

The Main Sail

The Charter Club OF MARCO BEACH®

Newsletter • Spring 2022

Welcome to the Team!

This past fall, Owners welcomed Maria “Gaby” Roquet to the Charter Club team as part of our housekeeping staff. Originally from Guanajuato, Mexico, Gaby became a bright and shining star in housekeeping, and she has transferred that same energy to her new role at the front desk. Her warm and friendly personality compliments her new position perfectly.

Our new maintenance manager, Jonathan Chimino, is looking forward to building upon the resort’s solid foundation while creating smooth operating systems for his department. Originally from Chicago, Johnathan has spent the last 10 years in maintenance service and now brings his experience and knowledge to Charter Club. He enjoys spending time with his family, playing video games and basketball. As a newcomer to the area, he welcomes recommendations for new things to explore.

Dave Hoogterp, our housekeeping manager, who has graced us with his unique style, unparalleled attention to detail and infectious charm for the past five years has elected to retire. On behalf of the entire team at Charter Club, it was a privilege working with Dave and we wish him well in his retirement.

Jameson Telusma has replaced Dave as our new housekeeping manager. Jameson has become familiar with the Hilton brand with prior experience as a housekeeping manager, so there’s no doubt he’ll



*Left to right:
Jameson Telusma, Gaby Roquet, Natalie Fleck
and Dave Hoogterp.*

excel in his new role. Since starting, Jameson has been determined to discover opportunities for enhancing Charter Club. With an ample amount of experience, he’s hoping to elevate the brand to new heights on Marco Island. During his free time, he is an accomplished musician and enjoys playing the drums, bass, keys and guitar.

Finally, the resort is happy to extend a hearty welcome to Natalie Fleck as she joins our front desk team. She previously studied abroad and traveled to various countries, and she has experience with Irish Sword dancing and powerlifting. Natalie comes to us by way of Canada and when you meet her, you’ll discover that she is a fearless perfectionist.

Please give a warm welcome to all our new HGV Team Members!

Check Your Calendars for Week 53!

In 2022, week 53 will affect all unit-week arrival dates for 2023. Please carefully review the resort calendar before making travel arrangements. Week 53 occurs every five-to-six years and shifts the dates for the following calendar year. Since your resort is on a Saturday-to-Saturday basis, week one

will begin on January 7, 2023.

This year, week 53 begins on December 31, 2022, and ends on January 7, 2023. Please be sure to check for your correct vacation dates as the resort is not responsible for finding other accommodations.

Fun Times at Charter Club

There's always something to celebrate at Charter Club. If it's Thursday, then ask any Owner what day it is and he or she will quickly respond, "It's Margarita Thursday!" The special event starts at 2:30 p.m. poolside with pink lemonade and snacks as well as the main attraction. Even beachgoers line up for a most welcomed treat on a warm, sunny day.

Sales Vacation Counselor Jeanne Shook adds, "Frankly, there's something for everyone, including the kiddies. This is all by design because we want our Owners and guests to have a fun-filled vacation. We've had some Owners tell us that their children say staying here is more fun than Disneyland, which is probably because they're safe in a beachfront environment with plenty of watersports to keep them happy. The youngsters enjoy vacationing here because, just like with their parents, they've made friends over the years and want to be here to play together."

Mondays include continental breakfast and resort orientation poolside at 9:00 a.m., featuring coffee, pastries and prizes from local merchants. Join us on Wednesday at 9:00 a.m. to hear about your resort updates and upcoming projects. Everyone knows that Fridays are root beer float days where guests enjoy yummy old-fashioned ice cream floats for just \$4.



THE WOODSHED

“It was the best of times; it was the worst of times”. That has been the Charter Clubs’ rollercoaster these past few years. Building restoration, Covid, staffing shortages, costs increase, and delivery delays were and some still are today’s problems. The team at Charter Club have been running operations, maintaining our property and continuing to ensure Owners feel at home while comfortable, relaxed and enjoying their

vacations. Offer a smile as you greet the staff. This will help make them feel that they’re succeeding at their job during their busy days. Enjoy your vacation while here and be sure to check our new website and live beach camera when you’re at home. If renting your unit, use your Owner site to reduce the risk of scams and save on rental costs.

Lyman Wood, Board President

From the Sales Corner

With over 40 years of sales in the vacation ownership industry – and half of that time on Marco Island – Jeanne Shook says the single part of her work that she most enjoys is “helping families grow together as they share a lifetime of vacation memories.”

For the first time in her career, last year Jeanne sold over a million dollars in Owner sales with \$1.1 million, and by mid-April of this year she had reached over \$640,000 in sales. Jeanne also sold two consecutive February weeks for \$85,000, an amazing record-breaking sale for Charter Club.

“The demand for Marco Island and southwest Florida has been overwhelming,” says Jeanne. “Our Owners are leaving their names on lists should resales become available. If you’ve been renting out your

vacation week in the past, now is the time to put your week on the market for a speedy sale. With very low inventory we’re desperate for fixed and flex weeks at any time, especially around the holidays.”

Contact Jeanne at 239-642-1210 or via email at jeanne.shook@hgv.com for a list of available weeks.



Budget Meeting November 15 and 16, 2022

Your board is scheduled to meet November 15 and 16, 2022. The principal purpose of the meeting is to adopt the budget and establish maintenance fees for 2023.

The proposed budget will be available at club.hiltongrandvacations.com/ two weeks prior to the budget meeting.



Director's Update

Resort Director Joan Paquette is happy to report that one special model unit will soon be retrofitted with new flooring in the kitchen, dining room, living room and small hallway allowing the Owners to see the new flooring material. Carpeting will remain in the two bedrooms.

It's important to note that the vinyl flooring comes with a 40-year warranty and, according to the manufacturer, is 100% waterproof. The moldings under the kitchen cabinets and inside the dining room, living room and hallway are planned to be replaced with updated 5-inch moldings to match the primary bedroom.

New balcony furnishings such as a chaise, square dining table, four chairs and two side tables are expected for delivery and installation sometime this year.



Spring Maintenance Weeks

We anticipate the 2022 spring maintenance weeks to take place between April 30 and June 4. Our team will work with outside vendors to perform routine maintenance for half of the units at Charter Club and work to complete the other half during fall maintenance weeks. Our team plans to complete all the work they're unable to do during the regular checkout days such as performing general repairs, painting, caulking, checking all appliances, replacing light bulbs and more.



The Charter Club of Marco Beach, Condominium Association, Inc. Board of Directors

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jmac1634@verizon.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. ET
Saturday, 8:00 a.m. to 9:00 p.m. ET
thecharterclub@hgv.com
charterclubofmarcoIsland.com

Sales Associate

Jeanne Shook
jeanne.shook@hgv.com
239-642-1210

Owner Comments to Board

A suggestion form titled Owner Comments to the Board of Directors is always located in the clubhouse for your use. The board reads every completed form and takes each comment and suggestion into consideration. Some ideas can easily be implemented while others may not, but we encourage Owners to share their thoughts and ideas.

A past suggestion from many Owners was to add Wi-Fi to the pool area. We're happy to report that this idea has been implemented.

Another suggestion being considered by the board is adding an extra pickleball court with a removable net to the existing east tennis court which offers more playing time to Owners.

Turtle Time Until Oct. 31

The loggerhead sea turtle and hatching season began on May 1 and will conclude on October 31. The city of Marco Island encourages visitors and resort guests to observe sea turtle conservation practices. After 9:00 p.m. please do the following:

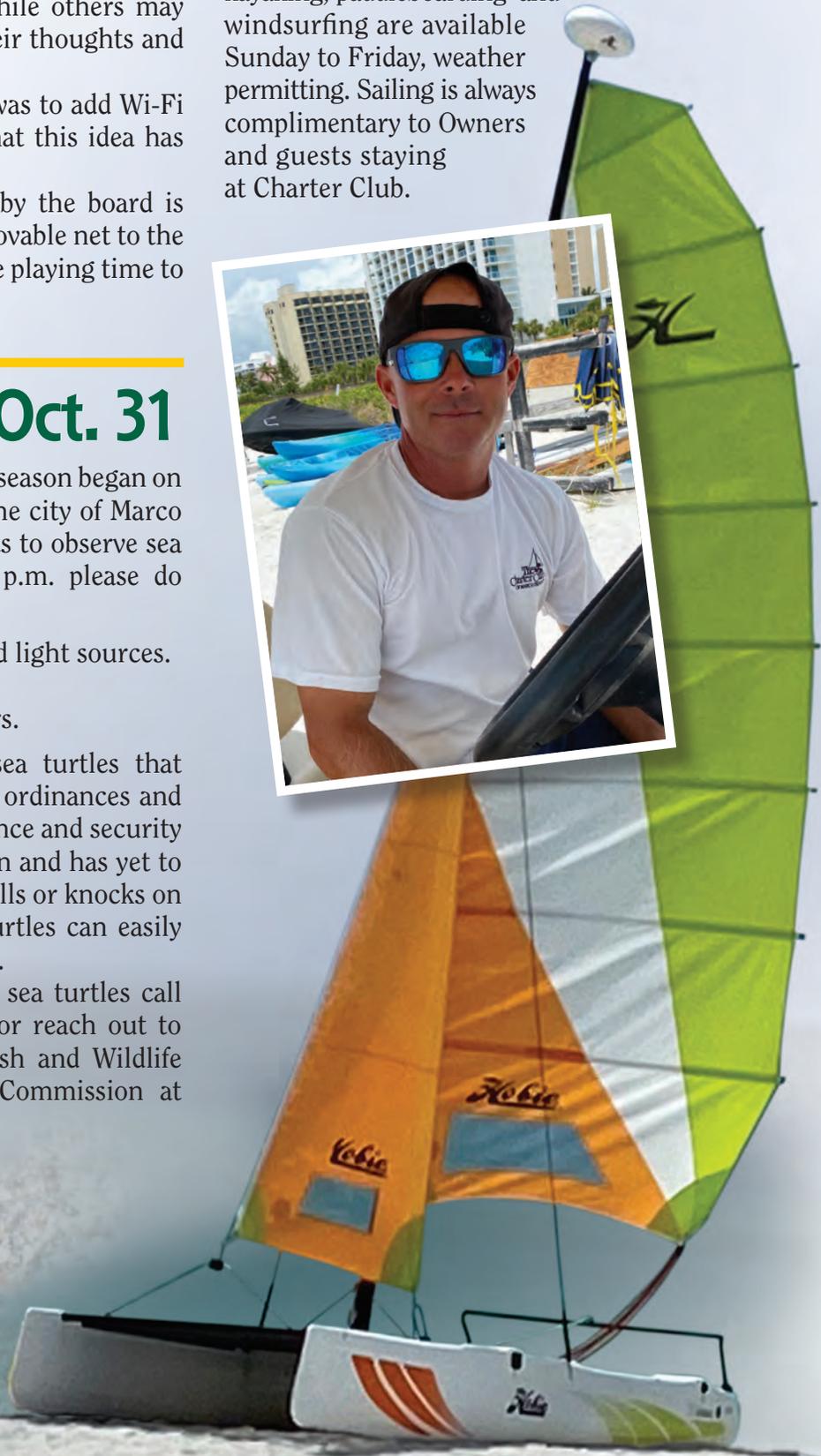
- Turn off all unessential lights and shield light sources.
- Close blinds and curtains.
- Keep the beach free of litter and barriers.

To protect threatened and endangered sea turtles that nest along the beaches, comply with local ordinances and avoid city fines, a member of our maintenance and security team may enter any unit that is in violation and has yet to respond to prior outreach such as phone calls or knocks on the door. Please help ensure that these turtles can easily find their way to the water after they hatch.

To report injured, disoriented or dead sea turtles call 239-289-9687 or reach out to the Florida Fish and Wildlife Conservation Commission at 888-494-3922.

Boating & Water Sports

Under the guidance of Eric Wasser, recreation supervisor, there is a wide array of water toys for the adventurous types. Sailing, kayaking, paddleboarding and windsurfing are available Sunday to Friday, weather permitting. Sailing is always complimentary to Owners and guests staying at Charter Club.





700 S. Collier Blvd.
Marco Island, FL, 34145

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Check-out Checklist Suggestions

After time well spent at Charter Club, we understand that checking out can be time-consuming. At the same time, we're also hard-at-work preparing for the arrival of our next guests. Here are some suggestions to help ensure a smooth transition:

- Advise the office if you plan to check-out before 10 a.m. on Saturday.
- Dispose of any trash to the dumpster and recycling bins closet to your building.
- Load and start the 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 unit in the resort.

Website

If you haven't taken advantage of our new website at charterclubofmarcoisland.com, then please review it and sign up for email alerts. The website has much to offer such as the ability to rent your unit at no cost to the Owner, a live beach camera to see the beautiful sunsets on Marco Island and readily available forms that are used at the Charter Club. It will serve as a great resource for Owners to update themselves on emergency situations that may arise at Charter Club – such as hurricanes, major renovations, etc.

