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and Happy New Year!

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Fax Number616.896.7409
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 memberservice@sandypines.com

Administration

Gene/Kathy105
 gene@sandypines.com
 kathy@sandypines.com

Kimberly109
 kim@sandypines.com

Beth106
 beth@sandypines.com

Josh107
 josh@sandypines.com

Park Inspector616.896.7286
 inspector@sandypines.com

Pumpouts-Emergency111

Park & Garden

Jack Schmidt, Manager616.896.9334
 Golf Cart Rentals616.896.9888
 parkgarden@sandypines.com

Sales Office616.896.8316
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Sales Office or Camping

Kelli103
 Kathy Molner113
 Nick Brott114
 sales@sandypines.com
 camp@sandypines.com

Maintenance616.896.8317
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 Fax Number616.896.9182
 security@sandypines.com

Recreation Department616.896.8318
 Nikki Hoogewind, Recreation Director/Adult Recreation
 recreation@sandypines.com

Lake Monterey Golf616.896.8118
 www.lakemontereygolf.com
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LETTER FROM THE CHAIRMAN OF THE BOARD

BY DON VAN DOESELAAR

As we near the end of the year it is a good time to reflect on the past, as well as begin to plan for the future. This past year the two new restrooms in Phase 3 were finished on time, many new members joined the park throughout the summer, the new capital reserve fund was used for upgrades in the park, the members voted to clarify sections of the By-Laws, many of the committees made proposals that were adopted by the Board of Directors and four new members were elected to serve on the Board of Directors. We have much to be thankful for.

At the end of September, the Board met and began to plan for the future. At this meeting the Board voted unanimously for the administration

to begin the process to have our Public Safety Department become certified under Public Act 330. It may take a little more than a year to accomplish this process.

There are a number of important reasons why the Board decided to move in this direction. As you may know, each time there is a serious incident involving criminal activity, it is necessary to contact the Allegan County Sheriff's Department. While Allegan County has a good Sheriff Department, it is a large rural county, which means they have fewer Deputy Sheriffs available than you would find in say Kent or Ottawa counties with larger populations. Therefore, if a Deputy is called to assist and they are a good distance from Sandy

ADMINISTRATIVE TEAM

Gene Van Koevering Park President
 Kimberly Williams Chief Financial Officer
 Ben Fifelski Maintenance Supervisor
 Steve Deyarmond Director of Emergency Services
 Keith Garvelink Interim Director of Security
 Gary Peters Golf Course Manager

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Kelli Blackman Guest Services Manager
 Kathy Brott Executive Assistant
 Sue Flowers Member Service Manager
 Nikki Hoogewind Recreation Supervisor
 Josh Janowiak Director of Communications
 Kathy Molner Sales Manager
 Jack Schmidt Park & Garden
 Park Inspector

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 Golf Course
 Grounds & Maintenance Kelvin Kronemeyer
 Long Range Planning Kevin Hager
 Member Outreach
 Policy Committee Joel Van Kalker
 Rules Meghan DeHaan
 Safety & Security Committee Dennis King
 Technology Bob Powers

BOARD OF DIRECTORS

— MISSION STATEMENT —

The Sandy Pines Board of Directors will provide positive leadership and management direction so as to ensure the long term viability and success of Sandy Pines Wilderness Trails, Inc.

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 Rick Day – Vice Chairman
 Ginny Hager – Treasurer
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Pines, it creates a problem. This happens too often, which is not always the fault of Allegan County. For example, what has occurred a number of times in our park, is that a visitor or guest is involved in criminal behavior and they refuse to cooperate, even though there may be a judge signed warrant for their arrest. Our Public Safety Officers do not have the legal authority to detain them, they will simply leave the park before the Sheriff arrives. This same situation occurs when a person is under the influence of drugs or alcohol and they refuse to give our Safety Officer identification, we have no recourse, and again, they can leave the park before the Sheriff arrives. However, if Sandy Pines was certified under P. A. 330 our Safety Office Department could detain them. Furthermore, our Public Safety Department could access the Law Enforcement Information Network which allows checks for criminal warrants, valid licenses, suspect identification, criminal history and vehicle checks with instant

results. As it stands today, our Safety Department does not currently have the authority to turn over a person to the Prosecuting Attorney's office for criminal behavior, but under P. A. 330, they could. There are two other advantages worth noting. Certification under P. A. 330 requires extensive training, plus our Safety Department would qualify to apply for grants which we cannot do now. These are just some of the reasons the Board directed the administration to pursue P. A. 330. In the spring and summer, the Board will hold several information meetings to answer question and to give much more detailed information.

We hope you enjoyed Thanksgiving with family and friends. As we look forward to the most blessed event of the year, the birth of Christ, we want to wish you and your family a Merry Christmas and a Happy New Year.



LETTER FROM THE PRESIDENT

BY GENE VAN KOEVERING

What a wonderful time of year to celebrate the many Blessings we have experienced here at Sandy Pines and Lake Monterey Golf

Course, as well as in our lives, individually. With Thanksgiving recently past, we look forward to the Christmas season and celebrations ahead. For those of us who claim Christ as our personal Savior, we celebrate the Greatest Gift of All in the birth of Jesus Christ. However, regardless of your faith position, those of us here at Sandy Pines and Lake Monterey Golf Course want to wish you a wonderful and blessed Christmas season with your family and friends!!

If you have a family member or friend serving our Country at this time, we pray that they too will be blessed during this season, and that their absence will be short from those they love! We thank you, as family, and ask that you thank them on our behalf, for their service to this Country

that we all love, and we pray that they will soon be home again.

Although the park is closed, there is much going on internally. Once again each department has a full plate of projects for the off season. It's always amazing that we still get the question; "What do you do all winter?" or "Is your job part time?!"

Contrary to conventional wisdom, the off season is a very busy time for those of us on staff. Each department has a very extensive list of annual projects. Additionally, as is the case with many of our departments, there are generally new projects that require attention and/or planning.

Many tasks go unreported to the membership in general, however, they are important tasks and would be noticed by many if they were not completed. A very special thank you to our staff for the work they do and for the commitment

See **PRESIDENT**, page 4...

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PRESIDENT, continued

they provide, so that our Members can enjoy this great place each season!

As I write this, Joyce and I are in Gulf Shores, Alabama, during the month of November, as we have been doing for the last six years. We take this time to relax, reflect and renew. Upon my return to the office in December, I will once again be picking up on a number of items that will require my attention pertaining to operational management of the park. I will be meeting individually with many of the Managers and our CFO to do departmental operational reviews, for the purpose of determining if there should be any revisions in operations as we move into the 2019 season.

Other items that will be demanding our time and attention are the preparation for the latest construction project, which will be a multi-use facility on the North Shore of the lake. Due to the FEMA application leadership of Steve Deyarmond, this project will also be a FEMA compliant storm shelter. As you may know, Sandy Pines and Salem Township received a \$2,800,000.00 grant toward this project in September of 2018. Our sincere thanks and appreciation go out to Steve and all of those who were a part of this extremely complicated and extensive application.

Since being notified of our successful application, much work has been added to the schedules of many persons on our staff in preparation for this project. The Sandy Pines Construction Project Team will be represented by 4-5 Administrative and Management Staff persons, as well as three Board Representatives. Ellen Carpenter, Dennis King and Chad Ostrom, have volunteered to be on this construction project committee, and we thank them for their willingness to work with us on this exciting and unique project.

Just prior to leaving for vacation, I placed my signature on a document that was required, as one of the final steps confirming AT&T wireless service on the cell tower here on park property. It is my hope and it is my understanding that the

equipment will be installed during the month of December, so we are looking forward to having that service added to our area.

Another project we will be overseeing implementation on is the new cable contract with Spectrum Charter. At this time, we do know the channel lineup we will have, which will consist of an increase of approximately 60 channels. As of the date of this writing, however, I am not aware of the changeover timeline to the new service, so watch for more information coming on that, as it is made available.

Secondly, as many of you know, our previous internet contract Spectrum Charter expired in 2018. We are pleased to inform you that a new contract agreement has been reached, and we are pleased that the pricing will remain the same for at least the next two years.

I am pleased to announce the following new appointments to our staff, if you have not already been made aware of them: Josh Janowiak, previously our Member Service Manager, has been promoted to Director of Communications. Sue Flowers has been promoted to Manager of Member Service. Sue was previously Assistant Manager of Member Service. Keith Garvelink has been promoted to Director of Security in Public Safety. Keith was previously a Public Safety Officer within the department since 2016, and most recently served as the Interim Director of Security since February 2018. Jami Werkema has been promoted to Assistant Manager of Member Service. Jamie was previously a part time Member Service Staff person, hired in 2018.

Each of these individuals are extremely qualified for, and have earned, their promotions for the new positions they will be taking on. I am very excited about these new appointments and I ask that when you see them or have any interaction with them, please offer them your support and congratulations, and give them encouragement. These are very talented individuals taking on challenging positions, and we are blessed to have them on our Team serving here at Sandy Pines.

With the recent passing of the bylaw that provided additional clarity allowing the Board to meet remotely, it is our intent to have equipment installed in the Admin. building that will allow for audio and video access for Board Directors to join a Board meeting remotely.

In the past, there have been occasions when it was necessary to get approval from the Board for certain circumstances that required Board approval during the off-season. Therefore, the need for remote meetings was to allow the Board to meet during the off season for any important issues that may come up. Equally as important, it is intended to accommodate at least two meeting

times during the off season to review and approve the financial statements, so they can be posted on the website in a more timely manner.

The question of why there was such a lag in posting monthly statements online was one of the common questions at Face to Phase meetings, so we hope to mitigate that issue beginning during the off season of 2018/19.

At this time, our expectation is to hold a joint meeting with the Board and Finance committee to review the September 2018 fiscal year end financial statement, as well as the October statement. Once these or any other statements

are reviewed and approved, we will post them on the website.

Please take time to read the Department Manager reports for other updates and items of interest. Be assured that much is occurring, and that the off season will be moving by quickly for those of us here, as we seek to serve this park with dedication to quality and integrity.

Finally, we want to wish you all a very Blessed Christmas, and a Happy New Year! We thank God for the privilege to serve Him and you, our Members, in this place at this time.

MAINTENANCE DEPARTMENT NEWS

BY BEN FIFELSKI

Enjoy this very special time of year with your loved ones. The Holidays come and go so quickly it's hard to visit with everyone you want to!

A quick reminder to have your roof shoveled after any heavy snows that we are inclined to receive during the winter months.

The Maintenance Team will be staying busy making improvements to your park. We will be working on Camp Site renovations in Phase 3; Playground improvements in Phase 1; a new roof on CC #12 in Phase 5; new risers in Phase 4; Tennis Courts in Phase 2 and a new Picnic Shelter in the Flea Market area. We hope you enjoy

these improvements upon your return.

The roof at CC #12 was long overdue for replacement. This will be a big improvement for heat in the winter months and it also much more appealing to look at. If we are able to stay on schedule, it will be completed in April, 2019.

The Phase 2 Tennis Courts are scheduled to be installed in the spring. This will be completed in two steps. Step One will be to install an asphalt court with a net and white lines for tennis and pickleball. Step Two will take place the following year when we put the colored surface on to match the rest of the courts. By making this a two-step

process, it allows the oils from the asphalt to come out, which in turn, allows the colored surface to last much longer. This was a recommendation made to me by the contractor.

Wishing you all a Safe and Healthy winter!

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RECREATION NEWS

BY NIKKI HOOGEWIND

It is the time of year to reflect on what we are thankful for. Sandy Pines is truly an amazing place that I am so thankful for. It is the time spent with family, the great friends, and wonderful people that make Sandy Pines a place to appreciate.

As I reflect on how to continually improve on opportunities to serve the members I must first appreciate the staff that makes it all possible. It is an honor to lead the Recreation Department and I must say thank you to one of our best managers, Kim Day. The Recreation Department is the largest department and the supervising of the pools, swim lessons, organizing the lock-in, and scheduling all shifts from the beginning to end of summer is a huge job that can easily go unrecognized. It has been an honor to work with Kim last season and she will be greatly missed in the Recreation Department. It is my hope that she will be able to relax a bit more and enjoy all that Sandy Pines has to offer. Thank you, Kim, for

your many years with Recreation and serving the members.

In 2019, we plan to offer our children: kids club, swimming lessons, tennis lessons, and golf lessons. We will also have pre-teen and teen club. We will offer adult tennis and golf lessons, aquasize, zumba and line dancing. These are all great opportunities for you to participate as much or as little as you would like. We will continue our family potlucks, paint on canvas events, adult dinners, and holiday events. Large events such as drive-in movies, rainbow color run, and family fun day are being planned as well.

HELP! I am still in need of local bands to play in the outdoor, core area of Phase 1 (near the ice cream shop). If you know of any local bands, please send the band name to recreation@sandypines.com. This is honestly a challenge that I need members to assist with, if we are going to

have live music next season.

Hiring and interviews for the Recreation Department will be in April, but members can plan now! The Recreation Department will be looking to hire people 16+ for various positions. You must be 18+ for the ropes course and Lifeguard Certified to work at the pools. You will need to get lifeguard certified on your own, and then will be reimbursed at the end of the summer.

Please email recreation@sandypines.com with any questions. Please fill out an application online at the home page on the Sandy Pines website and then print a copy. Interviews are in April, but applications are being accepted now! Don't miss out on your opportunity to have fun while working at the best place in the world - Sandy Pines!



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THE FUTURE OF YOUR MEMBERSHIP

"Sandy Pines is our happy place!" This is something you hear many members saying, including our family. Although we have been members for only a few years, we have created so many great memories here and met so many wonderful people - and feel that we have just scratched the surface. Have you ever thought about what would happen to your membership if something happened to you?

It is certainly not a pleasant topic to think about, yet it is very important to your family's continued enjoyment of your Sandy Pines membership. Because it is not an enjoyable thing to think about, many people never plan for passing on their estate...including your Sandy Pines membership. This is unfortunate, because it leaves the future of your membership in the hands of the probate court process. The good news is that you have options! You can have a say in who is in charge of your estate (and your membership) and who will receive your membership after your passing. The two most common ways to do this are a Last Will and Testament ("Will") or a Living Trust ("Trust").

The most common misconception about a Will is that it helps you avoid the probate court process after passing. That is not true. A Will, however,

does provide you the opportunity to designate who oversees your estate and to provide who you want your Sandy Pines membership transferred to (or if you want it sold and the proceeds distributed). A Trust has the benefits of a Will, plus the advantage of avoiding the probate court process for assets owned by, or designated to, the Trust. The key with using a Trust to own your Sandy Pines membership is making sure that your Trust is the type of Trust described in the Sandy Pines Handbook and that you follow the required steps to transfer ownership of your membership to your Trust. Among other things, this requires that you provide a Certificate of Trust to Sandy Pines. You can contact Kelli, in the Administration Office, for more information on Trusts.

Keep in mind that transferring your membership interest is subject to the Sandy Pines Bylaws and Handbook. The Bylaws and Handbook also provide additional information regarding the type of Trust that qualifies for ownership of your Sandy Pines membership and how the membership is handled after the member's death.

Michael Lichterman, Esq.

Baar & Lichterman, PLLC (www.baarlegal.com)
Sandy Pines member since 2016

SALES UPDATE

BY KATHY MOLNER

By now, many of you have been basking in the warm sunshine somewhere other than Sandy Pines. Please know that the rest of who are still in this snowy wonderland are extremely jealous.

We had a busy November with closings and now several new listings. Please know that even though you are not here, we still are. As the snow continues to fall it gets tougher to show trailers, but please know that if the weather permits and I am able to get into the trailers, I do my best

to accommodate those who are still asking for showings.

If you are considering selling your place, please know that I get extremely busy around the end of February and early March with new buyers. Getting your listings in before that time can result in a quick sale.

Please enjoy the Blessed season ahead of us along with time with your family.

With Sincere Sympathy

SYMPATHY IS EXTENDED TO:

Corv & Carol Shaffer, Site 15, on the passing of their 91 year old mother, Beverly Shaffer on October 20th. Sympathy is also extended to Beverly's grandchildren, **Craig & Heather Hall**, Site N-232 and **Rob & Heidi Baas**, Site K-45.

Craig & Laura Van Beek, Site N-403 and **Wendy & Clarence Gunn**, Site N-471, on the unexpected passing of their father, James Van Beek, on October 21st.

Karen Fojtik, Site N-38, on the passing of her husband, **Brian**, on October 22nd. Sympathy is also extended to their children, **Andrew and Nora, Matthew and Christine; Rudy and Marie Fojtik**, Site N-5, Brian's parents; **Paulette and Perry Szuminski**, Site N-55 and **Pamela and Stephen Strobel**, Site N-36, Brian's sisters and brother-in-laws.

Ken Laurita, Site D-56, on the passing of his wife, **Cyndi**, on October 31st.

William DeGroot, Site N-6, on the passing of his wife, **Alice**, on November 23rd. Sympathy is also extended to their son and his wife, **Dale & Cornelia DeGroot**, Site N-7.



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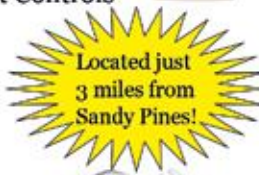


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MEMBER SERVICE NEWS

BY SUE FLOWER, MEMBER SERVICE MANAGER

OFF SEASON HOURS

Monday – Friday 8:00 am to 4:00 pm
Mail Room Hours 2:00 pm to 4:00 pm
Saturday & Sunday Closed

CHRISTMAS HOLIDAY HOURS

Closed Monday 12/24 through Tuesday 1/1

The Administration Building and Member Service Office will be closed Monday, December 24th through Tuesday, January 1st for the Christmas & New Year's Holidays. Public Safety Services at the Main Gate will be open 24 hours/day over the holidays and they can take account payments.

IMPORTANT DATES – COUNTDOWN TO SPRING 2019!

- 1/2 Quarterly electric & state tax billed
- 1/15 Annual Renewal Notices sent for review (this is not a bill)
- 1/25 Quarterly electric & state tax due, plus payment if using the payment plan
- 3/15 Deadline for Renewal information updates
- 4/1 Annual Renewals, quarterly electric & state tax billed
- 4/25 Annual Renewals, quarterly electric & state tax due
- 4/15 Gates open and water is turned on for the season (weather permitting)

FLEA MARKETS

- 5/4 May Fest
- 5/25 Memorial Day Market & Pancake Breakfast
- 6/8 June Fest
- 6/29 Independence Day Market & Pancake Breakfast
- 8/10 Christmas in August Market
- 8/31 Labor Day Market & Pancake Breakfast
- 10/5 Fall Fest Garage Sale & Market

Flea Market spot reservations are available by logging into your Member Web Access Portal.

WINTER CC SCHEDULE

Convenience Centers that will remain open through the winter include:

- Phase 1: CC 2 near the Ball Field & Pavilion in the Core Area
- Phase 3: CC 6
- Phase 4: CC 8 near the dam (until snow starts)
- Phase 4: CC 10 near the Soccer Field after repairs are complete
- Phase 5/6: The Recreation Building
- Phase 5: CC 11

ANNUAL DUES

If you are making monthly payments, your account balance as of December

25th should be at or below \$949.73 to be on track with the payment plan. You can check your balance by logging into Member Web Access Portal/Online Billing tab, or by calling Member Service. Your January quarterlies are due in excess of your dues/assessments payment.

JANUARY QUARTERLY ELECTRIC & STATE TAX

Quarterly Electric and State Tax are billed in January, April, July and October. Electric meters are read once per year in August. Your bill is based on total kilowatt hours used. You pay for your adjusted final electric use in October, then your total use is divided by four and you pay those quarterly amounts in January, April and July. This is why you get an electric bill in January even though you may not be in the park during that time. You can view and print your annual electric use by logging into your Member Web Access Portal. State Tax is billed at \$9.50 per quarter, per site.

ANNUAL RENEWALS

We'll be sending renewal notices after the first of the year. If you have an email address on file, your notice will be sent electronically, otherwise your notice will be sent by mail. If you have not received your renewal notice by February 1st, please call Member Service. Please note: Your renewal notice is not a bill. You have until March 15th to update, add or remove renewal services before being billed on your April 1st statement. Renewals include membership cards, annual stickers, internet service if applicable, pump-out plans, boat docks, boat in & out service, bullpen storage and mailboxes. The notices will include

instructions. Please review your renewals carefully and make sure the information is accurate. If you don't need any changes, you do not have to return your renewal form. Send the form back only if you make changes and we'll confirm your updates. Credit will not be issued for membership cards not removed from the account by March 31st.

MEMBER WEB ACCESS

If for any reason you don't receive, or if you lose track of your renewal information, you can access it 24 hours a day by logging into your Member Web Access Portal. There, you have the ability to: review your annual renewal information (stickers, services & member cards), schedule guest passes, schedule pump outs, review pump out schedules, check electric meter readings, reserve Flea Market spots, update addresses and contact info, view statements, make payments, complete staff surveys and schedule Tee Times. To view your renewal information, login, then select the "Renewal Information" tab.



Most questions and issues handled by calling Member Service can be found in your Member Web Access Portal. We're always here to help, but want to make sure you know you have the ability to handle many issues from the comfort of your own home. Login to Member Web Access by clicking the Quick Link at www.sandypines.com/members.

SECURITY SERVICES

In October of 2018, Security Services investigated to a total of 44 complaints. The type of complaints and number of each appears below.

Parking Complaint: 6
Submerged Boat: 1
Fire Investigation: 3
Property Damage Accident: 2
Suspicious Incidents: 8
General Assist Call: 15
Weapons: 1
Misc. Rule Violation: 3
Trespass: 1
Vehicle Fire: 1
Animal Complaint: 1
Illegal Entry: 1

Property Checks

Security Services staff are now conducting property checks on Member sites. The staff checks to make sure the premise is secure and reports any issues found back to the member. Members will receive a notification by email advising the date their site was checked, and if anything was found amiss. There were 224 property checks completed in the month of October.

New Camera System

The new Axis camera system is now operational, and staff has received training on this system. The system greatly enhances the ability of the staff to provide security services to members.

New employee Nicholas Flamboe

Security Services welcomed Nicholas Flamboe to the full time staff in October. Nick has a strong background in asset protection, marine patrol and data systems. Nick is also a trained firefighter and Medical First Responder. Please take the opportunity to meet Nick if you are able.



PARK & GARDEN NEWS

BY JACK SCHMIDT

Merry Christmas to our Sandy Pines Members from Park and Garden. We have just finished a great Thanksgiving and I was able to go outside without a winter coat on! In just four months we will again begin preparations to get the store ready for your return.

Some new items to tell you about as we approach the 2019 season: You will find the Park and Garden store in a new location, as we are moving over to the Retail Center. The entrance will be between the beauty shop and the Rental Office. Because we will be in a larger space, we hope to add some new products, as well as increase the clothing and souvenir items.

The water softeners have continued to grow each year and it looks like 2019 will be another year with record numbers of members using our service. There is still time to order your softener for the upcoming season. We can install the

softener, or you can do it yourself. The majority of our members who have used the softener find that one softener will be all they need for the season. Only about 10% of the members using a softener needed a second softener in 2018. If you haven't ordered your softener for 2019, you can do so by sending an email to Parkgarden@sandypines.com with your name, phone number and site number. Include the date you would like the softener installed or when you will pick it up. We begin installing as soon as the water is turned on in April. Please remember that we cannot install over 200 softeners on the first day. We will install as close to your requested date as possible.

Another area of growth has been in the Golf Cart Rentals. A little background...during the past four years we sold out of carts EVERY weekend from the 4th of July until Labor Day Weekend. We were also sold out for Memorial Day. Currently,

we own 24 - four passenger carts and 6 - six passenger carts. With the leased fleet from Club Car, we add 70 - four passenger carts and 20 - six passenger carts. Beginning in January, you can go to the website and begin making your reservations for the 2019 season. Remember that holiday weekends and garage sale weekends sell out fast.

We will have our online reservation system set up, same as last year for rentals by the first of January. You will also be able to make a reservation by emailing parkgarden@sandypines.com. Please be sure to include your Name, address, phone number, site number (campsite for campers or guests), dates of rental and time of pick-up. Remember that you will need to return the cart at 10 am. Example: You list pickup time as 5 pm but you don't arrive until 8 pm. If you rent for Friday, Saturday, and Sunday, you would need to return the cart by 10 am on Sunday morning for a two day rental.

When we changed last year by moving the landscape holding pits and the propane tank, we discovered that some of the members thought we had discontinued these items. NO SUCH THING. We still fill or exchange propane fuel for your grills and travel trailers. We have mulch, four types of stone, as well as sand. We have also enlarged our lumber rental area and now keep the lumber inside, out of the weather. We will again have flowers to purchase in May and June. We moved the greenhouse behind the building. Be sure to stop by and check out our items in the spring.

We are excited about being able to serve all of our members and campers again in the 2019 season. If you haven't stopped by the store in the past, please plan a stop this season to see what we handle in landscape supplies, hardware, Christmas lights, Chemicals, and many more items. If we don't have it in stock, we will do all we can to get the items you need.

Looking forward to seeing you in four months.

<p>Sales</p> <p>Starting at \$1500!!!</p>  <p>With so many to choose from, call or visit us online at www.usgolfcars.com or Facebook keyword "US Golf Cars"</p>	<p>We service</p>    <p>Call Mike today for On-Site Service or Pick-up and Delivery!</p>  <p>Service</p>
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FINANCE & ACCOUNTING UPDATE

BY KIMBERLY WILLIAMS

Happy Holidays to each of you within our Sandy Pines Community. Our office and the Sandy Pines staff has continued to work hard leading into the off-season to tie up loose ends, finalize the year-end financial reports for Board and independent review, in addition to completing delayed capital projects budgeted for this current 2019 fiscal year.

For your reference and information, below is the payment plan schedule if you have elected to make monthly installments to pay for your Annual Dues and Assessments. Your monthly payment this year is \$321.31, and is payable on the 25th of each month, from Oct 2018 thru March 2019. This payment plan is allowed for dues and assessments only. To stay current within

the payment plan, your balance owed for 2019 dues and assessments must equal the following on each date listed below:

- October 25, 2018 \$1,559.74
- November 25, 2018 \$1,257.01
- December 25, 2018 \$949.73
- January 25, 2019 \$637.85
- February 25, 2019 \$321.29
- March 25, 2019 \$0 – All dues and assessments paid

All other member fees and charges billed to your account (outside of the annual dues and assessments) are due by the 25th of the subsequent month after being billed. You must add all other charges for services, electric, state

unit tax, etc. to the monthly installment amount to stay within the balance plan displayed above.

Payments can be made online through our website, by mail, within the Admin office drop box, at the Administration office (during regular business hours) or at the Rangers' office. Please note a 3% fee is charged for credit card payments made online or over the phone.

If at any time through the off-season you have any questions, please do not hesitate to call or message us. Thank you all for being a part of the Sandy Pines Community and we wish you many blessings until we reunite next season in 2019!

EMERGENCY SERVICES NEWS

BY STEVE DEYARMOND

Smart911 application:

Over 70% of emergency calls to 911 are made by cell phones. A new application called Smart911 is available to cell phone users that provides additional information to the 911 center. Several counties in West Michigan already are capable of receiving Smart911 information. Allegan County is projected to be capable of receiving Smart911 information in the first quarter of 2019.

Smart911 is a cell phone application that permits users to provide information to 911 dispatchers that assists with your location, health condition information, medication information and other family member information when 911 is dialed. This application will also provide emergency alerts for weather or other threats in areas that are Smart911 areas. The cell phone application is free and can be downloaded from the internet. Only information that you provide is supplied to 911 dispatch upon calling 911. Please take the time to review the application and decide if it provides additional safety for you and your family members.

Lake ice:

Lake ice can vary in thickness and always has risks for those entering upon it. Temperature, water flow, springs, snow cover, areas near inlets or outlets can have an effect on the thickness and safety of ice. Lake ice should be thought of as never completely safe, and precautions should be taken when going out on it.

A minimum of 4" is required to support a person on ice. Understand that ice thickness varies and

great caution should be used. Never venture out on the ice alone. Always have a plan in the event that you or someone else falls through the ice. Prepare yourself with ice awls, life vest, dry clothing/blankets, etc. Watch over young and small children when near lake ice and remind them of the dangers. Hypothermia can set in quickly should you fall through the ice and restrict your ability to get out. Always go with a friend.

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RESORT SERVICE CHARGES

MEMBER SERVICE

STICKERS

	<u>Price</u>
Golf Cart/Moped Sticker	\$15.00
Boat Water Sticker – First Boat	\$80.00 — Second Boat \$120.00
Boat Land Sticker – First Boat	\$50.00 — Second Boat \$90.00
Non-motorized Boat	\$15.00 — Kayak, Canoe, Paddleboat or Small Sailboat

PUMPOUTS

	<u>Single Tank</u>	<u>Double Tank</u>
Scheduled	\$14.00	\$20.50
Emergency	\$28.00	\$40.00
Pumpout Plan	\$10.25	\$17.75
Blue Tank Tote Sticker	\$15.00	(\$25 fine for no sticker on your portable tote tank)

BULLPEN STORAGE

	<u>13x30 Foot Space</u>	<u>13x35 Foot Space</u>
Annually	\$320.00	\$350.00
Quarterly	\$85.00	\$95.00
Monthly	\$30.00	\$35.00
Daily	\$5.00	\$5.00

WINTERIZATIONS

	<u>Departing on or before 9/30</u>	<u>Departing on or after 10/1</u>
Blow out trailer water lines	\$90.00	\$110.00
Blow out lines only (no trailer)	\$40.00	\$50.00
Ice Maker	\$35.00	\$45.00
Sprinkler System	\$55.00	\$65.00
Unmarked Hose	\$10.00	\$10.00

MISCELLANEOUS

	<u>Price</u>
Dock Space	\$475.00 Water sticker required
Boat Stake	\$0 Water sticker required
Boat Service by Sept. 30th	\$55.00 In/Out — \$30.00 One way
Boat Service after Sept. 30th	\$75.00 In/Out — \$50.00 One way
Mailbox	\$35.00 Annually
Cable TV	\$136.00 Annually (Included in annual dues)
Spectrum Internet (Charter)	\$192.00 — Billed \$96 Quarterly in April & July (Available Apr. 15th to Oct. 15th)
Flea Market Space	\$35.00
Facility Rentals	\$90-\$170 for 5 hours
Seepage Pit Including Barrel	\$400.00 Electric & water lines will no longer be done by SP Maintenance
Handbook Copies	\$2.00
Copies	\$0.10 Per Page (BW) — \$0.50 Per Page (Color)
Fax	\$0.50 Per Page
Stamps & Postage	Market Price

PUBLIC SAFETY SERVICES

MEMBERSHIP CARDS

	Price	Annual Renewal	Update Photo
Member, Associate & Grandchild Magnetic Cards	\$15.00	\$10.00	\$3.00
Proximity Chip Card Upgrade	\$5.00	\$15.00	
Recreation Card	\$10.00	\$10.00	\$3.00
Delinquent Account (Per card reactivation)	\$30.00		

GUEST PASSES

Guest Pass — \$4.00 Per day/per car
 Guest Pass (Staff Assisted) — \$6.00 Reserved by staff
 Camper Guest Pass — \$15.00 Per day/per car

MISC

Vehicle Sticker — \$2.00
 Handicap Stickers — \$2.00

PARK INSPECTOR

Tree permits	\$40.00 for trees over a four inch diameter
Building Permit	\$40.00 plus township fee for awnings, enclosures & decks 200 sq/ft or more
Electric permit	\$119.00 — \$84 township permit & \$40 Sandy Pines Permit
Registered Contractor Fee	\$175.00 to be placed on our park Registered Contractors List
Boat Stake Finder's Fee	\$40.00 to locate and mark stake location via GPS
Site Surveys	\$40.00

PARK INSPECTOR

WATER SOFTENERS

	Price
Initial Tank	\$165.00 — \$100.00 Second Tank
Installation & Pick Up	\$45.00 First time orders — \$35.00 Repeat Customers
Pick Up Only	\$20.00

PARK & GARDEN RENTAL OFFICE

Golf Cart (4 Person)	\$40.00 — 24 hours	Kayak \$10 to \$55	Rowboat \$15 ½ day/\$30 full
Golf Cart (6 Person)	\$55.00 — 24 hours	Bicycle \$4 to \$35	Stand Up Paddle Board \$10 to \$45

PROPANE FILLS

20 lbs — \$17.00 + tax	Exchange — \$22.95 + tax
30 lbs — \$22.00 + tax	Exchange — \$28.95 + tax

CAMPING

	<u>Sunday-Thursday</u>	<u>Friday-Sunday</u>	<u>Note:</u>
Camp Site	\$56.00	\$65.00	Maximum of 8 people per campsite
Cabin	\$86.00	\$98.00	
Park Models	\$135.00 - \$185.00	\$155.00 - \$200.00	
Pump Out	\$26.00 (Must be paid in advance)		

*Associate Members receive a 10% discount. Camping is discounted 50% before Memorial Day & after Labor Day.

SALES

Private Sale Transfer Fee — \$1,000	Background Check — \$35.00	Site Surveys — \$40.00
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COMMUNICATION NEWS

BY JOSH JANOWIAK

PROMOTIONS

In the event you haven't heard the good news, as of the beginning of the new fiscal year starting October 1, 2018, I was promoted to Sandy Pines new Director of Communications. My new focus will be on keeping members, guests and staff informed of all the wonderful things happening in our community. My plan for achieving this will include posting regular updates on our website and promoting them daily on our Facebook Page and park cable channels, weekly through our Member E-News and Weekend Flyers, and monthly through the Footprints Publication. We're approaching our third season with our new website and we continue adding more information every day. If you ever have suggestions for our website or any of our communications, my new office is right across the hall from Gene, just the second door down the hall from the Member Service Desk. You can also reach me by phone at 616-896-8315 x207 and by emailing josh@sandypines.com.

As I make my transition to Communications, I would like to say a heartfelt thank you to Sue Flowers, Jami Werkema and Dawn Kisner, who I consider our Member Service Dream Team. It was a true joy assembling and being a part of this team. Each of them has different strengths, personality traits and experiences that compliments the entirety of the team. I'm so proud of the improvements we've made in services, processes and efficiency that have resulted in improved customer service. I'm even more excited to see how this team grows under Sue's leadership as the new Member Service Manager. Sue is one of the kindest and most patient individuals I have ever met. She has the wonderful ability to stay calm under pressure, which is a huge asset in her role. Sue just completed her second season at the Member Service desk and she continues to make many improvements such as the way we manager our bulk cable and internet accounts, boat docks, boat stakes, bullpen reservations and more. She's also responsible for the candy dish that everyone loves, especially the kids.

Jami Werkema moved from Member Service to the Public Safety Office Front Desk for the winter but will return as the Assistant Member Service Manager in the spring. Jami has an infectious personality. She's always smiling, laughing and enjoying life. You'll be hard-pressed to walk away from a conversation with Jami without a big smile on your face. Jami just completed her first season behind the Member Service Desk and she proved to be a wonderful asset to our team. She's very resourceful and willing to take any project and run with it.

Dawn Kisner and her family have been members of Sandy Pines for more than 45 years. She remembers following the oil trucks on the dirt roads and laughing hysterically at the mess. She is a West Michigan native who has recently moved to Florida and works as a Resort Activities director in the winter months. Dawn offers a great perspective to our front desk as a 45+ year member. Dawn takes great pride in our community and it shows in her interactions with other members and guests. Not only does she challenge the status quo, she also offers suggestions to improve the status quo.

The next time you see or interact with our Member Service Team, please don't underestimate the power of thanking them for all that they do as they are truly awesome. They are all too often at the end of conversations with frustrated or angry members. Occasional words of support are worth their weight in gold.

2019 EVENT DATES

All of our featured events and holidays are up on our Event Calendar at SandyPines.com/Calendar. These are official Sandy Pines organized events. We also promote numerous annual events organized by member volunteers such as the Senior Adult Activities Committee. If you are a volunteer event organizer and haven't submitted your 2019 event dates and details, please email me ASAP. Once we finalize our official Event, Committee, Board and Park organized calendar in February, we'll schedule

and finalize volunteer organized events.

END OF YEAR SURVEY

Another goal of mine as the new Director of Communications is to reach out to members more often to get feedback, thoughts, ideas and opinions. Moving forward we'll be sending a survey at the end of each year to get your feedback and opinions on seasonal events, services and communications. The quick 5 minute survey will be open the month of December at www.sandypines.com/surveys.

PHOTO CONTESTS

Next year we plan on holding more online photo contests during the holiday weekends and bigger park events. We'd like to start integrating Instagram into our photo contests since it is the original photo based social media platform. Instagram is a free photo and video sharing app which can also be linked to Facebook. At the moment there are numerous Instagram accounts created under some variation of the Sandy Pines name. We've temporarily created "sandypinesofficial" but would like to reclaim and take control of the account named "sandypines". Our attempt to message the account creator failed and all attempts to contact Instagram have resulted in automated responses with no possible solution. It looks like a past employee or volunteer created the account in 2013 for park use, posted a few photos and then never used it again. If you have any idea of who may have created it, or know how to reach a human being through Instagram, please contact me via phone or email so we can attempt to reclaim control of the account. If you or someone else you know created the other variations please also let us know as we'd like to clean up the dormant accounts to help avoid confusion on future use.

I look forward to serving the community in my new roll and welcome your input on ways to improve communication into the future. Please have the merriest of Christmases, the happiest of New Years and the best of any other celebrations you may be partaking in this season!

CLASSIFIEDS

We have more 'Site for Sale' listings online at www.sandypines.com.

Please call **Kathy (ext. 113)** or **Nick (ext. 114)** at 616-896-8316, for additional information or to schedule an appointment.

For Sale from Site 240: 2007 Wildwood 37' Travel Trailer 37BHSS. Travel Trailer only - 37ft Bunkhouse Superslide. Has a very nice layout and larger/open and bright walk-through bathroom. Larger kitchen setup than most with an extended counter/bar stool area. The Bunkhouse has 2 bunks and a table that folds down into a bed with lots of cupboards/storage. Queen bed, sleeper sofa and dining table converts to bed. Sleeps 8-9. Excellent Condition. This is currently set up at Sandy Pines Lot #240 Phase 1. We are hoping to upgrade to a Park Model and this is the only reason for selling. Contact me if interested and to schedule a tour. Come check out his Beautiful trailer. Asking: \$16,900. Call or Text Candy 616-635-5096 or email cmckenzie2004@yahoo.com.

For Sale from Site 578: 2017 brand new 38' Keystones Hideout camper, 3 sliders with bunkhouse and queen bedroom. Full size refrigerator in the kitchen. Sleeps 9. Power awning, power jacks and tongue. Lots of extras

are on this camper still under warranty. We are selling because we bought a place in Sandy Pines. If you would like to see it we have it in storage down the road from Sandy Pines. Asking: \$31,500, call 616-297-9762.

For Sale - Site N-464 - Phase 4: Waterview, 2004 Trophy Double Loft with sunporch and deck. Sleeps 10. Full size 200 sq ft garage and plenty of parking. Gas E-Z-Go golf cart. Very clean, furnished, and has extra pantry and storage areas. Asking: \$98,500. Call or text Norm at 616-291-1824.

Condo For Sale: 2848 Westwoods Ct., This 1505 sq ft 2 br 1 1/2 bath ranch condo offers an open floor plan with cathedral ceilings. Kitchen and Dinette both have bay windows, Great Room offers a natural gas fireplace which opens into a 14x12 - 4 season sunroom with a deck. Master Br offers a walk-in closet and private bath, Main Floor laundry. Daylight lower level has 674 sq ft finished through drywall giving it 1 br, bath

and family room. Extra deep 2 stall garage to store your golf carts! Still time to make selections. All this for \$222,715. Please call Linda Hall for viewing or questions at 616-292-4848.

WOULD YOU LIKE TO PLACE A CLASSIFIED?

If you would like to place a Classified Ad, please e-mail it to **Kathy@sandypines.com** or call **616-896-8315 (ext. 105)**.

Ads are automatically charged to your account, and cost \$15/month. You must notify Kathy Brott when you wish to have your ad removed.

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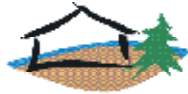
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For more information contact:
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sjlkhall@gmail.com

