



Laguna Beach, CA

LAGUNA SURF

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OWNER NEWSLETTER
SPRING 2012



PRESIDENT'S MESSAGE

Tim Scheck, President

The new year is going well at Laguna Surf, and our Manager's Meetings are well attended by interested owners. The newly installed barbecues are proving to be very good and you can look forward to delicious steaks or burgers when you come. Comments received from our owners indicate our recent refurbishment has been a success.

In our newsletters, I often include repeat articles if I feel they are of particular importance. These newsletters are the Board's best way to inform our owners of any changes that might affect their ownership and use of Laguna Surf. I suggest you file them away somewhere so you can review the articles prior to coming to the Resort.

Here's some information on two of your other Board members:



Brian McEvoy is our Board Vice President, and preceded me as President. During his tenure as President, Brian expanded the Board committee system, which enabled more owners to become directly involved in tackling the perennial challenges of reservations and phones, to contribute to maintenance of the resort and to enrich communications with owners. He also redesigned the Surf Day package, published some documentation, set up our Facebook page ([facebook.com/LagunaSurf](https://www.facebook.com/LagunaSurf)) and maintains the lagunasurf.org website. (He appeals for help with that web work - you can reach him directly at brianmcevoyLSR@gmail.com).



Bob Pizzorno is our Board Secretary, but more importantly, he has been the chair of our Reservations Committee since being elected to the Board. The committee has been meeting monthly via teleconference, continuously striving to improve our entire reservation process for both Laguna and Surf Seasons. All changes have been, and will continue to be, announced in our newsletters and/or in the annual mailing to Surf Season owners.

Tim Scheck, President, Board of Directors, Laguna Surf Interval Owners Association

IMPORTANT CHANGES TO NOTE

- Annual Maintenance Fee is now \$652.
- Late Check-out Fee increased from \$50 to \$60. This applies to any check-out after 11:00 AM (this used to be Noon). This should provide a stronger monetary incentive for our owners and guests to check out on time. Late check-outs put a very heavy strain on our housekeeping staff.
- Split Week Fee increased from \$35 to \$65.
- Summer Parking Fee increased to \$15 on Fri, Sat, Sun. Memorial Day weekend to the Fri, Sat, Sun, Mon of Labor Day weekend. (Charged for a second car at the resort.)
- Bonus Time Reservation Lead Time re-set to 28 days.
- A Laguna Surf Wait List has been reinstated. This was announced in the Winter newsletter, and a separate sheet was included explaining the process.
- Laguna Surf no longer offers long distance calling from your unit. Please see front desk if you are in need of assistance. Thank you for your understanding.

ENJOYING YOUR STAY

New Folding Chairs Available – and other items—At our Manager’ Meeting we have heard that it would be good to have some folding chairs available for borrowing. Ramiro now has some to loan out; simply contact the Front Desk to request them; but be sure to return them when you no longer need them. Also we have irons, ironing boards, toasters, vases, dust busters, vacuums, and a good set of kitchen knives for your use at no charge.

Boogie Boards No Longer Available—We have been advised that the resort assumes an unacceptable risk by renting out boogie boards, so you must provide your own. However, we do have some beach umbrellas, beach chairs, and extra beach mats you can check out for free.

New “Flameless” Barbecues—Reports from owners are that they are great, and work very well. Be sure to read the lighting instructions on the front left of the unit. Note that you must use both burners for the units to work properly.

Dining Out? - We have a comprehensive menu book in the office. And if you have a computer, or use the lounge one, you can see 70 restaurants with their addresses, phone numbers and links to their menus at: <http://www.lagunabeachinfo.com/foodies/dining-out/> Bon Appetit!

Manager’s Meetings are Popular—Each Monday at 10:30 AM Ramiro holds his meeting in the Owners’ Lounge. If you have never attended, you might want to join in. They are always interesting and you can learn and share your timesharing experiences with fellow owners and guests. Donuts and coffee are served.

PLANNING YOUR VISIT TO LAGUNA SURF

New Procedures for Laguna Season Walk-In Reservations—In response to feedback from owners participating in the Laguna Season Walk-In reservation line, the procedures have been changed. The changes have been modeled after the Surf Season Walk-In process that has proven beneficial. The hope is that the new Laguna Season walk-in procedures will reduce conflict between owners and also result in less disruption to guests. A sign-in sheet is posted at 5:00 pm the evening before each Trigger Date. A sign explaining the walk-in procedures is posted on the office door at 5:00 pm two evenings prior to each Trigger Date. Here is the actual sign explaining the walk-in procedures.

Reservations Committee Report Laguna Season Reservations

Trigger Date Walk-In Line

For your safety and comfort, and that of our owners and guests, please observe the following procedures for forming a walk-in line for reservations:

1. At 5:00 pm on the day before each Trigger Date, the Front Desk staff posts a sign-in sheet on the office door; this list establishes the order of the walk-in line. At this time you may form an owner-managed queue, subject to the following:
 - a. You must remain on the premises, either in a Laguna Surf unit or in the breezeway outside the office, except for a 90 minute meal break.
 - b. You must confer with the other owners in line at 5:00 pm and 10:00 pm the night before and at 5:00 am on the Trigger Date. At these three times, owners, by majority agreement, may establish additional rules which must be posted on the door.
 - c. **You may not block the elevator, the glass door to the inside patio/staircase, access to units 102 and 104 or any part of the public right-of-way.**
 - d. **You must observe the Resort Quiet Time from 10:00 pm to 8:00 am.**
 - e. Failure to abide by these rules could result in you being removed from the list.
2. Before 5:00 pm on the day before the Trigger Date, owners waiting to form the walk-in line must remain on the premises and should meet on the Observation Deck (ocean side of the resort) to establish their own additional rules for managing this unofficial line prior to 5:00 pm.

*Thank you for your cooperation.
Be Safe. Be Courteous. Be Quiet.*

Surf Season Reservation Improvements—The Reservations Committee is working on multiple items to improve the reservation process for this coming Surf Day. One major improvement will be a live matrix on the web which callers will be able to watch to see which intervals have already been reserved as they are waiting for their turn to make a reservation. A Poll is also being created to determine Surf Season owner preference on a couple of possible changes for future years. This will be included in the annual Surf Day packet mailed to Surf Season owners in late May or early June.

Wyndham Reservations Changes – Repeat Reminder—The Wyndham Reservations (Owner Services) office is now located in Springfield, MO. The telephone line, (800) 647-8001, is open from 5 AM to 5 PM, Pacific Time, Monday through Friday. They are closed on Saturday and Sunday.

BUYING AND SELLING LAGUNA SURF INTERVALS

Laguna Surf Units For Sale—Buy Another Week! And get a free Bonus Week! When you buy a week from the Association your money goes right into our budget...to help keep our annual fee increases low. Laguna Season intervals are being sold for \$5,200 and include a free Village View week in January-March 2012. The value of this bonus week is \$652. Contact Tim Scheck via email at tscheck1@mac.com or call him at (818) 203-0362, or both.

Renting or Buying from an Owner! - The Front Desk maintains a listing of intervals both for rent and for sale by owners. The listings are posted outside the office and also on our website. To add a listing, or request a current copy, email LagunaSurfFrontDesk@wyn.com. Prices are set by the owners; the Front Desk and the Association are not involved in these rentals or sales.

Timeshare Buyback/Sale Schemes/Scams (REPEAT ALERT) - In this economy, there are many disreputable operations trying to take advantage of owners who want to sell their timeshares. They are in business to make money, and not necessarily to help you. Our owners have continued success selling their intervals by posting them on the "For Sale" listing at the Front Desk. Simply call (949) 497-6299, or email LagunaSurfFrontDesk@wyn.com and give them your information. Interested buyers will call you and you can arrange the sale. BUT, never pay money up front to anyone who offers to try to sell your interval for you.

LAGUNA & SURF SEASON TRIGGER DATES

WEEK	2012/2013 CHECK IN DATE	EARLIEST YOU CAN BOOK
12	Friday, March 22, 2013	Wednesday, February 22, 2012
13	Friday, March 29, 2013	Wednesday, February 29, 2012
14	Friday, April 5, 2013	Monday, March 5, 2012
15	Friday, April 12, 2013	Monday, March 12, 2012
16	Friday, April 19, 2013	Monday, March 19, 2012
17	Friday, April 26, 2013	Monday, March 26, 2012
18	Friday, May 3, 2013	Tuesday, April 3, 2012
19	Friday, May 10, 2013	Tuesday, April 10, 2012
20	Friday, May 17, 2013	Tuesday, April 17, 2012
21	Friday, May 24, 2013	Tuesday, April 24, 2012
22	Friday, May 31, 2013	Monday, April 30, 2012
23	Friday, June 7, 2013	Monday, May 7, 2012
24	Friday, June 14, 2013	Monday, May 14, 2012
25	Friday, June 21, 2013	Monday, May 21, 2012
26-36	Surf Season Friday, June 28, 2013— Friday, September 6, 2013	Surf Season Reservation Day Thursday, June 28, 2012 Location to be determined
37	Friday, September 13, 2013	Monday, August 13, 2012
38	Friday, September 20, 2013	Monday, August 20, 2012
39	Friday, September 27, 2013	Monday, August 27, 2012
40	Friday, October 4, 2013	Tuesday, September 4, 2012
41	Friday, October 11, 2013	Tuesday, September 11, 2012
42	Friday, October 18, 2013	Tuesday, September 18, 2012
43	Friday, October 25, 2013	Tuesday, September 25, 2012
44	Friday, November 1, 2013	Monday, October 1, 2012
45	Friday, November 8, 2013	Monday, October 8, 2012
46	Friday, November 15, 2013	Monday, October 15, 2012
47	Friday, November 22, 2013	Monday, October 22, 2012
48	Friday, November 29, 2013	Monday, October 29, 2012
49	Friday, December 6, 2013	Tuesday, November 6, 2012
50	Friday, December 13, 2013	Tuesday, November 13, 2012
51	Friday, December 20, 2013	Tuesday, November 20, 2012
52	Friday, December 27, 2013	Tuesday, November 27, 2012

COMMITTEES AND COMMUNICATIONS

Web Communications – This committee needs tech-savvy volunteers to monitor content, post updates, and generally administer our website, www.lagunasurf.org, as well as our Facebook page, www.facebook.com/LagunaSurf. Contact brianmcevoyLSR@gmail.com if you are interested.

Reservations – The Reservations Committee has been meeting frequently via telephone during the past year and is hoping that this work will result in a better reservations experience. They are working on both *Surf* and *Laguna* season reservations processes. If you have any suggestions, send them to BobPizzorno_LagunaSurf@aol.com.

Facilities – The Board has formed a new committee to oversee the ongoing condition of our resort's facilities. Tim Scheck leads this group, and would like to have interested owners serve with him. If you are interested in helping us, please contact him at tscheck1@mac.com.

Email Communications – Please ensure we have your current email address by sending it to Tim Scheck at tscheck1@mac.com. Indicate whether you are a Surf or Laguna season owner.

IMPORTANT NUMBERS AND ADDRESSES

Laguna Surf Resort Address:	611 South Coast Hwy, Laguna Beach, CA 92651
Laguna Surf Website Address:	lagunasurf.org
Board Group Email Address:	Board@LagunaSurf.org
Front Desk Email Address:	LagunaSurfFrontDesk@wyn.com
Laguna Surf Resort Front Desk:	(949) 497-6299, Ext. 0
Owner Services (Reservations)*	(800) 647-8001, Press 1 (5 AM to 5 PM, Pacific Time, Monday-Friday)
Owner Services Fax *	(417) 883-5380
<u>Laguna</u> Season Trigger Date Phone:	(866) 780-0222
<u>Laguna</u> Season Trigger Date Fax:	(417) 883-5380
<u>Laguna</u> Season Email Address:	LagunaSurf@wyn.com
<u>Laguna</u> Season Written Request:	Wyndham Vacation Ownership (Attn: Whitney Schrage) 1839 East Independence Springfield, MO 65804
Buying a Laguna Surf Interval:	(818) 203-0362

* Note—This number is not valid for Surf Season reservation requests

COMING DATES IN 2012

Surf Season—Reservation Day

Thursday, June 28, 2012 at 7:00am

Location to be determined

Annual Meeting:

September 22, 2012 at 10:00am—Laguna Beach

Board Meetings:

March 5, 2012 at 4:00pm—Laguna Surf Resort

June 4, 2012 at 4:00pm—Laguna Surf Resort

September 22, 2012 at 1:00pm—Laguna Surf Resort

December 3, 2012 at 4:00pm—Laguna Surf Resort

**Meeting dates are subject to change*

BOARD OF DIRECTORS

President: Tim Scheck

Vice President: Brian McEvoy

Secretary: Bob Pizzorno

Treasurer: Tony Pearson

Member-at-Large: Shep Kanarek

Advisory Member:

David Gabaldon

The editor of our newsletter is Tim Scheck. He welcomes contributions and suggestions for content; just email to him. In addition stunning photographs are also welcome and can be added to our website.