

COPP's Effort to Save The Point at Poipu

Please join us in COPP's **A-A-A Action Plan**: (1) call, email, Facebook, Twitter or write to **AARP**; (2) call, email, Facebook or write to **ARDA** (the American Resort Development Association); and (3) **Add a member to our group**.

The information needed to contact AARP and ARDA, two organizations that most of us belong to or could belong to, follows. We are all members of ARDA (the \$5 contribution is taken out of our annual maintenance fee). When you contact AARP and ARDA ask them what they are already doing or what they could do to protect us, their members, from the outrageous actions of DRI. We encourage you to use your own words and experiences to personalize your complaints about DRI's practices. For your reference, here are COPP's key complaints:

1. DRI has refused to provide an owners list to non-DRI candidates running for resort board positions as required by resort bylaws and Hawaii laws.
2. DRI has control of the resort boards with 3 of the 5 members being DRI employees or relatives of DRI employees. The DRI board members have a conflict of interest when making financial decisions that affect the resort (e.g. setting the amounts for management/maintenance fees and renewing management contracts). Resort bylaws require board members with a conflict of interest to recuse themselves from those decisions.
3. DRI has employed deceptive sales practices when selling their point system (e.g. no mention of the water intrusion problem during sales presentations).
4. DRI refuses to give the members a copy of the denial letter from the insurance company that they have referenced regarding the damage to the resort. They refuse to allow the members to look at "all insurance policies procured by the board of directors" in violation of the law.
5. DRI refuses to allow the members to see a detailed scope of work and the associated contracts for repairs.
6. DRI refuses to release the special reports that the members paid for, from the architects, engineers and other professionals that assessed the water intrusion issue.

For the third **A** in the Action Plan: This should be an easy way to help all of us. If everyone reaches out and adds just one new member, our numbers will climb from 900 to 1800 almost overnight. See Page 5 for more details. **This is very easy to do.**

Working together, we can accomplish our goals and we are making major strides right now.

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AARP

"AARP is a nonprofit, nonpartisan organization with a membership that helps people 50+ have independence, choice and control in ways that are beneficial and affordable to them and society as a whole.

"We produce AARP The Magazine, the definitive voice for 50+ Americans and the world's largest-circulation magazine with nearly 35 million readers; AARP Bulletin, the go-to news source for AARP's millions of members and Americans 50+; AARP VIVA, the only bilingual U.S. publication dedicated exclusively to the 50+ Hispanic community; and our website, AARP.org

"AARP Foundation is an affiliated charity that provides security, protection and empowerment to older persons in need with support from thousands of volunteers, donors and sponsors. We have staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands."

How to reach AARP – 2 easy ways

1. Email: CEO@aarp.org
2. <http://www.facebook.com/AARP?sk=wall>

AARP National

Let them know your situation and ask them for assistance in protecting us older people from being exploited.

You can click on the link below to send a personal email to each one of the directors on the board at AARP. Click on their picture and look for the envelope to send them an email

<http://www.aarp.org/about-aarp/leadership/>

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ARDA

This organization is supposed to be a benefit for timeshare owners. You are a member!

Poipu Point Vacation Owners Association
Diamond Resorts HI Collection Member
Diamond Resorts International

ARDA-Resort Owner's Coalition (ARDA-ROC)



“The ARDA-Resort Owners’ Coalition (ARDA-ROC) is the first line of defense against legislation that may negatively impact timeshare owners and their well-being. Through ARDA-ROC, **owners can be part of an effective grassroots lobbying coalition of timeshare unit owners dedicated to preserving, protecting, and enhancing vacation ownership.** ARDA-ROC is comprised of one million-plus timeshare owners across the country who voluntarily contribute \$3-\$5 a year to advocate for local, state and federal policies that are beneficial to timeshare owners. ARDA-ROC’s resources ensure that a powerful advocacy arm exists and is equipped to fight the next legislative battle, not the last. **Our owners understand the effectiveness of uniting collectively as one voice to support policies that ensure consumer protections are in place and that positive changes in our industry and for the members we represent are preserved.**”

“We encourage ARDA Members, as well as members of the public, to report any ARDA Member activity that might potentially be in violation of the Code.”

“If you wish to report such activity, please ask for our Ethics Administrator at **407-245-7601** or e-mail your inquiry to customerservice@arda.org.”

ARDA's Code of Ethics

Provide fair, meaningful and effective disclosure to the consumer regarding the Vacation Interest and all material terms and conditions of the offer of a Vacation Interest.

Avoidance of False and Deceptive Statements. Statements made by the Member in connection with Member Activity shall not:

- a. Convey false, untrue, deceptive, or misleading information through any means; or
- b. Omit material information without which the information provided would be rendered deceptive or misleading.

Consistency. Information, descriptions, or disclosures required by any applicable law, regulation or the Code, or otherwise provided to consumers, should be consistent with one another (oral sales presentations or transaction descriptions, for example, should not conflict with sales literature or transaction documents).

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Limited Time Offers. Representations should not be made that the current terms of an offer will not be available at a future time unless those representations are truthful.

Compliance. Statutes and regulations governing the resort industry may vary from jurisdiction to jurisdiction and Management should comply with all applicable laws, ordinances and project documents applicable to the Vacation Property and the Client.

Ask them to enforce their rules.

'Private or Public Admonishment. The Committee can instruct the Administrator to issue a letter of private or public admonishment to the Respondent. Copies of the letter shall also be sent to the Complainant, the ARDA Chairman, ARDA President, ARDA General Counsel and the Board."

ARDA Resort Owners' Coalition

Sandra DePoy RRP, Vice President of Federal Relations,	sdepoy@arda.org
Kevin Riley, Director, Federal Legislation & ARDA-ROC	KRiley@arda.org
Jason C. Gamel, Esq. , VP, State Government Affairs (Florida Office)	jgamel@arda.org
Keith Stephenson, Director, State Government Affairs (Florida office)	kstephenson@arda.org
Chris Stewart, Director, State Government Affairs (Florida office)	cstewart@arda.org

www.facebook.com/ARDAtimeshare

This is ARDA's response to a post on ARDA's Facebook page to one of the members of COPP

"As an 800+ member association, ARDA is not in a position to intervene between an individual owner and a resort company. We urge you to contact Diamond Resorts directly to resolve your dispute. The "fee" is indeed a voluntary contribution that is used to protect the rights of owners, especially against unfair owner tax legislation. Please visit ARDA's owners' website at www.arda-roc.org to learn more about the ARDA Resort Owners' Coalition (ARDA-ROC) and how the voluntary ARDA-ROC contributions are used to help timeshare owners, such as the recent legislation in Wisconsin mentioned above and many other legislative actions. It is completely your choice whether or not to support ROC'S ongoing work for timeshare owners."

If you get this response, simply reply that it's obvious that they don't support their own Code of Ethics and that you would be happy to omit your annual \$5 contribution and that you will also tell a friend to do the same.

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7 Easy Ways to Find Other Owners

1. Contact owners that you have met at the Point at Poipu on previous trips.
2. If you are visiting the resort, take a few business cards and share our website address, but please be respectful. A few people actually spent \$20 & purchased www.poipuowners.org business cards so they had them to share with others.
3. Make sure that your friends on Facebook know that the timeshare you own in Kauai is having problems and you have joined COPP, an organized group of owners.
4. Do you belong to organizations like VFW, Senior Gleaners, church, or other groups that you spend time with or volunteer to help? You would be surprised how many people know someone that is one of our owners.
5. Have you ever rented another unit at the Point at Poipu from another owner? Contact this person and tell them about COPP.
6. Do you know a realtor, maybe one that sold you a timeshare or approached you to sell yours? Call or email them. Ask them to help you inform others about our group. They are not happy about this either. It is hurting their business too.
7. Go online and Google "Point at Poipu timeshare for sale"& "Point at Poipu timeshare for rent". You can also Google "timeshare rentals Hawaii" and see if they advertise the Point at Poipu for rent or for sale.

Contact that owner and share our information with them. Sometimes it is just an easy email form to fill out. You can just put "Are you aware of the problems at the Point at Poipu? For more information, check out their website at www.PoipuOwners.com."

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This next example was shared by a member, and it's not for the faint of heart. It's fairly aggressive and COPP does not endorse it nor do we recommend it. However, it is being provided to you by request so you can find creative methods to attract owners that may be interested in buying, selling, renting or just may need general information.

A Creative Way to Attract Point at Poipu Owners and Hawaii Collection Members

Have you ever used Craigslist to sell or buy something? Look at this free ad for a timeshare rental in Maui: <http://honolulu.craigslist.org/mau/vac/2728032459.html>.

What would happen if you posted an ad in Craigslist in your town or just picked a city like San Diego, Los Angeles, Phoenix, Seattle, Portland, San Francisco, or in the state of Hawaii to rent or sell your timeshare? In the heading put words like Point at Poipu Lawsuit?? Or Diamond Resorts Lawsuit??

Put a price per day (one that you would be willing to take) or a sales price that you would be willing to take. Copy and paste the contents of the sample ad above into your ad and edit it to work for your situation. If you don't really want to rent or sell it, but you would consider it, and you certainly don't want to false advertise, just put "Please do not contact this owner, as the unit is no longer for sale or rent" at the very bottom of the ad.

A few cautions about Craigslist;

1. Do not put your name, address, or phone number in the ad.
2. Do not reply to the ad. You will get a few emails (probably from timeshare resale companies promising the world & other scammers), but do not reply to any of them. In return, several people will read your ad, go to the websites and decide if they are interested or maybe they have information that they would like to share on our Facebook page.
3. You do not have any obligation to answer any request or emails.

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