



Lessons from COVID-19: During Times of Crisis, Experience Matters in Protecting Property and Peace of Mind

As property management leaders, Beach Enclave Turks & Caicos sets the bar in safeguarding owners' assets with early communication, swift action and from-the-heart care



PROVIDENCIALES, TURKS & CAICOS (April 16, 2020) —While property managers have experienced a wide range of crises ranging from 9/11 to the 2008 U.S. housing crash, COVID-19 has presented the greatest test to date. Affecting nearly every industry and community worldwide, this particular crisis has quickly demonstrated the power of having a skilled and experienced property management team. The importance of this role is even more apparent within the vacation and second home market, as many owners are located in other countries and have been unable to travel due to government restrictions.

The leading luxury villa resort brand and operator, [Beach Enclave Turks & Caicos](#), is an ideal case study on how to respond during a crisis: communicating early and often with owners and guests; taking swift action to protect both property and personnel; and finding cost savings and energy efficiencies whenever possible to prepare for these uncertain times. As a result, Beach Enclave's owners have been able to focus their time, energy and attention on their own families' safety and wellbeing, providing further peace of mind.

“We have been immensely happy with our decision to purchase with Beach Enclave, and we became even more confident in that decision when we saw how their team handled the outbreak of COVID-19,” said homeowners Jody and Mitch Truwit. “We were in Turks when the crisis began, and their team was so proactive in ensuring that communal areas were clean, helping with grocery runs and keeping us safe.”

“Since we've returned home, Beach Enclave has actively found ways to minimize costs while Turks is closed to visitors: discontinuing cable services; managing energy expenditures in the short term; and exploring longer-term alternatives for water and electric to reduce carrying costs. They have increased security and taken inventory of everything on property. It's so nice to have a trusted partner versus us trying to manage this remotely. We are grateful for their frequent communication while we are far away. It's comforting to know that Beach Enclave is so engaged and diligent in this time of uncertainty.”

In the early stages of what soon became a global pandemic, the Beach Enclave team carefully monitored reports from leading resources such as the World Health Organization. Villa owners and guests that were currently on property were advised and asked to consider leaving the destination, and those located abroad were individually contacted via phone or email. The Beach Enclave sales team also took immediate action, contacting all upcoming bookings to offer flexible rebooking options. Reservations agents encouraged guests to postpone their travel dates rather than cancel and were successful in nearly all cases.

Once the properties were vacated, the team turned its focus toward asset protection and cost savings for homeowners. Within 48 hours, all three of Beach Enclave's locations on Providenciales were closed and secured. Round-the-clock security was initiated as were daily staff check-ins to each individual property. Together with its partners and vendors, Beach Enclave re-aligned services such as landscaping with current business levels.

Looking ahead, Beach Enclave will be using this temporary closure to deploy a set of energy sustainable projects that would have otherwise been a disruption to on-property owners and guests. Ranging from the installation of solar power panels to reverse osmosis plants, these projects will deliver considerable savings to homeowners while reducing energy and supporting the planet.

“Our goal is that each and every one of our villa owners will have an impeccable home and at a lower cost than when the crisis began,” said Chief Executive Officer Vasco Borges. “We have had overwhelmingly positive responses from our homeowners. Most of them face damage and loss on other investments or homes as a result of the pandemic. They are happy to know that we have this one covered for them.”

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ABOUT BEACH ENCLAVE

Beach Enclave redefines beachfront luxury living in the Turks & Caicos Islands through its three unique locations, all strategically positioned in private enclaves on the islands' most beautiful beaches. Each beachfront location showcases breathtaking ocean views and enjoys the island's gentle trade winds. **Beach Enclave North Shore** debuted in November 2016 with a combination of six beachfront and three ocean view villas.

Beach Enclave Long Bay opened for rentals in November 2018 and offers an intimate collection of five beachfront villas. **Beach Enclave Grace Bay** broke ground in February 2018 and will open Winter 2020-2021 – the with four beachfront and six ocean view villa resort is the first opening on world's #1 Grace Bay Beach for ten years.

Beach Enclave Long Bay offers villas ranging in size from five to seven bedrooms (7,800 to 8,100 square feet total), located at the private and protected east end of the bay. Each villa is set on nearly one acre each and is surrounded by lush tropical vegetation. The villas have private access to the beach and a dedicated beach deck unique to each home with a summer kitchen, fire pit, outdoor shower, chaise lounges and umbrellas. The resort will debut 2-4 bedroom Beach Houses Winter 2020-2021.

Beach Enclave North Shore has four- and five-bedroom homes (6,500 to 7,700 square feet) tucked on an exquisite 10-acre beachfront enclave. Inspired by a Caribbean open-living concept, the villas blend the indoor and outdoor spaces with wide glass doors, multiple terraces, private infinity pools, and outdoor showers. Each come features a fully equipped ocean- facing kitchen with option to hire a chef for a meal or entire stay and indoor and outdoor dining serviced by a private butler. The beachfront villas have a secluded private beach area unique to each home and enjoy a summer kitchen and fire pit. At an elevation of 65 feet, the villas offer stunning ocean views and the beach decks are a short walk or golf cart drive away.

More in the pipeline: **The Club at Beach Enclave Long Bay** debuts in 2022 with 26 Club Residences (one- to three-bedroom units) and a first-of-its-kind rooftop spa and lounge.

For additional information, visit [BeachEnclave.com](https://www.BeachEnclave.com).