



**Harbor Cove Timeshare Owners' Association Annual Meeting
November 11, 2017**

Agenda

- **11:00 Welcome and meeting instructions** **Steve Sandor**
 - Review and approve notes from 2015 meeting
- **11:15 Secretary Report** **Joe Gromala**
 - Election Results
 - Q&A
- **11:30 Treasurer's Report** **Mark Ward**
 - HCTS spending update
 - 2017 Budget
 - New Maintenance fee
 - Q&A
- **12:00 Break –** **All**
- **12:10 Manager's report – Northern Michigan Escapes** **Cindy Dickson**
 - Updated lighting in units to LED, lower costs, brighter in units
 - New lock system for entry
 - Cleaning changes
 - Maintenance week updates
 - Katie Smith intro
- **12:20 President's Report –** **Steve Sandor**
 - 2017 Review
 - Manager's report and New Management Co.
 - Phase I update
 - Q&A
- **12:45 Marketing Update** **Steve Sandor**
 - Family and Friends Rentals Program
 - Units for sale
- **1:00 Q&A – Roundtable** **All**

Secretary Report

Review and approve 2016 annual meeting notes

Election of officers and voting results

Q&A

Treasurer Report

- Go to treasurer slides
- Q&A

Manager report

- Northern Michigan Escapes
 - Updated lighting in units to LED, lower costs, brighter in units
 - New lock system for entry
 - Cleaning changes
 - Maintenance week updates
 - Katie Smith intro

President's Report

- 2017 Review
 - Facebook site launch / improvement – introduce Stephanie Ward
 - Update project for units
 - RCI feedback
 - Unit survey done by board in October 2017
 - Areas being considered for improvement
 - Additional assessment of owners needed to accomplish most updates
 - Feedback from owners – looking to survey all owners early next year to assist in prioritization of updates



Resort Recognition Report

Resort #:	0107	Address:	357 RIDGEWOOD DRIVE
Resort/Group Name:	HARBOR COVE		HARBOR SPRINGS, MI
Report Date:	August 2017		49740
Run Date:	10/11/2017	Market:	US/Canada
		Region:	GRLK
		AE:	6A
		Award Status:	Standard
		Status:	M

	Cards Sent	Cards Rcvd	CHCK VO	RSRT HOSP	RSRT MAIN	RSRT AMEN	RSRT ACTV	UNIT QUAL	UNIT MAIN	UNIT HSKP	UNIT AMEN	OVRL VACA	STAFF RESP	ATMOSPHERE
Aug 17	2	0												
Jul 17	1	0												
Jun 17	4	4	3.7	3.6	4.2	4.0	4.5	3.7	4.0	4.2	4.2	3.7	3.6	5.0
May 17	5	1	4.0	4.0	4.0			2.0	4.0	4.0	4.0	4.0	2.0	4.0
Apr 17	5	2	4.0	3.0	4.0	5.0		4.0	4.0	3.5	3.5	4.0	4.0	4.0
Mar 17	8	1	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
Feb 17	6	2	5.0	5.0	5.0	5.0	5.0	4.0	4.5	5.0	4.5	5.0	5.0	5.0
Jan 17	8	3	4.3	4.3	4.3	4.0		4.6	4.6	4.6	5.0	4.6	3.6	4.3
Dec 16	6	2	5.0	4.5	4.5	4.0		3.0	3.5	5.0	3.5	4.0	4.5	4.5
Nov 16	10	4	4.7	3.7	4.5	4.0		3.5	3.5	3.7	4.0	3.5	3.2	3.5
Oct 16	5	3	3.6	4.0	4.0			3.3	3.3	3.0	4.3	4.0	3.3	3.6
Sep 16	8	3	3.0	2.6	4.0	2.0		3.3	3.3	4.0	4.3	3.3	2.6	3.0
Total	68	25	4.2	3.9	4.3	4.1	4.7	3.6	3.8	4.0	4.2	4.0	3.6	4.0

US/Canada Market - Thresholds

	CHCK VO	RSRT HOSP	RSRT MAIN	RSRT AMEN	RSRT ACTV	UNIT QUAL	UNIT MAIN	UNIT HSKP	UNIT AMEN	OVRL VACA	STAFF RESP	ATMOSPHERE
RCI Gold Crown	4.6	4.5	4.5				4.4	4.5				
RCI Silver Crown	4.5	4.4	4.3				4.2	4.3				
RCI Hospitality	4.6	4.5	3.5				3.5	3.5				

RCI Feedback

- See RCI ratings – show need for improvement in several areas
- Guest comments
 - Unit in need of upgrades to couch & chairs over used, carpet was dirty, pillows dirty, mattress gave me a back ache. We didn't see any staff. Finally talked to someone by phone when we checkout a day early.
 - Plenty of appliances, utensils, dishes, etc. Furniture is worn out, needs to be replaced. Bedrooms downstairs lack heat and has almost constant running of humidifier ?
 - Unit 19 terrible mattress and box springs need replacement. Worn out thin sheets. Living room and kitchen were great.
 - The unit furnishings were a little dated but the housekeeping was excellent and kitchen was "very" well stocked.
 - Furniture was old and chair and couch sagged. We had 1 spare roll of toilet paper (ran out). Knives were in short supply, 2 steak knives, 1 bread knife, and 1 knife for chopping.
 - the unit was not up to the standards of RCI, carpet dirty, stains on walls, heat in the bedrooms was not sufficient, only one heater when there was two rooms. TV in bedroom did not work.
 - old furniture, kitchen sink sounded like it was going to explode when you turned disposal on. very dirty carpet
 - Carpets were very stained as well as the couch was stained.
 - Furniture is average. Obviously dated. Could use updating. But we enjoyed our stay. We're gone each day on the most part. Bed needs updating. Marginal and dated. Pillows need replacing!!
 - dirty fireplace didn't put out heat. shower in half bath extremely small . furniture not very comfortable linens were old

Areas being considered for upgrades

- **Master Bedroom** – Replace current queen bed with a new king size bed including base, headboard, mattress, and bedding. Replace current TV with 32” flat screen TV and eliminate the TV stand in the room. Remove the large dresser and replace with a chest of drawers. Replace the existing night stands and reading lights with new ones. Add a bench for seating in the room. Improve lighting.
- **Living Room** – Replace current sleeper sofa with a new sleeper sectional. Replace existing chair and recliner with new chairs. Replace tables if needed. Add new 50” flat screen TV and stand and move existing 32” TV to master bedroom. Update decorative elements in the room to reflect 4 seasons resort. Replace existing gas logs with new logs (existing are reaching the end of useful life). Upgrade lighting in living room area.
- **New Carpeting** – replace all of the existing carpeting in all areas with new carpet designed for easier cleaning, superior wear characteristics, updated color scheme. This area would also include entrance way flooring if needed and a new screen/storm door on the units.
- **Painting and window coverings** – Scope would include wall painting in all rooms in a new color scheme and trim painting, repair of water stains on ceilings, pickling interior cedar siding, new window treatments for windows and sliding door.
- **Upstairs bath** – remove small shower and replace with full size shower, new bath fan, updated lighting, flooring as needed.
- **Master bath update** – includes replacement of fiberglass tub with new tub and surround, replace bath fan, new plumbing as needed, updates to lighting, and flooring as needed
- **Twin Bedroom** – new headboards, new mattresses, new bedding, upgraded lighting,
- **Kitchen appliance update** – replace existing coil stoves with new glass top stove. New microwave with vent fan installed over stove.
- **Miscellaneous** – Replace A/C units as needed,

Prioritization

- High
 - Carpet throughout, Living room furniture, Master bedroom update, bathroom lighting and hardware, some painting
 - Assessment could be ~\$400
- Medium
 - Additional painting, gas logs, twin bedroom update, window coverings, small bath new shower, master bath new tub and fixtures
 - Assessment could be ~\$400
- Low
 - Dining room, kitchen, appliance update, A/C replacement
 - Assessment could be ~\$150
- Q&A

President's Report (cont.)

- Phase I Updates
 - Phase I is financially sound – reserves at minimum
 - Roofs replaced on all units
 - Project completed on budget (all 42 units)
 - Roofing paid for from reserves, no assessments
 - Continuing window replacements
 - Tree trimming completed
 - Community Properties Update
 - Updated interior of Beach House
- Q&A

Marketing Update

- Family and Friends Program
 - Continuing to use Rental Bug for advertisement
 - Provides for recovery of “lost maintenance fees”
 - 6 rentals this year through program
 - Two additional rentals for early 2018 booked
 - Many more rental inquiries were turned down for lack of availability in high demand timeframes
 - Provided advertisement at no cost to four owner’s rental
- Weeks for Sale
 - 37 weeks currently listed on our for sale list
 - 17 weeks owned by HCTS on the list for sale
 - No sales of HCTS owned weeks

Harbor Cove Timeshare Association

Weeks/Units For Sale

Updated 12/10/2017

Week #	Unit(s)	Price	2018 Dates	Comments	Contact	Email
2	5	*	1/12 - 1/19	Owner Week	Art & Laurel Andonian (269) 375-3529 home, (269) 217-5225 cell	abandoni1@comcast.net
5	2	\$1000 ***	2/2-2/9	Owner Week	Glen and Valerie Ruedisueli 419-227-2722;	valruedissue@gmail.com
5,6	8	*	2/2-2/9, 2/9-2/16	Owner Week	Reynolds and Bonnie Brissenden 616 994-9912	rbbbrr@yahoo.com
7	14	*	2/16-2/23	Owner Week	Elizabeth Erickson - 248-358-3385	elizabeth20207@comcast.net
7	11	\$1,700	2/16-2/23	Owner Week	Jay Dembinsky - (616) 510-9162	jrdsl10@yahoo.com
10	5	\$250	3/9 - 3/16	Owner Week	Fred Humig - 586-207-1812	fhjr27@comcast.net
11	14	500 ***	3/16 - 3/23	Owner Week	Glen and Valerie Ruedisueli 419-227-2722;	valruedissue@gmail.com
11	8	\$450	3/16 - 3/23	Owner Week	Karen Fales - 517-755-9009	karen@bhcpm.com
12	5,14	*	3/23-3/30	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
13	8,11	*	3/30-4/6	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
15	8,14,19	*	4/13-4/20	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
16	8	*	4/20-4/27	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
16	2	*	4/20-4/27	Owner Week	Karl Raup - 931-484-6365	karldraup@netzero.com
17	5	*	4/27-5/4	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
18	8	*	5/4-5/11	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
20	11	*	5/18-5/25	Owner Week	Howard & Kathleen Kaplan 203-746-6901	hbkaplanmd@charter.net
21	14	500 ***	5/25-6/1	Owner Week	Glen and Valerie Ruedisueli 419-227-2722;	valruedissue@gmail.com
30	11	*	7/27 - 8/3	Owner Week	Steve and Janet Sandor 989 948-4173	steven.sandor@charter.net
31	11	*	8/3 - 8/10	Owner Week	Joe Schriener 419 356-9781	joe.schriener@buckeye-express.com
41	19	*	10/12-10/19	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
41	5	\$500	10/12-10/19	Owner week	Karen Thompson 248-895-5058	ktmotown@yahoo.com
46	19	*	11/16-11/23	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
46	5	500**	11/16-11/23	Owner Week	John Bushman - 785 242 2947	jbushman@writingconference.com
47	11	*	11/23-11/30	Owner Week	John & Judy McSorley 313-331-1840 Home 313-920-8996 Cell	jmcsorley@garanluow.com
48	11,19	*	11/30-12/7	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
49	5,8,11	*	12/7-12/14	HCTS Week	Cynthia J. Homeyer (586) 247-0936	cn deh@sbcglobal.net
49	14	500 ***	12/7-12/14	Owner Week	Glen and Valerie Ruedisueli 419-227-2722;	valruedissue@gmail.com
50	5	500**	12/14 - 12/21	Owner Week	John Bushman - 785 242 2947	jbushman@writingconference.com
51	11	*	12/21 - 12/28	Owner Week	Ira Dembinsky - 616-307-5623	idembinsky@yahoo.com

***Please contact for further information**

**** Price for both week 46 and 50 if purchased together is \$750**

*****Price for all 4 weeks, 5,11,21,49 if purchased together is \$1750**

For any association questions please call Northern Michigan Escapes at (231) 242-8093 or email info@nmescapes.com

Rental Opportunities

If you are interested in renting a week from the Harbor Cove Timeshare Owners Association please go to our Rental Bug web site.

Visit WWW.Rentalbug.com and look for listing #8558.

11/11/2017 - S Sandor

Wrap Up

- Final Q&A