

# The Charter Club of Marco Beach NEWSLETTER

Fall 2023

## Model Unit Planned

The Charter Club of Marco Board of Directors have selected a designer, Bay Font Interiors of Bonita Springs, and are moving forward with refurbishments of the units in 2024, specifically the living, dining, and bedrooms!

In anticipation of major interior furnishing updates to all units, the resort has planned to complete a single Model Unit prior to the November 9-10 Budget meetings.

Furniture, fixtures, and accessories will be displayed. This includes a new dining room table, chandelier, sofa, lamps, as well as other anticipated upgrades to the unit. The entire unit will enjoy a fresh new coat of paint and new carpets in both bedrooms!

There will be no special assessment for the new furnishings, as their replacement is covered under the reserve budget.

At this time, plans call for the furnishings to be installed during 2024 Maintenance Weeks.

**Pool Furniture.** In addition to interior furnishings, all new pool furniture will be replaced during the coming year. This includes pool chairs, chaise lounges, and various tables. The resort is considering adding chaise lounges in standard and taller sizes. A sample of each size is on display at the pool for your “testing.” Added Betty Garcia, Assistant Resort Manager, “We invite Owners to check out the two sizes and let us know the size and color they prefer. This will help us in deciding which chairs to order.”

## Website Notes

If you have not utilized our resort website at [charterclubofmarcoisland.com](http://charterclubofmarcoisland.com), we invite you to review it and Opt-in to receive email alerts. This will keep you up to date on the status of resort projects like renovations and serve as an informational source for special forms often used at the Charter Club. You can also obtain information about renting your unit at no cost and learn about emergency or changing weather situations. As you prepare for your upcoming visit, you may want to check out our Live Beach Cam to learn in advance about current Marco Island temperatures and catch a peak at our beautiful sunsets.





# Manager's Update

Although it's been nearly a year since David Martella was named General Manager at The Charter Club of Marco Beach, the long list of improvements and additions have made Owners smile with appreciation and sincere thanks.

"While it has taken a little time for me to become acclimated to the area and the pace of the property, it has been exciting to help advance many projects. Some of them were planned and others are currently in the beginning stages. All have been accepted by Owners with resounding appreciation. Now we're knee-deep in a long list of new improvements," added David.

The new commercial-grade flooring project was a very complex, time-consuming task that was planned for some time and was successfully installed in all 80 Suites across both towers during the spring and fall maintenance weeks.

## Improvements completed:

- The tennis courts have been resurfaced with the same beautiful, bright blue court, and two pickleball courts were added by popular demand.
- The shuffleboard court has been resurfaced for your playing enjoyment.
- Ice machines have been replaced on the ground floors of each building.
- A new beach gate was installed to replace the previously damaged gate.
- Fire-rated doors were installed on the ground floor trash room and the pool restrooms.
- New partitions were installed in the pool restrooms.
- A new beach shower has been installed by the north tower at the entrance to the boardwalk.
- New LED lighting has been installed in the exterior hallways on all floors.

## Planned Improvements

"One of the challenges in completing some of these projects is due to both a lack of contractors and the inability to procure many products. This has been a national problem since the pandemic and was worsened by Hurricane Ian's impact in September 2022, but the projects that we began last year are starting to move toward completion in the coming year," David claims.



## Coming Soon:

- A new backup generator for the resort, for which we are receiving proposals.
- The resurfacing of the entire pool, which is anticipated for 2024. Owners will be notified in advance of pool closures.
- Restriping the pavement and adding black-topping touch-ups to the resort parking lots.
- A new beach gazebo, which Eric and his team are currently awaiting.
- Paul's frozen delights, which are coming soon.
- Replacing the exterior signage around the resort.
- New stoves being placed in all Suites.
- New air conditioning units being installed in the north building.







## From Your Board President



The fall season is upon us, and I hope you are all enjoying the season's colorful display and cooler air. There are several articles in this newsletter that bring you up to date on many of our projects from unit flooring to refurbishment and decoration of your bedrooms, living room and dining areas.

Your Charter Club Board of Directors have been meeting twice as many times during the past year because of hurricane damage and budget concerns due to insurance premium increases of \$300,000 this year and another large increase in 2024. Our wind buy-down policy, which allowed a \$100,000 deductible shared with the Marco Island Properties, that would have to be paid for damages before the insurance company paid the remainder is not available, bringing the costs of a windstorm to an almost \$3,300,000 deductible for The Charter Club alone!!

Our board worked closely with our Hilton regional management along with the risk management department to find a company that would even offer a deductible Insurance policy. Berkshire was approached and offered us a policy we accepted that is very complicated, and still leaves large deductibles for us to pay depending on factors such as how many Hilton Florida properties they insured, where they were located, how close to the eye of the storm and its category rating from 1 to 5.

At our two-day November budget meeting at the Charter Club, we will have the difficult task of establishing your 2024 budget. We are fortunate to have built up an operating reserve, in addition to the required reserves to update and replace the hundreds of Items on the property. Our operating reserve got us through our \$2,100,000 major repairs a few years ago and we are fortunate to have some of these reserves for this year's insurance increase. We will have to establish our 2024 maintenance fee based on more hurricanes in the future and forecast for the next few years' unit and property needs. You should expect a larger maintenance fee increase than the average of the past few years and, with fingers crossed, on the weather's cooperation and not need a special assessment next year.

I urge you to sign up to receive emergency email updates at your CC website at <https://charterclubofmarcoisland.com>. Don't forget to utilize the many benefits it has to offer. Should you have questions you may email "Ask your webmistress" located on the website.

*Lyman Wood, Board President*





# Flex Forms for 2025

It is important to understand that your resort books a year ahead for Flex reservations. For 2025, we will accept Flex reservations from October 1 - December 31. All reservations received by December 31, 2023, will be grouped together, with reservations being selected at random to ensure fairness for all Owners. Flex reservations received after January 1, 2024, will be processed on a first-come, first-served basis. Your \$20 Flex Reservation Fee for 2024 has been included on your 2024 maintenance fee billing.

Inserted with this newsletter is a reservation form for Flex Owners. To confirm your reservation, please complete the form and send it to Charter Club by fax, regular mail, or email. Please retain the proof of fax, mail, or email for future reference.

- FAX (239) 394-4327
- Mail: 700 South Collier Blvd., Marco Island FL 34145
- Email: [thecharterclub@hgv.com](mailto:thecharterclub@hgv.com)

## Checkout Checklist



At the conclusion of your Charter Club vacation, we understand that check-out can be time-consuming. At the same time, we're preparing for the arrival of our next Owners, Members and Guests.

Front Desk Professionals Tom Tramazzzo and Daniella Hernandez-Garcia are standing by to help. To ensure a smooth transition, please follow these checkout tips::

- Advise the office if you plan to check-out before 10 a.m. on Saturday.
- Dispose of any trash in the dumpster and recycling bins closest to your building.
- Load and start dishwasher.
- Strip the beds and place all used linens and towels inside the bathtub.
- Notify the office by Wednesday if you're moving to another Suite in the resort.

## THE CHARTER CLUB OF MARCO BEACH Condominium Association, Inc. Board of Directors

### President

Mr. R. Lyman Wood  
95 Mountain Road  
Hampden, MA 01036  
[rlymanwood@gmail.com](mailto:rlymanwood@gmail.com)

### Vice President

Mr. Martin Terry  
1826 Camelot Lane  
Findlay, OH 45840  
[terry@findlay.edu](mailto:terry@findlay.edu)

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Mr. Bob Stammer  
212 Derby Glen Lane  
Brentwood, TN 37027  
[Bob.Stammer@Vanderbilt.edu](mailto:Bob.Stammer@Vanderbilt.edu)

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82 N. Country Gate Circle  
The Woodlands, TX 77384  
[gielin@comcast.net](mailto:gielin@comcast.net)

### Director

Mr. Gary Jelin  
3822 Vinyard Court NE  
Marietta, GA 30062  
[gjelin@comcast.net](mailto:gjelin@comcast.net)



## Important Numbers

### Charter Club Office

700 S. Collier Blvd.  
Marco Island, FL 34145  
Phone: 239-394-4192  
Fax: 239-394-4327

Hours: Sunday, 8:30 a.m. to 5:00 p.m. ET  
Monday–Thursday, 8:00 a.m. to 5 p.m. ET  
Friday, 8:00 a.m. to 7:00 p.m.  
Saturday, 8:00 a.m. to 9:00 p.m.  
[Thecharterclub@hgv.com](mailto:Thecharterclub@hgv.com)  
[CharterclubofMarcoIsland.com](http://CharterclubofMarcoIsland.com) (website)

### Sales Associate

Jeanne Shook  
[jeanne.shook@hgv.com](mailto:jeanne.shook@hgv.com)  
239-642-1210 office  
239-394-6925 fax

# On The Beach

After almost 19 years as Recreation Supervisor at the Charter Club of Marco, Eric Wasser is supremely informed about everything that is happening on the beach. He is happy to share that knowledge with resort Owners and says that most of the beach vegetation has returned since last year's hurricane.

Many Owners have asked about the flags at the end of the boardwalk and what the colors represents. He explains that the green flag indicates quiet conditions, the yellow flag means equipment renters should be more experienced. When the red flag is flying, that means there is no water activity due to inclement weather.

"Our rentals for beach equipment remain strong, now returning to pre-hurricane levels," says Eric. "We continue to offer lessons and rides on the sail boats, advising Owners it is best to make reservations for



equipment two days in advance.

After the new beach berms were added about a mile and a half from South Beach to Eagle's Nest, Eric said it was challenging to move equipment in the sand as it was very thick, but after the summer rains began, the sand softened. (See story below.)

## Beach Berms Installed

The Collier County Board of County Commissioners approved an Emergency Berm Project in December 2022. The project was needed to replace the dunes destroyed when Hurricane Ian struck on Sept. 28, 2022. The dunes are a first defense against wave action and storm surge for upland structures (residences as well as commercial buildings just beyond the beach). Since obtaining BCC approval, Collier County Coastal Zone Management staff have worked to get the berm designed, sand sources approved, and strategized the best and quickest way to get the project completed. The last truck load of sand needed for the portion of the beach near our resorts was delivered to South Marco Beach around the middle of August.

## Fixed Weeks in High Demand

Marco Island continues to grow in popularity for happy and memorable vacations. With your resort located directly on the beach, the Charter Club of Marco has what every beach lover wants! During the past year, we have been selling fixed weeks for higher prices than ever before. But it is important to know that there are currently no fixed weeks available between December and March. If you are even thinking about selling one or more of your fixed weeks here, please give me a call. Let me know what you want to net so I can make some calls to the many names I have been collecting from clients who want to be here. Yes, there is a broker fee, however, you can be confident that the transaction will be handled with ease and properly recorded. Don't worry about the commission, just let me know what you want in your account, and I'll handle the rest. Thank you.

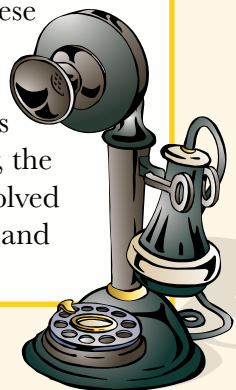
Jeanne has helped Owners at The Charter Club of Marco Beach for over 23 years. Contact her at 239-642-1210 (office), 239-394-6925 (fax) or via email at [jeanne.shook@hgv.com](mailto:jeanne.shook@hgv.com).



**Karen Jeanne Shook**, *Grand Vacations Realty, LLC Sales Agent*

## Phone Issues

Hurricane Ian damaged the underground copper wiring for telephones on Marco Island. This has impacted your resort's phone lines, resulting in on-again, off-again phone service. If you are unable to connect with the switchboard, this is probably why. Please retain these two cell numbers to reach the resort when the phone lines are down. Hopefully, the problems will be resolved soon. 239-351-4103 and 239-409-1227.







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## A Fond Farewell

As the Front Desk Supervisor at The Charter Club for three years, Calvin Sims was a loved and highly respected team member. Sadly, he recently moved to Ohio, where his wife was offered a great professional opportunity. But Calvin is still serving guests, now in Cleveland, working at the Hyatt Regency at the Arcade in multiple management positions. We wish him well!

## Mark Your Calendars

### • Budget Meeting Nov 9 & 10

Your Board is scheduled to meet November 9 and 10, 2023. The primary purpose of the meeting is to adopt the budget and establish maintenance fees for 2024. The proposed budget will be available at [club.hiltongrandvacations.com/](http://club.hiltongrandvacations.com/) two weeks prior to the budget meeting.

### • Annual Meeting Feb. 27-28

It's not too early to plan to attend the annual meeting at 10:30 a.m. on February 27 and 28 in the resort Clubhouse. During the meeting, your Board of Directors will share budget details for the upcoming year and announce the names of new Board members.

### • Maintenance Fees

As a friendly reminder, your annual Maintenance fees will be mailed in mid-to-late November and are due January 1, 2025. We would like to extend a sincere Thank You to all Owners for their continuous timely payment of these fees. This has resulted in a very low delinquency rate of less than 1%. Congratulations and thank you for helping make this happen!