



2018 WINTER ISSUE

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Contact Us:

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A Message from the General Manager

Greetings,

Happy Holidays! The team at London Bridge Resort is putting the final touches on the holiday decorations. Christmas is a magical time in Lake Havasu City and at London Bridge Resort. The 23rd Annual Festival of Lights brightens up the English Village with the London Bridge in the backdrop. Over 500,000 Christmas lights adorn the Village area. Santa and his helper also make appearances every Friday and Saturday evening to listen to the Christmas wish lists of hundreds of children. Ice Skating at the London Bridge is another popular attraction for guests and visitors to the Festival of Lights. Located at the tennis court pavilion, guests enjoy over 2,000 square feet of real ice in the desert. This year guests can visit Mrs. Claus and enjoy story time and cookies around the lobby Christmas tree. Our activities team has several holiday themed activities and events planned into the New Year. We invite you to share in the magic of the holidays at London Bridge Resort. Reserve your week or call for bonus time to enjoy some of London Bridge Resorts holiday traditions.

Our 28th Annual Homeowner Meeting was a success. Over 200 owners joined us for a weekend of activities, fellowship, and business. The Annual Meeting provides the team with an opportunity to connect with owners to discuss their ownership, exchange opportunities, and changes in the travel industry. Many of the owners who attend are regular attendees and it is always good to catch up and reconnect. The Annual Meeting for 2019 has been scheduled for Sunday, November 10, 2019. Owners can reserve their week today or book bonus time outside of the 21 day window. If you are interested in attending in 2019 please reserve your time today.

We are in the process of renovating our parking lots. The main front parking lot has been seal coated and restriped. The lower North parking lot has been completely overhauled. The asphalt was removed, and new asphalt has been laid. Finally, the upper parking lot has also been completely overhauled. All the asphalt has been removed and new asphalt installed. These very necessary projects will enhance curb appeal of the property as well as provide a safe and smooth surface for our guests. This work will ensure that we will not have to spend large amounts in the future on asphalt replacement, other than preventative seal coatings.

We are finalizing our property improvement plans for 2019. We anticipate continuing with our sofa sleeper replacement program. This new sofa sleeper provides a comfortable sleeping experience for guests. It features a tempur-pedic mattress, strong supports, and no uncomfortable bars! We installed these units in half of the 3 rd floor suites this year and our owners feedback has been positive. In 2019 we anticipate completing our 3 rd floor suites. We installed blackout drapes and sheers in the 3 rd floor suites this past year and we are planning to install blackout drapes on the 2 nd floor suites. We are excited to complete these projects. The improvements are sure to enhance our owners stay with us.

In 2019 we will be launching increased entertainment options for owners to use in their suite. Owners can still enjoy in-room movie purchases and a complete lineup of free television channels with the addition of using their personal streaming services. Owners will be able to login with their Netflix, HuLu, or other streaming service and watch their favorite content from the comfort of their suite. We are excited to launch this service in 2019.

On behalf of the entire team at London Bridge Resort, we thank you for the opportunity to serve you and your family and for allowing us to be a part of your vacation experiences. We wish you a very happy holiday season and a happy new year. We look forward to seeing you soon.

Until Next Time,

Cal



Helpful Numbers:

Need Assistance?

Call 800-624-7939 or 928-855-0888 and dial one of the following appropriate extensions.

General Manager, Cal Sheehy..... 4005
 csheehy@londonbridgeresort.com
 Assistant General Manager, Kristina Gallo..... 4202
 kgallo@londonbridgeresort.com

Maintenance Director, Ryan Stroh 4358
 Front Desk Manager 4204
 Executive Housekeeper, Myra Czarneski..... 4331
 Activities Director, Joelle Dickinson 4654

Helpful Numbers

Martini Bay..... 4400
 The Market..... 4300
 Owner Services..... 8086
 Front Desk..... 4200
 Reservations..... 8085
 Interval International..... 800-634-3415
 Reservations..... 800-624-7939
 Home Owners Payments..... 8085
 Vacation Ownership Sales..... 4100
 Homeowner Directors: 928-855-0880
 Adele Shea..... ashea@londonbridgeresort.com
 Ronald Thompson..... ront@londonbridgeresort.com

If you are interested in applying for an open position on the board of directors please email Cal Sheehy, Secretary/ Treasurer, at csheehy@londonbridgeresort.com

Bonus Time Rates:

Bonus Time Reservations are available to owners 21 days or less prior to the desired arrival date and are subject to availability. Bonus Time is for the exclusive use of the vacation owner.

March 1-October 31
 Studio \$50
 One Bedroom \$75
 Two Bedroom \$110

November 1- February 28
 Studio \$50
 One Bedroom \$65
 Two Bedroom \$90

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2019 Operating Budget

Expenses:

Administration and general	471,073
Amenities and activities	160,000
Engineering and mechanical	653,125
Front desk	440,000
Guest services	255,800
Housekeeping expenses	528,375
Laundry	108,725
Insurance	163,500
Janitorial	101,716
Maintenance and repairs	309,400
Management fees	443,680
Miscellaneous	98,000
Real estate taxes	149,456
Security	273,416
Supplies	112,500
Utilities	611,712
Total expenses:	4,880,479
Reserves	745,000
	5,625,479

Annual Assessments per Unit Type:

One Bedroom	\$	836.00
Two Bedroom	\$	996.00
Studio	\$	705.00





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Online Payments

2019 maintenance fee payments can be made online at www.lbrowners.com. Maintenance fees are due by January 1, 2019. If you have any questions or need assistance processing your payment please contact owner services for assistance.

Kristina Gallo Promoted to Assistant Manager



Kristina Gallo has been promoted to Assistant General Manager. Kristina previously served as Hotel Manager and Director of Guest Experience. Kristina started with London Bridge Resort over 5 years ago and has been an asset to our team. Kristina previously worked in limited service hotels as an area manager and general manager. Kristina has a passion for service. She has led her team in providing superior guest experiences. Guest satisfaction scores have increased under her leadership. Kristina has also

been responsible for the transformation of our organized activity program. Owners are now enjoying tours, arts and crafts, and shows as part of the lineup.

In her new role, Kristina will be responsible for the overall hotel operations and assist the general manager, Cal Sheehy, in managing the property. "I am excited to have Kristina as my assistant general manager. She is dynamic, caring, and able to get the job done," said Cal Sheehy. During your next visit stop by the front desk and say hello to Kristina and congratulate her on her promotion.





1477 Queens Bay
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