



# 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.

*continued on page 2*

### INSIDE THIS ISSUE:

Manager's Letter .....	2
Pet Policies Update .....	2
Nesters Need to Know .....	3
Planning Calendar.....	4
Meet Our Staff .....	5
Open Board Positions.....	6



# 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*

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

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.

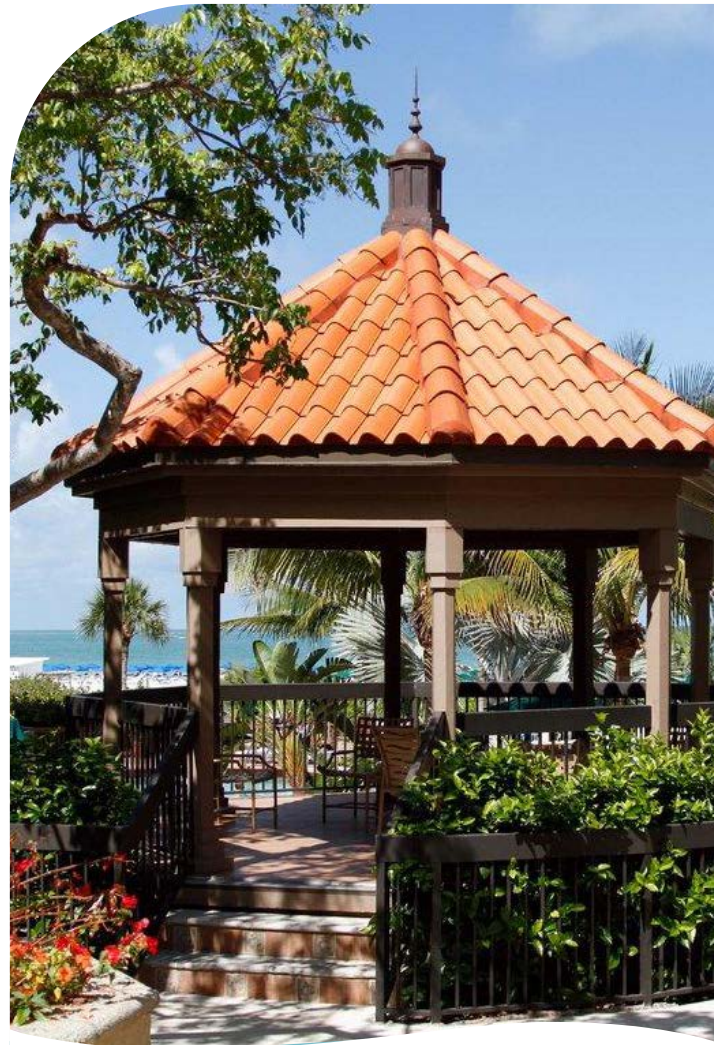
## **MAINTENANCE FEES**

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.





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





## *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, Pool-side Bingo, Aqua Fitness, and Floating Backjack. 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](mailto: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 encourage 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](mailto:riki.martin@hgv.com), or fax 239-389-2448.*