



Message From the Board President

Phil Totino

The Annual Meeting of the Neptune House Owners Association was held on March 29, 2025, at the Hilton Mystic in Mystic, Connecticut. It was also made available via videoconference. 31 owners attended in person, and 24 owners participated through Zoom.

During introductory remarks, there was a summary of key accomplishments over the past year. Principal among them were: completing two unexpected, unplanned projects (upgrading Buildings A and B to Rhode Island Fire Safety Code, and replacing the sewer line from Building A to the street); completing the second year of work to upgrade the living units to a common standard of function, comfort, quality, and attractiveness; and transitioning to a new management company (Vacatia).

Key challenges over the past year were also addressed. They include the special assessment needed to help fund the unexpected projects and the need to accommodate continually increasing insurance premiums. (Insurance premiums paid last year comprised 20% of operating expenses.)

It was also noted that the building that houses three employees during the prime season is in need of refurbishment or replacement.

Work is in process to determine what needs to be done and how to pay for it.

In the rest of this newsletter, the results of the election of two Board members are reported, along with an update on strategic initiatives, a listing of improvements made to the facilities, an overview of the financial position of the resort, and an overview of the services provided by Vacatia, our new management company.

The slides prepared for the Owners Meeting are available for viewing on the [Owners page](#) of the Neptune House website in the Owners Meeting Material section.



Neptune House
Block Island, RI

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Strategic Initiatives

Phil Totino | President

For the past two years, the Board has been focusing on upgrading unit interiors to a common standard of function, comfort, quality, and appearance. The estimated cost of this work is \$552,000. Features include:

- Bedroom alarm clocks with power outlets, USB ports, and Bluetooth speakers
- Bedroom/living room lamps with USB ports
- Living room rugs
- Up-to-date art on walls
- Functional up-to-date window treatments
- Up-to-date sliding glass doors
- Framed-in windows in place of some sliding glass doors
- Up-to-date kitchen cabinets, countertops, and appliances
- Up-to-date dining room sets
- Up-to-date living room furniture
- 42" smart TVs
- Up-to-date bedroom furniture and comfortable mattresses
- Doors on closets
- Up-to-date bathroom vanities
- Non-slip tubs/showers
- Floor-length mirrors
- Functional, attractive flooring and lighting



22% of the work has been completed, with the remaining work estimated to cost \$432,000. This is an average of about \$18,800 per unit.

Units needing the least amount of work are Units 11, 2, 3, 15, and 22. Units needing the most amount of work are Units 19, 20, 21, 4, and 24. The bulk of the funding comes from the Reserves portion of the Annual Maintenance Fees. The amount allocated in the 2025 budget for this work is \$49,000.

In future years, the Board intends to do as much as possible within the constraint of keeping annual increases in maintenance fees at a manageable level.

Facility Improvements

Samantha Disotell | Resort Manager

A number of improvements were made to the buildings and grounds during the past year. In-house staff performed some of the work, but contractors with special expertise were responsible for the vast majority of the work. Work on units and common areas included:

- Purchasing 10 fans for living rooms
- Replacing microwave oven in Unit 4
- Replacing sleeper sofas in Units 2, 5, 7, 17, and 18
- Replacing living room chairs in Units 2, 4, 5, 8, 15, and 18
- Replacing dining room sets in Units 2 and 14
- Replacing loveseats in Units 6, 11, and 14
- Replacing dining table, sofa table, kitchen butcher block table, nightstands, and rug in Unit 15
- Replacing porch furniture in Units 3, 4, 9, 11, 15, 22, 23, & 24
- Installing storm door in Unit 5

Exterior maintenance work during the past year included:

- Addressing issues on the list of deficiencies found during inspection by the State Fire Marshall. Major tasks included:
 - Installing audible alarms
 - Installing smoke and carbon monoxide detectors
 - Replacing 11 interior doors
- Replacing Building A sewer line
- Repairing gutter seams

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Election of Directors

Chris Lindgren | Secretary

Owners cast votes in person and by proxy to elect two directors, as follows:

- Cheryl Moore (incumbent): 104 votes
- Mark Morrissette (incumbent): 98 votes

The terms are for three years and will expire in March 2028.

Congratulations to Cheryl and Mark, and thanks for continuing to represent and serve our owner base. Owner interest in serving on the Board is vital to keep the Board responsive to owners' needs and to plan for the future. The resort benefits greatly from the skills and ideas of those owners who volunteer their time to lead the resort on the path to continuous improvement.



Meet Vacatia

Jay Agustin | Regional GM

Welcome to the Vacatia family of resorts! We are pleased the Neptune House has chosen us as your trusted management partner. Founded more than a decade ago in San Francisco (we're now headquartered in Fort Lauderdale, Florida), we manage nearly 30 resorts, including several in the Southeast and mid-Atlantic areas. We are also building a strong presence in New England. Here are three factors we believe distinguish Vacatia:

- We pride ourselves on delivering outstanding value, continuous innovation, and exceptional service.
- We believe timeshare is a special sector in the broader travel industry, one that has a more emotional connection to real estate than other travel.
- We embrace the connection that our owners and guests have with the property, on-site team, and each other.

To learn about the benefits that we provide to Neptune House owners, including flexible internal exchange (OwnerPLUS), a fair and equitable rental pool, and our easy-to-use owner portal (Vacatia Clubhouse), please see page 9.

Facility Improvements

continued

Improvements planned during 2025 include:

- Replacing microwave ovens in Units 1 and 10
- Replacing stove in Unit 4
- Installing living room rugs in Units 1, 3, 8, 10, and 21
- Replacing coffee tables in Units 3 and 5
- Replacing TV cabinet in Unit 14
- Replacing end tables in Unit 3
- Replacing dining set in Units 7, 9, 10, 12, and 24
- Replacing sleep sofa in Unit 4
- Replacing love seat in Unit 5
- Replacing alarm clocks in Units 19 and 24
- Replacing bedframes/headboards in Units 9, 14 & 19 and in the guest bedrooms in Units 23 & 24
- Replacing mattresses in Units 12, 14 and 19
- Installing/replacing closet doors in Units 1, 2, 8, 16, 18, 19, 20, and 21
- Installing floor-length mirrors in Units without them
- Updating window treatments in Units 6 and 18
- Replacing one sliding glass door in Unit 20
- Re-keying doorknobs in Units 2, 5, and 16

We will continue to do maintenance work throughout the resort season as needs arise.



Financial Update

Mark Morrisette | Treasurer

OVERVIEW

For 2024, the overall Fund Balance for the association increased by \$107 thousand. This was \$97 thousand more than budgeted. The variance was driven by increased revenue from the special assessment and payments from VRI, offset by expenses from sizable, unexpected projects. The increase puts the Association on track for our 5-year plan.

INSURANCE REVIEW

In 2024, we completed our annual insurance review, as required by our governing documents. The 2025 budget includes updated coverage and allows for a 15% increase in premiums over 2024 levels, as a hedge against another large increase because of continuing losses by insurance companies due to catastrophic weather events.

RESERVE PLAN REVIEW

The board has gone to considerable lengths to design a 25-year Reserve Plan to ensure the long-term viability of Neptune House, and to budget predictable maintenance fees. Over the past year, we completed several projects contained in the Plan. These include ongoing work to bring all living units up to a common standard of function, comfort, quality, and appearance.

We also completed work on two large projects that were not part of the 25-year plan: work to bring our facilities up to current fire safety building codes, and replacement of the sewer line from Building A to the street. These projects cost \$176,284 in total. \$71,520 of unallocated money in the Reserve Fund was used, but, unfortunately, a special assessment was required to fund the balance (\$104,764). In

order to control the increases in maintenance fees that would be required in the upcoming years, we cut back on the amount of spending planned for living unit interior upgrades over the next few years.

The special assessment and payment from our former management company (VRI) for certain charges that the Association had paid during the past several years helped us achieve a positive year.

The funding allocated in the Reserve Fund over the next five years is shown in the chart below. It does not include funding to refurbish or replace the employee housing building, as that project is still in the early stages of planning.

OUTLOOK

Overall fees charged to owners since 2000 have increased by an average of 5.4% per year. The annual increases have varied greatly, but the trend has been consistent. The major causes are inflation on Block Island, the ongoing decline in individual ownership as people grow older or no longer use the Neptune House, the need to maintain aging facilities, and insurance increases. We continue working to control the rate of fee increases by striving to increase revenue from off-season rentals and by maintaining spending efficiencies.

Our goal is to keep annual maintenance fee increases in the 5% – 6% range. However, because of the uncertainty surrounding insurance costs due to continuing losses by insurance companies caused by catastrophic events, future increases may be higher than we would like. At this point, we are anticipating an increase in the range of 6% – 8% in 2026.

RESERVE PLAN PROJECT	2025	2026	2027	2028	2029	TOTAL
Living Unit Upgrades	\$35,000	\$20,000	\$20,000	\$15,000	\$5,000	\$95,000
Parking Building B		\$5,000				\$5,000
Exterior Doors Building A		\$9,381				\$9,381
Exterior Doors Building B		\$6,070				\$6,070
Decking Building A			\$107,161			\$107,161
Concrete Pad — Building B				\$22,046		\$22,046
Roof Building B — Architectural Composition				\$72,509		\$72,509
Common Area Building B				\$2,208		\$2,208
Van				\$35,395		\$35,395
Decking Building B					\$180,186	\$180,186
TOTAL	\$35,000	\$40,451	\$127,161	\$147,158	\$185,186	\$534,956



Renting & Selling on Facebook

There are various ways to go about renting or selling your share in the Neptune House. One way to rent or sell your share is through Vacatia. However, if you have the time and skill, posting on Facebook can be very effective. Initially, you may post something on the Neptune House Owners Private Group. This gives fellow owners an opportunity to rent or buy your shares. If a deal is not made with another owner, then you could post on the Block island Facebook public group. This group has more than 40,000 members. Owners have reported completing deals with renters/buyers within 24 hours of posting on the public group. So, what do you need to do if you want to take this approach?

Presuming that you have an account on Facebook, here is an outline of the process to follow:

1 JOIN THE DESIRED FACEBOOK GROUP(S).

- a. To join the Neptune House Owners private group, search for Neptune House Owners on Facebook or click on this link: [Neptune House Owners Private Group](#). Then submit a request to join the group. After your owner status has been verified, you will receive a notification of acceptance to the group. This may take a few days. Note that there are other Facebook groups with Neptune House in their names. Those groups have nothing to do with our resort. Be sure to request to join the group called Neptune House Owners.
- b. To join the Block island public group, search for Block Island on Facebook or click on this link: [Block island Public Group](#). After the administrator reviews your request to join, you will receive a notification of acceptance. This should take about a day. Note that there are other Facebook groups with Block Island in their names. Be sure to request to join the group simply called Block island.

2 DETERMINE THE PRICE AT WHICH YOU WANT TO RENT OR SELL YOUR SHARE.

Information in the Policy Documents section of the [Owners page](#) of the [neptunehouse.com](#) website can provide guidelines. For rentals, the [Rental Policy and Rates](#) document lists the rates that the Owners Association charges for rentals at different times of the year. For sales, the [Reseller's Handbook](#) contains summary data on actual selling prices over the last three years.

3 COMPOSE WHAT YOU WISH TO POST.

- a. First, you need to position yourself within the Facebook group whose members you want to see the post. Here's how: Log into your Facebook account. Find the menu that lists Groups. Then select the desired group (Neptune House Owners or Block island).
- b. Select Write something... then select Photo/video.
- c. Copy and paste a photo from the [neptunehouse.com Gallery webpage](#) or use one of your own photos, and then select Done.
- d. Describe what you're offering.
- e. Select Post.

Here's an example of a complete post:




For Rent: July 20 - 27
1-bedroom unit at the Neptune House
\$2,450

The Neptune House amenities include a heated outdoor swimming pool, tennis and pickleball court, fire pits, gas grills, and outdoor games. One-bedroom unit (Unit #5) is a 1st floor unit with a queen bed, small but complete kitchen (no dishwasher), living room (pullout sofa), one bathroom, and porch.

Additional resort photos and details on:
<https://neptunehouse.com/>

4 NEGOTIATE WITH INTERESTED PARTIES.

- a. People interested in what you're offering may respond to your post on Facebook or they may send you a private message (sometimes referred to as a DM) on Facebook. You can read and reply to messages within Facebook by clicking on this icon. 

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Renting & Selling on Facebook (Continued)

- b. As an alternative, you could ask interested people to contact you via email or telephone by listing your email address or telephone number in your post. However, if you're posting to the Block Island group (or any other public group within Facebook), you would be revealing that information to the whole world.
 - c. You could document with the renter what would happen if the renter later does not want to use the week. How much notice is required? What amount, if any, would be refunded?
 - d. You should let the renter know that subletting all or a portion of the week is not allowed.
- 5 RECEIVE PAYMENT.**
- a. For rentals, using a money transfer app like Venmo, PayPal, or Zelle is the easiest way to complete a transaction. If you do not have one of those apps, you could make other arrangements such as having the renter send you a check. The resort manager is not authorized to handle rentals of owner units and is not able to collect funds for owner rentals.
 - b. For sales, a lawyer needs to be involved to prepare the deed and associated paperwork. A physical check will usually be required. While you can use a law firm of your choosing to prepare the deed and other necessary documents, a law firm with many years of experience working with timeshares on Block Island is Rodio & Brown located in Cranston, RI (401-274-4040). That firm charges a flat fee of \$400 per share for preparing the deed and the paperwork that will be needed to record the deed with the Town of New Shoreham. Rodio & Brown is the law firm that provides legal services to the Neptune House Owners Association. There are also costs for the Town of New Shoreham Recording Fee (\$94), Rhode Island Conveyance Tax Stamp (\$2.30 for each \$500 of the purchase price or portion thereof), and Block Island Land Trust fee (0.75% of the selling price).

Deedback Program

If you have decided that it is time to move on from the Neptune House due to age, health, changing family circumstances, or any other reason, this program could be for you. It provides a simple, foolproof way to exit your timeshare obligation.

The Deedback Program describes the process for owners to deed their shares back to the Owners Association if certain conditions are met. One of the key conditions is that the owner must pay two years of maintenance fees in advance and relinquish ownership rights so that the Owners Association has time to sell, rent, or license the share without suffering a loss of revenue in the interim. Details about the Deedback Program are

contained in the **Reseller's Handbook**, which is packed with helpful information to assist owners in moving on from the Neptune House, including information intended to aid owners in reselling their shares. It contains sections on Sales Channels, Lead Time, Setting Your Asking Price, Ad Copy, and Legal Matters — ideas that can help you sell your share. The last section, Deedback Program, explains the mechanism for turning shares over to the Owners Association.

The **Reseller's Handbook** reflects sales data through 2024 and is available in the Policy Documents section of the [Owners page](#) of the Neptune House website.



Public Online Presence


WEBSITE

The Neptune House website is the main portal for information about the resort. In line with our marketing strategy, it is geared primarily toward the rental market. The website contains videos, lots of pictures and descriptive information, a link to our blog, a convenient way to make rental reservations, a collection of documents relevant to owners, and a link to pay maintenance fees online. Check it out on your computer, tablet, or handheld device at neptunehouse.com.

FACEBOOK

The Neptune House Facebook page can be accessed by establishing a Facebook profile (<https://www.facebook.com/r.php>) and searching for Neptune House or @NeptuneHouseResort, or by going to <https://www.facebook.com/NeptuneHouseResort/> and then "following" the page. Please click on the Facebook logo  to be directed to our page or search for Neptune House on Facebook.

INSTAGRAM

The Neptune House Instagram account can be accessed by establishing an Instagram account (<https://www.instagram.com>) and searching for Neptune House BI, or by going to <https://www.instagram.com/neptunehousebi/> and then "following" the page. Please click on the Instagram logo  to be directed to our page or search for Neptune House BI on Instagram.



YOUTUBE



The Neptune House has its own [YouTube channel](https://www.youtube.com/). To sign into YouTube (<https://www.youtube.com/>), enter your Google Account email and password. If you do not have a Google account, you can create one at [YouTube.com](https://www.youtube.com/) by clicking on Sign In in the upper right corner. When signed into YouTube, enter Neptune House Block Island in the search bar and scroll down past the ads to the Neptune House channel. We invite you to Subscribe to our channel and to give a Thumbs Up to our videos.

SPONSORSHIPS

Each year, the Neptune House donates an off-season timeshare week to WCNY and to Connecticut's Beardsley Zoo for use in their online fundraising auctions. WCNY is central New York's public television station. Connecticut's Beardsley Zoo is the only zoo in that state. Both organizations provide us with wide exposure to potential future renters and owners.





Communications

RESORT DOCUMENTS

All documents pertaining to the resort are available from the Owners tab on the [Neptune House website](#). These include the resort calendar, governance documents, policy documents, newsletters, financial reports, budgets, minutes of Board meetings and minutes of Annual Owners meetings along with the material presented at the Annual Owners meetings.

OWNER ACCOUNT

Each owner has an Owner ID that provides a way to access information about the shares owned, past and future occupancy dates, account balance, and more. You can make maintenance fee payments by credit card via this portal which can be accessed from the [Owners tab on the Neptune House website](#) by clicking on Pay Maintenance Fees Online.

EMAIL UPDATES

Most communications from the resort are sent only by email. Making sure that your email address on file is up to date will ensure that you don't miss anything. You can update your email address by logging into your account with your Owner ID. Multiple email addresses can be listed.

CONTACT THE BOARD OF DIRECTORS

Questions, concerns, and comments may be sent to the Board via email addressed to board@neptunehouse.com. As fellow owners, we will strive to respond in a thoughtful and timely manner.

JOIN OUR PRIVATE FACEBOOK GROUP

A Facebook group restricted to owners is in place to facilitate communication among owners. Members of the group can share information about renting, selling, exchanging, participating in social activities, etc.

To join this group, search for Neptune House Owners on Facebook or click on this link: [Neptune House Owners Private Group](#). Then submit a request to join the group. After your owner status has been verified, you will receive a notification of acceptance to the group.

Note that there are other Facebook groups with Neptune House in their names. Those groups have nothing to do with our resort. Be sure to request to join the group called Neptune House Owners.

Contact

NEPTUNE HOUSE

Phone: (401) 466-2100
Web: neptunehouse.com

RESERVATIONS, MAINTENANCE FEE PAYMENTS & OWNER SERVICES

Phone: (855) 859-6983

VACATIA SALES

Phone: (855) 641-8409
Email: neptune-house-sales@vacatia.com

INTERVAL INTERNATIONAL EXCHANGE

Phone: (800) 828-8200

PERSONNEL

Resort Manager

Samantha Disotell
Phone: (401) 466-2987
Email: resortmanager@neptunehouse.com

Board of Directors

Email: board@neptunehouse.com
Phil Totino, President
Mark Morrisette, Treasurer
Cheryl Moore
Steve Smith
Monica Warek

Other Officer

Chris Lindgren, Secretary



Vacatia Clubhouse: Your New Owner Portal

HOW TO PAY YOUR MAINTENANCE FEE

1 Log in to **Vacatia Clubhouse** by selecting Neptune House, then inputting your unit and week. Alternatively, you can use your Vacatia ID.

2 Select Payments from the top. From there, you can download your current statement, view your payment history and pending payments, and pay by credit card or ACH.

HOW TO NOTIFY US OF YOUR INTENT

1 After logging in to Vacatia Clubhouse, select the Ownership tab from the top of the page.

2 For each week that you own, select the Tell Us Your Plans button. You can then notify us that you plan to use your week, deposit with Interval, or have Vacatia rent it for you.



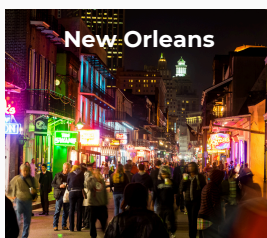
Think Outside Your Week

Owning at a Vacatia-managed resort gives you many vacation options.

- **Internal Exchange:** Through OwnerPLUS, convert any week to FlexPoints for stays at Vacatia-managed resorts. Destinations include New Orleans, Scottsdale, Breckenridge, the Glacier National Park area of Montana, Virginia Beach, western Pennsylvania, New Hampshire, and throughout the state of Florida.
- **Rental Discounts:** Save 15% on stays at the same Vacatia resort destinations listed above, and take 5% off at other participating resorts.
- **External Exchange:** Trade your week for stays throughout the world, with optional Interval International membership.



Scottsdale



New Orleans



Breckenridge



Virginia Beach



Montana



Ft. Lauderdale

These are just a few of the places you can go through Vacatia's OwnerPLUS and rental discount benefits. For more information, log in to vacatia.com/clubhouse or contact Owner Services at 855-859-6983.

Jump in the Rental Pool

Can't use your week? You can rent it out yourself, or you can choose Vacatia's rental pool option, which has the following benefits:

- Payments are based on your pooled period (each of the months that the Neptune House is open) and are automated, providing faster owner payouts.
- If your unit is out of service for any period of time during your rental week, you will not be disadvantaged.
- All revenue generated for the determined period is pooled.
- The revenue is divided among all owners in each monthly pool based on the number of weeks they submitted.

To place your week in the rental pool, log in to vacatia.com/clubhouse or contact Owner Services at (855) 859-6983.