



SandScript

FALL 2023

President's Letter

Dear Eagle's Nest Owners:

After nearly a year of construction, our upgraded elevators have been in full service since April. However, in May, we experienced sudden failures in our HVAC and hot water systems, that displaced many guests. Alternate accommodations were provided at the Hilton Marco Beach Hotel, and the Marco Island Marriott. These kinds of events can be avoided through regular preventive maintenance and should never happen at a facility like Eagle's Nest. The Board of Directors is working with the resort manager to improve our maintenance program. I offer my sincere apology to everyone who had their weeks disrupted.

Unfortunately, maintenance fees will increase this year primarily due to a change in State law, increased insurance premiums, and inflation. During a May 2022 special session, the State Legislature passed condo reform legislation in response to the deadly collapse of Champlain Towers South condominium, Surfside, FL on July 24, 2021. We are now required to inspect our structures on a ten year cycle and create a separate reserve fund large enough to maintain the structural integrity of the buildings and those reserves may not be waived by a vote of the owners. Insurance premiums increased by 70% primarily as the result of claims from Hurricane Ian. Fortunately, Hilton was able to leverage its purchasing power and obtain the best possible rate. Even so, we will have higher deductibles. Inflation in Southwest FL is about twice the National average.

Turnover has remained a challenge during 2023 but we are now fully staffed in all areas. Our new General Manager, Ed Ludwig, has been with us since the beginning of May, and Anuedy Rodriguez was promoted to Maintenance Supervisor as well. Claudia Phoenix, Betty Vergara, and Olga Giraldo continue in their positions as Assistant Resort Manager, Front Desk Manager, and Housekeeping Manager.

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Manager's Message

Greetings from Marco Island,

As 2023 winds down, the Eagle's Nest Resort and Staff continue to assist in providing quality vacations for our owners and guests. This past year saw the addition of a new General Manager and Maintenance Supervisor, as well as key additions to the front desk.

Projects that were completed include the tower elevator modernization, new mattresses in the villas (tower units December), new AC units and freon lines in the villas, and new washers and dryers in the villas (tower early 2024).

As we approach 2024, the main focus will be to maximize owner appreciation, improve quality of service, coordinate several significant reserve projects, and operate the resort as efficiently as possible.

We look forward to seeing familiar faces, making new friends, and creating a positive and fun atmosphere that our owners and guests can appreciate.

Ed Ludwig, General Manager

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There has also been turnover on the Board of Directors. In July, Dennis Schueler, our long serving Secretary/Treasurer, resigned due to health issues. Janet Gruber was appointed to fill that vacancy. Dennis' guidance will be missed. The Eagles Nest family wishes him well.

There will be two Board vacancies in 2024, and I encourage owners to consider running for election. Financial, engineering, and facilities management experience would be particularly valuable skills to supplement those of existing Board members.

I hope we can avoid pandemics, hurricanes, equipment malfunctions and, staff disruptions in the future. I wish everyone happy holidays and a great time at Eagle's Nest in 2024.

Sincerely,

Charlie Shelby, 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, The Surf Club 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 The Surf Club 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.

Nesters Need to Know

CHECK-IN REMINDER

As you can imagine, Saturday 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 44 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.

MAINTENANCE FEES

The maintenance fees which owners receive after EN's budget meeting in November are due January 1, 2024. Please be sure to be prompt with your payments, as accounts become delinquent after February 15 and they are turned over to our attorney for collection by April 1. To avoid the embarrassment of lock-out, the added expenses of late fees, interest and other applicable costs after February 15 and collection fees after April 1, timely payment is important.

If paying your maintenance fees by check, be sure to write separate checks for each unit week. The maintenance fee return address is to a bank-processing center, which applies the checks to the accounts, but with no interpretation of how you wish it to be applied. Each year some of our owners who write one check for multiple weeks fall into the delinquent category, when their one check does not get applied correctly to multiple accounts. Save yourself some late fees and don't use a single check.

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.



VACATION PLANNING CALENDAR

	2024	2025	2026	2027	
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	



The 30/30 Club

Assistant General Manager Claudia Phoenix, and Assistant to the General Manager, Alisa Square, celebrate 33 and 31 years of service to Hilton Grand Vacations. Together they combine for more than 60 years of experience. Claudia's primary duties at the Eagle's Nest, are to oversee the front desk, reservations, and owner services, while Alisa focuses primarily on flex reservations, and accounts payable.

Meet our Activities Director...Margo!

With a big smile and infectious enthusiasm, Margo hosts such popular events as our Pool Party and Raffle, Poolside Bingo, Aqua Fitness, and Floating Blackjack. A list of activities is included in your check-in package, and posted in the lobby as well.



Meet Salesperson Extraordinaire... Lisa Seymour

Lisa just celebrated her 10 year anniversary at Eagle's Nest. She has consistently been one of the top resale specialist in the HGV system, earning million dollar status on a yearly basis. Lisa grew up in the Tampa area, and is an ardent Buccaneers fan. If you are considering buying or selling weeks, please contact Lisa at lisa.seymour@hgv.com.



410 S. Collier Boulevard
Marco Island, FL 34145

Would You Like to Serve on the Eagle's Nest Board of Directors?

The elective terms of two members of the Eagle's Nest Board of Directors, John Guinan and Charlie Shelby, are scheduled to conclude in February. Thus the upcoming election, at EN's Annual Meeting in the spring of 2024, offers the opportunity for other owners to become involved in the future of their vacation home, as Directors.

Eagle's Nest owners are encouraged to share their knowledge, talents and ideas through service on the Board. Terms of office are three years. Board meetings are held twice annually at the resort and Directors are expected to attend both sessions. Travel expenses are reimbursable.

Candidates for the Board may submit an 8 1/2 x 11 page on which to describe their perceptions of Eagle's Nest's short-



term and long-term challenges and opportunities, plus their backgrounds, experience, knowledge and talents which would enable them to productively serve on the Board.

Candidate biographies must be received no later than December 10, 2023, to Riki Martin, Hilton Grand Vacations, 599 S. Collier Boulevard - #113, Marco Island, FL 34145. Or email riki.martin@hgv.com, or fax 239-389-2448.