



# SandScript

Volume 36, Issue 1

Spring, 2017

## President's Letter



**Sharon Bohrer,**  
*President*

Crossing the Jolley Bridge and looking out over immaculately clean and incredibly manicured Marco Island dotted on the far end with high-rise condominiums glistening in the bright sun, it is hard to imagine what the scene would have looked like in earlier times.

When we first came across that bridge 30 years ago, I had a sense of excitement and that excitement is still there whenever I cross that bridge. Part of that excitement is knowing that we will be staying at a First Class Resort where the Management, Staff and Board of Directors have the comfort and enjoyment of our owners always in mind. Our guests are fantastic and that has not changed, having the most dedicated, loyal and friendly owners. That is reflected in our less than one fourth of one percent delinquency rate; unheard of in the time-share industry.

Because of my involvement with the Board for many years, as I look around our beautiful resort, I am very proud of the many changes and additions that we have been a part of; unit décor and renovations, expanded Pool Bar, meeting the demands of ADA, lobby beautification, new gym equipment, shuffleboard, pickle ball and more. All of these reflect our sense of moving Eagle's Nest into the future.

The changes are only a small part of what makes our resort so special. It is truly our owners that come back every year, with many having multiple weeks. Family members visit them during their stay and some also become owners. Why not! They, too, want to experience the excitement when they cross the Jolley Bridge knowing what is ahead for them.

We truly must thank the homesteader Captain W.D. "Bill" Collier and the Deltona Corporation for finding and developing this "Hawaii of the East" and all those who keep it marching through the 21st century.

## EN's New ~~Guardshack~~ Guardhouse Warm Welcomes in Cool Comfort

After several years of service as an effective – yet somewhat dingy – security structure at Eagle's Nest's north entrance, the small building nicknamed our "guardshack" is no more. It has been converted to an attractive, villa-style welcome station, tying in with the overall Mediterranean design of EN resort.

Functionally, our guardhouse still serves the purpose of enabling EN's security team to welcome you to your home-away-from-home, while securing access from people who aren't



authorized to park and use our facilities as owners, renters, exchangers or registered guests.

An important benefit of the new guardhouse lies in the workstyle of our security team, who have toughed it out through uncomfortable summer temperatures and the combo of heavy rain and high winds. At long last, the cool comfort of air conditioning has become a plus during their workdays.

There's also big news for Nesters with renovation of EN's common areas. This fresh look to our lobby furnishings will expand throughout the interior common areas of our resort, as we address ADA mandates and modernization of colors and lighting. Continued renovation will be found in the recreation / Funbunch space on EN's ground floor, as well as accessibility to our fitness center, bathrooms on the lobby and mezzanine levels and improvements to our table/game room and conference room, also on the mezzanine.



Change. Who was it that remarked, "The only constant in the hospitality world is change"? The above projects are significant, indeed, and we are confident that EN owners and guests will be pleased with the outcome, in continuing to secure Eagle's Nest's prominence as the Crown Jewel of luxury beachfront condos which line Marco's crescent beach of white-silver sand.



Photo by owner Michelle Virkler

# Who's Who at Eagle's Nest



Betty Arriaga, EN's Guest Services Supervisor and her husband, Jose Sosa, reside in Naples with their three sons, Leonel (called Leo,) Danny and David, ages 5, 3 and 9 months, respectively. Yes, that's right--three boys five and under. A typical day for Betty begins at 4:30, when she makes breakfast, gets the family ready for school, work and daily activities and

prepares herself for whatever might develop at Eagle's Nest on Marco Beach. Betty's successful effectiveness in managing this family of five comes as no surprise to anyone who knows her. The same skills she employs with her family are what make her the successful leader and glue that our EN family has come to love and depend on.

At age 15, Betty's first job was in customer service at K-Mart. She was at Lely High School at the time, where she earned her diploma as well as a Medical Assistant license. Favorite subject? Math. Then Betty was off to Lorenzo Walker Technical School in Naples and a job at Advanced Medical Center.

In 2007, Betty noticed a job posting for a front desk position at Eagle's Nest. Sounded interesting - she applied - got the job. Betty remarks that she was quiet and a bit intimidated in her early years at EN, but she gained respect quickly from peers for her no-nonsense, efficient, dependable work ethic. She credits Alisa Square, our Flex Queen, for helping her over the bumps of being a rookie and growing comfortable with front desk responsibilities. Front desk work here at EN is the epitome of a people business -- and Betty now handles it very skillfully. She will receive her 10-year pin from Hilton Grand Vacations this July.

Not surprising, Betty's life revolves around Jose, their three little ones and her work at Eagle's Nest. When time permits and thanks to SW Florida's terrific weather, Betty enjoys relaxing

on sandy beaches and in the Gulf water. Reading is a favorite pastime - says she's obsessed with the Twilight series - and some TV sparks her interest, like Game of Thrones, with its kings, dragons and magic. No pets, but a cat is in their future, when the kids are a little older.

Her personal style, like her work style, is practical, unassuming and no nonsense. Occasionally she will let down her professional persona and have a laughing spell. (Might have something to do with being up with one of the boys the night before). This is a treat for anyone nearby, as Betty's lilting laugh is the prettiest of sounds and is usually contagious.

Just as her little family has grown quickly, Betty has definitely grown into her leadership role at Eagle's Nest where, following Mark Beatty's assignment as Food Service Manager at the Poolside Pub, she was promoted to Front Desk Supervisor, handling operations and responsibilities in an efficient, seamless manner. She is command central, the glue among departments, owners, guests and staff. Ask any co-worker and he/she will surely reply ... "she's the best." She completes the most complicated of tasks with ease, accuracy and timeliness, as if by magical fairies. Not only is she committed to the success of her department, but that of Eagle's Nest as a whole. She volunteers her time to cover emergency shifts in her department and food service or wherever help is needed. She takes accountability for not only her team but for the whole resort. Yes, too humble to toot her own horn, so we're tooting it for her!

When asked what she likes best about EN, Betty said, "People-people-people." She enjoys her fellow staffers, her management and the many resort owners she welcomes back year after year. Betty smiles about the laid-back atmosphere, where everyone makes friends - lots of smiles and few frowns - upbeat attitudes, where "You feel the love and the relationships built over such an extended period of time."



## Songs 'n Stuff

Whatta treat -- Eagle's Nest owner Arch Harris was the focus of happy attention this spring when he entertained

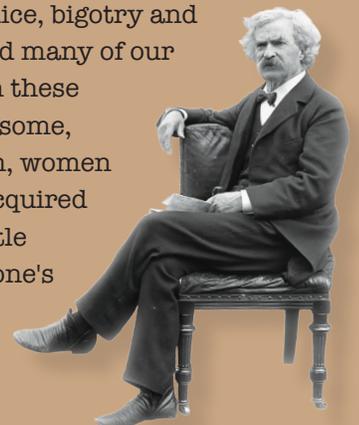
fellow owners and guests with some of his favorite tunes. Arch and his wife, Cathy, hail from Onalaska, Wisconsin.

Wayne Virkler, a Nester from Vernon, Connecticut, was among the many to enjoy Arch's marvelous tenor voice as he snapped this photo.

## In today's often-challenging days, some words of advice from Samuel Langhorne Clemens\*

Travel is fatal to prejudice, bigotry and narrow-mindedness and many of our people need it sorely on these accounts. Broad, wholesome, charitable views of men, women and things cannot be acquired by vegetating in one little corner of the earth all one's lifetime.

\* better known as Mark Twain



# Nesters Need to Know...

- It's "Turtle Time" once again, May 1 through October 31. This means patio lights off and drapes drawn after 9:00 p.m. Reason: artificial lighting from beachfront properties can disorient turtles, causing them to scoot inland rather than toward the warm waters of the Gulf of Mexico. It's the law for all of us to help these little guys. EN security will call units not in compliance after 9:00 and, should there be no answer, they are authorized to access your room to close drapes and turn off patio lights.
- EN's new policy requiring vacationers to refrain from "reserving" poolside lounges and chairs by simply placing towels on them, is working quite well. Thanks and congrats to all Nesters for supporting this "Courtesy Counts" directive.
- We hear great reports from Poolside Pub customers, complimenting its broadened menu and expanded hours of service, with seasonal breakfast hours from 9:00 a.m. to 11:00 and lunch hours from 11:00 a.m. to 4:00. There's also a "Kids' Corner" on the menu plus lots of snacks, sweets and a variety of beverages. Be sure to check with front desk staff as to your season's hours and menus when you arrive.
- For your evening snacking pleasure, we have added a vending machine at the ground floor game room.
- Many items such as a tower guest bedroom hall privacy curtain, crock pots or large lobster pots are available by request. You never know until you ask...plus it helps us track the most requested items.
- Souvenir beach towels, hats and shirts are now available through our recreation department.
- Please return plastic room keys to the front desk for recycling, when you're checking out.
- When you return from food shopping, you may wish to stop at the front desk to borrow a grocery cart, for easier transport of items from your car to your room.



- Good news for smokers --- a third designated smoking area is being created across from villas on the north side of our property. We already have smoking areas amidst the banyan tree branches across from our south villas and also on the north/front of EN's tower, across from our American flag.
- Safety enhancements around the grounds include the installation of a center handrail at the wide north and south stairs between the plaza and the parking area.
- In the event of a necessary evacuation, guests with special needs who enter the stairwells with mobility or vision challenges could delay evacuation for themselves and others and may create an unsafe situation in our stairwells. Therefore, guests with special needs should register themselves at check-in, on our red clip board, located at the front desk, so they do not need to traverse the stairs in the event of a general alarm. Guests registered on the red clip board should stand at the stairway door on the walkway of their floor. The Fire Department is given this red clipboard when it arrives, to know what floor(s) have guests needing assistance, if they determine the event is a real situation and not a false alarm.
- Here's the JW Marriott - photo March 8 by owner Jeanne Doherty. Exterior construction is nearing completion.
- The City of Marco Island hits its 20th birthday on August 28. No longer a teenager! Here at Eagle's Nest, we wish the city a very "Happy Birthday!"
- Halloween was much fun at EN last fall, as witness Peter Mercurio of Lake in the Hills, IL. and Brooke Shoemaker, from Green Bay.



*Striking floral arrangements enhance EN's frontage, with color-color-color, beginning under our classic Mediterranean entry sign.*



*Erin and Cooper Detlefsen from Northfield, Illinois, square off in a vigorous match on EN's brand new outdoor ping-pong table (just outside the lobby door).*

# Synopsis of Annual Meeting



**Claudia and Mona welcomed owners "home" to Eagle's Nest.**

Resort Manager, Claudia Phoenix - Assistant Resort Manager, Neil Hutchinson - VP Association Management Services, Sharry Luneke - Director Resort Operations, Marco Region and Riki Martin - Executive Assistant and Acting Recording Secretary.

A sign-in sheet was circulated for owners present to sign, instead of a formal roll call. There was a call for outstanding proxies. A quorum was established and the 2016 Annual Meeting minutes were approved.

## MANAGER'S REPORT

Mona Fohlbrook thanked the owners for attending the meeting and reviewed projects completed this past year and currently underway:

- Poolside Pub renovations were completed in June.
- Fitness center equipment and flooring were replaced and new equipment added.
- A beautiful beach/wildlife mural was painted in the gazebo.
- In-room safes were installed in all master bedroom closets.
- Fire extinguishers were placed in kitchens of all units.
- New furniture for the lobby will be in place by March.
- A new guardhouse will be constructed, similar in design to the resort. Work will start in March, with completion by May.



**Mona and the Board led this afternoon's spirited discussion.**

- Tile will be installed on villa walkways in May.
- Kitchen backsplashes are being installed in the tower throughout the year, timing based on unit availability.
- Common area renovations at the ground floor, lobby and mezzanine levels will address ADA accessibility and modernization, beginning in the second half of 2017.
- A 3rd smoking area is being established across from north villas.
- An ice machine will be added at the north villas, near the handicap restroom.



**Sharon's and Charlie's comments reflected a very upbeat outlook for EN, in the common area renovations.**

The 2017 Annual Meeting was held at Eagle's Nest on February 7, at 2:00 p.m., on the resort's mezzanine level. Association VP Sharon Bohrer called the meeting to order, as President Brady Veitch was unable to attend. In attendance were EN Board members Sharon Bohrer, Pat Doherty, Wayne Gruber and Dennis Schueler and Hilton Grand Vacations (HGV) staff including Mona Fohlbrook -

- Additional handrails will be added at steps on both north and south sides, from the tower plaza to the parking lots.
- Plaza bathrooms will be enclosed with doors and air conditioning added.

## BOARD OF DIRECTORS REPORT

**Sharon Bohrer, Board VP**, thanked owners for voting on the issue of requiring retrofitting the villas with a fire sprinkler system. 2,483 votes to opt-out of retrofitting vs. 320 votes to the contrary.

**Pat Doherty, Director**, and his wife, Jeanne, have vacationed at EN since 1983. He has participated in major resort renovations over the years and expressed great confidence in EN's staff and management.



**Pat Doherty talks things over with EN owners.**

**Wayne Gruber, Director**, thanked the owners for attending EN's Annual Meeting. He has been working with the architect, contractors and management on the new guardhouse and was pleased to report construction will begin in March. He also thanked the HGV management team for its support.

**Dennis Schueler, Secretary/Treasurer**, stated that the 2016 audit being prepared by the CPA firm of Myers, Brettholtz & Company will be completed by March. He was pleased to report there was no increase in the 2017 maintenance fee.

## RESALES REPORT

### YTD 2017

Number of weeks sold ..... 11  
Dollar volume.....\$101,500

### 2016

Number of weeks sold ..... 122  
(including Association-owned weeks)  
Dollar volume .....\$1,109,750



**Samantha Evans, who works with Lisa Seymour on EN unit resales, reported another strong sales year in 2016**

## NEW BUSINESS

### Ratification of 2017 Budget

Motion was made by Mr. Schalow and seconded by Mr. Shelby to approve the 2017 budget as presented. All voted in favor. Motion carried.

### TELLER'S REPORT

There were 1,481 unit weeks represented by voting, both in person and by proxy, out of a possible 4,800 unit weeks, which represents 30% owner response.

Credit: Synopsis photos by owner Jeanne Doherty.

## ELECTION OF DIRECTORS

There were 4 candidates seeking election to fill the one seat available on EN's Board of Directors. The candidate receiving the highest number of votes was Charlie Shelby, who was elected to serve a 3-year term.

Appreciation was expressed to all owners who participated in the election process and to those who attended the Annual Meeting. Two seats on EN's Board of Directors will be available in 2018 and candidate forms will need to be submitted by December 1, 2017.

## GENERAL DISCUSSION

**Q. How many parking spaces will the new guardhouse use?**

**A.** 3 spaces.

**Q. Will there be 24-7 security at the guardhouse?**

**A.** There is 24-7 security on EN property, though not always at the guardhouse itself. Guards do tours of the parking lots to ensure valid passes are displayed and to document trespasser license plates for towing.

**Q. Why is the Annual Meeting being held earlier this year?**

**A.** This allows a different owner base to attend the meeting. The Annual Meeting has to be held within 13 months of the previous Annual Meeting.

**Q. When will the master bedroom mattresses be replaced?**

**A.** Tower master bedroom mattresses were all replaced in 2016 and all villa master bedroom mattresses were replaced in 2015.

**Q. Is there a reserve plan?**

**A.** Yes, the reserve portion of owners' maintenance fee billing is for the future replacement of items. EN's reserve schedule identifies every item on the property from furniture to roofs and painting, with the life of each item and the cost for replacement. This 15-year plan is adjusted each year to update the projected lives as either shorter or longer and, if there is more or less useful life in items, then the costs for replacement are updated. This plan is then used to determine the necessary reserve funding to be billed to owners each year.



*Sharry Luneke, our principal contact at Hilton Grand Vacations, EN's management company.*



*Dennis Schueler, Secretary/Treasurer, briefed the assemblage on EN's very healthy financial condition.*



*Gene Engle of Mooresville, NC enjoys a great joke by Dennis Schueler.*

Meeting adjourned at 2:50 p.m.



*Wayne Gruber and his wife, Janet, flank Mary Ellen Schueler, Dennis' wife, as the Annual Meeting concludes.*



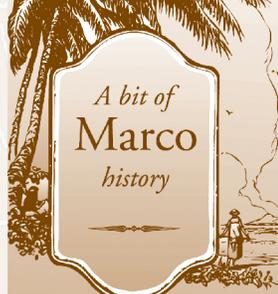
## Focus on Finances: Operating Expenses & Reserves

All Florida condominium associations, including Eagle's Nest, have two kinds of expenses. First are the ongoing costs of running our facility and programs, paid for through the operating budget. These include everything from providing front desk service to keeping the pool clean; from paying for our utility services and insurance to keeping the grounds attractive and operating our recreational programs. Aside from owner maintenance fees, outside revenue sources to our operating fund include our sales department, that contributes 2% of the gross monthly sales and Regency Watersports, which contracts with us to provide beach service to our guests in exchange for a monthly fee to your Association.

The second category of expenses involves needs for which funds must be put aside in reserve. Examples include re-roofing the tower and the villas, refurbishing the unit interiors, periodically replacing furniture and fixtures in the units, painting unit interiors and building exteriors when needed and reconstructing areas of our grounds where time and use have caused degradation of the original condition or improvements to make everyone's vacation amenities more accessible. Since these types of projects don't happen every year, we set up "reserves" in advance, to avoid special assessments, by making sure that the money is available when needed through adequate annual funding. Like with the operating budget, the Hilton Grand Vacations rental program pays 5% of annual gross rental revenue to your Association for deposit into the interior reserve funding.

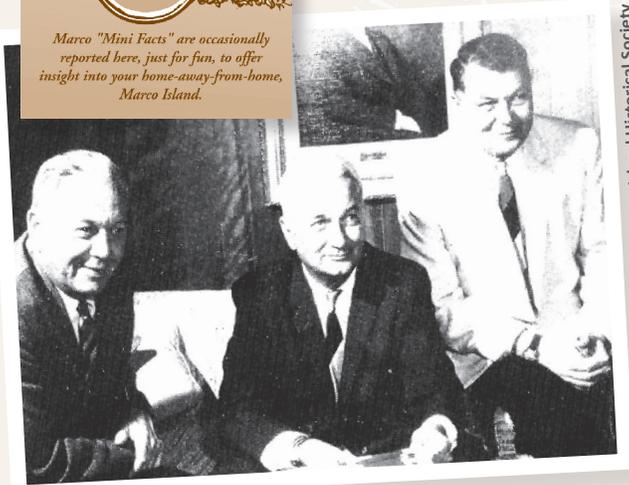
EN owners have seen a lot of activity of this latter kind over the years, as your Association strives to ensure your vacation experience is a most enjoyable one and that Eagle's Nest continues to be a premiere quality resort. Your Board is determined to continue its program of prudent reserving for future capital needs, to continue the level of quality vacations we've all enjoyed through the years and to avoid or at least minimize any effects of "surprise" expenses in the future.

Dennis Schueler  
EN Secretary & Treasurer



A bit of  
Marco  
history

Marco "Mini Facts" are occasionally reported here, just for fun, to offer insight into your home-away-from-home, Marco Island.



Credit: Marco Island Historical Society

Elliott, Frank & Robert Mackle. Builders of Marco Island.



Credit: MIHS

Late 1960s press release photo: Across the lush green fairways of the magnificent Island Country Club, homes designed for resort and leisure living dot the shores of one of the man-made lakes at this new Florida community. Just 100 miles west of Miami, Marco Island is being developed by the Mackle brothers. Perched on the Gulf of Mexico, background, is the Emerald Beach condominium, the community's first high-rise apartment building.

## Early Days in Modern Marco

Envision a nearly deserted, swampy island off the south Florida coast. The year was 1962, only 55 years ago. Mosquitoes owned the air. The mainland was only approximately ¼ mile away, but the lone connection was over an ancient swing bridge, operated by hand.

That's the Marco Island to which the Mackle brothers and their Deltona Corporation were introduced. Yet they agreed – let's go for it.

During development-planning stages, the theme for Marco became one of Deltona's first major decisions. Herb Savage, chief architect, remembers that debate among key corporate executives centered on whether buildings should reflect Polynesia or the Bahamas or Bermuda or the Mediterranean – should the theme be Spanish, Italian, Greek or what? Herb was enthusiastic and persuasive about using Hawaii for Marco's theme – the Mackles concurred – so Herb and Emily Savage were dispatched to Hawaii for a whirlwind tour, to absorb the tropical atmosphere and return with South Seas ideas.

It was this venture which inspired so many of Herb's wonderful buildings: the original Island Country Club; Marco's first yacht club; Deltona's sales and administration headquarters on San Marco Road; and what many believe to be his architectural masterpiece – the Marco Beach Hotel (now the JW Marriott Marco Island Beach Resort – can

you imagine, however, it had just 50 rooms?)

Behind the creation of the Marco Island Country Club was the fact that golf was a sport the Mackles really enjoyed. They also insisted that a

recreation facility was a 'Must' for an island as isolated as Marco. So Herb designed his Polynesian village-styled country club. It opened in 1966 as a public course with 9 holes and served as the island's premiere amenity for Deltona's sale of single family homes and condos.

The club's first golf professional was "Champagne Tony" Lema and, upon his untimely loss in a private airplane accident, the Tony Lema Memorial Tournament was established in his honor. It was commonplace to find golfing greats like Gene Sarazen, Arnold Palmer, Sam Snead, Billy Casper and Ken Venturi rubbing shoulders there with other high-visibility supporters like Richard Nixon, Perry Como, Jackie Gleason, Johnny Unitas, Mickey Mantle, Peter Faulk and Johnny Bench. In 1981, Gene "The Squire" Sarazen became the club's resident golf pro, a title he enjoyed until his passing in 1999.

In 1986, a group of 400 Island Club members purchased the club from Deltona, thus creating Marco's only private country club. The Island Club has since survived two fires of significance, the biggie being in 1993, causing complete reconstruction of the clubhouse. The financial misfortunes of the Mackle brothers and their Deltona Corporation were also devastating. But the Island Club has, indeed, survived – beautiful and still a popular sports and dining venue for members.

A little-known fact about the club is its charitable work. While Gene Sarazen was acting as the honorary pro, the Sarazen Foundation was established, with donations directed to various charitable causes. Following Gene's death, club members founded the Island Country Club Charitable Foundation, to continue these good works. In the past decade, they have contributed \$1.75 million to charities.

In totality, Marco Island has come of age. People still pause to watch the sun dip into the Gulf of Mexico each evening in a blaze of purple and orange, just as they've done for centuries. But it's a new Marco now, one which promises to continue to be Eagle's Nesters' magic vacation getaway for years and years to come.

The Mackle brothers would be proud ...



Marco Beach — before the bulldozers.



## Bright Ideas for Rainy Days

- EN's exercise/fitness center & sauna (new equipment)
- Ping-pong & pool on EN's mezzanine
- New outdoor ping-pong table, just outside lobby door
- Puzzles & games, available in EN's lobby
- Racquetball court on tower's ground level
- DVD films also available in our lobby
- Watch a movie on the 65-inch, big-screen TV on EN's mezzanine
- Video game room on tower's lower level
- Marco Island Historical Museum (exciting new exhibits)
- Visit a day spa
- Marco Island Princess -- lunch, dinner or simply sight-seeing
- Dolphin Explorer excursions
- Marco Movies
- Naples zoo
- SW Florida Nature Center (near the zoo)
- Marco Island Center for the Arts
- Manatee sightseeing with Captains Barry or Carol
- Shell craft workshop
- Indoor basketball court at Mackle Park
- Marco Island library
- Children's Museum of Naples
- Rookery Bay nature walks & eco-cruises
- Naples Botanic Gardens
- Visit the Everglades
- Pray for lotsa sunshine

## Quirks of the Calendar

Pretty good chance the February 2017 calendar structure won't occur again during your lifetime. This February had:

- 4 Sundays
- 4 Mondays
- 4 Tuesdays
- 4 Wednesdays
- 4 Thursdays
- 4 Fridays
- 4 Saturdays



This peculiarity happens once every 823 years!

## A New Face in the Crowd!

### BEFORE



A December 1 baby shower was a big happening at Eagle's Nest for Melissa Chessare, Guest Services (front desk). Lotsa smiles -- check Melissa here, with Mona Fohlbrook and Betty Arriaga in the "before" photo.

February 2 sparked another spirited celebration, when Melissa returned to the Nest with her beautiful, one-month-old baby, Alessandra Rose.

### AFTER



*Congrats and good wishes abound in the "after" photo. Melissa and her new baby are joined by Melissa's Nana-Joan, Claudia Phoenix, Samantha Evans and Mary Kirkum.*



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*Photo by Cassie Catlow, reprinted  
courtesy of The Marco Review.*

Meet Your  
Eagle's Nest  
Board  
of Directors



*Credit: Photo by Claudia Phoenix.*

*Following this year's Annual Meeting, your EN  
Directors share a quiet moment and a sunny day.  
FRONT: Dennis and Pat. BACK: Wayne, Sharon &  
Charlie.*

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