



**GRAND TRAVERSE RESORT AND SPA
RENTAL MANAGEMENT PROGRAM
OVERVIEW**

As of August 1, 2015

GRAND TRAVERSE RESORT AND SPA RENTAL MANAGEMENT PROGRAM

Welcome to the Grand Traverse Resort & Spa! We are excited that you are considering purchasing property here and joining our Rental Program. Attached is information for you to review regarding the Rental and Rental Refurbishing Programs.

The Grand Traverse Resort & Spa provides Property Management services for 10 different condominium associations:

- Arrowhead
- Bayview
- Golfview
- Hilltop
- Shores
- Singletree I
- Singletree II
- Signature Ridge
- Valleyview
- Wolverine Heights

Eight of the Associations participate in the Resorts Rental Program: Bayview, Golfview, Hilltop, Shores, Singletree, Signature Ridge, Valleyview, and Terrace. Currently, there are approximately 160 units in the Rental Program. Owners receive a share in the revenue, receiving 51% of the revenues generated. The other 49% goes to the Resort. The Rental Program is explained in more detail in the following attached pages.

The Resort has in its employ a Condominium Maintenance Supervisor, Condominium Maintenance Technicians and a Condominium Accountant. Our 24-hour Security Department services the condominiums and homeowners Associations as well as the Resort property. Our maintenance department provides 24-hour service as well.

If you should have further questions after reading the attached material, feel free to contact:

Sue Gresens, Property Manager
231.534.6605
sgresens@gtresort.com

The Property Management Office is located in Keller-Williams office at the intersection of US 31 and M 72. The office is staffed Monday – Friday from 8 am to 5 pm.

GRAND TRAVERSE RESORT AND SPA RENTAL MANAGEMENT PROGRAM

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**GRAND TRAVERSE RESORT AND SPA RENTAL MANAGEMENT PROGRAM
TEN MOST FREQUENTLY ASKED QUESTIONS**

1. What kind of income can I expect from my rental unit?

You can expect your rental revenue to offset some of your expenses for owning a vacation destination in Northern Michigan. Each owner's revenue will vary depending on unit type, location and the amount of the time the owner personally uses their condominium.

2. What do I have to do to get into the Rental Program?

Entrance to the Rental Program will depend on its meeting the GTRS Refurbishing Standards. If the unit is not currently in the Rental Program, Property Management will inspect the unit. If it meets or exceeds the Refurbishing Standards, the unit should be able to join the Rental Program. If the unit does not meet the Refurbishing Standards, the owner will have to refurbish the unit before it is allowed into the rental program. A signed Rental Program Agreement is also required as well as a minimum of \$1,000,000 liability insurance, \$1,000,000 additional insurance umbrella policy. The Grand Traverse Resort & Spa and the Grand Traverse Band of Ottawa and Chippewa Indians need to be listed as an additional insured on your liability policy.

3. What order are condominiums rented through the Reservations department?

Rental condominiums are pooled with other units of the same size and location. Units are categorized by size (studio, 1 bed, 2 bed, etc.) and are placed in a computer based rotation of reservations based on the amount of room nights rented. Those condominiums with the least amount of nights will be first to be rented. This is continually being manually monitored to ensure a fair and manageable system.

4. What expenses are the responsibility of the owner?

Condominium owners will be responsible for the continued maintenance and upgrade of the interior of their units. These expenses include but are not limited to: household goods package, utilities (including furnace & A/C), and housekeeping fees for an owners stay, furnishings and decor.

5. What does the Condominium Association do for me?

The Association manages the day to day operations of the community (Association), protecting the assets of the owners as a separate function from Rental Management. The Association is responsible for the exterior of the units (common elements) whereas the individual owners are responsible for the interior. The exterior expenses include but are not limited to: grounds maintenance, trash/waste removal, snow removal, windows, door-walls, roofs and siding.

6. How often can I use my Condominium?

Although usage is not limited, it does affect the rental income, particularly in the summer season. Usage is, however, required to be scheduled in advance each year using the Owners Calendar as supplied annually in Accounting by the Property Management department. Some dates may not be available for owner's usage

possibly due to large groups or a number of smaller groups being booked into the condominiums. Dates can be reserved as far in advance as the owners wish.

7. What Resort facilities am I allowed to use as a participant in the Rental Program?

When you become a participant in the GTRS Rental Program, you are entitled to use the Resort facilities during your stay in your condominium, as a guest would. You must be checked into your unit though, in order to use the facilities. The Gallery of Shops, Resort restaurants, Spa and the golf courses are open to the public. Upon purchase of property at the Resort, the owners are given a Property Owners Discount Card, which entitles them to discounts at the Resorts-owner shops, restaurants, Spa, and on greens fees and room rates.

If you are not in the Rental Program, then you do need to purchase a Membership to use the facilities, which includes the Pool located by the Shores Condominium Association. That pool is owned by GTRS. There are several types of Memberships tailored to suit your needs. To find out more information about Memberships, contact them at 231-534-6586.

8. What is Resort Condominium International?

RCI is a voluntary, vacation exchange program that allows a participating owner to place a designated amount of time into a time-share bank and take advantage of a vacation destination at another participating resort.

9. How often do I have to remodel my unit or replace my furniture?

The Resort has a Refurbishing Program in place that was started in spring 2004. This is an all-inclusive refurbishing that includes: paint, floor coverings, cabinetry, furniture, drapery, lighting and artwork. There are four design schemes for owners to choose from. Owners have the option of refurbishing totally through the Resort with the Resort schemes, hiring their own contractor and purchasing the items through the Resort with the Resort schemes, or creating their own design board, ordering the items themselves and hiring their own contractor. All options will be explained in greater detail, once an owner is ready to refurbish.

Owners should expect to replace soft goods, such as mattress, sofas, sofa sleeper mattresses, and bedding every five-seven years. Units will be inspected annually and owners will be contacted if items are found to be in need of replacement.

10. What does Grand Traverse Resort & Spa do for me after I give them 49% of my rental income?

Grand Traverse Resort & Spa is responsible for all staffing, advertising and managing of your condominium when placed in the Rental Program. The resort employs over 1,000 staff performers during the summer season serving condominium owners and our guests. A multimillion dollar advertising budget allows for our representation in many facets of the media to enhance our social and group business. Key control, In-room Amenities, 24-hour Security and Front Desk operations, and Monthly/Annual Reports are services also included. Our managing team also represents your concerns assuring quality standards are continually being maintained.

**GRAND TRAVERSE RESORT AND SPA RENTAL MANAGEMENT PROGRAM
REFURBISHMENT PROGRAM**

When it comes time for the unit's refurbishment, the owners have the option to:

- Refurbish through the Resort, using one of the Resort's design schemes
- Hire your own contractor and purchase furnishings through the Resort
- Create your own design board, order the items on your own and hire your own contactor

- Resort Design Schemes
 - Please see attached for pictures of the Resort's design schemes. There are four to choose from:
 - Copper Ridge – brown tones, more contemporary
 - Cottage – blues, greens, yellows, light woods
 - Pinehurst – greens, reds, golds, lodge look
 - Willow – purples, traditional look
 - Furnishings and fabrics change all the time as things are discontinued or not in stock. So when a unit is refurbished, it may be different items than you see in the pictures, but we stick to same colors and feel for that scheme.

- If you are using your own Design Plan
 - Owner must present to Property Management a professionally designed colorboard detailing each individual item:
 - Flooring
 - Furniture (including fabric)
 - Draperies and cornices (style and fabric)
 - Paint color
 - Lighting fixtures
 - Cabinetry and Countertops
 - Artwork
 - Accessories
 - Bedding (style and fabric)
 - Patio Furniture
 - If the plan is approved, the owner will be responsible for coordinating the entire project. Any involvement by Property Management will be charged at \$50 per hour.
 - Once the unit is complete, a final inspection by Property Management will be conducted; the unit must be approved before entry into the Rental Program.
 - The living room television, phones and Rental Program Package (sheets, towels, cookware, flatware, etc..) are purchased through the Resort. The living room TV is purchased directly from LG and is Lodgenet (Resort hotel system) compatible.

**GRAND TRAVERSE RESORT AND SPA RENTAL MANAGEMENT PROGRAM
REFURBISHMENT PROGRAM - CONTRACT WORK SPECIFICATIONS**

- Remove and dispose off site vinyl wallcovering
- Repair and prep walls for painting (wash walls, mud, sand)
- Paint walls and ceilings, including the inside of closets following Refurbishing Paint Specifications
- Paint doors, trim casing, jambs, windowsills following Refurbishing Paint Specifications
- Paint wood base following the Refurbishing Paint Specifications
- Reinstall all hardware removed for painting
- Remove and dispose off site of bathroom vanity and countertop
- Install new drawer pulls on vanity following Refurbishing Specifications
- Install new bathroom mirror following Refurbishing Specifications
- Install new faucet following Refurbishing Specifications
- Arrange for all necessary plumbing work in bathroom area
- Install new towel racks and toilet paper holders following Refurbishing Specifications
- Remove toilet for tile installation. Replace when tile is complete.
- Remove and dispose off site all existing ceiling, pendant, and vanity lights
- Install new light fixtures following Refurbishing Specifications
- Add electrical wiring and box if needed
- Install new wood base over carpeted areas following Refurbishing Specifications
- Remove and dispose off site of existing kitchen cabinets, sink, and countertops
- Disconnect and re-install new refrigerator, stove, dishwasher, microwave hood or stove hood
- Install new sink and faucet following Refurbishing Specifications
- Arrange for all necessary plumbing work for kitchen area
- Install hollow core six-paneled doors, 4 foot opening, painted to match, as well as new closet doors
- Remove and dispose off site of Shores Studio Murphy beds
- Install new kitchen and bathroom cabinetry and countertops following the Refurbishing Specifications
- Remove and dispose off site of existing flooring in bathrooms, entry ways, and kitchens
- Prep floors for tile installation following the Refurbishing Specifications
- Install new tile floors including grout and tile base following the Refurbishing Specifications
- Remove and dispose off site of existing carpet and padding
- Prep floors for new carpet and padding installation
- Install new carpet and padding following the Refurbishing Specifications

Contractor is responsible for arranging for disposal off site of all items removed from the unit. The condominium dumpsters are NOT to be used to discard of furniture items or construction items.

Contractor is responsible for all clean-up.

**GRAND TRAVERSE RESORT AND SPA RENTAL MANAGEMENT PROGRAM
REFURBISHMENT PROGRAM - INTERIOR DESIGN SPECIFICATIONS**

Owners choosing to work with a professional designer on a colorboard for their unit must follow the following guidelines.

- The colorboard must show all aspects of the items in the condo:
 - Flooring: carpeting and tile
 - Wall, trim, ceiling paint color and accent wall paint color (if any)
 - Furniture package selection
 - All lighting selections
 - Cabinetry
 - Bath vanity and kitchen countertops
 - Drapery, sheer, cornice and bedding fabric
 - Sofa, chair and decorative pillow fabric
 - Artwork and accessories
 - Unit floor plan
- Walls will be painted only, no borders. We prefer that Resort selected paint colors be used for ease of maintenance. We are removing all bathroom medicine cabinets.
- Furniture:
 - Must be contract grade (laminated or catalyzed lacquer tops)
 - Fabric must be 50,000 Double Rubs or higher
 - Sleeper mechanisms on sofas must be contract grade
 - All headboards must be wall-mounted
- All lighting must be UL listed
- Bedding must be:
 - Machine washable bed scarf, 24" x 80" (queen), 24" x 96" (king) 4 oz. fill, double layer, self-lined, 1" self-binding around perimeter
 - Machine washable 8" x 24" (queen) 8" x 36" (king) bolster pillow, vertically seamed, knife edge, concealed zipper closure
 - Machine washable quilted tailored bed skirts, 59" x 79" x 14" (queen), 76" x 79" x 14" (king), 5" channel quilted, 4 oz. fill, standard poly/cotton lining, 2 tailored kick pleats
 - The white bedding (pillowcases, top cover and comforter) must be purchased from the Resort)
- All large windows must have:
 - Flame retardant blackout drapes, sheers and fabric cornices
 - Commercial grade hardware
- Smaller windows must have 2" blinds
- Flooring:
 - All carpets must be premium commercial grade carpet constructed of DUPONT or equal solution dyed nylon with a minimum fiber weight of 26 oz. per yd
 - All floor tile must be premium grade 12" x 12" porcelain tile. Tile base is used in the bathrooms and in Golfview, Shores, and Terrace; the tile should be extended in front of the bathroom sinks. Tile in the kitchen and bathrooms should extend underneath the cabinetry. Vinyl flooring is not permitted.
 - Baseboards must be 3 1/2" high

- All faucets must be Moen faucets in a brushed nickel finish. Bathroom and cabinet hardware should also be a brushed nickel finish.
- Bathroom countertops and bath sinks should be a US Marble product or similar.
- Kitchen sinks should be stainless steel
- The fireplace surround is 6" tile and should match in design to the Resort refurbished condo units
- All Artwork must be hung with "T-Lock Security" hardware.
- Accessories should be kept to a minimum. We prefer:
 - Dining room table arrangement
 - Entry rug
 - Fireplace rug and tools (if applicable)
- All televisions are HD LED TV's. The Living Room TV is purchased through the Resort as it is Lodgenet compatible. Bedroom TV's must be at least 26".
- Patio furniture will consist of two or four chairs, depending on the size of the unit. Chairs are aluminum sling chairs. Table bases are aluminum with faux granite tops.
- Contractors will carry \$1,000,000 Liability Insurance and fax proof of insurance to Property Management prior to initiating any work. The Grand Traverse Resort and Spa should be named as an additional insured on the contractor's insurance.
- Contractors must provide a valid builders license or license number as issued by the State of Michigan, prior to initiating any work.
- A schedule will be provided to Property Management detailing start, install, and completion dates. Any changes will be communicated as expeditiously as possible to Property Management.
- Electrical and plumbing permits must be attained through Grand Traverse County. For more information, please call 231.995.6049.
- Upon completion, Property Management will have final review prior to releasing the unit to the rental program.
- Owners will be provided a key card for the duration the unit is under refurbishment. It will be the owner's responsibility to provide their contractors and designers with said key card, additionally; the owner will be responsible for supervising their contractors and designers. Any involvement by Property Management may be billed at a rate of \$50.00 per hour.

GTRS REFURBISHING DESIGN SCHEMES

Copper Ridge



Cottage



Pinerhurst



Willow



Cottage



Willow



Copper Ridge



Pinehurst



GRAND TRAVERSE RESORT AND SPA
RENTAL MANAGEMENT PROGRAM
2015 ANNUAL CHARGES

Description:	Bayview 3-BR	Golfview 1-BR	Golfview W/loft	Hilltop 2-BR	Hilltop 3-BR	Shores Studio	Shores 1-BR	Shores 1-BR DX	Shores SH - 2S	Terrace 2-BR	Terrace 3-BR	Valleyview 1-BR	Valleyview 2-BR
Owner Cleaning Charges Per Stay:	\$ 75.00	\$ 50.00	\$ 55.00	\$ 55.00	\$ 65.00	\$ 40.00	\$ 50.00	\$ 50.00	\$ 55.00	\$ 55.00	\$ 65.00	\$ 50.00	\$ 55.00
Deep Cleaning:	\$ 325.00	\$ 170.00	\$ 240.00	\$ 235.00	\$ 290.00	\$ 80.00	\$ 130.00	\$ 185.00	\$ 205.00	\$ 235.00	\$ 285.00	\$ 140.00	\$ 200.00
*Carpet Cleaning:	\$ 300.00	\$ 180.00	\$ 240.00	\$ 225.00	\$ 300.00	\$ 125.00	\$ 165.00	\$ 165.00	\$ 210.00	\$ 225.00	\$ 300.00	\$ 200.00	\$ 250.00
Upholstery Cleaning:	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies
Preventative Maintenance:													
A/C Inspections	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00
Furnace Inspections EACH	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50	\$ 95.50
Painting	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies
Mechanical	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies
**Household Goods:	\$ 75.00	\$ 65.00	\$ 70.00	\$ 70.00	\$ 75.00	\$ 65.00	\$ 65.00	\$ 65.00	\$ 70.00	\$ 70.00	\$ 75.00	\$ 65.00	\$ 70.00
Telephone: \$16.50 monthly	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 198.00	\$ 180.00
***Cable: \$60.00 monthly	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00
Annual Total	\$ 1,798.50	\$ 1,513.50	\$ 1,648.50	\$ 1,628.50	\$ 1,763.50	\$ 1,368.50	\$ 1,458.50	\$ 1,513.50	\$ 1,583.50	\$ 1,628.50	\$ 1,758.50	\$ 1,503.50	\$ 1,600.50

*Carpet Cleaning: The annual billing pays for TWO cleanings. Additional cleanings will be charged accordingly.
The annual Carpet Cleaning charge is applied to your rental account in August, but does not mean your carpet was cleaned at that time

**Household Goods Package: Inclusive of coffee makers, light bulbs (60 Watt, 100 Watt, 3-Way, Refrigerator, Microwave), and batteries for smoke detectors and remotes.
All other light bulbs and light bulbs that require access via ladder will be charged separately. The annual Household Goods charge is applied to your rental account in July

***Monthly Cable rate includes WIFI.
Signature Ridge, Singletree and Surfside must attain telephone and cable service from outside vendor. GTRS cannot offer these services to these three Associations.

Engineering is billed at \$40 per hour.

New card keys: \$5 each

Any owners who are not in the rental program may request Housekeeping service at the rate of 1.5 times the above noted fees.

GRAND TRAVERSE RESORT AND SPA
 RENTAL MANAGEMENT PROGRAM
 2015 ANNUAL CHARGES

	Signature Ridge 5-BR	Signature Ridge 4-BR	Signature Ridge 3-BR
ST1			
2-BR			

Description:	Signature Ridge 5-BR	Signature Ridge 4-BR	Signature Ridge 3-BR
Owner Cleaning Charges Per Stay:	\$ 55.00	\$ 125.00	\$ 80.00
Deep Cleaning:	\$ 205.00	\$ 500.00	\$ 370.00
*Carpet Cleaning:	\$ 225.00	\$ 450.00	\$ 400.00
Upholstery Cleaning:	Varies	Varies	Varies
Preventative Maintenance:			
A/C Inspections	\$ 85.00	\$ 85.00	\$ 85.00
Furnace Inspections EACH	\$ 95.50	\$ 95.50	\$ 95.50
Painting	Varies	Varies	Varies
Mechanical	Varies	Varies	Varies
**Household Goods:	\$ 70.00	\$ 150.00	\$ 125.00
Telephone: \$16.50 monthly	See Below	See Below	See Below
***Cable: \$60.00 monthly	See Below	See Below	See Below
Annual Total	\$ 680.50	\$ 1,280.50	\$ 1,075.50

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