

Scandinavian Village Association (SVA)

45th Annual General Meeting (AGM) 2025 – Minutes

Date: 1 November 2025

Location: Dunblane Hydro Hotel, Dunblane

Chairman: Dawn Macfarlane

Present:

Dawn Macfarlane (Chairman)

Ross Scott (Finance Director)

Gordon Mejury (Facilities Director)

Michael Daly

In attendance: Miriam Grant, Tammy Mackintosh, Erika Edwards and 28 others of which 20 are SVA members.

1. Welcome and Housekeeping

The Chairman, Dawn Macfarlane, opened the 45th AGM and welcomed members who had travelled to attend. She noted it was a November meeting and thanked attendees for making the journey. Housekeeping information was given: no fire drill was expected; fire exits were identified; toilets were highlighted. The Chairman explained that the meeting was being recorded because there is currently no minute secretary and asked all present to speak clearly.

2. Apologies for Absence

Apologies were received from members unable to attend.

3. Minutes of the Previous AGM

The minutes of the previous Annual General Meeting (referred to in the meeting as the 44th annual/general meeting minutes) were taken as read. No matters arising were raised. The minutes were therefore approved.

4. Chairmman's Report

The Chairman reported that it had been an interesting and generally positive year. The Association had received a number of compliments, with only isolated queries. Board members worked well together, including the Facilities Director (Gordon Mejury), Finance

Director (Ross Scott) and Michael Daly. The written Chairman's Report was circulated in advance with the AGM papers. No questions were raised on the report.

5. Finance Report – Ross Scott

Ross Scott confirmed that the finance report had been issued with the AGM papers and that the Annual Accounts for SVA and SVL had been placed on the website in March 2025. He did not intend to repeat the full report but invited questions, particularly on the change of accounting practice referred to in his report. The accounts for SVA and SVL to 31 December 2024 were presented. The SVL accounts were described as the more substantial/interesting set. Members were also sent the draft budget for 2026. No substantive questions were raised.

Ross noted that Resolution 3 proposed an increase in the levy for the following year. The Board's intention was to keep licence/management fees broadly within a 5% increase overall to manage rising costs.

6. Facilities Report – Gordon Mejury

Gordon gave an illustrated report and advised he would not read every item as the works were described in detail in both the Spring papers and the AGM papers. He highlighted that the 2025 shutdown period focused on the villas – including lounge, bedrooms, kitchens and bathrooms – and that five units were being fully refurbished as a pilot for the wider programme. The selected villas were 10, 11, 12, 13 and 15, chosen to allow contractors to work efficiently in one block/area. Over the next two years the remaining villas would be brought up to the same standard, including earlier villas previously refurbished to an older specification.

He confirmed that bathroom refurbishments form a separate, rolling project. Some members queried specific units (e.g. No. 9, and units with bathrooms last upgraded around 2016/17). Gordon confirmed that once the current programme is finished, earlier blocks will be revisited to bring them up to the same specification so that, ultimately, all villas and apartments match.

Members asked about soft furnishings and sofa choices. Gordon explained the new layout would provide a three-seater sofa bed and two single seats/armchairs, with extension to single beds, to increase sleeping flexibility without cluttering the space.

Questions were raised about: (a) black shower trays and how easy they are to clean, (b) provision of shelves under wall-mounted TVs for personal devices, and (c) timing of the annual November shutdown. Gordon undertook to check cleaning feedback with housekeeping and explained that sockets would be concealed behind TVs with a lower-level faceplate for connecting devices. The November shutdown is used because it is the only time all units are vacant long enough for intrusive works.

On external works, he noted that some earlier timber choices had weathered badly in the Aviemore climate and that the team is now trialling more durable, lower-maintenance materials (e.g. UPVC cladding) on gable ends and walkways.

Two green storage containers have been brought onsite to hold white goods, bedroom furniture and fixtures while the refurbishment programme is underway. These are temporary and may later be sold or relocated once the main villa upgrades are completed.

7. External Environment – A9 and Local Developments

There was no material change to the A9 dualling project. The Scottish Government still indicates completion through the local stretch around 2033. Members were reminded that McDonald's had secured planning consent for development on the land between the village and the McDonald's complex, but there has been no further progress. A reference number is provided in the AGM papers for members to check progress via Highland Council.

8. Accessible Apartment Project

Plans for the new two-bedroom accessible apartment have been submitted and planning permissions received. Three contractors have been invited to tender, with returns due mid-November. The intention remains to begin works in Spring 2026, at the same time upgrading Unit 66 above. This apartment will be for rental use rather than timeshare sale.

9. Reception / Member Contact Discussion

A wide-ranging discussion was held on the removal of the traditional reception and the move to a phone/email response model. Several members stated that, although the old reception was underused, it provided a sense of welcome, face-to-face contact and community – particularly valued by long-term members and older owners. Some suggested a compromise: a small, staffed 'pop-up' or cabin on changeover days or a few hours per day to restore personal contact without returning to a fully staffed reception.

The Board responded that evidence prior to the change showed very low footfall in reception, with staff sometimes seeing no visitors in a full day. Space was therefore repurposed to generate income for the benefit of all owners. However, the Board agreed to note the feedback and to continue to ensure phone numbers are answered promptly, as this is the current operating model.

10. Operational Queries from the Floor

- Check-in time: members asked whether access could be earlier than 5 pm. Management advised staffing levels and high standards of housekeeping make this difficult at present.
- Parking: cones may be in place during changeover, but members can phone/text the office to gain access to the car park, allowing them to leave their cars while waiting for access to their unit.
- Pet fees: a member queried why two dogs are charged at double rate; this will be reviewed and an answer provided.*
- Recycling/food waste: still being worked through in line with local approaches.
- Use of local swimming pool: no current agreement; previous arrangements are no longer in place originally due to the exorbitant amount MacDonal Ltd wished to charge for usage, but now the swimming pool is not open to other than residents of the hotel.

11. Resolutions and Voting Results

The Chairman read out the results of the proxy and in-person votes:

Resolution 1 – Approval of the minutes of the General Meeting held 2 November (issued in May): 180 for, 1 against, 1 abstention, 85 proxies.

Resolution 2 – Approval of the Association’s accounts for year ended 31 December 2024: 179 for, 1 against, 2 abstentions, 85 proxies.

Resolution 3 – Approval of fees and levy for next year: 164 for, 18 against, no abstentions, 85 proxies.

Resolution 4 – Approval of terminated licences: 181 for, 1 against, no abstentions, 85 proxies.

It was noted that, although the Association has just under 3,000 members, around 200 members (representing c. 260–270 weeks) participated in the voting. Some members suggested more engagement (e.g. simple member surveys) to encourage participation.

12. Any Other Business

Members raised:

- Whether a short staffed window (e.g. 2–3 hours per day) could be trialled for face-to-face queries.
- Whether additional communication on refurbishment schedules (by block) could be placed on the website.
- Whether Friday changeovers could be revisited in future years if staffing improves.
- The importance of preserving the welcoming, community ethos of the Village even while modernising.

13. Thanks and Close

The Chairman thanked members for attending, for their questions and for the constructive tone of the discussion. She also thanked the Board and especially the site team, led by Miriam, for their work in keeping Scandinavian Village in excellent condition. The meeting was closed.

*The charge for each pet e.g. double for two pets can be attributed to the need for a deeper clean, increased risk (double the risk) of damage to soft furnishings and fixtures and fittings and lack of insurance for pet damage. In the past we have had to replace carpets due to pet soiling and this can be challenging given the short timescale available on a Saturday to replace them. It is worth noting that only a few timeshares accept pets and some hotels even take a damage deposit prior to occupation.