



SANDYPINES
RECREATIONAL COMMUNITY

FOOTPRINTS IN THE SAND

OCTOBER 2016



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PHONE NUMBERS

Member Services.....616.896.8315
 Mon.-Fri. 8:30am-4:00pm
 Beginning Monday, October 31st
 Closed Saturday & Sunday

Fax Number.....616.896.7409
 Member Service–Mary100
 Member Service–Josh101
 memberservice@sandypines.com

Administration

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

Kimberly109
 kim@sandypines.com

Beth.....106
 beth@sandypines.com

Park Inspector–Jeff.....616.896.7286
 inspector@sandypines.com

Pumpouts–Emergency111

Park & Garden

Jack Schmidt, Manager616.896.9334
 parkgarden@sandypines.com

Sales Office.....616.896.8315

Mon.-Fri. 8:30am-4:30pm
 Beginning Monday, October 31st

Mon-Fri. 8:30am - 4:00pm

Saturday by Appointment • Closed Sunday

Sales Office or Camping

Kelli.....103

Kathy Molner.....113

Nicholas Brott.....114

sales@sandypines.com
 camp@sandypines.com

Maintenance.....616.896.8317

maintenance@sandypines.com

Mon.-Fri. 7:30am-4:00pm

Closed Saturday & Sunday

Ranger Station616.896.9006

Fax Number616.896.7286

ranger@sandypines.com

Recreation Department.....616.896.8318

Mary Applehof–Recreation Director/Adult Recreation

Kim Day, Aquatics Director

Abby Kono, Youth/Teen Recreation

recreation@sandypines.com

Lake Monterey Golf.....616.896.8118

www.lakemontereygolf.com

Golf@golflmgc.com

Laundromat Hours — 7:00am–11:00pm

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LETTER FROM THE CHAIRMAN OF THE BOARD

BY MARTI DEVRIES

Schools open! Football games, fall soccer, fall golf, and a campfire at Sandy Pines!

Winterizing begins, shrink-wrapping is complete and golf cart rides require bundling up a little more!

Conversations around the defeated Capital Reserve Fund proposal bring up a lot of questions...how do we fulfill the obligation of keeping our roads in good condition with some necessary resurfacing?

What about the wells that bring water to member sites? Those that bring water to the convenience centers?

What about the boilers to heat water for hot showers in the convenience centers? All of the recreation surfaces...tennis, pickle ball, shuffle board, basketball courts?

The list of security items to protect the perimeter of our park...fences, card access systems, and lighting in the park? Radios to dispatch member complaints, needs, or emergencies?

We have a dam that controls water levels in our lake...required to be inspected, meet standards and to avoid a disaster of the dam not being sufficient and an asset (our lake) draining?

ADMINISTRATIVE TEAM

Gene Van Koeving Park President
 Ben Fifelski Maintenance Supervisor
 Kimberly Williams CFO
 Steve Deyarmond Safety Director
 Gary Peters Golf Course Manager

MANAGEMENT TEAM

Josh Janowiak Member Service Manager
 Kelli Blackman Guest Service Manager
 Kathy Brott Executive Assistant
 Kathy Molner Sales Manager
 Jeff Pitchellis Park Inspector
 Mary Applehof Recreation Supervisor
 Jack Schmidt Park & Garden

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Finance.....
 Golf Course..... Tom Drougel
 Grounds & Maintenance..... Mike Young
 Long Range Planning..... Rog Grinwis
 Marketing/PR Committee Michael VanderWall
 Member Outreach..... Marti DeVries
 Policy Committee
 Rules Doug Wills
 Safety & Security Committee..... Dennis King
 Special Events Mary Applehof
 Technology..... Bob Powers

CLUBS

Garden Club..... Nelson Bouma
 Senior Adult Activities..... Sue Stank

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.

Marti DeVries – Chairman
 Rog Grinwis – Vice-Chairman
 Gerda Pitcher – Secretary
 Tim Hoffman - Treasurer

Marti DeVries (18) • Rog Grinwis (18)
 Michael Harding (19) • Tim Hoffman (17)
 Dennis King (19) • Rob Klein (18)
 Carolyn Nielsen (17) • Gerda Pitcher (17)
 Doug Wills (19)

Boardofdirectors@sandypines.com

RETAIL SERVICES

Country Cafe..... TBD
 Hilltop Dairy Dip.....616.896.8868
 Just Your Style.....616.896.1744
 Park & Garden616.896.9334
 Pat's Little Wheels616.896.8004

The multiple acres of park grassy areas that are mowed - equipment is necessary to fulfill the expectation that the park is groomed and maintained. Multiple roofs over the course of the next few years requiring new shingles or replacement?

Office equipment and communication and data systems to meet the needs of our members, and run a business? Vehicles to fulfill member requests with Park & Garden needs? Pumper trucks to fulfill the pump out schedules throughout the park on a five days a week basis? Furnaces? Water softeners? Upgrades to the convenience centers?

When you consider this partial list, it seems to be many of the necessary items that will impact the majority of our membership...all of which were included in the 10-year Capital Reserve Fund proposal.

With the defeated Capital Reserve Fund proposal, we revert back to the \$200 per site Capital dollars that will be brought in to support a Capital budget.

Many of you may not be aware that there were two capital budgets prepared in May...one to manage/support the budget without the proposal passing, and one that included many of the items I've mentioned above, if the proposal passed.

Until the prioritization of needs is reviewed to coincide with a preliminary capital budget next May, and then approved in August for the following fiscal year, we manage the needs of the park with the funds available. The future or legacy of this park will be determined by a series of Board decisions, using a prioritization of needs that impact the entire membership, and potentially bylaw options in making those decisions.

The defeat of the Special Election advisory vote of the members, leads the Board and Administration to reexamine and make sense of the member expectations with regards to the safety and

security of our park. We all want kids to feel safe bicycling or walking to the various areas of the park. I believe many members want the security of knowing that when there is a violent altercation in the park, a domestic violence call, or someone from the outside threatens a member inside the park, that we have a plan in place to address the situation. Do we expect that the current ranger staff respond to such a call...or do we expect that our ranger staff only enforcement the rules of the park? We have an exposure when law enforcement is unable to respond in a timely manner. What is the expectation of the member around the overall safety and security of our park? That we only provide safe grounds and a safe environment, or do the members believe we should protect them? With a changed society, the large number of member guests in the park, 5,100+ associate members and those that accompany them into the park, and an additional several thousand grandchildren access cards...do you believe member expectations may have changed over the course of the last 3-5 years in the realm of safety and security needs?

We struggle with the safety and security of the grounds, buildings, pools, etc., and then ask ourselves if our accountability is broader than that.

We are NOT throwing away the training that has already occurred, and will continue on-going training in the future with our staff.

The Board's direction is for Gene to provide different options...one around a combined Safety & Security Team, and perhaps one that separates a Safety (rules enforcement team) from a Security Team. These options could include a realignment of staff, associated budgets with each option, and the benefits of the various options.

Lots of issues to consider as we move forward. Wishing you all a very safe and healthy fall and winter. See you in the spring.



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LETTER FROM THE PRESIDENT

BY GENE VAN KOEVERING

Each year it has been my practice to look back and consider the positive things that happened during the previous season, and as I do this again in 2016, I am grateful for the all the help that was given by the Member and Committee Volunteers. Without Volunteers and committed Staff, Sandy Pines and Lake Monterey Golf Course would not enjoy the measure of success we have.

I am pleased to report that once again we have seen good success in the Guest Camping Program. Consistent marketing efforts and camp site renovations, along with a tremendous amount of amenities we offer, have been the main factors in bringing Sandy Pines to the market as a place that offers so much more than any other campground, and it's showing in our numbers.

There are 60 camping sites, 10 rustic cabins and three campsites with Park Model trailers at Sandy Pines. The increases in the revenue are based on the same number of sites that have been available for a number of years. Although there has been no effort to increase the number of campsites to increase revenue, our focus to increase revenue has been on improving the sites and marketing Sandy Pines, that have made this program more profitable. Additionally, guest camping has been a great marketing tool to attract new Buyers from the guest camping program.

As of the end of this season we are encouraged by these efforts, because the data shows that since the season end in 2013, the guest camping program revenue has increased by 53%, from \$185,000 to \$283,000, in 2016. This represents a contribution to dues reduction equal to \$132 per membership. 2016 had the highest number of camping reservations on record at Sandy Pines.

Membership sales: 2016 started the year with a low inventory of memberships for sale and remained low much of the season, which shows up in the number of transfers and sales. 2016 turned out to be lower in membership sales and transfers than the average per year since 1999. There were 142 memberships sold, however 13 of those were purchased by current Members that either purchased a second site or simply sold one to get another. The net total sales and transfers were 129, as compared to 153 per year, as the 18 year average.

Currently, our membership is comprised of the following demographics geographically:

17% of the membership is made up of residents from the Lansing, Flint, NE Detroit and Detroit area; 15% of the memberships are from the Jackson/Battle Creek, Kalamazoo and Benton Harbor area and 68% of the memberships are from the Grand Rapids and Lakeshore area of West Michigan.

Another success for 2016 has been our golf course. From operations to capital, the improvements

have been significant. I want to thank you, as Members, for approving the golf course ballot in 2015. This has been a significant reason for the way the course looks and operates. Confidence in funding is allowing us to plan ahead for further improvements that will provide the course with greater appeal to those Members who may not golf, and a greater appeal to the public, to give Lake Monterey a chance to challenge them with a quality course at a very reasonable cost.

As of the end of August, the data shows that the rounds played were down by a small amount, which was attributed to weather. However, the financial statements reflected increased profits over 2015, from \$58,000 to \$85,000 in 2016, after subtracting the increase in revenue that the ballot passing provided. It's our hope that the course has a good finish in 2016, if so, we will review the cash on hand and hopefully make another loan payment to Sandy Pines, as was done in 2015.

Each year, on October 15 when the Members leave the park, the business of the park continues. This year will be no exception. Off-season projects will include a continuing effort to obtain the FEMA storm shelter grant for our CC 5 & 6 replacement. At this point the prospects are still very positive, and I hope to provide updates and an announcement as soon as possible.

The cell tower project is a reality as you have already seen by the construction that is ongoing. It appears that this project is on target to be finished

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in 2016, and is planned to be ready when you return in the spring. At this point, Verizon is still the only Wireless Provider that has committed, however, I will keep you updated throughout the off-season regarding any other Providers that are likely to sign on.

During the off-season we will be fine tuning a plan to provide a satellite Member Service desk inside the Ranger Station. This will be a 40 hours per week position, currently planned to be filled by Mary Cooper. Many of you know Mary as having been the Member Service Manager for the last 21 years in the Admin. office.

At the Ranger Station, Mary will be given responsibilities to provide a limited number of tasks related to Member Services, as well as providing assistance to the Ranger information desk and the Park Inspector. Details are yet to be determined, but the intent is to have a qualified person there that will offer consistent, accurate and helpful information to Members and Guests.

Subsequent to the firearm policy advisory vote regarding the firearm and training ballot, I have been asked to evaluate the structure of the Rangers Department as we continue the training program that is in place. I have been asked to come back to the Board with policy options to meet the expectations for Safety and Security through the Security Skills Training program. (formerly known as the Violence Readiness Program: VRP) This will be a priority project for the off-season.

Also, subsequent to the Capital Reserve ballot vote, we have adjusted the priorities of our capital needs budget for 2017. There remains, however, an urgent need for funding the upkeep of our capital assets. We will be seeking options for other avenues to fund them, as well as seeking opportunities to increase support for the impending financial needs of the park, as was attempted in the 2016 ballot information data and meetings.

Unfortunately, the ballot defeat has caused many of the budgeted expectations to be taken off the repair/replacement list for now, however the need remains to be addressed. The reality of this demands that diligence for funding be put in place

as soon as possible, to avoid the deterioration and/or loss of other amenities. This will also be a top priority in the off-season of 2016/2017.

Additional projects this winter will focus on training and improving the use of our accounting software and data management systems, as well as our camping, golf cart, boat and kayak rental reservation software and programs. Each department will be given the opportunity to provide suggestions for improvements now that we have used the new systems for a season.

Contact our office or email memberservice@sandypines.com if you have any suggestions, comments or considerations regarding the "User" side of the accounting data management. By making us aware, we'll do our best to incorporate your suggestions, or solve your concerns where it is possible.

One last project I'll mention is the work that Sandy Pines has been directed to do on the dam, based on the 2013 Dam Safety Report. On that report, received in December of 2013, we were directed to install a liner in the tube of the conduit that goes under the dam. The report stated that the tube is showing wear and rust, so an inner liner was suggested, and is planned to be installed.

Secondly, there are two gate valves in the overflow that are meant to control the lake level in the event of flooding. These gate valves (1) 18" and (1) 30" are intended to be checked and operated annually, however, these valves have never been checked since being installed. It is with some trepidation that we are now being directed to open them, and subsequently, to do so each year going forward.

Certainly, if done incorrectly a serious situation with the lake level could occur, so we are working with a Contractor to develop and implement a procedure for operating the valves and/or replacing them if it is needed. I have been briefed on the concept of this project and feel very confident that all precautions are, and will be, taken. We will keep the membership updated

See PRESIDENT, page 6...

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SYMPATHY IS EXTENDED TO:

Ross & Pam Riemer, Site 1056, on the passing of their mother, Betty Jeanne Riemer, on August 5th. Sympathy is also extended to **Amber Riemer-Vazquez**, Granddaughter, and to **Izaac & Paton Vazquez**, Site 765, great-grandchildren.

Linda Morley, Site 204, on the passing of her husband, **Rick**, on August 24th.

Dawn Brink, Site N-106, on the passing of her husband, **Larry**, on September 2nd.

Bea Visser, Site N-215, on the passing of her husband, **Gerald**, on September 17th. Sympathy is also extended to his children and grandchildren who are associate members, Pam & Tom Miedema (Samantha, Matthew); Cindy & Paul DeBoer (Andy and Courtney, Josiah & fiancée Nicole, Grace, Yulisa); Diane & Brian Kahler (Molly, Annie) and Heidi & Chad Lodenstein (Ashley, Nate).

Marti & Scott DeVries, Site D-29, on the passing of their bother, Steve Hardenberg, on September 22nd.

THANK YOU

BY MIKE YOUNG

There are lots of volunteers who are great, here at Sandy Pines. We need you all and are blessed to have your service. I would like to thank the special people who have helped at our Senior Softball this year.

Sandy Pines is blessed to have such a great group of people, and we thank each of you!

PRESIDENT, *continued*

on the progress of this project that is planned for completion this fall.

Finally, as we close out the 2016 season, I want to thank all of those who assisted and supported each of the projects that were undertaken in 2016. Certainly, as shown above, we can celebrate many successes, not the least of which is the fact that no one was seriously injured this summer, damages due to weather were avoided, and we were blessed by a tremendous amount of support directed to our Staff and our programing, by many Members and Guests.

Yes, some projects met with mixed measures of success and failure, however, I would simply reiterate that where success alluded us...failure will not be an acceptable long term result. I invite you to join me in committing to making Sandy Pines a fun, safe and secure place for families and investments, as we move forward with confidence into 2017, and beyond.

I thank God for you all each day, and pray that you'll have a safe and successful off-season wherever you find yourself, and know that we look forward to seeing you again next April!

ACCOUNTING UPDATE

BY KIMBERLY WILLIAMS

As you prepare for your journey away from the park, I would like to take the opportunity to update you on a few final financial reminders. Your October 1st billing will include your final electric and state unit tax assessment of the 2016 summer season, as well as any final remaining ancillary charges. These charges will include guest passes, pump-out requests, and any miscellaneous charges from the Lake Monterey Golf Course or our Park and Garden store.

Your October 1st bill will also include your 2017 Dues, Capital and Special Assessments for the next summer season, for the total amount of \$1,602, an increase of \$8, equal to the .06% CPI index for the year. Payment for the 2017 Dues and Assessments is due in full by October 31, 2016, to avoid service charges, or is payable in six installment payments of \$277.04, which are due by the 25th of every month, October thru March.

If, at any time through the off-season you have any questions, please do not hesitate to call or message us. Thank you all for being a part of the Sandy Pine Community and Park, and we wish you many blessings until we are reunited next season, in 2017!

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REMINDER REGARDING THE PAYMENT OUR SANDY PINES ANNUAL DUES

BY GENE VAN KOEVERING

It has been my intent in the last four years to minimize the number of Membership Terminations due to delinquent member accounts. Our Bylaws state that any account over 60 days past due results in an automatic termination or suspension of your membership.

Sandy Pines provides two (and only two) methods of paying our annual dues, as you will notice on your statement.

Option #1: The Member payment of \$1,602 is due in total by October 25, or;

Option #2: The first of six (6) equal payments of \$277.04, are due on the 25th of October and the 25th of each subsequent month for five (5) additional months, with the final payment being made by March 25.

There have been times that these payment terms have been allowed to be managed inconsistently, however, as many of you now know, in the last four years we have committed to holding to these terms only, and fully. Therefore, to avoid termination or suspension of your membership, thank you in advance for your prompt payments, and for your attention to this reminder.

PARK AND GARDEN NEWS

BY JACK SCHMIDT

It seems impossible, but we are now at the end of the 2016 Camping Season. This has been an excellent season for Park and Garden and the staff. We had a great summer serving the member's needs. It is a pleasure to get to know the new members, and now we begin to prepare for the summer of 2017.

By the time you have received this Footprints, we will have collected all the softeners and put the golf carts away for the winter. We hope to add additional carts for next summer so we can provide service to more of our members. The paddleboards and kayaks saw an increase in usage, and we hope to be able to add a couple of two passenger Kayaks to our fleet next summer.

If you haven't signed up for a softener for 2017, there is still time. As long as I receive an email (parkgarden@sandypines.com) before October 25th we will be able to add you to the list of members using the Maynard softeners next season. The cost, if you sign up now, will be \$135 for the season (April 17 through October 13th). Installation cost is \$45, which includes install and pick up.

Enjoy the winter, and we look forward to seeing you in April, 2017, for another new season.



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THANK YOU!

BY MIKE & CINDI PEDERSEN

When unexpected things happen, what a blessing to know that there are people in this world we can all count on to look out for us...even while we are sleeping. A few weeks ago, our neighbors' trailer burned. Thankfully, they were not home at the time, but my husband, Mike, and I were.

We would like to express our heartfelt thanks and gratitude to the gentleman who spotted the fire, and acted so quickly to notify our Rangers. Secondly, we would like to thank the Sandy Pines Ranger(s) who woke us and tried to extinguish the fire. They were caring and kind, while maintaining order. Lastly, we are so grateful to the firefighters who saved our summer home. We watched, helplessly, as they put out the flames of the burning trailer, while saving ours and the one on the other side.

We never know when the unexpected may happen, but we are truly blessed to live in a community such as Sandy Pines where we can count on our neighbors, Rangers and the well trained volunteers of our fire departments.

Thank you, and May God Bless you all.

NEWS FROM THE CONDOS

BY RICHARD RANDELS

The 2016 Sandy Pines season has been a great one for the Condos. The spring started with the completion of the long awaited bridge connecting Phases 1 and 2. This was celebrated by our co-owners with the "First Annual Bridge Walk" followed by a picnic and games.

Throughout the rest of the summer our members participated in the many exciting activities provided by Sandy Pines; including boating, swimming, sports, Flea Markets, outstanding Vesper programs and more. Our regular condo potlucks also continued during this time. During the "off season" we continue to get together for a variety of social activities.

Sales of new condos this year have been very good. Four new buildings containing eight units were started this year, with one completed and occupied, and two more duplexes expected to be occupied before the end of the year. The fourth building should be ready for the two new owners early next year. Only the sales model remains for sale in Phase 1, and Phase 2 is filling in fast. We are excited to be adding many new neighbors to our friendly community.

Our volunteer Grounds/Maintenance committee continues to do an excellent job of keeping our properties in tip top shape while saving us money. Our co-owners also do a great job with their individual landscaping, making this a beautiful place to live.

Now with fall approaching, our co-owners rejoice in knowing that we do not need to winterize and leave the park. We can spend our time enjoying the beautiful colors and all the other joys of autumn, while our lawn service clears our leaves!

SAFETY DIRECTOR NEWS

BY STEVE DEYARMOND

Preparing for the fall/winter storage mode:

1. Secure and place outdoor items in shelter.
2. Winterize your trailer prior to freezing temps, and have your holding tank pumped before it freezes.
3. Remove items that will freeze in cupboards. Remove alcoholic beverages from the park.
4. Defrost and clean your refrigerator. Place baking soda in the refrigerator to absorb odors.
5. Place moth balls under your trailer to deter critters. Place D-con or mouse proofer down to deter mice.
6. Place golf carts in storage or affix to a stationary object or your second golf cart with chain and padlock to deter theft. A wheel can also be removed. Disconnect batteries.
7. Turn off your propane tanks. Have your propane tanks filled if you plan to visit in the winter months. Have a furnace technician check your furnace for proper operation.
8. Have your watercraft winterized and place in storage. Outboard motors should be secured with chain and padlock.
9. Contact your lawn service for fall leaf removal.
10. Close vents, windows, and roll up awnings. Place pop-up campers in storage mode. Have a technician check around roof vents for proper weather seal.
11. Turn off electric at the pedestal at the road.
12. Place stabilizer gas treatment in golf carts, lawn mowers, watercraft and mopeds.
13. Remove boat dock from the lake and place it on site. Boat docks may not be stored in the green area. Watercraft may not be stored on the beach or in the green areas.
14. Turn off your water at the water riser, disconnect and mark your water line.
15. Make sure that Sandy Pines has your winter address and phone number. Update the park if you move in the winter. Leave an emergency contact name with the park if you plan to be out of state or a distance away in the winter months.
16. Remember to replace your smoke detector batteries before leaving this fall.
17. Remember to turn off your thermostat before leaving this winter.
18. Remove valuables and valuable items from your trailer for the winter months.

Fall winter weather:

Fall weather can have some brisk winds. Please take the time to secure golf cart covers, lawn furniture, and other small items. Winds have also blown golf cart shelters over, resulting in damage. Please check the anchoring of your golf cart shelters and secure them.

See **SAFETY DIRECTOR**, page 10...



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SAFETY DIRECTOR, *continued*

Lawn and leaf cleanup:

Across the street from the Ranger Station is a leaf dump for vegetation disposal. You may haul leaves and brush to this area in the back of a truck or by trailer. If you do not have a truck or trailer you may purchase paper yard waste bags at the Ranger Station and haul to the leaf dump or leave beside the road for maintenance pickup.

Please do not bring items from home to dispose of at the park. The dumpsters within the park are for items from the park. Ranger staff will write violations toward memberships that bring items from home or place fires in trash compactors or dumpsters.

Your Contact information:

Have you updated your phone numbers and email addresses with Sandy Pines? Please take the time to provide the Member Services office with your home and cell phone numbers and email addresses. If you are unsure if you have done this, please email your information to memberservice@sandypines.com. PLEASE PROVIDE A CURRENT EMAIL AND MAILING ADDRESS. Please check your current contact information and add a local contact if you will be out of town or out of state for the winter.



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2017 DUES, CAPITAL, CABLE, & SPECIAL ASSESSMENT

The total annual membership dues, capital contribution, cable TV, and special assessment for the 2016/2017 season will be \$1,602 and will be on your October 1st statement as follows:

2017 Annual Dues	\$1,123
2017 Annual Capital	200
Total Dues/Capital	1,323
2017 Annual Cable TV*	129
Special Assessment – Golf Course (2 of 10)**	150
Total 2016	\$1,602

The cost of living increase for the total annual dues/capital contribution is .60% or \$8.

*At the annual election held August 21, 2010, the membership approved a requirement that ALL memberships be required to participate in the bulk cable TV program which reduced each members cost of cable by 43% in the first year.

**At the annual election held August 15, 2015, the membership approved a ten year annual golf course assessment to be used for golf course operations and capital assessments.

YOU HAVE TWO PAYMENT OPTIONS:

Dues, Capital Contributions, Cable TV, Special Assessments, and all other fees and charges are due and payable October 1st. The total balance billed to your account must be paid in full by October 31, 2016 to avoid service charges.

OR

SIX MONTHLY INSTALLMENT PAYMENTS to pay **the dues, capital contributions, cable, and special assessments only** in the amount of **\$277.04** due by the 25th of **EVERY** month (October through March). PLEASE NOTE: **The payment plan 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 each month. You must add all other charges for services, electric, state unit tax, etc. to the monthly installment amount of \$277.04. As dues and assessments are due and payable October 1st, a missed payment under the payment plan, 60 days from October 1st, will result in magnetic card deactivation and additional charges will apply for reactivation.**

Sandy Pines Bylaws, Article III, Section 6, Effect of Nonpayment of Annual Dues, Special Assessments, Capital Assessments or Other Charges: The nonpayment of any annual dues, special assessments, capital assessments, or other amount due and/or owed to Sandy Pines by a member within sixty (60) days after the same shall become due and payable, shall result in the automatic termination or suspension of the membership, and all rights and privileges related thereto except the right to vote at annual or special elections. The terminated or suspended member shall NOT have the right to recover any monies from Sandy Pines.

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 postmarks or check dates as payment dates, so please mail early. We cannot guarantee timely delivery by the post office. Unfortunately, we cannot waive the service charges. **Your payments on account are due in the office on or before the 25th of the month. Accounts more than 60 days past due will have all magnetic cards deactivated and there will be an additional charge per card for reactivation.**

We offer three automatic debit payment plans (balance on account, fixed amount, or you will call each month with the amount). You may also make debit or credit card payments through our website (convenience fees apply). In addition, most online bill payment systems through your bank now electronically transmit payments to Sandy Pines.

MAINTENANCE NEWS

BY BEN FIFELSKI

Fall is here! Please remember to blow your water line out from the water riser at the road and unhook your white hose, when your trailer has been winterized.

Please remove all personal items from the beach before you head to your winter home. The lake levels tend to come up over the winter, and will wash paddle boats and docks into the lake.

Maintenance will be upgrading the water risers in Phase 5 during the off-season. Please be sure to clearly label your white hose by the road.

The leaf dump, west of the main gate, has separate piles for your leaves and your brush, etc. Please be sure to look at the signs and separate any debris that you happen to bring over to the dump area.

Effective October 31, Maintenance staff will be available from 8 am – 4 pm, Monday through Friday, and will be closed Saturday and Sunday.

CCs that will remain OPEN after OCTOBER 16th: CC 2, CC 5, CC 8 (till snow flies), CC 10, Recreation Station and CC 12.

Wishing you all safe travels as you head out for the fall/winter seasons. See you in the spring!

MARKETING & MEMBER SERVICE UPDATE

BY JOSH JANOWIAK

Now that fall is upon us, it's a great time to reflect on the wonderful 2016 season. Since starting my new Member Service & Marketing position in March, I have met a lot of great people, learned a lot about Sandy Pines and gathered some great feedback on our services. I've kept a running list of suggestions this season and I'm excited to implement these recommendations in the off season. I would also like to encourage you to send me more feedback. As the weather turns cool, you'll hopefully have time to reflect and document all your Sandy Pines wants and wishes. Please keep a list of your ideas and when you have a good list, email them to me at Josh@sandypines.com.

One thing I'm most excited about is implementing new communication strategies, starting with our new website. If you haven't taken time to explore the website this season, I encourage you to poke around and get acclimated with the menu and layout. The Members Page at www.SandyPines.com/Members includes 95% of all the information you could ever want to know about the park (you don't want to know about the other 5%). Departments, contact information, services, amenities, schedules and events are all just a mouse click or search away.

Next season we'll be using a new and improved event calendar, which will allow you easier access to browse and search events. We'll also have separate pages for each amenity such as the water park, the recreation station, the chapel and more which will include schedules, hours, classes and events. Another great feature is our Member News Feed on the Members Page, which is a Facebook style news feed including anything happening at the park. Like Facebook, when you click on a particular article, you can also comment or ask questions about the post. The best part is that all news is classified into specific categories such as Recreation, Maintenance, Member Service, etc. All these classifications show on the main News Feed and will also populate on each related subpage. If you want to know when the water is being turned back on for the 2017 season, the article will be posted on the main Members Page News Feed and also on the Maintenance Department News Feed. Hopefully this feature will help you find information you seek in a quick and concise manner.

We also have a new email marketing platform that we'll be implementing in the off season which will allow us to send more responsive emails that you can interact with easily on your smart phone, tablet or computer. This, along with our new website, social media and the Sandy Pines Footprints, will allow us to keep you informed every step of the way. Again, should you have suggestions on our website, social media, email or print publications, please send an email to Josh@sandypines.com. If you prefer the scribing method, please send letters via standard mail or carrier pigeon to our administration address listed on the back page of this publication.

Thanks for your feedback. We value your opinion!



Please remember to change your mailing address with Member Service when you leave the Park for the season. If you have a different phone number or e-mail address, please update that, too. Thanks!

SALES DEPARTMENT UPDATE

BY KATHY MOLNER, SALES MANAGER

Well, the season is winding down quickly. It seems that only yesterday I was looking forward to your spring return. Time truly sped by this summer.

I am already preparing for the 2017 Lake and Cottage Show being held at DeVos Place. The dates for this show are March 24-26, 2017. I have chosen to change from the RV Show to the Lake and Cottage Show, because after attending last March, I felt that this would be a better fit in promoting our park. I'm very excited and looking forward to it. If you think you would be able to volunteer some time during those three days, please let me know. This can be a very busy time for me back at the park, so volunteers will be greatly appreciated.

May all of you snowbirds have a wonderful winter and we look forward to your return in the spring. God bless.



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**Saturday, October 8:
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MEMBER SERVICE NEWS

BY MARY COOPER

Office Hours:

Monday – Friday: 8:30 am – 4:30 pm

Closed: Saturday and Sunday

Beginning October 31:

Monday – Friday: 8:30 am – 4 pm

Pumpouts:

Our longest pumpout plans end the week of October 10th. Pumpouts will be available on Wednesday, October 19 and Wednesday, October 26, at the emergency rate of \$26. After the 26th, the pumper trucks will be winterized and won't be available again until spring.

Charter/Sandy Pines Internet:

If you have an internet modem through Sandy Pines, do not return the modem. You keep that same modem each year. During the winter, unplug the modem from the electric outlet, but leave the cable wire connected. Place a cover over it to keep the condensation off. Charter has provided us with adapter plugs for members who disconnect their cable lines from their televisions in the fall. Charter does not want a cable line left open without a plug. Stop at Member Service to pick up an adapter.

Water turned off:

Water will be turned off in all Phases starting Monday, October 17.

Flea Markets:

Dates for 2017 are: May 6, May 27, June 10, July 1, August 12, Sept. 2 and Oct. 7. Spaces are \$35 and can be reserved online only, beginning October 1st after 8:30 am, by using the Member Web Access.

Pancake Breakfast:

The Chapel will be doing a pancake breakfast in the Tee Pee area during the holiday Flea Markets in 2017. Those dates are: May 27, July 1 & Sept. 2.

Winter address:

Did you notify the office to change our records to your winter address? Remember to let us know when you get a new phone number or email address, too.

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Winterizations It's that Time Of Year (616) 797-9998

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WELCOME JEFF PITCHELLIS



Hello everyone, I am Jeff Pitchellis, the new Park Inspector. As you may or may not have heard, Ralph Smith, has decided to leave the Inspector's position at Sandy Pines. I have been hired as Ralph's replacement. I would like to ask that everyone thank Ralph for his accomplishments at the park, and I would also like to personally thank him for the training he provided to me.

Following the Rulebook is key to all of our projects and goals here at Sandy Pines. As the rules may change from time to time, I will try to answer any questions for you that may arise.

Once again, almost all projects involve getting a permit. Please come and see me in the office to obtain one, should the need arise.

Please remember that our park must be kept clean. It is our individual duty to maintain our site conditions year round, not just on June 10th – the site clean-up deadline. Perhaps some small reminders to yourself periodically throughout the season, may help in this continuous effort.

If you have questions, at any time, please feel free to call me at 616-896-7286 or e-mail me at inspector@sandypines.com.

I look forward to meeting you and serving you as your Park Inspector. Have a great fall/winter season!

CLASSIFIEDS

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

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

Wanted for Site 130: Are you thinking about upgrading to a newer Park Model or RV? If so, I am looking to purchase a used Park Model or RV in good condition. I would also like to buy a gas powered golf cart in good condition. Please call: 616-437-7477.

For Sale - Site 418: 2008 Quailridge – everything included. Beautiful lake view, excellent condition. Asking: \$77,500. Call: 616-498-0239 and ask for Deb.

For Sale - Site 654: Location, Location! Looking for peace and quiet? 2010 Kropf Island Series park model on waterfront at quiet end of the lake with beach area in front and quiet neighborhood. Front kitchen, open concept, one bedroom, double loft. Loads of storage areas. Lake views throughout. Full 3 season porch, decks, patio with fire pit all facing the lake. Air conditioned throughout. Fully furnished inside and out, including kitchen and linens. Large gas grill, golf cart, and canoe included. Asking \$153,000. Call Carol at (616) 460-1901 for more details and to arrange a visit to this prime site!

For Sale - Site 681: Phase 2, on Fawns Rest. Fantastic Lake View, Wonderful Neighbors. 2009 Double Loft Trophy Park Home. Central Air w/aux air conditioners in porch and loft. Newer 10x32 three season porch wrap around deck. Screen porch with rattan table, chairs and cushions. EzGo Golf Cart that parks in 12x18 Emma Storage Barn. New Swing, Fire Pit in Boxes. Two Blow Ups for Christmas in August. Many extras in Trailer and Garage. Bring your landscape ideas to enhance this Park Home. Asking \$103,995. Call or Text: 734-748-1139.

For Sale - Site 895: Phase 2. Price JUST REDUCED to \$10,000. Nice shady site with furnished trailer. For more information call 616-299-6960.

For Sale - Site 1330 – Phase III: '81 Honey Trailer. Porch- Deck- Fire pit patio- Shed Paddle Boat - Boat slot & dock in front of trailer. Great views of the lake kitchen, fire pit, porch & deck. Close to CC and Outside Pool. Asking: \$49,500. Call: 616-340-1871.

For Sale – Site N-16 - Phase 4: Lakefront! Beautiful view. Remodeled Oakland Park, completely furnished. New furniture on the 10x30 4-season porch. Golf cart and shed. Must see! Asking: \$118,000. Call: 616.291.1618.

For Sale – Site N-400: Park Model w/ sunroom. New flooring, shed and golf cart garage. Close to Convenience Center and within walking distance to the Water Park. Asking: \$37,900. Call: 616.885.8513.

For Sale – Site N-463 – O'Neida Trail, Phase 4: 1998 Summit w/ large double loft. Great condition. Great central location. Lots of friendly neighbors. Comes fully furnished. Front kitchen. Three-season porch. Beautiful plantings. Includes nice golf cart (maybe two). Dues are paid for 2016. Asking \$44,500. Call or text Jim: 616-813-0429 anytime.

For Sale – Site K-465: Quailridge in Phase 5 with a water view. Check out this totally updated, CLEAN trailer and porch with both air and heat. One bedroom with lots of storage, NEW mattress/box spring, NEW carpet in trailer, beautifully painted kitchen cabinets, full size appliances, trendy color choices throughout. Porch has NEW gray vinyl plank floor, NEW gray futon, NEW wicker chairs, black painted wood table/chairs, geometric area rugs. Shady lot with front and back deck, patio, fire pit, shed, and a generous parking area. Club Car golf cart has new batteries. \$49,900 includes all furniture and decor. Can be shown Wed-Sun. with 5 minutes' notice. Call (616) 886-2782.

For Sale - Site D-58, Phase 6: On the water. Fully-furnished 3-bedroom, 35-foot Trophy Park Model with central air and heating. Extra large 10' x 32' four season porch with separate house-sized air-conditioner. Large sandy beach with kids play area. Boat stake. Two gas golf carts, underground sprinkling, new roof. Sleeps 8 comfortably. Full deck with table, chairs and large adjustable umbrella. Asking: Only \$114,000. Call Emily Versluis at 616-719-6852 or Dick or Carol Zahn at 616-676-2268, or e-mail rzahn43@comcast.net.

Condo For Sale: 2812 Sandy Pines Dr. New 1,226 sq. ft. ranch condo. Main Floor has open floor plan with kitchen, island, a work station, dinette, great room with fireplace, 4 season sunroom with deck, master bedroom, walk-in closet, main bath, and main floor laundry. Lower level is finished through drywall with a 2nd bedroom, bath, and family room. Extra deep two stall attached garage for your golf cart. All this for \$190,000. Please call Linda Hall @ 616-292-4848

WOULD YOU LIKE TO PLACE A CLASSIFIED?

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

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



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sjkhall@gmail.com

