

SPRING TWO THOUSAND TWENTY ONE
AN OAKMONT RESORT HOMEOWNERS PUBLICATION



RESORT MANAGER'S UPDATE

Spring is here in Eastern Tennessee! While traveling to Oakmont Resort this morning, the trees, bushes and daffodils are blooming. We are excited for another busy season here in Pigeon Forge.

We have had a busy winter here at the Resort. Our maintenance team has done an incredible job with the removal of cabinets in buildings 3 and 5. We were lucky this year and were able to have Lowe's install the new cabinets and countertops. Once Lowe's finished their installation, our maintenance team finished with ceilings, backsplash, new faucets, and new plumbing in the kitchens. They completed a total of 45 kitchens. Accent walls in all the living rooms were painted in buildings 3 and 5 as well.

New carpeting was installed in buildings 5 and 7, including the hard plank entry ways. The new carpeting gives these units a fresh look. The outside of building 3, along with hallways and doors, were also painted this year. We were able to get this done during the one week we did not have rain!

The new outdoor hot tub is complete and just awaiting the building of a new deck. This depends on the rain of course. Sixteen new grills have been installed – get your steaks ready!

Our spring deep cleaning is 80% complete and the housekeeping team has done a fabulous job with this task. They will be completed in no time. Our Activities team has been hard at work getting ready for our owners and guests. We had our first Meet N Greet on Monday, March 15th. It was great to have local show representatives and our owners back for this get together. Live music will be at the firepit every Tuesday and Thursday – please come join us for this lively entertainment.

We are looking forward to greeting all our owners and guests this year. Welcome home to our lovely Smoky Mountains!

Shelly Coon
General Manager

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CONTACT INFORMATION

Front Desk / Check-in Office

Phone: 865.453.3240
Fax: 865.286.2199
Email:
omfrontdesk@treemontresorts.com

Rentals

Phone: 865.453.3240

Flex Week Reservations

Phone: 865.453.0117
Email:
omreservations@treemontresorts.com

Shelly Coon, General Manager

Phone: 865.453.3240
Fax: 865.286.2198
Email:
shellyc@treemontresorts.com

Activities

Phone: 865.286.2039
Fax: 865.453.1679
Email:
activities@omresort.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



3062 Veterans Blvd
Pigeon Forge, TN 37863

Activities Department Update

Hello from the Activities Team! Dorothy and I look forward to seeing our old friends once again and making new ones. Our Spring season is getting off to a great start.

On March 15th we had our Meet and Greet for the first time in over a year. Meet and Greet will be held every Monday at 10am. Please come out and meet entertainers from local shows and get information on many of our local attractions. Orange juice and doughnuts will be served, and we will raffle off tickets to area attractions. We will also be having free entertainment on Tuesday and Thursday night from 6pm – 7pm, featuring Patty Wozzak and Bill Young. Putt-putt golf, ping pong, badminton, foosball, shuffleboard and horseshoes are available every day, please be prepared to disinfect equipment before and after your use. We also have Arts and Crafts, movie rentals and Bingo! Bingo is Tuesday and Thursday from 3pm – 4pm.

We offer discount tickets to area attractions and look forward to answering any questions you may have about the area.

Please drop by the Clubhouse and say hello!

Michael Hurst

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

The annual meeting of the Oakmont Resort Condominium Association was called to order at 3:00 p.m., November 11, 2020, by H. Charles Anderson, President.

Mr. Anderson acknowledged the presence of Board Members; Charles Ingle, Neil Mullen, Curtis Beddingfield, and Robert Buchanan. He explained that Jerry Bradford could not attend as he was in Florida and George Doyle could not attend due to his wife contracting Covid-19. He then acknowledged Oakmont Resort staff. He introduced the new Resort Manager, Shelly Coon; the new Maintenance Manager, Daryl Azbill; Robin McDaniel, Office Manager; Linda Conard, Housekeeping Manager; Michael Hurst, Activities Director; Jennifer Bales, Reservationist; and Tree Tops administrative staff members; Cheri Hooker, Maintenance Fee Collections/Deeds Administration; Camille Williams, Maintenance Fee Collections and Purchasing Agent; Donna Berrier, Payroll and Accounts Payable; and Sandy Breeden, Chief Operating Officer.

Copies of the minutes for the 2020 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 the resort is in very good financial shape. The Operating Account beginning balance on January 1, 2020, was \$259,000. The projected ending balance for 2020 is expected to be a little over \$349,000. Revenues estimating at \$3.6 million with 2020 expenses at 3.2 million. We continue to create a break-even budget for operations in 2021 and we are always pleased to have a little bit of surplus of any amount at the end of the year. The replacement fund for 2020 beginning balance was \$2.3 million, with projected refurb expenditures at the end of 2020 of just under \$250,000. This will leave the replacement fund balance at the end of 2020 being a little over 2.6 million. The replacement fund expenditures for 2021 are projected to cost \$290,000, with the interest income and maintenance fee income contribution of \$268,500 leaving the replacement fund balance at the end of 2021 in the amount of a little over 2.6 million. Oakmont continues to have a very strong replacement fund balance providing our Homeowners with peace of mind.

Mr. Anderson stated we are very fortunate to have this kind of reserve. A motion was made and seconded to approve the Treasurer's Report. The motion carried.

Ms. Shelly Coon thanked everyone for making her feel very welcome in her new position. She then presented the 2020 Resort Refurbishment Report. In 2020, we continued to replace kitchen cabinets, counter tops, faucets, backsplashes in Building 1, which was 17 units. We also continued to upgrade units with new carpeting and a tile entrance, so Building 4 has now been completed. We are in the process of updating the outdoor hot tub which should be completed in a couple weeks; after we will then replace the decking around it. Building 4 has been sealed and stained, including doors, stairwells, and breezeways. The stucco retaining walls were also repaired and repainted. The parking lot was seal coated and curb stops repainted. The fencing around Building 3, 4, 5, and 7 were replaced with aluminum fencing.

For 2021, we would like to continue to update kitchen cabinets, handles, countertops, backsplashes, and faucets. We plan to do 45 units, which will include Building 3 and 5. Continuing with the upgrades, we will replace carpeting with tile entrances in Building 5, 23 units. We plan to reseal, repaint, and put up Hardie Board on Building 3. The grills (16) are going to be installed by the Sevier County Utility District and they will be installing safety timers to prevent wasted gas use.

Ms. Sandy Breeden then presented the 2021 budget. As mentioned last year, the Sevier County Tax Assessor thought it was time to reclassify timeshare from residential to commercial status. They have received many phone calls from timeshare owners who are also unhappy with the commercial classification. We continue our appeal but still budget to pay the taxes at the commercial rate in the event we are not successful. We must also pay personal property tax on the contents of the units. While we budgeted for 2020 taxes to be \$82,000, with the personal property taxes the actual amount paid for 2020 was \$86,972.

The property insurance renews mid-year, while we had a small increase from 2020, we were very happy to secure a policy with a state admitted company. Though the property insurance increased slightly, we should see benefit and reduction of premiums in the future.

Internet continues to be one of our most problematic issues at Oakmont. In January, Spectrum will finish installing fiber cables throughout the resort and the maintenance department will begin changing out the necessary hardware and equipment. We anticipate this will greatly improve the wifi use at the resort.

As with all of Sevier County businesses, your resort continues to struggle in acquiring and retaining employees, especially in the housekeeping department, so the resort has also been relying on various temporary workers to fill the voids. Even with using temporary workers, many times the other departments: maintenance, front desk, and activities must fill in to get the units ready for occupancy. For this reason, we projected the employee health insurance to decrease slightly from 2020 although we remain hopeful that 2021 will bring the resort a complete staff.

Ms. Breeden spoke about the new management staff. She expressed that although we do not enjoy seeing long term employees leave, she could not adequately describe the difference in morale of the Maintenance Department as well as the overall resort since Daryl Azbill, head of maintenance, and Shelly Coon, the resort General Manager, joined the Oakmont team. Daryl has a wealth of knowledge in resort and hotel maintenance as well as managing staff. Shelly also has a long history in the hospitality industry. Working together, they are developing and implementing many fresh ideas to improve the resort while guarding the budget. The Oakmont staff remains some of the best in the business. While we are doing our part by wearing masks and social distancing, if owners engage with a staff member, please let them know how important they are to you because you are very important to them.

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

Mr. Anderson then introduced the resort attorney, Greg Logue. He has been an attorney for our resorts for over 30 years.

Mr. Anderson also stated that we have maintained Silver Crown status with RCI and we are happy for that.

He asked if there were any new nominations for the Board. Mr. Anderson then reported that the next item on the agenda was for the Good of the Order and meeting was open for general discussion.

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 2021 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 3:30 p.m.

Respectfully submitted,

Sandy Breeden on behalf of George Doyle
Secretary/Treasurer

RESORT POLICY REMINDERS

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.

In addition, it is not necessary to *prepay* your dues in order to schedule a flex week unless you are depositing the week with an exchange company.

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 Oakmont 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 Oakmont Resort Administrative Offices, P. O. Box 4960, Sevierville TN 37864-4960.

Credit Cards- You will be assessed a \$5.00 convenience fee when paying your maintenance fee by telephone or mail with a credit card. You will be assessed this fee for each unit/week account that is paid by 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 anywhere outside of the building eave edges. Violators will be fined \$200.00.

Check-in- All owners, owner guests, and exchanges will be required to show I.D. upon arrival at the resort. If you are sending in a guest, we require written notice from the owner. If you are unable to do this prior to check-in, please send the 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 \$500.00 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 Oakmont Resort as a special vacation destination.

Carl Hurst

Employee In the Spotlight

We are fortunate to have Carl as part of our maintenance team. Carl has been with Oakmont Resort for over 20 years! Do you love the flowers here on property? Carl is the team member to thank! He has overseen the grounds keeping for years and does a fantastic job making the resort beautiful. His hobbies include hiking in the Smoky Mountains, riding motorcycles and camping. Carl has been married to his lovely wife for 21 years and was born and raised right here in Sevier County. We are thankful he is a part of the Oakmont family.

CONTACT INFORMATION & OWNERSHIP CHANGES

It is the obligation of each owner to maintain current contact information with Oakmont Resort. Oakmont 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 Oakmont 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 Oakmont 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 Oakmont 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.

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 Oakmont Resort, 3062 Veterans Blvd, Pigeon Forge, TN 37863. If you should secure an internal trade, please notify the resort.

NAME	UN/WK HAS	WK WANTS	YEAR	PHONE/EMAIL
Stewart, Steve	2BR/WK 30	WK 22-28	'21	423.754.4722
Watkins, Hugh	2BR/WK 40	WK 41	'21	423.571.6799

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	2022			
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
Brown indicates Flex Weeks (1-21, 36-39, 44-52)				40	10/01/21	10/02/21	10/03/21	3	01/21/22	01/22/22	01/23/22
Yellow indicates Fixed Weeks (22-35, 40-43)				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

PRSRT STD
 US POSTAGE
 PAID

OAK TREE TIMES
 PO BOX 4960
 SEVIERVILLE TN 37864-4960

