



# Neptune House

*Block Island, RI*

A blue trident icon, positioned to the right of the text 'Block Island, RI'.

April 2020

## MESSAGE FROM THE BOARD PRESIDENT

Phil Totino, President

This newsletter covers material that the Board and management had prepared for presentation at the Annual Meeting of the Neptune House Owners Association – before the Coronavirus (COVID-19) pandemic had taken hold in the United States and the meeting was canceled. Adjustments to plans described in the newsletter will need to be made as the full impact of the virus on the resort becomes known.

To set the stage for the bulk of the presentation, here is an update on the status of the initiatives comprising the Turnaround Plan established four years ago. The main goals are to improve the financial health and physical condition of the resort and to stabilize annual fees. The positive impact of our efforts to date is reflected in our scores on the customer satisfaction survey conducted each year by Interval International (see chart on next page).

Key points regarding the six initiatives are as follows:

- 1. Management Company** – Vacation Resorts International (VRI), now known as VRI Americas, was hired by the Board at the beginning of 2016 to provide management services. The current contract extends through the end of 2021, with 3% annual management fee increases. The Board remains pleased with the services provided by VRI.
- 2. Collection Policy** – Rodio & Brown, the law firm that handles defaults, continues to do a solid job in collecting from former owners subject to foreclosure. More than \$80,000 has been recovered over the past few years. New defaults continue to be resolved in a timely fashion.

- 3. Proposition 30** – This was a successful one-time effort in 2016 to shorten our resort season to 30 weeks and to implement a float week amnesty.

- 4. Reserve Plan** – The 25-year reserve plan established in 2017 continues on track, although with some adjustments in timing due to urgency of need or contractor availability.

- 5. Recreational Amenities** – Phases 1 and 2 have been completed with construction of the outdoor heated pool and the patio along with installation of fire pits and outdoor furniture on the patio. Phase 3 which entails demolition of one tennis court, resurfacing of the other tennis court, installation of new fencing, development of a new irrigated grass play area, and landscaping is slated for completion in June 2021.

- 6. Sales & Marketing Program** – Limited results from efforts by timeshare sales firms to sell off-season inventory over the past three years have led to a change in focus. The Board did not renew the contract with the sales firm, and instead shifted gears towards renting and licensing as ways to monetize inventory and ultimately attract new owners.

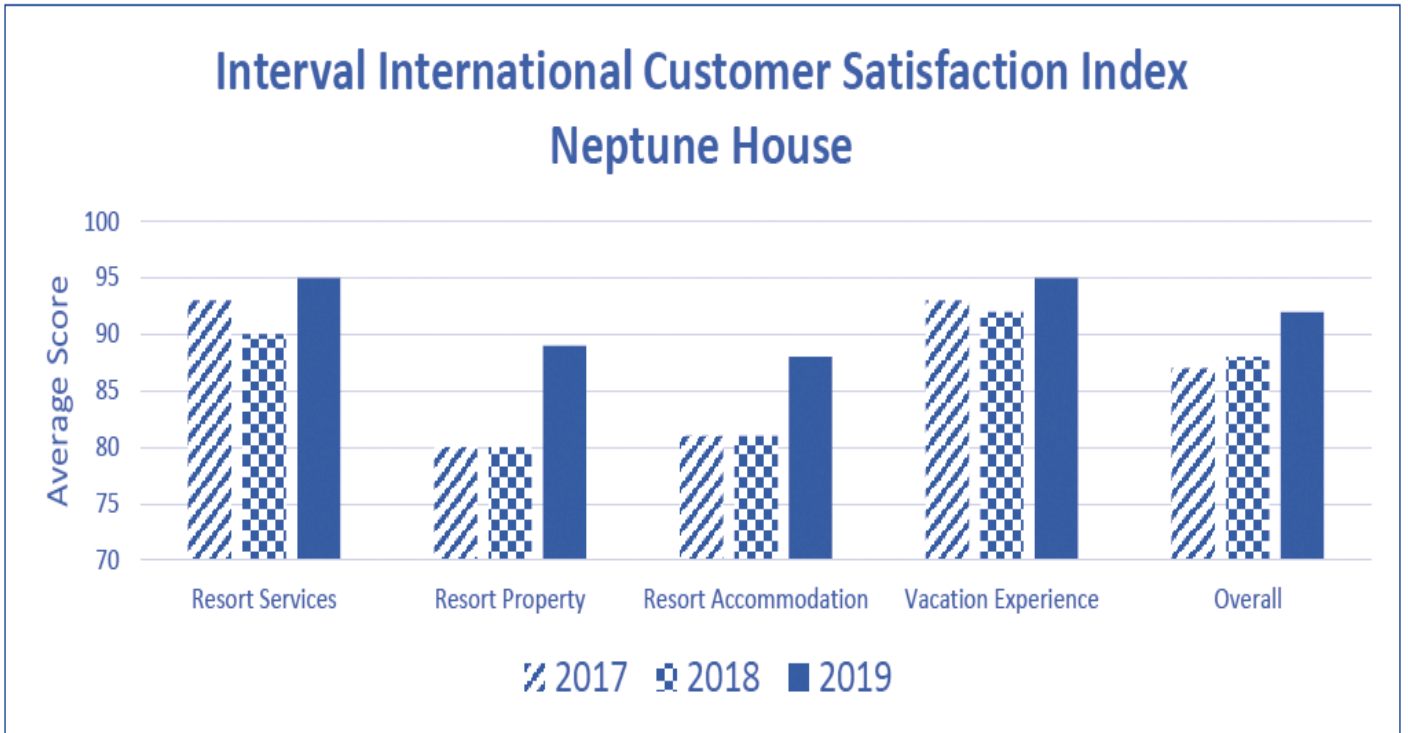
Results of the election of two Board members to fill expiring terms are reported, along with general updates on improvements to the facilities and the financial status of the resort. A detailed presentation about our refocused sales and marketing efforts is also included. The slides prepared for the Owners Meeting are available for viewing through the Owners Portal of the VRI website by clicking on **Owners Meeting Slides 2020** in the Newsletters & Notices section. You must log into your account to view the slides.

**Inside this Issue:** Customer Satisfaction ■ Election of Directors ■ Recreational Amenities  
Project Facility Improvements ■ Financial Update ■ Deedback Program ■ Sales & Marketing  
Communications ■ Testimonials - Help Needed ■ Public Online Presence

## Customer Satisfaction

When people exchange shares through Interval International, II asks them to fill out a questionnaire rating their experiences at the resort. Responses are grouped into four main categories and summarized in an Overall score. People who participate are entered into a monthly drawing for a certificate for a free week at any resort in the II system.

The chart below shows a dramatic improvement in our scores last year when compared to the previous two years. The higher scores are most noticeable in the ratings of the property and accommodations. It is heartening to know that people unfamiliar with our resort have recognized and valued the improvements that we have made in recent years.



## Election of Directors

Chris Lindgren, Secretary

Owners, without regard to Association-owned shares, cast votes by proxy to re-elect two incumbent Directors for new 3-year terms, as follows:

Jeff Anliker	134 votes
Phil Totino	132 votes
E. Paul Cizek	29 votes

The 3-year terms will expire in March 2023.

Congratulations to Jeff and Phil, and many thanks to Paul for stepping up to present his candidacy. The future of the resort depends on continued owner interest in serving on the Board. The resort needs the skills and efforts of those owners who volunteer their time to set the course for the years ahead.

# Recreational Amenities Project

Cheryl Moore, Vice President of Facilities Planning

Phase 2 of the Recreational Amenities Plan was completed in 2019. The patio between the pool and tennis courts was constructed in April. Portable propane fire pits were installed in May, and new outdoor furniture was set up on the patio in June.

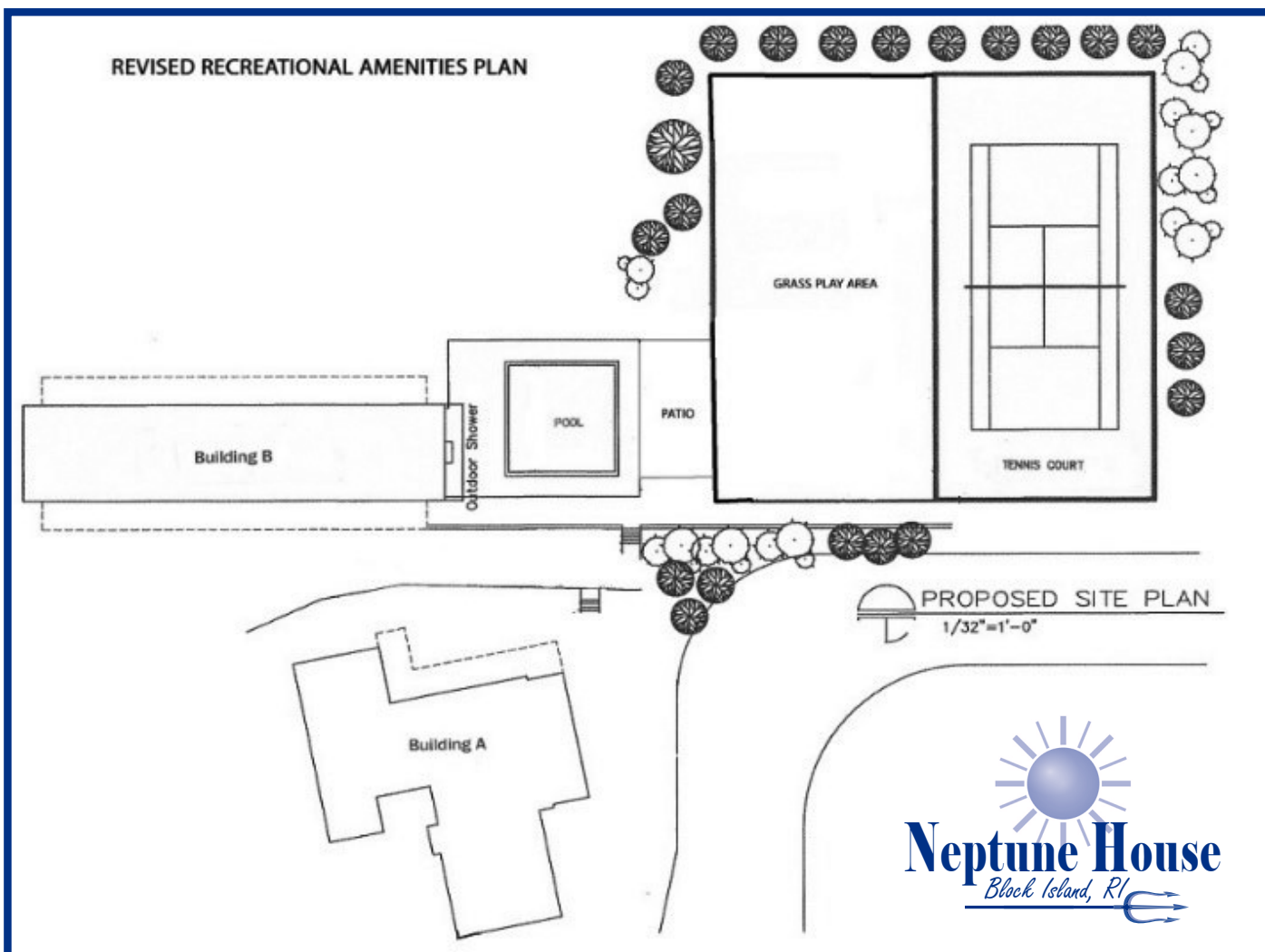
The patio was built with pavers in a way that did not require approval from the town to increase the impervious area on the property. To support the patio, a short retaining wall near the tennis court fence was built. Also, a gate into the pool area was installed.

New granite stairways with railings were built leading up from the patio towards Building A and down from the patio to the tennis courts.

Phase 3 of the Recreational Amenities Plan is slated for completion in June 2021. It includes

demolishing one tennis court, resurfacing the remaining court, replacing the fence around the tennis court, providing an irrigated grass surface where the first tennis court currently is, and doing landscaping to enhance the appearance of the property. The grass area could potentially be used for playing kick ball, Wiffle ball, cornhole, lawn bowling, or other sports that do not require special infrastructure. This will complete the Recreational Amenities project.

Pictures of the pool, patio, and fire pits can be seen in the slide presentation accessible through the Owners Portal of the VRI website by clicking on **Owners Meeting Slides 2020** in the Newsletters & Notices section. You must log into your account to view the slides.



# Facility Improvements

## Samantha Disotell, Resort Manager

Many improvements were made to the buildings and grounds in 2019. In-house staff performed some of the work, but contractors were used where special expertise was required and because of the amount of the work.

Work on units and common areas included:

- Installed hairdryers in all bathrooms
- Painted all interior units
- Replaced hinges, doorknobs, shower curtain rods, etc. with new brushed nickel pieces
- Installed new entry doors for Units 5 and 16
- Stained first-floor deck, railings, and stairs on Building B
- Replaced some flashing and siding on back of Building B
- Remodeled kitchen cabinets in Units 11 and 18
- Replaced sliding glass doors in bedrooms of Units 18, 21, 22, and 24
- Replaced kitchen windows in Units 18, 21, and 24
- Painted kitchen cabinets in Units 20 and 21 and installed new hardware
- Remodeled twin bathrooms in Units 22, 23, and 24
- Remodeled check-in window in the main lobby
- Updated In-Room Guest Guidebooks
- Painted some furniture including coffee tables, dining tables/chairs, etc.
- Replaced furniture per budget guidelines
- Replaced appliances as needed

Exterior maintenance work included:

- Installed new exterior light fixtures by stairwells of Building B (front and back)
- Reinforced fence by Units 4/5/6; installed stair railings; painted fence
- Removed diseased tree by Units 5/12
- Created stone pathway connecting the new granite stairway from the patio up towards Bldg. A to the wooden stairs that lead to the front of Bldg. A
- Re-installed walkway in front of Building B near pool

- Designed and planted new flower gardens
- Placed flower boxes and planters on the new patio
- Had ADA (Americans with Disabilities Act) study done to assess disability access issues

A picture of the new walkway between the patio and Building A can be seen in the slide presentation accessible via the Owners Portal of the VRI website by clicking on **Owners Meeting Slides 2020** in the Newsletters & Notices section. You must log into your account to view the slides.

Improvements planned during 2020 are listed below. The Building B drainage, parking area, and water heater replacement projects along with the repairs to employee housing were originally planned for 2019 but slipped into this year due to contractor availability.

- Replace pool cover system with single roller and cover
- Refresh art on the walls of living units
- Enhance bathroom safety with no-slip tub surfaces and grab bars
- Complete staining of Building B decks, railings, and stairs
- Improve drainage around Building B
- Create defined parking area in front of Building B
- Replace water heater in Building B
- Replace boiler in Building B
- Make repairs to employee housing building
- Replace fire control panels in Buildings A and B
- Upgrade lobby in Building A
- Replace windows/roof/sidewalls/trim on porches of Units 4/5/6
- Remodel Unit 6 interior
- Repair/replace steps leading up to Units 7 and 8
- Replace sliding glass door in front of Unit 22

We will continue to perform repair and maintenance work throughout the resort season as needs arise.



# Financial Update

Mark Morrissette, Treasurer

## Overview

2019 was a positive year for the Neptune House. Revenue came in ahead of budget, and operating expenses came in slightly under budget. Revenue benefited mostly from sales of shares and from income deriving from the foreclosure auction that took place in late 2018.

Our 2020 budget is consistent with a new 5-year plan that we have established, now that the 3-year period for financing the first two phases of the Recreational Amenities Project is over. Reserves are on plan overall, although there have been changes due to contractor availability, urgency of need, and revised project estimates. As owners grow older or no longer use the Neptune House, maintenance fee revenue continues to decline each year. We are attempting to balance this by increasing other revenue, especially from rentals and licenses. As we work to bring on other sources of revenue while maintaining the resort, our objective and expectation for the annual assessment for the foreseeable future is annual increases at or slightly above the rate of inflation.

## Insurance Review

In 2019, we completed our annual insurance review, as required by our governing documents. The 2020 budget includes updated, adequate coverage.

## Foreclosure Review

A foreclosure auction was held on 21 shares in November 2018. Included were 13 summer shares. 14 shares including 12 summer shares were sold. The Owners Association realized \$17,500 in net revenue (sales less legal, administrative, and advertising expenses). An additional \$19,950 in 2019 maintenance fee revenue was collected.

## Financial Detail

### 2019 Operations vs. Budget

#### Gain/Loss (\$000)

	Actual	Budget	Variance
Revenue	\$ 670	\$ 654	\$ 16
Operating Expenses	<u>656</u>	<u>655</u>	<u>9</u>
Gain (Loss)	\$ 24	\$ (1)	\$ 25

Operating profit for the year was \$24,000 due mostly to unit sales and foreclosure income. Expenses slightly under plan also contributed in a positive way.

### 2019 Reserves vs. Budget

#### Gain/Loss (\$000)

	Actual	Budget	Variance
Revenue	\$ 151	\$ 148	\$ 3
Operating Expenses	<u>108</u>	<u>148</u>	<u>40</u>
Gain (Loss)	\$ 43	\$ -	\$ 43

Reserves spending includes interior and exterior improvements and major planned maintenance. Some late-2019 projects were pushed into early 2020, thereby resulting in a favorable variance for the year.

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# Financial Update Continued...

Mark Morrissette, Treasurer

## Consolidated Financials

### Gain/Loss (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Total Assessment	\$ 793	\$ 772	\$ 758
Plus Additional Revenue	<u>32</u>	<u>94</u>	<u>63</u>
Total Revenue	\$ 825	\$ 866	\$ 821
Less Expenses	<u>777</u>	<u>931</u>	<u>754</u>
Gain (Loss)	\$ 48	\$ (65)	\$ 68

*2019 Gain does not tie out due to rounding*

Overall, 2019 was a favorable year, but as noted above, many of the items that caused the positive variances are not repeatable or predictable. Revenue was ahead of plan for the year, driven by one-time events from the sale of summer units and the foreclosure auction late in 2018. Expenses were below budget as some improvements and repairs planned for late-2019 were moved into early-2020. As a result, we expect much of the 2019 gains will be used for 2020 improvements (including projects that slipped from 2019 to 2020). Year-over-year declining assessment revenue remains a concern.

Full audits were completed for 2017 and 2018, and we anticipate that the audit of 2019 financials will be completed by July 2020.

### Balance Sheet

The table below shows the balance sheet of the resort. The Fund Balance, which is an accounting term representing the difference between assets and liabilities, is a reasonable proxy for the overall financial stability of the resort. The Fund Balance increased in 2019 due to revenue above expectations and deferred project spending.

## Summary Balance Sheet

### December 31, 2017, 2018 & 2019 (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
<b>Assets</b>			
Cash	\$580	\$446	\$575
Assessments Receivable for Upcoming Year	\$379	\$367	348
Pre-Paid Expenses	<u>\$ 10</u>	<u>\$ 48</u>	<u>15</u>
<b>Total Assets</b>	<b>\$969</b>	<b>\$861</b>	<b>\$938</b>
<b>Liabilities</b>			
Accounts Payable (Bills to be paid)	\$ 12	\$ 3	\$ 17
Accrued Expenses	\$ 8	\$ 12	13
Deferred Revenue	<u>\$780</u>	<u>\$741</u>	<u>735</u>
<b>Total Liabilities</b>	<b>\$800</b>	<b>\$756</b>	<b>\$766</b>
<b>Fund Balance</b>	<b>\$169</b>	<b>\$105</b>	<b>\$173</b>

*2019 Total Liabilities does not tie out due to rounding*

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## 2020 Budget

A very high-level view of the current year's budget is shown below. A more detailed breakdown is available through the Owners Portal of the VRI website by clicking on **Budget 2020** in the Newsletters & Notices section. You must log into your account to obtain access.

### 2020 Budget

Operating Expenses	\$696,447
Other/Discretionary Reserves/Improvements	<u>\$143,600</u>
<b>Total Budget</b>	<b>\$840,047</b>

***Maintenance Fees Decreased 1.7% from 2019 to 2020  
Accumulated Reserve Funds to be used on major projects***

### Reserve Plan Review

Maintaining an adequate Reserve Fund is important to ensure the long-term viability of the Neptune House. It allows us to have stable maintenance fees without the need for periodic special assessments.

In 2016, we completed a detailed review of all facilities, and we built a 25-year maintenance plan covering all aspects (interior and exterior) of the resort. The plan acknowledges the fact that we need to play catch-up on repairs, as well as plan for preventative maintenance.

In 2019 we continued the catch-up repairs in several units, as planned. In addition, we completed Phase 2 of the Recreational Amenities Project.

During 2020, from the Reserve Fund we plan to:

- Begin Phase 3 of the Recreational Amenities Project
- Continue catch-up repairs in living units
- Replace the water heater in Building B
- Improve the parking area in front of Building B
- Improve drainage around Building B
- Make repairs to the employee housing facility
- Upgrade the Building A common area
- Replace the fire control panels in Buildings A and B
- Replace the boiler in Building B

Funds for Phase 3 of the Recreational Amenities Project will be expended this year and next year but are being collected over a 5-year period in order to avoid a large increase in the Reserve portion of the overall Maintenance Fee in any given year, while ensuring that we maintain a minimum balance in the reserve fund at the end of each year.

The Building B water heater replacement, drainage, and parking area projects along with the repairs to employee housing were originally planned for 2019 but slipped into this year due to contractor availability. Also, when the Reserve Study was done, the project to replace the boiler in Building B was originally slotted in 2022. It has been pulled forward to this year because of repeated servicing over the past year, as well as to more quickly reap the benefits of current technology that will lower heating bills through improved efficiency.

### Financial Outlook

The slow, steady decline in assessment revenue during the past few years is problematic. It is caused by the fact that defaults and deed-backs are exceeding new sales. So far, the annual shortfall has been offset by foreclosure and sales income much higher than budgeted. That income is not sustainable over the long term. During 2020 we will be looking to significantly increase revenue from rentals and licenses. The degree of success that we experience will impact future maintenance fee increases.

At this point, we anticipate that annual maintenance fees will increase at or slightly above the rate of inflation. However, this is by no means a certainty.

# 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, fool-proof 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. Much of the Handbook is concerned with providing information intended to guide 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. Additionally, there is a section about Interval International's Club Interval Gold program for consideration as an alternative to selling. The last section, **Deedback Program**, explains the mechanism for turning shares back over to the Owners Association.

An updated version of the **Reseller's Handbook** that reflects sales data from 2019 is available through the Owners Portal of the VRI website by clicking on **Policy Reseller's Handbook** in the Documents & Forms section. You must log into your account to view it. Owners without internet access can call the resort to have a copy mailed to them.

## Sales & Marketing

### Phil Totino, President

In September of 2018, the Board set up a committee of owners to develop a marketing strategy aimed at getting more revenue from off-season weeks owned by the Owners Association. Much of the material in this section is based on work done by the committee. Members of the committee are:

- Jeff Anliker, Chairman
- Doug Carnahan
- Cheryl Moore
- Samantha Disotell
- Michael McManus
- Jillian Belanger \*
- Paul Weiner \*

\* Stepped down in November 2019

### Background

During the past three years, the sales firms hired by the Board have sold only nine (9) shares, with seven (7) of them being in the off-season. Only one of the sales in 2019 was for an off-season share.

The number of shares owned by the Owners Association in the 30-week resort season has increased from one hundred (100) at the end of 2017 to one hundred twenty-four (124) at the end of 2019. Our budget for 2020 assumes that this number will climb to one hundred forty (140) by the end of the year. This might be somewhat pessimistic, but it is based on the fact that deed-backs and defaults have been accelerating as our owner base ages – and we want to be conservative in our budgeting.

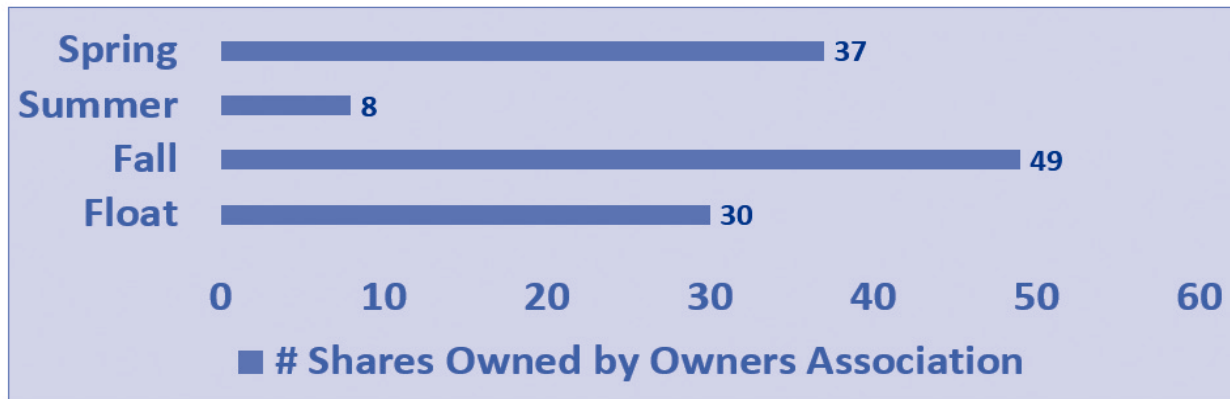
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# Sales & Marketing Continued...

**Phil Totino, President**

The chart below shows the distribution of the 124 shares owned by the Association by time of year. The Spring and Fall periods encompass six (6) weeks each. The Summer period lasts fourteen (14) weeks, and the Float season includes four (4) weeks.



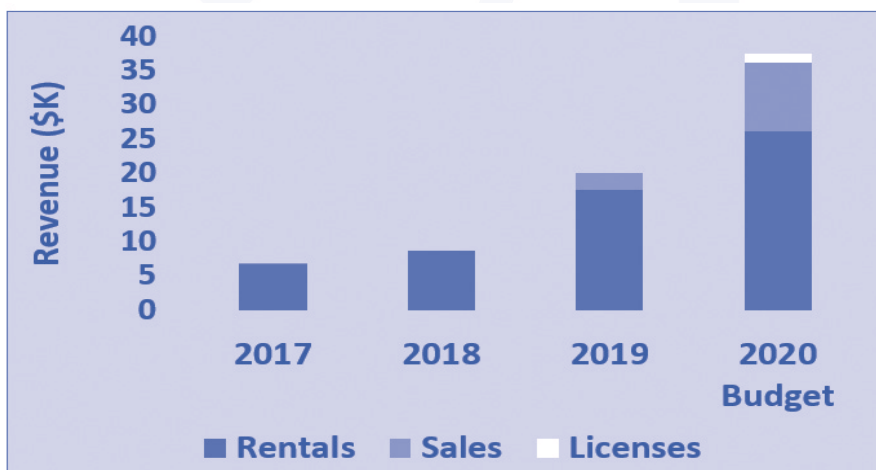
The root causes limiting sales seem to be a combination of factors affecting the timeshare industry in general and Neptune House in particular. Among the things impacting the industry as a whole are: 1) the widespread use of smartphone apps that make it easier to find accommodations and to shop for the best deals; 2) the desire for varied vacation experiences; and 3) the fact that timeshares have a poor reputation. Factors particular to Neptune House include: 1) the extra time and expense of travel to and from Block Island; 2) the relatively cool, variable weather in the off-season; 3) the fact that fewer restaurants and shops are open during the off-season; and 4) a requirement to charge the same annual maintenance fee in the off-season as in the summer season.

## Direction

The Board has decided to shift emphasis from sales to renting and licensing of off-season inventory. Our goal is to attract new people to the resort, with the idea of finding guests who would return in subsequent years and who could eventually become buyers.

The drawback to pursuing rentals and licenses over sales is that net rental rates and license fees in the off-season are lower than maintenance fees. Therefore, the Association will realize less annual revenue than if the shares were sold. However, this situation is better than having no revenue (assuming that cleaning costs are covered) and has the benefit of bringing new people to the resort.

The chart below shows the amount of revenue that has been generated by Association-owned shares from rentals and sales (with certain exclusions) over the past three (3) years, along with the projection for 2020 as embodied in this year's budget.



**Note: Sales Revenue excludes sales associated with foreclosure auctions**

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# Sales & Marketing Continued...

**Phil Totino, President**

Revenue in 2017 and 2018 was between \$5K and \$10K each year. It jumped to about \$18K in 2019 due primarily to the rental of summer shares obtained in conjunction with the foreclosure auction held in November 2018. This year's budget presumes significant increases in rental and sales revenue along with new revenue from licenses.

## Sales Strategy

The Board ended the relationship with our sales firm when the contract expired at the end of last October. In November we sent an email to owners listing the available prime season inventory. This resulted in the sale of two (2) shares. In the future, we will make shares available for sale to renters, owners, and people whose contact information we collect on our new website.

## Licensing Program

The licensing program that the Board established is for people who want to buy points to exchange through the Interval International Club Interval Gold points program, rather than to stay at the Neptune House. Each year, Interval International determines the number of points that particular shares are worth.

Our program is limited to shoulder season weeks (spring weeks 18 through 23 and fall weeks 38 through 43). Licenses will typically be for a five-year term. The Board will set the annual fee at a level that will allow the cost per point to be competitive with what other resorts offer.

## Marketing Funnel

The marketing process is typically depicted by a funnel to indicate that a large pool of people is winnowed down to a small portion who make it through the entire process. There are five stages:

- Awareness: Making people aware and positioning them to be receptive to future interactions
- Consideration: Providing information to help people when comparing against competitors
- Conversion: Offering a straightforward process to complete the transaction
- Loyalty: Fostering loyalty through providing a great experience and maintaining connections
- Advocacy: Encouraging active promotion of the product or service



## Marketing Plan

The ultimate goal of our marketing efforts is to get close to full occupancy of the resort during the 30-week season. Our primary focus is off-season rentals. The off-season consists of Spring weeks 15-23 (~April 15 – June 15) and Fall weeks 38-44 (~September 20 – November 10). Our target audience is people in New England and New York who live within a four-hour drive of a ferry terminal, and who 1) love outdoor activities; 2) want relaxation, regeneration, and downtime; and/or 3) desire artistic, educational, or motivational experiences. Hence, our tagline:

**An Island Resort  
Outdoor Adventure • Peaceful Charm**

The specific actions in our marketing plan for 2020 are:

1. Assure that rental rates, discounts, and incentives are competitive
2. Implement a new website with rental booking button, and keep up to date

# Sales & Marketing Continued...

Phil Totino, President

3. Increase online presence with ads on Google, Facebook, Instagram, Groupon Getaway, Block Island Chamber of Commerce, and the Block Island Tourism Council website
4. Promote positive reviews on Google and TripAdvisor
5. Participate in the WCNY Travel Auction
6. Purchase space on the Block-opoly game developed by the Block Island Chamber of Commerce
7. Develop relationships with organizations and groups with existing or potential affinities to Block Island
8. Hire a marketing/sales consultant to solicit organization/group partnerships and place ads on selected websites and/or in organization newsletters
9. Develop a flyer/brochure/pamphlet for posting and distribution
10. Implement an email marketing system that:
  - Shows the value of and/or educates subscribers about Neptune House
  - Is helpful and provides additional information
  - Highlights benefits of Neptune House & offers discounts/promotions
  - Retains customers and instills loyalty
  - Turns customers into fans who promote the resort and refer friends



## Accomplishments to Date

So far, we have

- Established competitive rental rates and discounts for 2020
- Posted inventory on booking.com and KAYAK
- Deposited inventory in the RCI Rental program
- Implemented a redesigned website that
  - o Displays new pictures and a video
  - o Makes it easier to book a rental
  - o Works well on computers and handheld devices
  - o Allows email capture to build a database of interested people to whom we can periodically send emails about special events or promotions
- Extended our social media presence on Facebook and Instagram
- Purchased space on the Block-opoly game
- Developed a color brochure
- Publicized our new tagline

We anticipate that making inventory available for rent through multiple new channels will markedly increase bookings that result in additional rental revenue. It should also bring new people to the resort who could potentially become repeat renters or eventually buyers.

Furthermore, we're hopeful that our expanding social media presence and our totally revamped website along with our various other marketing efforts will attract people to the resort who would not otherwise find out about what we have to offer.

## How to Help

Owners can help bring more people to the resort (and thereby control future maintenance fee increases) by moving more forcefully from the Loyalty stage to the Advocacy stage. Specific actions to take include:

- Writing reviews on TripAdvisor. Our current average score is 4 (Very Good). We want to get to 4.5 (Excellent). Owners can help by writing a few sentences about having a 5-star experience, calling out the positives. We especially need testimonials from people in the off-season.
- "Liking" posts on the Neptune House Facebook and Instagram pages
- Telling friends and neighbors about the Neptune House

# Communications

## Create an Owner Account

Having an owner account allows you to see your account balance, your last payment, and your upcoming reservations. You can also make payments by credit card. Additionally, you have access to policy documents, newsletters, financial reports, budgets, plans, minutes of Board meetings, and other documents pertaining to the resort.

Creating an account is something that you can do yourself on the VRI website ([www.vriresorts.com](http://www.vriresorts.com)). Before doing so, your email address must be on file with VRI and associated with each of your shares (unit/weeks).

If you have not previously provided your email address, please call 1 (866) 469-8222 or email [nemberservices@vriresorts.com](mailto:nemberservices@vriresorts.com) and ask to have it associated with all your shares.

To create an account, go to “Owners Portal” and click on “New Users.” Enter your Email Address and select from the Property Code drop down, enter your Account Number which is of the form UUU-WW where UUU is the unit number padded with leading zeroes and WW is the week number, and then click on “Register” and create a password.

## Access Minutes of Board Meetings

If you want to keep abreast of the activities of the Board of Directors on a monthly basis, please access the minutes of Board meetings on the VRI website ([www.vriresorts.com](http://www.vriresorts.com)). Click on “Owners Portal,” and then log in to your account. The minutes are in the “Documents & Forms” section.

## Receive Email Updates

Even if you don't feel the need to check the website periodically to read minutes of Board meetings, having your email address on file will allow you to receive timely notices from the Board. Email communications not only assure timeliness, but

they cost the Owners Association nothing. If everyone were on email, it would be much cheaper and easier for the Board to share information.

## Join the Private Facebook Group

In response to suggestions at the 2019 Owners Meeting, a Facebook group restricted to owners was established 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, if you're reading this online, 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 the Board of Directors

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





# Testimonials - Help Needed

You can help us in our marketing efforts by giving Neptune House favorable ratings on Google and TripAdvisor and by making positive comments on our Facebook and Instagram pages.

You can write a review on Google by searching for Neptune House and then clicking on [Google reviews](#) on the right-hand side of the page. You must have a Google account (i.e., a Gmail account – free and quick to set up) to post a review.

You can find us on TripAdvisor by searching for Neptune House within TripAdvisor.



To post a review, you must either have an account on TripAdvisor (free, and easy to create), link to your Facebook account, or link to your Google account.

Instructions for how to find us on Facebook and Instagram can be found in the **Public Online Presence** article below.

Please do your part to help us attract more people to the Neptune House so we will be able to control maintenance fees and keep our resort a wonderful vacation spot well into the future.

## Public Online Presence

### Website

The Neptune House website has been completely redesigned and updated with current information, pictures, and a video. In line with our marketing strategy, it is geared towards the rental market. Check it out on your computer, tablet, or handheld device at [NeptuneHouse.com](http://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.

If you're reading this online, please click on the Facebook logo to be directed to our page or search for Neptune House Resort 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.

If you're reading this online, please click on the Instagram logo to be directed to our page or search for Neptune House BI on Instagram.



# Neptune House

*Block Island, RI*



c/o VRI Americas  
P.O. Box 399  
Hyannis, MA 02601-0399

## Contact Information

### Neptune House

Resort Number (401) 466-2100  
Fax (401) 466-5445  
Website: [www.neptunehouse.com](http://www.neptunehouse.com)

### Still Need Assistance?

VRI Corporate Services (508) 771-3399  
(800) 999-7140  
VRI Fax (508) 775-6396

### Resort Manager

Samantha Disotell (401) 466-2987  
[resortmanager@neptunehouse.com](mailto:resortmanager@neptunehouse.com)

### Board of Directors

Email: [board@neptunehouse.com](mailto:board@neptunehouse.com)

### VRI Owner Services

Assessment Billing & Collection (949) 855-8004  
(800) 999-7140  
Monday - Friday 11:00 a.m. - 8:00 p.m. Eastern

Phil Totino, President  
Cheryl Moore, Vice President of Facilities Planning  
Mark Morrisette, Treasurer  
Jeff Anliker  
Doug Carnahan

### VRI Reservations

General (800) 228-2968  
Rentals, Vacation Tyme® (866) 469-8222  
and Bonus Time  
Website: [www.vriresorts.com](http://www.vriresorts.com)

### Other Officers

Chris Lindgren, Secretary

### Exchange Information

Interval International (800) 828-8200  
Trading Places (800) 365-7617

### Director of Resorts

Michael McManus  
[michael.mcmanus@vriresorts.com](mailto:michael.mcmanus@vriresorts.com)

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