



Tahoe Sands Resort

Resort Renovation/Remodeling Program...progress and forecast

November 2010

Renovation Vision Statement
To upgrade, modernize and enhance the existing facilities and amenities at the Tahoe Sands Resort in order to extend their useable life by 25 years.

Renovation Strategy

- Remodel most structurally-unsound units first
- Upgrade specific units to ADA compliant levels
- Remodel units of every size equally and on both side of the property
- Base efforts on available funds, operations and maintenance requirements, competing infrastructure requirements, and renovation committee involvement

Board of Director's Action Plan

- Continue reviews & evaluations of our current facilities' state of maintenance and repair
- Evaluate potential funding sources
- Continue the Development of the "Strategy & Implementation Plan"
- Factor ADA requirements into plans & program

Current Plan

- 102- Completed March 2010 ~ 509/510- 2Bd Conversion - Under way
- 116- Upgrade for ADA accessibility ~ 118- Building Permit Issued - Pending renovation
- 310- Building Permit Issued - Pending rebuild 2011

The Tahoe Sands Resort Proudly Presents

The Bear Paw



President's Message

The holiday season and New Year are almost upon us. The board, committees and management are continuing efforts to improve the resort for your enjoyment and comfort.

Some of our renovation goals for 2010 had to be put on hold due to finances. We won the Ghandour easement lawsuit but unfortunately lost on appeal and will be responsible for attorney fees. Also, numerous infrastructure emergencies have taken precedence over other planned projects. In 2009 over \$250,000 was spent on plumbing and electrical in the Lanai building. New county and federal requirements on our pools and spas cost more than \$23,000 in the past 18 months. Additionally, more than \$5,900 had to be spent to deal with electrical compliance issues in the maintenance shop and a hazardous panel in the 500's units. Unfortunately, these expenses, although necessary, don't add to the appeal of the property.

On a positive note, the resort has new outdoor carpet, wireless internet, exterior paint and the new mattresses and sofa sleepers are a big hit. The newly converted and renovated two-bedroom, Unit 102, has received great reviews from you, the owners. We have approved to move forward with the renovation of Unit 310, Unit 118 and the conversion and renovation of Units 509/510, which are scheduled to be completed in the coming year.

My personal thanks to the board, committee chairs and members as well as management and staff for all their hard work this year to make your resort stay enjoyable!

- Gary F. Duignan, President



OWNER SERVICES...Looking for life—enriching experiences

As an owner of timeshare vacations, you are in the position to enjoy your time away with greater flexibility than conventional vacationers. Families can create a different experience each year by utilizing the ability to exchange and through a myriad of resort offerings here at the Tahoe Sands Resort.

Exchange opportunities are plentiful and straight forward but the trading process is intimidating and time consuming. I am well-versed in the process and available to assist you in getting the vacation you want.

Interval International has a best price guarantee on getaways. So, if you find a lower price for a stay you book with them, they refund the difference. Resort Condominium International is rolling out a new program that will make RCI more transparent and easy to understand. Its new easy-to-navigate website makes the trading process more workable to its members. If you are enrolled with RCI please contact me to review the changes. Platinum Interchange is an exchange company that you may not know about. They have no annual membership fees or dues. With their "Request First, Deposit Last" program, you retain your week until you book and confirm an exchange. Hawaii Time Share Exchange and International Cruise Excursions are other exchange companies, each offering a plethora of programs and opportunities, and that's just the beginning!

I look forward to helping our owners plan life-enriching experiences. When you are here, be sure and stop by and introduce yourself. I have a coupon book with discounts to restaurants, shopping and activities. I also can get you flyers on the companies I have mentioned and a color-coded room-type map of the resort. My office is adjacent to the front desk. Just ask for Chad in Owner Services.

I can also be reached at (530) 546-2592 ext. 611 or you can email me at sales.nsri@gmail.com
- Chad Jenkins, Owner Services Representative

CONTACTS

Administration

(530) 546-2592

Reservations

(888) 546-7575

Fax

(530) 546-3291

Sales

(530) 546-3324

Owner Services

(530) 546-2592 x611

Mailing Address

P.O. Box 109

Tahoe Vista, CA 96148

E-mail

TAHSANDS@LTOL.COM

Website

www.tahoerandsresort.com

RCI

(800) 338-7777

Interval International

(800) 843-8843

ResorTime

(877) 477-7368

ICE.Gallery

(866) 814-6295



2011 Reservations

Just a reminder:

Have you booked your 2011 week? Planning ahead ensures that you will have your week to enjoy at the resort or to trade. As an owner, you can book up to **13-months in advance**. Don't delay, call and book your week today!

BOAT BUOYS

Are you bringing a boat to the resort during your stay? Boat buoy reservations can be made for 2011 beginning January 1, 2011.

Helpful reservation hints

A few key points:

- Book early and be prepared with date and room requests as well as a valid credit card.
- Only calls made on the reservation line will be accepted 13-months in advance. (888) 546-7575
- The phone system will put callers in queue in order of the call received...remain on the line, DO NOT HANG UP. If you hang up you will lose your place in queue.
- Call volume is extremely high for peak reservation dates. The holiday weeks and summer months are very competitive.
- If you get a busy signal, hang up and call back.
- You will reach voicemail prior to 9:00 AM
- Remember, the front desk agent is working hard to assist you. Please treat your agent with courtesy and respect.

Check out our website at:

www.tahoerandsresort.com

Rules and Regulation Update

PLEASE NOTE: Changes have been made to your rules and regulations.

1.6 UNIT UPGRADE/DOWNGRADE

(b) DOWNGRADE

Unit downgrade may be reserved not more than thirty (30) days in advance. Such reservations must be confirmed and based on space available. No compensation or credit will be given to Owner for any Unit downgrade.

1.9 FAILURE TO OCCUPY

Any Unit which is reserved by an Owner but not occupied within twenty-four (24) hours after check-in time on the beginning day of the Time Share Use shall be available for rental by the Association unless the Association is advised otherwise by the Owner which reserved the Time Share Use. The rental revenue derived by the Association will be retained by the Association.

~ You can view the rules and regulations at any time online at www.tahoerandsresort.com ~

The wait is over...your reservation waitlist has arrived!

Our new waitlist is a huge success. After working out the kinks at the end of the summer months, our front desk is prepared to wait on you! We want to make sure our owners get every opportunity to get the reservation they're looking for. From now on, when desired reservation dates are unavailable, owners may ask to be put on our waitlist and can expect a call if anything opens up.

Just like our reservations system, the waitlist comes with some guidelines. Here's how it works:

Owner Use Weeks

Owners looking to reserve their week must have specific dates in mind, for a maximum of one week per membership, to be put on the waitlist. Owner time is only waitlisted within the current calendar year (reservation requests for 2011 will begin January 1st). Rules pertaining to reservations still apply to waitlisted weeks.

Bonus Time

Rules pertaining to bonus time still apply. Therefore, owners can only get on the waitlist as far ahead as 21 days before the desired reservation date.

An important tip: The more flexible you are with your waitlisted reservations, the more likely you'll be to get a call back. If you refuse to be on the mountainside or in a studio, you will often forfeit a call when one of those options opens up therefore giving up potential Tahoe vacation time to someone else.

NEW Bonus Time Rates

Effective January 1, 2011 Bonus Time rates will increase to:

Studio	\$75.00
One Bedroom	\$92.00
Two Bedroom	\$106.00

Bonus Time can be booked up to 21-days in advance of arrival.



2011 Assessments

After careful consideration, the Board of Directors decided it was necessary to increase the annual assessment by 9.9%. The additional resources will allow us to perform the upgrades, renovation and maintenance that is required for our beloved but aging resort. Information on the reserve projects that have been completed or are planned for the future can be found on page 4.

<u>Studio</u>	<u>One-Bedroom</u>	<u>Two-Bedroom</u>
\$529.00	\$650.00	\$747.00



Your Board of Directors:

President

Gary Duignan

Vice President

Robert Wemheuer

Treasurer

Cindy Lott

Secretary

Robert Philbrook

Member-at-Large

Tod Beach

Please contact your Board of Directors at:

P.O. Box 109

Tahoe Vista, CA 96148

Board of Director Meeting Dates:

January 8, 2011

Tahoe Vista, CA

March 12, 2011

Sacramento, CA

Annual Meeting

March 13, 2011

Foothill Community Center

5510 Diablo Dr.

Sacramento, CA

2011 Tahoe Sands Time Share Owners Association Budget



WISHLIST FUND

Many owners have expressed interest in offering financial support for special purchases for the resort such as a machine that can pick up goose droppings, beach umbrellas and landscaping plants. Due to this owner interest and support we have started a wishlist fund. If you have a particular request or idea for our wishlist please submit to the Board of Directors. If you would like to make a financial contribution to the wishlist fund please contact Maggie Schumacher at (530) 546-2592 ext. 627.

Wishlist funds will be tracked and if you request for your funds to go toward a particular item we will be sure to allocate funds accordingly. Together we can all be part of making our resort a better place to own and enjoy!

Resort Activities

Do you have ideas for resort activities? What would you like to see or enjoy during your stay? Resort staff are always looking for new ideas. Your input is what we need! Please send your ideas to tahsands@ltol.com

* Join us on Facebook *

Tahoe Sands Resort is on Facebook! Become a friend to stay up-to-date on your resort.

<u>REVENUE</u>	
Assessments	\$1,246,686.00
Former Year's Assessments	\$5,000.00
Late Fees	\$16,000.00
Bonus Time Revenue	\$70,000.00
Rental Revenue	\$140,000.00
Split Week Revenue	\$800.00
Telephone Revenue	\$0.00
Upgrade Revenue	\$3,200.00
Gift Shop Revenue	\$8,000.00
Front Desk Revenue	\$3,800.00
Guest Activity Revenue	\$5,500.00
Housekeeping Revenue	\$1,000.00
Transfer Fee Revenue	\$3,000.00
Vending Machine Revenue	\$1,400.00
Washer/Dryer Revenue	\$1,000.00
Bank Interest	\$6,000.00
Inventory Revenue	\$0.00
Total Revenue	\$1,511,386.00



<u>EXPENSES</u>	
Front Desk	
Salaries, Group Ins.,	
Workman's Comp.	\$253,000.00
Hospitality	\$20,000.00
Gift Shop Expense	\$6,000.00
Office Supplies	\$12,500.00
Housekeeping	
Salaries, Group Ins.,	
Workman's Comp.	\$166,000.00
Linen Replacement	\$6,400.00
Owner/Guest supply	\$13,000.00
Replenishments	\$6,000.00
Supplies	\$6,000.00
Maintenance	
Salaries, Group Ins.,	
Workman's Comp.	\$155,000.00
Appliance repairs	\$3,000.00
Building	\$32,000.00
Grounds Repair & Supplies	\$5,000.00
Pest Control	\$2,200.00
Pool Repairs & Supplies	\$5,500.00
Snow removal	\$2,500.00
Automobile	\$3,000.00
Supplies	\$3,000.00
Windows	\$1,500.00
Lighting	\$1,000.00
Carpet	\$2,000.00
Fire Protection	\$1,000.00
Utilities	
Cable	\$11,500.00
Electric	\$45,000.00
Gas	\$50,000.00
Telephone	\$26,000.00
Trash	\$10,500.00
Water & Sewer	\$58,000.00
General & Administrative	
Audit & Tax Fees	\$5,000.00
Bank Charges	\$12,500.00
Board Meetings	\$18,000.00
Reserve Study	\$1,000.00
Insurance	\$32,500.00
Legal	\$50,000.00
Management	\$124,668.60
Permits & Fees	\$3,000.00
Property Tax	\$82,000.00
Foreclosure Expense	\$0.00
Trans. Occupancy Tax	\$14,000.00
Travel	\$2,500.00
Training	\$4,000.00
Advertising & Promotion	\$4,000.00
Employee Incentive	\$7,000.00
Postage	\$6,500.00
Printing	\$7,500.00
Payroll Expense	\$45,000.00
Reserve Expense & Contribution	\$185,617.40
Total Expenses	1,511,386.00

Reserve Project Update

Completed 2010 Projects

Exterior Painting	\$10,000.00	Pool/Spa Repairs	\$5,878.69
Sofa Sleepers	\$25,000.00	102 completion	\$3,495.25
Resort Wireless	\$7,972.70	Office Ramp	\$3,500.00
Linens	\$2,592.97		
Outdoor Carpet	\$13,414.76		
Shop Electrical	\$2,973.57		
BMP Compliance	\$5,565.00		
118/310 permits	\$5,276.10		

Scheduled 2010/2011 Projects

509/510 Renovation	\$65,000.00
Mattress Covers	\$9,100.00
118 Renovation	\$35,000.00
310 Rebuild	\$88,000.00
Interior Flooring	\$15,000.00
Outdoor Furniture	\$12,000.00
Appliance Replacement	\$4,000.00
Sofa Sleepers	\$6,000.00

