

November 26, 2019

Dear Marriott's Frenchman's Cove Owner:

It's my pleasure to introduce you to the [November 2019 Newsletter](#) from your Board of Directors.

Best regards,

*Scott Derrickson*

General Manager

Marriott's Frenchman's Cove

# FRENCHMEN'S COVE BOARD'S WEBCAM

A QUICK GLANCE AT WHAT IS HAPPENING AT FRENCHMEN'S COVE



## Annual Meeting 2019

The annual meeting of the Board of Directors, which is open to all owners, was held on September 26, 2019.

A few highlights:

**Insurance** – due to the hurricane activity in 2017 the property liability deductible increased from \$3.3 million to over \$5.3 million. The Board has made it a priority to fund reserves for a significant portion of the new deductible. The total expense of the 2017 hurricane repair and recovery was over \$11 million dollars. The Cove leverages MVC's buying power to find affordable coverage that we can depend on.

**Reserve Projects 2020** – television replacements property wide with "Smart" televisions, pool slide resurfacing, repairs for brick pavers, staircase railings, spa heater, and additional umbrellas and stands...just to name a few approved enhancements.

**Utilities – Electricity** - WAPA announced a price increase this summer per kilowatt hour and it was *2-months retro-active!* The management team constantly analyzes whether to use WAPA or our generators. The average cost of electricity on the mainland in the US is 13¢ per kwh, USVI at the Cove is 46¢! The only control we have over this expense is to run our generators. ***You can help keep our costs down when visiting by turning off lights and televisions when you leave the villa.***

**Water** - the Board directive a few years ago approved the installation of a reverse osmosis plant which uses water from the ocean. RO has contributed to significant savings. The Cove's water expense went from \$2.1 million in 2012, to \$1.2 million in 2018.

## annual meeting continued....

**Housekeeping** – housekeeping at the Cove has primarily been outsourced, but contract labor costs have been rising with the minimum wage on the USVI (\$10.50 per hour). Due to the constant analysis by the management team, the Cove has recently added 5 full-time housekeeping staff.

**Reserves** – reserves are accrued and used for many purposes, some as simple as replacing soiled and worn linens, new appliances and furniture, and others as complicated as building, repairing and maintaining the reverse osmosis plant, generators, or the shared waste- water treatment plant.

**2020 Maintenance Fees** –the largest expenses at the Cove are utilities, insurance, housekeeping, management, and maintenance. These expenses are regularly being reviewed. One current project, the installation of new air conditioning units will be a significant money saver over time. Five units were used for evaluation prior to Board approval so we could evaluate the energy savings and the noise reduction. The Board also asked Management to explore solar power for the future, bearing in mind both the safety and esthetics of solar panels. The Board voted on a budget for 2020 that included an increase in maintenance & reserve fees. This increase was 6.4%. While the Board would love to not have an increase, many expenses like utilities (our largest expense) are not in our control. We consider the responsible stewardship of the Owner's expenses to be our top priority.

## Villa Refurbishment 2019

Frenchmen's Cove villa refurbishment has been completed and is beautiful! You will notice the new carpet, paint, furniture, and appliances, but some things that you may not notice: the plastic basins in the master showers that were cracked have been replaced with tile, the picture window in the living area has been tinted for energy efficiency, and the artwork is primarily old St. Thomas postage stamps.



*Frenchmen's Reef will reopen as a **Marriott**, projected opening date Fall 2020.*

## Owner Survey Action Items

The Owner survey last year provided the Board with a wealth of information about what you (we), as owners, like, dislike, and would like to see the Board follow up on. Here is where we are on a few that you rated as the most important.

Question Number 6: What three property enhancements and improvements would you most like to see in order of importance?

1. Second Pool
2. Improve/Add restaurant options  
*Answer to 1 & 2: The property where additional buildings and a second pool were to be located is still owned by the developer. The Board has asked if they would be willing to discuss building the pool, and or a second restaurant prior to building additional villas. This is an ongoing discussion and we will continue to keep you informed of any progress. All discussion will include a careful cost/benefit analysis. The reopening of Frenchmen's Reef will also add pool and dining options for the Cove.*
3. Beach improvements – *additional sand will be brought in on a barge. We are waiting for the end of hurricane season*
4. Parking improvements/Expansion – *this will be included in the developer discussions about the undeveloped property.*
5. Maintenance Fee Reduction – *we will keep trying!*
6. Room Refurbishment – *completed Fall 2019!*
7. Add pool attendant/monitor – *added Spring 2019*

## ASSOCIATE HIGHLIGHT



Our feature associate this month is Jean "Jean"

Jean has been working with us at The Cove for seven years. He started as a contractor with us as a houseman and then moved to join our team as a houseman as well. He has been a supervisor for six years. He is constantly on the go. He is vital support for the team as he ensures that villas are cleaned and inspected on time. He helps deliver items needed and assists in other departments when he can. He has won "Supervisor of the Quarter" several times as well as "Supervisor of the Year". You will always see a bright smile on his face and wishing everyone "Happy Birthday" regardless of when your birthday may be. When you see Jean, wish him a "Happy Birthday" too!

Did you know that you can reach the Board of Directors via email?  
Ownerboard.frenchmanscove@vacationclub.com

Do you have an idea for something we should cover in this newsletter?  
Email your suggestion to:  
CoveBODNews@gmail.com