



SPRING 2024

# SandScript

## President's Letter

We have come a long way after four years dealing with Covid, having two new managers since Mona's retirement, and several large challenges facing us in the past two years. Of course, we still have a way to go - so let's continue to be supportive of Eagle's Nest in every way we can as most of our owners do. Our new manager, Ed Ludwig, has so far proven to be a hands-on, quick responding, dealing with issues as they arise. We welcome him to our Eagle's Nest family!

I would like to answer a question that has come up several times this year: "What does the Board of Directors do?" After serving on the Board since 1997 I will answer the question. Our Board is composed of five members. Owners vote on candidates every year electing either one or two new members. Reason: each Board member has a three-year term, and at the end of the third year is replaced with another elected member. The Board member who has served his/her three-year term must remain off the Board for one year - after that he/she can put "their hat in the ring" again.

*What are the duties of a Board member?* I will define a perfect Board member from my viewpoint. A Board member should only have the interest of the owners of Eagle's Nest and never, in any way, to ADVANCE their own agenda. He/she must be dedicated to our resort, to maintaining and continually updating the resort while always remembering owners do not like higher maintenance fees. A Board member must be a team player, without compromising their own thoughts and ideas.

The biggest reason our past Boards have accomplished so much is the unity and teamwork and friendships. We as a Board make all the decisions that affect the resort - we hire a management company to run the everyday going-ons at the resort - we undertake all large maintenance issues, upgrades to resort, large repairs, the remodeling of common areas and units, insurance, and of course, budget and maintenance fees.

We have been so fortunate to have hired Hilton Grand Vacations as our Management Company.



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Along with their everyday help, and the many other items they help with what would we have done without them especially during the hurricanes, management changes, employee responsibilities, and so much more? They are certainly a full-service management company, hired to manage, but do not take part in any decision making of major items. This is done by the five Board members.

*continued on page 2*

# Nesters Need to Know



## 1 CHECK-IN REMINDER

As you can imagine, Friday check-in at the resort is a busy time for all involved. On occasion, our owners and guests arrive at the resort ahead of schedule, ready to start settling in; however, we ask that you please be mindful that our check-in time is 3 p.m.

Each week, our teams clean, restock, repair (as needed) and inspect nearly 96 rooms between the hours of 10 a.m. and 3 p.m. There are often multiple room moves to be coordinated and completed as well. In order to move a guest, we wait for their next unit to be vacant and cleaned; meanwhile, the guest currently in the unit to be cleaned may be waiting for another unit.

For those arriving early, thank you in advance for your patience as we meticulously prepare your home-away-from-home for the week ahead. We will gladly store your bags and lead you to the beach so that you can truly begin to unwind while we put the finishing touches on your unit. After all, isn't that one of the most treasured parts of your stay here? Roughly one hour before check-in, we are happy to begin completing your paperwork.

Thank you for your understanding and cooperation.

## 2 OCCUPANCY

Eagle's Nest is governed by fire codes in regard to unit occupancy. 2 bedrooms have a maximum occupancy of 6 people, while the 1 bedroom has a maximum occupancy of 4 people.

## 3 POOL PROJECTILES

Due to injuries sustained from footballs, frisbees, and other objects, HGV maintains a no projectile policy in the pool.

## 4 POOL & SPA CLOSINGS

Please do not bring food or beverages in the pool or hot tubs, or around their edges. Also, please have protective suits for toddlers. We have had to close the pool down several times recently due to chemical imbalances.

## 5 PARKING

Since parking at Eagle's Nest was designed for only one parking pass per unit, we must ask that you plan alternate parking if you plan any additional cars. Remember to be kind to our staff, who did not design our parking lot or the Island parking. It is the owners' responsibility to plan ahead for the parking of their families' and friends' cars, as additional on-site parking is not available. Most often the best plan can be arranged by simply going to pick up your guests – or perhaps being cost-effective and using taxis instead of renting a car.



## Manager's Message

### GREETINGS FROM MARCO BEACH,

Here at the Eagle's Nest Resort, we experienced a great winter season, with many great memories shared with our owners and guests. While January was little chilly, February, March, and April did not disappoint, with lots of sunshine and perfect temperatures.

Currently, we are in the middle of our spring maintenance weeks. During this time, housekeeping will be doing deep cleans, while the maintenance crew goes through each unit, checking all appliances and filters, as well as touching up walls and baseboards.

We have completed our renovation of the cooling tower in the main building, and have secured back up parts for all components. In the coming months we hope to install a new hot water system for the Tower units, as well as a new fiber optic line that will eliminate our phone issues during heavy rains.

We look forward to the summer season, and hope everyone has safe travels.

*Ed Ludwig, General Manager*

### *President's Letter, continued from page 1*

Among our many accomplishments was the remodeling and redecorating of the ground, main and mezzanine levels, recent new furniture and appliances in units, new pool-side lounges, new tower lanai furniture, new mattresses, and much more.

If anyone doubts if your past Boards have done their job just look at our awards - Trip Advisor "Traveler's Choice Award", 5-star Resort, and the real show of satisfaction is the extremely low delinquency rate 0.025%, unheard of in the time-share industry. Owners love Eagle's Nest!

I want to thank the Staff, Management and especially the owners for their continued loyalty to our superior resort and certainly for the remarkable patience our owners and staff showed during the very long elevator replacement project.

**HATS OFF TO YOU ALL!**

Sincerely,

*Sharon Bohrer, President*



## Pet and Animal Policies

At this time only service animals as defined and established by the Americans with Disabilities Act (ADA) will be permitted access to the property. Pursuant to the ADA, Eagle's Nest is required by law to allow service animals on the property, which applies to animals that are trained to do work or perform tasks for someone with a physical, mental, psychiatric, sensory, or intellectual disability. Typical examples include, but are not limited to, animals trained to assist with sight/hearing, animals trained to alert others if their owner has a seizure, and animals trained to assist their owner with balance.

No other animals will be permitted on Eagle's Nest property, including, but not limited to, those animals or pets considered to be Emotional Support Animals (ESA).

This policy has been and will continue to be in place until otherwise changed by the Board. If an owner/guests checks in with an Emotional Support Animal a list of local kennels will be provided.

2024

2025

2026

2027

# Vacation Planning Calendar

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





## Meet Housekeeper Extraordinaire...Taraben Patel

Assigned the task of keeping the lobby, mezzanine and ground level areas neat and clean, Taraben, who has been with Hilton Grand Vacations for 18 years, does a fantastic job with a cheerful and infectious attitude. We are very fortunate she is part of our team.

## Say Hello to the Pool Pub Team!

Considered the most cheerful team members in the Eagle's Nest family, the pool pub team will brighten your day.

*From left to right:  
Reyna Osorio, Rebecca Ramirez,  
and Diolxis Rivera.*



## Front Office Wins Award

Eagle's Nest wins **HGV Front Office of the Year** by providing great enthusiasm and hospitality.

*From left to right:  
Allen Kipnis, CJ Jean Charles, front desk  
manager Betty Vergara, Henry Hernandez,  
and Yvette Zuniga.*



410 S. Collier Boulevard  
Marco Island, FL 34145

## *For Your Convenience: Local Pet Kennels*

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### **CRITTER CAFÉ**

(239) 389-8488  
810 Bald Eagle Dr.  
Marco Island, FL 34145

### **MARCO VETERINARY CLINIC**

(239) 394-2535  
1842 San Marco Rd.  
Marco Island, FL 34145

### **CAMP BOW WOW NAPLES**

(239) 352-2275  
3382 Mercantile Ave.  
Naples, FL 34104

### **PAMPERED PET RESORTS**

(239) 970-1111  
3840 Bush Blvd.  
Naples, FL 34114

### **LOVE MY DOG RESORT AND SPA**

(239) 262-1200  
375 106th Ave.  
Naples, FL 34108

