

MANAGER'S REPORT

MATT FOX RESORT
RES MANGERGER

With nearly half of 2011 completed, it is already time to start thinking about the 2012 budget year that lies ahead. We have completed many projects so far and the property is looking better than ever. With the recent items completed, we went back into the archives to find some historical photos of The Charter of Marco Beach® from its early days.

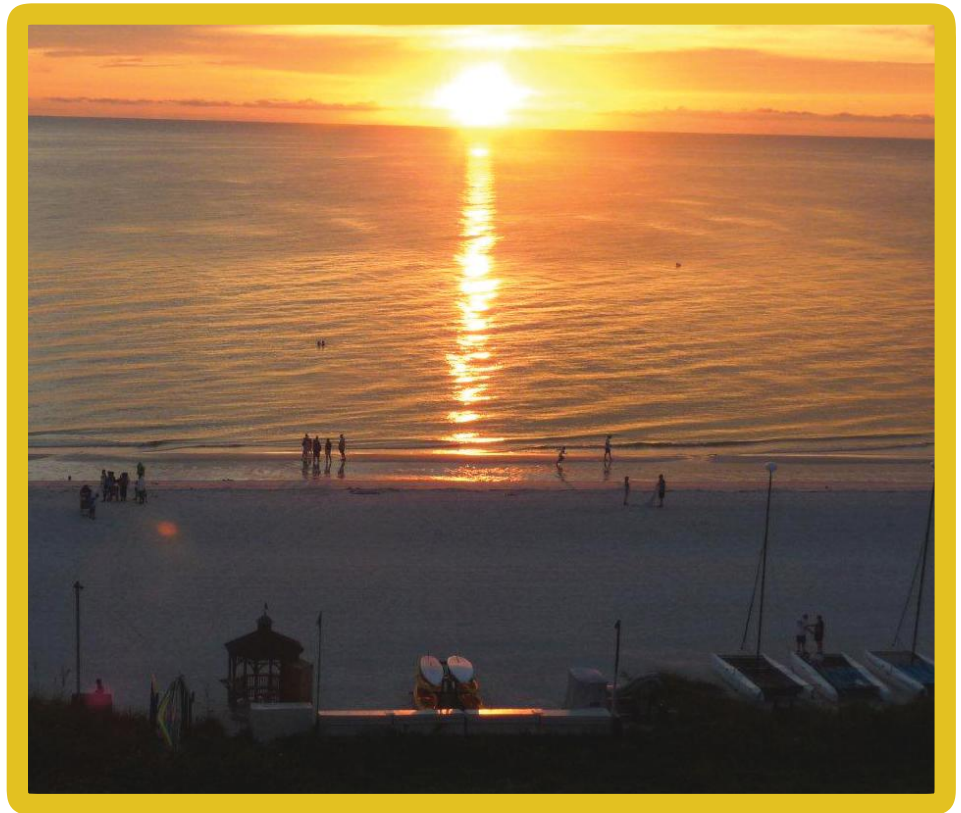
Nearly thirty years ago The Charter Club of Marco Beach emerged from the sand as the latest 'Crown Jewel' of the Island. We've included photos in this newsletter illustrate just

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BOARD MEMBER SHARES RESORT HISTORY

By W Noel Briggs

It is more or less thirty years since the concept of Time Share was first discussed between John Keller, a businessman from Illinois, and a British Joint Venture Partnership, made up of Alfred McAlpine PLC, a ma-



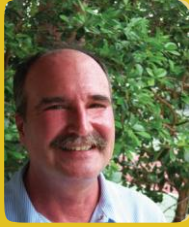
Noel Briggs describes the magic of a Marco Island sunset in his history of the resort. **PHOTO BY STEPHANIE BRIGGS**

...a large British international construction company and Emerson PLC, a large British house building company.

The original "hands on" operators of Keller and Emerson quickly found

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**MARK
MCGREGOR**
MAINTENANCE
SUPERVISOR

Better Every Day

A couple who have been owners here for 30 years stopped me the other day inquiring about the type of paint we use on the buildings. They said they were planning to paint their Miami home and were very impressed with the high quality improvements that have been made here over the last two years, since their last visit. They said, "It looks better than it ever has!"

In the seven years I've been working here, there has been a consistent dedication to the maintenance and improvement of the facility across all departments.

I am proud to be a part of the maintenance team who helps to protect your investment. The vision, hard work and wisdom of your Board of Directors, Matt, Scott, department heads and staff and involved owners make The Charter Club of Marco Beach a special place at a fantastic location.

Manager's Report

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how the resort looked in those early days. In sharp contrast, the current photos show a more modern and updated look that more importantly could be called a much improved look. Even after all these years, maintenance in and around your property continues to be a top priority. We constantly seek out new ways to update your units and grounds to make them more efficient, attractive and enjoyable for you, the owner.

High Efficiency Washers, Dryers and Dishwashers

With the recent addition of high efficiency washers, dryers, dishwashers and air conditioning units, we continue our commitment to reduce energy and water costs. We have also fully embraced a 'single-stream' recycling program whereby you commingle all recyclables into one bin. Other savings are being realized around the resort as well.

If you've been to an owners' meeting in recent years, you have probably heard me say that "every \$4080 we spend costs each unit week owner \$1 on their

maintenance fees." It stands to reason that every time we save \$4080, it's one more dollar you save. We break everything down in those terms so that everyone on site is constantly aware of how things add up and impact the bottom line.

Master Bathroom/Closet Renovation

In coming months we will begin to put together a model for the master bathroom/closet renovation. Our plan is to transform the bath and closet space much like we updated the kitchen a few years ago.

We have the space—and a vision, and with a little hard work, our contractors should be able to turn that area into something functional and beautiful, and more valuable in terms of resale. We will construct a model unit as we did with the kitchen renovation. We will mail out photos and put them up on the website as well (www.hgvc.com/thecharterclub).

Enjoy the photos, enjoy the memories, and imagine how far we have come. The coming year is bound to be just as good—if not better!

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TIMELINE

● **Fall Maintenance Weeks Begin**

AUGUST



Local Wildlife.

● **2012 Maintenance Fee Billing**

● **2012 Flex Mailing.**

NOVEMBER



ERIC WASSER
RECREATION
SUPERVISOR

Meet Your Recreation Staff

As your new recreation supervisor, I'd like to familiarize you with our staff.

Our newest staff member is Ryan Boetsma. Ryan enjoyed a successful career with Herman Miller, the famous office furniture designer, before joining us. Ryan is athletic and excited to be working outdoors with your recreation team. Many of you have enjoyed working with Chris Lahey, who has been with the resort for two years and has been a tremendous asset, whether it be working with crafts or in our sailing program.

My background is in sports management, having worked with the Miami Dolphins and Florida Panthers. Most recently I spent six years in the Hilton Family with the Naples Grande Beach Resort and Club.



NILADRI SARKAR
FRONT DESK
SUPERVISOR

Inviting an Alternate Guest? Let us Know!

There are times when you may not use your week and instead have friends or family stay in your unit. We call this process adding an alternate guest to your reservation.

To ensure we are not letting unauthorized people into your unit, it is crucial for us to have prior notification from you authorizing alternate guests to check into your unit. You may send a letter, email or fax authorizing guests to use your week. We need the full name, complete address and phone number of your guests. Upon receiving this information we make the necessary changes to your reservation to reflect your alternate guests.

Please be sure your guests are aware that we will be taking a credit card imprint at check-in for security and incidental charges during their stay.



JUAN FINOL
HOUSEKEEPING
MANAGER

Many Items Available to Sign Out

We try to keep your unit at The Charter Club of Marco Beach stocked with everything you may need during your stay with us. But we realize that everyone has individual needs that may not be provided for in every unit.

We try our best to keep an inventory of extra items in our housekeeping storage area to accommodate your needs. Items like crock pots, electric tea kettles, glass baking dishes, non-stick frying pans, vegetable and fruit juicers are all just a phone call away. We even have a crab claw cracker if you happen to have stone crabs for dinner one evening.

Please let us know if there is something you need during your stay. We will do everything we can to make it happen for you.

● **Maintenance Fees Due, January 1, 2012.**



Resort landscaping.

● **Annual Meeting, March 23, 2012**

JANUARY

MARCH

LONGTIME BOARD MEMBER SHARES HISTORY

(Continued from Page 1)

themselves with problems, both financially and operationally; with the eventual outcome that Alfred McAlpine PLC had to step in to complete the financing, construction and management of The Charter Club of Marco Beach®.

Open for guests in the fall of 1982

After numerous headaches, pit-falls and of course, litigation, all was complete with the North Building opening for guests in the fall of 1982, followed by the South Building soon afterwards, in January 1983.

The lay out of the development was very similar to what it is now, but with the landscaping much more in its infancy, nothing like as lush as we enjoy today.

The one thing, of course, which hasn't changed is the million dollar view over the Gulf of Mexico. At sunset, when people gather on the beach or on their balconies at The Charter of Marco Beach, some with a drink in hand, as the sun starts its final dip into the ocean, the watchers become quiet, in awe of the spectacle. As I think back over the years, I often speculate whether there must have been at least a million people who have en-

joyed this moment. And that alone makes The Charter Club of Marco Beach a very Barbara Minch continuing as Resort Manager.

Over the years, The Charter Club of Marco Beach has experienced many 'highs' and some lows. One low point was the severe 'tropical' depression in the Gulf in 1990. The storm created such severe beach erosion that Collier County brought in a



This is what your kitchen looked like when the resort opened in 1982.

large dredger to replenish the beach. Based well off shore, it pumped sand and a prolific quantity of shells of many and various species; enough to attract serious collectors from all over the USA. A sight to behold was the equally many and various 'rear ends' adopting the well known shell seekers pose!

Two Major Hurricanes

Two major hurricanes struck, add-

ing to the 'lows'. Andrew in 1992 and Wilma in 2005. Andrew came from the land, causing minor damage, but Wilma was a direct hit causing severe damage and closing The Charter Club of Marco Beach for 14 weeks. All sliding doors and windows had to be replaced to become Hurricane Code Compliant and while this was the costliest expense, over \$1 million, numerous other items, damaged in the storm had

to be brought back to a standard which The Charter Club of Marco Beach expected and demanded.

Wilma's total bill for damage at The Charter Club of Marco Beach amounted to millions of dollars, the majority met by our insurance company, but inevitably a deductible cost to be met, along with a severe increase in premiums for the

future.

Of the 'highs' which have been more numerous, including improvements to the boardwalk, the pool area, the ongoing landscaping projects and the balconies, nothing has raised as many compliments from our Owners, as the newly designed and refurbished kitchens.

Few Changes in Chairmen

During the past almost 30 years,

there have been several Directors, but only a few changes in Board elected Chairmen. While the Directors answer the special place.

Employees have come and gone, some left for greener pastures, others retired. But one, Scott Shook, has stayed the course—or court!—and we are glad to have him with us still. Scott has run his Tennis School for 25 years, introduced some to the game and improved the game of others; whilst also helping others master the skills of sailing Hobie Cats. Now Scott is somewhat more restricted in these leisure activities—as he carries out his responsibilities as Assistant Resort Manager.

McAlpine had various names and faces around during its tenure; some names to remember being Sam Wright, Bob Kanarek, Barbara Minch and Kelly Glace.

It is a compliment to past Officers, and also to our present ones, that The Charter Club of Marco Beach gained and has always maintained and enjoyed the prestigious Gold Crown Award from Resorts Condominium International (RCI), with John De Hann (President and Owner of RCI) himself being an owner here.

I decided that such a time was approaching.

The business of Time Share for the developer is to sell; and move on. It was during 1990/91 that as President of Alfred McAlpine's operations in the United States, I decided that such a time was approaching.

However, also being the Chairman of The Charter Club of Marco Beach, I was determined that the Owners should experience as little change as possible, with no glitches along



Living room and dining room, circa 1982.

the way. It should be a seamless withdrawal, leaving a healthy balance sheet and satisfactory reserves for the hand over where the owners would enjoy a beneficial transition with the best possible progress into

Hilton Grand Vacations

the future. Hilton Grand Vacations Company was chosen, not only to acquire the

few remaining weeks, but more particularly to become the new Management Company. This change took place in 1992, with the Union Jack coming down, my resignation as Chairman, but with call to represent the Owners, it is the Chairman who carries much of the responsibility for guiding the fortunes and direction of The Charter Club of Marco Beach. With this in mind, I believe that a very major part of the success of The Charter Club of Marco Beach has been due to the involvement and hard work of two

Chairmen particularly; one past and one present.

We remember with affection Don Bridge, who is, sadly, no longer with us, for the way he played an important part in the early development of The Charter Club of Marco Beach. And we acknowledge and thank Lyman Wood, our present Chairman who

continues, through his hard work, his negotiating and presentational skills, to effectively lead us, in his own inimitable style, to take on the challenges of the next decade.

EDITOR'S NOTE: W Noel Briggs was an executive with Alfred McAlpine when The Charter Club of Marco Beach was developed. He is a past chairman and a current board member.

A Message from the President of Your Board of Directors

A Need for Rules at The Charter Club of Marco Beach®

By Lyman Wood

This newsletter describes the physical changes beautifying, repairing and securing our property. Our management team and our staff are productive, caring and tending to us owners. I am therefore devoting this edition of “The Woodshed” to a need for rules at The Charter Club of Marco Beach®.

The Proper Balance

Some of us feel we have too many “don’ts,” others feel we need more! Your directors and management keep trying to find the proper balance.

If everyone else were just like each of you, we would need no rules because we would all feel the same way about whether a cannon ball into the pool, smoking on our balcony, loud noise, glassware by the pool, skateboarding on the pavers or boardwalk, children pressing all of the elevator buttons, tossing soda cans and trash in the bushes, playing shuffleboard or tennis in bare feet and dozens of other actions—are offensive to us.

The reason for no bare feet on the

tennis courts is to prevent broken toes, ruining a vacation and lawsuits costing all of us higher maintenance fees! The more owners we have, the more difference of opinions as to

do whatever pleases them, even if it displeases others. Even folks who haven’t these habits sometimes do things that lessen our vacation enjoyment. With 200-400 people on property, we cannot each make our own rules in regard to rules and regulations.

Rules must be established so we know what is acceptable behavior, whether or not we happen to agree with every rule. We would all be worse off

Rules must be established so we know what is acceptable behavior.

if any behavior “goes” anytime. Some of us are annoyed when we are constrained by a rule.

Therefore, we will continue to try to reach the best balance possible based on input from you owners letting us know what detracts

from your vacation—whether it generates another rule to be added, or one to be deleted.

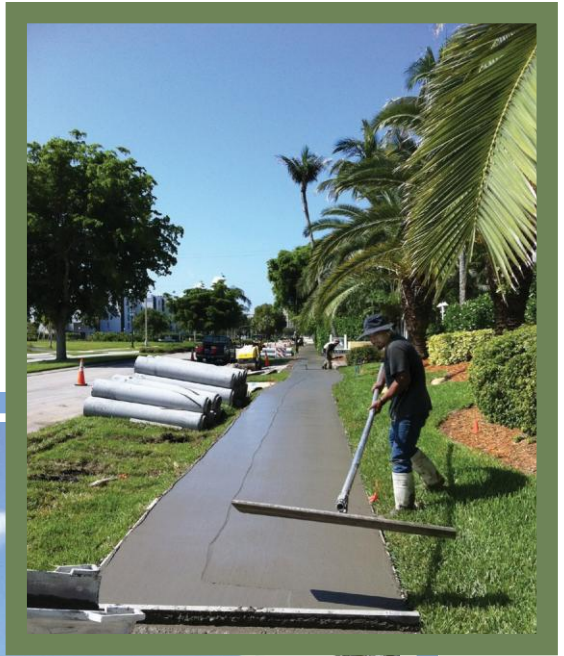


Philip Daykin and Karen Hart and their crew include rules enforcement among their duties as the resort’s security team.

what should be allowed or banned. Some weeks we have a few obnoxious, rowdy, impolite and inconsiderate dwellers staying here—some are even owners. They feel it is their vacation and they should be able to

PROJECTS ABOUND

YOU NOW HAVE A WIDER SIDEWALK IN FRONT OF THE RESORT. THE SIDEWALK WAS INSTALLED BY THE CITY OF MARCO ISLAND.



CONTRACT WORKERS FOR THE CITY OF MARCO ISLAND INSTALL CULVERTS IN FRONT OF THE RESORT. THE CULVERTS ARE PART OF AN EFFORT TO IMPROVE DRAINAGE.



A NEW GAZEBO AND LANDSCAPING HAS BEEN ADDED IN THE LAWN AREA ADJACENT TO THE TENNIS COURTS.

Your Resort...



Holes are dug for new lighting.



Workers pour cement for light poles.



New swing arm gates give your property added security.

GATED PARKING IS HERE

Swing arm gates have recently been installed at The Charter Club of Marco Beach®. The gates provide an added level of security to your property. The gates also necessitate a new traffic flow.

The gates are intended to keep un-registered guests from entering the property.

We have changed the entrance and exit to the resort back to its original configuration, with the entrance at the north end of the property. This ensures a safe flow of traffic through the resort and facilitates entry and exit from the resort.

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