

Winter 2001

Newsletter



### NOTE FROM RESORT MANAGER

We always look forward to the Winter Season at Village West when things are less hectic. Once winter fully arrives, the area takes on a different look entirely. The quiet solitude of the frozen water offers the unique sport of ice fishing, or maybe you would enjoy an afternoon ice skating, then a warm fire with hot chocolate served on the beach. For those who want to take in the countryside, cross country skiing is an activity the whole family can enjoy. Snowmobiling is always a favorite for the young and the young at heart. As an alternative to the outdoor activities, the resort offers many indoor recreational amenities. As usual, the Okoboji Winter Games are scheduled for the last weekend in January. Start planning now for your winter getaway to Village West. Should you have questions or need assistance with accommodations, please do not hesitate to give me a call.

Ellie Albrecht, Resort Manager

Ski Rental. . . . . \$5 for 4 hours  
                                  \$10 for 8 hours  
\$30 for entire stay (7-day stay)

Ice Skate Rental. . . . . \$3 for 4 hours  
                                  \$15 for entire stay (7-day stay)

Ice Fishing Shack. . . . . \$50 for full day

Board Games. . . . . \$3 for 24 hours

Movies, Miniature Golf, Pool, Swimming,  
Ping Pong, Shuffle Board, Foos Ball,  
Air Hockey, Skee Ball and More.

### BOARD OF DIRECTORS Sunrise Cove Time-Share Association, Inc.

Mike Hoepfner, President

Dale Goodman, Vice President

Jon Martin, Secretary

Rod Black, Treasurer

Bob Lamm, Owner Representative  
Term expires (2002)

Tom Underwood, Owner Representative  
Term expires (2001)

Any input or comments regarding association matters should be mailed to the association president at:  
Sunrise Cove, P.O. Box OR, Spirit Lake, IA 51360

### ELECTION RESULTS

Our congratulations are extended to Bob Lamm of Altoona, Iowa, and Tom Underwood of Spirit Lake, Iowa, who were elected at the Annual Meeting as Sunrise Cove Owner representatives to the Board of Directors of the Association. Mr. Lamm was elected to serve a 2-year term and Mr. Underwood was elected to serve a 1-year term. Our thanks are extended to the other candidates in the election and to all owners who participated in the process.

### Check In and Check Out Times

Check In Time: 4:00 pm  
Check Out Time: 10:00 am

Dear Sunrise Cove Owners:

I would like to take a minute to thank those of you who traveled to the Resort for the annual meeting. I would also like to thank you for taking the time to fill out the comment card and returning them. The comment responses are very important as we plan for the future. I will try to hit the high points from the annual meeting.

Q – Why was the resort sold?

A – The resort has been for sale since 1995. There have been several groups of out of state investors and one group of owners who attempted to purchase the resort. The former owner had no intention of being in the resort business as shown in minutes of each annual meeting.

Q – Who is Iowa Resort Holdings LLC?

A – The company was formed in 1999 to investigate the purchase of Village West Resort.

Q – Who owns Iowa Resort Holdings LLC?

A – Mike Hoepfner, a 23 year resident, investor, developer in the Lakes area and real estate broker.

Q – How many new buildings are under construction?

A – One building is being built this winter. I had the junk and rock piles removed by L row for safety.

Q – If a unit is repossessed, who is allowed to buy the week and does the sales staff have first chance?

A – Since the sale, there have been no units repossessed. No, the sales staff does not have first chance. I have asked the board to help formulate the fairest way to handle repossessed weeks.

Q – Racquet Club membership Gold Card use?

A – It has been an annual contract since 1995, renewable at the option of the owners of Village East.

Q – Why is the President of Sunrise Cove reluctant to address the group?

A – Having purchased the resort a short time prior to the meeting. I believe the good Lord gave us one mouth and two ears for a reason. One can learn more by listening to the owners than doing all the talking.

Q – The boat house?

A – The marina lease was not renewed due to an overwhelming number of complaints from the Sunrise Cove owners. Yes – the boathouse should be the best it ever has been. Boat rentals, jet skis, gas and so on. In the past, the majority of the boat hoists were rented to outside seasonal boaters. The new plan is to provide rental hoists for the resort owners and guests first. If you plan to bring a boat or Jet Ski and if you have not sent a form in – please do. ( Village Princess will be back in 2001 )

Q- What about Oscar's Restaurant?

A – Plain and simple – the main restaurant was badly in need of some remodeling and the records indicated that the owners were not eating there. The plan is to do the remodeling and reopen when it is completed.

Q – Past due maintenance fees?

A – The board has decided that any past due maintenance fees will be turned over to a collection agency. If the maintenance fee is not paid, the owner's use will be blocked by Village West and RCI.

Q – Are owners responsible to pay for lost unit inventory items?

A – It is my understanding the policy has always been not only lost unit inventory items, but any damage to the unit during your stay. You should check your unit inventory when you check in.

I believe we have a common goal in mind. When I talk about **we**, which I do often, I am talking about the developer – owners – management and Village West Sunrise Cove employees. I cannot change the past – however we can together make a difference in the future of the Resort. I believe we have a great team of managers and workers that truly care about the Resort. I believe you are owners because you care and love to come to Village West. With the sizable investment of capital and time I have made, I would hope you would know that I care. I am the first to admit there will be a bump or two in the road from time to time. If there is a problem, contact the staff immediately so the problem can be resolved. We have a great Resort and together I truly believe **WE** can make it the best. **HAPPY HOLIDAYS !!**

Sincerely,

Michael D. Hoepfner  
Iowa Resort Holdings LLC

## 2001 Bonus Time Rates

The 2001 Calendar Year Bonus Time rates per night effective as of January 1, 2001 will be as follows:

\$105.00	Rustic	\$105.00	Mansion	\$ 85.00	L Row A&B
\$ 50.00	L Row A side	\$ 40.00	L Row B side	\$ 40.00	Studio
\$ 85.00	3 Bedroom Townhouse	\$ 60.00	2 Bedroom Townhouse	\$ 65.00	1 Bedroom Spa
\$ 55.00	1 Bedroom	\$ 55.00	Executive Suite	\$ 55.00	SPA Studio
\$ 85.00	2 Bedroom L Row (Available June, 2001)				

We require that all Bonus Time reservations be guaranteed by a credit card. Any Bonus Time reservation can be canceled, at no cost, prior to seventy-two (72) hours before check-in time (4:00 p.m.) on your arrival date. Owners canceling Bonus Time Reservations after the seventy-two (72) hour deadline will incur a charge, equal to the Bonus Time Nightly Rate for the unit type reserved.

### Bonus Time Reservations Hotline

**Find out quick if we have space available.** We update daily an automated message to let owners know the status for reservations using Bonus Time. Follow these simple instructions to find out resort availability status for the next fourteen (14) days.

Dial 712-337-3223 to reach the automated resort attendant,

Then dial 2 for Reservations

Then dial 2 for the Bonus Time Reservations Hotline - (upon reaching the Owner Reservations Hotline, you will hear a recording that offers the status of Bonus Time availability for each of the next fourteen (14) days.)

*If you learn from the Bonus Time Reservations Hotline that we have a unit available on the date(s) you wish to visit Village West Resort, then dial 253 to speak to one of our reservationists. If the line is not available, leave a message and you will be called back.*

**SALT & PEPPER SHAKERS** have been removed from all units for your safety. Packets are available at the Front Desk.

**TOWEL/LINEN EXCHANGE** is offered Monday through Friday from 8:00 am to 12:00 Noon and 12:30 pm to 2:30 pm.

**RESERVATIONS WINTER OFFICE HOURS:** Monday - Friday 8:00 am - 4:30 pm and Saturday 8:00 am - 3:00 pm

## Sunrise Cove

Welcomes all Owners, Guests and RCI  
Vacationers to a **FREE** . . .  
Coffee & Donut Party every  
Monday at 9 am in the  
Vacation Room (Level C)



### Call your Sales Associate about details on our new "Developer Specials"

Voice Mail Extensions:

Barrett, Shirley .....	Ext. 744
Freese, Doc .....	Ext. 910
Goebel, Mike .....	Ext. 758
Meyer, Roger .....	Ext. 746
Reynolds, Brian .....	Ext. 742
Shutt, Anita .....	Ext. 757
Tepfer, Bruce .....	Ext. 749
Waldstein, Ramona .....	Ext. 178
Wolf, Cheryl .....	Ext. 743
Zelinko, Val .....	Ext. 752

### Village West Resort and Sunrise Cove Time-Share Owner's Association

Switchboard .....	712-337-3223
Ellie Albrecht, General Manager .....	Ext. 530
Angela DelDotto, Owner Services .....	Ext. 294
Deb Taylor, Executive Assistant .....	Ext. 257
Marilyn Grice, Accounting .....	Ext. 255
Ron Carson, Maintenance Manager .....	Ext. 463
Lois Jacobsen, Executive Housekeeper .....	Ext. 284
Anne Schwieger, Front Desk Manager .....	Ext. 866
Kelly Zinnel, Betsy's Manager .....	Ext. 231
Jaye Stone, Stone's Throw Manager .....	Ext. 299
Reservations .....	Ext. 253

### Vacation Ownership

**Winter Hours: Monday - Saturday 8:00 am - 4:00 pm**

Rod Black - Director of Sales .....	Ext. 880
Joanne Fox - Assistant Sales Manager .....	Ext. 884
Denise Kelly - Sales Office .....	Ext. 875
Lois Winger - Rental Management/ Vacation Ownership Service Rep .....	Ext. 876
Theresa Black - Accounting .....	Ext. 877
Marne Schiphoff - Promotions .....	Ext. 250
Sherry Donnahoo - Promotions .....	Ext. 270

**MINUTES OF THE 2000 ANNUAL MEETING  
OF THE MEMBERSHIP OF SUNRISE COVE  
TIMESHARE ASSOCIATION, INC.**

The annual meeting of the membership of the Sunrise Cove Timeshare Association, Inc, an Iowa non-profit corporation, was held on the 3<sup>rd</sup> day of November, 2000. The meeting was called to order by Dale Goodman at 9:00 a.m. in the Convention Center at Village West Resort in Spirit Lake, IA.

Mr. Goodman introduced himself as a representative of the developer and the chairperson for the meeting, and introduced the Sunrise Cove Board: Rod Black, Tom Underwood, Jon Martin, Bob Lamm, and Mike Hoepfner, President of the Board; and Ellie Albrecht, the Resort Manager of Village West and Sunrise Cove. He welcomed the members present and gave his opening remarks. Ellie Albrecht was appointed as the Recording Secretary.

The presence of the following owners constituted a quorum, as required by the Association By-Laws in order to conduct further business:

- |                                 |                                 |                               |
|---------------------------------|---------------------------------|-------------------------------|
| 1. Steve Edwards                | 25. Bill and Wilma Heynen       | 48. Marv and Fran Jungjohan   |
| 2. Mick and Jean Theisen        | 26. Jerry Turner                | 49. Irvin and Marlycc Klaasen |
| 3. Ruth O'Connell               | 27. Kenneth and Darlene Harms   | 50. Bob and Elaine Mayden     |
| 4. Robert L. Freese             | 28. Clarence and Pauline Stubbe | 51. Mr. and Mrs. Wagner       |
| 5. Ron and Donna Moorman        | 29. Marvin and Maxine Heinrichs | 52. Jim and Phyllis Fieger    |
| 6. Vic and Margo Scholten       | 30. Marvin Axman                | 53. Kent and Elaine Henry     |
| 7. Jeff and Anne Hoel           | 31. Ed and Arlene Meirdink      | 54. Darlene Main              |
| 8. Arlo Gertner                 | 32. Dr. Jack and Joan Belitz    | 55. Harold and Beverly Bartz  |
| 9. Ken Simon                    | 33. Joyce Mellema               | 56. Joyce Lenz                |
| 10. Jan and Bob Lamm            | 34. Vera and Louie Lieske       | 57. Darlene Zinnell           |
| 11. Don and Deb Johnson         | 35. Warren Melles               | 58. A. D. Zinnell             |
| 12. Darrel and Carmen Marten    | 36. Loren Hovland               | 59. Richard Eyster            |
| 13. Marilyn Grice               | 37. Clayton Schuett             | 60. Ray and Shirley Robert    |
| 14. Roger Landgraf              | 38. Dave Eggiman                | 61. Tim Mann                  |
| 15. Larry Evans                 | 39. Al and Ruth Kern            | 62. Terry Kounkel             |
| 16. Meredith Hanson             | 40. Loren and Rhonda Klarenbeck | 63. W. and Jane Burge         |
| 17. Tom Boeke                   | 41. Glen Hemiller               | 64. Barb Van Wyk              |
| 18. Michael Cord                | 42. Robert Shaw                 | 65. Rich Kielman              |
| 19. Sandra McKelvey             | 43. Juanita Overmann            | 66. Roger and Deb Meyer       |
| 20. Mike Skyme                  | 44. Harlan and Sandy Rademacher | 67. Mr. & Mrs. John Boote     |
| 21. Roger and Bethcen Benson    | 45. Dick & Marilyn Whitney      | 68. Joanne Fox                |
| 22. Mr. & Mrs. Henry VanAartsen | 46. Mr. & Mrs. Dennis Schreib   | 69. Joanna Lange              |
| 23. Gayla Place                 | 47. Alan VandenBurd             | 70. Denise Kelly              |
| 24. Lois Winger                 |                                 |                               |

Proof of Notice of Meeting was submitted by Mr. Goodman. Marilyn Whitney confirmed that the Notice of Meeting was received.

Minutes of the 1999 Homeowners Meeting were presented. A motion was made by Jack Belitz and seconded by Marge Scholten to dispense with a reading of the minutes and to accept the minutes of the 1999 Homeowners Association Meeting as presented.

Mr. Goodman presented the Rules of Order for conduct of the election. He announced the board had voted at its meeting the day before to stagger the elected board member terms. In this year 2000 election, the owner candidate receiving the most votes at this annual meeting will receive a two (2) year term. The second placed vote getter shall receive a one (1) year term. Beginning at the 2001 annual meeting Sunrise Cove will elect one director to serve a two year term.

The Board of Directors election proceeded. Inspectors of the election were Mick Thiesen and Barb Van Wyk. They were confirmed by a motion made by Juanita Overman and seconded by Richard Eyster. Mr. Goodman listed the nominees for the election to the board and called for additional nominations from the floor. None were received. After a review of election procedures the polls were closed.

Mr. Goodman reviewed the audit of the financial operations of the Sunrise Cove Time-Share Association, Inc. for the year ended December 1999.

Ellie Albrecht, General Manager introduced the resort department managers and gave a brief report of resort operations.

Unfinished business:

-None.

New business:

-Mr. Goodman stated that the 2001 Budget was approved by the Board of Directors at their meeting on November 2, 2000.

-Mr. Goodman mentioned Sunrise Cove has received a letter from Village East Athletic Club to cancel the agreement for Village West Gold Card members to access their facilities. The Board voted to consult with Dan Dykstra, the attorney who represented Village West at the time of the agreement before taking action.

Voting results were announced. Robert Lamm was elected to serve a two (2) year term and Tom Underwood was elected to serve a one (1) year term, as the Association Representatives of the owners on the Board of Directors.

Conclusion of the formal part of the program.

Mr. Goodman opened the meeting for questions and comments.

-Owners asked questions about the Resort ownership and plans for the resort future: about the building of more units for sale; limits of ownership by sales staff, sales of repossessed weeks; the marina; RCI Exchanges; the Convention Center and Oscar's Restaurant.

The meeting was adjourned at 11:25 a.m.

Recorded by Ellie Albrecht

Submitted by Jon Martin, Secretary

Approved by Michael D. Hoepfner, President

# Referral Program/Form

We have a new Referral Program effective August 1, 2000. If you have a referral who purchases you will receive:

\$200 Pre Red Week      \$150 Shoulder Red Week      \$100 White Week      \$50 Blue Week

Owner Name \_\_\_\_\_ Owner Number \_\_\_\_\_

Friend's Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Friend's Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

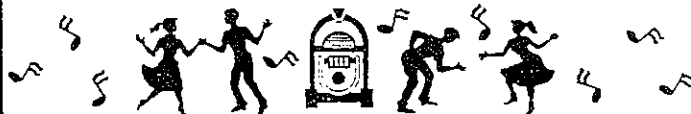
Friend's Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Friend's Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

## Stone's Throw Shops



- Stay on top of the latest fashions, from blouses to swimsuits. Don't forget your feet with classic sandals or the perfect tennis shoes!
- Unique gifts and home decorations!
- Lake Okoboji Souvenir headquarters!
- Shop while the kid's play mini-golf!
- Shopping fun just a *Stone's Throw* away!



Our 50's diner has wonderful food the whole family will enjoy from burgers, pizzas, subs, salads, mouth-watering appetizers, to tantalizing ice cream treats!

Don't forget that Betsy's also offers a full breakfast menu, including Early Bird Specials!



## Betsy's Diner



OPEN DAILY (YEAR ROUND) (712) 337-3223

**VISIT OUR WEBSITES AT:**

[www.villagewestresort.com](http://www.villagewestresort.com) and [www.sunrisecove.com](http://www.sunrisecove.com)

**OUR E-MAIL ADDRESS IS:**

[fun@villagewestresort.com](mailto:fun@villagewestresort.com)

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Comments and Suggestions:

Mail to: Sunrise Cove Comments  
 P.O. Box OR  
 Spirit Lake, IA 51360

Name: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 City, State, Zip Code: \_\_\_\_\_  
 (Name and Address is optional if a boat hoist is not needed for the 2001 season)  
 Your Week No. \_\_\_\_\_ Unit No. \_\_\_\_\_

Fishing Boat \_\_\_\_\_  
 Sailboat Hoist \_\_\_\_\_  
 Boat Hoist \_\_\_\_\_  
 Speed Boat \_\_\_\_\_  
 Pontoon Boat \_\_\_\_\_  
 Waverunner \_\_\_\_\_  
 Jet Ski \_\_\_\_\_  
 Waverunner Hoist \_\_\_\_\_  
 Jet Ski Hoist \_\_\_\_\_  
 BOAT LENGTH \_\_\_\_\_

PLEASE RETURN IF YOU HAVE NOT PREVIOUSLY DONE SO.  
 We have no idea of the level you demand for marina rentals, your input is important to us.  
 Which of the following items have you rented in the past.



Sunrise Cove at Village West Resort  
 P.O. Box OR  
 Spirit Lake, IA 51360

