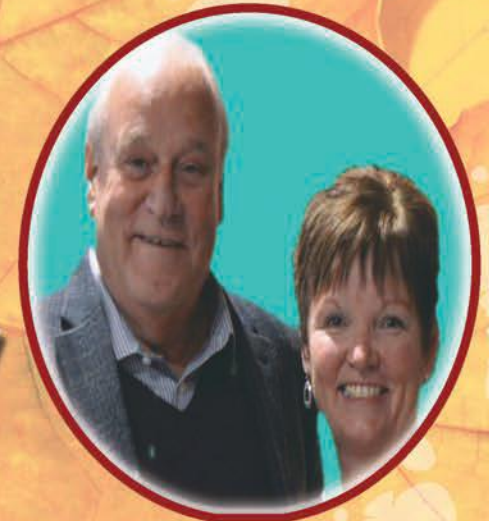


Welcome and Farewell



Welcome to our new President Jeff Sweitzer & his wife, Amy... Goodbye and Best Wishes to Gene Van Koevering & his wife Joyce. Thank you for 7 Great Years!

PHONE NUMBERS

Member Service 616.896.8315
Monday-Friday: 8:00am - 4 pm.
Closed on Saturday and Sunday

Fax Number 616.896.7409
Member Service Ext. 100
Member Service Ext. 101
memberservice@sandypines.com

Administration

Jeff/Kathy Ext. 105
jeff@sandypines.com
kathy@sandypines.com
Kimberly Ext. 109
kim@sandypines.com
Beth Ext. 106
beth@sandypines.com
Josh Ext. 107
josh@sandypines.com
Park Inspector Ralph 616.896.7286
inspector@sandypines.com
Pumpouts-Emergency Ext. 111

Park & Garden

Jack Schmidt, Manager 616.896.9334
parkgarden@sandypines.com

Sales Office 616.896.8315
Monday-Friday: 8:00am - 4 pm.
Saturday and Sundays by appointment.

Sales Office or Camping

Kelli Ext. 103
kelli@sandypines.com
Kathy Molner Ext. 113
molner@sandypines.com
Nick Brott Ext. 114
nick@sandypines.com

Maintenance 616.896.8317
Ben Fifelski, Supervisor
Monday-Friday: 8:00am - 4pm.
Closed Saturday and Sunday.
maintenance@sandypines.com

Emergency/Public Safety

Steve Deyarmond, Emergency Services Director
Keith Garvelink, Public Safety Director
Open 24/7 - 365 Days a year
Fax Number 616.896.9182
security@sandypines.com

Recreation Department

..... 616.896.8318
Nikki Hoogewind, Director/Adult Rec.
recreation@sandypines.com

Lake Monterey Golf

..... 616.896.8118
Gary Peters, Manager
www.lakemontereygolf.com
Golf@golflmgc.com

Laundromat Hours – 7 am - 11 pm

Retail Center Laundromat – Open 24 Hours

ADMINISTRATIVE TEAM

Jeff Sweitzer Park President
Kimberly Williams CFO
Steve Deyarmond Director of Emergency Services
Keith Garvelink Director of Security
Ben Fifelski Maintenance Supervisor
Gary Peters Golf Course Manager

MANAGEMENT TEAM

Kelli Blackman Guest Service 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
Ralph Smith Park Inspector

COMMITTEE CHAIRS

Finance Ginny Hager
Golf Course Bill Reynolds
Grounds/Maintenance Kel Kronemeyer
Long Range Planning Kevin Hager
Policy Joel VanKolker
Rules Michelle Bengsch
Safety & Security Rod Burch
Technology Bob Powers

CLUBS

Senior Adult Activities Sue Stank

RETAIL SERVICES

Outback Cafe 616.292.7249
Dairy Dip 616.405.5643
Just Your Style 616.896.1744
Park & Garden 616.896.9334
P & G Rental Office 616.896.9888

BOARD OF DIRECTORS

Rick Day Chairman (20)
Ellen Carpenter Vice-Chairman (21)
Jim Huck Secretary (20)
Ginny Hager Treasurer (20)
Brian Elling (21)
Kelly Johnson (21)
Dennis King (22)
Chad Ostrom (22)
Paul Poppel (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.

*We are dedicated to providing
a fun and safe environment
where families and friends
create a lifetime of memories.*





LETTER FROM THE PRESIDENT

BY GENE VAN KOEVERING

October is the first month after the season that we can take a little breather from the busyness to reflect on where we have been and what the season

has been like. Normally, I use this month's Footprints article as an opportunity to note the accomplishments that have occurred here at Sandy Pines and Lake Monterey Golf Course over the course of the year. However, as this will be my final Footprints article during my tenure here at Sandy Pines, I would like to personally highlight the gratitude I have for those who have been so faithful in their support of Sandy Pines and Lake Monterey, as well as the support you have provided Joyce and I in these past seven years.

First of all, I want to thank all of those Volunteers here at the park and golf course for making every year, including 2019, such a successful and enjoyable year. The park and course properties were again in great condition this year, and much of that is due to the dedication of those Volunteers who give of their time and talent to provide services that would otherwise be required to be contracted out, so that we could enjoy the park beauty as we do. Thank you to each and every one!!

Secondly, I want to thank our great Staff! God has blessed us with so many talented and gifted employees on our Team!! I would encourage you as Members to join me, as you come into contact with an employee, to let them know how much they are appreciated. Whether it's CC cleaning staff, the grounds crews, the pump out crew, the security and emergency services department, maintenance, recreation, member services, accounting, communications, sales and camping or the golf course you will meet talented and gifted people. It is these folks who are responsible for the way our park and golf course look, and how they operate. This Team has accomplished much, and in such a way that they have been instrumental in setting Sandy Pines and Lake Monterey on a solid foundation with respect to human, facility and financial resources. My gratitude to you is great!!

I would be quick to follow up with a thank you to those Members of Sandy Pines that have voted to financially support efforts that provide the funds to hire, train and retain such a great staff. I would also say thank you to many of these same members who have voted to support the passing of assessments that solidify the funding for the operation and capital maintenance of the assets of Sandy Pines and Lake Monterey Golf Course. Thank you for seeing

the vision and for your dedication and support for the future generations!!

Last, but not least...thank you to the Board of Directors for their leadership and support in the carrying out of the governance of this park. Their dedication to governing has resulted in improved policies and procedures in how the park is governed. Secondly, I am grateful for the trust the Board has placed in the Administration and the staff to manage operations. In doing so, the results clearly show that the goal of "Preserving the Past, while Preparing for the Future", has been accomplished in many ways, as seen in the greatly improved conditions in building a gifted staff, a strong financial situation, and increasingly improved capital asset management.

Although much has been accomplished, there is yet much to do. Because of that, I am grateful that the Board has hired Jeff Sweitzer to be the Park President. I ask that you provide Jeff, Amy, their daughter Kennedy, their son Rece and their youngest daughter Elly, with the support they will need as Jeff takes on the intense responsibility and challenges of the position.

I thank the Board and Staff for the involvement that each one had in the process of interviewing candidates, and ultimately for the choice that was made. In working with Jeff during the transition, I believe that Jeff's background experience and knowledge will be a tremendous blessing to Sandy Pines and Lake Monterey going forward. His assimilation into the Staff Team has been very encouraging and satisfying to me. Because our staff has a special place in my heart, it has been great to see the staff and Jeff come together so quickly as they begin to work together.

For me personally, the process of transition was very positive. Knowing that the responsibilities of the position were being passed on to such a qualified, quality person with a great combination of wisdom and high moral character, as well as being a man of faith, made the process all the more enjoyable.

See *PRESIDENT*, page 9...

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MEMBER SERVICE

BY SUE FLOWERS, MEMBER SERVICE MANAGER

CURRENT HOURS AND IMPORTANT DATES

Monday – Friday 8:00 am - 4:00 pm
Saturday - Sunday Closed

Mailroom Pick Up Hours
Monday – Friday 8 am to 9 am
and 2:00 pm to 4:00 pm

OCTOBER

- 1 Annual dues, assessments, final electric & quarterly unit tax on Member statements
- 1 2020 Flea Market dates available for booking on Member Web Access
- 5 Octoberfest Flea Market
- 14-18 Last regular pump outs for the season
- 11 Last day for Winterization Orders
- 15 Water turned off for the season park-wide
- 23-30 Last two emergency pump outs of the season

NOVEMBER

- 11/1 Boats must be out of the water
- 28/29 Office closed for Thanksgiving



Please Note: Water extensions are not available; all water is turned off October 15th.

WINTER CC SCHEDULE

Convenience Centers that will remain open after October 15th include: CC 2, CC 6, CC10, CC 11, and The Recreation Station. Open until the snow starts: CC 8, CC 4 and Core.

ANNUAL DUES PAYMENT OPTIONS

Dues, Capital Contributions, and Special Assessments are billed October 1st. All charges to your account must be paid in full by October 25th to avoid service charges. Your final electric, unit tax, winterization fees and anything else that was billed to your account are due in full by October 25th, over and above the payment plan payment. Six monthly installments to pay only the dues & assessments in the amount of \$325.46 will be due by the 25th of every month, October through March. Dues can also be paid in advance by making larger payments, as long as you keep your account under the maximum monthly balances outlined below:

Monthly Payment \$325.46

Plus any additional items you had billed to your account!
(1.5% interest on the unpaid monthly balance)

Monthly Maximum Balance

October 25	\$1,579.89
November 25	1,273.24
December 25	962.00
January 25	646.09
February 25	325.44
March 25	\$0.00

PLEASE NOTE THE PAYMENT PLAN TERMS & CONDITIONS!!

Utilizing the payment plan automatically places your account 30 days past due be-

cause the balance is not paid in full. Thus, if you miss a payment during the term and your account balance exceeds the monthly maximum balance, your account becomes 60 days past due and magnetic card deactivation results. As of October 1, 2019, re-activation of magnetic cards costs \$35 per card.

Again, the payment plan option includes only the dues, capital contributions, cable, special assessments, and related service charges. The payment plan does not include any other fees and charges billed to your account. You must add all other charges for services, electric, state unit tax, etc. to the monthly installment amount.

SERVICE CHARGES: A service charge of 1.5% (18% APR) applies after the 25th day of each month on the unpaid balance on your account. Minimum Service Charges apply. We do not accept post-dated checks. Payment timeliness cannot be determined by postmark dates as we cannot guarantee timely delivery by the post office. Sandy Pines is not responsible for email statements that aren't received due to users spam/junk mail filters or electronic transmission issues. Sandy Pines is not responsible for paper statements lost in the mail or those delayed by mail forwarding issues. Billing statements are available online through Member Web Access 24/7/365. We will not waive extra service charges due to conditions out of our control.

IN PERSON

There is no fee to swipe a VISA, MasterCard or Discover Card when we are face to face at Member Service or the Public Safety Office. Member Service is open Mon-Fri from 8:00 am to 4:00 pm. Public Safety is open 24 hours/day and although they can take payments, they won't address billing issues. Checks can also be left in the drop box on the north side of the Member Service Entrance. Checks left in the drop

See MEMBER SERVICE, page 10...

LETTER FROM THE PRESIDENT

BY JEFF SWEITZER

Greetings to all our Sandy Pines members. I am very pleased to write my first Footprints Article as your Park President and as part of the Sandy Pines team.

This month continues to be one of transition of seasons and leaders. We are seeing some leaders transition into and out of new roles. We thank Gene Van Koevering, Park President, and Don VanDoeselaar, Chariman of the Board, for their servant leadership. Their leadership, along with the Board of Directors and our staff, has resulted in the excellent state of Sandy Pines today. I have been blessed to take the role as your new Park President with Sandy Pines in such an excellent state. I look forward to adding to the foundation, mission, vision and success that Gene, Don, the Board and staff have implemented over their tenure these many years. We wish both Gene and Don much success and blessings on their next endeavors.

We congratulate our new Chairman of the Board Rick Day, and Vice Chair, Ellen Carpenter, in their new roles. We also congratulate Chad Ostrum and Dennis King on their second terms and Paul Peppel who is newly elected to our Board of Directors. We continue to provide many thanks to our existing Board members. With our leaders now in place, we pray for their wisdom and guidance

for the best interest of our wonderful park. I continue to absorb much wisdom and knowledge from the entire team. We are excited about what 2020 will bring us.

Last month I took part in my first staff appreciation event. However, it was so much more than an appreciation. It was a celebration. We celebrated our staff for the hard work and dedication they bring to Sandy Pines every day. We also celebrated Gene Van Koevering for his role in making Sandy Pines a wonderful place to work, live and visit. It was an excellent turnout of friends, family, staff and Board of Directors to wish Gene a Happy Retirement. Good food mixed with bad golf made the day extremely enjoyable. Amy and I got to meet and break bread with many of the staff, Board of Directors and friends of Sandy Pines which remain the backbone of the success of our park. The warm welcoming was truly appreciated. We thank you.

We are also in the process of winding down our season in the park, yet we still welcome you to take part in the beautiful fall colors God graces us with during this time. We invite everyone to take part in our 3rd Annual Fall Festival this month. As this will be my family's introduction to the Sandy Pines fall colors and

See NEW PRESIDENT, page 12...

MEET JEFF SWEITZER

Hello Sandy Pines members. I am Jeff Sweitzer and I am blessed to be your next Park President. I am a West Michigan resident married for 25 years to my wonderful wife, Amy. We have 3 wonderful children, Kennedy a sophomore at Aquinas College, Rece, a junior and Elly a sophomore both attend Hudsonville High School. Our family loves camping, golfing and other outdoor activities. We are active in our local Hudsonville church. I am passionate about spending quality time

with my family, traveling with my wife and building lasting relationships as well as memories along the way.

While attending Northview High School, I found a love for playing baseball. I've carried that love into coaching my son Rece over the last 5 years in travel baseball with next year being his last. I attended Grand Valley State

See JEFF, page 12...

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COMMUNICATIONS UPDATE

BY JOSH JANOWIAK

SANDYPINES.COM

We have been busy updating our website with all our off season hours and seasonal departmental services and information. All of this information can be accessed on our Members Page at SandyPines.com/Members. We've updated the Member Quick Links with information on annual dues, winterizations, end of season pump outs, registered contractors for fall cleanup projects and staff surveys, so you can give feedback on employees that assisted you throughout the season. The Park News feed includes additional departmental updates along with many great tips on what to do to get your account information caught up before departing and preparing your site for the winter.

E-NEWS & TEXT ALERTS

While the Weekend Flyer officially ended on Labor Day Weekend, our Member E-News will continue throughout the off season as we have plenty of news relating to dues, winterizations, end of season pump outs and many other important dates. We'll also be keeping you updated on important off season park news through our Rave text & email alert platform. One thing to note with our Rave text alert platform, National Weather and National Security alerts are automatically sent to all Rave users on the Emergency Alert System (EAS). Additional information on our Rave Text Alert System, E-News and other methods of communication is available at SandyPines.com/Keep-InTouch.

2020 EVENT DATES

On Tuesday, October 1, 2019 Camping & Flea Market Reservations open for the 2020 season. In order to best plan your weekends for next year we have updated our biggest annual events and holidays on our Event Calendar at SandyPines.com/Calendar.

MAY

2 May Fest Flea Market
23-25 Memorial Day Bass Fishing Contest
23 Memorial Day Pancake Breakfast
23 Memorial Day Flea Market
25 Memorial Day Service

JUNE

6 June Fest Flea Market
13 Garage Sales: 1, 2, 4, Condos
13 Drive-In Movie
20 Classic Car Show
27 Chalk Drawing Contest

JULY

4 4th of July Pancake Breakfast
4 4th of July Flea Market
4 4th of July Parade
4 4th of July Fireworks
11 Garage Sales: Phases 3, 5 & 6
11 Drive-In Movie
18 Family Fun Day
25 Halloween in July
27-31 Vacation Bible School
31 Christmas Eve & Night Light Boat Parade

AUGUST

Rainbow of Color Run
End of Season Recreation Party
Christmas in August & Night Light Bike Parade
Christmas in August Flea Market

SEPTEMBER

Labor Day Pancake Breakfast
Labor Day Flea Market
Labor Day Fireworks

OCTOBER

Fall Fest Flea Market & Yard Sale

2020 COMMUNITY EVENTS

In addition to our own official Sandy Pines events we also promote numerous community events organized by member volunteers such as Free Bingo, Card Games, Potlucks, and many other adult activities. The full list of these can be found on the Community Events button at SandyPines.com/Events-Activities. Handouts are available at Member Service and these events are also promoted on our online event calendar, Member E-News, and the Weekend Flyer.

If you are a volunteer event organizer, please submit your 2020 dates and details to communications@sandypines.com by October

See **COMMUNICATIONS**, page 8...

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BCARDIAC ARREST: A TEAM EFFORT

BY STEVE DEYARMOND, EMERGENCY SERVICES DIRECTOR

A family member is unresponsive, a call is made to 911, Security, Fire and EMS respond. This team plays a vital role in trying to save a life. Time is of the essence and a life hinges on being revived. It is the teamwork, the caring for another, that culminates into a concerted effort that may have a positive outcome. It is the community within, and farther than the Park's borders that assist in this stressful event.

This year, the Park had three events in which persons were in cardiac arrest (not breathing and no pulse). Two of these individuals were resuscitated. The intent of all involved is to resuscitate a person to help them have a viable, normal life. Although we always have hope, it does not always end in the way we perceive. Cardiac arrest is not an everyday thing. The im-

mediate critical moment, and loss of a family member, is emotional and stressful to both family and responders. As these events end, the responders return into the background... unnoticed for their efforts. For all those involved as First Responders, this is a thank you for your dedication to serve, and care.

Immediate intervention is required in the event of a family member experiencing cardiac arrest. CPR and the use of an AED can result in a life saved. Take a CPR course and be prepared. You never know when you just might need to use your skills.

We'll be holding Community CPR courses on the 3rd Wednesday of June, July & August, 2020 from 10:00 am to 12:00 pm at the Phase

1 Pavilion. These courses are free. Details can be found on our online calendar.

....



PARK & GARDEN NEWS

BY JACK SCHMIDT

It seems like just yesterday I was writing about the opening of the store for the 2019 season and now another year comes to an end.

Thank you for your support this season and we look forward to serving you again in 2020. Our new location and new set up worked very well for us this year. If you didn't get a chance to check us out, please be sure to do so in 2020!

The water softener program was very successful this year and looks like we will have an increase in the number of softeners again next year. Remember that when you use the Park and Garden store, rental office, or marina you are helping Sandy Pines, as the profit from our sales goes back into the Park funds. We are still providing bulk products and propane even though you don't see them out in front of the store.

If you haven't ordered your softener for next year you can still do so by

sending an email to parkgarden@sandypines.com requesting a softener for next season. We will respond to your email and get the contract ready.

We are always looking for new items to provide for the park members, guests, and campers. We have expanded the rental office to include items such as shovels, rakes, sprayers, ladders, etc. If you have any ideas for items we could rent please email us with your ideas.

Have a great and successful winter season and we will see you again in April 2020.

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15, 2019. Please include all the basic details of your event including the start and end dates if it's a recurring event, start and end times, location, cost, ages if applicable and details of the activity. Once we finalize our official Event, Committee, Board and Park calendar, we'll schedule and finalize Community Events. Facilities for Community Events will be ear-

marked on a first come, first served basis starting on October 15, 2019. February 1, 2019, is the latest date to submit Event Applications for the 2020 season in order to have them included on our Annual Community Events Calendar. Any events submitted after February 1, need to be submitted at least one month in advance to be included in park pro-

motions such as our online event calendar and Weekend Flyer. We truly appreciate all the effort that volunteers put into organizing and hosting Community Events and we need this lead time to make sure all events are scheduled correctly without conflicts as it takes coordination of numerous departments to reserve facilities and promote events.

PARK INSPECTOR NEWS

BY RALPH SMITH

Wow, where has the season gone? By the time you read this the water will be turned off and we will be getting into winter mode. I want to thank everyone for your kind words with regard to my return as the Park Inspector.

I want to talk about a few things we need to get completed. If you have any outstanding permits that you forgot to return, please do so anytime you are in park this fall so we can get them closed out. If you need a permit in the off season, remember you can get it online or call or e-mail me, and I will work with you to stop in and get one. Remember, if you are not sure if you need a permit, get in touch with me and I will let you know. It's always better to ask than risk getting a fine for not checking to see if you need one.

This is the best time of year to do a walk around your site and see what might need to

be done. Here are a few things we all can do to make sure we keep our sites neat: Look for mold, mildew, and dirt on items on your site - leaves, branches laying around and on the roofs of your unit. Make sure you keep a clear path all the way around your unit to make it accessible. Please look on your site for dead trees and if you have any, let's make plans to have them removed for everyone's safety. I have been working with a tree contractor to remove as many dead trees as possible in the green area. If you know of any dead trees in the green areas, please let me know. I am making a list and looking to see which need to come out first.

Now, the one thing that no one wants to talk about...site clean ups. Remember the date to have it completed is June 10th every year. I

See *INSPECTOR*, page 12...

2020 WALL CALENDARS

Thanks to all who shared your favorite park photos for possible inclusion in the calendar and in future park promotions. The calendars are off in production and we expect to have them onsite and ready for sale in early November so you'll have them in plenty of time for the Christmas gift giving season and to start your 2020 planning. As long as production costs have not changed significantly the calendars will be priced similarly to the \$10/per calendar rate we had last year. The calendars will be for sale at Member Service and at the Main Gate. You can also order them online at sandypines.com/wallcalendars and opt to have them mailed directly to you if you're not able to make it in to pick them up. The online order form is up now so you can reserve your calendars early and let us know if you'd like to pick them up or have them shipped.

....

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PRESIDENT, continued

The gift I was given by the park to be a part of this staff for seven years became an emotional investment in Sandy Pines and Lake Monterey for me. However, in passing on the position during this transition, as well as entrusting my emotional investment to Jeff, I was completely confident that he is a Godly Appointment that will be a benefit to Sandy Pines and Lake Monterey Golf Course for many years to come.

In closing....thank you to everyone receiving this newsletter. Understanding that we all didn't always agree on some decisions that are made

administratively, and/or actions that were taken, please know that I believe you love this park as I do, and please know that I loved serving this park with a goal to preserve the past, while building a firm foundation for the future. In doing so, I realize that I have not served the park flawlessly, however I can confidently say that I have served the park faithfully by attempting to make decisions that were the best for the park and/or golf course on behalf of the membership.

My prayer is that God will continue to bless Sandy Pines and Lake Monterey Golf Course

for many generations yet to come, and that you all have a wonderful, safe and healthy off-season!

I leave you by encouraging you to read the words of hope from Jeremiah 29:11.

....

RECREATION DEPARTMENT NEWS

BY NIKKI HOOGEWIND

Thank you to everyone for a great summer. The Rec Dept. has enjoyed a fantastic 2019 season. We appreciate all the participation in our numerous events and tournaments. The Happy Shack also had a great season featuring new menu items, clothing sales, and the support from all of you.

It is now time to plan for next season and look forward to getting member input on a few events. Please look on the Facebook Sandy Pines Recreational Community page for surveys. Volunteers will be needed in order to provide large events such as Family Fun Day and Cardboard Boat Races. Judges are needed for our Fourth of July parade and Christmas in Au-

gust. All of our Volunteer opportunities are listed at SandyPines.com/Volunteer. You can always call 616-896-8318, and we can provide volunteer information, or sign you up.

If you have any event suggestions, band contact information, or are interested in a job, please email recreation@sandypines.com. The Rec Dept. is accepting applications now (ages 16 and older). Interviews will take place in early April. Lifeguards must obtain Lifeguard Certification on their own. Please go to Sandy Pines homepage, search careers, and print an application. Applications can be turned in to the Member Service office, Attn: Nikki H.

With Sincere Sympathy

Sympathy is extended to:

Norm Poel, Site 344, on the passing of his wife, Lucile on August 17th. Sympathy is also extended to their children, **Sue & Bill Lemkuil, Mary & Rick Kruis, Barb & Jeff Anderson, Rick & Nancy Poel** and **Lisa & Mike Broekhuis**.

Linda Beukema, Site D-24, on the passing of her husband, **Bob**, on September 2nd.

Kelley Mock, Site 737, on the passing of her husband, **Arvie 'Buddy'**, on August 30th.

David & Holly Thomas, Site 869 and **Sherry & Tim Cloud**, Site 878, on the passing of their mother, **Eula Mae Thomas** on September 7th. Eula Mae was 96 years old.



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PUBLIC SAFETY NEWS

BY KEITH GARVELINK

In August 2019, Security Services responded to a total of 76 requests for service. The incident types and numbers appear below.

Neighbor Dispute: 2; Property Damage Accident: 2; Conduct Violation: 4; Medical Emergency: 21; Illegal Entry: 3; Suspicious Incidents: 7; Boater Assist: 2; Personal Injury Accident: 3; Lost/Found Property: 1; Alcohol Violation: 1; General Assistance Call: 2; Boat Violation: 3; Animal Complaint: 6; Noise Complaint: 3; Disorderly Conduct: 3; Assault: 1; Hit and Run PDA: 1; Traffic Complaint: 2; Larceny: 1; Check Welfare: 1; Attempt Burglary: 1; Fugitive: 1; Curfew Violation: 1; Malicious Destruction of Property: 1; Fire: 1; and Misc. Rule Violation: 1.

Medical emergencies continue to represent a considerable portion of total call volume. In July of 2019, medical emergencies repre-

sented 19.3% of total call volume. In August of 2019, medical emergencies represented 27.6% of total call volume.

New Automated External Defibrillator

Public Safety is happy to announce that we have a new AED for patrol. The unit is a Zoll AED Plus model. This unit measures the effectiveness of CPR including chest compression depth and rate.

Upcoming Training

During the off season, Public Safety will be sending multiple employees to Medical First Responder training, which will also involve state licensure for those persons at MFR level. Additionally, the PSO Office is sending employee, Nick Flamboe, through Emergency Medical Technician training. This training will take six months, and result in Nick being a

Michigan licensed EMT. The PSO Office currently has staff which are trained as Paramedics, EMTs, Medical First Responders as well as Firefighter I and II. We remain committed to timely response to medical emergencies as well as continued training of staff.

Employee Recognition

Deputy Director of Security Services Christopher Munley was recently recognized for his timely response and lifesaving efforts on a call involving a cardiac arrest.

••••

MEMBER, continued

box after 8 am may not be processed until the next business day.

BY MAIL

Checks can be mailed to Member Service at 2745 136th Avenue, Hopkins, MI 49328. Checks must be received and processed by 4 pm on the 25th of each month to avoid 1.5% service charges on the unpaid balance, or to keep accounts from going delinquent. Please write legibly and make sure to add your site number to the note section of your check. We cannot hold checks; they are processed the day they are received.

ONLINE BILL PAY

Most banks offer online bill pay which gives you the ability to add Sandy Pines as a vendor and setup monthly or recurring payments. The bank will mail Sandy Pines a check with the amount and due date specified by you. Please use your site number and last name as your account number and/or make sure to add your site number

to the notes section of your check and allow time for proper delivery before the 25th.

ONLINE OR BY PHONE

Credit card payments processed online through your Member Web Access or by phone are charged a 3% processing fee. This fee is processed by our bank since online and phone payments are less secure forms of payment. Unfortunately there is no avoiding the fee. However for immediate payments on your account, this is a good option.

SPECTRUM UPDATE

On September 6, I sat down with a Spectrum Maintenance Technician who regularly provides service at Sandy Pines. His job is to track and maintain the signal coming into and throughout the park and the surrounding area. Here are some facts and answers to the questions I had for him:

- Spectrum owns the fiber optic lines from which our signal comes – all the

way from Allendale, Michigan.

- The fiber is also the backbone for Verizon's towers.
- Any major interruption between here and Allendale causes interruption in service to Sandy Pines.
- There are two nodes that provide service in the park: one that serves Phases 1, 2 and the condos and one that serves Phases 3, 4, 5, and 6.
- There are 27 Spectrum power supplies to maintain here at Sandy Pines.
- From the nodes, coax cable runs to feed all the pedestals throughout the park.
- From the pedestals, lines run primarily to individual house boxes or to direct input connections at trailers. Most sites have gray house boxes.

We also discussed some of the issues frequently experienced by Sandy Pines

See MEMBER page 11...

MEMBER, continued

Members. Here are some facts and tips he offered for our Members:

- Do report your issues to Member Service, where we can discuss what you are experiencing and report it to Spectrum.
- Don't report "everyone in my neighborhood" when there are issues; do provide specific Phase and Site numbers – it's very helpful for them to know exactly where to start trouble shooting.
- Do remember: This is a bulk service system; it is not the same as residential Spectrum service you might have at home. However, if you have a Spectrum modem at your trailer and you have Spectrum at your permanent home, you can log into your Spectrum App and view programming via the internet.
- Don't use store bought cables, splitters or amplifiers. You can pick up Spectrum items at Spectrum stores/service centers. Amplifiers and cheap, especially brass fittings, will actually cause noise, which will cause your line to be trapped or filtered by Spectrum. Some of these accessory fittings can even act like antennas and pick up RF (radio frequency) signals, which also cause "noise" and result in service interruption.

One piece of good news: When Spectrum has to install traps (filters) on lines, they are now using a new type of filter that won't

completely interrupt service (in most cases), but will allow signal to continue (potentially at a reduced level). A technician supervisor will be notified where traps have been placed and a technician is supposed to be dispatched to address the noise issue. However, if the noise is coming from inside the trailer, someone over the age of 18 must be present to allow the technician to address inside issues.

Ultimately, with regard to Spectrum cable and internet at Sandy Pines, there are not always quick or easy solutions for the multiple issues we experience. We, at Member Service, are often as frustrated as you are with the inability to get our services issues addressed in a timely manner. Most often it is completely beyond our control. We truly appreciate your patience and understanding with this large, complex web of technical service that exists here at Sandy Pines.

THANK YOU STAFF

I'd like to take the opportunity to thank my Sandy Pines Co-workers. We have a tremendous staff of fun, caring people who only want the best for Sandy Pines Members, guests, campers and fellow staff persons. We had the pleasure of welcoming Maryanne Vander Kamp as the Member Service Assistant Manager and Dawn Kisner as Member Service Associate. Thank you ladies, for a great season! Have a safe winter everyone! See you next spring!

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NEW PRESIDENT, continued

activities, we are extremely excited to take part in this event.

Lastly, I would like to thank all of those members and staff that have stopped by to welcome me into the Sandy Pines family. Your prayers, words of wisdom and treats are greatly appreciated. My family and I can't wait to experience a full season at Sandy Pines. We wish those of our member's safe travels to wherever home is during our offseason. We pray for your safe return to Sandy Pines next year.

....

INSPECTOR, continued

will begin inspecting on June 11, so if you don't have time to get here by the deadline, you may want to hire someone to get it done for you. I will give you a heads up as to where I will be starting. I'm going to begin in Phase 2 then Phase 1, Phase 4, 5, 6 and will end in Phase 3. Please remember that your site must stay neat from June 10 thru Labor Day. If you have any questions please get in touch with me and I will help you the best as I can.

If you need to make contact with me you can call **616-896-7286** or e-mail Inspector@sandypines.com.

I hope everyone has a good off season and I look forward to seeing you in the spring.

....

MAINTENANCE UPDATE

BY BEN FIFELSKI

Fall is upon us, which means that leaves will soon begin to drop. Please keep garbage out of the leaf and brush piles. Maintenance will only pick up bagged leaves that are placed by the edge of the road. We don't currently have a schedule as to when leaf bags will be picked up. We work on it all day depending on how many there are throughout the Park. During the fall and spring, we are lucky to get through one phase by the end of the day with the amount of leaves to be picked up.

Don't forget to winterize your water line from the riser to your site. All of the water in the Park will be turned off on October 15th. We will be working in every Phase beginning that morning, so don't plan on having water on the 15th.

We changed the Sandy Pines Winterizing form and a copy of it was in the September Footprints. Please share your feedback with us about the changes we have implemented.



If you need assistance labeling your hose(s) by the riser, please call Maintenance, at 896.8317, and we will be happy to help you. When hoses are labeled correctly, it makes things a lot easier for all of us.

Maintenance will be updating the electric pedestals again this winter. The plan is to get through Phase 6. Please don't lock your box by the road. We don't get started with this job until it snows.

We have a lot of winter projects to complete in a short amount of time, depending on the weather here in Michigan.

Wishing you all safe travels as you head to your winter destinations. Have a great winter and we'll see you again in the spring.

....

JEFF, continued

University receiving a Business Degree in Marketing and later receiving a master's degree in International Business from Aquinas College. I have served many organizations over my 25-year professional career while seeing many parts of the country and world, but I am most excited about this opportunity at Sandy Pines. The culture and family atmosphere are fantastic, and I can't wait to bring my servant leadership skills to the board and you the members. My entire family will be a part of this adventure which makes this even more satisfying. We look forward to carrying out Sandy Pines' mission of being dedicated to providing a happy and safe environment where families and friends create a lifetime of memories.

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WELCOME NEW MEMBERS

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Ramon & Sarah Rivera, Grandville
David & Gloria Reome, Zephyrhills, FL
John & Annette Magyar, Dorr
Gene & Mary Benting, Hastings
Ken & Mary Kay Davis, Grand Rapids
Holly & Michael Malewski, Livonia
Kelly & Randal Baird, Kalamazoo
Curtis & Shirley Spencer, Battle Creek
Jonathan & Emily Stebila, Grand Rapids
Kathryn & Scott Gardner, Jenison
Teresa & Theodore Beaupre, St. Clair Shores
Ayan Valdes & Mabell Carrillo, Grand Rapids
Dan VandenBrink & Kelly Bradford, Holland
Thomas & Patricia Grotters, Dorr
Rexaro & Grace Alfieri, South Haven

James & Gigi Chassee, Grand Rapids
John & Cynthia DeYoung, Hudsonville
Anthony & Lisa Werschky, Dexter
Tara & Michael Brouwer, Holland
Gregory & Kristy Butler, Dorr
Matthew & Heather Moss, Byron Center
Daniel Hendricks, Indio, CA
Gary & Barbara VanderMarkt, Jenison
Timothy & Kristy Lubbers, Kentwood
Ferdinand & Carole Nolten, Middleville
Brian & Stacie Ehler, West Olive
Douglas & Rosalie Hossink, Byron Center
David & Lisa Johnston, Allendale
Roger & Patricia Phillips, Hudsonville
John & Connie Clason, Coopersville

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 - Site 744: 2005 Breckenridge Park Model - 12x40. Shed in back, new back deck, built in 2017. Fire pit, nice landscaping. New stove and golf cart garage, both in 2018. Sunroom. Two golf carts, one gas and one electric. Asking \$70,000. Call: 616.340.2600.

For Sale from Site 1394: Near new 2011 Forest River Cedar Creek Destination Trailer, Model 40CFL. This 40', 3-slide beauty has every option available. Home quality kitchen, 8' ceiling throughout, all wood raised panel cabinetry. Only used a handful of nights in 2011 before campground closed and we came to Sandy Pines, where it is stored. Asking: \$19,500. Call: 248.350.0361 or email DaisyCuts@gmail.com for photos.

For Sale from Site K-256: 16' Playbouy Pontoon w/40 hp Johnson. Galvanized trailer, life jackets and anchors included. In very good shape. Asking: \$6,900. Call: 616.540.2339.

For Sale - Site N-464 - Phase 4: Water view, 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

For Sale - Site N-438 - Phase 4: (must see) Waterfront, fully furnished 1991 Quailridge trailer with sun porch and deck. Very clean and renovated with new roof and water resistant luxury vinyl floors throughout. Boat stake, storage shed, new golf cart shelter. Asking: \$118,000 OBO. Call or text Tim at (616) 304-6085 for more information.

For Sale: 2016 Dutch Park - Park Model - Sterling S777-RLH 13'6" with living space 399.9 sq. ft. overall height 84" sidewalls - 285" dormer. Camping at its finest - 1-1/2 loft, a/c in loft and on main floor, full size appliances, fire place, shelf for tv, drop floor queen size bedroom, 1 full

bath, 2 rollout pantry closet,s bistro table (1 extension) and 4 chairs, sofa bed, 2 swivel rocker recliners, 2 end tables with lamps. Also include various kitchen items and other miscellaneous items. Located at Duke Creek Campground, 15190 White Creek Ave, Cedar Springs MI, Lot 41 Asking: \$51,999. Call: AI at 616-550-8879.

....

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LAKE MONTEREY GOLF COURSE NEWS

BY GARY PETERS

It's been an interesting 2019 golf season. We had a lot of rain during the first 1/3 of the season. The spring brought more weekend patterns of rain. The heavy rain in the spring caused weakened turf, due to shorter root systems. The higher temps and high humidity in July made it quite a season.

This fall we will be aerating greens and tees, over seeding tees and closing some tees to help the seed come in better. We will be using an 80/20 mix of sand and topsoil for this process. Number eight tee will be enlarged

going toward the cart path and all the way back. Number four Tee will be enlarged, as well, toward the cart path and along the woods side. I hope this will increase it by about 40 percent.

We will continue the tree trimming and removal program. Most of the Scott Pines are dying and will be removed. Many Black Cherry trees are diseased and will also be removed.

We continue to open up the back nine and we are seeing more play by doing so.

We will not be doing Flea Markets for the 2020 season.

I would like to recognize all the Hole in Ones for 2019 season! Greg Harig and Gerald Cribbley 7, Don Parrott 11, Brad Hirdis 15, Bill Reynolds 17, Barb Scott 4, Bill Bailey 15, Bob Poelman and Shirley Reeb 4, and Kerry Bunce on 10. Congratulations to you all!

Have a great fall/winter season!



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DEAR SANDY PINES MEMBERS

In August of this year, Sandy Pines was contacted for the purpose of being offered the opportunity to purchase the home and lot on the property located at 2769 136th Ave, located immediately west of our property, on which the cell tower is located.

Subsequent to receiving direction from the Board of Directors at the August Board meeting and by way of negotiation, Sandy Pines came to an agreement wherein the Park was able to consummate a closing on September 9, 2019.



Although there are no immediate plans for the lot, it is believed that acquiring this property would be in the best long term interests of the Membership. Additional property, and particularly public road frontage, will likely offer Sandy Pines a number of future options we would not otherwise have the ability to pursue.

The Board's authority is in compliance with Article IV, section 1; meaning, the property is immediately adjacent to park property and the funds to purchase this property is on hand. As stated in the bylaws, these are the conditions that allow the Sandy Pines Board of Directors the ability to purchase the property.

In addition to this short explanation of the opportunity, the Board of Directors recommends that the Membership wholly approve the purchase of this lot, and their appreciation for the same.

Thank you for your consideration, and as always, please let me know if you have any questions.

Gene Van Koevinger
Park President

THANKS FOR ANOTHER GREAT SEASON AT SANDY PINES

BY KATHY BROTT

As the 2019 Season comes to a close, I would like to take this opportunity to say THANK YOU to our members and staff for yet another great season. Thanks to all of our wonderful members for the treats and kind words you shared with us during the summer of 2019. We appreciate you!

Thank you to the Staff at Sandy Pines for everything you do to make Sandy Pines the wonderful place that it is. A very heartfelt and sincere thank you to Gene Van Koevinger, Park President, for his leadership and positivity each and every day, as he has led and guided our staff for the past seven years. Gene, we will miss you and will always remember your fair, caring and kind heart. Thanks for the memories! Our very best wishes to you and Joyce, as you begin your new journey called retirement. We are looking forward to working with Jeff Sweitzer, our new Park President, along with his wife, Amy and family. Please be sure to welcome Jeff and his family, as you get a chance to meet them.

Thanks to Ben Fifelski and our Maintenance Department, for keeping everything clean, beautiful,

and properly maintained for your enjoyment. Thanks to Keith Garvelink and Public Safety and Steve Deyarmond and the Emergency Services Departments, for all that you do to keep Sandy Pines safe and orderly.

Thanks to the Recreation Department, under the guidance of Nikki Hoogewind, for planning and pulling off all of the events and activities that you put together each summer. Thanks to Roger Courser for teaching our little ones how to fish and for taking the time to mentor them. You're awesome!

Thank you to Sue Flowers and the Office Staff, for all that you do to ensure that everything works like a well-oiled machine, and for keeping those beautiful smiles on your faces – even during times of adversity! Thank you to Kimberly Williams, CFO and Beth Merren, in our Accounting Department, for making sure we're being budget savvy and keeping us on task. Thanks to Josh Janowiak, Communications Director, for getting information disseminated in a timely manner to the membership. Thanks to Kathy Molner, Sales Manager, and Nick Brott, of the

Sales Department, for making everything flow smoothly during this difficult time without Kelli. Thanks to Julie Kohn, for stepping in to help out in the Camping/Sales Office this season. Your time and efforts were invaluable very much appreciated.

Thanks to Ralph Smith, Park Inspector, for everything you do. You are valued and appreciated. Thank you to Gary Peters and the staff of Lake Monterey Golf Course for keeping the Course beautifully manicured and ready for play. It looked great all season, in spite of the crazy, wet spring and the warm, dry summer weather! Thank you to Dave Van Noord and the Chapel Committee for all of your work to provide Worship Services on Sunday mornings and Vespers on Sunday evenings. The Pancake Breakfasts were well received again this year!

Thank you to our Board of Directors for assuming a leadership role, and providing guidance as we continue to move forward. Thank you, Don Van Doeseelaar, for serving as Chairman of the Board for the past two years. Your experience and knowledge were very much appreciated. We welcome Paul Peppel as a new Board Director, and congratulate Rick Day, as our new Chairman. Thank you to each of you who take the time to serve on one of our very busy committees. Your knowledge and expertise prove to be invaluable.

We would also like to thank our Library Volunteers who keep our library books shelved and orderly, our Election and Poll Workers, and our Electric Meter Readers for helping us with our end-of-year readings. Thanks to our Thursday Morning Volunteers for all of the work you do...often times 'behind the scenes'. Your time and efforts are very much appreciated.

Thank you to our Retail entities for providing us with not only items that we need...but also items that we want! We appreciate having you here!

Sandy Pines is a place that is all-inclusive! Once you arrive for the season...you can stay and play... knowing that if you need something – it is probably available somewhere within our lovely community. We look forward to serving you again in 2020!

Have a very safe and healthy fall and winter. We will work hard this winter to get everything ready for your return in the spring, if not before!

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