



February 2020

# ANNUAL MEETING NOTICE

All Cove at Yarmouth Interval Owners  
are invited to attend the Annual Meeting of Owners on  
**Saturday, April 4, 2020**  
**10:00 a.m.**  
at The Cove at Yarmouth  
183 Main Street (Rt. 28), West Yarmouth, MA

## AGENDA

- I. Welcome and Introductions.....Marcia Moser, President/Board of Trustees
- II. Approval of Annual Meeting Minutes (04/06/19).....Scott Dravis, Sr. VP of Resort Operations/VRI
- III. Resort Operations.....Michael Edwards, General Manager
- IV. Financial Reports:
  - A. 2019 Budget Recap and 2020 Budget.....Michael Edwards, General Manager
  - B. 2019 Reserve Expenditures.....Michael Edwards, General Manager
  - C. 2020 Planned Reserve Expenditures.....Michael Edwards, General Manager
- V. Industry Update.....Scott Dravis, Sr. VP of Resort Operations/VRI
- VI. Questions and Answers/Open Forum.....Directors, Trustees, Management, VRI
- VII. Adjournment

### INSIDE THIS ISSUE

From Your General Manager • Bonus Time  
2019 Annual Meeting Minutes • Scam Alert

# FROM YOUR GENERAL MANAGER

Happy New Year! 2020 will mark The Cove at Yarmouth's 34th year! We could not have done it without all of our owners so, THANK YOU!!!

Once the ball dropped we jumped right into our project list for 2020! The start was upgrading the magnetic lock readers to RFID readers with mobile access. Why you ask? Two reasons, it will eliminate the demagnetization of key cards and, with it, eliminate the frustration it caused our owners/guests. Also replaced was the original diesel generator (which was getting increasingly more expensive to repair and even harder to find parts) with a new natural gas generator which is a much better and more efficient option (here's hoping, of course we never have to use it!). The parking lot is going to get a facelift possibly in March, but most likely April or May, with a little milling and resurfacing as long as mother nature cooperates. And, speaking of nice weather, there will also be some upgraded pool furniture to enjoy while you get your daily dose of vitamin D! As always, things normally pop up throughout the year, but as far as "scheduled projects" that pretty much rounds out the "to do" list this year.

There is some exciting news for our owners...we are inviting all Cove owners to attend one of our group information sessions. This session will benefit especially those who love the year-round Day Use of the amenities at the Cove but have not taken advantage of all the other exciting travel and lifestyle benefits of their ownership. We have special weekend promotions for those that live out of town or local options for those that live close by. Please call (508) 815-3316 to find out more.

Our partners and friends, Kathy and Kevin, from The Loft and Loft Shack have been eagerly anticipating the announcement of their new Executive Chef - Derek Rozell, as well as the new 2020 menu. Derek has over 20 years' experience in positions with Willowbend, Legal Seafoods and Not Your Average Joe's, just to name a few. Reviews have been phenomenal regarding Derek's cuisine and the new menu will take The Loft's culinary experience to a new level.

In closing, let me just say thank you to all of you who take time out of your day to stop into my office just to say "Hi!", share a vacation story or thank the staff for their hard work. We always appreciate your suggestions and comments on how the resort can improve, not only your vacation experience, but everyone else's as well. Here's looking forward to a very happy and healthy new year!

As I have said before, our commitment to quality and excellence continues to make The Cove at Yarmouth the BEST resort to own, vacation and work!

Wishing you many happy vacations.

Michael J. Edwards  
General Manager

## BONUS TIME BONANZA

That's right, from now until May 1, 2020, The Cove at Yarmouth rooms are available at the Bonus Time rate of \$79.00 per night\*, plus tax.

# \$79.00

*per night plus tax\**  
For a limited time only, this offer is also available to  
**Family and Friends\***  
Call Today!

Call (508) 771-3666  
and Dial "0"

Managed by Vacation Resorts International  
"Perfecting the Art of Hospitality"

**vri**  
americas

\*Reservations can only be made up to 45 days in advance and are based on resort availability. Some restrictions apply.

Vacation periods and holiday weekends have limited availability.

**ANNUAL HOMEOWNERS' MEETING**  
**COVE AT YARMOUTH RESORT HOTEL OWNERS' ASSOCIATION, INC.**  
**COVE AT YARMOUTH RESORT HOTEL CONDOMINIUM TRUST**  
**Saturday, April 6, 2019**

**I. WELCOME AND INTRODUCTIONS**

Mrs. Moser called the meeting to order at 10:05 a.m. and extended a warm Welcome to all owners present. Board members and resort management who were seated at the head table were introduced.

Board of Trustees:

Venita Amidon	Alan Fletcher
Paul Cavaliere	Debora Jones
Ingrid Dooling	Marcia Moser
Malcolm MacPhail	

Absent: Steven Fabrizio and Rodrigo Orozco-Silva

Advisory Committee: Michael Miles and Elizabeth Bairos

VRI Americas (VRI) and Resort Management:

Rich Muller, Chief Operating Officer, VRI/TPI  
 Michael Edwards, General Manager  
 Scott Dravis, Sr. VP of Resort Operations/VRI

**II. APPROVAL OF ANNUAL MINUTES (04/07/18)**

Rich Muller informed the audience that a copy of the minutes from the Annual Owner's Meeting on April 7, 2018 was provided to everyone as they signed in today at the registration desk. A copy of the minutes is also available to any owner upon request.

MOTION: Motion was made that the owners present waive the reading and approve the 2018 Annual Meeting minutes of The Cove at Yarmouth Hotel Owners Association, Inc. and the Cove at Yarmouth Resort Hotel Condominium Trust, and Furthermore, that the owners present also approve the 2018 Annual Meeting minutes of the Cove at Yarmouth Hotel Owners Association, Inc. and the Cove at Yarmouth Resort Hotel Condominium Trust as presented. Motion was duly seconded and approved unanimously.

**III. BOARD ELECTIONS**

Rich Muller reminded the attendees that elections are held every two years. Three seats are up for election.

The current slate of candidates are:

Michael G. Berube	Malcolm MacPhail
Alan Fletcher	John P. Hart
Debora Jones	Ebertson P. Malaba
Ray Lessard	

MOTION: Upon motion made, seconded and unanimously approved, the floor was closed to further nominations. Candidates present were given an opportunity to make a brief statement. Voting ensued.

**IV. RESORT OPERATIONS**

Michael Edwards provided a detailed PowerPoint presentation which included the following:

- Arial photos of Cape Cod will replace the painted mural located in the Racquet Sports building.
- The Cove celebrates its 33rd year of operation. The Mission Statement remains "To provide all of our owners and guests with friendly, courteous service, responsible management and lasting vacation memories."
- The leadership organizational chart includes:  
 Michael Edwards, General Manager  
 Erin Lee Assistant, General Manager  
 Gisele Vorpahl, Administrative Services Manager  
 Lori Sullivant, Activities Manager  
 Michelle Pimentel, Front Office Manager  
 Fernando Teixeira, Housekeeping Manager  
 Karl Rose, Chief Engineer
- Staffing hours increased slightly over last year and accidents decreased along with the number of missed days due to injury.
- Ownership Statistics

Total Intervals Owned 2018	12,798
Percentage Intervals Sold	94.7%
Total Unsold Intervals	748
Total Delinquent Owners 2018	16%
Owner Occupancy 2018	53%
New Sales 2018	131
Interval International Members	1,932
RCI Weeks Members	2,446
RCI Point Members	1,996
InnSeason Vacation Club Ownership	438
Vacation International Ownership	1,101

- A new sales program has been launched and is being led by James Pascarelli. New vacation and travel benefits are being offered including Interval International's Points based exchange program. Owners are encouraged to learn more about new options.

- The Cove, again, accepted RCI's Silver Crown designation.
- The opening of Heron's Landing resulted in a 10% increase in RCI Point values which directly benefits Points members and increases the exchange power for RCI weeks members.
- The industry continues to consolidate under major Public Company brands. Some older and less desirable resorts have closed, and that trend is expected to continue. Rich Muller will discuss this later in the agenda.
- The Loft and Loft Shack renewed its lease for another three years. It was agreed that lunch will not be served in the offseason. Comments continue to be excellent and the relationship is mutually beneficial.
- The guard shack at the Route 28 entrance is slated for removal and anew sign will be installed.

## V. FINANCIAL REPORTS:

### A. 2018 Budget Recap and 2019 Budget.

The Cove's maintenance fee history is as follows:

2019	\$569.00	2018	\$556.00
2017	\$547.00	2016	\$541.00
2015	\$540.00	2014	\$539.00

Maintenance fees continue to be significantly lower than national and regional averages.

This year's budgeted expenses compared to last year are as follows:

	2019	2018	Variance	%
Revenue	6,791,708	6,740,594	51,114	0.8%
Payroll	2,352,882	2,342,788	10,093	0.4%
Operating	1,212,791	1,200,710	12,081	1.0%
Adm&General	1,493,203	1,382,854	110,349	8.0%
Fixed	394,940	414,153	-19,213	-4.6%
Other	1,337,892	1,400,088	-62,196	-4.4%

New employment laws have and will continue to add significantly to the cost of operations

### B. 2018 Reserve Expenditure

Michael Edwards stated that \$150 of the annual maintenance fee is allocated to Reserves for capital improvements and major projects.

A Five-year Reserves Cash Flow was presented which indicated that this amount is expected to sufficiently fund all planned projects including repaving the parking lots and the next round of interior renovations currently scheduled to begin in 2022.

An independent Reserves Study will be conducted this year to, among other things, confirm funding levels

and remaining useful life of all Trust and Association assets.

The following capital replacements and improvements were performed in 2018:

- 15 heat pumps were replaced.
- Other mechanical and ventilation upgrades and improvements were made.
- A new Dectron Boiler and shack heaters were installed.
- The handicap ramp at the main entrance was replaced and upgraded.
- Heron's Landing was re-landscaped to repair storm damages.
- Flooring throughout the health club was replaced.
- The Wifi network was upgraded.
- A roof platform was installed on the Loft Shack.
- Equipment for the Loft Shack restaurant, housekeeping and pool was purchased.

Total expenditures were \$222,796

### C. 2019 Planned Reserve Expenditures

Capital improvements and replacements planned for 2019 include:

- Purchase of 15 heat pumps.
- Replacement of large palladium windows throughout the building.
- A new reception desk for the Racquet Sports Center.
- Indoor pool deck resurfacing with an enhanced and more comfortable rubberized material that is currently being tested.
- Purchase of patio tables and chairs.
- A new generator for the Waste Water Treatment Plant and emergency power.
- In-room charging stations for personal electronics.
- Housekeeping equipment.
- Pool equipment.
- Racquet Sports Center wall mural with aerial photos of Cape Cod as previously mentioned.

Total planned expenditures are: \$373,393.00

## VI. INDUSTRY UPDATE

Rich Muller advised the Board that Marriott Vacations Worldwide merged with VRI's parent company ILG which brings together the industries most respected brands including Marriott Vacation Club, Ritz Carleton Destination Club, Sheraton Vacation Club, Hyatt Vacation Ownership and Weston Vacation Club. The merger does not, in anyway, change VRI's relationship with The Cove at Yarmouth. The team is extremely proud to be associated with these prestigious organizations and have superior resources available.

Continued on page 5...

Rich presented an excerpt from a ruling with a lawsuit filed against Timeshare Exit Team principals:

**UNITED STATES DISTRICT COURT  
MIDDLE DISTRICT OF FLORIDA ORLANDO DIVISION  
ORANGE LAKE COUNTRY CLUB, INC. and WILSON RESORT FINANCE, L.L.C.,  
Plaintiffs,  
v. Case No: 6:17-cv-1542-Orl-31DCI  
REED HEIN & ASSOCIATES, LLC, SCHROETER GOLDMARK & BENDER, P.S., MITCHELL REED  
SUSSMAN, BRANDON REED, TREVOR HEIN and THOMAS PARENTEAU,  
Defendants.**

Owners who have seen billboards and other media advertising Timeshare Exit Team and other so-called Exit Companies are strongly encouraged to read Judge Gregory A. Presnell's ruling and description of Timeshare Exit Team's business practices which he characterizes as a "Scheme". Readers can draw their own conclusion about the legitimacy of Timeshare Exit Team's business practices.

Rich stated that owners are again reminded that they should consult with management before responding to any solicitation regarding their ownership.

#### VII. ELECTION RESULTS

With tabulation completed, Rich Muller announced that the following candidates were elected for a six year term: Malcolm MacPhail, Debora Jones and Alan Fletcher.

#### VIII. QUESTIONS AND ANSWERS/OPEN FORUM

The Board and management entertained questions from the general ownership. Among other comments and questions, discussion ensued about capital improvements, RCI and II Points Programs and other resort amenities including the availability of Pickle Ball courts.

#### IX. ADJOURNMENT

There being no further business or questions from the audience the meeting was adjourned at 11:51 a.m.

## SCAM ALERT

We wanted to again remind owners about the latest "scam" being perpetrated on timeshare owners and Homeowner Associations. This fraud is known by several names, Timeshare Relief or Timeshare Rescue.

Owners are typically contacted by phone or mailing but also by email. Many times, you are asked to attend a meeting and presented with an opportunity to sell or give away your timeshare. We have seen owners pay as much as \$3,000 - \$5,000 to transfer their week to a company or individual. The problem that we have identified is that these companies or individuals do not pay maintenance fees and the remaining owners are left to pick up the tab. And worst of all, even after you have paid, you may continue to be liable for your maintenance fees if the transfer is not accepted, so please check with us first.

Individuals and companies involved in these scams are very cunning and very often change their tactics but here are a few warning signs to look out for, some or all of these may apply:

- Were you solicited by this company by mail, phone or email?
- Are you asked to attend a presentation?
- Are you asked to "pay" money for the opportunity to get out of your timeshare?
- Are you asked to sign a Power of Attorney to complete the transfer?

If you are talking with a company and you recognize any of these warning signs or simply have questions, call us first. Your Association is taking steps to combat these fraudulent transfers and protect our Association and owners by implementing new transfer policies and we may be able to help. Please CALL US FIRST!



PRSRT FIRST  
US POSTAGE  
PAID  
PERMIT 58  
HYANNIS, MA

c/o VRI Americas  
Post Office Box 399  
Hyannis, MA 02601-0399

ADDRESS SERVICE REQUESTED

## IMPORTANT NUMBERS

*The Cove at Yarmouth  
and*

*VRI Americas (VRI) Services*

**The Cove at Yarmouth** (508) 771-3666  
Fax (508) 771-9410  
Business Hours 9:00 a.m. - 5:00 p.m.  
Website: [www.coveatyarmouth.com](http://www.coveatyarmouth.com)

**Exchange Information**  
RCI (877) 874-3334  
RCI Points (877) 968-7476  
Interval International (800) 828-8200  
Trading Places (800) 365-7617

**Vacation Owner Services**  
Assessment Billing & Collection (800) 999-7141  
(949) 855-8004  
Hours: Monday - Friday 11:00 a.m. - 8:00 p.m. ET

**Reservations**  
Bonus Time/Vacation Tyme® (866) 469-8222  
Rentals/VIP Reservations (866) 469-8222  
Information and Assistance (800) 228-2968  
Hours: Monday - Friday 9:00 a.m. - 9:00 p.m. ET  
Saturday 11:30 - 7:00 p.m. ET

**Still Need Assistance?**  
VRI Corporate Services (508) 771-3399  
VRI Fax (508) 775-6396

**Publication** - The Cove at Yarmouth News publication is intended solely as a vehicle of communication for Owners and the Board of Trustees. The purpose of this newsletter is to relate membership information, correspondence, stories, facts and news as deemed appropriate or relevant to the interest of owners.

Managed by VRI Americas  
Perfecting the Art of Hospitality  
[www.vriresorts.com](http://www.vriresorts.com)

