

# GROC Newsletter

Winter 2023-24



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## IT Services at Gramacho



Whether we like it or not, Information Technology (IT) has become as important in our everyday life as all the other utilities that we use such as electricity and gas. The scale of change in technology is such that what was considered state-of-the-art 3 years ago is now becoming obsolete. GROC has recently had the pleasure to discuss the IT service with the Pestana team here at Gramacho. GROC additionally reviewed their future plans.

The aim of Pestana IT is to ensure that all villas and apartments are being delivered the IT service that is required, recognising that there are multiple set-ups depending on what each owner needs. As each villa or apartment can be very different, and each owner's needs can be very varied, it would be almost impossible to detail everything that is available. But, Pestana IT, are more than happy to visit your property and discuss your needs and look to the most suitable solution (€25/hr). You can request this and arrange an appointment by emailing

[Infraestruturas.Carvoeiro@pestana.com](mailto:Infraestruturas.Carvoeiro@pestana.com) Tel: 63053

We also discussed two important aspects of internet namely "**bandwidth**" and "**internet speed**". The two go hand in hand with **Bandwidth** being the amount of data that can be transmitted through the internet, and **Internet Speed** being how fast this can occur. At the moment we all pay a common charge for IT, which in our monthly statements comes under the invoice line "Communication Services". That charge includes a bandwidth and internet speed that is the same for all of us (for those keen enough it is 100Mbps download and 50Mbps upload). As our dependence on technology increases and at a speed that is acceptable, Pestana will continue to review the situation.



## Communications



Two more initiatives have been completed in the area of communication.

**Firstly**, and attached with this Newsletter is a Welcome Card that will now be given to every new owner in their Pestana “welcome pack”. The Welcome Card highlights the GROC Facebook group, the GROC Website, and useful phone numbers. The card is in both English and Portuguese.

**Secondly**, we have agreed with Pestana to improve the appearance of the Owner’s notice board and divide the notices between Sales & Services and Owners Information.

The redevelopment of the Website is moving with pace but not ready to launch yet.

## Power Outages and IT

Pinta Coordinators & GROC representatives met with Pestana, to discuss how best to communicate updates to residents and Owners on the status of power and internet service outages.



It was agreed to put a protocol in place whereby Pestana will inform both GROC and Pinta co-ordinators when they become aware of any outages, and provide whatever information they have on expected timing for resolution of the problem.

Pinta Coordinators will update the Pinta Forum FaceBook page with this information.

GROC will update the Gramacho Owners FaceBook page and the Gramacho Owners web-site with this information.

Please check these locations for updates in the event of any future outages. Owners should be able to access these pages via their mobile phones, using available 4G or 5G networks.

Alternatively, in the event of an outage, please call Security for any update. Security can be reached on numbers below:

Internal: 62200

Mobile: +351 933 225 398



**Security:** We agreed at the GROC AGM that we would share the COPS Incident Report quarterly. In the last quarter of 2023 Pestana have reported that **no serious incidents** have been logged. The only other report was of some minor damage to a window shutter by persons unknown.

The responsibility within GROC for Security is temporarily with the Vice-Chairman. Ian McMahon stepped down from GROC at the end of last year.



## Recreational Activities



Gramacho and Pinta Recreational team have organized some fun And interesting events in the last 3 months. All of these have been very well attended.



Lunch and wine tour in September  
Faro Old Town and lunch in October  
Botanical watercolor morning in November  
Cookery course in December.



We have some interesting events in the pipeline for 2024 starting off with a dot painting morning on 7th February, Latin music/dance classes, Rummikub, and Cookery classes.

We are always grateful for ideas so don't hesitate to contact us at [groc\\_recreation@gmail.com](mailto:groc_recreation@gmail.com)

Eveline, Marina, and Renée.

## News from GROC

We're still in the process of reviewing and updating our website. It is still available for viewing at :-

<http://www.gramacho-owners.com>

For contacting GROC please do it through the Secretary at [groc.secretary@gmail.com](mailto:groc.secretary@gmail.com)

We're aiming to keep the quarterly Newsletter both relevant and interesting so please let Dave Bruce know what you think and if there are any topics you want covering in future editions.

[groccommunication@gmail.com](mailto:groccommunication@gmail.com)

**Important : Please see the website for the minutes of the December 2023 GROC meeting.**