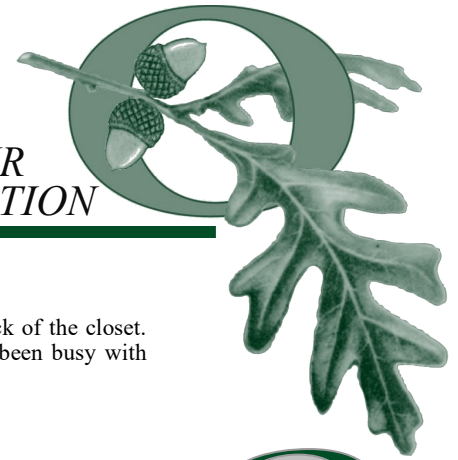


# SPRING TWO THOUSAND TWENTY-FOUR AN OAKMONT RESORT HOMEOWNERS PUBLICATION



## RESORT MANAGER'S UPDATE

Flowers are beginning to bloom, grass is starting to grow, and the heavy jacket has been placed in the back of the closet. That can only mean one thing... it is springtime at Oakmont Resort. And let me tell you that we have been busy with winter/refurb projects.

- Building 6 got new siding on the front as well as new paint
- New living room furniture in buildings 1-4
- A fresh new coat of paint in each unit
- New plumbing in building 2
- Any outdated refrigerators without ice makers have been replaced
- New fitness room equipment
- Each room has been deep cleaned and carpets professionally cleaned

We are excited about what we have accomplished this year, and even more anxious to complete many of the other projects we have on our list. We want to thank each one of you for your valued feedback and patience as we continue to try and improve Oakmont every day. Some updates you can look for this year are improved exterior lighting, new signage, enhancing our grounds with beautiful flowers and common areas, new activities, and much more.

With that said, our staff is eagerly awaiting each of your smiling faces as we attempt to provide every person that stays with us the best vacation to the Smoky Mountains that they have ever experienced. We look forward to speaking to you and hearing about what all you and your families have been up to in this past year. To stay informed regarding the latest updates around the resort, please like/follow us on Facebook. I hope this message finds each of you doing well and I hope everyone experiences a happy and healthy new year!

Thank you and many blessings,

Derek Cole  
General Manager

## MAINTENANCE FEE PAYMENT OPTIONS

**2025 MAINTENANCE FEES MADE EASY:** If you would like to begin prepaying your 2025 maintenance fees in monthly payments, send request for monthly coupons via email to one of these email addresses: [cwilliams@treemontresorts.com](mailto:cwilliams@treemontresorts.com), [chooker@treemontresorts.com](mailto:chooker@treemontresorts.com) or [sbreeden@treemontresorts.com](mailto:sbreeden@treemontresorts.com). 2024 must be paid in full prior to requesting 2025 coupons.

Once maintenance fees are assessed in November, 2024, here are payment options:

1) **Recommended method. ONLINE:** Visit our website at [treemontresorts.com](http://treemontresorts.com), select Oakmont Resort and continue to the "Owner Info/Pay Maintenance Fee" page to pay your maintenance fee. When logging in, your owner number is your contract number without the last digit/number. Your password is the 5 digit zip code currently listed on your account (Note: Canadian postal code example for entering 5 digits: N30 Z5L should be entered as N30 Z). Always update your mailing address and email address with your resort.

2) **MAIL:** Check or money order, or fill in your credit card information on the maintenance fee invoice, and mail to Oakmont 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.

**PLEASE READ:** Automatic payments scheduled through Bill Pay may be subtracted from your account on the date that you request. However, the bank (or a 3<sup>rd</sup> party company through the bank) then physically mails a paper check. Therefore, the process is generally slow because they are then at the mercy of the USPS who will deliver the check. **The date that the funds are taken from your account, or the date printed on the check are NOT the date the check is received in our office.** It may take anywhere from 2-30 days for the check to be received in our office to be posted to your account.

3) **PHONE:** The phone numbers to pay over the phone with a debit/credit card are listed on your maintenance fee invoice mailed *as a courtesy* in late November.

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.

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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: 865.286.5827  
Email:  
omreservations@treemontresorts.com

### Derek Cole, General Manager

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



3062 Veterans Blvd  
Pigeon Forge, TN 37863

### Administrative Offices

Maintenance Fees, Deeding, and  
Ownership Changes  
Phone: 865.428.6039 x225,226 or 227  
Fax: 865.428.8930  
Email:  
chooker@treemontresorts.com

**RCI Weeks:** 800.338.7777

**RCI Points:** 877.968.7476

**II:** 800.828.8200

### OAKMONT RESORT CONDOMINIUM ASSOCIATION, INC. Annual Homeowners' Meeting Minutes November 8, 2023

The annual meeting of the Oakmont Resort Condominium Association was called to order at 3:00 p.m., November 8, 2023, by Nellie Thomas, President.

Ms. Thomas began with the introduction of the Board members: George Doyle, also our CPA, Charles Ingle, Neil Mullen, Curtis Beddingfield (not present), Robert Buchanan, and Gale Anderson. She then acknowledged Oakmont Resort staff. She introduced the Resort Manager, Derek Cole; Jennifer Bales, Office Manager; Linda Conard, Housekeeping Manager; Dennis McCarter, Maintenance Manager and Tammy Maples (not present), Reservationist; and Tree Tops administrative staff members; Cherise 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. Special Guest here is Greg Logue who has been our attorney since he graduated from law school.

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 the resort continues to be in good financial shape. The Operating account beginning balance on January 1, 2023, was \$312,000. Revenues projected \$3.7 million. Expenses as projected \$3.7 million. The projected Fund balance at the end of 2023 of \$308,000. We are predicting a break-even year in our Operating fund. The budgeted revenues for 2024 projected at \$3,926,000. The budgeted expenses for 2024 is \$3,963,000. The projected Fund balance at the end of 2024 would be \$272,000, again projecting to be right at a break-even point.

The Replacement Fund had a beginning fund balance at the start of this year of \$2,574,000. Revenues \$221,000. Expenditures \$159,000. The projected Fund balance at the end of 2023 is \$2,636,000. Budgeted revenue projected for 2024 is \$180,000. Budgeted expenses projected \$250,000. Projected ending Fund Balance for 2024 is \$2,566,000. The projected combined Fund balance at the end of 2023 is projected at \$2,944,000. The projected combined Fund balance at the end of 2024 is projected at \$2,838,000. We feel this level of fund balance and reserve is a very strong financial position for the Association. The proposed budget includes a \$28.00 increase from \$467.00 to \$495.00, which is a 6% increase, and 6% is what inflation has been for the last couple of years. We want to keep up with inflation and keep the fund balanced and keep the resort in good financial shape.

A motion was made and seconded to approve the Treasurer's Report. The motion carried.

Ms. Thomas then called upon Derek Cole to give the completed projects for 2023 and refurbishment plan for 2024. He took a moment to thank the Board members, the staff, and our homeowners. He acknowledged many of the staff have been here 10 plus years.

Derek presented the Resort Refurbishment Report. He stated we completed all our projected projects for 2023, and under budget, giving thanks especially to Dennis McCarter, Maintenance Manager. We replumbed Building 5 and 6, took up the carpet in the breezeways and repainted the concrete. We painted Building 5. We installed new pool coping and pool tile. We repainted the concrete and added obstacles to the putt-putt area. We brought back and resurfaced the shuffleboard area. Security cameras were added and security lights in the darker parts of the parking lot. We completed renovations in the Front Desk and Lobby area – giving more room so owners will not have to wait outside.

Our plans for 2024 include re-plumbing Building 2. We will be painting the exterior of Building 6 and installing hardie board on the front side facing the outdoor pool. We will be putting a new dryer in the Housekeeping Resort Laundry area. We will investigate expanding the laundry room area to better maximize the space. We will also replace the refrigerators and ice makers as we can no longer get parts for the existing refrigerators. New living room furniture for Buildings 1 – 4, including a free-standing recliner, a barrel chair, and a sleeper sofa, in hopes we can finish out with Buildings 5, 6, and 7 in 2025.

Ms. Thomas then asked Sandy to present 2024 budget report. Sandy welcomed and thanked everyone for attending the meeting. She discussed the maintenance fee increase of \$28.00 bringing the total to \$495.00. The resort management staff have done an excellent job with keeping the expenses down on supplies, replacement, repairs, etc. in 2023; however, the fixed expenses such as property insurance, property taxes, payroll, and utilities do continue to increase. In 2024, the fixed expenses will be over 2 million or 82% of the projected maintenance fee collections for 2024. With inflation, it will most likely take every penny that we have allocated for those budgeted amounts.

We continue to honor our commitment to provide quality vacations at the highest level of customer service at the most affordable price. The national average maintenance fee is \$1,190.00.

Sandy turned the property tax appeal topic over to our attorney, Mr. Greg Logue.

Greg explained that all timeshares in Sever County are being treated as commercial, which is a change from how they've always assessed the properties going back to the 80's. It took us from a 25% to a 40% assessment. We objected. Also, after the fires of 2016, after everything was built, we got an increase of value. We have filed appeals to the County Board of Equalization and then the State Board of Equalization. To summarize, every year we appeal to reserve our rights. Last year, we obtained a Summary Judgment, as a matter of law Tree Tops is considered residential; however, two other area resorts went all the way to the TN Court of Appeals where their decision was reversed. Right now, we have won on our trial level. We need to wait to see what happens at the Supreme Court Level with the other resorts, and the Supreme Court can decide whether they are going to take the case. We abandoned the appeal as to the value increase after the fires, due to the cost it would take to fight and have all units re-appraised; however, we are still in the process of arguing the issue of classification. We have a trial date some time next Summer. Tree Tops has been paying the higher tax. If we lose, we won't owe any further taxes-if we win, we will get some money back.

Ms. Thomas then asked if there were any nominations for the board.

Ms. Thomas then reported that the next item on the agenda was for the Good of the Order and the meeting was open for general discussion.

The ballots were then collected and tabulated, and Ms. Thomas announced that the budget was approved by 96 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 3:30 p.m.

Respectfully submitted,

George Doyle  
Secretary/Treasurer

## RESORT POLICY REMINDERS

### Employee In the Spotlight

#### William "Bill" Chasan

Bill was one of the first employees I knew when I got to Oakmont almost 2 years ago, and he greeted me like he greets every guest that we have stay with us... with a smile and greeting that can make you feel right at home. We reiterate all the time that we want our homeowners and guests to view Oakmont as their "home away from home". Nobody can make people feel more like that than when they meet Bill. He has been working night maintenance for over 12 years and helps keep an eye on

Oakmont in hopes of keeping each homeowner that is staying on property safe.

In talking with his department manager, Dennis McCarter, Bill (like the rest of our night maintenance staff) provides him with the peace of mind knowing that everything is being taken care of while the morning shift is not on property. Bill is always a team player, being willing to cover shifts for people or change his schedule altogether when it is what is needed at Oakmont. Thank you for all that you do Bill! It is very much appreciated!

## MANAGEMENT UPDATES

### NEW ASSISTANT MAINTENANCE MANAGER

Our maintenance department has been extremely busy lately trying to make sure the resort is looking great, and all projects are being completed in a timely manner. Much of the reason we have had such noticeable success recently, is because of our wonderful maintenance staff from top to bottom. Much of this credit deserves to be given to each of them and their leadership in the department. Many of you know Dennis McCarter (Oakmont's maintenance manager) who has been here for 20 years, but many of you are just beginning to know our new assistant maintenance manager, Donald "Don" Chase.

Don has been with Oakmont for over a year now and has flourished in each job/task that he has taken on since his first day on property. He is a plumber by trade that has also been around cabin cleaning and maintenance for many years when he ran his own business. Hoping to find something with a little more structure/stability, he came to Oakmont to fill out an application and we are delighted that he did. From handling work orders to projects to now supervising, he has handled each new challenge with success and a professional demeanor. He has also assisted many of the other maintenance workers with training them on some of his expertise as well as always being willing to learn himself from others on areas they are more knowledgeable about. Don has been a great fit at Oakmont, and we are thrilled that he has decided to call Oakmont his work home!

Thank you, Don, and thank you to everyone in maintenance!

### THANK YOU, LINDA!

Linda Conard has decided to retire from Oakmont after 34 years. We thank her for her many years of service and the leadership that she provided to the housekeeping department. Linda indicated she loves Oakmont and everyone who she has grown close to but that it is simply time for her to enjoy retirement. We are so happy for her that this will provide her more time with friends/family as well as her hobbies (she is already talking about the garden she hopes to plant).

Linda, again thank you from Oakmont Resort for everything and we hope you have many years of happiness, health, and satisfaction in your retirement. We hope to see you visit often with updates on retired life!

Here is to many blessings to you and your family!

From:  
Derek Cole  
General Manager  
(and all of your Oakmont family)

### NEW HOUSEKEEPING MANAGEMENT TEAM

With the much-deserved retirement of Linda Conard, that left Oakmont in a position it had not been in a very long time... without a housekeeping manager. Leadership in this department, like any department, is key and Oakmont wanted to make the right hire to lead this department into the future.

We feel we made the perfect hire(s) by promoting from within. Meghan Cronin and Wanda Houk will now be the management team for Oakmont Resort's housekeeping department. Meghan has spent many years as the assistant housekeeping manager while Wanda has been the lead inspector. In discussions with them both, we think the right direction moving forward is for each of them to be named as "quality control managers" to oversee the day-to-day operations in housekeeping. This will provide the right coverage for this department every day to properly serve the needs of our homeowners/guests.

These two ladies have worked very well together through the years, and we expect that to continue. Thank you both for what you have done and will continue to do. Congratulations on your promotions and we are confident you will make each of us very proud!

## 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](http://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
Matthews, Patricia	2BR/WK 24	WK 25-30,51,52	'24	865.254.4858
Rockett, Nancy	2BR/WK 36	WK 24,25,26	'24	205.960.5598
Keeling, Ray	2BR/WK 39	WK 40	'24	502.460.6529
Todd, Thomas	2BR/WK 41	WK 42-45(ground floor)	'24	864.617.1532
Talley, Sarah	1BR/WK 43	WK 42,43 (lower floor)	'24	615.305.1861

## 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.

**Flex Week Reservations-** If you are a flex owner, had a 2024 week reserved, and did not pay your 2024 maintenance fee in full by February 1, 2024, 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 \$10.00 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](http://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](http://www.treemontresorts.com).

**For Sale By Owner Listing-** The minimum price that your unit may be listed for at [treemontresorts.com](http://treemontresorts.com) is \$2500, actual purchase price to be decided by seller. Listings expire 2 years after 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 Oakmont Resort as a special vacation destination.**

# VACATION CALENDAR

**2024**

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

**2025**

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

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US POSTAGE  
PAID

OAK TREE TIMES  
PO BOX 4960  
SEVIERVILLE TN 37864-4960

