



# Sand script

The Surf Club of Marco

Summer 2018

## Manager's Update

Dear Surf Club Owners,

It has been almost a year since I have been in my current role as your Resort Director and, during this time, I have had the opportunity to meet many of our Owners in person. I can truly say it is a joy to be a part of the Surf Club team.

I am pleased to inform you we have recovered well after Hurricane Irma and most of the repairs are complete. The roof and landscaping, which were the most heavily damaged aspect of the property, are our areas of focus right now. Work on roof repair has begun and the landscaping work is expected to be next.

In the past few years we completed several property enhancements, including unit interior and lobby renovations. If you have not been here since the updates, we have new photos and video of the property, which have been uploaded on our website. Please take a look when you have a chance.

We have already started working on several projects for 2018. We installed new electronic locks on all unit doors and completed the much-anticipated internet networking system upgrade. Now, each room has its own router with dedicated Wi-Fi signal and password. We also replaced the pool and patio furniture. Looking ahead for the rest of the year, we expect to redo the boardwalk and renovate the guest bathrooms in each unit, along with several other minor but important projects.

It's an honor to work with the outstanding members of the Board at The Surf Club. This is the group of people whose dedication and planning help us keep the resort in great shape. Their commitment to excellence ensures Surf Club remains the special place you call your home away from home.

Regards

Niladri Sarkar



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## PRESIDENT'S MESSAGE By Jim McCanna

Dear Surf Club Owners:

It is my pleasure to bring you up-to-date on a number of items which have occurred or are planned to occur in the near future at our favorite "home away from home." I offer them in no particular order:

1. We had one Board seat up for election this year and two very qualified candidates, Tom Bertz and Jerry Bingham. Tom Bertz was reelected to his seat on the Board and will continue to serve your interests, but we thank Jerry for his interest in running for the Board.
2. Unit Maintenance Audit and Project List: Board Member Eric Sittner volunteered his time to audit our units once a year. He listed all of what he found in examining each unit and made a list of all of the items, major or minor, that needed to be completed, and the department that needed to correct things. This is a document in writing advising Hilton Grand Vacations Management of those things that need to be addressed with the understanding that they will be addressed in the near future and will not show up on next year's audit. We thank Eric for those services. In addition, Eric also created a Project List for all major projects which we need to address. This Project List includes the project name, the date listed, the target date for completion, the department to which it is assigned, the priority assigned, and the current status. Niladri and his staff have approved and adopted those lists, and it will keep Management and the Board updated to insure timely completion. Again, thanks to Eric, Niladri, Chris and the rest of the staff.
3. In addition, newly reelected Tom Bertz, with Niladri and Chris, directed our efforts to upgrade and improve our internet speed and reliability. Early comments are all favorable.
4. We continue to work with our insurance adjustors on maximizing improvements necessitated by Hurricane Irma. Replacing landscaping damaged during Irma is our next big project, and replacing our roof is very much a priority after patching where necessary. However, finding available roofers remains a problem throughout Southwest Florida. Other repairs and replacements will be undertaken and completed as soon as pending insurance claims are processed.
5. I hate to end on a down note, but must repeat the message from our fall 2017 newsletter about the removal of the bulletin board on the wall of the first floor elevator lobby. That message board is a voluntary listing of owner-initiated rentals and was well liked by Owners, but it had to be maintained by our front desk staff, a clear conflict of interest to HGV as their employees, as HHGV is in the rental business for the benefit of our Owners. Our email exchange service maintained by Tom Bertz remains a better alternative for Owners, and I suggest that, if you have not registered for this email exchange service that you do so by contacting Tom Bertz at [tom.bertz@gmail.com](mailto:tom.bertz@gmail.com).

I believe Niladri will bring you up to date on all of the positive things happening at our resort, so I will not duplicate them here.

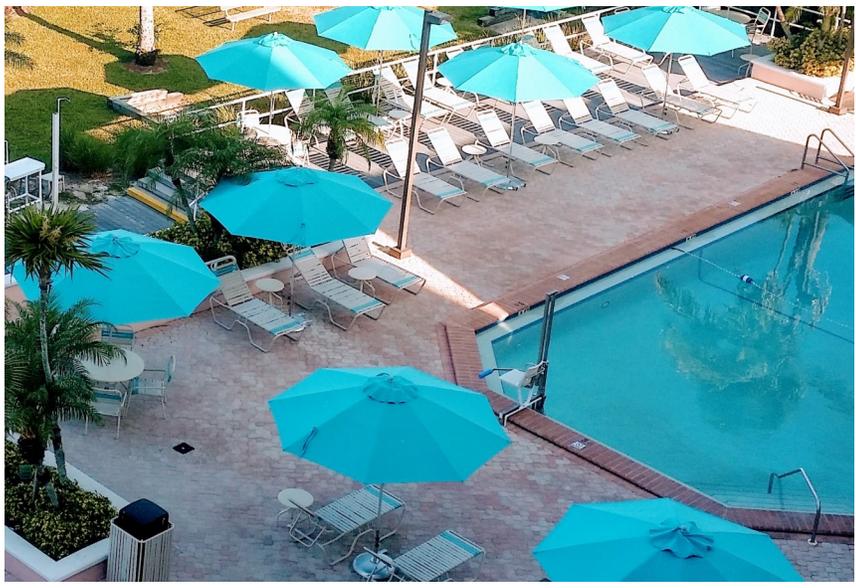
Spring has finally arrived here in Northeast Indiana following unseasonably cold weather and several snow storms in the month of April. My wife and I are counting the days to return to The Surf Club with our families for weeks 22 and 23. Have a great summer everyone.

Jim McCanna - President





Week Number	2018 Saturday to Saturday	Week Number	2019 Saturday to Saturday	Week Number	2019 Saturday to Saturday
27	Jul 7-Jul 14	1	Jan 5 - Jan 12	27	Jul 6 - Jul 13
28	Jul 14-Jul 21	2	Jan 12 - Jan 19	28	Jul 13 - Jul 20
29	Jul 21-Jul 28	3	Jan 19 - Jan 26	29	Jul 20 - Jul 27
30	Jul 28- Aug 4	4	Jan 26 - Feb 2	30	Jul 27 - Aug 3
31	Aug 4-Aug 11	5	Feb 2 - Feb 9	31	Au 3 - Aug 10
32	Aug 11-Aug 18	6	Feb 9 - Feb 16	32	Aug 10 - Aug 17
33	Aug 18 -Aug 25	7	Feb 16 - Feb 23	33	Aug 17 - Aug 24
34	Aug 25-Sep 1	8	Feb 23 - Mar 2	34	Aug 24 - Aug 31
35	Sep 1-Sep 8 L	9	Mar 2 - Mar 9	35	Aug 31 - Sep 7 L
36	Sep 8-Sep 15	10	Mar 9 - Mar 16	36	Sep 7 - Sep 14
37	Sep 15-Sep 22	11	Mar 16 - Mar 23	37	Sep 14 - Sep 21
38	Sep 22- Sep 29	12	Mar 23 - Mar 30	38	Sep 21 - Sep 28
39	Sep 29-Oct 6	13	Mar 30 - Apr 6	39	Sep 28 - Oct 5
40	Oct 6-Oct 13	14	Apr 6 - Apr 13	40	Oct 5 - Oct 12
41	Oct 13-Oct 20	15	Apr 13 - Apr 20	41	Oct 12 - Oct 19
42	Oct 20-Oct 27	16	Apr 20 - Apr 27 E	42	Oct 19 - Oct 26
43	Oct 27-Nov 3	17	Apr 27 - May 4	43	Oct 26 - Nov 2
44	Nov 3-Nov 10	18	May 4 - May 11	44	Nov 2 - Nov 9
45	Nov 10-Nov 17	19	May 11 - May 18	45	Nov 9 - Nov 16
46	Nov 17-Nov 24 T	20	May 18 - May 25	46	Nov 16 - Nov 23
47	Nov 24 -Dec 1	21	May 25 - Jun 1 M	47	Nov 23 - Nov 30 T
48	Dec 1- Dec 8	22	Jun 1 - Jun 8	48	Nov 30 - Dec 7
49	Dec 8-Dec 15	23	Jun 8 - Jun 15	49	Dec 7 - Dec 14
50	Dec 15-Dec 22	24	Jun 15 - Jun 22	50	Dec 14 - Dec 21
51	Dec 22-Dec 29 C	25	Jun 22 - Jun 29	51	Dec 21 - Dec 28 C
52	Dec 29-Jan 5 N	26	Jun 29 - Jul 6 J4	52	Dec 28 - Jan 4 N



**Help Your association save money**

*A growing number of Owners have elected to receive their Surf Club mail electronically. This has resulted in a considerable savings on our printing and postage costs. Plus, opting out of paper helps to reduce environmental waste. If you would like to sign up to receive future newsletters by email, please go to the following web address: [www.hgvc.com/opt-in](http://www.hgvc.com/opt-in)*

*When logging on to the site, you will be prompted to input your access code, which is located above your name in the mailing address block.*



## The Surf Club of Marco

Greetings from the Sales Office

I can't believe another year has gone by! Why not take the time to create a vacation legacy for you and your heirs? We currently have some incredible buying opportunities available at The Surf Club you don't want to miss out on.

If you are considering travel to other areas in Florida, or even other states or countries, please give me a call and let me go over the benefits of Hilton Grand Vacations Club with you. This is a great program and can add value to your ownership. The Club is points-based and offers incredible flexibility. We are always expanding the areas that offer Club exchanges and you get the benefit of an RCI membership as well. Interested in finding out more? Explore the Club website at [club.hiltongrandvacations.com](http://club.hiltongrandvacations.com).

I look forward to welcoming you all back in the near future.

Judy Graner,

Resort Re-sales 239-642-5800 Ext. 1005

Email: [judy.graner@hgv.com](mailto:judy.graner@hgv.com)



### ***Is Your Contact Information Up to Date?***

We learned a lot in the aftermath of Hurricane Irma. One thing we learned is that a lot of the contact information we have for Owners is out of date. As a result, we were unable to quickly contact many of our Owners after the storm.

While many of our Owners have done away with their landlines, most have not provided the resort with their updated contact information. Please take a moment to make sure your address, telephone number and email address are up-to-date by calling the resort at 239-642-5800



## ***SUMMER 2018***

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