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## ASSOCIATION NEWS - Celebrating 20 Years!

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### President's Message

It's been 20 years since we took over the property from the Developer and hired our management company, Vacation Resorts International. This milestone should not be overlooked.

I would like to say *Thank You* to the great staff we have had over the years, commend our General Manager, Sheila LaVault for her 20 years of dedication and the Resort staff for their strong commitment to quality and service.

Over the past 20 years we the owners have come together to overcome some tough issues inherited from the developer... The key is not to look back, but to push forward, continue to implement new and updated improvements to our property.

It would be negligent of us not to mention that without our owners we would not be here today. Your Board would like to say *THANK YOU* to each of you that have stayed current with their maintenance fees and committed to the Resort. Oceancliff I & II has just come off three years of major renovations, the Resort looks the best it has ever looked, and we welcome each and every owner to vacation at your "home away from home". Bring a friend, show them the investment that you purchased, share with them the great memories, and encourage them to purchase a week.

To ensure that all Resort correspondence is received, please update your personal information by calling the Resort at 401-846-6667. We look forward to the coming year and hope you and your family enjoy many more vacations to come!

Sincerely,

Jack Sulik  
President, Oceancliff Owners Association

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## General Manager's Corner... Silver Crown Award

Since the last newsletter Oceancliff I & II has been awarded the Silver Crown status by Resort Condominium International (RCI) for the year 2010.

Oceancliff was selected to receive this Award based on a 12-month compilation of guest comments, which include resort quality, service delivery, and overall vacation experience. Specific items include:

- Check-in and Check-out Process
- Resort Hospitality
- Resort Maintenance
- Unit Maintenance
- Unit Housekeeping

What this means to you as an owner...Silver Crown status denotes a very favorable environment for guests. It makes Oceancliff a more desirable destination for vacationers looking to exchange or rent, and it enables our owners to exchange their weeks with a preference over other non-rated resorts.

The highest RCI award is the Gold Crown Award. Unfortunately because of the local restriction on amenities, Oceancliff is not eligible to achieve this level. For example: dishwashers, washing machines, and stoves are not permitted on the property due to environmental and safety restrictions imposed by the City of Newport.

Your Oceancliff Board and staff members have worked very hard to achieve Silver Crown recognition. It could not have been done without the commitment of our timeshare owners who met the financial obligations to upgrade this facility and the staff committed to providing extraordinary service for our guests.

Thank you for the many kind comments received and please let us know how we can better serve you during your vacation time with us. We will do our best to help.

Sheila LaVault  
Resort General Manager

*We are proud to be an*



**RCI  
Silver Crown  
Resort**

## UPDATE - Resort Logo Contest

We would like to thank all the owners who participated in the logo contest! A vast number of extremely creative designs were received. The Board members are reviewing the logos and when this difficult decision has been reached a winner will be announced.



## PAY MAINTENANCE FEES ONLINE

To pay your Maintenance Fee online...

- Log onto VRI website – [www.vriresorts.com](http://www.vriresorts.com)
- Click on “For Owners Only”
- Click on “Online Payments”
- Select your home property
- Enter last name on account
- Enter account number (EXACTLY AS IT APPEARS ON YOUR INVOICE)
- Enter required information

**Thank you for supporting your home resort!**



## Owners' Amenities Suggestions

We thank the owners who answered the Board's call for suggestions to enhance our Resort. Some are simply not feasible, but most of them we have been pursuing or will research further to seek implementation. Keep in mind that your Board weighs the cost to ALL owners for amenities.

- Shuttle Service to/from Downtown: This was the most requested entry and though it might be logistically challenging, we are exploring ways to make it happen. We'll keep you posted.
- Bring back the Boat: Second most requested entry but one we cannot consider since Oceancliff I & II does not own the waterfront land, and also with the Coast Guard emergency access next door, this would not be permitted.
- Discounts to Restaurants and Boats: Please inquire at the front desk as many discounts are available to our owners and guests and we will continue to expand on this in the future.
- Elevator: Not only does the interior structure of Oceancliff I & II not lend itself to an elevator shaft, but we are also prohibited by local ordinances from materially changing the exterior of the building. However, please notify the staff and they will gladly help you with your move in/out.
- Washer/Dryer: Because ocean side sewage is closely controlled, all of the Resort's laundry is sent out. Sewage disposal is a limiting factor in local development but we are pursuing the installation of one centrally located water/dryer for owner and guest use.
- Free Wi-Fi Access: After several internet negotiations, this service is now provided **free** to owners.
- Tennis Court Repairs: The Board is exploring the options of building our own tennis courts as the ones provided and owned by the Hotel are not in good condition. Oceancliff I & II owners are able to use the Hotel courts at their own risk.
- Social Activities: Sheila and staff are always willing to arrange social events of common interest. Your suggestions are always welcomed.
- Games and Books: Books, games, and a coffee station have been provided on the second floor.
- Re-sales Program: Please contact Resorts Realty, Inc (RRI) at [www.resortrealtyinc.net](http://www.resortrealtyinc.net) for information on sales, re-sales and the benefits of the RCI Points Conversion Program. If you are in house, please dial Ext. 362.

Thank you for all the suggestions we received. Your Board, onsite management and VRI will continue to implement all feasible requests as the budget allows. As always, we welcome and appreciate any additional requests and referrals of family/friends who might enjoy the chance to own at Oceancliff.

# Oceancliff I & II

c/o Vacation Resorts International  
P.O. Box 399  
Hyannis, MA 02601

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## *Important Numbers*

<b>Oceancliff Resort</b> .....	(401) 846-6667
<b>Fax</b> .....	(401) 849-6168
<b>Website: Oceancliff1and2.com</b>	
<b>Exchange Information</b>	
<b>RCI</b> .....	(877) 874-3334
<b>Interval International</b> .....	(800) 828-8200
<b>VRI*ety</b> .....	(888) 203-1044
<b>Vacation Owner Services</b>	
<b>Assessment Billing and Collection</b> .....	(401) 846-6667
<b>Hours</b> .....	Monday - Friday 9:00 a.m. - 5:00 p.m.
<b>Reservations</b>	
<b>General</b> .....	(800) 228-2968
<b>Rentals</b> .....	(866) 469-8222
<b>Vacation Tyme®</b> .....	(866) 469-8222
<b>Bonus Time</b> .....	(866) 469-8222
<b>Website: vriresorts.com</b>	
<b>Still Need Assistance?</b>	
<b>VRI Corporate Services</b> .....	(508) 771-3399
<b>VRI Fax</b> .....	(508) 775-6396

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