

THE DRIFTWOOD TIMES

Spring EDITION

March 2022

The Driftwood Vacation Villas Condominium Association

The Driftwood Ocean Villas Condominium Association

The Driftwood Breakers Condominium Association

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The Driftwood Resort
3150 Ocean Drive
Vero Beach, Florida 32963

From the manager's desk.....

As many of you know, Jeanne Radlet stepped down as General Manager last fall, so this is my first newsletter. Many of you know me. I have been at the resort for almost 22 years. What you might not know is my background in the hospitality industry. I started working in hotels when I was 17, and at 19 became the Front Desk Manager at the Holiday Inn Oceanside. I moved with Holiday Inn to northern Michigan, then worked for a local conference center which had a similar historic vibe to the Driftwood. I started working at the Driftwood Resort on September 11, 2000, a date at that time which had no significant meaning until a year later. Shirley, Mike, and Dennis were running the

front desk, and I was handling the owner activities and the rental program. Through the years I have added more owner activities, such as ice cream, hot dogs, and the picture hunt. When I started our "owners' sales list" was simply owner contact information, and I found myself assisting more and more owners who did not understand how to transfer their units. From this, the "sales assistance program" we have today was born. I am excited for my new role at the resort, and look forward to seeing you all through the coming years.

As I write this newsletter, COVID seems to be declining. I hope we are looking at life going back to normal; or as

normal as it can be post-pandemic. We brought our Wine & Cheese activity back at the beginning of March, and it has been a great success. We are still operating the Monday morning social with prepackaged and individually-wrapped treats. I do not see this changing; we have less waste and our local bakeries are not as reliable as they once were. We are still offering the individual cups of ice cream on Wednesdays, but that may change in the near future. The hot dog roast hasn't been brought back yet, and due to staffing may have to wait until the fall before it returns.

Every year it feels like our Driftwood Family becomes a little smaller when we lose some of our long-time owners. This past year we lost one of our long-time Canadian owners, Gerry Barker. Gerry was a wonderful man, who always had a smile on his face. He joined the Driftwood family in 1991 with his wife Lynda. He will be missed by all of those who knew him. This past year we also lost Donna Myer, who had been an owner at the Driftwood since 1988. She was a kind lady, and many of her friends here at the resort will miss seeing her every winter.

The resort has had an incredibly busy season. We have been running full most nights since mid-January. It is wonderful to see so many of our owners who have not been able to join us for the past few years because of COVID restrictions. We have seen an increase in visitors along the entire beach area. Waldo's has an hour wait most days, and has stopped providing take-out when they are busy. Many other restaurants in the area have stopped taking reservations, and those who *are* taking reservations are booked a month in advance. Bring your patience with you; dining beachside can mean longer waits than previous visits.

A new and positive change we have made in the last 6 months is in our security coverage. Last year we started to have a very difficult time with the security company we had used for over 30 years. They were struggling, like most companies, with staffing. We never knew if a security guard was going to come in and if it would be someone who had ever been to the resort before. So in September of 2021 we ended our relationship with the outside security service and brought security in-house. Many of you who have been here in the last 6 months have seen them walking around. I never realized until the change how little presence our past security had on the property. Our new team can be seen walking the property, in bright green shirts, identifying them as Security. We have security on staff every night from 8 pm to 4 am. If you have an issue,

such as noisy neighbors or other security concerns, please dial "0" and the front desk or our answering service will send them to assist you. We have security monitoring parking and pools during the day as well. Make sure you have your parking permit displayed in your windshield and are wearing your resort bracelet. Just a reminder, we only issue 1 parking permit per unit; the only exception are the few 2-bedroom units, which are allowed 2 permits. The resort bracelet lets our security and staff know you are a resort guest and belong on the property. We ask the bracelet be worn on your wrist or ankle, visible, so we don't have to stop and ask you repeatedly if you belong. This is a big property with many access points. We don't want to interrupt your dinner, your sun bathing, or relaxation to find out if you are a guest. Security cannot be everywhere at once; please do your part and wear the resort bracelet.

In Vacation Villas, many of you have seen the new flooring, new sofas, and new chairs. The chairs that were custom-made for the A building are not the quality we were expecting. We have worked with the interior designer and the manufacturer has given us a full refund for the chairs. We are in the process of replacing the A building chairs, but with supply chain issues it is a slow process. I would like to remind everyone, please do not take your couch cushions outside and use them on your porch chairs. Also if you take dining room chairs onto your porch please bring them back in at night. The humid, moist ocean air is not good for the furniture and will result in replacing more often, which causes your maintenance fees to increase. On this note, please remember the walkway needs to remain clear of beach chairs, toys, floats, etc. For the safety of everyone in the building, please do not leave your items in the walkway and keep the front of your unit clean.

We are continuing to work on concrete repair in the A building. Last fall we finished the 2nd floor, and all but one corner of the 3rd floor. This is an ongoing project, and we hope you will be understanding if work is being done during your week. As of right now, we are planning to replace the ceiling in the elevator lobby the last week of May and beginning of June. If you are here in the A building during that timeframe please be aware of the work going on in the 1st floor elevator lobby. The elevator will still be accessible, but there will be workers in the lobby. We are also going to be replacing the outside southern wall of 218 and 219 mid-April. The wood is failing and causing water to leak into the unit below when we have a heavy and blowing rain.

This will be noisy for a few days while the work is being done. We appreciate your patience.

In the Breakers, the railing replacement that was scheduled for last fall was postponed due to COVID and manufacturer delays. We were able to start the railing replacement at the end of 2021 and into January and February of 2022. The lower Breakers 2nd floor railing now matches the railing on the poolside balconies that were installed in 2019. We hope to replace the upper Breakers railing on the north side later this year. The Board is still discussing what should be done with the lower poolside railing that are currently wood. The rails have to maintain a 48 inch height and a gate per pool safety guidelines. The outside wood walls on units 3004, 3003, and 3002 are scheduled to be replaced later this year. I am also working on bids for repaving the Breakers parking lot this fall.

In Ocean Villas, we are still working on replacing the deck boards in front of E building. This will not close any of those units down, but we hope owners will be understanding when there is work going on in front of their units. Last fall the deck to 228's poolside balcony was replaced as well as the western outside wall of 228. The replacement of the Cottages dressers, end tables, and coffee tables, mentioned last year, is taking longer than expected. The Board did not approve the sample sent by the interior designer, and with supply chain issues it is taking longer than anticipated. Just to give you an example, we ordered sleeper sofas for the 1st floor of the A building in December 2021 and they might arrive by August.

I would like to ask owners of D building and E building to please stop unscrewing the lights outside of your rooms. Security has reported this numerous times, and has screwed the lights back in. This is a safety concern for other guests in those buildings, so please do not touch the outdoor lighting. We see this often in 110E and 111E on the 2nd floor outside of the bedrooms. We have installed shields to help with lighting coming into the rooms, but we need the outside lighting for the walkways.

For our oceanfront owners, we are now in sea turtle season, and the turtle conservationists ask us not to have any excessive lighting on the beach. They request you keep your drapes closed at night as much as possible to prevent the lighting from your room from shining onto the beach and confusing the hatchlings. If you see a turtle laying their eggs, do not disturb them with flashlights and cameras. If a turtle is disturbed

while nesting she may abandon the nest and release her eggs into the ocean. We want to do our part as an oceanfront resort and be respectful of nesting and hatching season. This includes different times of year when we may have more seaweed on the beach than others. Florida discourages seaweed removal during turtle season. If you are on the beach and decide to dig a hole, please fill it in when you leave the beach. Large holes dug into the sand are traps for turtles trying to nest and hatchlings trying to make their way to the ocean.

As discussed in previous newsletters, housekeeping and clean up at checkout is continuing to be an issue. Many owners are leaving their units a mess, causing housekeepers to spend more time than necessary cleaning between guests. At checkout all trash should be bagged and placed outside, all towels should be piled in the bathroom; if you have a dishwasher it should be loaded and started. If someone has had an accident because of illness or over-imbibing, please DO NOT just leave it for housekeeping to clean after it has dried to concrete. Call ASAP so we can provide you with supplies to clean up the area. Due to COVID, please help housekeeping and clean up any bodily fluids you or your guests have left behind. Yes, this has happened in the past. Some of our neighboring timeshare resorts have taken to charging a cleaning fee for any excessive cleaning required at check out. I do not want to take this route; everyone needs to do their part and clean up their own mess at checkout.

If you are moving from one room to another, please be patient. Housekeeping works on getting move rooms ready first. DO NOT pile your things outside of the room you are going to; this is not fair to the guest currently in the room, who may be waiting on their move room as well. We ask you stay available, on property, so we can get you moved as soon as housekeeping gives the front desk your room.

Please remember if you are just arriving, check in time is 4 pm. If you arrive before 4 pm, with a car full of groceries, this is not the front desk's fault. The front desk gets you into your room as soon as the housekeeping supervisor turns it in. Rushing the housekeeper, or calling the front desk to let them know the housekeeper has left the room does not mean the room is ready. The supervisor has the final say. Rushing Housekeeping personnel means something will be missed, resulting in a complaint to the front desk that there is an issue in the room. Please be patient; we will get your room ready as quickly as possible.

If you are sending someone in to use your unit please let us know at least a week before your guests are due to arrive. This ensures the front desk has the correct information at check-in. We would prefer this information in writing, and the easiest way is email. Our email address is info@verobeachdriftwood.com; a simple email letting us know the unit and week and who will be occupying the unit is all we need. Please remember all fees must be paid prior to your or your guests' arrival.

A reminder to those who own in separate associations: you must pay your maintenance fees on separate checks. The auditors are cracking down on this and we will have to return payments in the future. Please look at your statements if you do not know what association you own in; it is listed on the top of your billing statement.

At the end of this newsletter is the **2022 calendar**. In case you have not taken a look, the weeks are different this year. Please take a moment to confirm your arrival date. If you own both a Friday-Friday and a Saturday-Saturday week, they do not line up this year. We do not control the calendar, it is the same Interval Calendar we have followed since our inception. You can see both calendars, going forward several years to help plan your vacation, on our website, www.verobeachdriftwood.com, under Owner's Info. Please note if you own in the A or B building you are a Saturday to Saturday owner; all other buildings are Friday to Friday.

I look forward to seeing you, stop by and say hi.

Amy Raymond

2022 Board of Directors:

Vacation Villas:

Peter Tingom, President
 Lee Olsen
 Steve Larson
 Tony C. Martino
 Leon Volkert, Secretary/Treasurer
 Phyllis Milliner
 Anthony V. Martino, Vice President

Ocean Villas:

Phyllis Milliner, President
 Charrisse Henderson, Vice President
 Wayne Milliner
 Zachary Zebrowski
 Christiaan Volkert, Secretary/Treasurer

Breakers:

Tony C. Martino, President
 Wayne Milliner, Vice President
 Leon Volkert, Secretary/Treasurer
 Phyllis Milliner
 Anthony V. Martino

2022 Interval Calendar

<u>Week#</u>	<u>Friday-Friday</u>	<u>Saturday-Saturday</u>
1	Jan 7-Jan 14	Jan 1-Jan 8
2	Jan14-Jan 21	Jan 8-Jan 15
3	Jan 21-Jan 28	Jan 15-Jan 22
4	Jan 28-Feb 4	Jan 22-Jan 29
5	Feb 4-Feb 11	Jan 29-Feb 5
6	Feb 11-Feb 18	Feb 5-Feb 12
7	Feb 18-Feb 25	Feb 12-Feb 19
8	Feb 25-Mar 4	Feb 19-Feb 26
9	Mar 4- Mar 11	Feb 26-Mar-5
10	Mar 11-Mar 18	Mar 5-Mar 12
11	Mar 18-Mar 25	Mar 12-Mar 19
12	Mar 25-Apr 1	Mar 19-Mar 26
13	Apr 1- Apr 8	Mar 26-Apr 2
14	Apr 8-Apr 15	Apr 2-Apr 9
15	Apr15-Apr 22	Apr 9-Apr16
16	Apr 22-Apr 29	Apr 16-Apr 23
17	Apr29-May 6	Apr23-Apr 30
18	May 6-May13	Apr 30-May 7
19	May13-May 20	May7-May 14
20	May 20-May 27	May 14-May 21
21	May27-Jun 3	May 21-May 28
22	Jun 3-Jun 10	May 28-Jun 4
23	Jun 10-Jun 17	Jun 4-Jun 11
24	Jun 17-Jun 24	Jun 11-Jun 18
25	Jun 24-Jul 1	Jun18-Jun 25
26	Jul 1-Jul 8	Jun 25-Jul 2
27	Jul 8-Jul 15	Jul 2- Jul 9
28	Jul 15-Jul 22	Jul 9- Jul 16
29	Jul 22-Jul 29	Jul 16- Jul 23
30	Jul 29-Aug 5	Jul 23-Jul 30
31	Aug 5-Aug 12	Jul 30-Aug 6
32	Aug 12-Aug 19	Aug 6-Aug 13
33	Aug 19-Aug 26	Aug 13-Aug 20
34	Aug 26-Sep 2	Aug 20-Aug 27
35	Sep 2- Sep 9	Aug 27-Sep 3
36	Sep 9- Sep16	Sep 3-Sep 10
37	Sep 16- Sep 23	Sep 10-Sep 17
38	Sep 23-Sep 30	Sep 17-Sep 24
39	Sep 30-Oct 7	Sep 24-Oct 1
40	Oct 7-Oct 14	Oct 1-Oct 8
41	Oct 14-Oct 21	Oct 8-Oct 15
42	Oct 21-Oct 28	Oct 15-Oct 22
43	Oct 28-Nov 4	Oct 22-Oct 29
44	Nov 4-Nov 11	Oct 29-Nov 5
45	Nov 11-Nov 18	Nov 5-Nov 12
46	Nov 18-Nov 25	Nov 12-Nov 19
47	Nov 25-Dec 2	Nov 19-Nov 26
48	Dec 2-Dec 9	Nov 26-Dec 3
49	Dec 9-Dec 16	Dec 3-Dec 10
50	Dec 16-Dec 23	Dec 10-Dec 17
51	Dec 23-Dec 30	Dec 17-Dec 24
52	Dec 30-Jan 6	Dec 24-Dec 31
53		Dec 31-Jan 7