

# THE LINKS LETTER

A Newsletter for the Homeowners of The Links Golf & Racquet Club



November 2008

N. Myrtle Beach, SC

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## President's Message

Greetings Fellow Owners,

Your Board and Management have just concluded the fall Board of Directors meeting in preparation for the upcoming 2009 season. As I mentioned in the last newsletter, each year we meet to study the trends and analyze the previous year and the current year-to-date financial information. From this session we formulate our budget projections for the upcoming new year.

Just over 3 years ago we began an extensive refurbishment project on our 25+ year old property. We proudly report that it has been completed. We have experienced thunderous applause from owners and guests when they returned.

I know many of you are curious... right about now... if we are about to ask for another special assessment...rest easy, we are not!

We truly are very delighted with the updated and renewed look and feel of our vacation homes. We have completed re-roofing all the buildings and corrected wood rot issues by installing new gutters and down spouts with divergent drainage to stop what once was rapid deterioration. The extensive interior refurbishment plan including painting, carpet, furniture, fixtures, kitchen cabinets etc. gave all our owners and guests a place to once again be very proud of and comfortable in when they returned or visit for the first time.

We actually could not have chosen a better time to complete the project due to the dramatic across-the-board increases experienced recently to virtually every component of materials and freight. We have knowledge that we saved tens of thousands of dollars by completing the project when we did and avoided the massive increases as of late. Mattresses alone went up 40% not to mention freight and fuel surcharges.

The annual maintenance fee invoice that accompanies this mailing has a slight increase to offset the unavoidable increases to most of our utilities and services provided to us. We always try to avoid or at least hold any increases to a minimum and continually look for ways to find savings without sacrificing the quality levels that our owners rely on.

On behalf of the Board, I want to thank you all for your continued support, the positive comments along with constructive suggestions you have given us over the years.

Have fun and enjoy your next hard earned vacation!

Best wishes,

Walter Carroll, Jr., President

### Notice of Annual Meeting

The Links Golf & Racquet Club

Friday, December 05, 2008 ~ 10:00am

See enclosed information on the Annual Meeting

Make your plans to attend

## General Managers' Corner

The Kid's Club was a success. Children signed up on Monday. Each received a "Passport to Adventure" activity book and a box of Crayons, compliments of Ripley's Aquarium. They were anxious to have their cards punched at each activity they participated in. We added Sand Art, Ice Cream Floats, Temporary Tattoos, Hair Braiding, Basketball 'Knockout' and Pool Games for kids during the summer months. These activities were in addition to the Pool Tournament, Ping Pong Tournament, Craft Time and Scavenger Hunt already on the schedule especially for children.

"Grown Ups" had fun this summer too! The Monday breakfast meeting kept everyone informed of everything going on at the beach and The Links. The Pool Tournament and Ping Pong Tournaments sometimes drew 15 – 20 participants. Also on the schedule for adults were Basketball 'knockout', Massage Therapy, Paraffin Wax Treatments, Detox Foot Bath, Jewelry Show, Makeovers, 'Lipsense' Demonstration, Aqua Exercise, Golf Clinic and Outing, as well as the Vineyard Tour and Wine Tasting.

Family oriented activities included the Miniature Golf Outing, Bowling Outing, Bingo and our weekly Cook-out / Pool Party, which included music and prizes. One week we served close to 100 people. We also organized Family Night with great rates at The Palace Theater on Tuesday evenings, Dixie Stampedo on Wednesday evenings and Alabama Theater on Thursday evenings. We sold tickets and made reservations for a number of other shows and attractions as well.

During June, July and August we had a Cabana Attendant who sold soft drinks, crackers, sun screen and rented chairs, umbrellas and boogie boards. The shuttle ran just about every hour and that helped to ease the parking problems. Both of these added a lot to guest satisfaction.

- The biggest accomplishment for 2008 was that we finished the refurbishment and renovation of all 112 units.
- During 2008 we have done extensive wood repairs throughout the property, particularly on chimneystacks and upper walls where leaks have occurred.
- The roof and skylights were installed on Units 37 to 42. All of the buildings are now roofed.
- Building "M" (Units 78-84) was painted.
- Jay Norton was promoted to Assistant GM at The Beach House and we are proud of him. We have had some personnel changes at the front desk so please stop by and introduce yourself.
- Ron Gladding joined us as Maintenance Supervisor. He is proving to be very capable and good to work with.
- The pond drain was installed between 1<sup>st</sup> and 2<sup>nd</sup> ponds to prevent flooding. The road was repaired and repaved where the drain was installed.
- Ron helped to get a new surveillance system so the front desk could keep an eye on the pool areas and upstairs areas in the clubhouse. Some time later, more cameras will need to be installed all around the property.
- The lighting in front of the clubhouse was upgraded.
- Maintenance rebuilt the deck support and siding on building "O".
- 2086 Work Orders were completed between 3/8/08 and 8/23/08.
- The irrigation pump and wiring were replaced. New irrigation heads were replaced in the center island.
- 4 dead pine trees were removed between buildings "O" and "P".
- The indoor pool heater was replaced. The indoor pool fan and humidistat were replaced. The blower motor on the Jacuzzi was replaced. The underwater lights on the outdoor pool were replaced.
- The trashcans around the pool area were replaced with stronger, heavier cans with lids that will not come off.
- A French drain was installed between units 15 & 16 due to poor drainage.
- Work was done on the Cabana to get it up and running for the season.
- 19 A/C Units were replaced between 4/29/08 thru 8/18/08; many of the units were original. Other appliances were replaced and repaired as needed.
- We added two computers upstairs in the Clubhouse so guests could access the Internet and make copies. They must bring their room key to the front desk for a key to the computer room. We give them 3 sheets of paper. If they need more they are required to purchase it.
- The Virtual Tour was completed and is on the website. The GPS coordinates were added to the website as well.
- Advanced Reserve Solutions, Inc provided a draft of the Reserve Study.
- Folding Chairs were purchased from Sam's Club.
- We made Tropical Storm preparations in September for Hanna, and we only had one tree lean over onto a building and lots of limbs and pine needles around to clean up. We were spared once again and we are grateful.

Thank you all for your support and kindness. The staff and I look forward to seeing you in 2009.

Sincerely,

Susan Crow, General Manager

2009 INTERVAL CALENDAR	Week	Saturday to Saturday		Sunday to Sunday		
	1	W	3-Jan	10-Jan	4-Jan	11-Jan
	2		10-Jan	17-Jan	11-Jan	18-Jan
	3	B	17-Jan	24-Jan	18-Jan	25-Jan
	4		24-Jan	31-Jan	25-Jan	1-Feb
	5		31-Jan	7-Feb	1-Feb	8-Feb
	6	W	7-Feb	14-Feb	8-Feb	15-Feb
	7		14-Feb	21-Feb	15-Feb	22-Feb
	8		21-Feb	28-Feb	22-Feb	1-Mar
	9		28-Feb	7-Mar	1-Mar	8-Mar
	10		7-Mar	14-Mar	8-Mar	15-Mar
	11		14-Mar	21-Mar	15-Mar	22-Mar
	12		21-Mar	28-Mar	22-Mar	29-Mar
	13		28-Mar	4-Apr	29-Mar	5-Apr
	14		4-Apr	11-Apr	5-Apr	12-Apr
	15		11-Apr	18-Apr	12-Apr	19-Apr
	16		18-Apr	25-Apr	19-Apr	26-Apr
	17		25-Apr	2-May	26-Apr	3-May
	18		2-May	9-May	3-May	10-May
	19		9-May	16-May	10-May	17-May
	20		16-May	23-May	17-May	24-May
	21		23-May	30-May	24-May	31-May
	22		30-May	6-Jun	31-May	7-Jun
	23		6-Jun	13-Jun	7-Jun	14-Jun
	24	R	13-Jun	20-Jun	14-Jun	21-Jun
	25	E	20-Jun	27-Jun	21-Jun	28-Jun
	26	D	27-Jun	4-Jul	28-Jun	5-Jul
	27		4-Jul	11-Jul	5-Jul	12-Jul
	28		11-Jul	18-Jul	12-Jul	19-Jul
	29		18-Jul	25-Jul	19-Jul	26-Jul
	30		25-Jul	1-Aug	26-Jul	2-Aug
	31		1-Aug	8-Aug	2-Aug	9-Aug
	32		8-Aug	15-Aug	9-Aug	16-Aug
	33		15-Aug	22-Aug	16-Aug	23-Aug
	34		22-Aug	29-Aug	23-Aug	30-Aug
	35		29-Aug	5-Sep	30-Aug	6-Sep
	36		5-Sep	12-Sep	6-Sep	13-Sep
	37		12-Sep	19-Sep	13-Sep	20-Sep
	38		19-Sep	26-Sep	20-Sep	27-Sep
	39		26-Sep	3-Oct	27-Sep	4-Oct
	40		3-Oct	10-Oct	4-Oct	11-Oct
	41		10-Oct	17-Oct	11-Oct	18-Oct
	42		17-Oct	24-Oct	18-Oct	25-Oct
	43		24-Oct	31-Oct	25-Oct	1-Nov
	44		31-Oct	7-Nov	1-Nov	8-Nov
	45	W	7-Nov	14-Nov	8-Nov	15-Nov
	46		14-Nov	21-Nov	15-Nov	22-Nov
	47	R	21-Nov	28-Nov	22-Nov	29-Nov
	48	W	28-Nov	5-Dec	29-Nov	6-Dec
	49		5-Dec	12-Dec	6-Dec	13-Dec
	50	B	12-Dec	19-Dec	13-Dec	20-Dec
	51	R	19-Dec	26-Dec	20-Dec	27-Dec
52		26-Dec	2-Jan	27-Dec	3-Jan	

**Due to increased concerns, the Links Board of Directors has voted and passed a policy that enforces a No-Smoking Policy in the condominiums and pool area. Many owners have allergies and others simply find the smell offensive. There is a \$150.00 cleaning fee that will be charged to anyone who does not abide by the policy. Thank you in advance for your compliance.**

**If you are interested in running for a position on the Links Golf and Racquet Club Homeowners' Association Board of Directors, please fill out the nomination form found on the Links website, [www.linksresort.com](http://www.linksresort.com)**

**DEFENDER REALTY'S RESALE CORNER....**

We have redesigned and enhanced the Defender Flex® Program. This newly redesigned program begins with week 42 of this year and adds value and more flexibility for owners who own during weeks 1 through 12 and 42 through 52. When you enter your week into this program, you can exchange within your home resort during the time period of 1-12 or 42-52, based upon availability.

The redesigned Defender Flex® Program is a Defender-owned and sponsored program offered to owners. It is an in-house exchange during weeks 1-12 and 42-52 with a provision for up to twenty (20) bonus nights each year. The bonus nights may be used in January, February, March, October or November and December. You may sign up for the flex program at any time during the year. However, your week must be in the program in January so that the resort can get usage of the week. In each bonus segment you may use up to four (4) nights during the week or up to three (3) nights for a week-end bonus stay in each month during the flex period, based upon availability.

Call The Links today and sign up for this great program....It's free to join!!

If you didn't get a chance to visit Myrtle Beach this summer, you really missed a lot of fun and activities. Don't go through another boring summer at home. Contact George Osborne at (843) 272-7181 Ext. 7217 for incredible savings on summer weeks as low as \$5500.

Have a great fall and we look forward to seeing you at the resort.

Frank Baker

Defender Realty, Inc.

fbaker@defenderresorts.com

**THE LINKS GOLF & RACQUET CLUB  
2009 OPERATING BUDGET**

	<u>2009 Budget</u>		<u>2009 Budget</u>
<b><u>OPERATING REVENUE</u></b>		<b><u>ADMINISTRATION &amp; GENERAL</u></b>	
MAINTENANCE FEES- CURRENT	\$ 2,928,431	MANAGEMENT FEES	\$ 269,939
MAINTENANCE FEES-PRIOR YEARS	\$ 18,200	ACCOUNTING	\$ 45,344
LATE CHARGES ON DELINQUENT FEES	\$ 25,000	DATA PROCESSING	\$ 23,930
INTEREST ON DELINQUENT FEES	\$ 9,500	ANNUAL AUDIT	\$ 7,000
TELEPHONE INCOME	\$ 1,000	LEGAL FEES	\$ 14,000
MERCHANDISE SALES	\$ 1,200	VEHICLE EXPENSES	\$ 5,000
THEATRE TICKETS	\$ 63,000	DUES AND SUBSCRIPTIONS	\$ 2,500
VENDING COMMISSION	\$ 1,000	REGIME ACTIVITIES	\$ 16,000
ACTIVITIES INCOME	\$ 750	BOARD OF DIRECTORS EXPENSE	\$ 3,000
COOKOUT INCOME	\$ 3,500	PRINTING	\$ 12,000
HOUSEKEEPING FEES	\$ 1,400	POSTAGE	\$ 12,000
RENTAL COMMISSION TO HOA	\$ 4,500	BANK CHARGES	\$ 900
RENTAL OF HOA-OWNED UNITS	\$ 8,500	LOCKBOX CHARGES	\$ 3,200
SALE OF HOA-OWNED UNITS	\$ 8,000	EMPLOYEE RECRUITMENT	\$ 3,000
FLEX FEE INCOME	\$ 2,200	OFFICE SUPPLIES	\$ 9,500
BANK INTEREST	\$ 5,000	SECURITY/FRONT DESK COVERAGE	\$ 4,000
MISCELLANEOUS INCOME	\$ 900	MILEAGE	\$ 1,000
		ARDA, COURIER SERVICE & DOCSTAR	\$ 4,000
		MISCELLANEOUS	\$ 1,500
<b>TOTAL OPERATING REVENUE</b>	<b>\$ 3,082,081</b>		
		<b>TOTAL ADMINISTRATIVE &amp; GENERAL</b>	<b>\$ 437,813</b>
<b>LESS:</b>		<b><u>SALARIES, WAGES, TAXES AND BENEFITS</u></b>	
THEATRE TICKETS	\$ 50,000	SALARIES - ADMINISTRATIVE	\$ 209,905
MERCHANDISE COST OF SALES	\$ 3,500	SALARIES - HOUSEKEEPING	\$ 180,038
ACTIVITIES COST OF SALES	\$ 500	SALARIES - MAINTENANCE	\$ 169,204
COOKOUT COSTS	\$ 1,600	SALARIES - ACTIVITIES	\$ 38,949
OPERATING DEFICIT REDUCTION	\$ 60,000	RESORT INCENTIVES	\$ 2,500
TRANSFER TO RESERVE FOR REPLACEMENT	\$ 551,050	PAYROLL TAXES	\$ 48,955
		WORKERS COMPENSATION INSURANCE	\$ 24,348
<b>NET OPERATING REVENUE</b>	<b>\$ 2,415,431</b>	401K MATCHING CONTRIBUTION	\$ 4,375
		EMPLOYEE INSURANCE	\$ 85,790
<b><u>UTILITY EXPENSE</u></b>		HUMAN RESOURCES/PAYROLL FEE	\$ 16,821
ELECTRICITY	\$ 228,000		
NATURAL GAS - LAUNDRY	\$ 13,000	<b>TOTAL PAYROLL EXPENSES</b>	<b>\$ 780,885</b>
NATURAL GAS - POOL & JACUZZI	\$ 25,000		
TELEPHONE	\$ 23,000	<b><u>LEASES &amp; CONTRACTS</u></b>	
WATER & SEWER	\$ 56,000	EXTERMINATING	\$ 7,500
LANDFILL FEES	\$ 14,000	YARDS & GROUNDS CONTRACT	\$ 21,000
CABLE TV	\$ 24,000	INCOME TAX	\$ 13,000
		PROPERTY TAX (City/County)	\$ 101,000
<b>TOTAL UTILITY EXPENSE</b>	<b>\$ 383,000</b>	GENERAL INSURANCE	\$ 240,852
<b><u>HOUSEKEEPING EXPENSE</u></b>		<b>TOTAL LEASES &amp; CONTRACTS</b>	<b>\$ 383,353</b>
CLEANING SUPPLIES	\$ 45,000		
ROOM PURCHASES	\$ 55,000	<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 2,415,431</b>
CONTRACT LABOR	\$ 225,000		
		<b>NET OPERATING INCOME</b>	<b>\$ 0</b>
<b>TOTAL HOUSEKEEPING EXPENSE</b>	<b>\$ 325,000</b>		
<b><u>MAINTENANCE EXPENSE</u></b>			
TELEPHONE EQUIPMENT REPAIR	\$ 1,700		
APPLIANCE REPAIRS	\$ 9,000		
POOL & JACUZZI SUPPLIES	\$ 20,000		
BUILDING MAINTENANCE EXTERIOR	\$ 20,000		
MAINTENANCE - INTERIOR	\$ 27,000		
MAINTENANCE - RECREATION	\$ 5,900		
MAINTENANCE AGREEMENTS	\$ 8,780		
GROUND AND LANDSCAPING	\$ 8,500		
UNIFORMS	\$ 4,500		
<b>TOTAL MAINTENANCE EXPENSE</b>	<b>\$ 105,380</b>		

<b>Maintenance Fee Per Unit/Week</b>	<b>\$ 577.00</b>
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