

SPRING TWO THOUSAND TWENTY ONE
A TREE TOPS RESORT HOMEOWNERS PUBLICATION



RESORT MANAGER'S UPDATE

I am proud to announce that this year marks our 30th consecutive year to receive the RCI Gold Crown award. This award is the ultimate achievement for any resort in the timeshare industry. It recognizes that we have met or exceeded specific standards in the areas of guest services, resort amenities and unit amenities. Reaching this milestone wouldn't be possible without our dedicated staff. Our staff and managers are committed to providing the best accommodations and vacation experience for our owners and guests. We will continue to work hard to maintain our Gold Crown status.

One of our major projects this year was converting the wood burning fireplaces to gas fireplaces in buildings 7, 8, and 9. It took several weeks to complete the conversion but they turned out great! Our other focus was building 4. We completed the remaining bathroom renovations, replaced the kitchen and bathroom tile, replaced the carpet, and replaced the dining room and living room wood furniture. And finally, the wooden fence around building 4 pool was replaced with aluminum fencing.

As Covid-19 continues to be a concern, we want to assure you that your safety is our top priority. Our housekeeping and maintenance staff continue to follow the guidelines for cleanliness with specific attention given to high touch point areas in the unit and around the resort. Here is some additional information to help ensure a better stay with us:

- Sevier County has mandated masks be worn in all indoor public areas.
- The indoor pool, indoor hot tub, outdoor pools, outdoor hot tubs and racquetball court are open at this time. Guests must provide their own equipment for racquet ball court.
- The Fitness Center and the sauna at the indoor pool will remain closed.
- Indoor resort activities are limited and are subject to be cancelled when necessary.
- We have removed the top bed cover from each bed. All linens and terry products are properly laundered in between each stay. You may want to bring additional blankets.

The number one question that we are asked is "When are you going to improve the wifi?". Gathering information and quotes has been a very time consuming process. We have made some progress and have been able to provide additional coverage in some of the buildings. We continue to receive quotes from several companies and are still researching further information and solutions. Each company comes with its own set of concerns and issues. Along with substantial cost to install vs. ability to provide adequate coverage as our wooded environment is not signal friendly. And after making a substantial investment, they will not guarantee improvement of service. We will continue to work diligently to find the best solution and hope to have an answer in the near future. We appreciate your continued understanding.

As always, our goal is to continue to provide the best vacation experience possible. The staff and I look forward to seeing you soon.

Karrie Newsome
General Manager

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CONTACT INFORMATION

Front Desk / Check-in Office

Phone: 865.436.6559
Fax: 865.436.6196
Email:
tffrontdesk@treemontresorts.com

Rentals

Phone: 865.436.6559

Flex Week Reservations

Phone: 865.430.4237
Email:
ttrreservations@treemontresorts.com

**Karrie Newsome,
General Manager**

Phone: 865.436.6559
Email:
knewsome@treemontresorts.com

Activities

Phone: 865.436.6559
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

Activities Department Update

We know that it may be difficult to try and plan activities while visiting the area due to Covid 19 restrictions and concerns. Planning activities for our owners and guests during this time certainly has been a challenge with changes occurring on a day to day basis. We want to provide you with the most up to date information as we receive it in order to help you better plan your stay. There have been many changes to area shows and attractions this year, so stop by the clubhouse for updates. Or if you have questions prior to your visit, please call ahead for the latest information.

If you are looking for things to do at the resort and avoid the crowds, we plan to offer several outdoor entertainment options this season. Coming soon will be Family Fun Night with the Oak Tree Boys providing music and lots of games and food. We will also have other nightly entertainment with Jim Easton and his amazing story telling, Patty Waszak's variety show, and Bill Young's music and comedy act. All of these are sure to be a great evening of entertainment for the whole family.

Our daily activities and shows are subject to change so be sure to stop by and see us for the latest updates. We look forward to seeing you soon!

TREE TOPS RESORT CONDOMINIUM ASSOCIATION, INC. Annual Homeowners' Meeting Minutes November 11, 2020

The annual meeting of the Tree Tops Resort Condominium Association was called to order at 10:00 a.m., November 11, 2020 by H. Charles Anderson, President.

Mr. Anderson called the meeting to order and welcomed everyone. He gave his appreciation for everyone who chose to attend knowing how difficult it's been due to the current world situation with the Covid-19 virus. Mr. Anderson acknowledged the presence of Board Members Gordon Anderson, Charles Pigg, and Barbara Storer. He announced that Jerry Bradford could not attend and was in Florida. He also announced that George Doyle's wife had contracted the Covid virus and that they were in quarantine. 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 Williams, Maintenance Fee Collections/Purchasing Agent; Donna Berrier, Payroll and Accounts Payable; and Sandy Breeden, Chief Operating Officer.

Copies of the minutes for the 2019 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 Sandy Breeden to present the Treasurer's Report. Ms. Breeden reported that we had a good financial report. The Operating Account beginning balance on January 1, 2020 was \$743,000. The projected ending fund balance after expenses is a little over 1.1 million, which includes the projected operating surplus of 150,000. The budgeted revenue for 2021 is 4,563,700. The budgeted expenses for 2021 are \$4,592,674, which is basically what George likes to call "a break even budget". This would leave us with an Operating fund balance at the end of 2021 of just over 1.1 million.

The beginning balance for the Replacement fund Jan 1st of this year was just over 1.5 million. 2020 expenditures of \$332,000 plus maintenance fee contributions and interest income of \$10,000. The projected Replacement fund at the end of 2020 should be just over 1.4 million. For 2021, after expenditures and maintenance fee income contributions, we expect the ending balance in the Replacement fund to be over 1.4 million. The projected combined fund balance for the end of 2020 are a little over 2.6 million and the projected combined fund balance at the end of 2021, we project to be over 2.5 million.

The insurance claim is still being finalized. All indications show that the resort should remain in strong financial shape.

Mr. Anderson asked if anyone had any questions. He stated we are really in good shape considering what we have been through in the last few years, it's phenomenal. We were a little worried, but the insurance company have done a wonderful job, and the employees have done a wonderful job. He specifically mentioned gratitude for Nellie Thomas, Sandy Breeden, Karrie Newsome, and Lee Gamble. Mr. Anderson stated he was very extremely grateful not to have had to do a special assessment.

Mr. Anderson then called for the Resort Manager, Karrie Newsome, to present the refurbishments completed in 2020 and planned for in 2021.

Ms. Karrie Newsome presented the 2020 Resort Refurbishment Report. She stated all the sliding glass doors were replaced in Building 7. The main focus was Building 4B where we replaced all the carpet throughout the units. The tile in the kitchen and the bathrooms were replaced. We replaced all the Jacuzzi tubs and the guest bath tubs. We replaced the vanity lighting. We replaced the living room and the dining room furniture in that building.

For the coming year, focused is being moved to Building 4A. We will be replacing the carpet and the tile in the kitchens and bathrooms. The bathtubs will be updated. We will also be updating the lighting fixtures. We will be replacing the living room and dining room furniture. In Building 8, we will be replacing the sliding glass doors. Withing the next couple of years we hope to replace all the sliding glass doors in Building 4. We have had many compliments on the new glass doors and they are working out very well. There will be new fence around Building 4. Our biggest project, beginning in January, will be converting the wood burning fireplaces to gas. We are doing that as a requirement from our insurance company. Ms. Newsome then thanked her staff, all managers and employees. She explained they have been so dedicated to our owners and the resort throughout the fires, and now Covid-19.

Mr. Anderson then called on Sandy Breeden again to give our budget report. She explained that we are still under appeal for the higher tax classification that happened in 2020. Our resort attorney is also filing an additional appeal due to the newly constructed units receiving a much higher appraised value this year, increasing 32%, which is significant. We are hopeful the appeals will be successful; but the budget has to be based on what is happening now, and with consideration that they are not successful.

We were able to have the property insurance state admitted carrier under the condition that we convert all wood fireplaces to gas. They wanted this done right away, but they understood our situation and agreed we could wait until January and February under the condition that we close the fireplaces until then. Ms. Breeden apologized for any inconvenience this may have caused our owners and guests. After some of the higher insurance quotes we received while having wood burning fireplaces, we anticipate the conversion will reduce future costs.

We continue looking for ways to improve the internet. It has been difficult to schedule meetings with outside vendors due to Covid-19. Some companies have provided quotes of hundreds of thousands of dollars, but they make a note they cannot guarantee any improvement of our signals strength since our internet is not wired specifically into each unit. Karrie has recently met with Spectrum and they are looking at the resort plans to see what our best options are to somehow provide internet in each individual unit. Ms. Breeden stated we do not have any numbers yet; however, be assured we are working hard on it.

Ms. Breeden commended Karrie and her staff, stating it has been especially hard to have enough staff this year. It is always the same amount of work, regardless of how many people there are to do it. We are all trying to do our part wearing masks and

social distancing, and she asked owners if they have the opportunity, please remind staff employees of how important they are helping to make your stay an enjoyable one.

Mr. Anderson asked for a motion to approve the budget. The motion was made and seconded. The motion carried.

There was brief discussion from the floor regarding maintenance fees and internet. Mr. Anderson stated that it is very difficult to get a reasonable option due to being surrounded by mountains, and that we continue to work toward a resolution.

The ballots were then collected and tabulated, and Mr. Anderson announced that the budget was approved by 94 percent. Mr. Stephen Lange was elected by majority proxy as a new Board member. 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 11:00 a.m.

Respectfully submitted,

Sandy Breeden on behalf of George Doyle
Secretary/Treasurer

RESORT POLICY REMINDERS



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.

WHAT'S UP WITH THE US POSTAL SYSTEM?

Unfortunately, over the last two years, we have been receiving many maintenance fee payments well past the January 1 due date. Some mailed in late December were not received until after February 1, the last day of the grace period, which causes those accounts to incur additional late fees. So as a reminder, the business day your payment is delivered to our office it is posted to your account, therefore it does not matter if it is postmarked prior to February 1. Due to the unreliability of the US Postal delivery, to prevent your account from receiving any late fees, please mail your payments allowing for more than ample delivery time. Thank you.

Flex Week Reservations- If you are a flex owner, had a 2021 week reserved, and did not pay your 2021 maintenance fee in full by February 1, 2021, 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 has increased from \$1000 to \$2500.

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

2021

WEEK	FRI	SAT	SUN	WEEK	FRI	SAT	SUN	WEEK	FRI	SAT	SUN
14	04/02/21	04/03/21	04/04/21	27	07/02/21	07/03/21	07/04/21	44	10/29/21	10/30/21	10/31/21
15	04/09/21	04/10/21	04/11/21	28	07/09/21	07/10/21	07/11/21	45	11/05/21	11/06/21	11/07/21
16	04/16/21	04/17/21	04/18/21	29	07/16/21	07/17/21	07/18/21	46	11/12/21	11/13/21	11/14/21
17	04/23/21	04/24/21	04/25/21	30	07/23/21	07/24/21	07/25/21	47	11/19/21	11/20/21	11/21/21
18	04/30/21	05/01/21	05/02/21	31	07/30/21	07/31/21	08/01/21	48	11/26/21	11/27/21	11/28/21
19	05/07/21	05/08/21	05/09/21	32	08/06/21	08/07/21	08/08/21	49	12/03/21	12/04/21	12/05/21
20	05/14/21	05/15/21	05/16/21	33	08/13/21	08/14/21	08/15/21	50	12/10/21	12/11/21	12/12/21
21	05/21/21	05/22/21	05/23/21	34	08/20/21	08/21/21	08/22/21	51	12/17/21	12/18/21	12/19/21
22	05/28/21	05/29/21	05/30/21	35	08/27/21	08/28/21	08/29/21	52	12/24/21	12/25/21	12/26/21
23	06/04/21	06/05/21	06/06/21	36	09/03/21	09/04/21	09/05/21	53	12/31/21	01/01/22	01/02/22
24	06/11/21	06/12/21	06/13/21	37	09/10/21	09/11/21	09/12/21		<u>2022</u>		
25	06/18/21	06/19/21	06/20/21	38	09/17/21	09/18/21	09/19/21	1	01/07/22	01/08/22	01/09/22
26	06/25/21	06/26/21	06/27/21	39	09/24/21	09/25/21	09/26/21	2	01/14/22	01/15/22	01/16/22
				40	10/01/21	10/02/21	10/03/21	3	01/21/22	01/22/22	01/23/22
				41	10/08/21	10/09/21	10/10/21	4	01/28/22	01/29/22	01/30/22
				42	10/15/21	10/16/21	10/17/21	5	02/04/22	02/05/22	02/06/22
				43	10/22/21	10/23/21	10/24/21	6	02/11/22	02/12/22	02/13/22

Brown indicates Flex Weeks
(1-21, 36-39, 44-53)

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

PRSRT STD
 US POSTAGE
 PAID

OAK TREE TIMES
 PO BOX 4960
 SEVERVILLE TN 37864-4960

