

March Newsletter

The bulk of the new doors have at last arrived and are being installed. We should be over one hundred by March 5, and will continue at a pace of about twenty per day. We have been very pleased by the positive response and comments from owners and guests concerning both the doors and the overall remodeling project. Elevator car interiors are scheduled to follow soon. They will reflect the cleaner and more modern style of the other improvements. We will post pictures on the gallery.

The Board is also making an assessment of needed repairs to the exterior of the building. These include several "wing walls" and bubbled areas of the paint, as well as the northeast face of the building, which needs general recoating. Several bids have been taken and the Board will make a decision in the near future. We will give you a complete update at that time including anticipated work dates and costs.

As you are all aware, a sizable section of Shore Drive located shortly after making the turn onto Shore Drive from Lake Arrowhead Road has long been disrupted by serious bumps and unevenness. Most vehicles generally drive around the area to avoid the roller coaster ride. Last month the State hired contractors to repair this area and a smaller area directly in front of our resort. The results were not good and the road is now less desirable to travel. We have made contact with Chairman Mark Lazarus of the Horry County Council and have been assured that remedial efforts will be made to correct the situation.

Some of you have asked about the condition of the beach and I am pleased to report that we have received very little erosion and the condition appears excellent for the coming season. The weather is already beginning to turn nice and we expect Ocean Annie's to be open on the weekend of March 12. Ocean Annie's has received some nice improvements, with new refrigeration and tap equipment and an improved sound system.

River City Cafe also reopened for the season

In late February, I had the honor of addressing our "Snowbird" winter rentals. Everyone was very appreciative of our improvements to the building and the improved quality of service. As a result of many positive reviews, our *Trip Advisor* ratings have continued to improve for the seventh straight month. You can help in this effort by posting a positive review reflecting the improvements and any upgrades you may have done in your unit. Please write this review from the perspective of a guest and submit on-line.

Such efforts will help the entire resort and all of us individually. You can also do the same with other review sites. Mr. Williams, General Manager of the in-house rental program reports that reservations for this year are up and we are optimistic that the trend will continue.

We continue to receive some questions concerning how the new door locks and check-in will function, so I will review this below:

All guests of units on Sands in-house rental program will report to the Front Desk. They will receive room keys, a parking pass, and a copy of the "Rules & Regulations". There will be no charge to these guests or owners inasmuch as the cost is included in their lease agreement.

All guests of units not on the above program, including guests of those renting their own unit, guests of off-site rental companies, and personal guests, will report to the HOA Office in the Executive Tower during regular business hours and to the Front Desk during after hours. They must present rental paperwork and a photo ID or a signed letter from the Owner showing check-in and check-out dates and a photo ID. The guest will then be given unit keys, a parking pass and a copy of the "Rules & Regulations".

Owners renting their own units or using a third party rental company may send or FAX (843-497-8577) the HOA a list of their expected check-ins, listing: name, address, check-in and check-out date, together with a \$20 fee for each check-in. The guest will then only be asked for a photo ID and will not be charged a fee. These payments may be made by credit card (VISA, Mastercard, Discover) for your convenience. Forms are available upon request from the HOA office (843-449-2204)

Upon request, "Approved Vendors" (contractors, repairmen, cleaning staff etc.) associated with an owner or rental company will be issued keys and a parking pass for up to three months for a one-time fee of \$20.

All keys will carry a special code that will identify each time they are used to open a lock and all locks and keys can be interrogated should the need arise. If you suspect an improper entry, please contact the HOA office for assistance. All necessary entries by HOA staff will be recorded and logged for your review, should an issue arise.

Again, we believe this is the most secure, effective, and efficient system available and is the most widely used throughout the world at major resorts. The security of owners, guests, and their belongings is of the highest priority to the Association.

This is a new system and the plan is to review annually the cost of operation. Accordingly, the fee charged may increase or decrease in subsequent years relative to a review of those costs by the Board of Directors.

Again, we want to congratulate the many owners who have made major improvements to their units in conjunction with the many improvements currently being made by the Association. These companion efforts will go a long way to improving the reputation and desirability of our resort.