

Neptune House

Block Island, RI

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

September 2021

UPDATE FROM THE BOARD OF DIRECTORS

Introduction

The resort was able to move back to close to normal operations during the resort season, as the State of Rhode Island relaxed restrictions that had been imposed to deal with the COVID-19 pandemic. Additionally, progress was made on some improvement projects that had been put on hold.

Our financial condition remains solid, and our future looks bright – although we need to remain responsive to changing circumstances that may arise.

Annual Owners Meeting Survey

The results of a survey sent to owners in May to determine preferences for the format of the Annual Owners Meetings suggest that, while Zoom meetings would allow the greatest participation, there is a strong desire for personal interaction with fellow owners including members of the Board of Directors. Therefore, the plan is to conduct most meetings via Zoom, with in-person meetings every three years. The in-person meetings will be livestreamed for remote viewing. In accordance with this timetable, we are planning to hold the next meeting in person on March 26, 2022 at the Hilton Mystic in Mystic, CT.

The article **Results of Annual Owners Meeting Survey** contains additional details about the survey results.

Facilities Improvements

So far this year, we have addressed some significant projects to improve our facilities and operations. We have rebuilt the decks for Units 7 and 14, refurbished the common areas of Building A with new flooring and carpeting, and procured a single-reel pool cover that will

be more effective in keeping heat in overnight, especially during windy conditions, than the dual-reel system in use since 2018.

Work to demolish the tennis courts and re-construct one court is scheduled to begin this month (see the article **Tennis Court Demolition and Reconstruction**). Two new sliding glass doors for Building B are slated to be installed in October. We also expect to have the boiler and water heater in Building B replaced later this year per our 25-year Reserve Plan.

Additionally, emergency repairs were made to a section of the sewer line servicing the employee housing building. The symptom was backed-up drains – caused by a ruptured section of underground pipe.

Financial Outlook

Fees charged to owners since 2000 have increased by an average of 5.1% per year. The major causes are inflation on Block Island and the ongoing decline in individual ownership as people grow older or no longer use the Neptune House.

We cannot control inflation, nor can we stop the aging process. But we are working to slow down the rate of fee increases by generating more revenue from off-season rentals and by introducing spending efficiencies where possible.

With the sale of six summer shares early this year, we expect to end the year with no net loss of ownership! This means that the increase in maintenance fees in 2022 will be close to inflation. The new maintenance fees will be communicated when bills are sent in October.

Inside this Issue: Tennis Court Demolition and Reconstruction ■ Results of Annual Owners Meeting Survey
How to Save Money and Help Samantha ■ Phase-Out of Hard-Copy Communications ■ Deedback Program
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The New Decks of Units 7 and 14

Tennis Court Demolition and Reconstruction

In August, the Board approved a construction contract with Joyce Construction, Inc. of North Kingstown, RI to demolish the two existing tennis courts and rebuild one of them. Work is planned to begin the week of September 13 and is scheduled to be completed this year if weather conditions allow.

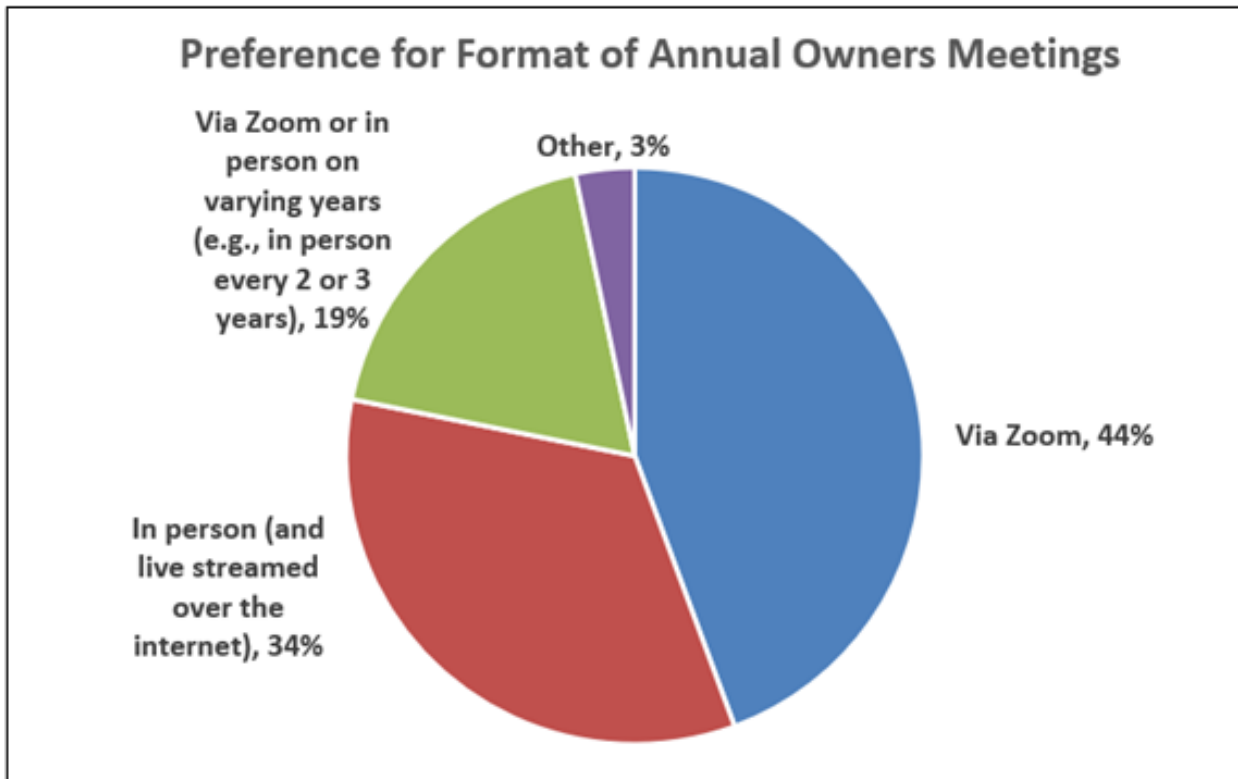
Owners and guests may experience some inconvenience due to noise and dust while the work takes place. This is unavoidable, as we need to work around the contractor's availability as well as the uncertain weather conditions during the months when the resort is closed.

The area now taken by the tennis court near the patio will be seeded and landscaped in the spring. When finished, we will have a new hard surface with striping for tennis and pickle ball, new fencing, and a new, large, grassy play area for games that require no special infrastructure. This will complete the final phase of our years-long Recreational Amenities Construction project.

Results of Annual Owners Meeting Survey

One hundred fifty-two (152) owners filled out the brief survey sent in late May to determine preferences for the format of future annual owners meetings. This is a response rate of more than 40%!

Some characteristics of the owners filling out the survey are: 43% of respondents have been owners for more than twenty (20) years. 23% of respondents attended the March 2021 Annual Owners Meeting held via Zoom. 49% of respondents attended at least one annual owners meeting held in Mystic, CT since 2016.



A plurality of respondents (44%) expressed a preference for Zoom meetings. However, a total of 53% expressed a desire for in-person meetings at some frequency; 34% chose in-person meetings exclusively, and 19% opted for varying meetings via Zoom and in person.

The Board of Directors has decided to conduct most meetings via Zoom, with in-person meetings every three years. The in-person meetings will be livestreamed for remote viewing. This approach will facilitate maximum participation while also allowing for in-person interaction with fellow owners including members of the Board. Given that the last in-person owners meeting took place in 2019, our intent is to hold the meeting in 2022 in person. Planning is under way to meet on Saturday, March 26, 2022 at the Hilton Mystic in Mystic, CT. This is a new location for our meeting, as the facility used for the previous meetings will be unavailable due to construction.

The suggestions for topics to be covered in the meetings fell into the major areas that have been covered in recent meetings: finances, facility improvements, and ways to monetize inventory held by the Owners Association.

Many thanks from the Board to those who took advantage of the opportunity to express their preferences and offer ideas and suggestions for future annual owners meetings.

How to Save Money and Help Samantha

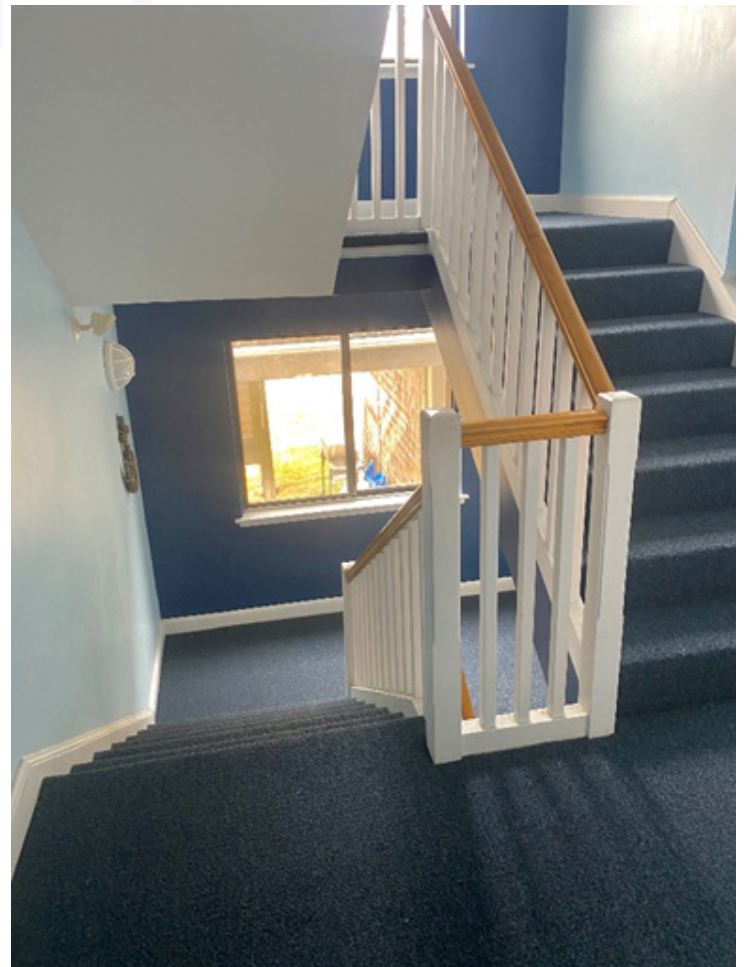
The vast majority of owners pay their maintenance fees on time (by December 31), but there remain a few dozen who are perennial laggards. Not only do late payers incur interest and fees, but they also cause the resort to expend resources in pursuing them for payment. The Board would like to eliminate the extra burden placed upon Samantha because of this situation.

There are two payment options that can alleviate the burden on everyone: 1) Paying by credit card; and/or 2) Setting up a payment plan.

In the **Communications** article in this newsletter, there is an explanation about how to set up an online account that will allow you to pay your maintenance fee by credit card. This can be done entirely by you – with no need to call anyone to make your payment each year.

If you are unable to pay in full by December 31, you can set up a payment plan by following the instructions included with your maintenance fee bill.

Please take advantage of these options to save yourself time, money, and undue consternation while also making things easier on Samantha.



The Common Areas of Building A with New Flooring and Carpeting

Phase-Out of Hard-Copy Communications

As part of our efforts to continually improve the efficiency of the resort's operations, newsletters and other communications (except annual Maintenance Fee bills and election materials) will no longer be sent via postal mail. They will be sent only through email.

Included in this change besides newsletters are all other general communications that have been sent by letter or postcard in the past.

The only hard-copy mailings will be the annual Maintenance Fee bills, the call for nominations for Director(s), and the election ballot. The bills are customized for each owner and are produced by a standard process that VRI uses for all the resorts that it manages. The annual election for expiring Director positions is critical to the democratic governance structure of the resort – voting for Directors is the primary way that owners can act to influence the direction of the resort.

Please help us control costs by adapting your expectations for how information is communicated. We welcome your feedback on this change.

To assure that you don't miss anything, please make sure that emails from @vriresorts.com and @vriamericas.com do not go into your Spam or Junk folder.

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 2020 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.

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 towards the rental market. The website contains videos, lots of pictures and descriptive information, a link to our blog, and a convenient way to make rental reservations. 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.

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.

YouTube

The Neptune House now has its own [YouTube channel](#). 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 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.



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). 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 memberservices@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). Click on “Owners Portal,” and then log in to your account. The minutes are in the “Documents & Forms” section.

Receive Email Updates

As described above under “Phase-Out of Hard Copy Communications,” going forward most communications from the resort will be sent only by email. Making sure that your email address

on file is up to date will assure that you don’t miss anything.

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. As fellow owners, we will strive to respond in a thoughtful and timely manner.



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

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

Board of Directors

Email: 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® and Bonus Time (866) 469-8222
Website: 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@vriamericas.com

Managed by VRI Americas
Perfecting the Art of Hospitality

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