

OAK FREE TIMES



A TREE TOPS RESORT HOMEOWNERS PUBLICATION

SEPTEMBER TWO THOUSAND NINE

RESORT MANAGER'S UPDATE

Another year has almost passed us by and we are still hard at work. As mentioned in the previous newsletter, many of the planned projects for this year have been completed. One of our more noticeable projects is the transformation of the grounds at the Tree Lofts. Several of the old railroad ties in this area have been removed and replaced with concrete walls. Also, many of the mulched flower beds were replaced with river rock and new perennials planted throughout the entire area. All of these improvements will result in lower maintenance and replacement costs over the coming years. If you haven't had a chance to take a ride through this area, I encourage you to take time during your next visit to see the tremendous makeover!

One of our ongoing projects is the refurbishment of the units. We plan to complete six more units before the end of this year. As mentioned in previous newsletters, renovating the units is a very time consuming project and our staff continues working hard to complete as many units as possible each year.

We have had numerous requests to add Wi-Fi throughout the resort. I want to assure everyone that we have been working diligently on this project and are researching as many options as possible. We have a lot of obstacles to overcome due to the terrain of the resort which results in costly infrastructure and want to be sure the best solution for our owners and guests is selected. We do believe that we are getting closer to a solution and hope to have wireless installed before year end.

Now, it's that time of year again to look ahead and determine our projects for 2010. We continue to search for new ways to upgrade and improve the resort each year and try to take all of your requests into consideration when planning projects. We have numerous ideas in the works and will go into more detail about our anticipated projects in the next newsletter.

I hope that you will take notice of all the changes at Tree Tops the next time you are here. We look forward to seeing you soon and, as always, we appreciate all of your comments and continued support.

Karrie Newsome
Resort General Manger

CONTACT INFORMATION

Front Desk / Check-in Office

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

Rentals

Phone: 865.436.6559

Flex Week Reservations

Phone: 865.430.4237
Email: treservations@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

Administrative Offices

Maintenance Fees, Deeding, and
Ownership Changes
Phone: 865.428.6039 x14 or x16
Fax: 865.428.8930
Email: brapp@treemontresorts.com

RCI Weeks: 800.338.7777

RCI Points: 877.968.7476

Interval International: 800.828.8200

Tree Tops Resort
290 Sherman Clabo Road
Gatlinburg TN 37738

Administrative Offices
PO Box 4960Sevierville TN 37864



www.treemontresorts.com

Activities Department Update

Hello once again from Tree Tops Resort! We have had a wonderful summer so far here in the mountains. All this rain we've been getting will make for some beautiful fall foliage colors.

Fall is such a wonderful and bustling time here in the Smokies. Here are just a few of the many happenings in the area:

- ☞ The **Smoky Mountain Harvest Festival** runs September 18th through October 31st.
- ☞ **Dollywood's National Gospel & Harvest Celebration** is October 2nd through 31st.
- ☞ And, don't miss out on the **Smoky Mountain Trout Tournament** September 26th and 27th.

This area is jam-packed with special events and you can find additional information on what's happening by going online to: www.eventsgatlinburg.com and www.mypigeonforge.com, and the National Park's site mentioned below.

For those music lovers out there, there is a new show in town! Unfortunately, the Smoky Mountain Jubilee has closed its doors but taking its place at the Smoky Mountain Theater is the all new Temptations Revue. The Five Kings of Motown perform all of your favorite timeless tunes with their silky smooth choreography, distinct harmonies and definitive style right here in Pigeon Forge. The reviews have been great on this one!

Don't forget that this year marks the 75th anniversary of the Great Smoky Mountains National Park. See all of the great things the Park has planned during your next visit online at www.greatsmokies75th.org.

As always, the Activities staff is here to help you plan a fun and exciting vacation. Please don't hesitate to contact us for information! Hope to see you all again very soon!

Best regards,

Jessica Newsome
Activities Director

THE RESERVATIONS OFFICE HAS MOVED!

We have moved the on-site Reservations office from the small space in Building 5 to a more accommodating space in Building 3. You will find the new location on the north end, ground/parking level of Building 3. Yvonne will continue to assist you with scheduling your flex week reservations from this new location.

UPCOMING AREA EVENTS

DATES	EVENT	CONTACT
September 18-31	13 th Annual Pigeon Forge Harvest Fest	800-251-9100
September 17-20	Grand Fall Rod Run	800-251-4444
October 2-31	Dollywood's National Music & Harvest Celebration	800-DOLLYWOOD
October 29	Halloween Celebration	865-429-7373
October 31	Halloween Fun Fest	800-251-4444
November 3	Sevierville Winterfest Kickoff	888-429-7350
November 4	Gatlinburg Winter Magic Kickoff	800-568-4748
November 5	Pigeon Forge Winterfest Kickoff	865-429-7350
November 6-December 31	Winterfest Trolley Tour of Lights	865-453-6444
November 7-January 2	Dollywood's Smoky Mountain Christmas **Purchase tickets thru the Activities Department**	800-DOLLYWOOD
December 4	Gatlinburg Christmas Parade	800-568-4748
December 5	Sevierville Christmas Parade	888-738-4378
December 12	Festival of Christmas Past at Sugarland's Visitor Center in the GSM National Park	865-436-1200
December 31	New Years Eve Extravaganza in Pigeon Forge at the Grand Convention Center	800-251-4444
December 31	Gatlinburg New Years Eve Fireworks Show & Ball Drop on the Parkway	800-568-4748

For a more complete list of Gatlinburg and Pigeon Forge events and detailed information by visiting the following websites:

www.mypigeonforge.com www.eventsgatlinburg.com www.greatsmokies75th.org

SELLING YOUR OWNERSHIP

Although we hope you are happy with your ownership at Tree Tops Resort, we understand that circumstances may cause a need to sell your property. To aid in that process and as a courtesy to our owners and future owners, you may advertise your week "For Sale by Owner" on our website. You will find all the facts and other important information about this service at WWW.TREEMONTRESORTS.COM.

There are commercial resellers for timeshares but be very careful if you use one. Many ask for upfront fees of \$300-\$700 or more! Do not be fooled by promises from these companies. History has shown over and over that companies charging \$100 or more upfront to list the property tend to do little or nothing to promote the sale.

Also, it has come to our attention that some of our owners have been solicited to attend a meeting or seminar regarding the "disposal" of their timeshare interval. These meetings often present the owner with an extremely negative view of timesharing and offer to "relieve" the owner of their "burdensome" timeshare by charging a one time fee of \$3,000 or more!

Please be aware that there is no need to *PAY* someone to take your valuable ownership. If you have been approached by one of these unscrupulous companies and are willing to pay someone to take your property, please contact us first at (865) 428-6039. We may be able to help and it won't cost you thousands of dollars!

RESORT POLICY REMINDERS

Flex Week Reservations- If you are a flex owner, have a 2010 week reserved, and do not pay your 2010 maintenance fee in full by February 1, 2010, your reservation will be 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 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- You will be assessed a \$5.00 convenience fee when paying your maintenance fee by telephone or mail with a credit card. If you own more than one unit/week, you will be charged only one \$5.00 fee if you pay all maintenance fees at the same time. 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 now 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 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.

CONTACT INFORMATION & OWNERSHIP CHANGES

It is the duty of each Owner to maintain their current contact information within the Tree Tops Resort Condominium Association database. Tree Tops Resort will mail any required communication to the name(s) and address that appear in this database and will assume that the information is current.

You may submit a change of address to the Resort by mailing the correct information to the Administrative Offices at PO Box 4960, Sevierville, TN, 37864, or send via fax to 865-428-8930.

Changes in ownership require that the Resort receives a copy of a recorded deed in the new owner's name, their address and telephone number, a statement indicating the new owner's first year of occupancy, and a \$75 transfer fee payable to Tree Tops Resort Condominium Association.

If an Owner's maintenance fee bill is returned by the Post Office because the Owner has moved and not notified the Association, a rebilling fee of \$5.00 will be posted to the Owner's account as a personal assessment.

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

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

INTERNAL TRADES

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	WK HAS	WK WANTS	YEAR	PHONE
Peters, William	2BR/ Wk 51	Wk 23-35	'09	865.680.8483
Russell, Anthony	2BR/ Wk 48	Wk 14-47	'09	562.461.1909
Moore, James	1BR/ Wk 32	Wk 27-31	'10	304.475.3730

BONUS DAY RENTAL RATES

EFFECTIVE NOVEMBER 1, 2009:

Efficiency	
Sunday-Thursday	\$40.00
Friday-Saturday	\$42.00
Holiday Sunday-Thursday	\$50.00
Holiday Friday-Saturday	\$52.00
1-Bedroom	
Sunday-Thursday	\$44.00
Friday-Saturday	\$50.00
Holiday Sunday-Thursday	\$54.00
Holiday Friday-Saturday	\$60.00
2-Bedroom	
Sunday-Thursday	\$54.00
Friday-Saturday	\$60.00
Holiday Sunday-Thursday	\$64.00
Holiday Friday-Saturday	\$70.00

Tree Tops Resort Condominium Association, Inc.

Operating Fund Budget	2010 Budget	156 Units	7890 Owners
REVENUES			
Maintenance Fees	3,589,950.00	23,012.50	455.00
Additional Fees for Reserve	78,900.00	505.77	10.00
Bonus Days	40,000.00	256.41	5.07
Rentals	280,000.00	1,794.87	35.49
Extra Cleaning	37,000.00	237.18	4.69
Telephone	1,000.00	6.41	0.13
Video Rentals	6,000.00	38.46	0.76
Gift Sales	3,500.00	22.44	0.44
Activities	5,000.00	32.05	0.63
Interest Income	30,000.00	192.31	3.80
Late Fee Income	32,000.00	205.13	4.06
Ticket Sales	185,000.00	1,185.90	23.45
Credit Card Convenience Fees	6,000.00	38.46	0.76
Other Income	14,000.00	89.74	1.77
Total Revenue	4,308,350.00	27,617.63	546.05
COST OF SALES			
Owner Rental Payments	190,000.00	1,217.95	24.08
Video	2,500.00	16.03	0.32
Gift Shop/Activities	2,000.00	12.82	0.25
Rental Commissions	58,000.00	371.79	7.35
Tickets	180,000.00	1,153.85	22.81
Total Cost Of Sales	432,500.00	2,772.44	54.82
PAYROLL EXPENSES			
Management & Assistants	155,000.00	993.59	19.65
Front Desk	160,000.00	1,025.64	20.28
Housekeeping	460,000.00	2,948.72	58.30
Maintenance	485,000.00	3,108.97	61.47
Workers Compensation	25,000.00	160.26	3.17
Payroll Taxes	110,000.00	705.13	13.94
Insurance - Contribution	-80,000.00	-512.82	-10.14
Insurance	312,000.00	2,000.00	39.54
Activity Directors	62,000.00	397.44	7.86
Reservation Clerks	31,500.00	201.92	3.99
Contract Labor	19,000.00	121.79	2.41
Other	1,000.00	6.41	0.13
Drug Screening	5,000.00	32.05	0.63
Background Checks	2,000.00	12.82	0.25
Total Payroll Expense	1,747,500.00	11,201.92	221.48
LEASED EQUIPMENT			
Postage Meter	1,700.00	10.90	0.22
Copier	7,000.00	44.87	0.89
Other (leased equipment)	1,000.00	6.41	0.13
Total Leased Equipment	9,700.00	62.18	1.23
CONTRACT SERVICES			
Elevator	9,500.00	60.90	1.20
Telephone System	5,000.00	32.05	0.63
Exterminating	8,000.00	51.28	1.01
Cable TV	19,000.00	121.79	2.41
Fire Extinguishers	2,000.00	12.82	0.25
Trash Removal	3,000.00	19.23	0.38
Total Contract Services	46,500.00	298.08	5.89
REPAIRS & MAINTENANCE			
Plumbing	20,000.00	128.21	2.53
HVAC	27,000.00	173.08	3.42
Electrical	6,000.00	38.46	0.76
Appliances	5,000.00	32.05	0.63
Elevators	2,500.00	16.03	0.32
Hardware	2,000.00	12.82	0.25
Pool	24,000.00	153.85	3.04
Interior Paint & Wallpaper	9,000.00	57.69	1.14
Carpets & Flooring	2,000.00	12.82	0.25
Acc/Glass Repair	16,000.00	102.56	2.03
Other Interior Repairs	10,000.00	64.10	1.27
Exterior Building	13,000.00	83.33	1.65
Grounds Maintenance	19,000.00	121.79	2.41
R & M Equipment	3,500.00	22.44	0.44
Total Repairs & Maintenance	159,000.00	1,019.23	20.15

	2010 Budget	156 Units	7890 Owners
SUPPLIES			
Office Supplies	7,000.00	44.87	0.89
Cleaning Supplies	33,000.00	211.54	4.18
Maintenance Supplies	11,000.00	70.51	1.39
Firewood	8,000.00	51.28	1.01
Misc. Supplies	10,000.00	64.10	1.27
Paper Goods	21,000.00	134.62	2.66
Light Bulbs	4,000.00	25.64	0.51
Activities Supplies	11,000.00	70.51	1.39
Total Supplies	105,000.00	673.08	13.31
REPLACEMENTS			
Linens	24,000.00	153.85	3.04
Small Appliances	9,000.00	57.69	1.14
Dishes & Flatware	7,500.00	48.08	0.95
Lighting	6,000.00	38.46	0.76
Misc. Replacements	30,000.00	192.31	3.80
Major Appliances	8,000.00	51.28	1.01
Accessories	6,000.00	38.46	0.76
Total Replacements	90,500.00	580.13	11.47
ADMINISTRATIVE			
Project Vehicle	15,000.00	96.15	1.90
Fuel For Equipment	2,500.00	16.03	0.32
Telephone	25,000.00	160.26	3.17
Insurance	57,000.00	365.38	7.22
Postage	7,500.00	48.08	0.95
Entertainment	3,500.00	22.44	0.44
Licenses	1,600.00	10.26	0.20
Newsletter	11,000.00	70.51	1.39
Legal	45,000.00	288.46	5.70
Audit & Tax	9,000.00	57.69	1.14
Management Fee	251,300.00	1,610.90	31.85
Other	4,000.00	25.64	0.51
Accounting & DP	36,000.00	230.77	4.56
Bank Charges	39,000.00	250.00	4.94
Computer Expense	25,000.00	160.26	3.17
Cellular Phone	6,400.00	41.03	0.81
Advertising	7,000.00	44.87	0.89
Uniforms	12,000.00	76.92	1.52
Signage	1,000.00	6.41	0.13
Printing	6,500.00	41.67	0.82
Depreciation	13,000.00	83.33	1.65
Office Rent	12,000.00	76.92	1.52
Equipment Purchases	6,000.00	38.46	0.76
Total Administrative	596,300.00	3,822.44	75.58
UTILITIES			
Water	55,000.00	352.56	6.97
Sewer	55,000.00	352.56	6.97
Gas	180,000.00	1,153.85	22.81
Electric	240,000.00	1,538.46	30.42
Total Utilities	530,000.00	3,397.44	67.17
TAXES & RESERVES			
Other Taxes	8,000.00	51.28	1.01
Property Taxes	83,000.00	532.05	10.52
Replacement A/C	420,000.00	2,692.31	53.23
Provision For Cancellations	30,000.00	192.31	3.80
Additional Reserve	78,900.00	505.77	10.00
Total Taxes & Reserves	619,900.00	3,973.72	78.57
Total Expenses	4,336,900.00	27,800.64	549.67

VACATION CALENDAR

2009				2010							
WEEK	FRI	SAT	SUN	WEEK	FRI	SAT	SUN	WEEK	FRI	SAT	SUN
40	10/02/09	10/03/09	10/04/09	1	01/01/10	01/02/10	01/03/10	19	05/07/10	05/08/10	05/09/10
41	10/09/09	10/10/09	10/11/09	2	01/08/10	01/09/10	01/10/10	20	05/14/10	05/15/10	05/16/10
42	10/16/09	10/17/09	10/18/09	3	01/15/10	01/16/10	01/17/10	21	05/21/10	05/22/10	05/23/10
43	10/23/09	10/24/09	10/25/09	4	01/22/10	01/23/10	01/24/10	22	05/28/10	05/29/10	05/30/10
44	10/30/09	10/31/09	11/01/09	5	01/29/10	01/30/10	01/31/10	23	06/04/10	06/05/10	06/06/10
45	11/06/09	11/07/09	11/08/09	6	02/05/10	02/06/10	02/07/10	24	06/11/10	06/12/10	06/13/10
46	11/13/09	11/14/09	11/15/09	7	02/12/10	02/13/10	02/14/10	25	06/18/10	06/19/10	06/20/10
47	11/20/09	11/21/09	11/22/09	8	02/19/10	02/20/10	02/21/10	26	06/25/10	06/26/10	06/27/10
48	11/27/09	11/28/09	11/29/09	9	02/26/10	02/27/10	02/28/10	27	07/02/10	07/03/10	07/04/10
49	12/04/09	12/05/09	12/06/09	10	03/05/10	03/06/10	03/07/10	28	07/09/10	07/10/10	07/11/10
50	12/11/09	12/12/09	12/13/09	11	03/12/10	03/13/10	03/14/10	29	07/16/10	07/17/10	07/18/10
51	12/18/09	12/19/09	12/20/09	12	03/19/10	03/20/10	03/21/10	30	07/23/10	07/24/10	07/25/10
52	12/25/09	12/26/09	12/27/09	13	03/26/10	03/27/10	03/28/10	31	07/30/10	07/31/10	08/01/10
				14	04/02/10	04/03/10	04/04/10	32	08/06/10	08/07/10	08/08/10
				15	04/09/10	04/10/10	04/11/10	33	08/13/10	08/14/10	08/15/10
				16	04/16/10	04/17/10	04/18/10	34	08/20/10	08/21/10	08/22/10
				17	04/23/10	04/24/10	04/25/10	35	08/27/10	08/28/10	08/29/10
				18	04/30/10	05/01/10	05/02/10	36	09/03/10	09/04/10	09/05/10

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

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

IMPORTANT NOTE: If you have printed a Vacation Calendar (for years 2009, 2010, and 2011) from our website, please discard and revisit our website for a corrected version.