

MOUNTAINSIDE AT ASSANUTTEN

Winter 2014 Volume 35 Number 1

The meeting of the Board of Directors for Mountainside Villas Owners Association, Inc. was called to order by its president, Ken Irish, at 5:00 p.m. on Friday November 8, 2013 in the MVOA Conference Room. The MVOA Secretary, Mary Stracener, called the roll. Board members present were Ken Irish, Andy Blaher, Frank Spielman, Mary Stracener, Mike Kuzma, William Tanner, Rhonda Griffith and Jeff Reid. Evvyn Blaher, Wayne Ford and Roberta Prees attended as a committee members. Representing management were Jocelyn Carl, Jeremy Grogg and Clinton Wells.

The meeting opened with a motion to waive the reading of the minutes from the September 7, 2013 Board meeting. Mike Kuzma requested the minutes be corrected to show that he was present at the meeting. Jocelyn Carl stated that the correction was already made. The motion to waive the reading of the minutes was seconded and approved. A motion was made to approve the minutes. The motion was seconded and approved.

The Board moved into executive session to discuss personnel issues. Back in open session, Ken Irish stated that the Executive Committee approved the renewal of Goodmanagement's contract with the Association. The committee also approved an increase in pay for Jocelyn Carl, General Manager,

BOARD BRIEFS *November 8, 2013*

effective January 1, 2014.

Frank Spielman, Treasurer, stated that the long-term investments that are maturing this year will not be reinvested in any US backed government security. The monies will rather be invested in the current deck replacement project. Collections as of the end of October are at nearly 92% which exceeds the collection rate for all of 2012. The current statement of operations shows MVOA is operating well within budget. The deck replacement project is being expedited. The proposed 2014 budget will be presented for approval to the membership at the Annual Meeting. The proposed budget includes a \$10 CEC increase.

Mary Stracener, Membership Chairperson, stated that RCI scores continue to remain high. The housekeeping department is currently looking to fill one inspector position. Ms. Stracener referred board members to the capital report stating that all goals are on track for 2013. Andy Blaher, O & M Chairperson, stated that the committee looked at and reviewed the sample of the new bathroom. The maintenance department is fully staffed. This year, the department focused more on

preventive maintenance in the units than scheduled. There will now be more focus on major maintenance in the units since we are entering a slower season.

Jeff Reid, reporting for Great Eastern, stated that the resort is gearing up for ski season, which involves a lot of hiring and training of new staff. The new Family Adventure Park Building is still under construction and will not be ready by the start of the upcoming ski season. In the spring, a new Ski School Building will be built in the area of the rental shop parking lot, which will free up space in the lower level of the Ski Lodge. The lower level of the Ski Lodge will then be renovated to include more seats for guests and a cafeteria for busy weeks. Occupancy during the fall months was good. Great Eastern now offers points as well as weeks through their in-house sales department for Regal Vista and Woodstone owners. The resort is moving to a plastic gift card that is reloadable and able to be redeemed throughout the property. Soon to follow, 'mad money' will also be loaded onto a gift card. Mad money is currently handed out as a gift for attending timeshare presentations. An update on the recent 'GORUCK' event was presented which was a success. New construction at Great Eastern remains on hold.

Rhonda Griffith, Nominating Chairperson, stated that this year's

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board election results will be announced at the Annual Meeting once all the votes have been counted. The nomination form for candidates now includes a request that a 100-word candidate profile summary for the newsletter be submitted at the same time as the nomination form. In the future, candidates will be required to adhere to the 100-word allowance for the newsletter summary. An update on current and pending committee involvement was presented to the board. There has been good response from owners who had shown interest in serving on the board now wanting to participate on committees.

Wayne Ford stated that MPOA assessments are increasing \$15 per unit for 2014. The last MPOA meeting was held during the GORUCK event, which was very well attended.

Jocelyn Carl, referred board members to her written report and stated that the MVOA staff has worked hard this year at accomplishing the goals that were set at the beginning of the year. There was some discussion on the current deck replacement.

Jeremy Grogg stated that the Association is better than it was a year ago. CEC collections and bad debt have both improved. MVOA, again had the privilege of turning down the RCI gold crown rating and accepted the silver crown rating. An update on this year's rental program, which was very successful, was presented to the board. The operations of the rental program were also reviewed with the board.

Mike Kuzma, Unit Disposition Chairperson, gave an update on the sale of MVOA units. Sixty-seven units were recently foreclosed and sold. The next foreclosure sale is scheduled for March, at which time the Association will be caught up on multi-year delinquent owner foreclosures. By the end of 2014, the Association will be ready to follow the collection policy by beginning foreclosure proceedings for an owner past due on just one year of maintenance fees.

Under Old Business, there was some discussion regarding whether or not MVOA's health insurance plan is compliant with the Affordable Health Care Act. Goodmanagement will review the policy that went into effect as of 1 Nov 2013 and report their findings to the Board.

Under New Business, Jeremy Grogg stated that MVOA now has the ability to accept maintenance fees online. Once the fees are paid, the owner receives an email confirmation that the payment has been applied to their account. The confirmation also includes their next scheduled check-in date. The owner is also given an option to pay future years. Additional services will be added to the system in the future. There was some discussion regarding the new system.

No additional business was brought before the Board. The Mountainside Villas Owners Association Board of Directors Meeting adjourned at 6:10 p.m.

MVOA UNITS RECENTLY SOLD

Unit 007 Week 21	\$1,250
Unit 044 Week 49	\$1,000
Unit 118 Week 24	\$1,200
Unit 153 Week 45	\$1,110
Unit 044 Week 35	\$ 425
Unit 080 Week 12	\$ 650

Please visit our website at mountainside-villas.com for a list of current units available for sale. Under the owners tab, click on 'units for sale'.

RIGHT-TO-USE

Requests for 2014 Right-to-Use units will be accepted beginning January 2, 2014. If you are interested in additional vacation time at Mountainside Villas, please contact Rebecca McNeely at (540) 236-3595 to check availability. The rates for 2014 are \$565/per week.

ANNUAL BILLINGS

The annual courtesy CEC statements were mailed in November. If you have not received your 2014 statement, please call **(866) 875-1383** to request a copy. Even if you did not receive a statement, you are still responsible for the CEC payment and for late fees that will be assessed on January 31, 2014. **Notice of address change is the responsibility of the owner.** Below is the billing schedule for 2014 CEC's:

- January 1, 2014** CEC due
- January 31, 2014** Late fee assessed on unpaid accounts (statements will be mailed)
- March 1, 2014** Statements mailed on unpaid accounts
- March 31, 2014** Unpaid accounts sent to third party collection agent. Interest at 1% per month on the unpaid balance will be assessed.
- September 1, 2014** Certified letter mailed giving notice of 'intent to lien'. To avoid foreclosure, the Owner can elect to either pay the amount due or sign the deed of ownership over to Mountainside Villas Owners Association.
- October 1, 2014** Unpaid accounts turned over to the Association's attorney to begin foreclosure process.

**Payments may be sent to:
MVOA • PO Box 12967 • Newport News, VA 23612**

To avoid having unpaid account balances sent to collections, contact the office at (866) 875-1383 for further assistance. Please be advised that delinquent accounts incur a \$25 late fee and a 33% administrative fee.

ANNUAL MEETING RECAP

The Annual Meeting of Membership of the Mountainside Villas Owners Association, Inc. was called to order by the MVOA President, Ken Irish, at 11:00 a.m. on November 9, 2013 in the lower level of the MPOA Administrative Building. Mr. Irish, acting as meeting chairman, welcomed everyone to the meeting and asked the board members to introduce themselves to the membership. Present at the Meeting were Ken Irish, Andy Blaher, Frank Spielman, Mary Stracener, Rhonda Griffith, Mike Kuzma, Wayne Shipman, William Tanner and Jeff Reid. Director Peter Stark was absent. Mr. Irish appointed Mary Stracener as secretary for the meeting.

Mr. Irish called for proof of notice of the meeting. Jocelyn Carl, General Manager, certified that formal notice of the meeting had been sent to all owners of record by first-class mail on October 2, 2013. Jim Lecalis and John Griffith, members, verified that they had received the notice. The letter was accepted and recorded by the secretary as proof of the notice, a copy of which is attached to and made part of these minutes.

Mary Stracener, board secretary, certified that the meeting was called to order with 12.3% of the total membership being represented in person or by proxy and that a Quorum was present in accordance with the by-law requirement for participation of more than 10% of the aggregate voting interest.

A motion was made to waive the reading of the minutes from the November 10, 2012 Annual Meeting and approve them as written. The motion was seconded and approved.

The Chairman presented the six candidates for the three seats available on the Board of Directors. Two current Board members are running for re-election. Board member, Wayne Shipman, elected to retire. The Chairman reviewed the candidate selection processes. In accordance with MVOA By-Laws only two candidates can be nominated per open Board position. The Nominating Committee's recommended six candidates were approved by the Board in the September BoD meeting. The six candidates were placed on the Ballot that was mailed to each owner. Consequently no nominations will be accept from the floor. Nominations were declared closed. Jim Lencalis and Thomas Little, MVOA owners, volunteered to be inspectors of the election. A motion was made to accept the inspectors by acclamation. The motion was seconded and passed.

The Chairman presented the established rules of order to ensure a smooth, efficient and democratic conduct of the meeting. Among the rules, only bona fide owners and

valid proxy holders are allowed to vote and participate in any discussion. Anyone appearing on the ballot can withdraw his/her nomination.

The inspectors, assisted by Mary Stracener, counted the ballots. While the ballots were being tabulated, Mr. Irish asked the committee chairpersons to present reports to the membership.

Treasurer's Report

Frank Spielman, Treasurer, thanked the members of the budget committee, members of the MVOA management team and the Goodmanagement team for their support. MVOA is nearly a 4-million dollar operation and is currently in a very sound position. The year-to-date operating expenses are within budget. CEC collections to date have improved and are at nearly 92% having exceeded all of 2012 collections. The reserve fund is approximately 1.1 million dollars and is primarily reserved for any capital emergencies. The funds are currently invested in US government backed securities and are laddered in a 10-year program. The board has approved to not reinvest the funds that are maturing this year but to rather invest the funds into the deck replacement program. The cost savings by purchasing deck replacement materials in bulk more than offset the interest that would have been earned re-vesting into government back securities.

Mr. Spielman presented the 2014 proposed budget to the membership. The proposed budget includes a CEC increase of \$10. The board believes the proposed budget is an executable budget and presents it to the membership for approval. A motion was made to approve the 2014 budget. The motion was seconded and approved.

O & M Committee

Andy Blaher, O & M Chairperson, stated that the deck replacement project is on track and going well. MVOA is on schedule with the planned capital budget for this year. The deck replacement project will continue through next year and is the main focus of the year, utilizing over 50% of the capital budget next year. Living room furniture replacement will also continue next year. The television replacement and new bathrooms will also continue into next year as part of the scheduled capital plan. Ceiling fans will also be added to the bedrooms at the time of the upstairs bath renovation. Unexpectedly, the main boiler in the laundry room needed replacement this year. There were also more refrigerator failures than anticipated; therefore, the amount of refrigerators scheduled for replacement next year was increased. Heat pump and water heater replacement is moving along. Preventive maintenance in the units exceeded the goals at 144%.

Membership Committee

Mary Stracener, Membership Chairperson, stated that MVOA had a great year and met the goals set at the beginning of the year. RCI scores have remained high. Ms. Stracener thanked the staff for a job well done and thanked the owners for showing an interest in their property by attending the meeting.

Great Eastern

Jeff Reid, reporting for Great Eastern, stated that they are currently preparing for the upcoming ski season and are in the process of hiring and training the seasonal staff. Construction of the Family Adventure Park is under way and should be completed during the winter season. In the spring of 2014, construction will begin for the new Ski School Building which will house the ski lesson program. Fall occupancy was strong. Great Eastern now offers an option of purchasing points or weeks for Regal Vistas and Woodstone owners through their in-house sales department. Reloadable, plastic gift cards will soon be available for purchase. An update on the recent 'GORUCK' challenge was presented. The event was well attended and a success.

Management

Jocelyn Carl, General Manager, thanked the board for their support and for providing what is needed to get the job done. Ms. Carl reported on the staff at MVOA stating that many employees have been with the organization for several years and are committed to the success of MVOA, which is evidenced by the high comment card scores. The staff participated in supporting various entities throughout the year such as the local food bank and tornado victims in Oklahoma.

MVOA owners will have the ability to pay their 2014 maintenance fees online via the Mountainside Villas web site. Jeremy Grogg, representing Goodmanagement, gave an update on the new option for owners to pay their maintenance fees online using their Visa or Mastercard credit cards. Other services will be made available on the website in the future

Unit Disposition

Mike Kuzma, Unit Disposition Chairperson, stated that the board has worked hard to accelerate and streamline collection efforts and reviewed the collection processes with the membership. Letters are now sent to delinquent owners offering the option of deeding the unit back to the Association in lieu of foreclosure, which saves money for the Association by eliminating collection and legal fees. An update on the recent foreclosure was presented. Mr. Kuzma proposed that the next newsletter include a list of the recent units acquired and sold by MVOA with their selling prices. The rental program processes were reviewed with the membership.

Election Results

The Board election results were announced by the Board Secretary: Based upon the vote certified by the election inspectors Andy Blaher and Michael Kuzma were re-elected and Wayne Ford was elected to fill the vacant Board member seat. Mr. Irish stated that the Secretary would enter the certification of election into the Annual Owners meeting minutes.

Board Member Recognition

Wayne Shipman elected to retire after ten years of service to the Board, first as a committee member then a Board member and at one point serving as Board President. Ken Irish presented a plaque to Wayne Shipman recognizing his outstanding service to MVOA.

Mr. Irish declared the Annual Meeting in recess at 11:50 a.m. He stated the Board would be reconvened after the distribution of door prizes. Door prizes having been distributed, the Annual meeting was called back into session by the Board President. The President announced that the Board members elected to retain the 2013 Board organization. The Board officers for 2014 are: Kenneth Irish, President; Andy Blaher, Vice-President; Frank Spielman, Treasurer; and Mary Stracener, Secretary. Committee Chairs remained unchanged. The Board and Annual meeting dates for 2014 were announced. The dates are:

Board of Directors Meeting Dates:

Saturday March 22, 2014

Saturday June 7, 2014

Saturday September 6, 2014

Friday November 7, 2014

Annual Owners Meeting:

Saturday November 8, 2014

The Annual meeting was then opened for comments and questions from the floor. Comments and questions were addressed and no follow up actions were required by the MVOA Board or management. A motion was made and seconded to adjourn the 2013 Annual Owners Meeting. There were no questions and a voice vote to adjourn the meeting was called. The 'yeas' prevailed and the meeting was adjourned.

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PROXY WINNERS—*Congratulations!*

Thank you to all owners who participated in the recent Board member election! We would also like to congratulate the two (2) winners in our random proxy drawing. The winners are Robert Kleinfeld from Denver, CO and Joseph & Regina Mullinix from Westminster, MD. Both have won a free week at Mountainside Villas!

MVOA BOARD MEMBERS – 2013

Kenneth Irish – President, Andy Blaher – Vice-president, Frank Spielman – Treasurer, Mary Stracener – Secretary, Peter Stark – Board Member, Wayne Ford – Board Member, William Tanner – Board Member, Rhonda Griffith – Board Member, Michael Kuzma – Board Member and Jeff Reid – Developer Representative.

If you would like to contact a board member, please forward correspondence to:

MVOA

Attn: *(Board Member's Name)*

PO Box 1351 • Harrisonburg, VA 22803

Your correspondence will then be forwarded to the appropriate board member.

ARTWORK FOR SALE

One of our current projects at Mountainside Villas has been to replace artwork in the units. Over the course of the next year, the artwork being removed from the units is being made available to owners for purchase. Please visit our Welcome Center during your stay to view the artwork for sale.

AUTOMATIC PRE-PAYMENT MAINTENANCE FEE PLAN

Please visit our website at www.mountainside-villas.com to find detailed information about our pre-payment plan for 2015. The plan allows you to pre-pay your maintenance fee in monthly installments. To enroll, complete the required authorization agreement form found on our website.

ON-SITE RCI REPRESENTATIVE

Great Eastern now has an on-site RCI representative, Molly Walkup, who is available to all owners and guests at the resort. Be sure to stop by the Woodstone Meadows facility to have all of your RCI questions answered!

CAPITAL GOALS FOR 2014 & COMPLETIONS FOR 2013

The following will give you a synopsis of capital improvements at Mountainside Villas for the year.

Capital Completion for 2013

Project	Goal	Completed
Exterior Lighting	6 buildings	6 buildings
Living Room Picture Windows	15 units	15 units
Carpet – Full Unit	8 units	8 units
Master Bedroom Televisions	75 units	85 units
Master Bedroom Lighting	45 units	45 units
Exterior Decks	51 units	51 units
Laminate/Vinyl Flooring	12 units	12 units
Refrigerators	10 units	11 units
Electric Range	7 units	7 units
Jenn Air Grills	45 units	45 units
Dishwashers	10 units	10 units
Microwaves	5 units	5 units
Heat Pumps	15 units	15 units
LR Upholstered Furniture	65 units	65 units
LR Coffee & End Tables	45 units	45 units
Upstairs Bathroom	1 unit	1 unit

Capital Goals for 2014

Project	Goal
Living Room Picture Windows	10 units
Master Bedroom Televisions	55 units
Living Room Lighting	45 units
Exterior Decks	51 units
Laminate/Vinyl Flooring	10 units
Refrigerators	26 units
Dishwashers	20 units
Microwaves	10 units
Heat Pumps	15 units
Living Room Upholstered Furniture	65 units
Upstairs Bathroom	14 units
Master & Queen Bedroom Fans	15 units
Sliding Glass Doors & Windows	5 units
Roof Replacement	2 buildings

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Eugene Hodge
100 Emancipation Drive
SCI Room 169A
Hampton, VA 23667
Day & Eve (757) 344-7595
\$3,000 negotiable

Unit 078 TP 01
Unit 162 TP 06
Margaret (Peggy) Sculthorpe
3305 Birchbrook Road
Richmond, VA 23228
Day & Eve (804) 261-4134
\$3,500 per unit, \$6,500 for both

Unit 129 TP 39
Susan Garing
1318 N. Main Street
Honesdale, PA 18431
Day & Eve (570) 253-3621
lgaring@verizon.net
\$12,000

Unit 086 TP 09
Robert & Beverly Rowell
601 W. Carrollton Avenue
Salem, VA 24153
Day (540) 765-7878
Eve (540) 389-1841
robert.rowell@va.gov
\$3,000

Unit 070 TP 49
Warren E. & Billie M. Elliott
PO Box 488
Saltville, VA 24370
Day & Eve (276) 496-5433
webe5thhobe@embarqmail.com
\$3,500 negotiable

Unit 068 TP 02
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