



RESORT NEWSLETTER

FALL & WINTER EDITION 2017



HURRICANE HARVEY'S IMPACT ON OUR RESORT

Thank you to all of you who reached out to express solidarity with us during the past few months now. As you know, Galveston Island has faced its share of major hurricanes, but this time Galveston fared relatively well during Hurricane Harvey with its beaches, major attractions, historical sites, along with our resort being spared from serious damages. The resort did obtain some damage from the heavy wind gusts and constant heavy rain that continuously blew in from gulf side of the property. An insurance claim was made, and an Adjuster has been to the property to review the damage. At the time of this newsletter, we are still in the process of finalizing the claim from Hurricane Harvey, and an update will be provided in an upcoming newsletter.

While we are relieved that our city and community fared well, our thoughts are with all our families, friends, owners, and all Texas neighbors that experienced a far more significant impact from the storm. We thank you all for your concern during and after the storm, and we are equally as thankful for your continued ownership.

BOARD OF DIRECTORS ASKING FOR OWNER PARTICIPATION ON PROXY FORM FOR INTERIOR RENOVATIONS

Owners have expressed that they would like to have a say in what is to be done to the interiors of the Condos. We have heard so many great ideas that many of you have told our employees and board members, that we will our including a Proxy Form so that you can voice your opinions on what you feel should be at the top of the priority list. The Board has appointed a committee of qualified individuals to help in preparing all the information and costs involved with the interior renovations. The Proxy Form information that will be voted on will enable the Board to view and act on what you as owners see as the most important.

A special assessment will be forthcoming in the future for the Interior Renovations Project, but on 10/17/2017 the Board agreed that such an assessment would not be billed this year due to not having any solid numbers for costs involved at this time. The Board is planning to have all information discussed at the 2018 Annual Meeting in June and then possibly start billing for the Special Assessment the Fall of 2018. Be sure to return your Proxy Form with your Maintenance Fee Payment so your voice can be heard.

PARKING AT RESORT LIMITED TO TWO SPACES PER CONDO

As a follow up to our cover story in the 2017 Resort Newsletter for Summer Edition, FSOTG will remain limited to only 2 parking spaces per condo. However, this past Summer Season, the inclusion of using the tennis court area and converting it into our own overflow parking lot proved quite useful for the previously unused space. We experienced no major problems with our owners/guests understanding the situation.

While some owners whom historically bring multiple vehicles, and parked along Avenue U, that is no longer an option we can offer. Owners will need to make other arrangements to park their guests elsewhere, as no additional parking permits will be issued for more than the 2 spaces that we can guarantee to have for every condo. Any unauthorized vehicles without a parking permit will be towed.





2017 ANNUAL MEETING MINUTES NOW AVAILABLE ONLINE

The Annual HOA Meeting was held at the Hilton in Galveston on June 20, 2017. Owners who were present all voiced their appreciation for a larger room space to accommodate them with a seating arrangement that allowed them to have a table to be more comfortable and take notes if needed.

The official Annual HOA Meeting Minutes is now available for your convenience to be downloaded from our website at www.fsotg.com in the "Association Ownership Log In." As a reminder this portion of our site does require a password that is randomly generated by the General Manager, at this time the password is "#vacationhere" – please call the Guest Services team at 409-763-7138 or email them at guestservices@fsotg.com if you have any questions.

BOARD PASSES BUDGET INCREASE FOR 2018 MAINTENANCE FEES

The FSOTG Board of Directors on Tuesday, October 17, 2017, approved the 2018 Budget which includes \$50 increase for the 2018 Maintenance Fees, which will help the resort to obtain a starting point to build a reserve fund account. The increase now makes the Maintenance Fees at \$640 per account for 2018.

OPERATING BUDGET FOR THE YEAR 2018



<u>ACCOUNT</u>	<u>AMOUNT</u>	
REVENUES		
Maintenance Fees 2018	\$ 457,600.00	
Purchase of Weeks	\$ 15,000.00	
Rental	\$ 190,000.00	
All Other Income	\$ 20,000.00	
TOTAL REVENUES	\$ 682,600.00	
OPERATING EXPENSES		
Advertising	\$ 12,000.00	1.76%
Bank Service Fees	\$ 21,000.00	3.08%
Insurance	\$ 63,000.00	9.23%
Janitorial	\$ 83,000.00	12.16%
Utilities	\$ 81,300.00	11.91%
Maintenance	\$ 131,894.00	19.32%
Professional Fees	\$ 20,000.00	2.93%
Real Estate Taxes	\$ 34,500.00	5.05%
Payroll	\$ 163,500.00	23.95%
Supplies	\$ 22,000.00	3.22%
TOTAL OPERATING EXPENSES	\$ 632,194.00	92.62%
REVENUES IN EXCESS OF EXPENSES	\$ 50,406.00	7.38%

2018 MAINTENANCE is \$640.00 per Week and due 1/1/18

Checks will only be accepted until 1/15/18, after this date only a credit/debit card or cashiers check will be accepted.



NEWSLETTERS TO ONLY BE ISSUED ONLINE STARTING 2018

Beginning in 2018, FSOTG will be adding the newsletters to be become a part of our paperless office and be issued online only. The newsletters will downloadable from our website to help reduce the overall operating cost on printing in 2018.

Please be sure that we have your current information with your primary cell phone numbers and email addresses (used to call you and send email notices such as newsletters) and your billing address (for mailing of the all other required documents such as invoices).

2019 MAINTENANCE FEE PAYMENT PLANS AVAILABLE



As a follow-up, in the 2017 Summer Edition, it detailed the plan approved for owners to set up payment plans. This program is to help our ownership members divide up the 2019 Maintenance Fees into smaller monthly amounts rather than the full amount by the due date at the 2018 rate.

Accounts currently paid up to date can participate in this program. This can be done by two options;

1. Contact our Guest Services team by phone to help get you set up using a credit card.
2. Have your bank auto-draft a check monthly for a set.

All 2019 MF payment plans must be paid in full before the January 1st due date.



BOARD SEEKS TREASURER TO FILL VACANCY AND ACCEPTING SUBMISSIONS FOR BOARD MEMBER CANDIDATES FOR 2018

The Board at this time is actively seeking an owner who has expertise in accounting or any financial background, and that would be interested in joining to fill a vacant seat as Treasurer for an unexpired term.

Owners who are interested in running for a Board Member seat for the Election of Directors that will be held in June 2018. Register your candidacy from now until April 30, 2018. There will be three openings as Oscar Davis, Tim Hutcheson, and Janice Harding will be up for re-election. We welcome and encourage any interested owners to apply as candidates for these positions.

Here are few things to know about joining our Board of Directors:

Board Members requirements;

- **Required to be an owner of FSOTG and remain current on their owned account, along with no unpaid balances by no later than 1/15.**
- **Able to attend and participate in local Board Meetings held at the resort or designated meeting space.**
- **Attend at least 70% of the Meetings called; the Board meets about 6-8 times a year.**
- **Able to volunteer your time for a 3-year term if elected.**

Board Member Perks;

- **Satisfaction in being a part of making a difference for the association owners and employees.**
- **Provide your professional expertise and experience for guidance on resort business.**
- **Receive a Mileage Reimbursement check per meeting for your support.**

You can download the application from our website or have the FSOTG management send to you by email. If you or someone you know would be interested, please let us know by applying or contacting us the General Manager by email at salvi@fsotg.com for any questions.



**It's time to run
for your resort's Board of
Directors**

Here's why you should:

- Many resorts urgently need owners to volunteer to serve
- Current Boards statistically have members who have served for years to decades. This is not fair to them or your association.
- Boards generally need owners with fresh and new ideas for their association's needs.
- There is a growing problem of owners not paying their obligations. This affects you.
- Some timeshare plans have failed. Your interests may be at stake.
- If a timeshare plan fails, owners can become tenants in common. That chaos should be avoided.
- There may be questions about the highest and best use of the property. Is it sustainable?
- Most resorts need a documented Strategic Plan. Your perspective can help.
- Your common sense and experience could be of great value to the future of your resort.
- Don't sit on the sidelines. Serve.

Get straight-talk about the good and the bad in the industry from a trusted source since 1991. Pick up a free copy of the latest edition at your resort office. Join at www.tstodayjoin.com to sign up for Timesharing Today.

2018 ANNUAL MEETING DATE AND LOCATION NOW CONFIRMED

We are pleased to announce that the 2018 Homeowners Annual Meeting will be on Tuesday, June 12, 2018 at 6 pm and that we will be returning to the Galveston Hilton located at 5400 Seawall Blvd. More information will be sent out in May 2018.



MAINTENANCE FEE SEASON AND PAYMENTS REMINDER

As a friendly reminder that we with this newsletter marks the beginning of what we call our "Maintenance Fee Season," where we receive calls from hundreds of owners who make payments over the phone and discuss details on their accounts, along with hundreds of more owners who mail the maintenance fee checks. We would like to remind our owners two things kindly;



1. While we truly value your continued ownership and your feedback we would like to ask owners to hold all general questions, maintenance fee or account payments, or any other matters to not call during any Saturday office hours during the year. On Saturdays, we are focusing on assisting our departing guests and preparing for our incoming guests throughout the day. To better serve you, we ask for you to call during business hours from Sunday – Friday from 11 am to 4 pm as at the beginning and end of the day is usually when are assisting our in-house guests with their needs. However, should you call and not reach someone, please leave us a message so we may call you back.



2. For owners who will be mailing their payment by check, please understand that we cannot be responsible for late or lost mail. We are also unable to follow-up with any requests to notify you when and if your check was received during the Maintenance Fee Season. This is due to the large amount of mail that is delivered and processed accordingly during this period.



BOARD ADDS SECURITY CAMERA SYSTEM TO RESORT

With an action previously approved by the Board, a Security Camera and Video Surveillance system is now installed. The resort has 20 cameras stationed around the property on both the Seawall side, the Parking areas, the swimming pool, and the office. It can be accessed by Board members and management 24/7 remotely and is recording 24/7 for 30 days at a time.

We hope that by adding this new preventive measure, it will help discourage any attempted wrongdoing to our guests/employee's belongings and any negative factors that may occur. If you experience any issues, please refer to the front office to make a report. As a reminder, please do not leave your vehicles unlocked, or valuables left unattended.



RESORT HOURS OF OPERATION:

Sunday-Friday from 9:00 AM to 5:00 PM
Saturday from 9:00 AM to 7:00 PM (New)

CHECK-IN TIME:

Saturday: 4:00 PM to 7:00 PM (New)

Express Check-In are always an available option before close of business.

CHECK-OUT TIME:

11:00 am

RCI PRE-PAYMENT POLICY REMINDER

Just a reminder to all and new owners of FSOTG that should you exchange your Week with a 3rd party company such as RCI, please remember the following;

- Your account must be in good standing; this is achieved by being current on your account fees for the year of usage you are requesting to be exchanged.
- FSOTG changed its exchange policy with RCI's acknowledgment back in 2011 and has been in effect since then. Therefore, your current day exchange requests for 2018, 2019, or beyond must have a pre-payment of that year or years maintenance fees (which can be pre-paid with the office at that current year's maintenance fee rate).
- The names on your exchange account with the 3rd party company must match the names of the ownership account with FSOTG.

Following this process will ensure that your exchange request is approved by management for the 3rd party company once we receive it at our office and verify that all required criteria have been met.

(Above shows what RCI members see online but many do not pay attention to the statement at the bottom of their screen. This screenshot reads: **It's important to keep your maintenance fees current. Note that these fees may need to be paid to your home resort before you can Deposit with RCI. First Check with your Resort. CONTACT YOUR RESORT**)



VERY IMPORTANT REMINDERS NOT TO FORGET ABOUT

1. **The Bonus Weeks Program ends on December 31, 2017.** Details and the limited availability are listed on our website to schedule. After this date, all unused Bonus Weeks will have expired, as this promotion has been active since September 2014.
2. **Maintenance Fees are due by January 1, 2018.** Late Fees are charged January 16th, 2018 and interest fees begin on February 1st, 2018. Once your 2018 Maintenance Fee has been paid, consider signing up or renewing your Week in the Resort Rental Pool for 2018.
3. **Owners receive a 25% discount off the rates for direct rental reservations, when made over the phone with a guest services team member. Call 409-763-7138 to check availability and book for the best deal.**
4. Renovation Sale is in effect, where the purchase of a Vacation Ownership Week is up to 80% off the market price. Visit www.fsotg.com for more information.