

Dear Members,

By now you have received the letter to the membership. This letter is to follow up on the many responses we received regarding the information in the March 31st letter. I would like to thank those of you who have called, emailed, written letters, or just stopped by my office to give your feedback.

We are in the process of improving our existing facility and operations. Based on the Member's feedback from the survey sent out last year, we have planned repairs and improvements in phases. The first phase of improvements was dedicated to the Fitness Center. Our next phase will be improving the tennis courts.

Following are a few of the issues we would like to clarify with additional information:

1. **Court conditions.** Most of the concerns expressed by the tennis players dealt with the current condition of the tennis courts. We recognize that many of the tennis courts are not in a satisfactory condition for a facility of our caliber, despite our efforts to keep them in repair. HBC ownership has given their commitment and approval to proceed immediately with an analysis preparing a plan to restore these courts to an industry standard playing condition. Specifications and bids from reputable contractors are being collected now. It is our goal to commence the court restoration project starting in the next few weeks.
2. **Court controls.** The lay-out of the Club at this time makes it virtually impossible to control who is on the courts without monitoring. The purpose of court controls is to protect the tennis member's right to court access and priority reservations from those who are not qualified to be on the courts. Imposing financial penalties seemed the most equitable way to protect the integrity of the program. I expect there will be some fine tuning once the controls are put in place to make them most effective for you. We welcome your suggestions throughout this process.

Future phases to improving our existing facility and operations will be based on continued feedback and determined needs. In closing, we emphasize our first priority is to you as members to provide an experience at Harbor Bay Club to be efficient, enjoyable and rewarding.

Sincerely,

Lisa Franzel
General Manager

