



# Edgewater Beach Resort NEWS

S U M M E R 2 0 1 9

## Message from the Board of Trustees

Greetings from the Edgewater's Board of Trustees...

Since our last newsletter much has been happening at the Edgewater. We have welcomed John Verity, our new General Manager. Prior to John's arrival, the Cape experienced some of its coldest weather ever resulting in a sprinkler line bursting in January and flooding Unit 222 and three other units below and beside it. Two of the units were gutted and major renovations were completed to all four.

Speaking of renovations, work has been ongoing to put together the plans and the individuals to do the renovations. A number of owners have complained and questioned why the renovations have not yet happened. There appears to have been some misconceptions that the renovations should have been completed by now. However, as was explained at the Annual Meeting, there was no way that the renovations could have been arranged prior to this year. The total amount of money available for the renovations was not known until early this year when the last payments of the three years' collection of the special assessment were received from the owners. As we go to press with this newsletter, the final design plans are mostly complete with a few tweaks left to be completed in order to finalize them. Contractors are drawing up their final proposals for the Board's approval for this large project with the hope and intent of work beginning by the start of this winter.

About a hundred owners attended the Annual Meeting of the Edgewater's Owners Association on May 4, 2019 at The SeaView which is right across the street from the resort. Every Annual Meeting is special but this one was particularly special as it was the tenth Annual Meeting,

marking ten years since the owners took control of the resort in 2009. It has been a long road, but the resort is in a much better place than it was back then all due to the help of the onsite resort staff, the Management team at VRI, and the Board's leadership.

At the Annual Meeting, the results of the 2019 election were announced. Dennis Ducharme was re-elected to a three-year term. We thanked Laura Santino for submitting her bio and running for the Board of Trustees and encouraged her and others not only to run in the future but to vote as well.

The next Annual Meeting has already been scheduled for May 2, 2020. It will also be held at The SeaView. Formal notice of the meeting will be mailed to all owners early next year. We look forward to seeing you there.

Mother Nature struck again in July when three tornadoes touched down on the Cape right in and around the Dennisport area. The Edgewater did sustain some damage and losses, but thankfully nothing severe. Most important, no guests or staff onsite were injured.

Last, but not least, the Board recently approved the 2020 budget including an 11.6% increase in the maintenance fees. The primary reason for the increase is the failure of 19% of the Edgewater's owners to pay their fees. This rate increase includes another burden, the failure of the former developer to live up to the terms of the settlement agreement with the resort whereby the developer is to pay a yearly amount of \$25,000 to the Owners Association. This year's payment has not been made as of this date and, as a result, the Board has had to seek legal counsel, yet again, to resolve this issue.

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# Message from the Board of Trustees Continued...

Incorporated with that, is how the developer continues to not pay maintenance fees on the 177 intervals (units/ weeks) still owned as of this writing. As a result, the rest of us owners, including all five Board members who are owners just like you, have to make up the difference of what is not being paid by the delinquent owners. Please be assured that appropriate action is being taken to solve these issues and reduce the delinquency rate.

With that being said, we continue to seek methods by which to sell intervals taken back from delinquent owners and enable the sale of the intervals for the developer. There have been some sales but not enough

new fee paying owners have been added to make up for this delinquency rate. We also continue to watch every dollar being spent, looking for new and improved and more efficient ways to operate. However, after years of budgeting for a lower percentage of delinquencies, the time has come to face the music and do the right thing to maintain the Edgewater. We truly understand and regret the burden this places on many, if not most of us owners, but it is necessary in order to ensure the future of the Edgewater.

On behalf of the Edgewater Board of Trustees  
Marcia Svetkey  
Chairperson

## John Verity, General Manager

In the February 2019 Notice of Annual Meeting and Ballot for Election to The Board mailed to all owners, we were pleased to announce the arrival of our new General Manager, John Verity. John brings new ideas and management style to the resort. During his first two months, he worked with each employee cultivating a personal relationship with everyone. He shared his expectations and listened to the employees' point of view all while providing training on customer service standards and Board expectations. He brings to the Edgewater many years of experience in the hospitality industry. We are excited to have John on the Edgewater Team. Please join us in welcoming him.

## Resort Update

At the Annual Meeting, new General Manager, John Verity, thanked the owners in attendance for the opportunity to join the Edgewater family. John stated that he has three main initiatives to work on over the next year: settling open insurance claims, completing special assessment projects, and reviewing resort standards.

He also provided an overview of the following improvements and accomplishments completed over the last year:

- Beach cleaned weekly during the summer
- Newly painted lobby
- New picnic tables and beach furniture
- Replacement of the second floor railings
- The lobby door was replaced and the lobby floor was repaired
- Drainage on second floor decks was repaired in two units
- New guest computers in the lobby
- Water damage to the floors in units 715/716 was repaired
- Mobi-Deck panels (Mobi-Mats) installed for easier access to the beach
- A new pool fence with security code access entry was installed
- Building Insulation (completed)

John also said there is more to come this year.



# Frequently Asked Questions

We asked our front desk staff to tell us what the questions are that they get asked the most. Here they are along with the answers:

- Q. What is the check-in policy? What time can I arrive and get into my room? Why can't I expect to be able to check in at 9:30 or 10:00 a.m. or early afternoon?
- A. The long established policy is that check-in is at 4:00 p.m. and check-out is at 10:00 a.m. Any deviation from this policy is based on availability and is solely at management's discretion. This policy is stated in the materials provided to every owner/guest at check-in. The policy emanates from the Resort's own governing documents, specifically, the Edgewater Beach Resort Declaration of Interval Ownership and Trust, which is recorded in Barnstable Land Court Registry in Book 14901, page 61 # 21315 which states: "(q) Week Intervals shall begin at 4:00 p.m. on the first day and end at 10:00 a.m. on the last day of the designated period." Management has a detailed process and action plan that needs to take place between the time guests check out at 10:00 a.m. and the short six-hour window when the next guest(s) arrives. Rooms in all 76 units need to be cleaned, inspected by housekeeping; the maintenance department needs to go into the units to inspect as well as make necessary repairs. Then final inspections need to be completed before turning the room over to the next guest(s). We hope owners understand the necessity to complete each action and respect the check-in and check-out times.
- Q. Will there be more beach furniture purchased or should guests bring their own?
- A. The Board approved and purchase was made earlier this season of some new beach furniture including lounges and upright chairs. However, we are a resort with 76 units and cannot guarantee furniture availability for everyone. As a result, guests should be prepared to bring their own, especially if their needs are not met with the style or quantity of chairs currently available.
- Q. How can owners make sure their comments/complaints reach the Edgewater Board?
- A. Communication is key with all businesses. Since its inception, the Board has made available direct lines of communication with the owners who can contact the Board by email at [board@edgewatercapecodma.com](mailto:board@edgewatercapecodma.com). All emails are responded to in a timely fashion. Another line of communication available is the Annual Meeting where you can meet fellow owners and have an opportunity to talk to your Board members. The next Annual Meeting is scheduled for May 2, 2020 at The SeaView, across from the resort.

***If you have a question that may be of interest to others, please let us know. We will post your questions and answers to benefit all owners in our next newsletter.***



## Testimonials - Your Help is Needed



You can help us in our marketing efforts by giving Edgewater Beach Resort favorable ratings on Google and TripAdvisor and by making positive comments on our Facebook and Instagram pages.

To write a review on Google, search for Edgewater Beach Resort Cape Cod and then click on Google reviews on the right-hand side of the page. Please note that you must have a Google account (i.e., a Gmail account – free and quick to set up) to post a review.



You can find us on TripAdvisor by searching Edgewater Beach Resort Cape Cod on TripAdvisor.com. To post a review, you must either have an account on TripAdvisor (free, and easy to create), or link to your Facebook or Google account.



Instructions for how to find us on Facebook and Instagram can be found in the Social Media Presence article within this newsletter.

Please do your part to help attract more people to visit the Edgewater Beach Resort. This will help to control maintenance fees and keep our resort a wonderful vacation spot well into the future.

## Timeshare Exit Company

### Ads on TV, Radio and in the Mail

**Caution! If it sounds too good, it probably is, and you're likely putting yourself at risk. Call the resort's General Manager instead and inquire about your options.**

Many owners receive mailings and phone calls from timeshare exit or rescue companies regularly and now they are advertising on the radio and national TV, too. It is a scheme known as timeshare rescue, and it continues to plague timeshare owners and their associations. As previously reported, these companies are misleading owners into believing that they can sell your intervals and you can be free from paying maintenance fees forever. They charge exorbitant fees to "dispose" of an owner's interval, but they often never do what they say they will do. Many timeshare owners unwittingly participate in what amounts to a fraudulent transaction, spending and losing thousands of dollars and potentially placing title to their interval in legal jeopardy.

This creates serious legal exposure for the owner and the association. Owners are strongly advised not to respond to such solicitations and highly encouraged instead to contact the resort's General Manager or the Management Company before buying into their offers (scams) to seek alternative measures to protect themselves, the resort and the Owners Association. Dealing directly with the resort will not put you in jeopardy, may potentially be a lot less costly and get you the outcome you seek.

## Great News...

### Studios have Reopened

The 14 studio units reopened on May 4, 2019 after a year of reconstruction triggered by the fire on April 14, 2018. The Town of Dennis Plumbing Inspector, Electrical Inspector and Building Department worked with our General Manager and contractor in April to make sure owners would have use of their units for this upcoming season.

Units 701-714 along with units 715/716 (also recently renovated as a result of water damage earlier in the year) were opened for guests to tour the renovated rooms during the first week of May. Owners were very happy with the finished product, the design selections, etc. Many owners commented favorably on the furniture size, additional storage, and décor colors. Other owners liked the window treatments which now allow guests privacy during the day with sheers and blackout shades and drapes during the night. New efficient appliances will help reduce utility costs, and owners' cooking needs will be met during their visit.

Now, all the paperwork is being completed, financials reviewed, and the claim settled with the insurance company. After months of no or slow responses from the insurance company, it was necessary to secure the services of professionals to represent Edgewater's interests to help get this matter resolved and put this terrible ordeal behind us.

## Frozen Pipes During 2019 Winter Storm

Over the winter, in January, four units were affected by a frozen sprinkler pipe that burst in the attic above Unit 222. The damage was quite extensive. John Verity worked with the insurance company, designers, Board members and a local contractor to rebuild the rooms. The renovations incorporated some of the same materials selected for the recently completed studio project, i.e., cabinetry, lighting, appliances, granite countertops, etc. These same materials will also be used to complete the bathroom and kitchen renovations as part of the remaining renovation projects covered by the special assessment.

## New Access Way to the Beach

On the west side of the resort by Units 136/236, between The Edgewater and The Soundings, Mobi Mats have been added to provide a level access for Edgewater's guests to easily access the beach. The mats were installed next to the south building in April and will be in place until late October. Each year the staff will put the mats out to provide access to the beach without climbing over the dune. Check out the newly updated resort map for its location next time you want to visit the beach.

## Receive Email Updates via Constant Contact

Even if you do not feel the need to check the Edgewater's website periodically to read minutes of Board meetings, etc., having your email address on file will allow you to receive notices from the Board and resort staff when issued. Email communications not only ensure timeliness, but costs the Owners Association nothing to issue. Sign up or verify that your most current email address is on file by sending an email to:

[info@edgewatercapecodma.com](mailto:info@edgewatercapecodma.com)

## Update on Air Conditioning Situation

In 2018, the Board contracted with Northstar Mechanical, Inc. to replace a five ton chiller with a sixteen ton chiller. During September 2018 and May of 2019 Northstar employees spent hundreds of hours performing the transformation from heating to the air conditioning system, a water based system, which included the installation of the new chiller, insulating the main pipes and adding glycol to the system. When the weather allowed, the system was turned on in May and tested.

- The interior of the units are being worked on. Each room has an air handler. Coils and fan motors have been cleaned, serviced and in some cases replaced. Filters have been replaced. Five units needed additional registers cut into the duct work where surprisingly none existed before.
- During June and July, each unit was serviced. Handheld thermometers have been used to record daily temps and necessary repairs and adjustments have been made.
- Currently the system is running at full capacity; correct water temperatures are being maintained.
- The system is running much better with fewer complaints than in the past few years. Some guests have even called to complain it is too cold in the room.
- Overall, in-room air handlers are being adjusted to increase air flow and air temperature with in-window air conditioners becoming a thing of the past.

### Social Media Presence

Facebook is a tool which can help grow an association and bring more sales and rentals. The Edgewater Beach Resort Facebook page can be accessed by searching <https://www.facebook.com/Edgewaterbeachresortcapecodma/>. If you're already on Facebook, be sure to search for Edgewater Beach Resort Cape Cod as there are other resorts with the same name in other parts of the U.S. Once there, please click "Like" to automatically receive posts from the resort's page.

Guest experiences posted on Instagram can go a long way, too, in promoting the resort. As a result, the Edgewater is in the process of establishing an Instagram page. To get to our Instagram page, go to Instagram.com and follow the prompts to set up your own account. Or, if you're already on Instagram, press the search button after entering Edgewater Beach Resort Cape Cod. Once again, make sure to include Cape Cod in your search. Then click on the page and hit "follow". By doing this, the Edgewater posts will show up on your feed. To post pictures of your visit, upload the picture, press "next", add location by typing in Edgewater Beach Resort Cape Cod and press share. This will add your picture to the tagged location, our Edgewater Beach Resort.

### Create an Owner Account on VRI's Website

Having an owner account on VRI's website allows you to see your account balance, last payment made, upcoming reservations, and make payments by credit card. Creating an account is something that you can do yourself on the VRI web site at [www.vriresorts.com](http://www.vriresorts.com). Before doing so, your email address must be on file with VRI and associated with each of your intervals (unit/week).

If you have not previously provided your email address to VRI, please call (866) 469-8222 or email [nememberservices@vriresorts.com](mailto:nememberservices@vriresorts.com) and ask to have it associated with all your intervals.

To create an account, go to "Owners Portal" and click on "New Users." Enter your email address and select from the Property Code drop down. Enter your Account Number which is of the form UUU-WW where UUU is the unit number padded with leading zeroes and WW is the week number, e.g., 601-32, and then click on "Register" and create a password.

### Access to Information

Access Minutes of Board Meetings and More on [www.edgewatercapecodma.com](http://www.edgewatercapecodma.com)

To stay informed about the Board of Trustees' six meetings a year, please access the minutes on the resort's website at [www.edgewatercapecodma.com](http://www.edgewatercapecodma.com). Click on "Owners Portal," and then log in to your account. Follow the prompts to set up your account if you haven't already done so. There you will find both the Board and Annual Meeting minutes. Additionally, you will have access to policy documents, newsletters, financial reports, rental agreements, and other documents pertaining to the resort.



# Edgewater Beach Resort

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## SUMMER 2019 NEWSLETTER

### *Contact Information*

#### **Edgewater Beach Resort**

Resort Number (508) 398-6922  
Fax (508) 760-3447  
Website: [www.edgewatercapecodma.com](http://www.edgewatercapecodma.com)

#### **Edgewater Board of Trustees**

Email: [board@edgewatercapecodma.com](mailto:board@edgewatercapecodma.com)

#### **VRI Owner Services**

Assessment Billing and Collection  
(508) 771-3399  
(800) 999-7140

Monday - Friday 8:00 a.m. - 4:30 p.m.

#### **VRI Reservations**

General (800) 228-2968  
Rentals, Vacation Tyme® and Bonus Time (866) 469-8222  
Website: [www.vriresorts.com](http://www.vriresorts.com)  
Email: [reservations@vriresorts.com](mailto:reservations@vriresorts.com)

#### **Exchange Information**

RCI (877) 874-3334  
Interval International (800) 828-8200  
Trading Places (800) 365-7617

#### **Still Need Assistance?**

VRI Corporate Services (508) 771-3399  
(800) 999-7140  
VRI Fax (508) 775-6396

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