

SPRING TWO THOUSAND TWENTY-THREE
A TREE TOPS RESORT HOMEOWNERS PUBLICATION



RESORT MANAGER'S UPDATE

Springtime in the Smokies sure has been a whirlwind of frequent weather changes. One day it will be sunny and warm and the next day will be frigid temperatures. Even with the cold days, the spring flowers are displaying their beautiful colors and lavish green is beginning to take over. With all of this beauty around us, we urge you to take advantage of the beautiful resort grounds and take lots of pictures. This is your time to create lasting memories. If you need someone to take a family photo, just grab one of the staff members and we will be glad to assist.

Our refurbishment projects are well underway. The units in building 7 have a fresh coat of paint and new lighting. We replaced several pieces of weight room equipment. The bedroom comforters, sofas, loveseats, and recliners in building 9 were replaced. We are in the process of completing the exterior painting of buildings 7 and 8 and will soon be resurfacing some of the concrete areas at building 4 and the check in office.

We have many more things on our "to do list" and will continue doing what we do best, taking care of you and the resort! We look forward to welcoming you home soon and providing you with the best vacation experience possible! Keep making those memories!

Best Regards,

Karrie Newsome
General Manager

NEW MAINTENANCE FEE PAYMENT OPTIONS

RECOMMENDED METHOD, ONLINE: Go to treemontresorts.com. Select your home resort Treetops at top of page, select Treetops drop down menu: select "Owner Info".

Scroll down "Owner Info" page until you see "Pay Maintenance Fees".

Owner number is your Contract Number without the last digit/number. This is very important information! If you put in more than 5 digits, it will not allow you access.

Your password is the 5 digit zip code currently listed on your account. THIS IS IMPORTANT INFORMATION: Always update your mailing address and email address with your resort.

Select the "Transaction" tab and see "Make a Payment" in the top right corner of the screen.

IF YOU CHANGE YOUR PASSWORD ONLINE, THE ONLINE PAYMENT SOFTWARE WILL SEND THE NEW PASSWORD INFORMATION TO THE EMAIL ADDRESS ON YOUR ACCOUNT, NOT TO THE RESORT, SO BE SURE THE RESORT HAS YOUR CORRECT EMAIL ADDRESS.

(Note: Canadian postal/zip code example for entering 5 digits: N30 Z5L should be entered as N30 Z)

MAIL: check or money order, or fill in your credit card information on the maintenance fee invoice, and mail to Tree Tops Resort, PO Box 4960, Sevierville TN 37864. Allow ample mailing time to ensure we **receive** your check prior to February 1. We recommend mailing your payment a minimum of 30 days in advance. You must include the zip code that is listed on your bank or billing statement for credit card payments.

The phone numbers to pay over the phone with debit/credit card will be listed on your maintenance fee invoice mailed *as a courtesy* in late November. You must provide the zip code that is listed on your bank or billing statement. Please note it will be more efficient to pay under Options 1 and 2 due to our limited staff.

NOTE: Due to the additional expense it would create, we are unable to provide a receipt for maintenance fee payments. If you need a receipt, we recommend checking your bank or credit card statement.

If you want to pay your 2024 maintenance fees in monthly payments, OR once your 2024 maintenance fees are paid, if you want to set up monthly payments for your 2025 maintenance fees, send email to any of these email addresses below. We will send your options. You will receive a reply email normally within 48 business hours of our receiving your email. Thank you!

cwilliams@treemontresorts.com, chooker@treemontresorts.com, sbreeden@treemontresorts.com

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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

TREE TOPS RESORT CONDOMINIUM ASSOCIATION, INC. Annual Homeowners' Meeting Minutes November 9, 2022

The annual meeting of the Tree Tops Resort Condominium Association was called to order at 10:00 a.m., November 9, 2022, by Nellie Thomas, President.

Ms. Thomas called the meeting to order and welcomed everyone. Ms. Thomas acknowledged the presence of Board Members: Gordon Anderson, George Doyle, also our CPA, Stephen Lange, Charles Pigg, Gale Anderson (not present), and Barbara Storer. She thanked and appreciated the Board for their work and presence at the annual meeting. She also introduced Greg Logue, our resort attorney, whose been with us since 1981.

She then acknowledged and gave appreciation to the Tree Tops Resort staff. They were Karrie Newsome, Resort Manager; Nita Pursell, Office Manager; Tony Hawks, Maintenance Manager; Chantal Celestin, Activities Coordinator. Not present but also mentioned, Darlene James, Housekeeping Manager; Barbara Hertz, Assistant Housekeeping Manager; Dave Lalone, Assistant Maintenance Manager; and Leo Carter, Activities Department. She went on to introduce the Tree Tops administrative staff members led by Sandy Breeden, our Chief Operating Officer. Sandy was able to obtain software upgrade at no additional cost, allowing us to offer on-line maintenance fee payments for 2023 – a major accomplishment! Donna Berrier, Payroll and Accounts Payable; Cheri Hooker, Maintenance Fee Collections/Deeds Administration; Camille Williams, Maintenance Fee Collections/Purchasing Agent. She gave Camille special acknowledgement for her expertise and assistance with the software update.

Copies of the minutes for the 2022 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.

Ms. Thomas then asked George Doyle to present the Treasurer's Report. Mr. Doyle reported that we had a good financial report. The Operating Account beginning balance on January 1, 2022, was \$417,000. Projected revenues \$4.8 million. Projected Expenses \$4.9 million causing an operating deficit of \$112,000. Projected fund balance at the end of this year is \$304,000. 2023 will present a break-even budget with budgeted revenues of about \$5.1 million and budgeted expenses of about 5.1 million. The projected operating fund balance at the end of 2023 is about \$275,000.

The beginning Fund balance for the Replacement fund Jan 1st of this year was just over \$2,076,000. 2022 expenditures of \$354,000 plus maintenance fee income \$175,000, projected fund balance in the replacement fund at the end of this year about \$1.9 million. 2023 projected Replacement fund at the end is basically a break-even maintenance fee income of \$285,000 with expenditures of just over \$285,000 projected fund to be over 1.9 million. The projected combined fund balance at the end of 2022, is \$2.2 million. The projected combined fund balance for the end of 2023 a \$2,178,000 We feel \$2 million is a good reserve for a resort of this size.

The operating budget for next year includes the \$25.00 increase in the maintenance fee, bringing the fee from \$570 to \$595, that's a 4.4% increase, which is about ½ of what inflation is running. With-standing events out of our control such as wildfires, pandemic, and inflation, our maintenance fees are well below the average industry standards for a gold crown resort.

Ms. Thomas then called for the Resort Manager, Karrie Newsome, to present the refurbishments completed in 2022 and planned for in 2023.

Karrie Newsome thanked and appreciated all Tree Tops Resort staff. Karrie presented the 2022 Resort Refurbishment Report. She stated new fencing was installed around Building 9 pool. New tiles installed in kitchens and bathrooms and new carpet installed throughout the building. Also upgraded the lighting in Building 9. We also focused on Building 4, the interiors were repainted, upgraded the lighting, and replaced fabric on sofas and loveseats. The exterior of Building 4 was painted.

For the coming year, we plan to replace the weight room equipment. We will be focusing on Building 7 and 8, interior painting for Building 7 and exterior painting for Buildings 7 and 8, and dishware will be upgraded. Replacement of furniture-sofas and loveseats- and bedding in Building 9. Building 4 resurface the concrete stairways and the office entry. We are looking into purchasing 2 golf carts.

Ms. Thomas then called on Sandy Breeden to give our 2023 budget report. Sandy discussed inflation and how that has affected getting our supplies and the cost increase. We have contracted an independent company to help with the unit cleanings, due to employee staff shortages. Health insurance for employees had a 5% increase, smaller than expected. Property insurance is about the same. Our property tax is still under appeal. Mr. Logue will give a summary of the difference between residential and commercial taxing. Along with the commercial classification, we are also being taxed for personal property within the unit—this is automatic with the change of classification. In 2016 our taxes were \$96,000 compared to 2022 over \$174,000 – we are still appealing. During the rebuild after the wildfires, we increased maintenance fees about 2% or less, but it was not adequate to keep up with basic inflation which is 3 to 4%. Our maintenance fees are still low, well below the industry average of \$1,090. Our staff continues to do their best with helping to keep costs down, "Teamwork makes the Dream work!"

Greg Logue, the resort attorney spoke regarding level of maintenance fees – he owns a West Coast property and maintenance fees are 3x higher than Tree Tops Resort. He commended Tree Tops for having the lowest fees of all his resort clients. With regards to the property tax issue, all timeshares in Sever County have been treated as residential in the past. After the fire, the property assessor first treated the vacant land at a lessor value while we were rebuilding, which helped in costs. In 2019, he treated all as new units and decided all were considered commercial property, now bringing 25% to a 40% classification. We have appealed every year since. There has been no reappraisal so no increase, but we are still being treated as commercial. Only commercial pays for personal property in units (we have never had to pay before). The classification issues summary judgment has ruled Tree Tops is residential, but this is not final yet – still awaiting trial. We also must count the expense in getting appraiser to evaluate. Two other resorts in our area, Crown Point and Laurel Crest have had the trials and are farther along – so far, ruling is residential, but are now going to a higher court. We are going to stand back and wait to see how that turns out. Mr. Logue stated he is confident that we will eventually win, and we will get a rebate.

Ms. Thomas thanked Greg for his time and effort fighting the tax situation.

Ms. Thomas called for any nominations from the floor for the Board.

The meeting was opened for discussion from the homeowners.

The ballots were then collected and tabulated, and Ms. Thomas announced that the budget was approved by 93 percent. The current members of the Board of Directors were all re-elected for a term of one year. The percentage totals for the 2023 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 10.45 a.m.

Respectfully submitted,

George Doyle
Secretary/Treasurer

Activities Department Update

Be sure and stop by the clubhouse to see our activities staff for information about what is new in the area and the best places to visit. We also offer a variety of fun things to do while at the resort. Check your activities schedule for a list and times of all the resort events, entertainment, socials, games, and activities. Board games, DVD rentals, putters, billiard table, shuffleboard and corn hole are also available in the clubhouse.

Let us help you plan your stay. We can save you time and money on various theater and attraction tickets. Looking for information on hiking trails or waterfalls? We can help with that as well! Just stop by or give us a call.

We look forward to seeing you soon!



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
Johnson, Steve	PED/WK 35/43	35/43(handicap unit)	'23	931.535.3900
Santiago, John & Karen	2BR/WK 42	WK 22-30	'23	813.760.0759
Childress, Michael	1BR/WK 43	WK 18,19,20,26-35	'23	615.419.0033
Adams, James & Hilda	PED/WK 24	WK 25,28,29	'23	205.454.7867
Jordan, Terri	2BR/WK 27	WK 26	'23	256.200.0247
Parker, Charles	2BR/WK 24	WK 25-51	'23	859.621.2569

RESORT POLICY REMINDERS

Flex Week Reservations- If you are a flex owner, had a 2023 week reserved, and did not pay your 2023 maintenance fee in full by February 1, 2023, 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.

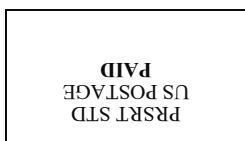
VACATION CALENDAR

2023

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

2024

Black indicates Flex Weeks
(1-21, 36-39, 44-52)
Green indicates Fixed Weeks
(22-35, 40-43)



OAK TREE TIMES
PO BOX 4960
SEVIERVILLE TN 37864-4960

