

## THE WOODSHED

LYMAN WOOD  
PRESIDENT  
BOARD OF DIRECTORS

It has been a positive and successful year for The Charter Club of Marco Beach®. Our management team is the best we have ever had professionally and caring about us owners.

The projects completed were done well and within budget. The grounds look beautiful. Our housekeeping and recreation continues to improve and our front desk and maintenance provides top service.

Hurricanes and the oil catastrophe is of great concern but beyond our control. Our \$100,000 North Building chimney project was not

*(Continued on Page 4)*



*The South Building was the first to receive an update during the Living Room, Master Bedroom and Dining Room redecorating project.*

## South Building Living Room, Master Bedroom and Dining Room Redecorating Complete

The redecorating project in the South Building was completed in June, and after a brief layoff, Phase II began in the North Building on August 21.

During the project furnishings, televisions, carpeting, shears, drapes and accessories were replaced in the living room and master bedroom. A new table and chairs were added to the dining room. All three rooms received a fresh coat of paint.

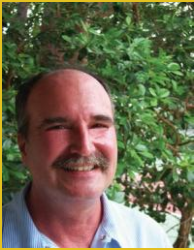
Early reviews of the updated unit

have been positive.

Your Board of Directors always like to have a model unit completed prior to giving the go-ahead on a project of this scope. By having a model in use for a period of time the board is able to make design tweaks. For example, changes were made to the dressers and night stands in the master bedroom after comments were received from owners who had toured—or even stayed in—the unit for a week or more.



# “All in all, it’s a highly coordinated effort to ensure



**MARK MCGREGOR**  
MAINTENANCE  
SUPERVISOR

## We’ve Got You Covered

Maintenance is always evolving at The Charter Club of Marco Beach.

If you have any problems, please call the front office (ext. 0). We try to respond as quickly as possible to maintenance calls.

You don’t even have to be in your room waiting for us. We will enter your unit and make the requested repairs, unless you request otherwise. Our technicians will leave a work slip to show that we have performed work in your unit.

Our first shift is here every day until at least 3:30 p.m. The second shift starts at 5:00 p.m. five nights a week. We are also on call 24 hours a day for emergency issues.

We started staffing the department in the evening a couple of years ago and it has been a very popular and productive addition.

## Save Money and Go Green!

Now you can help your owners’ association save money on postage and printing and help the environment by opting to receive correspondence and documents via email.

Simply type the following address into your computer’s web browser: (Nordis Direct will add a generic landing page here.) It’s easy, it’s fast and it’s environmentally friendly.

## Proposed Budget Online

The Board of Directors is holding its annual budget meeting Monday, October 25 - Tuesday, October 26 at 9:00 a.m., at The Marco Gallery office, at 599 S. Collier Blvd, Marco Island, Florida. The purpose of the meeting is to establish the budget and the maintenance fee for 2011. A *proposed* budget will be available for viewing online 30 days prior to the board meeting at [www.hgvc.com/thecharterclub](http://www.hgvc.com/thecharterclub), under the News tab. You may request a hard copy of the *proposed* budget. A copy of the board-approved 2011 Budget is mailed to each Owner with the Maintenance Fee Statement later in the year.



**PAT McREE**  
RESERVATIONS  
SPECIALIST

## Book Flex Weeks Early

The best advice I can give Flex Owners is to book your reservations early. As soon as you get your Flexible Use Reservation Request form, fill it out and mail it in. This is *especially* true for multi-week owners who want to stay in the same unit for their entire stay.

It is getting more and more difficult to reserve the same unit for multiple weeks. If you send in your flex reservation request late, it is often impossible to avoid a room move.

Flexible Use Reservation Request forms can be downloaded from the HGV website at”

[www.hgvc.com/thecharterclub](http://www.hgvc.com/thecharterclub)

Click on the News tab and go to Frequently Used Forms.

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**TIMELINE**

•Unit Redecorating,  
North Building, Au-  
gust 21- September  
25

**AUGUST**



•Budget Meeting  
October 26-27,  
2010

**OCTOBER**



**MATHIAS MEAGHER**  
RECREATION  
SUPERVISOR

### Recreation Department Offers Lots of Ways to Have Fun

Whether enjoying watercraft on the Gulf of Mexico or creating an artistic craft, your opportunities for fun abound. With different activities scheduled daily, you'll love joining in.

We've added new kayaks with seats to help support your back—owners and guests are pleased with the comfort.

We've also added new Hobie Cat® sailboats and a shell-washing station at the beach. New children's bikes are here and a fleet of adult bikes are on the way—what better way to enjoy Marco Island's 26 miles of bike paths and lanes. We look forward to entertaining you on your next visit!



**NILADRI SARKAR-**  
FRONT DESK  
SUPERVISOR

### Make the Front Desk your Starting Point for Guest Service Calls

We all try our best to meet the expectations of our owners and guests, but sometimes things do happen.

If you find any maintenance or housekeeping issues in your unit we urge you to call the Front Desk immediately. This not only gives us an opportunity to make things right but also helps us to track these issues. The same goes for room supplies. If you find anything missing, please call the Front Desk.

Since housekeeping and maintenance personnel are not always immediately available, your call to the Front Desk is your assurance that your request will be followed through on expediently.



**JUAN FINOL**  
HOUSEKEEPING  
MANAGER

### Linen Control Helps Lower Maintenance Fees

Linen inventory control is a very important part of my job.

Each month, as needed, I order linens to replace inventory of each item. I have to be sure that we have adequate linen to replace worn or stained inventory. We keep three turnovers of linens: one in the units, one on the shelves and one for replacement.

Our biggest challenge is stained linen. You can help keep costs under control by not using linens for purposes other than it's intended. For example: washing your car, removing make-up or polishing shoes. Also, when washing linens, be careful not to mix whites and colors. Remember, every dollar we can save in linens directly affects your maintenance fees.

- 2011 Maintenance Fee Billing
- 2011 Flex Mailing.
- Paint Buildings (tentative)

**NOVEMBER**



- Maintenance Fees Due, January 1, 2011.

**JANUARY**

# Your Resort...



*View from the South Building.*



*Sailing Staff in action.*



*Maintenance supervisor Mark McGregor lines up the recycling carts. We now have single stream recycling, which eliminates sorting.*

## We're Making Your Resort Green

The Charter Club of Marco Beach is working hard to make your resort as green as possible. Several steps have been taken and more are on the way.

We started by placing blue recycling bins in your unit. We are also replacing the bins in the recycling rooms at the end of each walkway with tall recycling carts. These carts

allow you to place your recycling in one bin for single stream recycling.

A cardboard dumpster was added outside. Cardboard dumpsters are less expensive to have emptied and have resulted in lower waste removal costs. Next we will improve signage and add outside recycling containers throughout the resort grounds.

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The Charter  
of Marco  
700 South  
Blvd  
Marco Island  
34145

# Manager's Report

## The Charter Club of Marco Beach®

**By Matt Fox**

As we move through September we are in the middle of Maintenance Weeks. Numerous projects have been completed already this year with more to come.

So far, the South Building remodeling is complete, including new furnishings in the living rooms, dining rooms, and master bedrooms. Carpeting, painting, artwork, and lighting is also new.

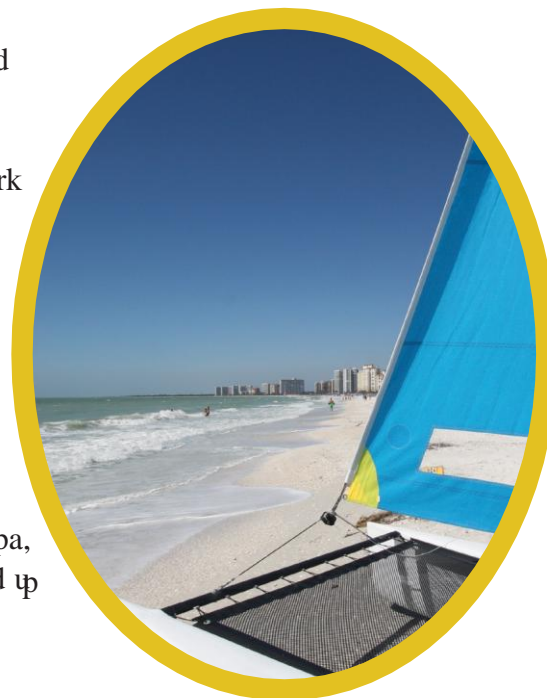
On August 21 we began this work in the North Building, working for five weeks, two floors per week, completing the project on September 25.

The code upgrades required by Federal Law for the spa have been completed and the pool, spa, and kiddie pool are all open and up to code.

The emergency stonework was recently completed in the North Building (see story on page 4). The project was very difficult and ended up taking nearly twelve weeks to complete. Through it all, however, the project has been a success and has remained on budget.

We will wrap up our renovations for 2010 with the exterior painting of the buildings sometime between Thanksgiving and Christmas.

As you are aware, it will soon be time for Maintenance Fee Billings to be mailed. Each year your Board of Directors and Management meet and spend two days reviewing the annual budget and planning for the new year going forward. This year's Budget Meeting is scheduled for October 26 and



27, 2010. Shortly after that, around Thanksgiving time, your actual statement will arrive in the mail.

PLEASE keep in mind the following timeline for paying your fees:

- Approximately Thanksgiving Time – Maintenance fee bills for 2011 are mailed to owners.

- Maintenance Fees are due in full by January 1, 2011.
- By February 15th, if not paid, your fees are late and a \$25 late fee is assessed.
- By March 15th, if not paid, your fees are delinquent and finance charges are added.
- By April 1st, if not paid, your account is turned over to our attorney who will notify you of pending lockout and attorney's fees that usually amount to more than your original maintenance fees.
- By April 15th, if not paid, your account is on lock-out and you must make arrangements for payment with the attorney's office.

I hope this timeline helps you to plan for the forthcoming billing and clarifies the process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Matt Fox', written over a white background.

## The Wood Shed

*(Continued from Page 1)*

foreseeable but is being addressed by your board and management.

Matt and Scott are developing possible solutions to secure our property from trespassers using our facilities and walkway to the beach. There is much to consider including cost, appearance of fences and gates, and owners' quality of life moving freely about our property while keeping intruders out. Consideration is also being given to enclosing the activities area under the South Building to be available for Monday's continental breakfast and orientation, Wednesday lunch and other events when bad weather prevents pool side gatherings.

Activity and thought are ongoing throughout the year to make our resort your favorite vacation location.

## Your Board of Directors



*The Board of Directors for 2010 consists of Noel Briggs, Lyman Wood, Jim MacArthur, John Konarski, and Lee Huston. Board members serve a two year term. Briggs and MacArthur were elected to two year terms this spring.*



*Repairs to the stone facade are complete.*

## North Building Stone Facade Repairs Complete

The stone facade on the front of the North Building has undergone emergency repair.

Cracks were discovered at various points in the structure and engineering consultants recommended the restoration work begin immediately.

The stone work is supported by a steel beam at each floor.

One course of stone was removed beneath the steel support on each floor from the first floor through the seventh floor. The beams were repaired, then fortified by an angle iron that is bolted and welded beneath the steel beam.



# Swap List Sign up Form

The Swap List is offered as a service to you as an owner at The Charter Club of Marco Beach®. The Swap List is constantly updated by resort staff and made available to owners at the weekly Owners' Social and as an insert in The Charter Club of Marco Beach® Newsletter. Please follow the directions below for a smooth experience with the Swap List.

- Please fill out this form to be included in our Swap List.
- You are responsible for contacting your fellow owners to arrange your swap.
- To complete a swap**, each party involved in the swap must send a signed permission letter to The Charter Club of Marco Beach® giving the person you are swapping with permission to occupy your unit.
- A \$25 swap fee per reservation for each successful swap (payable by check only) must accompany your permission letter. Please make check payable to The Charter Club of Marco Beach®.

**Contact Information:**

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(Name)

**Owner Address:**

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(Address)

**Owner Email:**

---

(email)

**Owner Telephone**

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(Cell) (Home #) (Work #)

**Week(s) you want to Swap:**

---

(Week #) (Unit Number) (Year)

**Week(s) you want to Swap for:**

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(Week #) (Year)

**Signature:**

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(Signature)

