



Happy
New Year
2013



Happy New Year and I hope this finds you well and safe.

I am pleased to announce that our retiring directors were re-elected at the AGM and that the resolutions put to you for a vote were accepted.

There was talk at the meeting that the resort and our timeshare scheme would be 30 years old in 2014 and that perhaps an AGM and celebration might be held on the island for those that could attend. It certainly is a milestone and the board and managers are looking into options.

There is much happening on the Island and at the resort, and we have been busy ensuring that our little island paradise continues to grow and prosper. We have been having numerous meetings with various providers to see if we can improve your holiday experience and ownership and more to report on this later. What I am really excited about is that we have taken over the wireless internet service at the resort and now run and control it and of course, can now set the charges for it.

I was honoured to attend and facilitate the Korora Bay Village strategy day for directors and management recently, and I think I got as much out of the day as the KBV board did. Certainly some great ideas and thinking that I bought back to Island Palms.

I will leave it up to Sheena & John to share the majority of news, but I will say this. It is their 10th anniversary of being appointed managers and relieving the Tulls in June this year. I hope you join with me in wishing them well and congratulating them when next you stay or talk to them. Where on earth did the last 10 years go?

All my best—*Mark Tull*

DO YOU WANT TO STAY AT ISLAND PALMS RESORT IN 2013?? MANY WEEKS ARE NEAR TO OR FULLY BOOKED— SO DON'T DELAY, RING/EMAIL THE RESORT TODAY TO SECURE YOUR BOOKING.

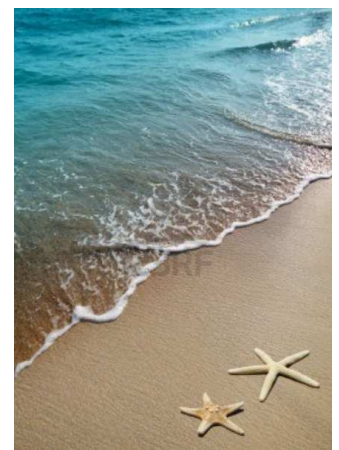


Volume 1, 2013

January 2013

Island Palms Resort
Members Newsletter

- From the Chairman
- 2012-2013 Board of Directors
- 2012 Timeshare Conference
- Rental pools closed
- Furniture
- Window tinting & new guttering



Your 2012-2013 Board of Directors

No changes this year – not even their age! (photo from last year)

2012-2013 Board, Left to Right:

Mal Goon Chew

Trevor Beams

Tom Birt (Deputy Chair)

Tracy Raiteri

Chris Ellis

Mark Tull (Chairman)

Bob Ney



2012 Timeshare conference



In September we were lucky to have the annual Australian Timeshare & Holiday Ownership Council (ATHOC) conference in Nth Qld – Cairns. So it was just a drive versus a flight for most of us. 5 Directors were prepared to give up their time to attend. And after DECADES in the industry, Mark Tull was invited on to a discussion panel regarding the life cycle of timeshare ownership which was very thought provoking for us all. For the fully sold 'independent'

resorts (such as ours) there was much discussion regarding the future of schemes given the



increasing age of members and keeping members engaged with their holiday ownership; how to attract upcoming generations; and obviously lots of administrative topics like building codes, state awards, board matters & compliance issues. Again we returned to Island Palms re-energised and stimulated. One of our first improvements, as mentioned by Mark, was to set up a resort owned wifi system so we can offer more reasonably priced internet to owners and guests (1 week \$20, 1 GB download limit; 1 day \$5, 500MB download limit).

And for Island Palms Resort, another RCI "Hospitality" award PLUS RCI's "Silver Crown" award (the latter only our 2nd one in the past 10yrs - John must have changed his jokes or something).

IMPORTANT REMINDER: As advised in the June 2012 newsletter, the Club no longer runs rental pools. As has always been the case, you may arrange the private rental of your entitlement – you need to first book a week by contacting the resort or if you have adequate time left before your entitlement expires, once you have an interested party, contact the resort so see if the date they want is available.

New Furniture – arrived August 2012

OUT WITH THE OLD It served you well, but enough was enough



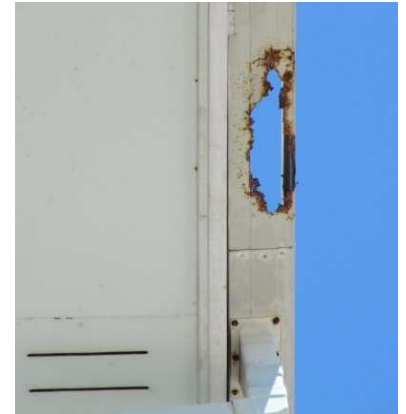
AND IN WITH THE NEW for all 12 apartments

View more photos view: www.islandpalms.net/gallery/



Around the resort

We had committed money from the current year budget to tackle wardrobe updates, but the aging resort guttering isn't going to last till the next budget year as we had hoped. So with the 'wet' season pending we have revised the budget priorities and will be spending \$25,000 on full resort guttering & downpipe replacement. Not as exciting but very necessary. Total job is expected to take approx 2 weeks and subject to weather will be tackled somewhere between 29.1-7.3.2013. As you can imagine, full resort height scaffolding & a cherry-picker is required. Job includes removal & replacement of existing guttering/downpipes. The (original) wooden structures over driveway side windows and drainage tubes from the old box unit air-cons will also be removed – which will be great to have already done before a full resort exterior paint in the 2014/15 year. The new guttering will have a larger water capacity & quicker drainage. It's a semi-circular gutter, not rectangular, with external brackets and the downpipes will be larger than current – 100mm round versus existing 50X75mm rectangular. With all the access and safety gear onsite, we will also get correct drainage for the rooftop solar hot water tanks fitted.



Guttering where rooftop solar hot water tank overflow exits.

In the next couple of weeks we will refurbish 2 apartment laundrys – remove the sliding doors (original), replace the floor tiling (original), replace the sinks (original), paint & replace (original) splashback tiling. We'll also do a full internal re-paint of as many apartments as remaining time permits in February.

FINALLY ... the very unsightly window tinting is being removed and replaced, HOOORAY!!!! 8 apartments have been done, only 4 to go which will be complete over February/March.

The resort grounds look lovely and we receive lots of compliments. We must give most of the praise to Mike who helps around the resort. We personally joke that he is on a mission to singlehandedly fill with green waste all remaining land fill at the Picnic Bay tip!

2012 was a great year, in particular due to the larger than normal number of members we met for the first time, most who were visiting their resort for the first time in at least a decade or 2 or nearly 3! G'day Rick & Sandra (even though we saw you again recently); Vicki & Jim; John & Lynette; Fred & Jessie (2nd visit since 1988!); Barry & Coralie (first stay since purchasing in 1984 – I think you win!); Allison (a close 2nd, last visit October 1987); Brian & Irene (approx 1993); and last through the door at the very end of 2012, Heather & Michael (early 1994).

MAKE 2013 your year to re-visit if it's been too long – we look forward to meeting and hosting you. Cheers, Sheena & John

facebook

Follow us on Facebook!