

RESORT UPDATE

A couple of exciting projects are at the top of this issue's resort update.

Recycling Improvements

We now have single stream recycling at the resort. That means that all recyclable material is now fully commingled.

Instead of separating your recyclables into separate bins you will be able to put all of your recyclables into one bin. You can recycle newspaper, cardboard, plastic, glass, etc.

The new recycle carts are in place in the North building. We are expecting delivery of the recycle carts for the South building soon.

Fire Control System

Your fire control system for the North and South buildings are contracted to be installed by the end of the year. A-1 Fire Equipment. This will be the first time the fire control system has been replaced in the 28 year history of the resort.

Website Contains Valuable Information

Type www.hgvc.com/thecharterclub into your web browser and you will have access to your resort's section of the Hilton Grand Vacations website. Your newsletter and various forms can be accessed with a click of your mouse.



Your newly decorated unit looks beautiful.

UNIT REDECORATING PROJECT UNDERWAY IN NORTH BUILDING

The living room, dining room and master bedroom redecorating project is underway. The South building upgrades began May 8 and conclude June 12. The North building is scheduled to begin on August 21 and wrap up on September 25.

During the project, furnishings, carpeting, sheers and accessories are

being replaced in the living room and master bedroom. A new table and chairs are being added to the dining room. The entire area is receiving a fresh coat of paint.

You can check out the new look online at www.hgvc.com/thecharterclub.

Pool Area being brought up to code

We are under contract with Aquatic Architects to make updates to our pool area to comply with recent pool safety legislation.

With the passage of the Virginia Graeme Baker Pool And Spa Safety Act, all public pools and spas must be equipped with code compliant drain covers and gravity drainage system.

Virginia Graeme Baker was the granddaughter of former Secretary of State James Baker III. She died in a tragic incident in June 2002 when the suction from a spa drain entrapped her under the water.

The improvements will be completed this summer.

A Message from the President of your Board of Directors

By Lyman Wood

Many owners write suggestions or inquire why The Charter Club of Marco Beach® does or doesn't do different things. This Woodshed addresses some of your inputs.

1) We don't retain some carpet or furniture that are still in acceptable condition in units when refurbishing because new colors and furnishing would not match the ones we retained. In addition we have only one week a year to make all of our repairs and changes and could not keep up with multiple changes through the year and it would be onerous to keep track of what's needed and when it's needed in each unit. Years ago we did save many dollars by switching to replacing appliances as needed instead of on a set schedule whether or not the item needed replacement.

2) Slats or doors instead of drapes are more expensive to purchase and need more frequent repairs.

3) Operating our own beach chair concession would be more expensive. No other location has lower prices or more comfortable chairs than "Paul's Beach Rentals."

4) Music by the pool has been

voted down in three owner surveys over the last 17 years.

5) We have hired pool attendants to maintain order and adherence to rules during peak holiday weeks. We will consider adult, quiet swim time periods, if necessary.

6) New living room chairs will be less deep and more comfortable.

The couch cushions will fit properly and not sag.

7) We will upgrade the TVs to flat screens this year.

8) A plan for entrance/exit signage and gates and simpler parking rules is underway.

9) Your staff is currently work-

ing with county officials to develop a comprehensive recycling program for the Resort.

10) It will rain only at night and cold weather will be banned, but only in Camelot!

11) Early morning noisy garbage trucks are uncontrollable.

12) Food service pool side would be a money loser, raising your fees and cause elimination of your grill area.

13) Bikes are being replaced more frequently and will be relocated for protection from the weather and creating a safer exiting from the property.

14) Pool furniture and umbrellas have been upgraded.

15) Marriott exhaust fan next door runs much quieter.

16) Better lighting in guest room is being addressed.

17) The reflecting pool without fish is a huge cost saver and leave the Osprey hungrier.

Please continue to submit your comments. Your board does care and management has done a tremendous job of addressing your concerns.



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Comment Cards—a great way to express yourself

At today's picnic luncheon by the pool, please pick up a comment card, fill it out, and return it to Jeanne Shook. If any member of the staff has gone out of their way for you, please include their name or description with your comments. The comment cards are shared with each mem-

ber of the staff. We also enter your comments in a report for the Board of Directors and the Hilton Hotel Corporation. This helps everyone see that their efforts are appreciated. It also shows where we can use a little improvement. We share all comments, concerns, and suggestions

with the staff in a very positive, reinforcing manner. It is our goal to provide you with the best possible vacation we can.

BRIGGS, MACARTHUR RE-ELECTED TO BOARD OF DIRECTORS

The 2010 Annual Meeting of The Charter Club of Marco Beach was held on March 11. Noel Briggs and Jim MacArthur were elected to two year terms.

Close to 100 attended the meeting. In order to hold the annual meeting, a quorum of at least 33 1/3 percent of unit weeks must be achieved. This year 40 percent of unit weeks were represented.

The 2010 budget was ratified and reports were given by the board, management and independent auditors.



The Board of Directors for 2010 consist of Noel Briggs, Lyman Wood, Jim MacArthur, John Konarski, and Lee Huston. Board members serve a two year term.

2010 Sales off to a Hot Start

Sales of weeks at The Charter Club of Marco Beach are off to a great start for 2010, with 42 sales for \$417,008 so far.

Final sales numbers for 2009 came in at \$909,430, an increase of \$190,530 over 2008.

In 2008, 66 weeks were sold for a volume of \$718,900. In 2007, 95 weeks were sold for a total volume of \$1,030,500.

In 2005 your Board of Directors proposed that the sales department pay 3.5 percent of the total volume of sales made yearly for the use of

the sales center rather than a flat \$12,000 a year rent. These payments are made directly to your association and help to offset the expenses incurred to operate your resort.

Please contact Jeanne Shook (239-642-1210) for sales information.

How to Rent your week with HGVC

If you ever have a week or weeks that you either do not or cannot use, Hilton Grand Vacations Company has a great alternative. Our rental department will list your week for rent, exposing your unit to the vast Hilton traveling public. Owners who rent through the rental department enjoy an average success rate of 70

percent. If you have weeks that you would like to rent, simply request a rental form from the front desk or download a form at www.hgvc.com/thecharterclub.

Once completed, the form should be faxed to the rental department where it will be entered in the order in which it is received. If

your unit is rented, you will retain 65 percent of the rental fee with 35 percent going to Hilton as the commission. Rental rates range from \$1,750 per week to \$2,947, depending on the time of year. For more information contact the front desk.