

THE LINKS LETTER

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



November 2009

N. Myrtle Beach, SC



November 05, 2009

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NOTICE OF ANNUAL MEETING THE LINKS GOLF & RACQUET CLUB

DECEMBER 04, 2009

10:00 A.M.

Dear Owner:

On behalf of the Secretary of the Board of Directors of The Links Golf & Racquet Club Homeowners Association, please be advised that the Annual Meeting of the Links Golf & Racquet Club will be held on Friday, December 4, 2009, at the Link's Clubhouse. The Meeting will convene at 10:00 a.m., prevailing local time.

Enclosed you will find a self-addressed business reply proxy. Please fill this out and return it to us as soon as possible. In order to allow time for processing, all proxies must be received no later than close of business, 5:00 p.m., prevailing local time, December 2, 2009. Please don't let this date slip up on you. We would rather have you attend the meeting; if you do, your proxy can be rescinded and you may cast your vote in person. Whether you plan to attend or not, **please return the proxy to us to help attain a quorum.**

The purpose of the meeting is outlined in the enclosed agenda.

Please participate.

Sincerely,

Mark Westbrook
President/COO
Defender Resorts, Inc.



Links Golf & Racquet Club
Homeowners Association, Inc
Annual Meeting
December 04, 2009
10:00 A.M.

1. Calling of the Roll and Certifying of the Proxies
 2. Proof of Notice of Meeting or Waiver of Notice
 3. Reading of the Minutes from December 05, 2008 Annual Meeting
-
4. Report of Officers
 5. Management Report
 - A. Financial Report
 - B. Maintenance Fee Comparison
 - C. Operations Report
 6. Appointment by President of Inspectors of Election
 7. Election of Directors
 8. Unfinished Business
 9. New Business
 - A. Discussion and Questions
 - B. Other
 10. Adjournment



Are you interested in serving on the Board of Directors for The Links?

If so, please visit the Links Golf & Racquet Club Homeowners' Association website and complete the Nomination form provided.

The nomination form may be found at www.linksresort.com

**THE LINKS GOLF & RACQUET CLUB
2010 OPERATING BUDGET**

	<i>2010 Budget</i>		<i>2010 Budget</i>
<u>OPERATING REVENUE</u>		<u>ADMINISTRATION & GENERAL</u>	
MAINTENANCE FEES- CURRENT	\$ 2,844,424	MANAGEMENT FEES	\$ 275,932
MAINTENANCE FEES- PRIOR YEARS	\$ 18,000	ACCOUNTING	\$ 45,344
LATE CHARGES ON DELINQUENT FEES	\$ 20,000	DATA PROCESSING	\$ 23,930
INTEREST ON DELINQUENT FEES	\$ 9,500	ANNUAL AUDIT	\$ 7,000
TELEPHONE INCOME	\$ 400	LEGAL FEES	\$ 14,000
MERCHANDISE SALES	\$ 1,200	VEHICLE EXPENSES	\$ 3,200
THEATRE TICKETS	\$ 55,000	DUES AND SUBSCRIPTIONS	\$ 3,000
VENDING COMMISSION	\$ 900	REGIME ACTIVITIES	\$ 16,000
ACTIVITIES INCOME	\$ 1,500	BOARD OF DIRECTORS EXPENSE	\$ 3,500
COOKOUT INCOME	\$ 4,800	PRINTING	\$ 12,000
HOUSEKEEPING FEES	\$ 1,500	POSTAGE	\$ 12,000
RENTAL COMMISSION TO HOA	\$ 4,500	BANK CHARGES	\$ 1,200
RENTAL OF HOA-OWNED UNITS	\$ 8,500	LOCKBOX CHARGES	\$ 3,200
SALE OF HOA-OWNED UNITS	\$ 20,000	EMPLOYEE RECRUITMENT	\$ 2,500
FLEX FEE INCOME	\$ 3,000	OFFICE SUPPLIES	\$ 9,000
BANK INTEREST	\$ 5,000	SECURITY/Front DESK COVERAGE	\$ 3,500
MISCELLANEOUS INCOME	\$ 1,000	MILEAGE	\$ 600
		ARDA, COURIER SERVICE & DOCSTAR	\$ 6,000
		MISCELLANEOUS	\$ 1,500
TOTAL OPERATING REVENUE	\$ 2,999,224		
		TOTAL ADMINISTRATIVE & GENERAL	\$ 443,406
LESS:		<u>SALARIES, WAGES, TAXES AND BENEFITS</u>	
THEATRE TICKETS	\$ 50,000	SALARIES - ADMINISTRATIVE	\$ 208,045
MERCHANDISE COST OF SALES	\$ 3,500	SALARIES - HOUSEKEEPING	\$ 178,379
ACTIVITIES COST OF SALES	\$ 1,000	SALARIES - MAINTENANCE	\$ 167,973
COOKOUT COSTS	\$ 2,500	SALARIES - ACTIVITIES	\$ 38,632
TRANSFER TO RESERVE FOR REPLACEMENT	\$ 525,000	RESORT INCENTIVES	\$ 2,500
		PAYROLL TAXES	\$ 48,568
NET OPERATING REVENUE	\$ 2,417,224	WORKERS COMPENSATION INSURANCE	\$ 24,348
		401K MATCHING CONTRIBUTION	\$ 1,500
<u>UTILITY EXPENSE</u>		EMPLOYEE INSURANCE	\$ 82,405
ELECTRICITY	\$ 242,498	HUMAN RESOURCES/PAYROLL FEE	\$ 16,707
NATURAL GAS - LAUNDRY	\$ 13,000		
NATURAL GAS - POOL & JACUZZI	\$ 25,000	TOTAL PAYROLL EXPENSES	\$ 769,057
TELEPHONE	\$ 23,000		
WATER & SEWER	\$ 56,000	<u>LEASES & CONTRACTS</u>	
LANDFILL FEES	\$ 14,000	EXTERMINATING	\$ 7,500
CABLE TV	\$ 27,576	YARDS & GROUNDS CONTRACT	\$ 21,000
		INCOME TAX	\$ 13,000
TOTAL UTILITY EXPENSE	\$ 401,074	PROPERTY TAX (City/County)	\$ 101,000
		GENERAL INSURANCE	\$ 233,397
<u>HOUSEKEEPING EXPENSE</u>		TOTAL LEASES & CONTRACTS	\$ 375,897
CLEANING SUPPLIES	\$ 45,000		
ROOM PURCHASES	\$ 55,000	TOTAL OPERATING EXPENSES	\$ 2,417,224
CONTRACT LABOR	\$ 223,690	NET OPERATING INCOME	\$ 0
TOTAL HOUSEKEEPING EXPENSE	\$ 323,690		
<u>MAINTENANCE EXPENSE</u>			
TELEPHONE EQUIPMENT REPAIR	\$ 1,200		
APPLIANCE REPAIRS	\$ 9,000		
POOL & JACUZZI SUPPLIES	\$ 20,000		
BUILDING MAINTENANCE EXTERIOR	\$ 20,000		
MAINTENANCE - INTERIOR	\$ 27,000		
MAINTENANCE - RECREATION	\$ 5,900		
MAINTENANCE AGREEMENTS	\$ 9,500		
GROUNDS AND LANDSCAPING	\$ 6,500		
UNIFORMS	\$ 5,000		
TOTAL MAINTENANCE EXPENSE	\$ 104,100		

Maintenance Fee Per Unit/Week	\$ 577.00
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President's Message

Greetings to all from The Links Board of Directors!

Our most recent Board meeting took place on the 9th of October 2009. We were all very relieved and pleased to see the year-to-date financial statements reflect that, in spite of the economic down turn, The Links bottom line is on target and healthy. We would like to thank our management company, Defender Resorts, and our General Manager, Susan Crow, for being proactive. Management instituted preemptive limited spending across the board, including a wage and salary freeze. We appreciate and admire the staff's commitment and willingness to adjust to the "belt tightening," which will see us through this period and balance the budget, in spite of lackluster revenues.

In addition to all the items in the General Manager's Corner (see page five), one frequently asked for and expected project was completed this year, the new WIFI that now blankets the entire site. It includes all units, so you may utilize the Internet from the comfort of your condo, if you bring your laptop. It has made a positive impact, since guests and owners no longer have to tote their computers to the office to find a signal during inclement weather. We still maintain the Internet Café at the Clubhouse for those that travel light and just want to check their email.

Because of the spending cuts and deferred spending, there will be no increase in maintenance fees for 2010. This is nearly a miraculous feat when you consider the costs of electricity, insurance, cable and many others continue to rise. When the economy improves, we can take care of any deferred items. We will continue with preventative maintenance to stay the course of renewal that we have begun over the past few years.

Thank you for your continued support which enables The Links to be one of the nicer all-around Time Share Resorts for its age.

Leo Mansuetti, President
Links Board of Directors

Regional Director of Operations Notes

Congratulations to the owners and staff. The Links once again earned the designation of Silver Crown Resort with RCI due to the Board, owners like yourselves and the staff's dedication to quality and service. The Links has been selected to receive the award based on a 12-month compilation of exchange guest assessments, which include: resort quality, service delivery and overall vacation experience. Due to the hard work and coordination of refurbishment projects over the past few years, The Links has met guest expectations. The scores also determine the owners trading power when attempting an exchange within the RCI network.

TimeShare Ware™

Defender Resorts is in the process of upgrading the Reservation, Member Services, and Billing and Collections software with new technology which has effectively become the standard for our industry. Timeshare property management is part Hotel/Motel, part Vacation Club, and in some of our cases, part Whole Ownership Condominium management. In an effort to streamline interactions and heighten efficiencies, we sought out and sampled the heavy hitters in our industry and honed in on TimeShare Ware, the largest software development company in the shared-ownership industry.

With over 500 successful product installations in 23 countries around the world, we are confident TimeShare Ware is our technology solution. Industry leaders such as Marriott, Group RCI, Orange Lake Country Club, Club La Costa, Welk Resort Group and many others, who have already gone through extensive due diligence and product selection processes, all came up with the same solution that we did.

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General Manager's Corner

It has been a busy summer!

The breakfast had a great attendance every week. We served doughnuts, coffee, tea and orange juice. Everyone was encouraged to stay for a nice overview of what to do and see and the raffle for prizes, of course. We invited special guests to promote the Golf Clinics, Golf Outings, River Rats Adventure, and Sun Cruz Casino. New this year were The Low Country Adventure Tour and "Jeanne" from the Dino Variety Show. The Medieval Times knights also visited several times this summer. The children loved having their pictures taken with a real Knight!

The Cook Out/Pool Parties provided fun for all ages. Our record was 122 guests for hamburgers, hot dogs and baked beans with cole-slaw, chips, and a pickle while sipping a cold beverage. We had DJ music, line dancing and even some kids playing washboards with me! In addition to all of that, we had a Henna tattoo artist on the pool deck.

Amy ran two contests where our guests had to guess "How many Dum-Dum's in a jar" (lollipops) and the "Beach Party Crossword Puzzle". Winner's names were posted each Friday for all to see and prizes were awarded.

We added even more children's activities during the summer months to keep 'em busy. A special Pool Tournament and Ping Pong Tournaments were held just for kids, with trophies for the winners. We also had Sand Art, Ice Cream Floats, Temporary Tattoos, Hair Braiding, Hair Wraps and the Scavenger Hunt.

For the "Grown-ups", we continued with the Pool Tournament, Ping Pong Tournament, Massage Therapist, Paraffin Wax Treatments, Jewelry Shows, Facials, Makeovers, 'Lipsense' Demonstrations, Aquacise, Golf Clinics, Golf Outings, and a Vineyard Tour with Wine Tastings.

Activities for the whole family included Bingo, Bowling and Miniature Golf. We organized "Family Nights" at The Palace Theater on Tuesday evenings, Dixie Stampede on Wednesday evenings and Alabama Theater on Thursday evenings. We continue to sell tickets and make reservations for a number of other shows and attractions. Freestyle Music Park opened on the grounds where the Hard Rock Park had been. We told our guests about their mid-week specials and provided directions to the park.

Our entire staff assisted our guests in the effort to save money while on vacation. We suggested restaurants and made other suggestions for activities according to their budgets and needs. The shuttle ran from May through Labor Day Week to help with transportation convenience and to ease the parking at the Cabana.

Front Desk Reservations/Security

The Front Desk Staff experienced some changes during the season. Our Assistant GM, Linda Ferrell, resigned April 1st to look after her father during an illness. Gayeleen Uzzel was promoted to Front Desk Supervisor and acting Assistant Manager. She has been doing an excellent job. She has four children and lots of patience! Pam Goodale and Jane Kestler are new faces at the front desk, and we welcome them both. They have caught on quickly and have excellent customer service skills. Additional security at night was provided during the summer to insure the safety of guests while at the resort.

Maintenance Department

Ron has some new faces in the maintenance department. Julio Reinoso has come on board to look after the yards and grounds. He has worked into a very valuable member of the maintenance crew. (Julio is from Ecuador.) Just recently, Ben Bishop was added as part-time and is also a very welcomed addition. Melvin Milligan and Jim Dozler both took the CPO (Certified Pool Operator) class and passed the state test for their license. The entire property was re-keyed to maintain security. No Smoking signs were placed on the front doors of all the units and added in the pool area.

Here are a few of the daily operation items taken care of by maintenance:

- The pond behind building Q & P had a new water pump installed.
- Two new pool motors were installed (one for the Jacuzzi and one for the indoor pool).
- A new toilet was installed in unit 17.
- 30 vacuums were repaired for housekeeping.
- Two swings were rebuilt due to people standing on the seats and breaking the frames.
- All storage trailers were emptied. All units were inventoried.
- The last of the wall lamps have been installed in the guest bedrooms.
- The clubhouse A/C on the roof was overhauled.
- The lockers in the men's room at the pool were removed, and the area cleaned and painted.
- Broken pipes at the Cabana were fixed.
- Broken tile in unit 17 was replaced.

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- Replaced a hot water heater in unit 49 along with repairs on 5 others units.
- Two slab leaks were taken care of in conjunction with Four Star Plumbing.
- We purchased a new canopy for the cookouts because the old one was torn up in a microburst storm.
- All A/C filters have been changed monthly.
- A new heat pump was installed for the maintenance shop.
- Housekeeping got a new window unit A/C and the compressor was replaced on the split system.
- Drain lines are being cleaned on all A/Cs.

- Units 2 and 6 had the galvanized drain lines in the ceiling replaced after they cracked and leaked.
- Pool Chlorinator lines were replaced and tanks cleaned.
- Horseshoe pits cleaned and sand added.
- Pool deck power washed.

Projects:

- Outdoor pool emptied and acid washed. Large holes and cracks were repaired. All drain covers on all pools were changed to meet the Virginia Graeme Baker Pool and Spa Safety Act.
- Carbon Monoxide detectors were installed where needed.
- Winter Maintenance Program continued as long as possible and will start back up this fall.
- The maintenance shop is being better organized and cleaned out.
- The pool arbor and all the wood tables and chairs were power washed.
- The cabana porch was power washed and stained. Siding repairs were made.
- 60 hibiscuses were planted. Lots of yards and grounds work.

Clubhouse

In the clubhouse, a new television was mounted on the wall and the furniture has been re-arranged. The space looks larger and better.

In Housekeeping, we had 3,971 unit cleans from August 1, 2008 to August 16, 2009. Since the beginning of 2009 we hve 79 units carpet cleaned. The carpets and furniture were cleaned in the clubhouse. The backs of 104 units have been power washed. All 112 units were deep cleaned. Kitchen scissors were added to the inventory of each unit.

Rentals continue to be a high priority for Management, and Defender is always looking at other ways to either cut costs or supplement income. Safety Training for staff has also been an area that Management has been taking a pro-active stance. Monthly Safety Meetings are being held at each resort. At The Links, each department has a mandatory meeting to go over the topic for the month. This Safety Awareness training should help make The Links safer for guests and employees.

Thank you for all your kindness and support!

Susan Crow. General Manager

(continued from page 4)

The new system is currently being implemented at another Defender managed resort and after all start up issues are customized and finalized; The Links will be brought online sometime in either March or April 2010.

What does all this mean for you? Efficient and expedited reservations and check-ins along with one of the most asked for amenities...ONLINE ACCOUNT SERVICES. Once we have your email address, you will have the conveniences of online bill pay as well as the ability to update email, street address and phone numbers online 24/7.

Much of the technology won't be seen out front by you, but the back-of-the-house will run much smoother and provide Defender with real time information that will improve the overall customer service process we provide to you.

Have a great holiday season, and don't forget, The Links can rent by the night for those early Christmas Shopping trips!

Best regards,

Rick Bachman , RRP,CMCA

Regional Director of Operations



Something You Should Know from Owner Services



RCI

We receive many calls from owners regarding RCI banking or points. RCI is a separate organization that you may join as a timeshare owner. You may visit their website at www.rci.com or you may contact a Weeks Assistant at 800-338-7777 or a Points Assistant at 877-968-7476. Please do not call Defender Resorts for information on your RCI membership.

IF YOU HAVE MOVED:

Please make sure that Defender has your new information for the Homeowners' Association database, so you continue to receive mailings. Remember, it is your responsibility to notify us by the end of the year if you have not received a bill for the next year's maintenance fee. You may contact your resort and they can record your new address, or there is a place on the main page of www.defenderresorts.com to "Email Us".



Joint Tenancy with Rights of Survivorship

During the initial sale of timeshare weeks, many of the deeds were written without Joint Tenancy with Rights of Survivorship. This could be the case with your deed. This oversight could cause you to experience costly probate proceedings in South Carolina. This can also affect the future transfer or sale of your timeshare.

In order to avoid any future complications a simple revision to your deed is needed. You may contact your personal attorney to request the revision. A local attorney, Ken Moss, who is familiar with the process may be reached at 843-281-9901.

Owner Services Deed Transfers

When a timeshare week, is sold, please make sure that Defender receives the new owner information needed to change the Homeowners' Association ownership records. We require two items in order to change the records:

- A copy of the deed recorded (with a book/page and date stamp) at the Horry County Courthouse.
- A check for \$32.00 for a deed transfer fee.

You may have an attorney prepare the deed or record the deed yourself, but Defender does not provide legal services. Defender does need the new owner's billing address, telephone number and usage year. You may contact the Register of Deeds at Horry County at 843-915-5000 or 1310 Second Ave., Conway, SC 29526.

For more information visit their website at www.horrycounty.org.

2010	Week	Saturday to Saturday		Sunday to Sunday	
WHITE	1	01/02/10	01/09/10	01/03/10	01/10/10
BLUE	2	01/09/10	01/16/10	01/10/10	01/17/10
	3	01/16/10	01/23/10	01/17/10	01/24/10
	4	01/23/10	01/30/10	01/24/10	01/31/10
	5	01/30/10	02/06/10	01/31/10	02/07/10
WHITE	6	02/06/10	02/13/10	02/07/10	02/14/10
	7	02/13/10	02/20/10	02/14/10	02/21/10
	8	02/20/10	02/27/10	02/21/10	02/28/10
	9	02/27/10	03/06/10	02/28/10	03/07/10
	10	03/06/10	03/13/10	03/07/10	03/14/10
	11	03/13/10	03/20/10	03/14/10	03/21/10
	12	03/20/10	03/27/10	03/21/10	03/28/10
	13	03/27/10	04/03/10	03/28/10	04/04/10
	14	04/03/10	04/10/10	04/04/10	04/11/10
	15	04/10/10	04/17/10	04/11/10	04/18/10
	16	04/17/10	04/24/10	04/18/10	04/25/10
	17	04/24/10	05/01/10	04/25/10	05/02/10
	18	05/01/10	05/08/10	05/02/10	05/09/10
	19	05/08/10	05/15/10	05/09/10	05/16/10
	20	05/15/10	05/22/10	05/16/10	05/23/10
	21	05/22/10	05/29/10	05/23/10	05/30/10
	22	05/29/10	06/05/10	05/30/10	06/06/10
	23	06/05/10	06/12/10	06/06/10	06/13/10
	24	06/12/10	06/19/10	06/13/10	06/20/10
	25	06/19/10	06/26/10	06/20/10	06/27/10
RED	26	06/26/10	07/03/10	06/27/10	07/04/10
	27	07/03/10	07/10/10	07/04/10	07/11/10
	28	07/10/10	07/17/10	07/11/10	07/18/10
	29	07/17/10	07/24/10	07/18/10	07/25/10
	30	07/24/10	07/31/10	07/25/10	08/01/10
	31	07/31/10	08/07/10	08/01/10	08/08/10
	32	08/07/10	08/14/10	08/08/10	08/15/10
	33	08/14/10	08/21/10	08/15/10	08/22/10
	34	08/21/10	08/28/10	08/22/10	08/29/10
	35	08/28/10	09/04/10	08/29/10	09/05/10
	36	09/04/10	09/11/10	09/05/10	09/12/10
	37	09/11/10	09/18/10	09/12/10	09/19/10
	38	09/18/10	09/25/10	09/19/10	09/26/10
	39	09/25/10	10/02/10	09/26/10	10/03/10
	40	10/02/10	10/09/10	10/03/10	10/10/10
	41	10/09/10	10/16/10	10/10/10	10/17/10
	42	10/16/10	10/23/10	10/17/10	10/24/10
	43	10/23/10	10/30/10	10/24/10	10/31/10
	44	10/30/10	11/06/10	10/31/10	11/07/10
	45	11/06/10	11/13/10	11/07/10	11/14/10
WHITE	46	11/13/10	11/20/10	11/14/10	11/21/10
RED	47	11/20/10	11/27/10	11/21/10	11/28/10
WHITE	48	11/27/10	12/04/10	11/28/10	12/05/10
	49	12/04/10	12/11/10	12/05/10	12/12/10
BLUE	50	12/11/10	12/18/10	12/12/10	12/19/10
RED	51	12/18/10	12/25/10	12/19/10	12/26/10
	52	12/25/10	01/01/11	12/26/10	01/02/11
	53				

DEFENDER REALTY'S RESALE CORNER...

We hear horror stories each week regarding people paying someone up-front to sell their timeshare week. Owners tell us they paid anywhere from \$599 to \$899 to sell their week and were told they could sell it for \$20,000. Developers didn't even get \$20,000 years ago and they marked the week up 50%. We have said for many years, if you pay someone up-front to sell your timeshare week, you will get taken to the cleaners. DO NOT EVER PAY ANY UP-FRONT FEES NO MATTER HOW GOOD IT SOUNDS!!!!

Most of you do not realize the more owners we have paying the maintenance fees, the less the fees go up each year. There is a way to help with this and that is through the Defender Realty Referral Program. When you refer family or friends and they visit your resort, you receive CASH! If they purchase a week at a particular price you receive more CASH! We know you like your resort or you would not be an owner. So, why not help yourself and your referral by giving us their names. If you call Defender Realty within 14 days of receiving this newsletter, you will receive a Double Cash Offer for your referrals. Call Fay Taylor today at (843) 272-7181 Ext. 7215 with those referral names.

If you have thought about purchasing that additional week for you or your family, there will never be a better time than now. With the economic conditions we are experiencing, now is the time to purchase. We have a number of truly motivated sellers that have to dispose of their timeshare week. Call Fay today at (843) 272-7181 Ext. 7215 and ask for a list of available inventory. You will be glad you did and so will your family!

Have a great fall and we look forward to speaking with you.

Frank Baker

Defender Realty, Inc.

(843) 497-6431



fbaker@defenderresorts.com