

SEPTEMBER NEWSLETTER, more improvements.....

The new Executive Tower entry doors have arrived. The entry doorframes for each unit are now being painted in a bronze color to compliment the new carpet, base and trim. Installation of the new entry doors and locks is beginning this week. We expect completion prior to our Annual Meeting. It will mean there will no longer be any of the old locks in use and all building locks will be in conformity and accessible for emergencies and pest control. The old style card keys will be in use only for employee parking in the overflow garage across the street. Thanks to cost savings in other areas, this work is being done ahead of schedule and within the 2016 improvements budget, which had not originally included this expense.

In a few days, we begin installation of new lighting in both parking garages. The new lights will be LED, providing significantly greater brightness with a blue/white color tone, similar to daylight. The installation is expected to be complete by month's end. Total cost is budgeted at less than \$20,000.

The Board of Directors has recently approved and signed a contract with Shindler Elevator Corporation to perform a complete upgrade on all mechanical aspects of the main garage elevator. The elevator is presently 31 years old and has begun experiencing very poor reliability. The upgrades are promised to provide great reliability as well as faster and safer service. They will include video surveillance of the cab interior in the hopes of reducing vandalism and providing guests with a greater sense of security. Fabrication of the new parts is underway and installation is expected to begin in early December and take about 3 to 4 weeks.

During that time only the first and second floors of the main garage will be available.

Historically, that is the period of lowest occupancy and should not create any major inconvenience. The cost of the contract is \$62,000.

The new main lobby rug has arrived and been installed. A photograph is available in the "Gallery" tab at the top of the home page. The Gallery also features many new photos of our improvements. Please check them out.

Island Resort Company has announced they will be installing a handicap/wheelchair access ramp to Ocean Annie's from the lazy river side of the venue. This project is scheduled for November of this year, after Annie's seasonal closing.

In the past ten days, we have experienced three significant incidents highlighting the value of the new locks and vendor policies. They merit sharing.

\* The first involved a unit under management by a third party rental company. That company sent a maintenance man to perform a plumbing task on the shower valve. It resulted in a huge water leak. Our staff was able to respond and fix the problem, but only after the entire North Tower was without water for nearly two hours. Thanks to their response, water damage was minimal. A licensed plumber with "approved vendor" status should have performed the task.

\*The second incident involved an owner-managed unit occupied by a guest. Two friends were unable to reach the guest by phone or knocking on the door. After a concerned call to the HOA office, RAM staff members went to the room and were able to enter and find the guest reading on the balcony, with the door shut and his phone inside. They contacted the concerned friends and received the gratitude of both the guests and the friends.

\*The third occurred when a non-approved vendor installed a garbage disposal and connected it to 220 volts instead of 110 volts. Our staff corrected the problem, which could have resulted in a fire and/or damage to our electrical wiring.

Following our report, last month, that our Board of Directors had been sued by a small group of homeowners with what we consider a very self-serving agenda, we are pleased to report the Board has received a tremendous outpouring of support from many of our owners.

With 593 units in our resort, obviously we must have rules and policies that protect the interest and enjoyment of all owners. Some of these policies may not be the exact choice or most convenient choice of some owners. That is why we have a Board of Directors elected by a majority of our membership. Achieving the necessary goals, while satisfying the preferences of as many owners as possible is no easy task, particularly for a resort the size of ours. Over the years we have been blessed with many directors and Boards who have managed to accomplish this quite well and have been repeatedly re-elected. This is the way it is supposed to work.

During the past few years, we have experienced a small group unhappy with some decisions that did not fit their needs. They have made us aware of this via letters, Facebook pages, and by fielding candidates for the Board. When the votes were counted, they received only a small portion of the tally. Not willing to accept the sentiment of the vast majority, they have now filled a lawsuit. This is likely to cost all of us money, make it more difficult to sell and purchase units, and harm our reputation. It is also a great distraction for our Board and our hardworking staff. I would only suggest to them, that there are alternatives. With more than 500 resorts in our area, why not simply seek one that better accommodates their needs. Values are up this year and demand from buyers appears strong.

We are in an election year. In a few weeks, some of us will see candidates elected that are not our personal choice and may not support our personal agendas, yet we will continue to be grateful that we are Americans. In spite of some disappointments, I can't think of a better country or a better form of government. We have just finished a great summer. Again, thousands of guests have returned to Sands Ocean Club because it is a place they enjoy and look forward to visiting all year. Many guests and staff members know each other by name. To them, Sands Ocean Club and Ocean Annie's are Myrtle Beach icons. Let's all follow the example above and support our elected Board and encourage others to show their support.