

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

### General Overview

Occupancy 2009 – 87% Occupancy 2010 – 81%

- The resort has continued to remain busy during September.

### Actions since last meeting

- 3 companies have been out to the resort to measure for the new hedgerow up the drive as discussed at the last meeting. We are awaiting the final quotes to be sent through.

### Reception

- New Receptionist Laura Wilcock and New Night Auditor Carl Atkinson have started work. Both are settling in very well.

### Housekeeping

- New cushions have been purchased to inject a bit of colour into some of the living rooms.

### Maintenance

- We have had a specialist engineer out to investigate a strong smell of gas on the resort. We have been assured that it is not a leak and that it is a spent gas smell. We are taking a number of measures to try to prevent the smell from reaching the apartments.

### F & B / Entertainment

- We are going to have a drinks promotion and nibbles in the Great Hall for Halloween. Reception are also going to recount some of the ghost stories.
- John Bateson will be starting as our new Leisure Club Supervisor this month.

### Sinking Fund / Reserve Fund

- 20 new beds (6 king size and 14 zip and link) are the only sinking fund expenditure this month.

## DRI update

### Paying Management Charges by direct debit

As you will all be aware we have previously worked with Premium Credit to offer a direct debit payment service however, from 2011 we are replacing Premium Credit with our own Diamond Resorts Financial Services Ltd. This will offer members more preferential interest rates. We will be offering 2 options, a 12 monthly payment option with an interest rate of 6.5% and a 6 monthly payment option with an interest rate of just 2%.

The full details of this new service and an application form will be included with the 2011 Application for Payment.

For members and owners currently paying by direct debit using the services of Premium Credit the current facility will no longer be available. Anyone wishing to continue paying by direct debit will need to complete the new form and return it to Owner Operations at Citrus House otherwise management charges will not be paid by monthly direct debit and alternative arrangements for payment will need to be made by the member.

Any current direct debit arrangement with Premium Credit in relation to 2010 fees, whether for 6 or 12 monthly instalments, must be honoured in full. All remaining monthly instalments must be made to ensure your account is fully clear.

It is important to note that if a member, previously on monthly payments with Premium Credit, does not complete the form in relation to their 2011 management charge or make alternative arrangements to pay their 2011 management charges they will be unable to make any reservations and any bookings they have in 2011 may be cancelled.

### Facilities and Project Department

Many of you have expressed an interest in the Facilities and Project Department (property and construction) and what they do with regard to allocating contracts for major refurbishments or projects. Dennis Martin of Cromer Country Club recently visited the department at Citrus House for a tender review meeting and very kindly put pen to paper to record his experience. We feel this gives an excellent account of the process through a committee member's eyes.

Here is a condensed version of Dennis' report:-

Stuart Hunter is the UK Facilities and Project Manager and is responsible for the overall Tender Process which has been done 'in house' for the last 10 years after it was realised that using outside Project Management was not cost effective. He oversees the Construction Project from start to finish.

### **Project Initiation**

Initially the Resort Manager and the Committee will decide what needs doing on the Resort and this information is passed to Stuart who will conduct an initial survey and based on his experience, will arrive at a provisional cost. This information is considered by the Committee; a Cost Analysis is undertaken to see if the Project is feasible and can be adequately funded from Resort Funds and/or DRI resources dependent on area of responsibility. Stuart will draw up the Plan & Specification, usually from his own resources though, occasionally, he may have to bring in an outside Surveyor/Designer if the Project's complexity warrants it.

### **Selection of Contractors**

DRI have a core of Contractors available, usually 15 – 20 at any one time who are only allowed to bid for up to two contracts to ensure that they are not overloaded and can maintain the required standard.

- Potential Contractors can be added from recommendations from various sources.
- Each prospective Contractor is required to complete a Pre-qualification Questionnaire (PQ) to demonstrate their skills and ability to carry out the work desired.
- Successfully vetted Companies will be included on the DRI register of approved Contractors.

For specialised items such as certain mechanical equipment, windows, furniture etc., DRI have Global Agreements with individual Companies.

DRI does try to maintain a list of local Contractors for each Resort as this in itself is contributory to help keep cost down.

### **Tender Process**

Once a project has been initiated, Stuart will look at the available approved Contractors and issue a Tender Form by recorded delivery to see if they wish to bid. This is several pages of detailed required information showing a breakdown of all costs associated with the work to be done. The bids remain sealed until the pre-notified day and time of bid opening.

Once a tender has been accepted the Schedule of Works and time scale is overseen by Stuart to ensure a timely completion of the work requirement.

### **Conclusion**

Having examined the whole tender process from start to finish, I am impressed with the procedure that is followed and that quality and cost effectiveness is of paramount importance. From what I have seen, there is transparency in the way the process is administered and there is a clear positive audit trail for all events.

A handwritten signature in black ink, appearing to be 'D.J. Hunter', written over a horizontal line.

Dennis D Martin  
Committee Member Cromer Country Club

## **Sales and marketing update**

For information on any of the products or other promotions currently offered by DRI please contact either Neil Cunliffe at [neil.cunliffe@diamondresorts.com](mailto:neil.cunliffe@diamondresorts.com) or Nick Landinez at [Nicolas.landinez@diamondresorts.com](mailto:Nicolas.landinez@diamondresorts.com)

## **Comments from Guests**

Just a small thank you for looking after the apartment. It has been kept in excellent condition.  
Thank you  
Shirley & Bob Jones

Dear Sally (housekeeper)

We appreciate your effort for giving us the neat, clean, tidy lovely apartment. Everything arranged in the apartment was very satisfactory to our taste. Apart from using only a pair of plates or so. We haven't touched any glassware or most of the items leaving them intact minimizing your labour of cleaning / arranging them. Hope you too would be happy with that. Anyway thank you once again wishing you and your team good days.

Mrs Kendy