

# MOUNTAINSIDE AT ASSANUTTEN

Summer 2017 Volume 38 Number 3

Present at the Commencement of the Meeting: Ken Roko, Andy Blaher, Frank Spielman, Mary Stracener, Wayne Ford, Joanne Springer, Beth Tate and Jeff Reid.

Absent: Michael Kuzma

Representing Management: Jocelyn Carl and Dale Goodman.

Committee Members: Evynn Blaher, Stephen White, Bobbie Prees, Rick Sourbeer and Lance Tate.

Visitors: Vickie Skees and Melanie Foster

The meeting was called to order by the Board President, Ken Roko. The meeting opened with a motion to waive the reading and approve the minutes from the March, 2017 Board meeting. The motion was seconded and approved.

## Executive Committee

No report.

## Treasurer's Report

Frank Spielman, Budget Committee Chairperson, stated that the monthly CEC's and the Special Assessment were both 84.3% as of May 31st. After

## BOARD MINUTES

*June 3, 2017*

a three year decline, the numbers remaining the same as 2016 it's encouraging to see them leveling off which may be in part to the new collection policy implemented in 2016. The Statement of Operations is showing that we are operating in positive territory and we are currently \$18,000 under budget.

Mr. Spielman discussed the delinquent accounts in the Collection Status Report. At the end of March 2017 MVOA had 14 unit/weeks at collections on a payment plan. This compares with over 300 units in collections at the same comparable time in 2016. The new collection policy

does bring more units returned to MVOA in need of foreclosure. The foreclosure agreement that is in place with Great Eastern is providing assistance to MVOA. It has worked well with 48 units going through the auction process on May 27, 2017 and approximately 90 are at the attorney's office now working through the foreclosure procedure. Mr. Spielman recognized the coordination efforts of Nicole from Goodmanagement with Great Eastern.

Mr. Spielman reported that management completed the first draft of the 2018 budget and the committee will work on that for the next three (3) months analyzing the 100+ operations line items along with the 20-30 capital line items. The biggest upcoming changes are coming from Great Eastern activities, wages and the refurbishment of the Capital Reserve Fund to bring it back into the 10 year plan.

A motion was made to accept the Treasurer's report. The motion was seconded and approved.

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### **Membership Committee**

Mary Stracener, Membership Committee Chairperson, reported that our RCI scores on guest comment cards have been very good this year with Housekeeping 4.6, Maintenance 4.3 and the Front Desk at 4.5. Maintenance and the front desk are fully staffed and housekeeping is in need of two (2) more full-time housekeepers and inspectors. The committee discussed living room furnishings that are slated to begin replacement in 2018. A couple of possibilities have been identified that they will review with the Committee in September.

A motion was made to accept the Membership Committee report. The motion was seconded and approved.

### **O & M Committee**

Andy Blaher, O & M Chairperson, reported that the maintenance PM's and majors are on target to date. The newly hired carpet technician has cleaned 34 units since May. MVOA has two (2) of golf carts in the shop being repaired. MVOA has replaced 117 of the Jenn-Air grills. The Jenn-Air grills are no longer being manufactured and the committee is looking at potential replacement equipment as they age out of service.

A motion was made to accept The O&M Committee report. The motion was seconded and approved.

### **Manager Report**

Jocelyn Carl, General Manager reported with a visual display highlighting our unit changes throughout time here at MVOA and the results of capital investments for renovations.

Inside - Upstairs: the loft renovation, bedroom furniture, bedding, lighting and the bathroom. A complete downstairs renovation with new furniture including artwork, lamps, televisions a new fireplace and flooring. Gutting the downstairs bathroom with a shower addition in 115 units. New kitchen cabinets, counter tops and appliances along with recessed lighting. Outside – new roofing, siding, decking and concrete steps/walkways. The Welcome Center with new flooring and furniture.

Our current projects: installing washers & dryers, flooring, bedroom fans, living room fans, atrium doors and picture windows. Remodeling upstairs bathrooms, flooring and roofing of buildings. New bedroom fans,

living room fans, refrigerators, dishwashers, stoves, microwaves and Jenn-Air grills inside.

Outside new handrails and lighting fixtures. Utilizing quality materials that will stand the test of time to help keep our units 'new, fresh and modern'. Upcoming projects: kitchen counters and living room furniture.

A motion was made to accept the Manager report. The motion was seconded and approved.

### **Great Eastern**

Jeff Reid, reporting for Great Eastern, stated that it is exciting to see the changes in our units and keeping them updated. The resort has had a busy spring and the results of opening two (2) new lobby spaces in 2016 worked well. Select Woodstone and Summit refurbishments are nearing completion. A focus on Safety & Wellness continues to be a priority along with RCI scores. Great Eastern is working with a group of JMU Hospitality Student Interns.

There is a resort wide Clean-up day focusing on five (5) areas, planned for June 8<sup>th</sup> with MVOA employees invited to attend. The resort will be having a Customer Service Training week in October and invites MVOA employees to attend a training session starting October 24<sup>th</sup>. 61 International Students have arrived and are in training learning their roles and about the resort.

The Summer Pass Program is now offering several options and early feedback on them has been positive. Campfire Grill will be opening in the later part of June with an exciting menu and new deck seating.

### **Unit Disposition**

Ken Roko, Unit Disposition Chairperson reported that the foreclosure process has been working well and effective. Jeff Reid of Great Eastern affirming that our current disposition process has been effective with no changes necessary.

A motion was made to accept the Unit Disposition Report. The motion was seconded and approved.

### **Policy Committee**

Beth Tate, Policy Committee Chairperson reported that the committee did not meet in June and continues working on updating policies.

A motion was made to accept the Policy Committee report. The motion was seconded and approved.



## **Nominating Committee**

Beth Tate reporting for Chairperson Michael Kuzma reported that Michael Kuzma, Nominating Committee Chairperson has worked with management to prepare the e-mail requesting interested and qualified owners to apply for a vacant board position. The date to have the paperwork returned to MVOA and be considered for the 2017 election is August 12, 2017.

A motion was made to accept the Nominating Committee report. The motion was seconded and approved.

## **MPOA Representative**

Wayne Ford, MPOA representative, reported that the summer concert series started June 3rd at Hopkins Cabin on Saturday evenings beginning at 6:30 pm. The next two concerts in the series are July 1st and August 5th at Hopkins Cabin.

Mr. Ford informed us that MPOA is leading the resort in compiling a group of individuals to form a Firewise Committee. NFPA's Firewise USA program encourages local solutions for safety by involving homeowners in taking individual responsibility for preparing their homes from the risk of wildfire. Firewise is a key component of Fire Adapted Communities—a collaborative approach that connects all those who play a role in wildfire education, planning and action with comprehensive resources to help reduce risk.

MPOA received a letter from US Park Rangers reminding all owners and guests to help prevent attracting wildlife, in particular bears. Please do not place refuse outdoors without a bear proof container nor to place birdfeeders outdoors.

## **Old Business**

Jocelyn Carl, General Manager reported on the documentation MVOA received from APR Associates regarding MVOA's responsibility in meeting ADA Compliance laws. The APR architect visited the property on several occasions while gathering very detailed information. Including visits to the different types of units, accessibility with the amounts of steps, as well as the bathrooms, kitchens, parking lots, walkways and roadways.

APR Associates was surprised to see the amount of work that MVOA does. Accommodating as much as

possible to help and assist our owners and guests when they may have a need for ADA accommodations. The Association works to offer arrangements for a less steps unit, use of an access road, providing temporary ramps to selected unit blocks and working with GERC for usage of their full ADA compliant units when available. Attempting to allow easier access for individuals to enjoy their time here at Massanutten Resort.

Ken Roko, President reported further on the findings of this initial assessment completed by APR Associates of the MVOA property regarding: ADA/Accessibility related to time share condos. A synopsis of those findings are as follows: MVOA property may be governed relative to ADA and accessibility standards by the following three items.

- ICC (International Code Council) 1111.1-2012, which is the portion of the building code to which Virginia has applied amendments and adopted as the Uniform Building Code of Virginia.
- Fair Housing Act Design Manual, published by the US Department of Housing and Urban Development
- 2010 ADA Standards for Accessible Design published by the US Department of Justice.

Regarding MVOA's needs and APR Associates recommendations going forward, the following is a short form explanation for differences of the above mentioned documents.

- The ICC International Code Council document is a document produced and updated every three (3) years, for which each state reviews and makes their individual state reviews and makes their individual state by state determinations as to how much of the document and when they will adopt the document as the building code governing the new and renovated built environment in their jurisdiction.
- The Fair Housing Act establishes requirements and guidelines intended to reduce barriers for individuals living with disabilities and to encourage the design and construction requirements applicable to construction of multifamily dwellings containing four (4) or more units built for the first time occupancy after March 31, 1991. (MVOA units were built between 1978 and 1985.)



- The 2010 ADA Standards for Accessible Design was developed as a civil rights legislation and as federal law has the potential of supplanting the other two documents given a conflict in requirement(s). The potential of a conflict is not very likely, though, given that there is a lot of overlap in the standards for accessibility that are quoted and made part of each standard either directly or by reference.

The difference in applicability for these documents are in simple form as follows:

1. ICC deals with construction projects, new, additions, renovations, etc.
2. Fair housing deals in used primarily in new or renovated or retrofitted housing projects.
3. ADA is the law that governs new and existing built environment of various types based on an individual civil rights perspective granting equal access to the built environment.

Conclusion: as an existing project built prior to 1991, until you actually make a change or do work on the property for any reason, it is our opinion that only item three (3), the ADA, actually has bearing on your property's status of compliance.

With our initial review into issues determining the scope of accessibility MVOA needs to become compliant we are of the opinion that eight (8) is the total number of accessible units required. Two of those would be required to have roll-in showers.

MVOA legal representation offered the following response to the review of APR Associates analysis and proposal: Based on the information contained in the letter, I understand that MVOA is a public accommodation, was constructed prior to 1991 and no construction alterations have been made since 1991. Accordingly, the ADA compliance placed on MVOA is barrier removal. The regulations establish priorities for barrier removal priorities for pre-1991 public accommodations. The defense to barrier removal is that it is not readily achievable. Only when barrier removal is not readily achievable are alternatives such as using a unit in another facility potential viable means of accommodation. We need to know that barrier removal is in fact not readily achievable in order to accept this alternate means of

accommodation. I would believe that it could be done as a temporary measure while ascertaining of trying to accomplish appropriate barrier removal.

The complete recommendation is being reviewed and studied by the Board of Directors and Committee members. Further reports will be made to the MVOA membership as further discovery happens and decisions are made.

Andy Blaher, O&M Committee Chairperson reported on the repair/replacement of the retaining wall in front of unit block 141-145. The wall had a delay in completing construction due to the discovery of greater underlying soil conditions when work was initially started. That finding required that work stop and MVOA to send out an additional Request for Proposal to have the wall comply with today's requirements and standards with new architectural drawings. Jocelyn Carl, MVOA General Manager sent out nine (9) requests and received two (2) bids in response one for \$149,745 and one at \$92,300. We accepted the lower bid and work is again underway. Completion is expected to be done in early July. The budget for this project was based on the original design. The unexpected additional requirements placed the project \$47,200 over budget. MVOA management and board members have adjusted other capital budget line items (placing some plans on delay, renegotiating other items and finding ways to save) to cover the unexpected project increase remaining within the written 2017 capital plan.

Dale Goodman of GOODMANagement, reported on the 2014-2015 unexpected overage for legal fees that was discussed in a previous Board of Directors meeting. MVOA's additional \$26,000 legal fee occurrence was in response to Utilities, Inc. sending notification of a water price increase. The findings from the legal team that represented MVOA and worked tandemly with GERC for a resort wide unified approach were: A proposed residential 4% decrease, hospitality groups a 26% increase, the Massanutten Water Park up to a 200% increase and a commercial increase of 80%. The proposed collections of funds being utilized to update and complete retrofitting work to the aging system and stay within code. Municipalities generally do not accumulate funds for this type of requirement



and will request the increase to accomplish their goal. The results of the team work showed that for every one (1) time share unit served they could serve, five (5) residential units could be served and the increase should be incurred by all equitably. The agreed upon results of the Resort efforts offered an annual savings of \$5,000 to MVOA. To date, all of the capital raised from that last increase has been spent. Utilities, Inc. has requested an additional price increase to complete the project.

### New Business

Ken Roko, President reported on information about Time Share Units and current industry averages regarding resort occupancy, CEC fees, the mix of units by number of bedrooms and average unit size in square feet. Findings found are listed below.

MVOA 2017 CEC - \$495 53% of the national average Square Footage 1500 ft.

2017 Average Occupancy (weeks 1-20) 118 @ 67.43%

No additional business was brought before the Board. The Mountainside Villas Owners Association Board of Directors meeting adjourned at 11:55 a.m.

#### MIX OF UNITS BY NUMBER OF BEDROOMS

Unit type	Count	Percent
Studio	13,320	7%
1 bedroom	43,720	22%
2 bedrooms	129,200	64%
3 bedrooms or more	14,480	7%
<b>Total</b>	<b>200,720</b>	<b>100%</b>

Percent of 614 respondents – percentages may not add due to rounding

#### AVERAGE UNIT SIZES IN SQUARE FEET

Unit type	Square feet
Studio	410
1 bedroom	700
2 bedrooms	1,180
3 bedrooms or more	1,660
<b>Weighted average</b>	<b>1,060</b>

Weighted average based on 593 total resorts  
There were 254 respondents for studio units,  
443 for one BR, 536 for two BR and 277 for three+ BR.

	Active sales resorts	Sold-out resorts
Owner/Owner's guest	46%	44%
Exchange guest	14%	21%
Renter	16%	8%
Marketing guest	6%	3%
Vacant	18%	24%

Percent of 308 active sales resorts, 190 sold-out resorts

#### OCCUPANCY BREAKOUTS

Type	Percent of time available	Occupancy level (%)	Percent of resorts responding
Owner/Owner's guest	45%	Less than 60	9%
Exchange guest	16%	60-69	9%
Renter	14%	70-79	20%
Marketing guest	5%	80-89	38%
Vacant	20%	90 or more	23%

Percent of 438 respondents, weighted by units – percentages may not add due to rounding

#### Unit type Maintenance fee

Studio	\$560
1BR	\$710
2BR	\$960
3BR+	\$1,270
<b>Weighted average</b>	<b>\$920</b>

#### Average maintenance fee Percent of resorts responding

Less than \$500	10%
\$500 to \$599	15%
\$600 to \$699	17%
\$700 to \$799	11%
\$800 to \$899	6%
\$900 to \$999	8%
\$1000+	33%

#### Account delinquency status Percent of accounts

Current (<31 days delinquent)	91.2%
31-60 days delinquent	0.6%
61-90 days delinquent	0.2%
91-120 days delinquent	0.3%
More than 120 days delinquent	7.7%

#### Percent of respondents

All accounts current	3%
95% to 99% of accounts current	43%
90% to 94% of accounts current	12%
85% to 89% of accounts current	13%
80% to 84% of accounts current	12%
Less than 80% of accounts current	18%

#### MAINTENANCE FEE BREAKOUTS

Unit type	Active sales resorts	Sold-out resorts
Studio	\$570	\$540
1BR	\$710	\$690
2BR	\$960	\$940
3BR+	\$1,260	\$1,340
<b>Weighted average</b>	<b>\$960</b>	<b>\$870</b>

Percent of 273 active sales resorts, 163 sold-out resorts

#### MAINTENANCE FEE DELINQUENCIES

	Active sales resorts	Sold-out resorts
Current (<31 days delinquent)	92.5%	87.0%
31-60 days delinquent	0.1%	2.3%
61-90 days delinquent	0.1%	0.6%
91-120 days delinquent	0.1%	0.9%
More than 120 days delinquent	7.2%	9.2%

Percent of 146 active sales resorts, 119 sold-out resorts



## DEADLINE FOR CANDIDATE PROFILES NEARS

Three seats on the MVOA Board of Directors will be up for election at this year’s Annual Meeting in November along with a current board vacancy that will allow a fourth candidate to fulfill that vacancy for the remaining one year of the three-year term. The Nominating Committees responsibility of reviewing and recommending eight (8) candidates whose names will appear on the ballot sent to each MVOA owner.

Interested individuals are urged to step forward and become a candidate for the upcoming elections. This is an opportunity for you to play an active role in decisions concerning MVOA. This job is strictly voluntary, although actual travel expenses up to \$300 are reimbursed. Accommodations and two meals are provided for each board meeting. For each three year term the candidates must be prepared to attend quarterly Board and committee meetings which are often held the Friday afternoon, preceding the Saturday morning Board meeting.

The Nominating Committee Chairman is requesting that any member of the Association interested in becoming a candidate for election to a seat on the MVOA Board of Directors, submit a Candidate Profile and an 80-word biography to the Nominating Committee to be received at MVOA by August 12, 2017. All interested candidates must be in good standing with the Association.

The candidate profile form is available on our website at [www.mountainside-villas.com](http://www.mountainside-villas.com) under the OWNERS drop down menu. Please send all Candidate Profile Forms to: MVOAAttn: Nominating Committee P.O. Box 1351 Harrisonburg, VA 22803-1351. If you would like additional information, please contact Michael Kuzma, MVOA Board Member and Nominating Committee Chairperson at (757) 775-8007, [Princetonvaluer@msn.com](mailto:Princetonvaluer@msn.com).



## ELECTRONIC NEWSLETTER FOR MVOA

MVOA offers electronic editions of the quarterly newsletter. For the three year period coinciding with the washer/dryer installation of calendar years 2015, 2016 and 2017 we are sending a Summer and Fall edition in hard copy. In 2018 we will return to sending one hard copy of the Fall Newsletter containing the proxy to all owners. You may also access current and previous newsletters by visiting our website under the Owner tab. For owner’s interested in reading the financial plan you will need a password to access it.

## LET YOUR VOICE BE HEARD

The MVOA Board of Directors and committee members are seeking your opinion/ideas or suggestions on two (2) upcoming items: One (1) – Washers and dryer installations will be completed at the end of this year. The three year installation project will come to a close with opportunity to then decide how to utilize the commercial paid laundry that is currently available for owner/guest usage. How would you like to see the space utilized? I think it would be great to have a \_\_\_\_\_ in the space. Two (2) – In 2018 MVOA will start replacing living room furniture. The Membership committee is seeking your input and would like to know if you have any suggestions. It could be anything from color scheme to specific types of furniture (i.e., sofa and love seat vs. wrap-around sectional). Please send your thoughts/ideas or suggestions on either or both items to [suggestions@mountainside-villas.com](mailto:suggestions@mountainside-villas.com) by August 15<sup>th</sup>.

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## FUTURE BOARD MEETING DATES

The board meeting dates for the remainder of the year are as follows:

### Regular Meetings:

Saturday September 09, 2017 10:00 a.m.

Friday November 10, 2017 5:00 p.m.

### Annual Meetings:

Saturday November 11, 2017 11:00 a.m.

All regular meetings will be held in the MVOA Conference Room at the MVOA Welcome Center. Committee Meetings in June and September are scheduled the Friday evening preceding the Board Meetings. Your attendance is welcome.

Any issue you wish to have brought before the Board must be submitted in writing a minimum of two weeks before the meeting to allow adequate time to research the issue for discussion purposes.



## REMEMBER: MOUNTAINSIDE VILLAS OFFERS OGRE DECISIONS!

What is an OGRE Decision? It's your annual vacation decision. Are you going to stay as an **Owner**, send a **Guest**, **Rent** out your unit, or **Exchange**? You can now choose your vacation destination with MVOA's MOVE app, Move Online Vacation Engine. Take control and make all your vacation decisions quickly and easily on your smart phone, tablet or PC. You can also pay your annual maintenance fees online with your Visa or MasterCard. You must have a valid email address listed on your account to utilize these services! To submit or confirm an email address, please call our front desk staff at (540) 289-6003. Mountainside Villas excitedly was one of the first resorts to offer this service to our owners and we hope you use the tool and can provide us with helpful feedback about your experience. If you need help registering, making a payment or processing your OGRE decision, please contact our online support team. Please call or email Shaina Freese at (407) 953-5144 (direct line) or email at [OwnerServices@ResortSupport.com](mailto:OwnerServices@ResortSupport.com)

## CHECK-IN DATES AT MOUNTAINSIDE VILLAS

Mountainside Villas offers Friday, Saturday and Sunday check-ins. Because of this arrangement, week 1 at Mountainside Villas will **always** begin on the first Friday of the year.

With this in mind...

**BEFORE MAKING YOUR VACATION PLANS, PLEASE BE SURE TO CONFIRM YOUR CHECK-IN/CHECK-OUT DATES** by calling our front desk office at (540) 289-6003 or visit our website at [www.mountainside-villas.com](http://www.mountainside-villas.com) to view the Mountainside Villas 2017 calendar.

**Please note: All resort calendars vary (including RCI's calendar). Please refer ONLY to your Mountainside Villas calendar for check-in dates!**



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## CLASSIFIED ADS › SUMMER 2018

### **Unit 004 Week 42**

Denise Zuidema  
Day & Evening (413) 250-6764  
dezuidem@hotmail.com  
\$2,000 negotiable

### **Unit 036 Week 51**

James & Lucy Powell  
Day (540) 298-0999  
Evening (540) 289-6962  
wplpowell@yahoo.com  
\$2,000 negotiable

### **Unit 073 Week 16**

Mickey & Constance Bell  
Day (704) 472-8580  
Evening (704) 734-0171  
bell.trapper@gmail.com  
\$1,500

### **Unit 002 Week 02**

Edward Schultz  
Day & Evening (352) 428-0648  
bullmoose.22inf@gmail.com  
\$4,250

### **Unit 144 Week 01**

John Fitch  
Day & Evening (703) 704-5325  
JFDW1111@gmail.com  
\$1,500 negotiable

### **Unit 127 Week 05**

Andrew Kuhlman  
Day & Evening (703) 906-4329  
andrew@midatlanticpower.com  
\$1,500

### **Unit 008 Week 48**

Robert & Karen Ritz  
Day (540) 538-0303  
Evening (540) 582-5636  
ritz4r@msn.com  
\$1,200 negotiable

### **Unit 152 Week 51**

Long & Sheieh Hsu  
Day & Evening (415) 300-7604  
shiehfanhsu@gmail.com  
\$1,500 negotiable

### **Unit 002 Week 03**

Edward Schultz  
Day & Evening (352) 428-0648  
bullmoose.22inf@gmail.com  
\$3,800

### **Unit 024 Week 34**

Kathryn Michalitsianos  
Day & Evening (410) 533-1752  
apollo829@aol.com  
\$1,800 negotiable