

# Atalaya Towers

## Tower Talk

A Newsletter for the Homeowners of Atalaya Towers IOA



May 2009

Garden City, SC

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### President's Message

Here it is 2009 and Amy, Janie Mae, and Al have been working hard, along with the support of Defender Management and your Board, to see that the refurbishment project went well. We are extremely pleased with the new paint and trim in the hall, kitchen and living room area of the condos. The new furniture, lamps, and art work along with the window treatments seem to bring the units to life. So far, all of the comments we have received on the work done have been positive. We also finished the conversion of unit 602 to a handicap friendly unit, with a shower stall and larger door in the master bath. We hope to meet the increased demand for this type unit with two units to accommodate those with special needs. Be sure, when requesting a unit week for your 2010 occupancy, to note on your reservation form if you need one of the handicap units.

We would like to thank all those who were on property during this transition for their patience with any inconvenience it may have caused you. The feedback of seeing the new furniture come in, along with the other changes to the units, has made this inconvenience all worth while.

Your Board has been working very closely with Pamela, Defender's new Regional Manager for Atalaya. She has put countless hours into answering our questions and supporting Amy in getting the project closer to completion. We also thank Heather Lacelle, one of your board members, for taking several weeks of her time this winter to oversee the transition. She and Ray Toler served diligently with Amy and Vernon, to pick out a designer (Laura Bowden) and then present for approval of the Board the transition package you see today.

This transition has come at a cost of \$184,573.70 of our reserves.

We also report that Atalaya Towers HOA Board will address repairs and resealing of the building for 2009. The repairs are extensive and the total cost is unknown at this time. As part of the IOA (Timeshares), which owns 19 units or 24% of the building, we have been put on notice that HOA reserves may not cover the entire cost of repairs, therefore the final cost will be passed on to all 80 unit owners. This may require us to delay phases 2 & 3 of the renovations which have to do with the bedrooms. We should know more by the time of our Annual Meeting in November. Understand this expense will come from our reserves (if needed by the HOA) to repair the building. Again let me thank all who have been inconvenienced by the spring repairs. These are expected to be finished soon and will resume this fall -time yet to be announced by the HOA.

We request that you place any comments you may have about the refurbishment or about items that need to be addressed along with your email address on the comment cards provided for you during check-in. Amy will address these items and send a copy to the Board for further consideration.

*(continued on page 2)*



### IMPORTANT NOTICE

#### RESERVATION

#### INSTRUCTIONS AND PROCEDURES

**CAN BE FOUND ON PAGES 2 AND 3 OF THIS NEWSLETTER.**

*(continued from page 1)*

We are trying to hold down the cost that has to be passed on to you in maintenance fees. You can help us and yourself by following a few simple suggestions. A starter kit is provided in each unit to carry you until you can shop for supplies. Please refrain from asking the staff for additional supplies as they have been instructed they will need to charge you for additional supplies. Another suggestion is not leaving the sliding doors open except to walk through as this causes the heating and cooling system to run more than needed, contributing to one of our major expenses, the cost of power. Leaving the doors open tends to damage the drapes and causes damage when a draft is created as the front door is opened. Damage occurs to hall walls when carts are brought into the units. Much of this type of damage is avoidable. Following these helpful hints will help to keep your maintenance fees down.

Again, I want to thank you for your patience with the transition as well as your comments on the new look. Hope you have a happy spring and summer and we hope to see you at the Annual Meeting on November 14th.

Lynn Harmon, President IOA Atalaya Towers

### **Reservation Instructions**

Reservation requests shall list **four** choices for a requested use period in descending order of priority. Reservation request not having your choices listed, may, in the discretion of the agent, be treated as an invalid request. If you require a week for space banking purposes only, please indicate this in the space provided and refrain from marking a specific week. This will be of great assistance to other owners who intend to enjoy their week at Atalaya.

**No** reservation requests will be honored if received by the agent after October 15 of the year before the calendar year of use regardless of the postmark date.

During the afore described reservation period of June 1st through October 15<sup>th</sup>, the agent will send out confirmations of reservation requests on a weekly basis, or such alternate period as deemed appropriate by the agent.

**After** October 15<sup>th</sup> and up to October 31<sup>st</sup> of the year before the calendar year of use, the agent shall assign a specific use period to owners who have not submitted a reservation request, or for whom all the four listed choices have already been assigned. Confirmation of these assigned-use periods will be mailed no later than December 1<sup>st</sup>.

An owner's failure to pay special assessments, maintenance fees or any other charges within 30 (thirty) days of the date due shall cause the agent to reject any reservation request, or cancel any confirmed assignment/reservation of a use period for the owner. Upon payment of the assessment, the owner may request use of a unit during a use period within the owner's season; however, such requests shall then be granted based upon availability of use periods, which have not been assigned, rented, or otherwise reserved for occupancy. An owner's inability to receive an assignment of a use period as a result of late payment of assessments shall not allow the owner to seek a refund of assessments paid. Cancellations will be sent out by Certified Mail.

Owners desiring to exchange their rights to the use of a unit through an exchange company should be certain to first receive a confirmed reservation request, pursuant to these procedures, prior to seeking to trade within an exchange system. A specific unit is required to effectuate an exchange. Therefore the agent, upon notification of this fact by the owner, shall assign a unit at the time of confirming an assigned-use period.

**If you require help or have any problem understanding the reservation procedure, call the General Manager, Amy Grant, at 843.651.4566 for assistance.**

**If you have not received your confirmation letter by August 31, 2009 call the resort office.**

Board of Directors

Atalaya Towers Interval Owners Association



ATALAYA TOWERS INTERVAL OWNERS ASSOCIATION, INC.

**RESERVATION PROCEDURE**  
**May 1, 2009**

**RESERVATION SYSTEM FOR FLOATING TIMESHARE DEED**

NOTE: YOUR DEED LISTS A WEEK NUMBER AND A UNIT NUMBER; THIS IS NOT YOUR RESERVED WEEK. Your Reservation Request Form is included with this newsletter.

YOU MUST REQUEST A WEEK WITHIN YOUR COLOR GROUP UNDER THE FLOATING TIMESHARE SYSTEM. The same procedure applies to all color groups. Please review the week colors on the calendar to the right of this page.

**PROCEDURES FOR RESERVING USAGE**

ALL VACATION FORMS WILL BE MAILED OUT THE FIRST WEEK IN MAY FOR THE FOLLOWING YEAR VACATION PERIOD.

WHATEVER COLOR YOU OWN, YOU MAY REQUEST ANY WEEK OF THE SAME COLOR FROM THE CALENDAR ON THE RIGHT OF THIS PAGE.

BLUE Weeks	1 to 8 inclusive, 48 to 52 inclusive
WHITE Weeks	9 to 14 inclusive, 44 to 47 inclusive
TRADE RED Weeks	15 to 19 inclusive, 37 to 43 inclusive
PRIME RED Weeks	20 to 36 inclusive

**Please be aware that the calendars from both major exchange companies differ from the one used by Atalaya to make float week reservations.**

**Atalaya’s calendar is the only one recognized for the reservation procedure.**

ALL REQUESTS POSTMARKED JUNE 1, 2009 OR EARLIER WILL BE RANDOMLY SELECTED AND WEEKS ASSIGNED AS REQUESTED, IF AVAILABLE.

ALL REQUESTS RECEIVED AFTER JUNE 1, 2009 WILL BE ASSIGNED DAILY. GROUPING WEEKS TOGETHER OR REQUESTING MULTIPLE UNITS IN A CERTAIN WEEK IS NOT GUARANTEED AS EACH WEEK OWNED IS TREATED INDEPENDENTLY FOR RESERVATION PURPOSES.

**Please note: If you are requesting a week with the sole purpose of space banking with RCI or II, please note that on your request form.**

If you are in arrears, your request form will have a notification of the past due amount. You must send in this amount with your request form, or your reservation request will not be honored.

2010	<i>Week</i>	Saturday to Saturday
<b><u>BLUE</u></b>	1	Jan 3 – Jan 10
	2	Jan 10 – Jan 17
	3	Jan 17 – Jan 24
	4	Jan 24 – Jan 31
	5	Jan 31 – Feb 7
	6	Feb 7 – Feb 14
	7	Feb 14 – Feb 21
	8	Feb 21 – Feb 28
<b><u>WHITE</u></b>	9	Feb 28 – Mar 7
	10	Mar 7 – Mar 14
	11	Mar 14 – Mar 21
	12	Mar 21 – Mar 28
	13	Mar 28 – Apr 4
	14	Apr 4 – Apr 11
<b><u>TRADE RED</u></b>	15	Apr 11 – Apr 18
	16	Apr 18 – Apr 25
	17	Apr 25 – May 2
	18	May 2 – May 9
	19	May 9 – May 16
<b><u>PRIME RED</u></b>	20	May 16 – May 23
	21	May 23 – May 30
	22	May 30 – Jun 6
	23	Jun 6 – Jun 13
	24	Jun 13 – Jun 20
	25	Jun 20 – Jun 27
	26	Jun 27 – Jul 4
	27	Jul 4 – Jul 11
	28	Jul 11 – Jul 18
	29	Jul 18 – Jul 25
	30	Jul 25 – Aug 1
	31	Aug 1 – Aug 8
	32	Aug 8 – Aug 15
	33	Aug 15 – Aug 22
	34	Aug 22 – Aug 29
	35	Aug 29 – Sep 5
	36	Sep 5 – Sep 12
<b><u>TRADE RED</u></b>	37	Sep 12 – Sep 19
	38	Sep 19 – Sep 26
	39	Sep 26 – Oct 3
	40	Oct 3 – Oct 10
	41	Oct 10 – Oct 17
	42	Oct 17 – Oct 24
	43	Oct 24 – Oct 31
<b><u>WHITE</u></b>	44	Oct 31 – Nov 7
	45	Nov 7 – Nov 14
	46	Nov 14 – Nov 21
	47	Nov 21 – Nov 28
<b><u>BLUE</u></b>	48	Nov 28 – Dec 5
	49	Dec 5 – Dec 12
	50	Dec 12 – Dec 19
	51	Dec 19 – Dec 26
	52	Dec 26 – Jan 2

## Regional Director of Operations Corner

I would like to take this opportunity to introduce myself as the new Regional Director of Operations for Atalaya Towers. I have worked with Defender Resorts, your management company, for the past seven years in various Operations capacities at managed resorts in Ocean City, MD and Jensen Beach, FL and now oversee the operations at five resorts.

The winter (off-season) months are always the months when we strive to perform our major repair and refurbishment projects and this year has been no different. As you will note in the Manager's Corner, we have completed Phase One of the refurbishment project, and I anticipate that you will be quite pleased with the results.

Additionally, as a result of a new Federal requirement for public swimming pools and spas, we have become compliant with the *Virginia Graeme Baker Pool & Spa Safety Act*, which went into effect December 19, 2008. This requisite necessitated the replacement of the swimming pool and spa drains to equip all with anti-entrapment drains.

As we are all aware, our country is facing economic challenges. Please understand that we are continually taking measures to maintain your resort to expectation levels while at the same time being cognizant of our economic situation. We have implemented additional procedures to include turning hot water heaters down or off when not in use, ensuring that heat and air conditioning is not being run in unoccupied units and soliciting lower vendor pricing where applicable.

We always encourage your feedback and I encourage you to be certain to fill out your comment cards while visiting the resort to let us know how we are doing.

I wish you all a wonderful summer and we look forward to seeing you at the beach!

Pamela Cordell, Regional Director of Operations

## General Manager's Corner

Happy Spring Everyone!

I would like to take the time to say **THANK YOU** to all the Atalaya Towers staff for doing a wonderful job in keeping your home away from home in excellent condition.

It's that time of year again to plan your vacation for 2010. Please remember to complete your Reservation Request Form, which is included with this mailing and return it as soon as possible, even if you plan to space bank your week. If you do not receive a confirmation letter by August 31<sup>st</sup>, please be sure to contact the office.

Stage One of the refurbishment has been completed to include the following:

- ◆ All living room and dining room furniture has been replaced.
- ◆ The kitchen, living room, and hall walls have all been repainted in fresh new colors to coordinate with the new furniture.
- ◆ Telephones have been replaced in the living rooms.
- ◆ New baseboard has been installed in the hallways.

Let us know what you think of the new look in your units!

Some other reminders we would like to bring to your attention that will make your stay more enjoyable:

- ◆ When arriving for check-in, please check with the office on the status of your unit. Please do not unload your luggage before verifying your unit is ready. This is to keep carts available for those whose units are ready and is a great courtesy to your fellow owners. In addition, please do not use more than one cart. Again, this is a courtesy to the others who are checking in.
- ◆ Pool passes are required in order to use both pools and the hot tub. We will ask you to leave the pool area if you do not have one with you.
- ◆ The outdoor pools will close at 11pm and the indoor at 2am. This should provide a better level of control over those areas and decrease the overall number of incidents related to unsupervised minors.
- ◆ We take pride in our units and do not want any damage inside the units, so please **DO NOT take the luggage carts inside the units**. This will cause damage to the walls and you will be charged a \$50.00 fine, as is stated in the Rules & Regulations provided when you check in.
- ◆ Quiet time at Atalaya Towers is 10pm to 8am. Running is not permitted on the property. Playing with the elevators is not allowed. 95% of elevator failure is caused by playing with the buttons, holding the door open, or jumping in the car. We are billed for service calls at a rate of \$150 per hour. This cost will be passed on to those who are responsible for any elevator malfunction.
- ◆ Remember that Check Out time is **NO LATER THAN 10:00AM**. Check In time is **NO EARLIER THAN 4:00PM**. **This rule is strongly enforced** as our staff requires an adequate time period to do their job properly. We want the units to look fantastic when you check in, so please, do not pressure the staff to break this rule.
- ◆ When checking out, don't forget to take the time to make sure you have ALL your personal belongings.
- ◆ **All keys must be turned in** to the front office, or placed in the night drop behind the office. If keys are not returned, the locks must be changed. The locksmith's invoice will be forwarded to the responsible party for payment.

We look forward to seeing you and your family at the beach this summer!

Sincerely,

Amy Grant, General Manager