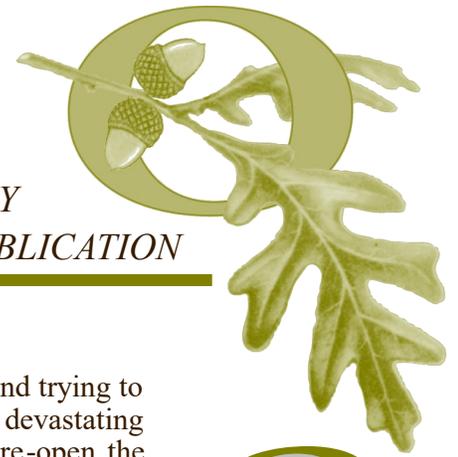


SPRING TWO THOUSAND TWENTY
A TREE TOPS RESORT HOMEOWNERS PUBLICATION



RESORT MANAGER'S UPDATE

I can remember sitting at my desk exactly three years ago, staring at a blank page and trying to think of what to say. We had just lost half of the resort four months prior in the devastating wildfires and were still in the middle of the clean up process while working to re-open the existing resort. The only thing I knew was that we had a long road ahead of us. But I also knew that we were beginning this battle with a hard working, dedicated staff and amazing owners by our side. I want to tell you how much my staff and I appreciate your support over the last three years. We are here to help you make memories for many years to come!

Now... fast forward three years. All of the destroyed buildings have been rebuilt and are back in service. We know that for some of you, this will be your first time back since the fires and we are excited to see you again! We are still working on the grounds and pool area at buildings 1, 2 and 3. The weather has not cooperated at all and has made the renovations at this site almost impossible to work on. We are hoping for warmer, dryer weather so we may complete this final phase of the rebuild soon.

We have been able to move through our refurbishment plans with ease this winter. Items that have been completed are:

- New sliding glass doors in building 7
- New carpet in building 4B
- New tile in the kitchens in building 4B
- Bathroom renovations in 12 units
- New living room furniture in building 4B

We are still working on placing a TV and DVD player in the second bedrooms of buildings 4, 7, 8 and 9. Although we are not able to add cable service to this bedroom, this will allow you to watch movies during your stay.

I hope that you will take notice of and enjoy the upgrades and improvements during your next visit in these buildings. We look forward to welcoming everyone back to their home away from home!

Best Regards,

Karrie Newsome

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CONTACT INFORMATION

Front Desk / Check-in Office

Phone: 865.436.6559
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Activities

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Fax: 865.286.2198
Email:
treetopsactivities@hotmail.com

RCI Weeks: 800.338.7777
RCI Points: 877.968.7476
II: 800.828.8200

Administrative Offices
Maintenance Fees, Deeding, and
Ownership Changes

Phone: 865.428.6039 x225,226 or 227
Fax: 865.428.8930
Email:

chooker@treemontresorts.com



290 Sherman Clabo Rd
Gatlinburg, TN 37738

**As you are planning your vacation, below is a list of resort activities as well as shows and attractions that are normally available in our area. Due to current events at the time of publication of this newsletter, some or all listed below may not be available. An updated list of activities will be provided in your check in packet. We apologize for any inconvenience. Thank you.

Activities Department Update

As winter becomes a memory, the colors of spring begin to show their true beauty throughout the Smokies. As the new season arrives it brings many changes for the area!

There are a few new restaurants that should be added to your must try list. Want a good southern style breakfast, lunch or supper? Then Five Oaks Farm Kitchen is the place for you. In the mood for Japanese food? Try Nagano Japanese Grill located on the parkway in front of the Tanger Outlet. Another favorite is Ruby Sunshine. It is an all-day breakfast restaurant that has put a New Orleans style twist on a southern brunch.

Looking for something new to do? Anakeesta is expanding by adding an observation deck that stands 655 feet above Gatlinburg. Can you imagine looking over Gatlinburg at that height? Another exciting new way to see Gatlinburg is the Double Decker Bus. It has made its way from London to here and it's sure to be an adventure! They will be offering specialty tours or just a single one-way ride. The Wildflower Pilgrimage is a fun and interesting way to learn about the area's variety of wildflowers, plants, trees and shrubs as well as reptiles, birds and amphibians. This is a four-day annual event April 22nd – April 25th in the Great Smoky Mountains National Park featuring professionally-guided walks, exhibits, and other learning opportunities to explore the region's rich natural and cultural resources.

Be sure to check your activities schedule for the list of daily activities offered at the resort. Jim Eastin is back on Thursday nights to tell stories by the fire. Bill Young will entertain your family on Wednesday nights with lots of comedy and fantastic music. We have bingo, crafts, game time and even pancakes! Want to check out a board game or puzzle? Maybe challenge someone to a fun game of 8 ball, air hockey or foosball? We have it all in the Activities Clubhouse. Looking for information on what to do or need to purchase tickets to area attractions? The Activities staff can help you. Stop by and let us help you make the most of your stay! We look forward to seeing you soon!

TREE TOPS RESORT CONDOMINIUM ASSOCIATION, INC. Annual Homeowners' Meeting Minutes November 13, 2019

The annual meeting of the Tree Tops Resort Condominium Association was called to order at 10:00 a.m., November 13, 2019 by H. Charles Anderson, President.

Mr. Anderson acknowledged the presence of Board Members Gordon Anderson, Jerry Bradford, George Doyle, Charles Pigg, and Barbara Storer. Mr. Anderson expressed sadness over the loss of Board Member, Mr. William Curtis Burnette who passed away October 4, 2019, and offered a word of prayer for his family. He then acknowledged Tree Tops Resort staff. They were Karrie Newsome, Resort Manager; Shonda Worthington, Office Manager; Tony Hawks, Maintenance Manager; Penny LaLone, Activities Coordinator; and Tree Tops administrative staff members Cheri Hooker, Maintenance Fee Collections/Deeds Administration; Camille Susak, Maintenance Fee Collections/Purchasing Agent; Donna Berrier, Payroll and Accounts Payable; and Sandy Breeden, Chief Operating Officer.

Copies of the minutes for the 2018 Homeowners Meeting were distributed to those present who may not have received a copy earlier this year. A motion was made and seconded to approve these minutes as presented. The motion carried.

Mr. Anderson then asked George Doyle to present the Treasurer's Report. Mr. Doyle reported that we had a good financial report, especially given the situation with the wildfires. The Operating Account beginning balance on January 1, 2019 was \$311,000. The surplus for 2019 is expected to be \$265,000. The projected ending fund balance is \$576,000. We are basically presenting a break-even budget with revenues and expenses of about 4.6 million. The projected ending fund balance for 2020 is \$550,000. In our replacement fund the beginning balance at the start of this year was \$1.6 million. The projected maintenance fee income is \$322,000 and interest income of \$10,000, with expenditures to be \$250,000. The projected ending fund balance for 2019 is \$1,742,000. The maintenance fee income for 2020, is expected to be \$287,000, interest income \$10,000. Projected expenditures about \$332,000. The projected ending fund 2020 balance in our replacement fund expected to be a little over 1.7 million. Projections for the combined fund balance at the end of 2020 we're projecting a little over \$2.2 million dollars. Business loss insurance proceeds of \$129,679 related to 2016 were recorded as income in 2017. No income from business loss insurance has been recorded or budgeted for 2018-2020. Construction expenditures not covered by insurance have been recorded totaling \$376,694, of which \$70,493 was recorded in 2017, and \$306,201 in 2018. At this time, no further losses are expected. We basically came through in very good financial shape at the resort. That's a testament to the job Karrie's done, along with her staff. We've had to reduce expenses and work with less for 3 years now, and they've done a great job. We think we will come out at least as strong as we went in the later part of November 2016, maybe better, with half the resort being new.

Mr. Anderson explained it cost almost 3 times as much to rebuild. He asked for questions from the floor. A concern was spoken as to what created the surplus and did the resort regular maintenance suffer. Response given by Mr. Doyle that we budgeted and projected conservatively. Ms. Breeden explained there was less payroll expense than budgeted, caused by not enough people in this area to maintain staffing and maintenance fee collections were better than expected. We actually approved an additional \$75,000 in refurbishments for 2020, so the resort maintenance has not suffered. After general discussion, Mr. Anderson asked for a motion to approve the Treasurer's Report. The motion was made and seconded. The motion carried.

Ms. Karrie Newsome presented the 2019 Resort Refurbishment Report. She stated that new window treatments and bedding replaced in Building 7 and 8. The sliding glass doors were replaced in Building 9. New bedding added in Building 4. Awnings were added over the Tree Loft entrances. We had pool and deck repaired to Building 9. All wood burning fireplaces were professionally cleaned. We refurbished the master and guest bathrooms in 10 units in Building 4B, with jacuzzi and guest bathtubs replaced, vanity lighting updated, and we replaced tile flooring.

Ms. Newsome then presented the 2020 Proposed Refurbishment Report. She reported plans for adding TV's and DVD players to the guest bedrooms in Buildings 4,7,8, and 9. Replacing sliding glass doors in Building 7. Replacing carpet in Building 4B. Tiling kitchens in 4B. Finishing bathrooms in 4B and units 408 and 832.

Wi-fi discussion was generated from the floor. Ms. Breeden responded stating that we have obtained several quotes. The buildings have to be completed before we can get final quotes and site reviews to update wi-fi. Other discussion pertained to safety of grill areas by pedestals. This has been looked at and we will continue to work on.

Ms. Sandy Breeden then presented the 2020 budget. Insurance policies have increased, \$198,500 is total insurance budget and hopefully with 2021 renewal we may see decreased. The Sevier County Property Tax Assessor's office decided to reclassify timeshare resort in this area at the commercial rate. We normally pay 25% residential classification. This increase would bring it to 40%. It is under appeal, and the State is willing to have a conversation. The budget had to be completed based on the increase. She explained the difficulty of retaining quality employees and this seems to be the climate in our area since the wildfires. Sandy commended the Resort Manager and resort staff. Ms. Breeden announced that any owner interested in the open seat on the Board, please submit a resume by February 1st, which will be published in the spring newsletter, and put on the ballot in the fall voting period. Ms. Breeden then announced that the Board was proposing a \$5.00 increase in maintenance fees for 2020.

Mr. Lee Gamble gave an overview of the construction process. We are 15 days away from the third anniversary of the fires. We had 20 buildings to rebuild, the last building is #2, now 80% complete. The Certificate of Occupancy will be received by the end of this month. We hope to dismiss the general contractor by the end of this year. The lower pool area is under construction with a new large hot tub. Half the resort is new, with code requirements changed dramatically, fully sprinklered, elevators, monitored alarm systems, over 1 million dollars of improvements that didn't cost the association. After paving, we will be able to open the lower Buildings 1 and 2.

Ms. Nellie Thomas gave an insurance report, stating insurance has paid \$24,885,000 through October, 2019, on re-construction and content costs, and \$750,000 in loss of income and extra expenses. We have potential coverage of an additional 6 million, while finishing. We are approximately 2 months from being finished, projecting two million in expenses. Insurance companies can carry claim experience for 3 years, and we are in our third year. We are hopeful to see a decrease moving forward; however, East Tennessee risk was re-evaluated after the 2016 fires, and this rating will stay in place.

Mr. Anderson then reported that the next item on the agenda was for the good of the order.

Several owners commended the Board and Mr. Anderson, describing Charlie as a "hands-on" President, expressing gratitude regarding the rebuilding process and their complete satisfaction on how Tree Tops Resort is managed. There was also some discussion regarding RCI, cabinets, trim painted, position of lofts, and Diamond buy-out gossip-not true.

Mr. Anderson thanked the owners for their comments. He stated we work hard to keep the maintenance fees low and are standards high. He again gave appreciation to the entire staff, with emphasis on Lee Gamble and Nellie Thomas for their contributions in the rebuild project.

The ballots were then collected and tabulated, and Mr. Anderson announced that the budget was approved by 97 percent. The current members of the Board of Directors were all re-elected for a term of one year. The percentage totals for the 2020 budget and the Board of Directors consisted of proxy votes, as well as votes by homeowners who were present.

There being no further business, the meeting adjourned at 11:10 a.m.
Respectfully submitted,

George F. Doyle
Secretary/Treasurer

CALL FOR NOMINATIONS: BOARD OF DIRECTORS

Sadly, on October 4, 2019, we lost long time Board member Mr. William Curtis Burnett. He was an exceptional person and is dearly missed by the Tree Tops owners and staff. There is now a Board of Directors position available for election at the Annual Homeowners Meeting in November 2020. If you would like to nominate yourself for this position please submit a brief resume, including your areas of education, experience and interest to the Tree Tops Resort Condominium Association no later than July 1, 2020. All resumes will be included in the September 2020 Oak Tree Times Newsletter for review by owners eligible to cast a vote at the Annual Meeting or via proxy. All Board of Director and Homeowner meetings are held at the resort. Board positions are filled by unpaid volunteers. Nominations and resumes should be mailed to Tree Tops Resort, P.O. Box 4960, Sevierville TN 37864-4960.

FOR YOUR INFORMATION:

While our goal, in these current times and always, is to ensure our homeowners have a clean, safe and sanitary environment, we hope you'll find additional peace of mind in knowing your housekeeping and maintenance staff are exceeding the guidelines for cleanliness set in place by the CDC and have increased the frequency of cleaning assignments particularly in the public restrooms and common areas throughout the resort.

CONTACT INFORMATION & OWNERSHIP CHANGES

It is the obligation of each owner to maintain current contact information with Tree Tops Resort. Tree Tops Resort will mail any required communication to the name(s) and address on file and will assume that the information is current.

An owner may submit a change of address to Tree Tops Resort by mailing the new information to the Administrative Offices at PO Box 4960, Sevierville, TN 37864, sending via fax to 865.428.8930 or calling 865.428.6039, extension 227.

If an owner sells or transfers ownership, that owner is required to send the following to the Administrative Offices: copy of a recorded deed in the new owner(s) name, address and telephone number of the new owner(s), a statement indicating the first year of occupancy for the new owner(s), and a \$75 transfer fee made payable to Tree Tops Resort. If the owner is an RCI Points member, the owner is required to also cancel the membership or transfer the membership to the new owner. An owner may contact RCI at 877.968.7476 for the required paperwork.

Annual maintenance fee invoices are mailed to all owners in late November. If the maintenance fee invoice is returned by the post office because the owner has moved and not notified Tree Tops Resort, a rebilling fee of \$5.00 will be assessed to the owner's account.

INTERNAL TRADES

You may now advertise your internal trade online, year-round. Just contact your reservationist with your trade request and we'll upload your ad on our website: www.treemontresorts.com.

You may request an internal trade by sending in writing your confirmed unit/week, the desired unit/week, and contact information to Tree Tops Resort, 290 Sherman Clabo Rd, Gatlinburg, TN 37738. If you should secure an internal trade, please notify the resort.

NAME	UN/WK HAS	WK WANTS	YEAR	PHONE/EMAIL
Richey, Martha	2BR/WK 24	WK 18-21	'20	310.634.6502
Richey, Martha	2BR/WK 27	WK 18-21	'20	310.634.6502
Soles, Mary	PED/WK 35	WK 21,22,27,28	'20	912.393.5269
Blount, Robert	2BR/WK 41	WK 47	'20	850.932.6419
Browner, Samuel	2BR/WK 51	WK 42	'20	502.863.5821
Guenther, Linda	PED/WK 19	WK 23-34	'20	513.295.0818

RESORT POLICY REMINDERS

Flex Week Reservations- If you are a flex owner, had a 2020 week reserved, and did not pay your 2020 maintenance fee in full by February 3, 2020, your reservation has been cancelled. Once you have paid your dues in full, you will be permitted to re-schedule your flex week, subject to inventory availability.

Prepaying Maintenance Fees- At any time during the year, you may prepay your maintenance fee in full or by making monthly payments for any amount you wish. You may pay at the current year's assessment and, if there is an increase, you will be billed for the difference in December. Please make your check payable to Tree Tops Resort Condominium Association and note your contract number and the year you are prepaying on your check. Mail your check to the Maintenance Fee Department at Tree Tops Resort Administrative Offices, P. O. Box 4960, Sevierville TN 37864-4960.

Credit Cards- We accept Visa, Mastercard and Discover. Please note that you will be assessed a \$5.00 convenience fee for each unit/week when paying your maintenance fee by telephone or mail with a credit card. If your credit card is declined three times, you will be assessed an additional \$25.00 service fee.

Returned Checks- You will be assessed a \$25.00 return check fee if your check is returned to us for any reason.

Exchanging Your Week / RCI Points- If you are depositing your week with an exchange company or borrowing RCI Points, you are required to pay the maintenance fee in advance for the year you are exchanging or borrowing.

Parking- There is a two vehicle per unit limit. In order for all guests to have adequate parking, we are unable to accommodate campers, RV's, or trailers. The resort has very limited parking and must enforce this policy.

Smoking- All units at the resort are smoke free. Smoking is only permitted outdoors and in open air common areas. Violators will be fined \$200.

Check-in- All owners, owner guests, and exchanges will be required to show ID upon arrival at the resort. If you are sending a guest to use your unit, we require written notice from the owner(s). If you are unable to provide written notice prior to check-in, please send the reservation confirmation with your guest with the necessary information filled out.

No Pets Allowed- No pets are allowed on premises or in units. Violators will be fined \$500 and required to remove the pet from the premises.

Maximum Occupancy- Six persons for a two bedroom and four persons for a one bedroom, regardless of age.

Reservation Fees- All rental reservations require a seven day cancellation notice in order to receive a refund. There is a \$15.00 charge for cancelling or changing a rental reservation. Changes to flex week reservations require a \$25.00 change fee.

Vacation Calendars- Just a reminder to always verify your arrival dates with a vacation calendar, as arrival dates change from year to year. If you need a calendar, you may print one from our website, www.treemontresorts.com. You will find the calendar link on the "Owner Information" page. You may also contact the Reservation or Check-in Office and request that one be mailed to you.

Early Arrivals- If you will be having a guest arrive before you to check into your unit, please call the registration office and give them your guest's name. In order to protect our owners, we will not allow any unauthorized guest to check into your unit. If we already have your guest's name, this will make the check in process a better experience for everyone.

Owner Guests- When sending multiple guests to use your unit, please mark on your confirmation if the unit needs to be cleaned between visits and which party is responsible for paying the cleaning fee. If you do not wish to have the unit cleaned between occupants, please note this on your confirmation as well.

Rental Agreements- When submitting a rental agreement, all parties on the deed or contract must sign the rental agreement. Your unit will not be placed on the rental program without all signatures. Please allow us time to receive the rental agreement and then call to verify that we did receive it and that all information is correct. Rental Agreements can be printed from our website, www.treemontresorts.com

For Sale By Owner Listing- The minimum price that your unit may be listed for at treemontresorts.com is \$2500, actual purchase price to be decided by seller. Listings expire 2 years from the date they are posted.

Maintenance Fee Billing- Maintenance fee invoices are mailed following the Homeowners Meeting, in late November, as a courtesy. Maintenance fees are due January 1st of each year and become delinquent on February 1st.

We hope these reminders will help you to help us maintain Tree Tops Resort as a special vacation destination.

VACATION CALENDAR

2020

WEEK	FRI	SAT	SUN	WEEK	FRI	SAT	SUN	WEEK	FRI	SAT	SUN
14	04/03/20	04/04/20	04/05/20	27	07/03/20	07/04/20	07/05/20	44	10/30/20	10/31/20	11/01/20
15	04/10/20	04/11/20	04/12/20	28	07/10/20	07/11/20	07/12/20	45	11/06/20	11/07/20	11/08/20
16	04/17/20	04/18/20	04/19/20	29	07/17/20	07/18/20	07/19/20	46	11/13/20	11/14/20	11/15/20
17	04/24/20	04/25/20	04/26/20	30	07/24/20	07/25/20	07/26/20	47	11/20/20	11/21/20	11/22/20
18	05/01/20	05/02/20	05/03/20	31	07/31/20	08/01/20	08/02/20	48	11/27/20	11/28/20	11/29/20
19	05/08/20	05/09/20	05/10/20	32	08/07/20	08/08/20	08/09/20	49	12/04/20	12/05/20	12/06/20
20	05/15/20	05/16/20	05/17/20	33	08/14/20	08/15/20	08/16/20	50	12/11/20	12/12/20	12/13/20
21	05/22/20	05/23/20	05/24/20	34	08/21/20	08/22/20	08/23/20	51	12/18/20	12/19/20	12/20/20
22	05/29/20	05/30/20	05/31/20	35	08/28/20	08/29/20	08/30/20	52	12/25/20	12/26/20	12/27/20
23	06/05/20	06/06/20	06/07/20	36	09/04/20	09/05/20	09/06/20				
24	06/12/20	06/13/20	06/14/20	37	09/11/20	09/12/20	09/13/20				
25	06/19/20	06/20/20	06/21/20	38	09/18/20	09/19/20	09/20/20	1	01/01/21	01/02/21	01/03/21
26	06/26/20	06/27/20	06/28/20	39	09/25/20	09/26/20	09/27/20	2	01/08/21	01/09/21	01/10/21
				40	10/02/20	10/03/20	10/04/20	3	01/15/21	01/16/21	01/17/21
				41	10/09/20	10/10/20	10/11/20	4	01/22/21	01/23/21	01/24/21
				42	10/16/20	10/17/20	10/18/20	5	01/29/21	01/30/21	01/31/21
				43	10/23/20	10/24/20	10/25/20	6	02/05/21	02/06/21	02/07/21

2021

Brown indicates Flex Weeks
(1-21, 36-39, 44-52)

Yellow indicates Fixed Weeks
(22-35, 40-43)

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