



June 1, 2023

Dear Ocean East Resort Club Owners,

As we prepare to reopen on Saturday, June 3, 2023, there are several items that we would like to share and go over. As you may know we have gone through months of refurbishment of furniture and each of the units that required work due to the damage from the storms. The ocean front units have had all the furniture replaced with new. We have put new carpet in all the units and all the hallways throughout the resort.

Over the last 7 years the Resort has gone through 4 hurricanes, a fire, and COVID. We have remodeled the resort twice in the last 7 years with new furniture, new carpet, new drywall, painted, and replaced the air conditioners in the units and on the roof. The management company and the board of directors have spent countless hours overseeing the redesign and managing costs to do the work. Through its oversight, the management company has saved the association 20% of the overall costs. We hired licensed contractors for electric, plumbing, and AC, maintaining control of the costs without having to hire a "General Contractor."

We have worked together to provide our owners with the best possible vacation during these difficult times. We have watched our pennies to make sure we have money to take care of the resort during difficult times.

Over the last 10 weeks, the staff has worked tirelessly, 7 long days a week. We have hired new front desk, housekeeping, and maintenance staff. Everyone is learning their responsibilities and how to do their job. While this is not your first time checking in, this will be our new staff's first time and we must insist you be patient with them. Our check in time is still after 5pm. This has been the check-in time for many years; however, we have allowed guests to check in earlier provided the unit is ready. We have a system in place for cleaning on Saturday that ensures everything gets done properly. An early arrival does NOT mean your unit will get cleaned and released any sooner. Please do not show up prior to 2pm hoping to get an early check-in. We don't want to disappoint you, but we will not be able to help you.

If after you get checked in to your unit you find things missing that you must have, please send an email to frontdesk@oceaneast.com and we will address it as quickly as possible. Please identify the unit and the week number along with your name and telephone number. We ask that you NOT go to the front desk and report these items. We will do our best to address your needs and thank you in advance for assisting us.

Ocean East has a new Resort Manager. His name is John Stage. He will be on site Saturday when we reopen and looks forward to meeting everyone. John has a military background and has been quite helpful during the refurbishment of the resort. We think you will like him and enjoy seeing him around the resort.

We want everyone to know that there are still areas that are being worked on. We will do our best not to disturb you while on vacation. While the work is not 100% complete, we wanted to get the resort open as quickly as possible and it was decided the remaining minor things could be done after we opened. Still ongoing is the last elevator replacement. The service elevator on the south side and one of the main elevators in the lobby has been completed. The inside of the elevators looks the same; however, everything that makes the elevators go up and down has been replaced. Unfortunately, there will only be a couple of working elevators for a few weeks while the remaining elevator gets worked on. Notices will be posted when the elevator is being worked on.

You will also notice that there has been a redesign of the parking lot and handicap parking spots. Areas that are accessible to owners include behind the gate and in the corral next to Riptides. One spot per unit is allowed in our lot; this has not changed.

The front doors are also being replaced after we open. We ordered these several months ago and they still have not arrived. As soon as they do, the installer will be here putting them in.

The pool deck has been redone and the tables and chairs have been rearranged in a new configuration. We will be adding some new umbrellas as well. Please do not move tables and chairs around. We know you may have liked a table or a chair in a certain location, but we have relocated them to optimize space. Give it try, sometimes change is good.

We look forward to everyone's return and can't wait to get back to some kind of normal!! Please remember the resort is a work in progress for the time being, but we hope you are happy to be back!



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