



## Chairman's letter

---

Hello everyone,

I write to you, my fellow owners, from our home high on the slopes of the beautiful Malvern Hills, the inspiration for many of the majestic musical works of the famous British composer, Sir Edward Elgar.

Another year of Covid restrictions is drawing to a close. Meanwhile judging by the glowing comments left on the feedback forms, our lovely resort, Haven Court, has lived up to its name and has been a haven of tranquility to our owners, exchangers and renters alike.

Robin's team have ensured that the grounds have looked florally attractive all summer together with ensuring that our apartments

have been managed in accordance with Covid regulations which has meant that all of us have been able to enjoy restful and safe holidays despite the pandemic.

You all know that our timeshare resort only has a further year to run, with the timeshare lease expiring December 25th, 2022. We took the opportunity in September to have the outside repainted so that all our owners can enjoy their holidays in their resort in pristine condition for the final 12 months.

Our family decided to give one of our weeks this year to a couple we know who do not enjoy the best of health, who love Pembrokeshire, and really needed a holiday.

While they know the Havens well, they have never stayed at Haven Court. They were very impressed with the welcome they received on arrival, with the tidiness and cleanliness of the resort, the beautiful grounds and the proximity to the lovely beach and the pubs. And guess what? They loved Robin's ghost walk and never realised that a circus elephant was buried at The Point!!!!

Our family weeks have been as exciting as ever. We older ones have loved sitting on our pristine beach and people watching as the more energetic ones have donned their wet suits and surfed away all day -. We have been most impressed with how our restructured beach from a couple of years ago has settled down so naturally. The authorities must have learnt a lesson from their restructuring of the beach at Abereddy which did not last the first big winter storm. Not that the wrecked car park has put off the tombstoners and coasteerers who use the nearby Blue Pool.

Have you bought your Bernard Green prints yet? There are still a few left, so if you have a favourite print you would like to remind you

of Haven Court, check with Resort Solutions or Robin to see if it is still available. Please look very carefully at our very special owners offer enclosed which offer you the opportunity to enjoy an additional rental week in any available week during 2022 for only £250 (subject to you having paid you 2022 maintenance fees) This is a thank you to all owners who have continue to be loyal supporters of the Club over the years.

Some exceptionally good news to conclude with; thanks to Robin's careful cost control and your committee's watchful management of our resort expenses, the 2022 final year maintenance charges will remain unchanged for the 2nd year in a row.

**2-bedroom apartment: £360 \***

**3-bedroom apartment: £432 \***

\*excludes late payment fee of £35.00 per week.

I join with all of you in looking forward to some lovely weeks at Haven Court during 2022.

*David Head*  
*Chairman Haven Court Association*

## Site Update – News from West Wales



Well here we are, at the end of another year at Haven Court, I wonder these days where the time goes, it seems only 24 years ago that I started this journey, not thinking back then that I would still be here near to the close in a years' time. I can only say about the journey that it has been 'one hell of a ride', lots of sweat, blood and tears, but mostly a lot of smiles and laughter along the way. A lot of friends made, with some lost and missed, but I'm left with a deep pool of good and happy memories.

### **But back to the past year -**

When we reopened after the last lockdown, we, the village and Pembrokeshire were inundated with visitors, a manic season right through to the end of September, really nice

to see, especially for the local business's and good to see the area come alive again.

In the apartments we have changed items as and when necessary, a couple of new TV's, ovens and even the bath in apartment 8, the carpets have been cleaned when we have had an empty apartment and the cleaning team have again stepped up brilliantly, coping with the extra work that Covid has brought us.

Covid 19 – we still have in place health and safety measures to protect everybody, visitor and staff alike. The reception desk still has a screen, your key is still given to you on arrival in a plastic bag along with essential information for you to read. Hand sanitiser units are outside the main entrances to reception and the stairwells, notices asking you to social distance etc are all around. Please remember that Covid is still with us and to take all precautions necessary.

The Skomer lounge and the games room are back open, and the welcome meetings returned after the main summer season. The ghost walks are also back on, much to the delight of the ghosts.

The grounds have received lots of nice comments this year, with lots of bedding plants in the pots and the mature shrubs bursting with colour, the conservatories have had their yearly re-stain as well as a coat of paint on the BBQ.

The biggest maintenance job this year was the re-painting of the outside of the building, the same colours were chosen, so it was really just a refresh that was needed. Chris and his team from Worcester took just over a week and a half to do the work, though they were held up a couple of times with the



weather. The result is excellent, and it will look good for a number of years.

With the timeshare finishing in a years' time, there is, at the time of writing, no definite decision on what will happen to the resort after December 2022. As you all know my contract finishes at the same time and I am moving back to Gloucester. I have a football club calling me, in fact I turned down my dream job this year as kit man to the first team at Gloucester City, wrong timing and the pay is rubbish, but to be involved like that would be brilliant. Maybe in the future.....who knows.

Anyway....one year left, so I hope to see many owners coming down for a final visit, just so I have the chance to say goodbye and thank you.

*Robin*

## AGM News



**The 2022 Annual General Meeting for Haven Court will take place on Tuesday 8th November 2022. The venue and start time are yet to be finalised.**

Further information will be forwarded to all members once these have been confirmed. Please keep checking the Resort Solutions website for an update.



## A few reflections – Part 2

As I said in last year's newsletter, I have so many memories of my time here at Haven Court, 24 years gone and one to go, over that time I have met so many people and made so many friends. I have worked well with all of the committee members that have come and gone, all of them passionate about Haven Court and all of them supportive of me and the team here at Haven Court. Some sadly, are no longer with us and are greatly missed by me.

People, I have decided though, are strange creatures. Some are happy with their holiday in Pembrokeshire, some are not, but they come from all walks of life and from all the corners of the world. I have had visitors from all the European countries, USA and Canada, South America (especially from Brazil), Russia and the Far East (always, always lovely people from that neck of the woods), South Africa and last but not least, Australia and New Zealand.

Overall, I think most of the visitors have enjoyed their stay with us, some not so much. But that is what has made my job so interesting over the years, having to deal with the good and the bad, though lots more good than bad I hasten to add.

But let us not forget all my lovely owners, many who have become friends over the years, and I shall miss seeing them when I do finish here.



I have so many memories about people and their antics that I could write for ever, but here are few instances that will live long in the memory....

The first concerns a lady who checked in one Saturday and said that she had a question for us when we were a little quieter, she came back after everybody had checked in and asked us about tracing her family which originally came from Wales, Ok we said you will need to go to the local records office in the part of Wales where they were from. Oh, she said, all I know is that they are from Wales and their surname is Jones, do we know any people called Jones she asked. We just stood there dumbstruck.

Then there was a gentleman who wanted to go to Skomer. He booked a guided tour with me for the Thursday. After some heavy overnight rain on the Wednesday, Thursday morning dawned fair but with showers predicted for the day. We gathered outside of reception, most of us dressed for a showery day on the island, but the gentleman in question wore a white linen suit with new white trainers. Very dapper. I suggested he might need a rain jacket but he insisted he was fine. We arrived at Martins Haven, boarded the boat which was packed with 50 other lost souls, me included. The gentleman got on and sat on one of the seats which are located either side of the cabin door on the Dale Princess, a place I have sat on many occasions. The

boat sailed out of the cove which was flat calm, but the waters across Jack Sound on the way to Skomer were quite choppy. Coming out of the shelter of the headland, 49 people sat expectantly, all watching the gentleman in his white linen suit. The boat went down a wave and as it came up the other side all of the water from the roof of the cabin which had gathered there after the overnight rain, came straight off the roof and soaked the gentleman from head to toe. The boat erupted in laughter and when we arrived on the island, he turned straight around and took the boat back and did not speak to me for the rest of the week, not that I minded, but he never paid me for the walk.

The tale of a lovely Swiss couple and their lovely red wine. When I was doing car tours of North Pembrokeshire, we used to visit Garn Fawr. A hill overlooking Strumble Head and the Lighthouse, great on a cloudless day and with views to die for, but not when it's raining. Now the couple from Zurich, who were bakers also owned a vineyard in Transylvania, you know Dracula country. Well we set off on a day when the rain was pelting down, we visited St David's and the Cathedral and then travelled on towards Fishguard. All the time I was looking at the weather and saying it might be pointless going up Garn Fawr as we would not even see it. But the lady was insistent. So we turned into the car park on the hill, and to my amazement the rain stopped, the clouds cleared and the sun came out. We walked up to the summit, admired the views walked back to the car and as we slammed the car doors the clouds opened and heavy



rain came back, and that was repeated at every place we stopped at for the rest of the afternoon. Devine intervention I am sure.

In a nice twist though, for a few years after I would receive a crate of red wine from Transylvania via Zurich, which was nice. The only problem being that to get the crate into the UK, it had to come through Whitby.... in a coffin??? It was a lovely fruity wine, but with a bit of a bite to it.

Another tale from the car tours concerns a party of four persons from across the pond. On this particularly hot August day, driving up towards Fishguard from St David's, I noticed two farmers walking through a field of wheat checking to see if it was ready to harvest. Now, quick as a flash I hit the brakes and pulled over... "Look at that" I exclaimed, "wow...we are so lucky to see this, an ancient custom that many people have thought was lost in the mists of time!" "What ancient custom?" they asked excitedly. "It's called 'walking the corn', done the day before harvest to ensure good weather. Now, normally it is one person who does the walk, but to see two is exceptionally rare, we are so lucky". At this point they get out of the car taking pictures and shaking hands with the farmers. I herded them back into the car, but one of the farmers asked what it was all about, I told him and off he went giggling to himself. Now this 'tradition' was made up on the spot by me, but after a few months I had a nice letter from our guests thanking me for a lovely week and that they had been telling all who would listen about their luck on seeing the ancient English custom [in Wales] of 'walking the corn'. What a story teller I am!

History.... I said I would include history in this year's reflections, well most of you know I am passionate about the Neolithic and Iron Age periods. Give me a 5000 year old burial chamber to explore and I am happy as Larry. Castles are another great passion. Two stories relating to the two subjects spring to mind. The first was a young mother visiting with her sister and her seven year old son on a few days break in December. After two days of rain of not being able to take him out, she came to me in desperation asking what she could do with a boy with countless energy. I suggested a visit to Pembroke Castle and though a little sceptical she went off mid-morning. On arriving back later that afternoon, she bounded into reception thanking me for the perfect day out. Her son had never been to a castle before and his imagination had run riot, so much so they had to drag him out kicking and screaming, he loved it that much.

The other tale concerns a party of guests from Australia and a visit to St David's Head. I was asked to do a guided walk on the head late one afternoon/early evening by a family of five from Sydney. Mum and Dad, two young boys in their early teens and a daughter about 17 years old and obviously bored by the five-week, five destination tour of Europe of which we were the last port of call on their itinerary. Anyway, we arrived at Whitesands on a beautiful sunny afternoon and set off towards the head, where I set them the task of finding the remains of the six iron age roundhouses, then on to the Neolithic burial chamber (passing the giant frog and the story of why it was turned to stone) and on up to the top of Carn Ingli



overlooking Ramsey Island and the sweep of St Brides bay. Lots of history and wildlife on the walk. Back in the car park we were chatting and I asked if they had enjoyed it. The girl spoke first saying it was the best bit of their ABC tour of Europe. "ABC tour?" I asked, a little confused, "Yes" she said. "ABC means 'another bloody castle, another bloody cathedral'", at which point she launched herself at me, gave me a massive hug and thanked me profusely and when they were leaving on the Saturday morning, they presented me with a book on Australian wildlife and an open invitation to visit them if I was ever in that part of the world.

So many memories and if you add in open air plays in the Castle's and Bishops Palaces, Plays and Films at the Torch Theatre, a concert in the Cathedral, seeing my favourite soprano sing during the music festival in Milford Haven, days out at the County Show, wildlife boat trips, meeting my two favourite archaeologist's, volunteering in the third sector, being welcomed at Haverfordwest County AFC by the good people who run the club..... But then I could go on and on. There are so many special memories during my time here in this magical place called Pembrokeshire, with its abundance of wildlife, stunning views, history and lovely people.

I have also especially loved my time here at Haven Court and Little Haven.

Thank you to all my visitors, who have helped make such a deep pool of good and happy memories and I look forward to seeing you all in 2022!!



# **As the sun sets on Haven Court**

**An extraordinary offer for  
owners to spend an extra week  
at Haven Court for just £250**

**Call Resort Solutions to book  
01858 431160 or email  
[admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk)**

**New bookings only. Terms and conditions apply.  
Subject to payment of 2022 fees .**



## Paying your **Invoice**

### *Paying your invoice could not be simpler*

On the reverse side of your invoice you will find all of the options available to make your maintenance fee payment, including bank transfer, direct debit, with a credit or debit card online or by completing the remittance slip and sending in a cheque.

It is essential that you quote your Owner Number as a reference with every transaction made. You will find your Owner Number in the box at the top right-hand corner of your invoice.

#### **Direct Debit**

Resort Solutions can assist Owners in paying their Maintenance Fees by spreading their payments by using Direct Debit. There is no administration fee if you elect to pay by this method, and you can pay your 2022 invoice over 6 months commencing January 2022. Simply return

the completed Direct Debit Mandate enclosed with your invoice pack.

Once the Direct Debit is in place, you will not need to worry about your Maintenance Fees again. Your completed Mandate will be carried over from one year to the next so there is no need to cancel and renew at the end of each year. You will be notified of your annual Maintenance Fee as usual in December.

.....  
*Don't forget you can also pay your Fees at any time, 7 days a week on-line by visiting*  
[www.resort-solutions.co.uk](http://www.resort-solutions.co.uk)  
.....

*We recommend that when using the online payment facility, Owners check their bank statement before they call RSL with any queries.*





*Since the beginning of the COVID-19 pandemic in early 2020, we are sure you will agree, it has been a great struggle and a period of vast uncertainty for everyone.*

The unforeseen and unimaginable circumstances impacted the world around us with your beloved home timeshare resorts and management company thrown into unknown territory. We had all hoped and anticipated that by the end of 2020 we would all be back to 'normal' and we could wave goodbye to the year however, as 2021 approached we were still in the grips of the pandemic and it felt like there was no end in sight. We are now at the latter end of the year and with thanks to the successful vaccination roll out and most travel restrictions being lifted, it feels like we can all get back to pre-covid times as we see the light at the end of the tunnel. Due to the ongoing hard work and efforts of your timeshare resort staff, management teams and owner committees who have kept the cogs turning at your resorts, we hope that you will be able to return to your home resort shortly, if you haven't already done so, and enjoy that much needed holiday with your family and friends.

As we are sure you are aware there has, during the 18 months of 'lockdown', been a substantial increase in contact with timeshare owners from fraudulent operators. They have unfortunately, used the COVID-19 situation to their advantage, offering owners ways of exiting their timeshare or some kind of 'too good to be true' offer. Some owners have sadly parted with large sums of money and have fallen victim to such scams. EUROC and Resort Solutions work alongside the relevant parties involved in protecting timeshare owners



from such activity. It is more important now than ever before that you stay alert to this type of activity and tread with caution at all times should you receive any form of unsolicited contact regarding your timeshare by phone or email. If you wish to discuss your timeshare ownership at any time, please contact Resort Solutions or your resort committee representatives and do not engage with any 3rd party company to be on the safe side.

Owners continued commitment to their timeshare in these unprecedented times has meant that the resorts have been able to continue to be well maintained and are ready and waiting for owners to return. We encourage you to share your positive and happy experiences at your timeshare resorts on social media and on website reviews to support your resort and help sustain it for many, many years to come.

As we look towards the future, we can see a more positive tinge to the end of 2021 and into the New Year. We feel that for everyone, recent times have been somewhat life changing but by the timeshare community pulling together, sharing ideas and resources, and forming new friendships, we have all made it through and can finally get back to doing what we do best, providing amazing holidays and memories for our owners and guests.

We hope 2022 is amazing for you all.

.....  
*Stronger Together!*  
.....

# BEWARE!

*Fraudsters are continuing to target and exploit owners in a number of ways.*

## **Timeshare Resales**

Fraudsters try to take advantage of timeshare owners who want to sell their timeshare. They pretend to be a company who claim to have a buyer lined up who is ready to pay a good price to buy the timeshare. In return for finding the buyer they ask for an upfront 'introducers' fee or other type of payment. They may also pretend to be the buyer at the same time as the company and use different contact details so the story is believable. In reality the buyer doesn't exist and it's another way to extract money from victims.

.....

## **Timeshare Exit & Compensation Fraud**

Timeshare owners are frequently approached by businesses purporting to offer services that enable them to relinquish or exit their timeshare contracts. In many cases, offers of 'legal compensation are also mentioned.

For more advice, go to <https://timeshareexitconcerns.co.uk/timeshare-com>

.....

## **Recovery Fraud**

A number of businesses have been closed down in recent years that have sold consumers membership schemes that claimed they provided discounts and benefits on holidays and timeshare or timeshare related products,



including fraudulent relinquishment and compensation services. Prior victims of these schemes may receive an email, a cold call, a letter or contact from a company on the internet which claims to know that they have been a prior victim of fraud. The company will claim that they are able to recover monies and will offer a service in return for an upfront payment of legal or administrative fees which they

claim will be returned on a no-win no-fee basis. Often, the reality is that they are the same people who were originally involved in selling the victim the bogus products and are looking to extract more money.

Once the upfront fee is sent, the company disappears with even more money.

.....

## **Bogus or Cloned Law Firms**

Fraudsters impersonate well-known and reputable legal firms claiming to offer services to timeshare owners or prospective buyers. They often clone overseas firms so that due diligence on part of the victim

is more complicated. Before appointing or soliciting the services of a law firm for any timeshare related activity, consult the Timeshare Business Check website to ensure you avoid any cloned firms; <https://timesharebusinesscheck.org/>

.....

### **Bogus Leisure Credits**

Fraudsters approach victims offering points, credits or vouchers which can be exchanged in return for holidays across a variety of destinations. They are marketed to imply they afford the investor more choice and flexibility and may include other perks such as website or online shopping discounts. In reality the points or credits sold to the victim don't exist. Once the money is sent all communication is severed. Occasionally fraudsters will also claim to offer a timeshare disposal service included within the package to entice those victims with an existing timeshare they wish to sell.

.....

### **Bogus Timeshare Holiday Bonuses and Upgrades**

Fraudsters contact timeshare owners claiming to represent legitimate timeshare companies. They explain that the owner has been 'awarded' a bonus holiday which they can claim by paying an upfront administration fee. When they arrive on their bonus holiday they are taken to a resort where the owner is persuaded or pressured into upgrading their existing timeshare for an additional fee. They may also believe that they are selling their current timeshare as part of a part-exchange process. In reality the upgrades don't exist and the fraudsters are simply after any additional fees they can extract from the victim.

## **Advice**

- **NEVER RESPOND TO COLD CALLS, EMAILS OR LETTERS**  
*your details have probably been obtained illegally.*
- **Investment Opportunities**  
*Don't be rushed into making an investment. Remember, legitimate organisations will never pressure you into investing on the spot.*
- **Spot the Signs of Recovery Fraud**  
*You're contacted by an agency that knows a lot about the money you lost, but they want a fee first. Genuine agencies never ask for fees to recover money lost to fraudsters.*

## **Seek Advice First**

**Before making significant financial decisions, speak with trusted friends or family members, contact your committee or Resort Solutions, or seek professional independent advice.**

- *If you're looking to sell your timeshare make sure you use a resale company that has signed up to the RDO code of conduct and check that the company is who they say they are and are. You can find a list of RDO members here: <https://rdo.org/members-directory/>*
- *If your circumstances have changed and you are thinking of selling or relinquishing your ownership, you should contact the committee or Resort Solutions for advice and guidance.*



*To find out more about your legal rights and to find out how to avoid scams, go to <https://timeshareexitconcerns.co.uk>*







# Going for GOLD.

7Across have an exclusive offer just for you as a Club owner.

Your 7Across membership is the door to travel freedom and with this amazing discount you can now get MORE for LESS!

**Upgrade or renew to Gold Advantage to receive a £15 discount!**

Your **Gold Advantage** will pay for itself with these fantastic benefits:

**Exclusive access** to Exchange Weeks, 21 days before anybody else.

- £10 off all Bonus Week bookings
- 10% off European Resort Rentals
- Up to 50% off Credit Extensions
- Priority request matching



To **UPGRADE** quote  
**UKBE817**  
or use code online



To **RENEW** quote  
**UKBE818**  
or use code online

**Any questions?**

**0345 608 6375**

**[www.7across.com](http://www.7across.com)**

This offer is valid for 7Across active members only. This offer is valid for upgrade and renewal on a 1yr or 3yr Gold Advantage. The offer will expire on the 31st Dec 2021. DAE is now 7Across. Standard pricing 1yr GA £55, 3yr GA £135, renewal 1yr £49, 3yr £125.