



RCI®  
SILVER CROWN  
RESORT

# BARCLAY TOWERS PHASE II NEWSLETTER

## VOLUME 69

## SPRING/SUMMER 2020

### PRESIDENT'S



### LETTER

Dear Phase II Owners

**Spring 2020 has certainly been challenging due to the COVID-19 Pandemic!**

With the President of the United States, the Governor of Virginia, and localities closing nonessential businesses, beaches, parks, etc., and ordering “stay-at-home” in March, individuals and businesses have been in turmoil. Virginia’s governor has repeatedly announced that he will not fully open up the State of Virginia until deaths have declined or flattened. Phase I of reopening the State’s economy began May 15. This Phase will be in effect for 2-4 weeks. The list of openings is limited and restricted. At the time of writing this article, Virginia Beach has just opened its beaches with restrictions. Social distancing is required, and there are no grouping of umbrellas or canopies allowed. Restaurants with outdoor seating can seat 50% capacity outdoors starting May 15. Other restaurants must utilize takeout or delivery. The local health department issued a statement on May 11<sup>th</sup> that Barclay Towers could not open the pool, the hot tub, or the exercise room. All amenities are closed at Barclay Towers! **This means that Barclay Towers will not open in**

**time for Memorial Day. The Salute to Summer festival, as well as the Live on Atlantic events, has been cancelled.**

As a result of these closures and limitations, Barclay Towers II Time Share was forced to close for April and May. The timeshare office will keep you abreast through the use of email, Facebook, and our website. As soon as we know something, we will pass it on to you.

If you own a spring week, our timeshare director should have contacted you concerning a course of action. If not, please contact Salley in the timeshare office.

During this closure, we have had housekeeping do a thorough “deep clean” of all surfaces, carpeting, furniture, bedding, draperies, etc. in each unit. Maintenance has been making needed repairs. Our office staff has been updating files, creating a new email contact file, contacting affected owners, preparing foreclosure materials, preparing this newsletter, etc. We have kept our employees busy during this time with duties that they said they did not have time for in the past.

Your Board of Directors has been busy also. We have continued to meet monthly by either telecom or video conferencing.

We are addressing issues daily through emails and phone calls. COVID-19 has increased our responsibilities.

The BOD would like for you to be aware of two issues:

1) With the closure of Phase II we have had a decrease in revenue. We have not been able to rent units for the months of March through May. It does not look like we will be able to do any rentals before the middle of June if even then. Fall rentals may not be available if spring owners elect to come in the fall.

2) Nonjudicial Foreclosures. At the October, 2019, meeting I announced that RCI had offered to advance us the funds for nonjudicial foreclosures on all delinquent owners in trade for the use of these units as rentals until the funds were repaid. It was to be an interest-free loan for at least five years. After looking more closely at our inventory, RCI retracted their offer. They said we had too many blue weeks on the foreclosure list. This is true of all legacy resorts not just Barclay Towers. Needless to say, the BOD was very disappointed. The foreclosure company that was going to work with RCI and Phase II has offered to work with us for the same amount of money per unit week. Due to limited funds, we are only going to foreclose on 12 week units. We are hoping that the sale of these units will cover the foreclosure costs and generate the annual

### INSIDE THIS ISSUE

<b>TIMES A-CHANGIN'</b>	2
<b>STRANGE TIMES</b>	2
<b>TIMESHARES &amp; FINANCIAL MANAGEMENT</b>	3
<b>WELCOME BOOKLET</b>	3
<b>UNCERTAIN CALENDAR</b>	4

Last December we were sad to see the retirement of our long-time General Manager, David Comerford, after 30 years at the helm of Barclay Towers. However, he left us in excellent hands. Tracey Hicks, a 20-year employee and David’s right arm, was promoted to General Manager, and Nicole Hermann, a 10-year front desk staffer, is our new front desk manager!! They will keep us “A Touch Above!”

maintenance fees.

Your BOD is being optimistic about the future of Phase II. This is our “Home Away from Home.” We hope to welcome everyone soon.

**Mary S. Connell, Pres.**

## THE TIMES THEY ARE A-CHANGIN'

As Bob Dylan would say, things will look very different at Barclay Towers for at least part, if not all, of the next few months. The Covid-19 virus has altered the way we all have to go about our daily lives and forced us to take a close look at how we do things in the face of this Pandemic.

The first thing you will notice upon arrival is that all the employees are wearing masks whenever they are in a public space such as the lobby, the hallways, the public restrooms and the elevator. We ask that our owners and exchange guests do likewise—it is a sign of mutual respect between the people who are working here to make it possible for you to vacation and our owners and guests, who we hope are concerned about the welfare of our employees and their fellow vacationers.

The front desk staff now works behind plexiglass partitions that protect everyone during the check in process. They will be handing you the credit card authorization machine and ask you to insert or swipe your card, reducing the possibility of any contact transmission of pathogens. The front desk is constantly spraying and sanitizing the front desk itself and the counter to maintain a healthy workplace. In addition, our hall men and housekeepers are religiously sterilizing elevator button, light switches, railings, faucets, house phones and other things that are likely to be touched by the public.

The breakfast room is closed to seating, and the hot buffet of the past is now a continental style of fare similar to our winter offering. Those of you who opt to purchase the breakfast will be given a menu with items to choose from. You can fill it out, bring it down to the attendant, and they will get your food for you. Your breakfast must then be taken to your unit.

The pool, spa and exercise room are closed. We expect this closure to last until the governor gives the green light to open gyms, pools and the like. The Health Department is also involved and must give a go-ahead.

There will be some modifications of the mid-week cleaning schedule and the way towel exchange is done. The goal is to eliminate unnecessary personal contact as much as possible.

You may encounter some minor inconveniences in our effort to maintain social distancing. Large groups cannot be allowed in the lobby and people will have to respect the 6' rule while waiting in line to check in or out. Last, but certainly not least, there can be only one person/family/couple in the elevator at a time. It is impossible to maintain social distancing in an elevator. We do have stairs.

It is important that you realize that with the need to sanitize and sterilize much more than at anytime in recent memory, there may be a wait time beyond our normal check in time. Therefore, we would ask that you refrain from early arrivals as much as possible, largely to avoid congestion in the lobby. If your unit is not available by check-in time at 4:00 p.m., you may ask if there is similar unit that is ready. The front desk will be glad to switch you. Just remember that owner-occupied units are not deposited into RCI's inventory and cannot be utilized for exchange guests.

These precautions are being taken out of concern for your welfare and that of our staff. It is very important to us that you chose to vacation at Barclay Towers and to trust that we will provide a safe environment. We take that responsibility very seriously. While some steps might seem a little unnecessary or over the top to you, the health and safety of everyone at Barclay Towers is Job # 1, and we appreciate your cooperation!

**Salley Callahan, Timeshare Dept.**

## STRANGE DAYS

What a strange time we are living in....I hope this finds you safe and well.

While we anticipate a difficult and demanding summer season here at Barclay Towers, we want you to know that your safety will continue to be our top priority.

Our housekeeping and maintenance staff will work to ensure that all surfaces that you come into contact with will be sanitized to the best of their ability. Please remember that part of your well being depends on your instincts for your own safety. Remember the basic guidelines of handwashing, face coverings, and social distancing. If you don't feel well, or think that you might have been exposed to COVID-19 please stay home.

Our timeshare director will work with you to try and reschedule your unit week if you don't feel comfortable traveling. Please be in contact with Salley in the timeshare office as soon as possible if you need assistance.

I'm sure that you are looking forward to the end of these challenging times as much as I am. Please be careful in all that you do.

Check on your neighbors and friends; and, if you can, volunteer to assist those who cannot get out.



I hope that my wife and I will be able to see many of you at the beach this year. Let's all work to make sure that we stay safe. My thoughts and prayers are with all of our owners.

**Leonard Watson, Treasurer**



## Timeshares and Financial Management

Timeshares origin dates to the 1960's Europe. That period in Europe saw tremendous growth and development of the tourist industry. The advertising slogan at the time was "No need to rent a room: buy the hotel, it's cheaper." The transition to the US came in the vacation mecca of Hawaii beginning in 1969, at Kauai Kalani. The mainland saw the advent of timeshares first in California. Today the number of timeshare resorts worldwide numbers about 5400 and represents a multi-million-dollar business.

My career in finance and accounting began with General Electric in the 1970's. I worked in the accounting department in the Suffolk, VA, television manufacturing plant. Several transitions later saw work with insurance, customer service and construction related businesses. I have been an accountant most of my life and recently joined the board of Phase II. My wife and I own at Barclay and in Williamsburg, where I went to school.

The budget for Barclay serves as the financial platform for the coming year and is approved by the membership at its annual meeting. The major categories of budget items include:

Operations, or running the building and providing appropriate services.

Capital Expenditures, or replacing furnishings, carpet, HVAC, and major equipment.

Delinquent maintenance payments, or current members paying for those who aren't.

Because Barclay is comprised of

three distinct entities, the accounting and financials are a bit more complex than is typical. The building houses Phase I and Phase II timeshares in addition to the hotel. Each is a separate legal entity with a budget that houses the financials of the unified operation and ledgers that are specific to the whole and individual entity.

Specific expenses for each timeshare are booked directly to that ledger, but common expenses are allocated to each entity on a pro-rata basis. A CPA firm at year end audits the combined ledgers and issues an opinion.

Having been an owner of Phase II since 1986, I have been impressed with the management of the expenses to keep the maintenance fees reasonable, with only a few special assessments. Many other timeshares' fees have skyrocketed. Where else can you find a location with this view and on-the-ocean access for \$65.00 a night for a week's stay? My wife and I stayed in Raleigh recently and spent \$150.00 per night. In the years we have owned at Barclay, we have never failed to use our timeshare. You own a valuable asset and I encourage you to enjoy it or allow friends and family to enjoy it.

I have only been on the board since last October, but I want you to know that this board works diligently to keep your fees as low as possible while still offering an amazing value. One of the projects that will contribute to keeping those fees low is cooperation with Lemonjuice Capital, a firm that assists resorts in reducing the negative of those owners who fail to pay their maintenance fees. For us they are renting units out that are owned by Phase II. So please, pay those fees so that others will not have to pay them for your unit. Come enjoy the salt breeze in your face while you stroll the boardwalk with an ice cream cone in your hand.

**Sam Warren, Phase II Director**

## BARCLAY TOWERS.. A VERY SPECIAL LEGACY RESORT IN VA. BEACH

In a past article in the newsletter, I mentioned how much my wife and I loved Virginia Beach. Over the many years we have been coming to this vibrant city, we have stayed at many resorts on the boardwalk. We finally settled on Barclay Towers for five main reasons: the wonderful beach - not as busy as farther north, the million dollar view of the ocean, the friendly staff at Barclay Towers, the great value in our annual maintenance fee, and initial acquisition value of the unit. Even after our recent increase in the Annual Maintenance Fee (to help pay for those who don't), it is by far the best value on the boardwalk in Virginia Beach.

We bought three unit weeks almost four years ago for our own use and have enjoyed the visits immensely. As a board member we stay fairly often when attending board meetings and never get tired of coming to Virginia Beach.

Recently my wife, Shelley, spent some time working on a "Welcome Book" to be placed in all our units, highlighting the many areas and activities to enjoy during your visit to Virginia Beach. The board is in the process of approving the final draft, and hopefully the book will be available for your next visit.

The Welcome Book has many sections to help guide and entertain you during your stay at Barclay Towers. It has a Guest Directory with pertinent information about the resort. The section "On the Boardwalk" gives you information on activities, museums, and local attractions on the boardwalk. The "Family Fun" section cites local beaches and nature parks. "On the

**( Continued on Page 4)**

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### **BARCLAY TOWERS (Cont. from Page 3)**

Water” shows information on local tours and other activities. The “Rainy Day Activities” is very valuable for those infrequent days that are spent indoors. The “Historic Sites” page is self-explanatory. There are also pages for “Museums,” “Shopping,” “Theater,” “Other Attractions,” and a page on “Outside of Virginia Beach” which is within a short drive and “worth the drive.”

**Arnaldo Vaquer, DVM, MBA**  
**Phase I Treasurer and Phase II V.P.**

### **VIRGINIA BEACH EVENT CALENDAR UNCERTAIN**



In every issue, we post a Calendar of Events at and near the oceanfront to inform our guests what special events, festivals or activities will be taking place during their stay at Barclay Towers.

This year Covid-19 has made that impossible. Many festivals, concerts, activities, and attractions have been canceled or closed. A number of events are labeled as “unconfirmed, and it is unclear at this time if they are going to be re-scheduled at all.

The Patriotic Festival/Salute to Summer was cancelled, along with concerts at the Amphitheatre, performances at the Sandler Center, and those at any of the seven venues in Norfolk (Scope, Chrysler Hall, etc.). The City of Virginia Beach has cancelled the 4th of July fireworks at both the Oceanfront and Mt. Trashmore. There is no definitive information on the Live On Atlantic street performances and concerts that normally take place up and down the Boardwalk or on their weekly fireworks.

To try to get updated information on various events, go to [liveonatlantic.com](http://liveonatlantic.com), [visitvirginiabeach.com](http://visitvirginiabeach.com), [vb.gov.com](http://vb.gov.com), and [virginiabeachhotelassociation.com](http://virginiabeachhotelassociation.com).

# Is this Timeshare Company Reputable?

A dozen times or more a day, every single day, TUG gets a phone call, an email, or a new forum post from an individual who wants to know if "xyz company" is legitimate, as they were somehow contacted by them and told a very enticing story about either selling, renting, or getting rid of their Timeshare!

While the frequency of these requests are so staggering, in almost EVERY circumstance...the entity in question is trying to rip you off. This article will describe in great detail, the easiest ways to spot these telltale signs and avoid doing business with said organizations.

## **Red Flag 1: They Contacted You!**

While you may admit, that if you are advertising your timeshare for sale or for rent, people are going to contact you about it. However under very few circumstances will you EVER see a legitimate company contact you out of the blue with an offer to sell or rent your timeshare FOR YOU.

No matter what the name of the company (because believe me, they will make up more names than we can keep track of)...if said company calls you and has a story that's too good to be true (this includes "we have a buyer for your timeshare", or "we can rent your timeshare for an amazing rate", along with a variety of other fantastic sounding pitches to get you on the hook)...your scam radar should already be going off.

Fact is, the resale market sucks for 95% of the timeshares out there...so anyone who contacts you and "guarantees" a sale, or a rental etc. etc...and gives you an amazing price (see red flag 2)...is someone to avoid at all costs!

## **Red Flag 2: They offer more than your asking price**

Seriously people, when in the history of mankind has anyone ever seen an ad, and then decided to pay you MORE than your asking price, especially for an item so difficult to sell in the first place. Many times the ploy to get you to fall for this is the mention that they are "buying timeshares for large corporations" etc. This is completely bogus of course and is just another way to get you "hooked" so that they can later more easily convince you to part with your hard earned money. (be sure to read the [Timeshare scams and other fairy tales](#) article here)

Again, combined with Red flag 1, and Red flag 2...you should already be ready to hang up the phone.

## **Red Flag 3: They want ANY sort of fee upfront**

Easily the most telling indication of a scam, and it works every single time! After spinning a wild and incredible pitch that has you so excited to finally be rid of your timeshare...comes the real reason they contacted you in the first place.

### **To extract money from you!**

This money grab can come in a wildly creative number of forms. It can be pitched as a "title search", or "tax payment", or "closing costs"...or any of an unlimited number of legitimate sounding terms! Fact is, no matter what it is called, if a fee is asked of you upfront...you should steer clear.

Please note that many organizations are now wise to the "no upfront fee" rule, and will string you along for awhile to further set the hook, some will even state from the start that they will not charge an upfront fee, only to later sneak it into the deal! Often this will include some mention of using an "Escrow" company to hold the funds! Remember folks, these people are professional scammers that earn their living thinking up new ways to trick you out of your money.

I am not kidding here, if you want to protect yourself from the scams in this industry, you MUST NOT FALL for these very smooth talking pitches that may even "GUARANTEE" that your timeshare will be sold or rented.