

## February 2013

We hope you are well!

### 2012 Strata Corp #25 Board Meeting

Attached you will find the Minutes from the Strata Corp Board Meeting held in December 2012 for your review and reference.

As a result of the diligent efforts of our Marketing Team and Reservations Departments, we are pleased to share with you a recent report that was distributed from one of our largest producing Wholesale Travel Agents:



### **Travelocity Top Producer Report TURKS AND CAICOS ISLANDS**

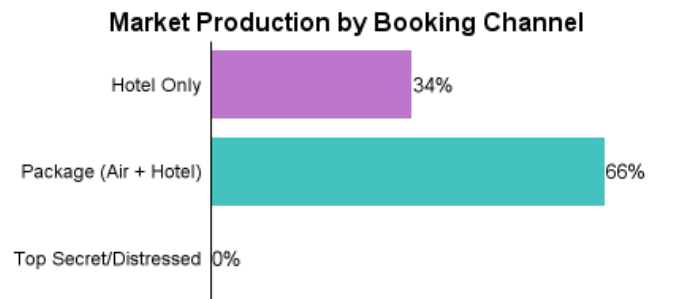
4 Stars or Greater Properties

*For two week period ending Feb 3, 2013*

Travelocity Partner Marketing strives to keep you up-to-date with the latest market conditions. The positioning below is based on room night production by book date. A green or red arrow indicates if the property moved up or down in rank from the previous report. No arrow indicates that the property remained in the same position.

Total Merchant Production		Hotel Only Production		Package (Air + Hotel) Production	
1	Sands at Grace Bay	1	Sands at Grace Bay	1	Sands at Grace Bay
2	↑ Regent Palms Turks and Caicos	2	Regent Palms Turks and Caicos	2	↑ Regent Palms Turks and Caicos
3	↑ The Alexandra Resort	3	↑ The Alexandra Resort	3	↓ Windsong Resort
4	↓ Windsong Resort	4	↓ Windsong Resort	4	↑ The Alexandra Resort
5	↑ Ocean Club West Resort	5	↑ Point Grace	5	↑ Ocean Club West Resort
6	↑ Point Grace	6	West Bay Club	6	↓ Point Grace
7	↑ West Bay Club	7	↑ Seven Stars Resort	7	↑ West Bay Club
8	↑ Seven Stars Resort	8	↑ The Regent Grand	8	↑ Seven Stars Resort
9	↓ Gansevoort Turks And Caicos			9	↓ Gansevoort Turks And Caicos
10	↑ The Regent Grand				

The graph below shows 4 Stars or Greater Properties room night production for TURKS AND CAICOS ISLANDS by booking path.



Additionally, we have a few updates for you on upcoming/ongoing projects at the resort:

**Television replacement:**

As discussed at the Annual General Meeting held last June, we had a Travel Agent Familiarization trip at the resort in May and they deemed our televisions and bathrooms very outdated. While they were very pleased to learn of the upcoming bathroom renovation, they were adamant that the outdated and too small televisions be replaced or they would drop our star rating with them. As such, we have begun the process of replacing old and too small television in the units. The new standard is that all of the televisions become LCD and in the living rooms the size to be 37" or 26" depending on the armoire size; the master bedrooms to be 32"; and in the second bedrooms to be 19". For those of you who have relatively new LCD's but the incorrect size, we will be issuing you a credit for the replacement.

**Update on Various Committees:**

The Committee members are currently working on the subjects at hand and their findings will be distributed within 60 days of the Annual General Meeting, which will be held on June 20, 2013 in order to provide all owners ample time to review the information in preparation for the meeting.

**Rodent Control:**

While it is very common in the Caribbean, and in fact, any hotel, to have from time to time, a problem with rodents. It's an unfortunate fact that we must accept. However, we have recently had a rash of increased activity from these furry pests and we are doing our utmost to

combat it. We are asking your assistance though. We all love animals, but we must refrain from feeding the cats/kittens around the resort for a few reasons. While you would think that having them around would discourage the presence of rodents, it actually increases it as the food left out for the cats/kittens attracts mice/rats as well as the increase of cats/kittens increases the amount of cat feces and urine in the bushes and outside the beach level units.

### **Screens/frames:**

Although the screens on the property have been in service for 12-16 years and have held up incredibly well, as some of you might have noticed, the screens and frames on the patios have inevitably become drastically unsightly with rust and deterioration. They have gone well beyond any predicted useful life in a coastal setting and we will soon begin replacing them throughout the resort starting with the worst ones first. This was discussed at the Board Meeting and it was determined that this is a Strata Corp expense and not an expense to the individual owners. We just wanted you to be aware that we were beginning this project.

### **Advance Reservations:**

Thanks to the great success of the team's marketing efforts, we have seen an increase in advance bookings for the resort and our availability has been limited during peak times. As per the Management and Rental Agreement, if you wish to you use your unit and you have given us at least 90 days' notice, we must confirm the booking for you regardless of whether your unit is available or not. It may happen that although we are outside the 90 day booking notice that we may not be able to accommodate your request. We would appreciate if you could give us as much notice as possible when requesting your unit during high periods. In the event that you are outside the notice period and your unit is not available because the resort is completely full, and you still request us to accommodate you, this may result in the resort having to relocate the guest to another hotel which the travel providers get very upset about and they will stop booking us if this continues to happen. As you can all appreciate, our relationship with our travel partners is paramount to our mutual success. Additionally, as a reminder, please do not confirm your flight arrangements until you have received the confirmation from the resort.

### **Light bulb replacement:**

With the increase in electricity costs and environmental concerns, some owners have replaced their regular light bulbs with energy saving CFL light bulbs. If you do this, please keep in mind the following: please notify Management that you have done so. Our maintenance personnel

will not realize this and will replace them with regular light bulbs. Also, not all the CFL bulbs will work in all sockets. For example, they will not work in the standing lamps or the ceiling lights. We are sourcing a number of CFL light bulbs now and will advise once the replacement will begin.

### **Conde Nast Traveler:**

In case you didn't hear, The Sands was recently awarded one of the top 30 hotels in the Caribbean beating out Grace Bay Club in ranking!

The link to the article is <http://www.cntraveler.com/readers-choice-awards/caribbean/top-30-hotels-caribbean-atlantic>

### **New Restaurants:**

There has been a bit of a flurry of new restaurants that have opened and that you might like to try when you are down.

La Bouchan, located in the Regent Village; French Cuisine (casual)

Lupa, located in the Regent Village, across from Garam Masala; Italian Cuisine (casual)

Fresh Catch, located in Salt Mills Plaza; seafood (you can also purchase fresh fish there to take home) (casual)

Turks Kabob, Turkish/Greek (super casual) located on the road between the highway and Grace Bay Road

Bugaloos, (super casual), located in Five Cays close to the fish market right on the water.

Additionally, Baci is now open for lunch Monday to Friday.

Please note, during peak occupancy periods on the island, restaurants will fill quickly and we recommend making reservations in advance of your arrival. We will always be pleased to assist you.