

## What's new on the resort this month?

### General Overview

- The resort has continued to remain busy and we have been hitting 100% occupancy on many nights.

### Actions since last meeting

- Work on the new hedgerow and fencing will commence this month.
- The refurbishment of units 3, 31 and 35 has commenced and the bathrooms and kitchens are nearly completed.
- We are holding off on moving the Reception into the Great Hall and we are now looking at other options to encompass the bigger picture for the hall i.e. the toilets, kitchen, restaurant areas which will also need upgrading soon. We want to ensure the whole project is taken into consideration from the outset to ensure the best fit for the area available so that the common areas flow effectively.

### Reception

- Reception has recently been painted to improve the look of the area now that they are not moving for a while.
- All the night auditors have been receiving training to bring them up to the same standard as a day receptionist.

### Housekeeping

- Housekeeping have been very busy with the high occupancy levels but have been coping well.
- Graham Leece has started as our new housekeeper.

### Maintenance and Grounds

- Maintenance has been continuing with the maintenance weeks in the Woodland View block.
- Due to the heavy rains the pond has burst its banks and is currently a lot larger than normal. This has not caused us any reason for concern as it is far enough from any structures so no damage will be incurred.

### F & B / Entertainment

- Talbot's have been at Thurnham Hall for 1 year now and I think everyone will agree that they are doing a fantastic job.
- The menus have recently changed with some fabulous dishes available to members and guests every day.
- The wine tasting sessions have become more popular with between 16 and 20 guests attending each week.

### Sinking Fund / Reserve Fund

- There has been no new expenditure this month and work on the refurbishment is progressing to plan.

## DRI update

### 2011 Maintenance Billing dates

This year we are staggering the invoicing of the different resorts and for your reference please find the dates of all the billing dates, fees are payable within 30 days of demand.

<b>29<sup>th</sup> October 2010</b>	Posted to members	Thurnham Pine Lake Cromer Woodford Bridge
<b>08<sup>th</sup> November 2010</b>	Posted to members	WSCC WSBC Los Amigos Sahara Sunset Pueblo Quinta
<b>15<sup>th</sup> November 2010</b>	Scheduled to post	Cala Blanca Club Del Carmen Kenmore Club
<b>22<sup>nd</sup> November 2010</b>	Scheduled to post	EU Collections (points) RTCC Sunset View Sunset Bay Santa Barbara

**Last Minute News:**

Stephen J. Cloobek appeared yesterday (Tuesday 9<sup>th</sup> November) on CNBC Squawk Box and had the opportunity to discuss the important position that Diamond Resorts International® holds in the lodging and hospitality industry and the plans on how to increase tourism into the USA.

The United States has to find ways to allow easier access for overseas professionals wanting to do business in America while maintaining border security. That's the message Stephen J. Cloobek gave while appearing on the CNBC Squawk Box broadcast live from New York City this morning.

Cloobek, Chairman and CEO of Diamond Resorts International, has recently been named Chairman of the Corporation for Travel Promotion (CTP), a public-private partnership created by the U.S. government to explore ways to improve visitation to the U.S.

"For every guest that comes to the United States, \$4,000 comes into our GDP," said Cloobek. "It's our job to increase (business to business) and free independent travelers coming to the United States."

The CTP is working with the State Department, Commerce Department and Department of Homeland Security to discuss potential changes that would open opportunities to increase business and leisure tourism. The group has scheduled its next meeting, open to the public, to be held November 11, 2010, in Washington, D.C.

Cloobek is uniquely suited to this role, overseeing one of the largest vacation ownership companies in the world with 177 branded and affiliated resorts and over 24,000 guest beds in 26 countries. Diamond Resorts has destinations throughout the continental United States and Hawaii, Canada, Mexico, the Caribbean, Europe, Asia, Australia and Africa. The company serves more than 385,000 owners and members through the branded hospitality service of more than 5,500 team members worldwide.

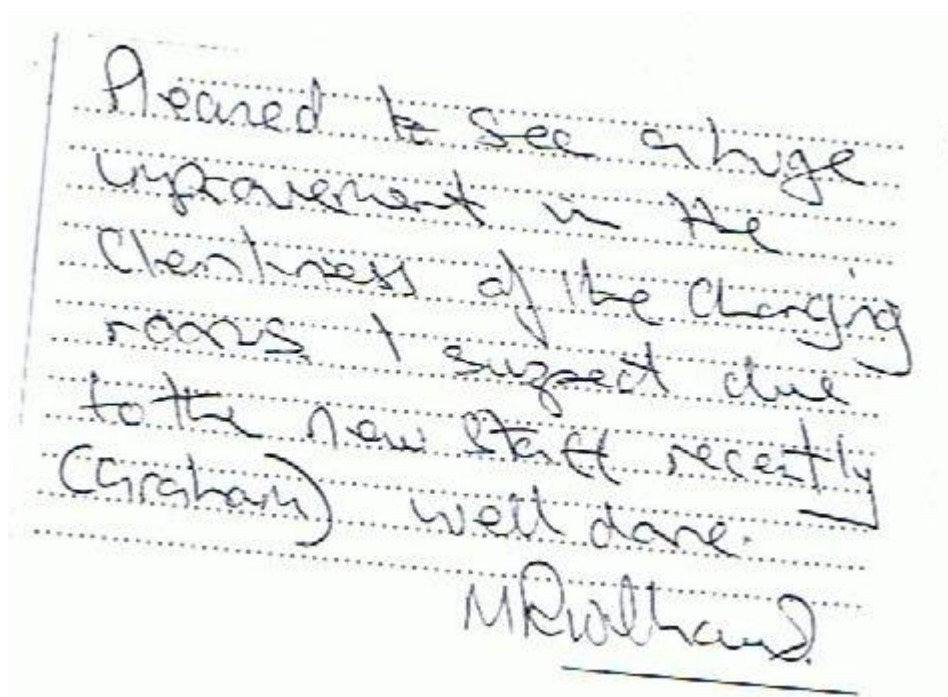
The interview can be seen on <http://www.cnbc.com/id/15840232?play=1&video=1637901063>

## Comments from Guests



A nice note that was left from Mr Parker. The member of staff that he is referring to in his letter is Danny our Leisure Club Assistant.

Ben King and I (the scruffy marine biologists!) stayed with you for the past two nights, but forgot to write anything in your comments book.  
So I just wanted to say thank you very much for our stay. Lovely place, lovely staff. Thoroughly enjoyed coming back from a long day at sea! We'll definitely be back!  
Thanks again, kind regards



JUST A SMALL THANK YOU FOR  
LOOKING AFTER THE APARTMENT.  
IT HAS BEEN KEPT IN EXCELLENT  
CONDITION.



THANK YOU  
SHIRLEY & BOB JONES

Mr Cloobek

Myself, my wife and grandson have just spent the bank holiday weekend at Thurnham Hall (28/08/10 until 30/08/10) this our second visit this year to Thurnham Hall. the reason for this email is to complement three members of staff. Geoff one of the maintenance staff, Ian the restaurant manager and the receptionist who was on duty on Sunday evening sorry did not get her name. The reason for this is on returning to Thurnham Hall after a day out at the coast my car exhaust broke off just outside the site, after getting my car back on site, the above mentioned staff went out of their way to help me. which included trying to ring the local garages, supplying some wire and tools to help fasten the remaining part to the chassis, without this help I would have found it very hard to get home. So once again a big thank you to the staff at Thurnham Hall, no doubt the rest of the staff would have been helpful too if they had been around