

Owner Update: HOA Meeting/Housekeeping

We would like to thank those that were able to attend the HOA Meeting via phone on 11/06/21. We take all concerns and comments seriously as we strive to keep this a great property for our owners and guest to take their vacations. We know and have been trying to address our issues with our housekeeping department. We are not making excuses, but it's been a very difficult year for staff not just at our resort but at all hospitality fields across the country. This has been one of our main issues not having enough staff to do the job correctly. We are currently working with our contract Sun Hospitality on this issue, and they are trying to correct all area of deficiencies. While fixing the staff issue is not something we are able to fix overnight there are other steps in place that we can correct now. They have had an enteral audit and have an action plan to move forward in the right direction. We also will be monitoring this at our next meeting to make sure that they are making progress towards our goal. We are extremely sorry for any issues that occurred during your stay this year but please know this is something we are very much aware of and working on currently to address.

- We have officially installed the new fence and gate for our new beach walk next to building 23.
- We have changed over our washers and dryers in our common areas to free for all owners and guest. You'll just need your key card to enter those.
- The tennis courts and pickle ball courts are complete, and we have the equipment for you to check out with the front desk.
- We have purchased the new van and truck for our housekeeping and maintenance department.
- We will start our window project early December to hopefully be finished by early March.
- We have finished our platform with new showers at the end of building 23.
- Our new door locks have been installs and are in place on property. Don't forget you can download the app on your phones and use your phones to get in and out of your units.
- We will be removing all the dumpsters off the property to be replaced by trash areas that will be dumped daily into a trash compactor onsite.