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1971-2021

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JANUARY 2021



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PHONE NUMBERS

Member Service 616.896.8315

Fax Number..... 616.896.7409

Member Service Ext. 100

Member Service Ext. 101
memberservice@sandypines.com

Administration

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jeff@sandypines.com
kathy@sandypines.com

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kim@sandypines.com

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Josh JanowiakExt. 112
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Maintenance 616.896.8317

Ben Fifelski, Supervisor
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Emergency/Public Safety..... 616.896.9006

Steve Deyarmond, Emergency Services Director
 Keith Garvelink, Security Services Director

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Jack Schmidt, Manager 616.896.9334
parkgarden@sandypines.com

Recreation Department..... 616.896.8318

Nikki Hoogewind, Director/Adult Rec.
recreation@sandypines.com

Lake Monterey Golf616.896.8118

Gary Peters, Manager
www.lakemontereygolf.com
Golf@golfimgc.com

Laundromat Hours – Open 24 Hours

ADMINISTRATIVE TEAM

Jeff Sweitzer Park President

Kimberly Williams Finance & Accounting

Steve Deyarmond Emergency Services

Keith Garvelink Security Services

Ben Fifelski Maintenance

Gary Peters Lake Monterey Golf Course

MANAGEMENT TEAM

Kathy Brott Executive Assistant & Camping

Sue Flowers Member Service

Nikki Hoogewind..... Recreation

Josh Janowiak Communications

Jamie Bogema..... Human Resources

Jack Schmidt Park & Garden

Jeff Hopkins..... Park Inspector

Liz Robins..... Sales & Events Manager

COMMITTEE CHAIRS

Finance..... Ginny Hager

Golf Course Bill Reynolds

Grounds/Maintenance Kel Kronemeyer

Long Range Planning..... Kevin Hager

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Rules Michelle Bengsch

Safety & Security Rod Burch

Technology Bob Powers

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Park & Garden Store 616.896.9334

P & G Rental Office 616.896.9888

BOARD OF DIRECTORS

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Jim Huck Secretary (23)

Ginny Hager Treasurer (23)

Kelly Johnson (21)

Dennis King Vice Chairman (22)

Larry Munger (23)

Paul Peppel (22)

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.



PARK PRESIDENT NEWS

BY JEFF SWEITZER jeff@sandypines.com

Happy New Year to all our wonderful Sandy Pines and Lake Monterey Golf Course Members! Goodbye, 2020 which was supposed to be the Year of Clear Vision! Hello 2021! Last year was a very challenging year for all of us. However, we persevered to get through the season and the year. We still had many blessings to be thankful for in 2020. It brought out many good things as we witnessed people helping others in need, spending more time with our families, and showing more appreciation for all the blessings we have in life.

50th Anniversary

Now it is time to celebrate 2021 by kicking off our 50th Anniversary here at Sandy Pines. As we continue to stay in contact with our state, county, and township officials, we continue to communicate our plan for 2021 which is to have a normal opening and season. 2020 is in the rearview mirror. We were filled with uncertainty and anxiety whether we would be able to open our Happy Place or not. We proved that we could open and have a safe, successful season during a COVID-19 pandemic. If the pandemic restrictions continue into 2021, we know we have a plan in place that we already executed in 2020 to open Sandy Pines and Lake Monterey Golf Course.

50th Anniversary Fundraising

Our 50th Anniversary sub-committees continue to meet weekly to develop fantastic events for our 2021 season long celebration. Once a month, the sub-committee leaders present to leadership their status on events, help needed, budget and sponsorship levels to support the cost for these events of which many will be 2021 signature events. The committee is targeting a goal of \$75,000 to cover cost for our season long events. These costs will be offset by the sale of sponsorship levels. Sponsorships range from Platinum level for \$5,000.00 to sponsoring individual events at \$100.00. Why buy a sponsorship you ask? The answer is you will receive significant advertising for you or your business. Advertising will be anywhere from social media to banners to having your family or business name on merchandise or logo wear! Our first round of sponsorship requests was emailed to our members. We know many of our members have your own businesses. Our

second round of sponsorship requests were sent to our partnered suppliers who support Sandy Pines. We would like to Thank those members who have already purchased sponsorships as well as FCC Construction, Baar Legal, Beene Garter and Ottawa Kent. We are currently at 23% of our goal or \$17,000 toward our \$75,000 target. We appreciate your consideration in making these 2021 events happen. Please contact our Communications Department at communications@sandypines.com or at 616-896-8315 x112 to purchase your sponsorships today!

Thank You Staff

Our staff continues to do an excellent job this off season to get us ready for your return in 2021. This awesome crew truly does all the heavy lifting. They did an excellent job running their departments and keeping up with the business while safely working remote during the public health orders issued in December. Lessons were learned from March and April 2020 shutdowns where we were not equipped or able to support our member or park needs fully. Our Remote Work Policy addressed equipment needs, software needs, and scheduling needs to allow our team to work safely from home while fully serving our members and park.

Board of Directors

Our Board of Directors is also working hard in preparation for the upcoming 2021 season. There were many items on our December 2020 board meeting agenda.

The board voted and appointed a new board director. The appointment is for this year only per

our Bylaws, Article VIII, Section 7, Sub Section 3. We would like to congratulate Stephanie Saypanna as our new board director. We would also like to thank the other members who stepped up and volunteered to fill the vacancy on the board due to the unexpected passing of Chad Ostrom. The board had a tough task as all members on the ballot were excellent selections. We encourage those who were not appointed to the board during this process to run for upcoming board positions in August 2021. More information on our new board director is in the Board of Directors section of the Footprints.

2021 Committee liaisons were also reviewed and approved during our December 2020 board meeting. We are blessed and thankful to have an active board supporting many of our committees for Sandy Pines and Lake Monterey Golf Course. The board approved the continuation of the Lake Study Committee in 2021 and beyond. As a reminder, the Lake Study Committee was established in 2020 as a short-term, ad hoc

Continued on Page 4

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committee to develop recommendations to improve, sustain and protect our number one asset, Lake Monterey. We would all agree that there remains much to be done in this area. We will be reviewing who will continue to lead this committee with the appointment of its current chairperson, Stephanie Saypannha, to the board.

Sandy Pines Wilderness Trails and Lake Monterey Golf Course 2019-2020 financials were also approved during our December 2020 board meeting. Under the leadership of the entire staff and board, we had an excellent year in 2019-2020. Please review our CFO Kimberly Williams' finance update for more details.

North Shore Center

Our FEMA North Shore building remains on track for April 2021. Walls are up and painted. Floors will be complete this month. Windows will be installed. Furniture is being quoted. We will need to decide on a furniture supplier to furnish the building by the end of January or beginning of February. Feedback from staff and our FEMA team is that the building looks great. We cannot wait for our members to see this wonderful asset to the park this season.

Phase 3 Bridge

We continue to receive much feedback on the cart bridge project we kicked off earlier this fall. As a reminder, there is no safe way for our members to move from Phase 3 to Phase 6 or vice versa. We

have many campers, children and grandchildren driving golf carts between these two phases. In 2017, Sandy Pines had an incident where a worker, teenager, was hit by a vehicle at this crossing. After that incident, Sandy Pines was strongly advised to provide a safe way to move between Phase 3 and Phase 6 to get to activities, events, etc. Traffic volume has increased on 26th Ave making this a potential hazardous situation waiting to happen. Our Long-Range Planning Committee developed options to explore: 1. Cart Bridge or 2. Cart Tunnel. The cart bridge was decided to be the path to take based on cost, security, and timing. How is this different than crossing the street in front of administration to get to Monterey Pines Store? The difference is that Phase 3 and 6 as well as the activities and events our campers and members are getting to are part of the park. The store across from administration is not part of Sandy Pines. This project is well overdue. In December 2020, we signed a letter of intent for a bridge developer to draft designs which meet MDOT and Allegan County Road Commission specifications for a pedestrian, golf cart bridge. Those designs will be available this month for review by the board. After board review, designs will be submitted to Allegan County Road Commission for approval. The next step once approved by ACRC is to submit the designs for quote to 2-3 bridge construction companies to receive cost and timing. The construction of the bridge itself will take up to 10 weeks. The goal is to try to have a bridge in place by May 2021. This

is all pending design approval. If you have any additional questions, please contact our Board of Directors or me. We appreciate your continued support on this project.

IT Update

The team will also be working on our IT systems upgrade project this month. We kicked off a solution provider to spend 4-6 weeks with each department to witness the systems, software and processes each department uses to run our business. The solution provider will then be tasked to develop a roadmap of recommendations with cost and timing to upgrade our outdated systems. These recommendations will be reported to our team and then presented to the board. The team is excited to be involved in this project, as the end result will be improved efficiency, better data and a more robust system.

Retired Site Audit

Another project being reviewed this month is our retired site audit. During our December 2020 board meeting, we communicated our administration retired site policy. This policy highlighted the process members must follow should you want to purchase a retired site. We communicated that retired sites will be capped at 3 and must be adjacent to your existing site. We will be auditing the remaining retired sites to see how these may best serve the park.

Sales Restructuring

Lastly, we continue to restructure our sales department to better serve and attract members to utilize this park service. We will be hiring a new salesperson this month as well as reviewing a potential commission reduction for utilizing our sales department. We have received your Sales Department Survey results and will be reviewing your recommendations! Stay tuned to our new Sales and Events Manager, Liz's February 2021 update.

Have a blessed January 2021! Happy 50th Anniversary Sandy Pines! We cannot wait to see you this season!

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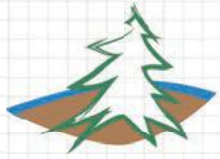
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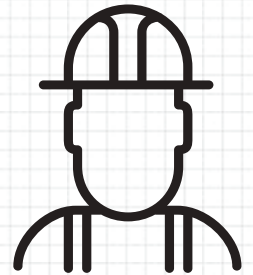
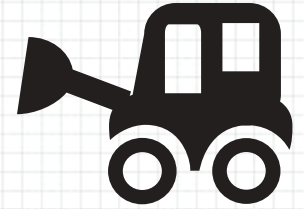
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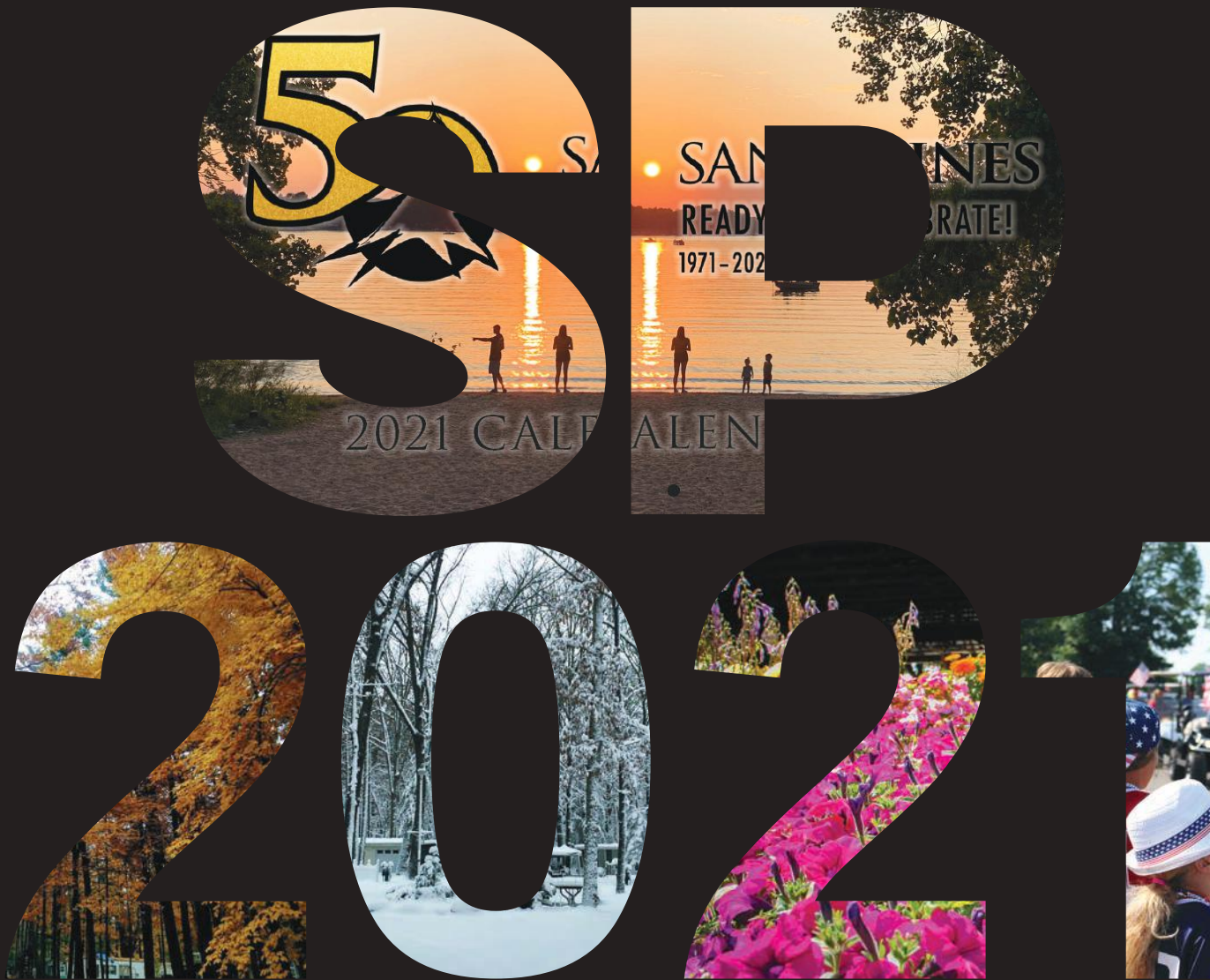


SANDYPINES
RECREATIONAL COMMUNITY

NORTH SHORE CENTER



Construction updates at SandyPines.com/NorthShoreCenter



Calendars

All of our favorite and new 50th Anniversary events in 2021. They are available for purchase now at Member Service, Public Safety, online at SandyPines.com/WallCalendars and in our November online store at SandyPines.com/Merch!

BOARD OF DIRECTORS UPDATE

BY PAUL PEPPER BoardOfDirectors@sandypines.com

As 2020 blurs into the history books, there is plenty of optimism in store for MMXXI. Progress continues on schedule with the North Shore building. Plans are unfolding for the Phase 3 bridge bringing this ever closer to reality. The 50th anniversary extravaganza team is busily assembling a bevy of various activities sure to pique everyone's interest. Maintenance tirelessly improves day-to-day items many of us take for granted. In short, while it may be off-season for the members, there is little time for recess for admin and staff.

One thing's for sure, your board will be well prepared to assist when asked thanks to the addition of a new member. With the unexpected passing of director Chad Ostrom in October, we

were challenged with selecting a replacement. It was especially refreshing to have seven members step up to volunteer to fill the balance of his term. All were very qualified, and the choices were challenging. After three rounds of extremely close voting totals, Stephanie Saypannha emerged the winner.

A little background, Stephanie is currently the chairperson of our lake committee. She is blessed with a willingness to listen and understand while formulating possible logical solutions. Her extreme passion for the park was obvious during her September board presentation with lake recommendations (which will be discussed in depth starting in March). The board will benefit greatly from her devotion and enthusiasm.

Having to video record our board meetings this year has been a challenge and not the ideal situation for the members and us. But there is a silver lining. If you're able, log onto YouTube and search Sandy Pines. Our park channel has 77 videos, giving you the opportunity to watch what you want, when you want. Perhaps a binge watch as it were. You'll notice that, near the end of our meetings, we entertain member questions. Please feel free to get your answers by contacting us at boardofdirectors@sandypines.com.

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COMMUNICATIONS NEWS

BY JOSH JANOWIAK josh@sandypines.com

Ready, Set, Celebrate!

We'll officially kick off our year-long 50th Anniversary Celebration starting in January 2021! While many events won't happen until the 2021 summer season, we'll be celebrating virtually online with some new videos, photos, stories, history, and more. You've likely seen our cool, new 50th Anniversary Logo (it's on the cover) and now you'll start seeing that logo on our website, social channels, on print materials, and soon on the 2021 summer Weekly Flyers! In addition to the new logo, you'll also see our colors changing from Sandy Pines green, blue, and brown to our 50th Anniversary Celebration gold and black. You'll also notice our slogan "Ready, Set, Relax." changing to "Ready, Set, Celebrate!"

Online Store & 50th Anniversary Gear

We'll continue releasing new limited edition 50th Anniversary logo wear and merchandise in our Online Store. The January store will be open from Sunday, January 3rd to Sunday, January 17th at midnight. Shop online at www.SandyPines.com/Store.

Hot Winter Merchandise

- 2021 Sandy Pines Calendars
- 2020 Limited Edition Sandy Pines Christmas Ornaments
- Stainless Insulated Coffee, Wine & Beverage Tumblers
- Campfire Coffee Mugs
- Cork Coasters
- Jackets, Puffer Vests, Beanies & Scarves
- Hoodies, Sweatshirts & Long Sleeve T-Shirts
- Dog Leashes & Bandanas

New January Featured Items

- Velour Beach Towels
- Soft Tote Coolers
- Ladies Football T-Shirts & Fleece Hoodies
- ¼ Zip Shirts & Sweatshirts

All the profits from the online store will be allocated toward fundraising goals in support of the 50th Anniversary Celebration. Shop now to support the 50th!

2021 Calendars

As we kick off the new year it is a great time to update your home, work, and trailer walls with our new Sandy Pines Calendars. They are only \$12 including tax and can be purchased online and at Member Service. Shipping is only \$3 each if ordered through Member Service or online at www.SandyPines.com/Calendars. You can also order them through our Online Store but we'd only recommend that option if you're ordering other merchandise otherwise shipping costs will be higher.

Shipping Rates

A quick note regarding the cost of Online Store shipping. Although we realize it is common for Amazon and many major retailers to offer free shipping, we do not sell anywhere near the volume that supports free or discounted shipping rates. Average shipping rates range between \$10 to \$20 per order. Large orders can exceed \$30 depending on the total size of order and how far it needs to be shipped. If you wish to avoid shipping rates, we will once again be offering free pick up at the Sandy Pines Park & Garden Store when it reopens in April 2021.

Online Store Alerts

Online store opening and closing text alerts are only sent through our Happy Camper Rave Text Opt-In List. You can opt in and out of this list anytime.

To Opt-In: Text "SANDYPINES" to 67283
To Opt-Out: Text "STOP" to 67283

Please note this Opt-In List is different than our Member Rave Text & Email Alerts List. See the Park Communications update below for more details.

50th Anniversary Fundraising

Jeff mentioned our goal of raising \$75,000 to fund all the great events we have scheduled for our 50th Anniversary. Without these funds, all our 50th events simply won't be possible. The majority of that goal is intended to come from business sponsorships and donations. A portion of those funds will come from Online Store Merchandise Sales. All Online Store profits for 2020 & 2021 will

go toward 50th Anniversary fundraising efforts so when you shop in the store, you're supporting the 50th Anniversary Celebration.

Our Sponsorship Packages range from \$1,000 to \$5,000 and offer amazing exposure for organizations including name & logo recognition online, in print, and at events. Gold & Platinum Sponsors also get TV ads and onsite exposure opportunities at all 50th Anniversary Events. Individual Event Sponsorships range from \$100 to \$550 and offer similar exposure at the single event of your choice. Member affiliated and nonprofit organizations also get a 20% discount on sponsorships. These are great rates for exposure to our highly engaged and active community members.

Continued on Page 10



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JANUARY ONLINE STORE

Opens: Sunday, Jan 3rd
Closes: Sunday, Jan 17th



All items will be shipped by the
first week of February.

2021 Sandy Pines Calendars
are now available for only \$12!



Shop at SandyPines.com/Store

You can also make a donation or purchase a sponsorship on behalf of yourself or your family. We'd love to thank you publicly for your contribution, but we'd glad to keep you anonymous if you'd prefer.

For more information, visit SandyPines.com/Partnerships. For questions, to reserve your sponsorship, or make a donation, contact communications@sandypines.com or by calling 616-896-8316 x112.

Park Communications

We communicate with members through numerous communication tools. Some are required of all members and some are optional. If you are a new member and would like to receive all notifications and updates, please review our subscribe and opt-in options.

If you recently sold and are no longer a member, please make sure you opt out and unsubscribe from any communications you prefer. If you tried to opt out of all communications but are still receiving updates, please contact our Communications Team at communications@sandypines.com or by calling 616-896-8315 x112.

Member Database

Once a member is added to our database, you're automatically in our billing system and may receive monthly billing invoices and other important membership notifications.

Member Rave Text & Email Alerts

As a member in our database, you're also added to our Rave text alert and email distribution list. Rave is an emergency alert system that automatically sends severe weather and other local, regional, and national emergency alerts. We also send occasional important billing, account, operational updates and large event cancellations through this platform. As a member, you are not able to opt out of these notifications, but we can manage notification preferences such as which member email and which phone number receives the notifications.

Happy Camper Rave Text & Email Alerts

This alert list is optional and can be opted into and out of at any time. It is intended for members, guests, campers, and/or anyone who wants to receive recreational, event, and park promotional notifications such as event cancellations, online store opening and closings, and miscellaneous

park promotions. All severe weather and emergency local, regional, and national alerts are also sent to this distribution list. Participants can opt in and out at any time.

To Opt-In: Text "SANDYPINES" to 67283

To Opt-Out: Text "STOP" to 67283

Mail Chimp Member E-News

All members are welcome to receive our electronic newsletter which is sent weekly during the summer season and monthly throughout the winter. The Member E-News includes our Weekly Flyers, Monthly Footprints, and ongoing park news and updates. Participants can sign up for the E-News and can also manage preferences or unsubscribe from the E-News at any time. You can unsubscribe by selecting the Manage Preferences or Unsubscribe links at the bottom of any E-News in your inbox or by viewing any E-News archived on our Members Page.

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HAPPY CAMPER TEXT ALERTS

New SMS text opt-in for Members, Associate Members, Guests, and Campers

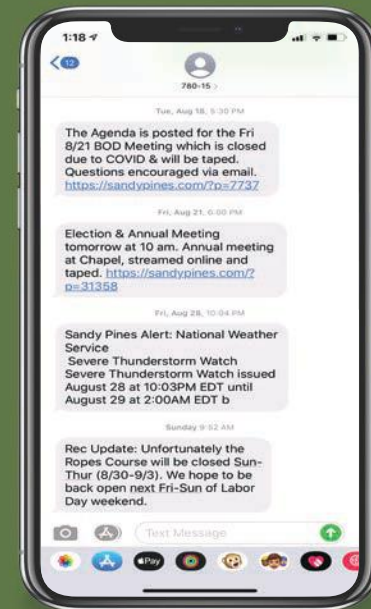
To Opt-In: Text "SANDYPINES" to 67283
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Park news, event updates, weather alerts, cancellations, and closures.



SANDYPINES
RECREATIONAL COMMUNITY

More information at SandyPines.com/Sms-Text-Opt-In





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50th Anniversary Sponsorships

Our 50th Anniversary Events won't be possible without the help of sponsorships and donations.

- Headline sponsorships range from \$1,000 to \$5,000 and offer amazing year-round exposure including all our signature events.
- Individual Event Sponsorships range from \$100 to \$550 and offer great exposure at the single event of your choice.
- Member affiliated and nonprofit organizations also get a 20% discount on sponsorships.
- You can also make a donation or purchase a sponsorship on behalf of yourself or your family.

Thank You Sponsors!

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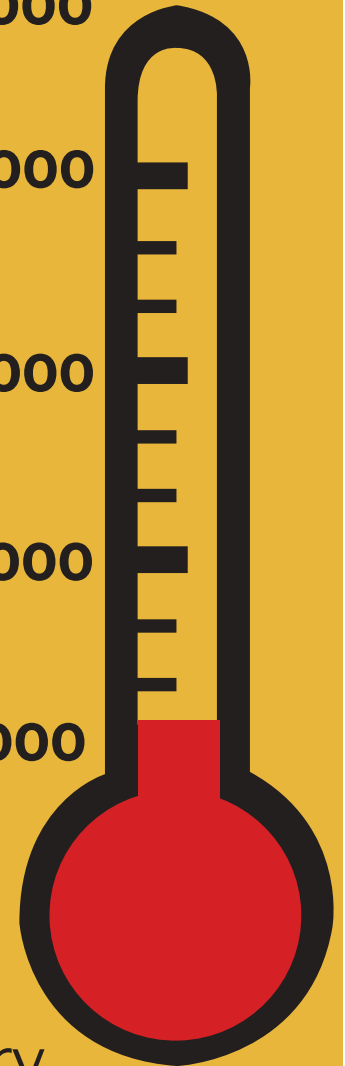
\$75,000

\$60,000

\$45,000

\$30,000

\$15,000



Donate at SandyPines.com/50thAnniversary

FINANCE & ACCOUNTING NEWS

BY **KIMBERLY WILLIAMS** kim@sandypines.com

Happy New Year!

Last month, just prior to Christmas, the Board of Directors and Finance Committee members met together to review the September 30, 2020 (the 2020 Fiscal Year End) and October 31, 2020 (first of FY2021) for both Sandy Pines Wilderness Trails, Inc. and Lake Monterey Golf Course, LLC. The financial statements are available on the Sandy Pines webpage under the Members and Finance tab. These are preliminary financial statements prior to tax-basis adjustments and are scheduled for review with SPWT's external accountants early January 2021. Below is a summary of the financial results for both entities at FYE2020:

Sandy Pines Wilderness Trails (FYE2020)

- Operation Cash as of Sept 2020 was up approximately \$22.7k or 1% over prior year.
- \$997k of Other Receivables is in transit after approval from FEMA for reimbursement of grant funding on the North Shore Building and will be an additional increase to Operational Cash.
- The Sept 2020 balance of the Operational Cash does include the \$512k receipt of Paycheck Protection Program (PPP) for COVID relief and is currently in the application phase of approval for loan forgiveness.
- The Charles Schwab Investment Account as of the end of Sept was up \$109k or approximately 6.2% from prior year.

- Current Liabilities includes the \$512k holding of the PPP funds until full forgiveness approval has been granted.
- Total Net Income as of the end of FY2020 was \$259,175 higher than prior year, for a total income of \$306,909.
- Administration Net Income was (\$127k) over budget for FY2020 and related to a decrease in Inspection Income of (\$30k), increase in Salaries due to the retirement of two long term Admin employees, along with an increase of (\$5k) in Newsletter Expense, and (\$17k) in Tree Removal Expense. The cancellation of all flea markets also accounted for a total (\$16k) loss in Flea Market Revenue.
- Maintenance Net Income was \$139,450 under budget for Net Expense. Maintenance Gross Revenue took a direct hit of (\$21k) to the budget with the reduced opportunity of revenue early in the season due to COVID. The majority of the savings was through reduction in expenses, specifically salary costs attributable to the temporary furlough prior to receipt of the PPP funds and the reduction of expense in repairs and maintenance.
- Public Safety Net Income was (\$3.5k) over budget for Net Expense. The majority of the loss of gross revenue was related to Guest Pass Income and Mag Card Income, but offset with the savings in expenses, specifically related to Employee Group Health benefits, Supplies and Seminar training costs.
- Recreational Net Income was \$25k higher

than budget for FY2020. The (\$27k) decrease in gross revenue was absorbed and offset by the reduction in expenses of \$59k.

- Resort Services Net Income was up \$345k due to the natural increase of dues with COLA and the natural reduction in some depreciable costs.
- Lease Operations Net Income was \$5,670 over budget, with the Food Truck Income remaining productive even amongst the restrictions of COVID.
- Park and Garden Net Income was (\$22k) under budget for FY2020 and \$1.6k over prior year. Cost of Goods Sold on product with the return of revenue continues to be a challenge, however the store is managing overall sales well.
- Rentals Net Income was (\$18k) under budget for FY2020. The increased activity at the end of the season did help, however could not make up for all the earlier cancellations of multiple golf cart reservations related to the pandemic restrictions and slower restart/delayed opening of the park.
- The Retail Center was (\$22k) under budget for FY2020, however \$2.5k higher than prior year. The loss in revenue was specifically related to a loss in gasoline income with the pump closed for retail sales, in addition to a loss in some laundry income.
- Sales and Hospitality Income was \$290k over budget for FY2020 and \$259k higher than prior year. Site Rental Income, however was

Continued on Page 13



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still (\$17k) under budget due to the delay in opening and restrictions imposed in camping early in the COVID outbreak.

Lake Monterey Golf Course (FYE2020)

- Operation Cash as of September 30 was up approximately \$153k or 72% over prior year.
- The Sept 2020 balance of the Operational Cash does include the \$35k receipt of Paycheck Protection Program (PPP) for COVID relief and is currently in the application phase of approval for loan forgiveness.
- Current Liabilities includes the \$35k holding of the PPP funds until full forgiveness approval has been granted.
- Total Gross Revenue was \$47k over budget at the end of FY2020. The major source of the increase is related to Member Green Fees.
- Total Net Income was up approximately \$13.4k over budget at the end of FY2020, for a total Net Income of \$80,616 as of September 30, 2020.

Annual Dues Payment Schedule

For your reference and information, below is the payment plan schedule if you have elected to make monthly installments to pay for your 2021 Annual Dues and Assessments. Your monthly payment this year is \$327.88, and is payable on the 25th of each month, from October 2020 thru March 2021. This payment plan is allowed for dues and assessments only. (Please note, your December billing statement does include your quarterly electric and state unit tax, which must also be accounted for in your payment). To stay current within the payment plan, your balance owed at the end of each month for 2020-2021 must equal the following on each date listed below:

October 25, 2020	\$1,591.64
November 25, 2020	\$1,282.72
December 25, 2020	\$969.16
January 25, 2021	\$650.90
February 25, 2021	\$327.87
March 25, 2021	\$0 – All dues and assessments paid

The best way to determine the amount owed on your account when following the payment plan is to take the current month's balance invoiced to you and subtract the correlating maximum monthly balance as highlighted above. For example, if your statement sent out on January

1st is \$1,000.00, subtract the amount highlighted above for Jan 25. \$650.90 and pay the difference of \$349.10.

If a monthly payment is missed, you will no longer be eligible for the monthly payment plan program and your account will go into a delinquent status, and a fee will be assessed per membership card to reactivate. If you have any concerns regarding making payment on your account, please reach out to myself or our Park President, Jeff Sweitzer.

As a reminder: 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.

Dues Payment Options

Within the current temporary shutdown of the Administration Office, per State guidelines, we want to note there are still multiple and feasible ways to make payments on your account. Payments can be made the following ways:

- Directly with your bank through online bill pay (your 4-digit site number and last name are your account number; Sandy Pines is the vendor, mailing address is the address on your statement) – (no additional fee)
- Through USPS mail by mailing a check (no additional fee)

- Directly at the Administration office through the exterior drop box; located in the back of the building. (no additional fee)
- Online through our website (includes 3% fee)
- Over the phone with Member Service or Public Safety (includes 3% fee)

Please note a 3% convenience fee is charged for credit card payments made online or over the phone.

Thank you all for being a part of the Sandy Pines Community and we wish you many blessings in this New Year!

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LAKE MONTEREY GOLF COURSE NEWS

BY GARY PETERS gary@golflmgc.com

This fall with no snow we had a fair number of members play golf with their heaters in their carts. It was fun to see them out there in the cold.

The Pro shop will be replacing the microwave with a countertop high speed convection oven. It cooks just as fast as the microwave with tastier results.

This fall I found quick couples on all front nine greens they were grown over and have not been used for at least 15 plus years. It took a metal detector to find them. Once they were found I put 4 inch valve cover boxes over the top of them so

they won't be lost again. They allow us to hook up a hose in minutes to hand water dry spots on the greens.

The number two tee box was opened as we cleared out the trees about five feet on both sides from the road to the lady's box. This will give the tee box a lot more sun for the turf to recover quickly from the wear and tear.

The number four tee box has been enlarged about 15 feet in front and about 20 feet along the south of the tee. All the fill was taken from the second fairway bunker from the back side by the woods.

The soil mix is in place; we will let it settle over the winter and regrade in the spring, then seed it.

We started to remove the deck boards on the bridge coming down the hill. There are three layers of boards. The first layer is off and the second will be done this week. We are looking into a precast concrete bridge. The steel frame for the bridge is in bad shape so once we remove all the wood, we will see what makes the most sense. We will be posting photos on Facebook of the bridge and the great members that are helping with this project.

•••

MAINTENANCE NEWS

BY BEN FIFELSKI ben@sandypines.com

During the off season we close some of our Convenience Centers for maintenance and repairs. The following is a list of CCs that remain open this winter:

Phase 1	CC 2
Phase 1	Pavilion: Recently Closed
Phase 3	CC 5
Phase 4	CC 10
Phase 4	CC 8: Closes at 1st snow
Phase 5	CC 12

We typically leave the Phase 1 Pavilion and CC 8 Convenience Centers open until the snow flies and we start plowing. We recently closed the Pavilion bathrooms. CC 8 will remain open until the snow flies. Let it snow!

Continued on Page 15



Riser Replacements

In December, we mentioned that we had hoped to have 75% of the risers completed in Phase 2 this year. Well, the guys proved us wrong once again. They have finished all of Phase 2 and now moved into Phase 1. Next year we plan on starting in Phase 3. The weather and tree roots play a huge factor in how far we will get. We are holding off on Phase 1 because we will need to

turn the water off for the entire Phase - which includes the Public Safety Office. We are working on a plan to minimize the amount of time they will be without water.

Pump Outs

With regards to upcoming season Pump Outs, it is still OK to use a bucket to flush and maintain your black water tank. When you have a Pump

Out scheduled...be ready...the pumpers start at 6 am and are normally done at 9 am. Please talk with your Pumper so he is aware of your intentions of RINSING. This is for their safety. BUCKET RINSING is very fast and effective. If you choose to use a garden hose and wand, an Emergency Pump Out will need to be scheduled. This method is much more time consuming.

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MEMBER SERVICE NEWS

BY SUE FLOWERS memberservice@sandypines.com

Office Hours

Offices closed due to COVID: At the time of publication all Admin Offices including Member Service, Sales, Camping, and Public Safety are closed due to the latest MDHHS & MIOSHA work from home requirements. Critical Public Safety, Maintenance, and Golf Course staff are cleared to work on daily operational needs in coordination with state and county requirements.

Normal hours: Monday – Friday, 8:00am to 4:00pm; Closed Saturday & Sunday

Contact Information

Phone: 616.896.8315 x 0

Fax: 616.896.7409

Email: memberservice@sandypines.com

Important Dates

2021

- 1/4 Quarterly electric & unit tax will be on your January Statement
- 1/15 Annual Renewal Notices sent – this is not a bill, but is for your review/updates for 2021
- 1/25 Quarterly electric & unit tax due, plus payment if using the payment plan
- 3/15 Deadline for Renewal information updates
- 3/25 Payment Plan ends; accounts should be paid in full
- 4/1 Annual Renewals, quarterly electric & unit tax billed
- 4/15 Gates open and water is turned on for the season (weather permitting)
- 4/25 Annual Renewals, quarterly electric & unit tax due

2021 FLEA MARKETS

- 5/1 May Fest
- 5/29 Memorial Day
- 7/3 Independence Day
- 8/7 Christmas in August
- 9/4 Labor Day
- 10/2 Fall Fest Flea Market & Yard Sale (will be an online sign up closer to the date)

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

Boat Registrations – Important Update

Over 360 Member boat registrations are set to expire March 31, 2021. For those that were unable to get to Secretary of State last season, you have until June 1, 2021 to get a current boat registration to Member Service; the same date applies to those with expiring registrations. **We have been told that most Michigan Secretary of State branches are booked out through**

Continued on Page 16

Sandy Pines Member E-News

Our Member E-News electronic newsletter is sent weekly and features monthly departmental Footprints updates, ongoing park news, alerts, and reminders.

You can always subscribe, manage your contact details, unsubscribe at SandyPines.com/E-News.



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Automatic Renewal Summary		Print Date: 12/1/2020	
Sandy Pines Wilderness Trails, Inc 2745 136th Ave Hopkins, MI 49328		Your Email: <input type="text" value="sue@sandypines.com"/>	
Site: 87		*This is not a bill. Items will be billed on your April 1st Statement.	
Sam Campsite Sandy Campsite 123 Test Drive Dorr, MI 49323		*Your renewal information is available "live" on the Member Web Access, Renewal Tab, via our website.	
Item	Description	Quantity	Cost
Boats	/ Type: / MC #: Ranger Boat / Exp Date: 03/31/2023 / Stake: D101	1	\$80.00
Internet Svc	Modem # 587709 - (Billed 1/2 April & July)	2	\$192.00
Boat Dock Rental	for Stake #: D101	1	\$500.00
Golf Carts	Insurance Stickers	1	\$15.00
Membership Card #:			
1 / MEMBER	/ Campsite, Sam	1	\$0.00
2 / MEMBER	/ Campsite, Sandy	1	\$10.00
3 / ASSOCIATE	/ Campsite, Susie	1	\$10.00
4 / GRANDCHILD	/ Campsite, Seth	1	\$10.00
Mailbox	Mailbox / # 224	1	\$35.00
Pumpout Plan	E Weekly 4/20/2020...10/23/2020	1	\$324.00
2 Kayak(s)	Insurance Stickers	2	\$30.00
Line Items: 9		Total:	\$1206.00

April. Your registration has the expiration date on it, or you can log into Member Web Access and view your registration information. Please let us know if you feel your recorded expiration date is in error. Those with motorized boats usually receive their SOS registration reminders in the mail and can renew online or at an SOS Kiosk; you can search their website to see if there is a kiosk near you. Unless we have an updated registration on file before stickers are mailed, Members whose registrations are expired will not receive a boat sticker with their April statement. Once you have your new registration, you can mail a copy, scan/email, take a clear photo and send, or fax your registration to Member Service. Please do not send receipts or title applications. We need the actual current registration.

Annual Renewals

Annual Renewal Summaries are sent out in January; please see the sample summary inserted in this issue of the Footprints. **Your Renewal Summary is not a bill.** If you have

an email address on file, your summary will be sent electronically, otherwise it will be sent via U.S. mail. If you have not received your renewal summary by February 1st, please call Member Service. Make sure you add the email memberservice@sandypines.com to your email contacts; this lets them know you want to receive emails from us, especially when forms come via attachments.

You have until March 15, 2021 to update, add, or remove services before they are billed on your April statement. Please review your summary carefully and make sure the information is accurate. Return the form or complete the online survey if you need to make changes and we will confirm your updates. If you don't need any changes, you do not have to return your renewal form or contact Member Service. Credit will not be issued for membership cards not removed from the account by March 15, 2021. Changes to Pump Out Plans are a part of Renewals. If you choose to use a Pump Out Plan,

please review your plan to insure it remains the best fit for you. It is the Member's responsibility to review plans, paying special attention to the beginning and end dates to ensure the plan length suits your needs. Changes to your plan can be made after Renewal Summaries are sent in January and must be made by March 15th in order to be billed and scheduled correctly for the 2021 Season. For more information, please visit the website, <https://sandypines.com/pumpoutservice/>. Wand/spray flush outs are no longer accommodated during regular pump out times. You must book an Emergency Pump Out in order to flush out with a garden hose or wand. There simply is not time to safely accomplish this during the regular morning routes.

Annual Dues Payments

If you are making monthly payments, your account balance as of January 25th should be at or below \$650.90 to be on track with the payment plan. If you are using the payment plan, your account was past due after October 25 and the 1.5% Finance charge is applied each month to remaining monthly balances. Keeping your balance at or below each monthly max balance keeps you in good standing, but the finance charge still applies. Magnetic card deactivation takes place if you exceed the max balance; cost to reactivate is \$35 per card.

October 25, 2020	\$1,591.64
November 25, 2020	\$1,282.72
December 25, 2020	\$969.16
January 25, 2021	\$650.90
February 25, 2021	\$327.87
March 25, 2021	\$0 – All dues and assessments paid

January Quarterly Electric & Unit Tax

Quarterly Electric and Unit Tax are billed in January, April, and July. 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 Member Web Access. Unit Tax is billed as \$9.50 per quarter per site.

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PARK & GARDEN NEWS

BY JACK SCHMIDT jack@parkgarden.com

Park & Garden Store

Phone: 616.896.9334

Email: parkgarden@sandypines.com

Online: sandypines.com/ParkGarden

Winter Hours

Closed for the season.

We are looking forward to the 2021 summer and hopefully a full and fun season ahead.

Golf Cart Rentals

We have leased new 2021 Club Car Golf Carts

(both 4 passenger and 6 passenger) for the new season. The online system is up and running for guests and members to make reservations for the summer. You can find the online system from the Sandy Pines Web Site. Remember that all rentals are based on daily rates. If you want the rent period for Friday night, Saturday and return Sunday morning by 10 am that would be a 2-day rental. If you have trouble making the reservation online, you can also reserve a golf cart by emailing parkgarden@sandypines.com. Include your name, home address, site number, dates for rental, 4 or 6 passenger cart.

Water Softeners

We are again providing the softeners for members. We took orders before many of you left for the winter and will be sending you an email in March to reconfirm your order and install/pickup date. If you are interested in getting a softener for your trailer this season, you can still order by getting the contract on the web site Park and Garden page.

We are looking forward to the 2021 season and seeing all our friends again.

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PARK INSPECTOR NEWS

BY JEFF HOPKINS inspector@sandypines.com

Maintenance Hours

Monday-Thursday 7:30 am to 4:00 pm

Inspector Office Hours

Fridays 8:30 to 4 pm

Contact Information

Phone: 616.896.7286

Fax: 616.896.7409

Email: inspector@sandypines.com

I am working my winter hours which are, Mon – Thurs in the Maintenance Dept. and Fridays as the Park Inspector until spring. I am in the park working every day so if you need a special time to meet for a permit, etc. just shoot me an email and we can set up a time.

We will be trimming all the trees that are hanging over the road this winter to limit damage to vehicles and campers moving throughout the

park. We'll also be working on removing trees that are marked for removal in the green spaces. Thank you very much for all the well wishes via emails and phone calls that gave come in regarding my health and wellbeing, it's been a very trying year. My family and I wish you all a great holiday season.

....

End of Season Dates

See our online Calendar with these dates and more at SandyPines.com/Calendar.



September

- 8 Park & Garden closes Sunday-Thursday
- 12 Saturday Member Emergency Pump Outs & Member Service Hours End
- 20 Marina Closes for the Season
- 25 Member Account Balanced Due
- 26 Park & Garden Closes for the Season
- 28 2020 Cabin & Park Model Camping Rentals End

October

- 1 Annual Dues, Assessments & Quarterlies Billed
- 1 Camping & Flea Market Reservations Open for Next Season
- 15 Water Turned Off & Seasonal CCs Close
- 19-23 Last Week of Scheduled Pump Outs
- 25 Member Account Balances, Annual Dues, Assessments & Quarterlies Due (Adjusted Electric)
- 28 Last Pump Out of the Season (EPO Rate)

November

- 1 Boat Removal Deadline
- 1 Seasonal Gates Close
- 25 Member Account Balances Due
- 26-27 Admin Offices Closed for Thanksgiving



December

- 24-31 Admin Offices Closed for the Holidays
- 25 Member Account Balances Due

Merry Christmas!



January

- 1 Admin Offices Closed for the Holidays
- 4 Quarterlies Billed (Electric)
- 15 Annual Renewal Notices Sent
- 25 Member Account Balances & Quarterlies Due

Happy New Year!



February

- 13 Sandy Pines Winter Festival
- 25 Member Account Balances Due

Happy Winter Fest!



March

- 15 Annual Renewal Update Deadline
- 25 Member Account Balances Due

Happy St. Patrick's Day!



April

- 1 Annual Renewals & Quarterlies Billed
- 15 Seasonal Gates Open
- 15 Water Turned on for the Season (Weather Permitting)
- 15 Water Softener Deliveries Begin
- 17 LMGC Spring Clean Up
- 23 Member Account Balances, Renewals & Quarterlies Due

Happy Easter!



May

- 15 Saturday Member Service Hours Start
- 22 Park & Garden Store Opens (Monday-Saturday)
- 25 Member Account Balances Due
- 29 Marina Opens for the Season
- 31 Memorial Day Service

RECREATION NEWS

BY NIKKI HOOGEWIND nikki@sandypines.com

Contact Information

Phone: (616) 896-8318

Email: recreation@sandypines.com

Happy New Year! Recreation is looking forward to 2021! We are also excited to celebrate 50 years with all of you this summer. Check out the 2021 calendar for highlighted events and plan to attend all or any with your family and friends. We are hoping for a very enjoyable summer.

If you are looking for a job this summer, we are looking for you! We hire all ages (16 and up) so if you are wanting a few hours a week or as many as you can we have all options. Recreation Department hires staff for the pools, water park,



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616-862-4338 - cell
Harold: 616-422-2289**



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ropes course, Happy Shack, kids club, sport lessons and all the activities. We will also be looking to fill a "supervisor" position. If you have experience with scheduling, answering phones, and communicating with staff and members about Sandy Pines please email nikki@sandypines.com. Season is Memorial Weekend to Labor Day weekend. If you would like to be a lifeguard please try to obtain your certification by May 15.

If you have any suggestions for activities or ideas, please email recreation@sandypines.com We have taken the results from the Rec Dept survey and will be adding some teen activities this summer! We are also looking for any connections to live music availability.

If you are a business and would like to sponsor the Sandy Pines Rainbow of Color Run we would love to have your business included at the event, on our t-shirts, and sling event bags. We have Gold, Silver and Bronze level sponsorships available. If interested rec dept can email you the information! Sponsorship at this event is a great way to promote any business as this is one of the largest summer events. Questions or interest contact recreation@sandypines.com

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SECURITY NEWS

BY KEITH GARVELINK keith@sandypines.com

Office Hours

Offices closed due to COVID

Emergency Security Staff is onsite 24 hours/day.

At the time of publication all Admin Offices including Member Service, Sales, Camping, Public Safety and office staff are closed due to the latest MDHHS & MIOSHA work from home requirements. Critical Public Safety, Maintenance, and Golf Course staff are cleared to work on daily operational needs in coordination with state and county requirements.

Call Numbers & Statistics

In November of 2020, Security Services responded to a total of 81 calls for service. That number represents an increase of 47% from

November of 2019. The call types and volume appear below.

Open Door:	34
Damage to Property:	10
General Assistance	8
Miscellaneous:	6
Unauthorized Dumping:	4
Suspicious Incident:	3
Animal Complaint:	2
Home Invasion:	1
Malicious Destruction of Property:	1
Larceny:	1
Alcohol Violation:	1
Check Welfare:	1
Unauthorized Entry:	1
Misc. Rule Violation:	1
Traffic:	1

Assist Other Agency:	1
Alarm-Security:	1

Public Safety Office Appointments

A reminder to Members, the PSO Office will still require appointments after January 4th.

Winter Site Safety Checks

The Security Services Team has begun proactive site checks. PSO's check Member sites for security and any other problems. When your site is checked, you will receive an email advising of the condition of your site and if anything of concern was found. If an urgent situation is discovered, our team will contact you immediately.

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With Sincere Sympathy

Sympathy is extended to:
Nancy Bowman, Site N-512, on the passing of her husband, Don, on December 8th. Sympathy is also extended to their children, **Jim & Jodi Buchanan**, Site N-8 and **David & Karen Whitney**, Site 238.

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50th Anniversary Sponsorship Packages

Advertise with Sandy Pines for the celebration of our 50th Anniversary! It will be a great way to publicize your business while enriching our community. We're offering a variety of sponsorship levels for all budgets. If you are a park resident and want to advertise your business for this special event, you will get a 20% discount on advertising sponsorships. Act now, they are going fast!

Headliner Sponsorships

Our Platinum, Gold, Silver, and Bronze Sponsorships offer year-round exposure from January 1, 2021 – December 31, 2021. These packages will give you exposure to thousands of people for the whole year.

Individual Event Sponsorships

Offer great exposure for the single event of your choice. These are a great option if you'd like to align your business with a particular activity.

See the 50th Anniversary packages at [SandyPines.com/Partnerships](https://www.sandypines.com/partnerships)