

# WINDY NEWS

*A Newsletter for the Homeowners of Windy Shores II MOA*



Inside this Issue:

<i>Notice of Annual Meeting</i>	1
<i>President's Message</i>	2
<i>Regional Director of Operations' Notes</i>	2
<i>2010 Approved Budget</i>	3
<i>Defender Realty's Resale Corner</i>	4
<i>2010 Interval Calendar</i>	4
<i>Something You Should Know From Owner Services</i>	5
<i>Updating Technology</i>	6

October 08, 2009

## NOTICE OF ANNUAL MEETING WINDY SHORES II ASSOCIATION OF MULTIPLE OWNERS, INC. NOVEMBER 07, 2009 AT 11:00AM

Dear Homeowner:

Please be advised that the Annual Meeting of Windy Shores II Association of Multiple Owners, Inc. will be held on Saturday, November 07, 2009, at The Maritime Beach Club, 400 N Ocean Blvd., North Myrtle Beach, South Carolina. The meeting will convene at 11:00AM, prevailing local time.

Enclosed with this newsletter you will find a self-addressed business reply proxy. Please fill out this proxy, sign it then 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, November 05, 2009. Don't let this deadline slip up on you, why not do it today. **If you attend the meeting, your proxy will be rescinded and you may cast your vote in person.** We would rather have you attend, but either way, please return the proxy immediately.

The purpose of the meeting will be to elect members to the Board of Directors, and transact any other business that may come before the meeting.

Please participate.

Sincerely,

Mark Westbrook  
President/COO  
Defender Resorts, Inc.





## President's Message

Your Board and Management struggled with the task of budgeting maintenance fees for 2010; however, we achieved our goal and kept them the same as 2009. This was not an easy task because our reserves are very low after recent projects. We all felt that under today's economic conditions (where it seems that the price of most everything is going up and income is going down) that it was of the utmost importance not to have an increase if at all possible.

Windy Shores II looks great. Over the past few years we have completed a number of very expensive projects; a new elevator, new balconies on the street side and new ocean side balconies were completed at the beginning of this year. Other projects completed this year are as follows: the storage units have been renovated with new doors, lights and brighter paint, the garage walls were painted with a lighter colored paint, old ceiling lights were replaced and new ones added to the garage area, the pool area was upgraded with new lighting, concrete repairs and deck coating, new storm drains were installed to improve water runoff, and the soft goods refurbishment project is complete in all units. This includes new carpeting, new sofa sleepers, new drapes, new mattresses and new bedspreads. Balcony chairs and tables were refurbished to get us through the season. Replacement of wiring, electrical receptacles and light switches is 90% complete. The folding closet doors have been replaced or repaired and the popcorn ceilings have been repaired.

Projects planned for the winter months are to continue replacing the kitchen and bathroom tiles, some interior painting, new window blinds, add wood deck to the eastside of the pool area, reseal/repair the south exterior wall area and some sprinkler pipe repairs.

Just a reminder, be sure to provide the highest rating when you fill out your RCI or Interval International comment cards if you are exchanging into Windy Shore outside of your week. Good home resort ratings improve your trading power when attempting to exchange to other destinations. At the same time, be sure to let maintenance or management know if you have any issues while you are here. We cannot always get to the major items in the few hours we have on turn over day. Many owners and guests forget to tell us when things are not quite right and others prefer to not let us in while they are here. This simply means we are forced to defer items that we could have taken care of until the season is over and occupancy slows. We prefer not to inconvenience anyone, if at all possible, and catch things in the early stages.

Wishing you many happy memories!

Ken Nichols, Board President

### Regional Director of Operations' Notes

We thank all of you for your patience during the major balcony replacement project that was completed this past spring. As President Nichols reported above, the interior soft goods replacement was completed during the early part of this past year. During the slow season we will continue replacing the tile in the kitchens and bathrooms. The boardwalk leading to the beach was replaced; a new shower was installed and the pool deck was repaired and painted. A new wooden deck will be installed on the east side of the pool area to accommodate more lounge chairs and we have budgeted to update the pool furniture. Most of the comments we have heard this past season were certainly on the positive side as our returning owners enjoyed the enhancements. Have a great holiday season and don't forget that Windy Shores II rents by the night for those midweek early Christmas Shopping trips! When booking your rental, remember to ask about your owner discount.

Rick Bachman, Regional Director of Operations



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

We hear horror stories each week regarding people paying someone up-front to sell their timeshare weeks. 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 that 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 today at (843) 497-6431 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 who have to dispose of their timeshare week. Call us today at (843) 497-6431 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



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

## Something You Should Know from Owner Services



### **IF YOU HAVE MOVED**

Please make sure that we have your new information for the homeowners' association database, so you will 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 at [www.defenderresorts.com](http://www.defenderresorts.com) to "Email Us".



**Rentals** are available year round at Windy Shores and other Myrtle Beach Defender Managed properties as well as Ocean City MD, Massachusetts and Florida. Remember to keep Defender in mind when booking your stays in other locations, whether for meetings, or just a weekend getaway. Be sure to tell your friends too. And remember to ask about your owner discount when inquiring.

### **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](http://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.

### **Owner Services Deed Transfers**

If you have sold your timeshare week, please make sure that we receive the new owner information we need 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; we do not provide legal services. We also 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](http://www.horrycounty.org).



### **Housekeeping and Maintenance**

While staying at the resort, please be sure to provide any housekeeping or maintenance concerns to the Front Desk Staff at the Maritime so a work order can be generated. Remember, "if we don't know about them, we can't fix them."

## *Updating Technology to Benefit our Timeshare Owners*

### **TimeShare Ware™**

Defender Resorts, the management company that oversees your resort, has recently upgraded the Reservation, Member Services, 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 the 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 around the world in 23 countries, 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.

What does all this mean for you? Efficient and expedited reservations and check-ins along with one of the most asked for ONLINE ACCOUNT SERVICES.

Simply visit "[myaccount.defenderresorts.com](http://myaccount.defenderresorts.com)"

and you will be able to set up a user name and password to have the conveniences of online bill pay and the ability to update email, street address and phone numbers online 24/7. Much of the technology won't be very apparent to you but the back-of-the-house at Defender should run much smoother and provide us with real-time information and timelier reporting which will improve the overall customer service process.

***Wishing you***



***a wonderful fall.***