, as a region, has one

*“In coming months, we look forward to a significant increase in occupancy of the resort”*

which matched their cash flow. Our VP Finance, Paul, was given access to LMC/Hesperia's financial records and was able to come up with a plan that LMC/Hesperia could achieve and the GC could accept. That left the problem of the backlog of unpaid fees from 2020. The two sides reached a landmark agreement by which LMC/Hesperia paid an immediate €100k with the rest to follow by the end of August. This agreement was approved at the EGM and we go forward in a new spirit of partnership.

There is an ongoing dispute with Inmogolf over the Owners' Clubhouse. As we had the available specialist skills required, and with the blessing of Tony Coles, Colin, Angel and I were able to begin work on this issue in November last year. There is an article updating the position in this Newsletter.

Within the workings of the GC admin, our vision is that salaried staff with the integrity and training to work largely unsupervised, are responsible for all the day-to-day running of the office and services with no need for remunerated Vice Presidents and Advisors to fulfil executive roles. With that aim, tasks have been streamlined and where necessary, re-allocated. It is an ongoing project, and we are very encouraged by results so far.

of the best health services in Spain. Our Doctors have made it clear that the absence of patients made their businesses barely viable without increased fees from the GC. The situation was exacerbated by the pandemic and, added to this, there is uncertainty about the provision of accommodation for the Doctors surgery.

This, therefore, is a good time to review the provision of top quality, bi-lingual Medical Services at LMC. The GC have set up an independent Medical Advisory Committee to examine the current situation and investigate any possible alternatives. There is a great deal of mis-information circulating on this emotive issue and an update on this committee is covered elsewhere. Hopefully, passions will cool and be replaced by the level-headed appraisal of the Committee.

In coming months, we look forward to a significant increase in occupancy of the resort with summer activity levels returning to near “normal”. Bookings for golf groups are strong from September onwards and LMC has indicated that it is looking to re-open the West Course in response to the increased demand. This feels like a significant step towards pre-pandemic life here at LMC.

Chris Coates



# While You Have BEEN AWAY

In March 2020 all of Europe seemed to come to a grinding halt and it's only just beginning to get moving again. Not a great time for a restaurant business to start up on a tourist resort you might think. And yet, here at La Manga Club, not one but TWO new restaurants have opened their doors. Those of us lucky enough to have been to the Club since lockdown started have had the chance to try them out. For those of you that haven't here's a flavour of what you have to look forward to.



## Paiman's

### AUTHENTIC ASIAN STREET FOOD AT LA MANGA CLUB

Paiman, from Indonesia, was the Head Chef of Asia Restaurant for 18 years. Having already built a good rapport with many residents in the General Community, in September 2020 he took a bold move during lockdown to open his own business offering Asian Street Food. The restaurant is based in central la Plaza and has a very casual and comfortable feel with a unique ambience and an interesting, quirky interior created by Beverly Jewell and Abbey Rose, centred around a street bicycle and colourful design.

Supported by a strong team comprising Lisa and Ellie at front of house and his son Angga in the kitchen, Paiman is focused on providing an authentic experience. Although you get a sense of warm and humble when you talk to him, he clearly also prides himself on buying good quality, fresh ingredients every morning to create his unique blend of South East Asian flavours for the menu on that day. Give the new re-vamped terrace a try (think 'Asian street, canopy's, sparkling lights') and perhaps one day we will be able to order home deliveries from a tuk tuk... you never know!



## Gimlet

### (WHERE SPAIN AND BULGARIA COME TOGETHER)

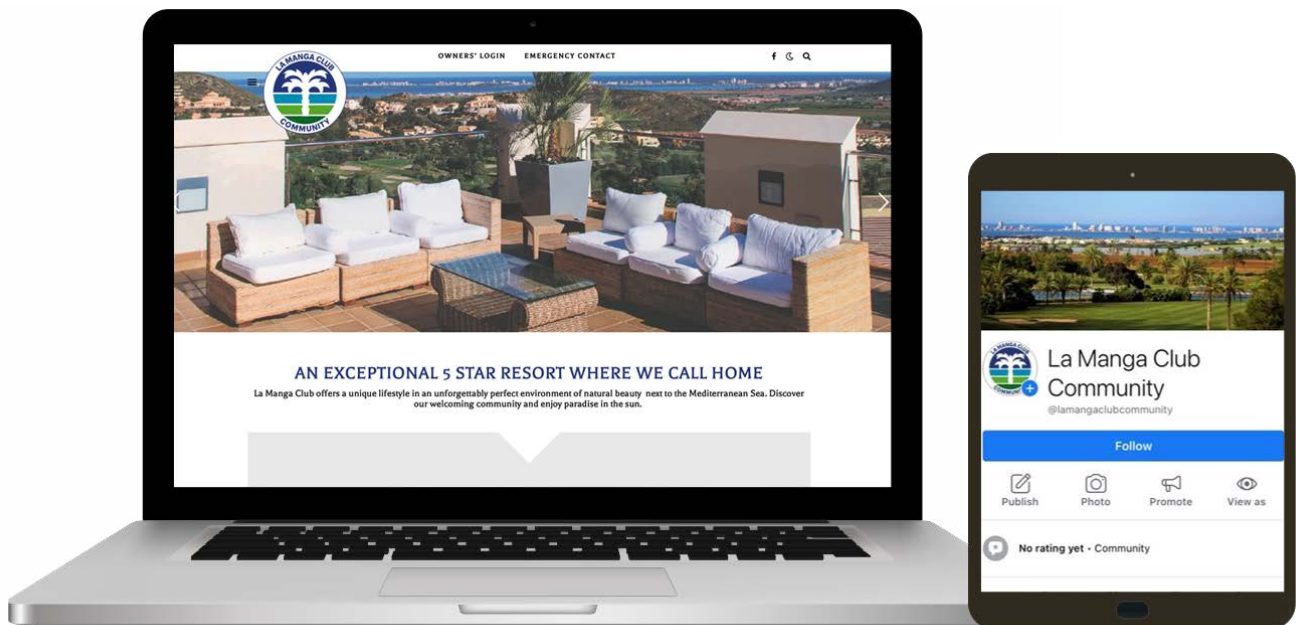
Alex and Mish opened this cosy restaurant in Bellaluz Pueblo in the midst of COVID restrictions in July 2020, suiting their concept to provide a comfortable and relaxed environment. Influenced by Balkan countries, the menu has an Eastern European identity. Both enjoy getting to know their customers and often spend time at the table with guests where Bulgarian Chef Mish delights with his explanation of ingredients. They both exude a very clear sense of pride in the menu, their personal service and a desire to offer the best they have for good value. As a new business, they were thrilled to win third place in the last Tapas run.

'Gimlet' is named after Mish's favourite cocktail comprising gin and citrus cordial, in fact everything about Gimlet has a very personal feel and when talking to their customers you get a real sense of belonging. Effervescent Alex has a constant smile and has even been known to go and collect customers who cannot locate the venue. Being in Gimlet just feels happy. Sit under the iconic Spanish LMC palm tree and try the Moussaka!



# Let's Stay CONNECTED

*Keep up to date with what is going on around the resort*



*A lot goes into the running of the General Community and we continually aim to keep all Owners up to date with what's going on. In La Manga Club word of mouth is often the most popular method of finding out what is happening. But, as we all know, news can sometimes get a little garbled in the process. As VP Communications I am developing three platforms for communication; an interactive Facebook page, a revamped website suitable for viewing on all devices, particularly mobiles and tablets and the Owners' Database. This will ensure that Owners can feel connected even when they cannot be here in person.*

## The Facebook Page

The new Facebook page was launched in April and already has over 580 followers. This is where to find general information, e.g. COVID updates, new traffic regulations or maybe a great new restaurant to go to. We might not always be the first to post information on any legal changes in Spain but our aim is that any information posted can be relied upon to be legally correct at the time of posting.

Several people have asked why we did not retain the page name La Manga Club General Community. The simple answer is that we couldn't. We had hoped to take over the administration of the La Manga Club General Community Facebook page to avoid confusion but this wasn't possible and the old page has now been deleted. Once a name has been used on a Facebook account it is a not possible for a new admin to reclaim this name and use it. We therefore chose the most appropriate name

available to us, La Manga Club Community. Please check it out if you haven't already and also please be aware that when you are looking for a Facebook page there are many pages with similar names. There is nothing we can do about this as we have no control over other pages on Facebook.

As with the previous page the site is open to everyone. It is not intended for use as a space to air worries and complaints regarding La Manga Club as this is detrimental for the La Manga Club brand and it is not the appropriate forum to discuss issues on a page which is open to the public. I'm hoping that the Forum on the new website (see below) can be used for such discussions. In this way it will be only Owners who have a vested interest in Club matters, who will read about and contribute to any debate.



## The Website

Updating the La Manga Club Owners' website has been on the agenda for several years. Work had been done on various parts of the website over the years but it was time for a major overhaul. There is a great deal of useful information on the website but it isn't always easy to find. The new website will be called [www.lamangaclubcommunity.com](http://www.lamangaclubcommunity.com). Changing the name will allow us to develop the site while keeping the original site available for use. It will also allow us to make a seamless transition from one site to the other without Owners having to re-register. We have got rid of outdated information but otherwise everything that is available on the old site will still be there. Once the site is launched when you log onto the old site you will automatically be re-directed to the new one.

As before much of the site will be open to the public, showcasing La Manga Club as a vibrant community with sport, leisure and retail available on your doorstep. Also, as before there will be a section reserved for Owners. It is here that you will find information about what's happening in the resort. Also here you will find the Discussion Forum, where Owners can air their concerns and opinions regarding La Manga Club. Provided that comments are respectful of other peoples views and opinions there will be no restriction on what Owners wish to post here. The only criterion will be that the post relates to the interests of La Manga Club.

The new website will have a modern feel and will be easy to use, getting you straight to where you need to go. It will be responsive to whatever device you use and mobile and tablet friendly versions will display automatically on your chosen device. We will continue to develop and improve the pages and monitor which ones are the most popular in order to fine tune and enhance our rankings on search engines such as Google.

We're hoping to launch the site very soon and we hope you'll like it.

## The Database

Owners comment regularly that they don't know what's going on in the Club but getting information to Owners is one of our biggest frustrations. For data protection reasons we don't have the email addresses of all Owners. To get around this past President Robin Fish set up a Database of Owners which allows all Owners to register and receive information from the General Community.

We are developing this database and would encourage all Owners to register so that they can be kept up to date with any developments affecting the resort. It is easy to register, just email us at [dbadmin@comunidadgenerallmc.com](mailto:dbadmin@comunidadgenerallmc.com). You can also drop the General Community a note via this email to check if you have registered previously.

Join the database and keep yourself informed. And, of course, don't forget that you can always contact us at [info@comunidadgenerallmc.com](mailto:info@comunidadgenerallmc.com).





## *The workings of* LA MANGA CLUB

Over the years, when both companies were owned by the same parent, Inmogolf and La Manga Club SL (LMC SL) were somewhat interchangeable in the minds of Owners even though they were always separate legal entities. Since Hesperia acquired 80% of LMC SL, it may be useful to explain who owns what and who is responsible for what.

**Inmogolf** was the original developer of LMC, once a wholly owned subsidiary of European Ferries, then of P & O, and then acquired by MedGroup in [2004]. Medgroup, founded by Jordi Robinat in 1995, rebranded to become Arum Group in 2014. We understand that Inmogolf is a wholly owned subsidiary of Arum.

The key executives of Arum involved in Inmogolf are Jesus Abellan and Manuel Lopez.

In the sale of LMC SL to Hesperia in 2019, Inmogolf retained all land with development potential including the football pitches, the spa and conference centre, and the West Course. Because the responsibility has never been transferred to the Cartagena Town Hall (CTH), Inmogolf as the original developer, is still responsible for the infrastructure of the complex, including roads, street-lights, water and sewage.

We understand that Inmogolf are in discussions with the CTH about the transfer of responsibilities. The last thing we know about their discussions is the existence of a report by Hidrogea, in which they quantify the amount of the works to be carried out by Inmogolf, prior to reception by the CTH, at over

€2 million. This is in addition to work required to upgrade the roads, street lighting, and other infrastructures.

**Hesperia**, the Spanish hotel owner/operator, with some 27 hotels in Spain and three in Venezuela, acquired 80% of La Manga Club SL in 2019. The remaining 20% was retained by Inmogolf. We are not certain, but we understand that the retained 20% is linked to the warranties and guarantees required by Hesperia in the sale/purchase agreement. When the warrantees unwind, so will the shareholding decline.

**La Manga Club SL** owns the operating assets including the hotel, the North and South Courses and the tennis and bowls centres.

It has been reported that Hesperia has applied to the Spanish Government for some €57 million in financial support in the wake of the Covid pandemic. With the hotel only open for a few months in 2020 and only recently re-opened in 2021, LMC SL itself has suffered a substantial drop in its revenues and has relied on support from its parent company. It has embarked on a re-structuring programme with a substantial percentage of its staff being made redundant.

It is hoped that the re-opening of the hotel in June will mark a post Covid re-generation and resumption of something close to normal occupancy at the resort. We wish LMC SL and Hesperia every success. A prosperous and successful LMC is good news for all Owners.



# Medical SERVICES

Currently La Manga Club has a private Medical Service operated by two Doctors on-site. They provide morning and evening surgeries and out of hours emergency cover for residents and visitors to the resort. The Doctors are private practitioners and are not in the employ of the GC. The GC does, however, provide the Doctors with a rent free surgery and professional fees of approximately €46k which provides Owners with discounted consultation and treatment costs, and allows the service to continue.

The COVID pandemic has highlighted some deficiencies in this method of providing Medical Services. With so few people on the resort the number of patients visiting the Doctors has decreased to the extent that the current situation was not proving to be as financially viable as the Doctors had hoped it would be.

The Medical Services on the resort are always subject to the fluctuations in population. This means that at certain times of year the Doctors' surgeries are very quiet. This in turn makes the income levels challenging for the businesses that the Doctors run.

Now, therefore, seems like an appropriate time to review the provision of Medical Services on-site. To this end the General Community have set up an independent committee to take a look at the various options available for providing Medical Services at La Manga Club. Below is the statement issued with details of this committee. Part of the committee's remit is to consult as widely as possible across the community, canvassing as many views as possible on this issue.

Once the committee has come up with its recommendations, they will present them to the Presidents for their consideration.



*The General Community (GC) has formed a Medical Services Committee to look at options for the provision of these services. The committee comprises:*

- Kevin Brown, President of Las Higueras.
- Margarete Hellings, President of Buenavista General and Buenavista Apartments and resident in Spain since the 1980's.
- Malcolm Elam, President of Los Altos 2.
- Tom Brown, retired Doctor/General Practitioner, LMC resident in Monte Verde.
- Kevin Lynch, President of La Reserva del Coto and VP Infrastructure and Environment for the General Community.
- The Committee will be chaired by Kevin Brown and will report to the GC and the Presidents when ready to do so.
- The terms of reference can be summarized as follows:
  - To fully consider the four options that have been presented to date, along with any other additional ones, and ensure the pro's and con's of each are understood.
  - To consult as widely as possible with owners in the process to ensure all views are represented.
  - To present back as soon as possible to the Presidents and the President of the General Community with the findings. At a minimum this would include a comprehensive list of the pro's and con's of each option and may include a recommendation.
  - Cost should be a factor in any recommendation, but it is not the driving force for the review. We are considering the most effective way of providing quality health care services to residents, owners and visitors to La Manga Club.

The General Community will assist the Committee in whatever way required, although the Committee will operate entirely independently.





# THE OWNERS' CLUBHOUSE

On 18th July 1996, Inmogolf and the General Community (GC) signed a lease of the old “Linen House Building” for a period of 99 years at a monthly rent of 20k pesetas to be increased by inflation every year. That translates to an annual rent of €2,893 in 2021.

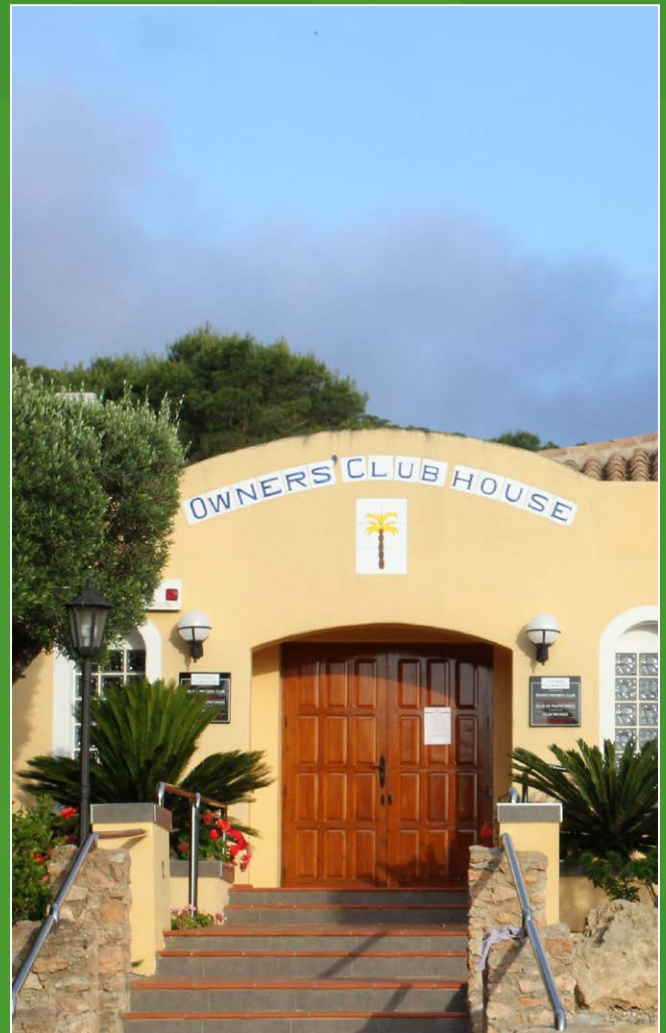
Included in the lease was a conditional option to purchase the property at 10 million pesetas. Inflation adjusted annually that translates to some €121k in 2021. It is a conditional option in so far as the lease states that the GC can exercise the option when “the Company [Inmogolf] is in a position to sell”. What is required in order to satisfy that condition is not detailed in the lease.

The old Linen House Building is only a part of the current OCH. The car park, some of the dining area and most of the terraces are not subject to the lease with Inmogolf and are on land owned by a third party. Inmogolf’s decision to lease the property to the GC was

part of a quid pro quo, whereby the GC took over from Inmogolf responsibility for various Owners Services such as Security and Medical Services which demonstrated the “partnership” relationship which then existed then between the developer (Inmogolf) and the Owners and the shared ambition to maintain the quality of the resort for existing and future Owners.

In September 2020, Inmogolf wrote to the GC informing them that it had terminated the lease. The GC refuted that purported termination and that is where we are today.

What prompted the purported termination of the lease? Inmogolf explains as follows; “The application for termination of the lease ..... constitutes a mere exercise of the legitimate rights of that commercial company in the face of a situation of unjust enrichment by it”. In other words, it appears that Inmogolf claims



that the lease, signed 26 years ago, is too one-sided, in favour of the GC. In addition, Inmogolf has claimed that the lease has been breached which in turn would allow it to terminate the lease. The GC has obtained legal and other relevant professional advice on all of these matters and is prepared should Inmogolf insist on pursuing this matter further.

Owners have asked why the GC doesn't end the dispute by exercising the option to buy the property. The GC sent a Legal Notification to Inmogolf, in September 2020, further to its initial communication, requesting it to confirm that it was in a position to sell the OCH to the GC, as the GC might have interest in exercising the option to purchase. The response received from Inmogolf in October 2020 was that the lease contract had already been cancelled, and consequently the GC no longer had any legal right to exercise the option to purchase. In addition, Inmogolf claimed that a Community cannot own a property under Spanish Law, a position which is arguable at least. The current position will, of course, change should the dispute be resolved in a manner favourable to the GC.

So, what happens next? The GC is prepared to defend

the validity of the lease in Court for as long as it takes. Clearly, however, the GC would prefer that Inmogolf honours the terms of the lease, including its obligations under the option to purchase.

We are hoping that Inmogolf, as it seeks permissions to resume its role as developer, will see the benefit of the old "partnership" relationship with Owners rather than cause a long running dispute on this emotive issue which will benefit no one and which may prove disruptive to say the least.



# THE AMBASSADOR'S VISIT

On Thursday 3rd June, people around the resort spotted a bit of extra security and a reserved parking section at the Owners' Clubhouse along with a large black Range Rover with diplomatic plates driving around. This was all because of an informal visit by the British Ambassador to Spain, Hugh Elliott, his wife Toni, The Consul General, Sarah-Jane Morris and the Honorary Consul for Murcia, Antonio Berdonces Vivancos.

The Ambassador and his team were on a visit to the Murcia region with a busy schedule meeting regional government officials in Murcia and fact finding about the experiences of UK expats in communities throughout the area. They had requested a trip to La Manga Club as part of this mission and the GC were more than happy to host the Ambassador and his team to lunch at the Owners' Clubhouse.

Joaquin worked with the GC to put together a fabulous menu which championed our local produce and also provided the leisure break the Ambassador needed. Hosting the lunch were GC President Chris Coates and his wife Gabby, Margarete Hellings, John Douglass and GC administration manager Rocio Manzanares.

Discussion over lunch centred on why La Manga Club thrived when other more recent urbanisations of mainly ex-patriates had struggled over the years. While no firm

conclusions were reached the ideas around the original development of the resort, the number of years it has been in place, its organic growth and the critical mass of residents and businesses served to give the Ambassador a good understanding of why La Manga Club is so successful. He was also interested in how the GC and individual communities work together.

The Ambassador was keen to understand how people were managing post Brexit and what, if any, issues there were. He raised the concerns that many non-resident owners have about the '90 days in 180' rule the European Union have imposed and, again, while there are no indications that this will change in the near future, it is a point of discussion with the Spanish government.

After a great lunch and discussion, the Ambassador and his team departed to visit Mazarron and Campo Sol.

Following the visit, Antonio Bedonces has advised that there are several initiatives in progress on how to improve the information about different aspects of the presence of UK residents in Spain in general and he will keep us informed of these. In addition, the consular network will organise some events to share valuable information with communities of residents - possibly in Autumn 2021 or Spring 2022. We will keep Owners up to date on any forthcoming events planned for LMC.



## Managing LMC CAT COLONIES

Cat colonies form wherever stray or feral cats find food and shelter. Often a kind person or caring community will provide food for cats that turn up hungry and in poor shape. Cats are independent and territorial animals that tend to group and form colonies.

Cat colonies are found in towns and cities throughout Spain. People living near such colonies often see them as a health risk and nuisance. They often smell and mating behaviour such as yowling and spraying can be disruptive. In 2008 Spain passed a law stating that feral cats should be protected and not destroyed. This can be expensive. The national newspaper El Pais reported that the regions of Barcelona, Girona and Tarragona have an effective programme for managing cat colonies and spend approximately €157.000 per annum for over 3000 cats.

Here at La Manga Club Michelle Wilcox manages the population of feral cats. She feeds and waters the cats at six feeding stations. This way she can monitor the cats and spot any new arrivals. A single pregnant female can turn into a colony of dozens in just two years. Cats become sexually mature between four and five months and multiply at an astonishing rate. Feral females usually produce one or two litters in their first year of life and then three litters annually.

Michelle works to keep the numbers under control. Her policy is 'Trap-Neuter-Return'. Sick cats are taken to the vet, often then including an overnight stay in her own home to ensure that they have recuperated fully, before being released. This is an effective and humane solution to the problem. You can tell whether any cat you see has been neutered because it will have a 'nick' in its ear. Neutering the cats also prevents the anti-social mating behaviour and prevents fights.

### *Michelle's Facts and Recommendations:*

Cats do not, as often supposed, eat rats. They do kill them though, as well as killing cockroaches and snakes, so they contribute to the pest control on the resort.

If you own a cat and have not had it neutered, whether male or female, please ensure that this is done.

Please do not feed a stray cat. We discourage this unless you are going to provide a permanent home. If you start and stop, or if you leave the resort, the cat then becomes a problem for your neighbours.

Abandoning a pet (a cat or dog) continues and has increased in the last year. It is a criminal offence to abandon an animal. Owners are asked to be vigilant. If you witness an abandonment please take a car registration number, a photograph if possible and report it immediately to the Guardia Civil or to the General Community office.

For some of the luckier cats Michelle has been able to re-home them, either within La Manga Club or through a supportive charity [www.newlife4spanishanimals.de](http://www.newlife4spanishanimals.de), based in Germany. If the cats are too young to travel, or a 'forever' home has not yet been found, foster homes are constantly sought. If you are able to foster then please contact Michelle via the General Community office.

The monitoring of the cat population in La Manga Club and Michelle's policy of 'Trap-Neuter-Return' over the years has proved to be a cost effective and humane way to control Cat Colonies on the resort.



# Bowls

Lawn Bowls at La Manga Club has been in place for over 25 years and now has a fresh new appeal whilst remaining friendly, fun and competitive! People passing by are often compelled to stop and watch after being lured by the sounds of our members enjoying themselves whilst playing. We are looking forward to welcoming back members, potential new members and visitors as the travel restrictions are lifted and normal outdoor activities resume.

The membership is a blend of nationalities with a span of ages from 40s to the “young at heart”. Throughout the current Covid pandemic our practice sessions have continued as dress down days and are always full of enthusiasm. Some of these practice sessions have been set to music (“Motown” or songs with the names of our members) along with other ideas to keep things relaxed and informal.

Training is no exception to the fun - we play unique games that keep us challenged and improve our playing skills. We have qualified coaches at the Club and can arrange for free coaching sessions and free hire of equipment for anyone interested in “giving bowls a try”.

We have not abandoned all tradition with “whites” still being the order of the day for some of the Club Roll Ups and all of the competitions and tournaments. These competitions can be singles knockout, pairs, triples and even an annual men v women challenge! Finals are widely supported with members cheering on the finalists and acknowledging good play. Pre-Covid, these events were followed by organised lunches or dinners with award presentations. Our members are always looking for a reason to celebrate and socialise.

La Manga Bowls Club is also a long standing member of Levante Lawn Bowls (LLB). Throughout the period from October to March there are weekly matches with other member clubs; we travel to them, they visit us. As we are the only “grass green” in the area, with all other clubs playing on

an artificial surface, these matches are challenging and an opportunity to meet fellow bowlers from clubs all along the coast.

Whether a practice session, competition or social event, the members are keenly aware of the responsibility to give back to our local area. After the devastating “gota fria” in September 2019, the members organised a collection for household items that were needed by households in neighbouring villages; the Bowls Club made a financial donation as well. This past Autumn, there was a food collection to support the local food bank and our members were generous with bags of donations as well as giving up their time spearheading the collection. Pre-Covid, the proceeds from our Annual Awards Dinner raffle were donated to the El Buen Samaritano charity in Cartagena.

The green has recently received a substantial facelift with a sum in the region of 5,000 euros being spent. New artificial grass has been installed along the walkways and ditch walls. The surrounding kerbs and setting have also been freshly painted. The “green” is currently being maintained in excellent condition and this has been thanks to the dedicated work by the members of the Club’s “Greens Committee” in conjunction with the green keeping staff of LMC.

The success of La Manga Bowls Club rests largely on the energy of our members. It is amazing the commitment we share to keep the atmosphere happy, supportive and welcoming - and it is effortless! We would love to welcome back past members and introduce new members to La Manga Bowls Club where you are guaranteed to receive a friendly welcome.

Please get in touch with any of our committee should you want to “Give Bowls a Try”. Their contact numbers can be found on the undernoted link :- [La Manga Club Owners - Bowls - Officers](#)



## When You GET BACK

### *Normality?...poco a poco*

As the number of Covid-19 cases fall in Murcia and across Spain, and the vaccination programme gathers pace, there is a feeling of cautious optimism and hope in the air. So, what is life like here at La Manga Club and what can we look forward to in the coming weeks and months?

While there are still strict rules in place regarding the mandatory wearing of masks in all public spaces, they do not have to be worn while playing sport. There is still a limit of 50% capacity for non co-habiting people in cars and passenger vehicles and again masks have to be worn but if you are travelling as a co-habiting family this rule is relaxed. Hand sanitiser is everywhere and is required to enter restaurants and shops. Social distancing is generally adhered to. The regional borders in Spain are open and travel within Spain is allowed.

Here at La Manga Club many of the bars and restaurants have been open for some time along with those in the surrounding area but some have restricted days and hours, however, all are operating within the strict requirements of hygiene and social distancing. For those owners who have yet to return this currently means:

- Masks must be worn in all restaurants and bars, indoors and out, unless consuming food or drink
- There is no bar service. All orders and payments are made at your table
- The majority of restaurants now offer their menus via QR code rather than paper

- Terraces can have 100% of tables but interiors can only have 30%
- Bars, restaurants & non-essential businesses may now open until 02:00am in the Region of Murcia (from Wednesday 16th June)
- Social gatherings to be extended to a maximum of 10 people, in private homes and on bar/restaurant terraces
- Inside bars and restaurants, tables may still only be of a maximum of 6 people. However, the measure will take effect on Friday 18th June, because as it affects fundamental rights, it must be ratified by the Superior Court of Justice.
- There will be an official decree detailing these changes, among others which will be posted on our Facebook page when it is released

If things continue to improve we should see greater relaxation of some of these rules in coming weeks and plans are in place across the board to welcome back owners and visitors.

The Hotel Principe Felipe opened on June 1st. The Amapola restaurant is open for buffet breakfast and will also be open for dinner on Thursdays, Fridays and Saturdays. When occupancy picks up there will be a Luigis menu in Amapola from Sundays to Wednesday.

The Piano Bar opened for dinner on June 1st with Asia's menu on Thursdays, Fridays and Saturdays and then



another menu for the other days of the week. Sol y Sombra opened for lunch on June 1st 7 days a week. Also, two spa/treatment rooms will be open this summer in the hotel.

La Cala opened on June 10th for lunch from Thursday to Sunday. It will open for dinners in July. Bar 37 will open when Sol y Sombra closes in the Autumn.

The Tennis Centre will have some clay courts open by mid-June, but full opening is dependent on occupancy rates. There are bookings for football and cricket during the summer and the Football, Tennis and Golf Academies will be available. More detail on this in later editions.

The ever-popular Los Molinos Pool Bar reopened on 1 June and the bars and restaurants on the resort are planning for a Ruta de la Tapa from 1 to 10 October.

Both the North and South courses have been open and well maintained since May last year however, the West course is still closed. LMC have tentatively said that it may open again in September but there are no guarantees on this.

Social distancing and Covid-19 hygiene rules have meant that most community pools have been closed for some months so owners should contact their community presidents or administrators for specific information about opening dates

Looking further afield, beaches are open and have been well maintained during the pandemic. Most restaurants in the area are open and are looking forward to seeing you. Los Belones plans to hold its Ruta de la Tapa from 1 to 18 July, with some of La Manga Club's bars and restaurants also participating. Other events, which were cancelled last year, are scheduled to take place this year although some may be shortened or have restricted numbers.

In particular it is great to see the following back in the calendar:

- The San Javier International Jazz Festival will have 8 nights of concerts between 16 July and 1 August. More information [here](#)
- The Cantes de las Minas Flamenco Festival in La Union takes place between 29 July and 7 August. More information [here](#)
- The Carthaginian and Roman fiesta in Cartagena is scheduled for 17 to 26 September. More information [here](#)

In Cartagena the Roman theatre and other archeological sites are all open as are performance venues such as El Batel, and various tours of Cartagena are operating with restricted groups.

In the city of Murcia many hotels are open and the major attractions, with the current exception of the cathedral, are open to visitors. All the large shopping centers are open although some shops have to restrict numbers at any one time.

On the beaches social distancing is required and masks are mandatory if walking about but not while swimming or sunbathing. But the sun shines and the chiringuitos are open.

So, while things are far from 'normal' in the way we remember from 2019, this little corner of paradise is slowly and carefully opening up. Many of the residents who have lived here throughout the pandemic have said they felt, and continue to feel, quite safe. We are looking forward to seeing those of you who haven't been able to visit for such a long time and know you will have a great time while you are here.



# SECURITY *Diary*

## *A day in the life of one of our Security Guards*



After a few days off, tomorrow I will go back to work for seven days in a row from 7.00am to 3.00 pm. I have been working in the Resort for 25 years. I will get my uniform ready, the backpack with my stuff, the documentation... tonight I will not sleep well, I'm uneasy in case I'm late. I always set my alarm twenty minutes ahead, a silly trick of mine to fool the brain a little bit.

My husband and my two children are asleep, but the little one wakes up and calls me. He wants a hug and a kiss. He asks me, 'Are you going to work?'. I tell him to back to sleep, he still has a long time until he has to go to school.

I get ready, eat breakfast and at 6.25am I leave for work. I live in a nearby area, we bought a house in El Algar to be close to work. At 6.50am, I arrive at the Resort and walk to Gate 1. We park our cars in the staff parking lot, located at the Resort entrance, so as not to disturb the owners who live near the gate. I like working here, it's a nice place and it's outdoors.

My colleague who has worked the night shift in Gate 1 is waiting for me; he is tired from being up all night working with the cameras. He brings me up to date and tells me if there's anything urgent for this morning. He's going home to bed because he'll be back at work tonight. The night shift is the worst shift because you can't let your guard down at any time. The safety of the Owners depends on us seeing everything on the cameras. We're short of eyes to cover all the cameras; I think I will have to buy glasses for eye strain.

The night has been complicated. There have been several ambulances, identifications of suspicious people at Gate 1, loud music, as well as noises and suspicious movements in the West Course that eventually turned out to be hunters.

I start my shift by checking that all the security systems are working correctly. I check cameras, car plate readers, Owners' app and perimeter alarms. I make sure that the batteries of the emergency phones are charged and I also prepare all the keys that will be needed this morning for workers. Recently, the General Community has improved a lot in technology. We have many systems that help us to monitor the Resort better but, at the same time, it generates a lot of work. At Gate 1 I work with 3 computers and 6 screens!

COVID has changed our lives and the way we work. Now I have to disinfect everything; desk, keyboards, mice, walkies, door and window handles, pen... everything! It's for our own safety and that of the Owners. Fortunately we have all complied with the security measures and none of us has had COVID.

After a few quiet minutes I start typing my daily work report. Before we wrote it on paper, now we do everything on a computer with apps, and the patrolling guards do it on a specific Securitas mobile phone. Many people think that when they see us with a mobile phone we are watching YouTube videos or talking on WhatsApp. It is forbidden for us to use personal phones during our shift unless it is an urgent matter. The phones we use are only those of the service to make reports and answer calls from Owners.

The workers begin to arrive; rubbish collection drivers, gardeners, Clubhouse employees, General Community staff, etc. At Gate 1 we have the keys to all the premises and the cars they use; we are responsible for delivering and storing them. We have over 50 different keys!

I pay attention to the people and vehicles that come in and out of the Resort in case I see anything suspicious. First thing in the morning I identify a builder. It is his first time in the Resort and he is carrying out some building works in one of the Villas. I inform one of the patrols and they confirm that he is there working. It is a complicated Resort; not all streets are private. There is a public beach and you cannot prevent people from going there, as well as bars, restaurants, shops, petrol station and many other businesses. Many people think that nothing bad can happen to them while they are here. They are





overconfident. My colleagues have just noticed a house where several windows have been left open and which can be accessed very easily. The Owners are not there so I ask Rocío at the General Community to contact them. Other people leave their garages or windows open with valuables in sight.

On the cameras I see a lorry heading to the north side of the Resort. It's still early and my colleague explains to the driver that he can't get in yet. An Owner also called because noises from nearby building works bother him. The Team Leader stops them. The Policía Local come in and patrol the Resort. When they are leaving they stop at Gate 1 to warn us that they will be more vigilant of this area. They've seen that buggies are circulating on the streets without number plates.

Another colleague arrives at 10.00am; now I have 30 minutes to rest and eat something. It's my only break until I leave at 3.00 pm. All the guards working during the morning shift have arrived; The Team Leader, the North Area Patrol and the South Area Patrol.

I receive a call informing me that a person has fainted while playing tennis. When he fell he hit his head. I tell my colleagues who quickly arrive at the scene. The young man is breathing but is unconscious. I call 112 and request an ambulance. The ambulance crew ask many questions about the person; their data, where they live, etc. With the cameras I can see the blue lights coming. I can now calm down a bit. There is a security patrol waiting for the ambulance to help them get to the scene as quickly as possible.

Meanwhile the Team Leader and another security guard are looking after the young man. Both of them know how to use the defibrillator and have completed several first aid courses. It is not the first time that we have saved a life in the Resort.

I now receive a notification through the Security app. An Owner needs help starting his car. The car has not been started for a long time and the battery is discharged. In a few minutes one of my colleagues starts the car. We are doctors, mechanics, security guards and whatever we need to be.

## SECURITAS SECURITY APP

**REMINDER**

The Securitas Security App is the best way to report incidents and seek help. Below you will find information on how to get the app and how to use it.

**WHAT IS SECURITAS SEGURIDAD COLABORATIVA?**

SSC (Securitas Colaborativa Security) is a Securitas app provided by the Comunitat General de Mànga Club de les Illes Balears. Through SSC, users can access a 24/365 help and alert them from risk or emergency situations.

**3 STEPS TO GET THE APP**

- 1 Search the "Securitas Seguridad Colaborativa" app at Apple Store or Google Play depending on your smartphone. You just have to download and install it.
- 2 Register by sending an email to info.morcas@securitas.es with the subject "SSC". It is very important that you provide your full name, email address, phone number and identity address.
- 3 Once Securitas has this information, you will receive a registration email with your user name and password. Please use them to login to the App.

**HOW IT WORKS**

**SOS** Sends your location and a request for help. One of our Security Guards will assist you.

If you need to report an incident, please use the different options:

- Fire
- Accidents
- Substance person
- Any General Security Systems
- Lost Music
- Get Bills Soften

When reporting a security issue please give as much information as possible. This report will be activated the "last current location" button before sending your request. This can be found at the bottom of the screen. There is also an "add photo" or "add video" buttons that can be used in the same way.

Get technical support in English (office hours).

If you have trouble logging in please send an email to info.morcas@securitas.es or you can contact Rocío Manchado at the General Community Office.

# Stay Safe With The Securitas App

A quick and easy method of contacting Security is to use the Securitas App. It is available to download onto your smart phone and can be used to contact Security directly. In order to use the App you must be connected to the internet, either via wi-fi or using your phone's internet connection. See details of how to download and use the App above.

There's not much time left before I go home. I finish writing my report about all the things that have happened during the day. My relief arrives 10 minutes early so that I can explain to him everything that has happened and he can get to work. This afternoon they have to be careful. The Security Inspector has been made aware by the Guardia Civil that a group of criminals are working in the area.

I hope my colleagues are cautious during the next shift. They spend many hours alone checking the Resort's perimeter and can have many scares.



## Contact Us:

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