

MOUNTAINSIDE AT ASSANUTTEN

Winter 2016 Volume 37 Number 1

Present at the Commencement of the Meeting: Ken Irish, Andy Blaher, Frank Spielman, Rhonda Griffith, Mary Stracener, Kenneth Roko, and Jeff Reid.

Absent: Mike Kuzma, Peter Stark, and Wayne Ford.

Committee Members: Thomas Little and Evynn Blaher.

Representing Management: Jocelyn Carl and Jeremy Grogg.

Visitors: Stephen White and Beth and Lance Tate.

The meeting was called to order by Ken Irish, Board President. The meeting opened with a motion to waive the reading and approve the minutes from the September 2015 board meeting. The motion was seconded and approved.

Mr. Irish excused all meeting attendees who were not either board members or Jeremy Grogg from the room and the board moved into executive session.

Executive Committee
No report.

Treasurer's Report
Frank Spielman, Budget Committee Chairperson, reported that the ten year

BOARD MINUTES

November 13, 2015

reserve fund has dropped back to an eight year program. MVOA is scheduled to re-fund the reserve fund with \$30,000 by the end of 2015. MVOA will continue to replenish the fund over the next few years. CEC Collections as of October are at 90.2%, which is 1.6% below last year. The special assessment collection is at 89.8%. Mr. Spielman noted that the special assessment collection has remained just below regular collections all year long. Seventy-seven (77) unit weeks are currently in foreclosure at

the attorney's office. The Statement of Operations indicates MVOA is operating well within budget estimates. Mr. Spielman will present the proposed 2016 budget during the Annual Membership Meeting on November 14, 2015. He noted that the 2016 budget includes a final CEC of \$475 (an increase of \$20 per week over last year).

Membership Committee

Mary Stracener, Membership Committee Chairperson, reported that scores on guest comment cards have been exceptionally good in 2015 despite being understaffed. Five (5) housekeeping positions, three (3) inspector positions, and one (1) part-time front desk position are currently vacant. Maintenance is on schedule with unit improvements. Discussion followed Ms. Stracener's report. The majority of low scores were related to late check-in issues, problems incurred by people attempting to check in at Woodstone, and challenges to housekeeping attributed to currently being

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understaffed. Rhonda Griffith stated first-time visitors may find the map with the unit locations confusing. Mr. Irish responded by stating that the front desk is available to assist visitors with locating their unit on the map. Mr. Spielman noted that a lot of signage around the area has been updated throughout the course of the year.

O & M Committee

Andy Blaher, O & M Chairperson, reported that maintenance is presently fully staffed after the recent fulfillment of an open groundskeeping position. A search is in progress to fill the HR manager position before the end of 2015. Repairs are underway in Unit 145, which experienced significant flooding earlier this year after a supply line cracked. Drywall has been replaced in the unit and countertops and carpet will be replaced next. Mr. Blaher reported that approximately six (6) units were recently identified to have wiring issues preventing them from maximizing their existing internet connection. Possibilities for updating MVOA's current internet services infrastructure are currently being explored. The committee recently received and is reviewing a proposal for \$94,000 to update the current infrastructure. A motion was made to approve up to \$100,000 out of the existing refurbishment funds for upgrading the internet services infrastructure. The motion was seconded and approved.

Policy Committee

No report.

Great Eastern

Jeff Reid, reporting for Great Eastern, stated that that construction on the 5,000 square foot deck off the ski lodge is now complete. A new bar called "Base Camp," will soon open on the expanded deck. Other projects currently in progress include the painting the ski lodge's interior, renovations to the lodge's lower level, and renovations to the general store. Improvements to the ski area, including the purchase of new major equipment, will allow for expanded capacity at the tubing park this season. Renovations for Hotel #4 will be completed next week and renovations on Hotel #6 are scheduled to begin in spring of 2016. Efforts to improve and update inter-process communication streams are underway and will be shared with Jocelyn upon completion. A tow truck was recently purchased. The roads will be pretreated this year for the first time. Capabilities for online accommodation reservations continue to expand and most activities will be able to

be reserved online by December 1, 2015. The fling golf program has proven successful and will be featured in Golf Digest magazine at a future date. A new climbing wall was finished in October.

Nominating Committee

Rhonda Griffith, Nominating Chairperson, reported that things are running smoothly with the committee. Terms will be up in 2016 for Andy Blaher, Michael Kuzma, and Wayne Ford.

MPOA Representative

No report.

Unit Disposition

Jeremy Grogg reported that thirty-two (32) unit weeks owned by MVOA were offered for sale in the latest newsletter. Three (3) unit weeks received individual bids: unit 043 week 21 for \$552, unit 057 week 42 for \$500, and unit 174 week 44 for \$500. Great Eastern Resort Corporation has offered to take ownership of any of the unit weeks MVOA is unable to sell. The bids were reviewed with the board. A motion was made to accept the three individual bids and accept Great Eastern Resort Corporation's offer to assume ownership of the 13 unsold unit weeks. The motion was seconded and approved.

Old Business

No report.

New Business

Andy Blaher, O & M Chairperson, reported that the ability for users to pay maintenance fees online through the MVOA website has been disabled for the past several months while additional security measures are implemented. A third party audit (contracted by Goodmanagement) recommended additional PCI compliance measures MVOA could employ to enhance the security of online credit card transactions. The software company contracted by MVOA to process credit card transactions is currently implementing the suggested recommendations. The website is expected to be able to resume processing credit card transactions in early 2016.

With no additional business to be brought before the Board, a motion was made to adjourn. The motion was seconded and approved. The Mountainside Villas Owners Association Board of Directors meeting adjourned at 5:45 p.m.



**MINUTES OF THE ANNUAL MEETING
OF MEMBERSHIP
OF MOUNTAINSIDE VILLAS
OWNERS ASSOCIATION
NOVEMBER 14, 2015**

The Annual Meeting of Membership of the Mountainside Villas Owners Association, Inc. was called to order by MVOA President Ken Irish at 11:00 a.m. on November 14, 2015 in the lower level of the MPOA offices. Mr. Irish welcomed everyone to the meeting and asked the board members to introduce themselves to the membership. Present at the meeting were Ken Irish, Ken Roko, Rhonda Griffith, Andy Blaher, Frank Spielman, Mary Stracener, and Jeff Reid. Mr. Irish appointed Ken Roko as secretary for the meeting.

Mr. Irish certified that the meeting was called to order with 11% 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.

Mr. Irish called for proof of notice of the meeting. Jocelyn Carl certified that formal notice of the meeting had been sent to all owners of record by first class mail on October 8, 2015. 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.

Mr. Irish motioned to waive the reading of the minutes from the 2014 Annual Membership Meeting and approve them as written. The motion was seconded and approved.

Mr. Irish presented the six candidates for the four seats available on the Board of Directors. Two candidates were current board members running for re-election. Mr. Irish reviewed the candidate selection process. In accordance with MVOA by-laws, only two candidates may be nominated per open board position. Consequently, no nominations were accepted from the floor. A motion was made to declare the nominations closed. The motion was seconded and passed. Stephen Logan and Patty Avery, owners, volunteered to be inspectors of the election.

While the ballots were being tabulated, Mr. Irish asked the committee chairpersons to present reports to the membership.

Treasurer's Report

Frank Spielman, Budget Committee Chairperson, thanked Jocelyn Carl and the Management staff and Jeremy Grogg and the Goodmanagement team for their dedicated support throughout the year. MVOA is a 4+ million dollar operation and currently in a sound financial position. CEC Collections to date are over 90%, about 1.5% below last year. MVOA continues to aggressively foreclose on delinquent accounts and has cleared up most of the older accounts. Year-to-date operating expenses are within budget. Capital expenditures are currently under budget, but these funds will be used by the end of the year for planned capital improvements. The emergency reserve fund is approximately 1.35 million dollars, invested in U.S.-backed securities normally laddered in a ten year program, and primarily reserved for capital emergencies. As reported over the last two years, however, the board approved borrowing from the fund to pay for deck improvements. Consequently, the emergency reserve fund has been reduced to an eight year program with a mature value of over 1 million dollars. The 2016 budget allows for the replenishment of these funds to begin.

Mr. Spielman presented the 2016 budget to the membership. The total budget is approximately 4.2 million dollars and includes an annual maintenance fee increase of \$20 to \$475 per week.

The board believes the proposed budget is an executable budget and presents it to the membership for approval. Mr. Spielman motioned to approve the 2016 proposed budget as submitted to the board and presented to the membership in the fall newsletter. After discussion, the motion was seconded and approved.

O & M Committee

Andy Blaher, O & M Chairperson, thanked the other O & M committee members and the Membership committee for their participation throughout the year. He reported that deck replacement for the units is now complete and repairs on front entranceways have begun. Internet capability has increased since last year and the committee is currently in the process of upgrading the internet infrastructure to the units. This upgrade is expected to be complete by the end of 2015. A plan is in place to produce new fireplaces. Installation of washers and dryers for each unit is underway. Challenges for the year included the unexpected failure of a commercial dryer and a flood in one unit. The preventive maintenance plan has been reviewed. Future



plans include updating the style of doors in each unit, upgrading the vanity tops in the upstairs bathroom and kitchen of each unit.

Membership Committee

Mary Stracener, Membership Chairperson, reported that RCI scores have been excellent this year. They maintain gold crown scores most of the time. Ms. Stracener stated that she and the staff regularly review scores for each unit to ensure high scores are retained. She commended the staff for their commitment to inspecting the condition of the units and reminded the owners to fill out comment cards after their stay so the staff can address issues as they arise.

Great Eastern

Jeff Reid reported that Great Eastern has expanded the deck at the ski lodge. The expanded deck now includes a bar that will be open year round, weather permitting. Construction of the Snow Sports Learning Center is now complete. The interior of the ski lodge is currently undergoing renovations, which should be complete by start of the ski season. The tubing park has expanded capacity by adding an additional conveyer lift. A new climbing wall at the Family Adventure Park has been installed. The General Store was renovated this year. Renovations on Hotel 4 are underway and scheduled to be finished by the end of the year. Efforts continue to improve signage around the area.

Election Results

Ken Roko received the vote counts and announced the results of the election. The certification of election, signed by each inspector, is attached to the original minutes and made part hereof. The following results were announced:

CANDIDATE	VOTES
Ken Irish	804
Mary Stracener	746
Beth Tate	429

The 2015 Annual Membership Meeting adjourned at 12:10 p.m. Mr. Irish stated the board members would return to announce the 2016 Board Officers following a short organizational meeting.

The Annual Meeting was called back into session after the organizational meeting. It was announced that the 2016 Board Officers will be Ken Irish, President; Andy Blaher, Vice President; Frank Spielman, Treasurer; and Mary Stracener, Secretary. The Board Meeting dates

for 2016 were also announced and are included in the attached minutes from the organizational meeting.

The Annual Meeting was then opened for comments and questions from the floor. Comments and questions were addressed and no follow up actions are required by the MVOA board or management.

The Annual Meeting of the MVOA was formally adjourned by a motion made and approved.



RIGHT-TO-USE

Due to the need of unit availability for the installation of washers and dryers, there will be no right to use units for sale.

SUMMARY OF BOARD'S ORGANIZATIONAL MEETING

The following were elected to serve for 2016:

- Kenneth Irish – President
- Andy Blaher – Vice President
- Frank Spielman – Treasurer
- Mary Stracener – Secretary

A schedule for the 2016 Board of Director meetings and Annual Meeting was approved.

- Saturday March 12, 2016
- Saturday June 11, 2016
- Saturday September 10, 2016
- Friday November 11, 2016

ANNUAL MEETING
Saturday November 12, 2016

2015 REAL ESTATE TAX AND PERSONAL PROPERTY TAX PER UNIT/WEEK OWNED \$21.23 ANNUAL BILLINGS

The annual courtesy CEC statements were mailed in November. If you have not received your 2016 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, 2016. **Notice of address change is the responsibility of the owner.** Below is the billing schedule for 2016 CECs:

- January 1, 2016** CEC due
- January 31, 2016** Late fee assessed on unpaid accounts (Statements will be mailed)
- March 1, 2016** Statements mailed on unpaid accounts
- March 31, 2016** Unpaid accounts sent to third party collection agent. Interest at 1% per month on the unpaid balance will be assessed.
- September 1, 2016** 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, 2016** 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.

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 Shirley Hartnett and Ronald Majtyka. Both have won a free week at Mountainside Villas!

MVOA BOARD MEMBERS – 2016

Kenneth Irish – President, Andy Blaher – Vice-president, Frank Spielman – Treasurer, Mary Stracener – Secretary, Rhonda Griffith – Board Member, Wayne Ford – Board Member, Kenneth Roko – Board Member, Beth Tate – 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.

**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 2017. The plan allows your to pre-pay your maintenance fee in monthly installments. To enroll, complete the required authorization agreement form found on our website.



**LOOKING TO
 RENT YOUR
 UNIT IN 2016?**



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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!

INSTALLATION OF UNIT WASHERS AND DRYERS APPROVED BY THE OWNERS

Many MVOA owners and other resort guests have asked for years if it was possible to install washers and dryers in each MVOA unit. In 2010 the Board asked its Operations & Maintenance Committee (O&M) to conduct a study of the feasibility of adding such a feature. The O&M's study determined that it was feasible to install a stack type washer and dryer combination in the kitchen area of each unit. The proposed installation plan was presented to the Owners for approval at the 2010 Owner Meeting in November. The proposed installation was voted down by a majority of MVOA owners due in large part to a "closet" that would have been added to the end of the open kitchen counter.

Because the requests for the washer/dryer never stopped coming, in early 2014 the Board asked O&M to again investigate alternative designs. In the period between 2010 and 2014 the industry had developed washer and dryer units that would fit side by side under a kitchen counter. This year's annual pre-meeting mailing included information on the concept for installing washers and dryers, side by side, under the counter between the kitchen and the dining area. The budget for the installation is:

Item	Unit Cost (175)	Total Cost	Cost per Timeshare Week (8925 weeks)
Washer and Dryer Equipment	\$1,650.86	\$288,900.00	\$32.37
Installation (Plumbing, Electrical, Cabinetry, and Flooring)	\$4,610.17	\$806,780.00	\$90.40
County Permits/ Inspections (Plumbing, Electrical, Construction)	\$110.06	\$19,260.00	\$2.16
Totals	\$6,371.09	\$1,114,940.00	\$124.92

The proposed plan, along with the required Special Assessment of \$125 for each MVOA owner week was presented to the membership for consideration and approval or disapproval at the 2014 Annual Owners Meeting. The owners approved the plan by a vote of 729 owners in favor and 633 owners against.

Due to the complexity of the installation, the washer/dryer project will be spread over the next three years. The complexity arises because new plumbing and electrical lines are required to accommodate the equipment, particularly when the modification of an existing concrete slab foundation is necessary.

Each MVOA owner will be charged the \$125 assessment in the year of their unit's installation. The following is the planned installation schedule:

- In 2015 units 078 – 105 and units 146 - 175
- In 2016 units 059 – 077 and units 106 - 145
- In 2017 units 001 - 058

We thank owners for their participation in the vote. We are certain that the addition of washers and dryer will make Mountainside Villas more appealing to a next generation of owners.

Dear Mountainside Villas Owner,
Statements for your MVOA Common Expense Charge were recently mailed to all owners. Some of the statements provided only a total amount due and no additional detail concerning the charges. We changed to a new vendor for printing these statements and obviously the production of the statements did not go as planned. We apologize for any confusion this may have caused you.

If you are current in the payment of your CEC and the total amount shown as due was \$475.00, the charge breaks down as follows:

CEC – Operations 2016	\$374.98
CEC – Reserves 2016	\$100.02
Total	\$475.00

If you are current in the payment of your CEC and the total amount due was shown as \$600.00, you own in one of the units 59 to 77 or 106 to 145. These units are



subject in 2016 to the special assessment required to cover the cost to install a washer and dryer in each of those units. The charge breaks down as follows:

CEC – Operations 2016	\$374.98
CEC – Reserves 2016	\$100.02
Special Assessment to add washer and dryer	\$125.00
Total	\$600.00

Please contact Goodmanagement’s Owner Services if you would like to receive a print of your bill that will include detail of the charges. You can reach us by calling (866) 875-1383 or by email to mvoa@goodmanagement.com.

We wish for you the very best in your future vacations.

Dale Goodman, Manager
Goodmanagement



MVOA OFFERS TIMESHARE WEEKS FOR SALE

Currently, Mountainside Villas Owners Association has twenty-four (24) timeshare weeks for sale. Anyone who is interested in bidding should mail a sealed bid to the attention of Jocelyn Carl at the MVOA office. Parties who wish to bid must include a refundable \$100 deposit with their bid, payable to MVOA, and must be able to pay the balance within 10 days of notification of approval of the bid. The Board of Directors has reserved the right to refuse any bid offer. For additional information, contact Jocelyn Carl at (540) 236-3591.

All bids must be received no later than 5:00 p.m. EDT, March 4, 2016.

WEEKS FOR SALE

2016 maintenance fees due at time of purchase for weeks that can be occupied during the current year.

UNIT 029 TP 01	01/01/16	UNIT 127 TP 17	04/23/16
UNIT 091 TP 01	01/02/16	UNIT 105 TP 18	04/30/16
UNIT 151 TP 01	01/03/16	UNIT 048 TP 37	09/11/16
UNIT 103 TP 03	01/16/16	UNIT 106 TP 38	09/17/16
UNIT 040 TP 06	02/07/16	UNIT 156 TP 40	10/02/16
UNIT 095 TP 07	02/13/16	UNIT 076 TP 41	10/08/16
UNIT 096 TP 08	02/20/16	UNIT 014 TP 48	11/25/16
UNIT 099 TP 14	04/02/16	UNIT 122 TP 48	11/26/16
UNIT 158 TP 14	04/03/16	UNIT 129 TP 48	11/26/16
UNIT 121 TP 15	04/09/16	UNIT 132 TP 48	11/26/16
UNIT 155 TP 15	04/10/16	UNIT 077 TP 49	12/03/16
UNIT 101 TP 16	04/16/16	UNIT 079 TP 49	12/03/16

*** The corresponding date indicates the check in date for 2016.***

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877.516.7610

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Unit 117 Week 18

Ray Shifflett
Day (540) 931-5379
Eve (540) 869-9626
haney580@comcast.net
\$2,000 includes transfer costs

Unit 93 Week 5

S. Evon Barvinchack
Day & Evening (717) 597-2829
ebarck@earthlink.net
\$3,000

Unit 80 Week 05

Wilmer W. Lloyd, Jr.
Day & Evening (540) 431-7724
\$500 includes ALL transfer fees

Unit 125 Week 27

Merlinda Ramos
Day & Evening (804) 896-0734
merlyn_amos@aol.com
\$6000 or best offer

Unit 89 Week 51

Paul & Jill Amer
Day & Evening (302) 540-8840
amer@udel.edu
\$6,000

Unit 173 Week 01

Kevin Boyd & Shawn Bentz
Day (240) 674-6277
Eve (717) 642-9761
kkb40@aol.com
\$9,000

Unit 93 Week 43

S. Evon Barvinchack
Day & Evening (717) 597-2829
ebarck@earthlink.net
\$3,000

Unit 87 Week 44

Taylor Perry
Day (304) 263-3933 Eve (304)
702-3000
tjperry@frontier.com
\$750 negotiable

Unit 63 Week 28

Debra A. Knott
Day (804) 786-7489
Eve (804) 901-1667
dknott@courts.state.va.us
\$2,000

Unit 25 Week 52 (includes week 53)

Paul & Jill Amer
Day & Evening (302) 540-8840
amer@udel.edu
\$6,000

CAPITAL GOALS FOR 2016 & COMPLETIONS FOR 2015

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

Capital Completion for 2015

Project	Goal	Completed
Upstairs Bathroom	29 units	29 units
Picture Windows	8 units	8 units
Master & Queen BDRM Fans	38 units	38 units
Living Room Fans	15 units	15 units
Queen Bedroom Lighting	46 unit	46 units
Dining Room, Kitchen & Foyer Flooring	6 units	2 units
Refrigerators	40 units	40 units
Microwaves	25 units	25 units
Dishwashers	40 units	40 units
Electric Ranges	20 units	20 units
Jenn Air Grills	19 units	19 units
Heat Pumps	15 units	13 units
Roofing	2 buildings	1 building
Sliding Glass Doors	5 units	5 units
Entry Steps	40 units	35 units
Washer & Dryer Installation	58 units	58 units

Capital Goals for 2016

Project	Goal
Exterior Entry Steps	60 units
Exterior Concrete Steps & Handrails	1 set
Heat Pumps	15 units
Roof Replacement	2 buildings
Deck Furniture - Chairs	87 units
First Floor Vinyl Flooring	5 units
Dishwashers	24 units
Electric Ranges	24 units
Jenn Air Grills	20 units
Microwaves	50 units
Refrigerators	40 units
Living Room Fireplaces	10 units
Dining Room Area Rugs	45 units
Master & Queen Bedroom Fans	46 units
Living Room Fans	15 units
Sliding Glass Doors	5 units
Upstairs Bathrooms	15 units
Picture Windows	10 units
Golf Cart	1
Welcome Center Floor	

WEEK 53...2016

These are the most commonly asked questions concerning this “calendar quirk”.

Where does it come from? For a resort like Mountainside Villas, a week 53 occurs when the Friday check-in date for the week following week 52 falls within the same calendar year. Using MVOA’s 2016 calendar to illustrate: An owner checks into a Mountainside Villa on Friday December 23, 2016. The owner checks out on Friday December 30, 2016. The next occupant on that unit will be checking in on Friday December 30, 2016. Although week 52 has ended for 2016, week 01 for 2017 cannot begin in 2016. Our calendar program is set up in such a way as to include the Friday, Saturday and Sunday check-ins for the same time period to avoid running two or even three calendars during the same year. Consequently, MVOA will experience this phenomenon once again in 2016.

Who gets it? As Mountainside Villas were being sold, the families who purchased a week 52 were told that they would periodically have the use of that ‘magical week 53’. It was a selling tool that made week 52 a better deal for some. Only the owners of week 52 have control or usage rights of week 53. It does not come completely free, however.

How does it affect me? If you do not own week 52, other than the change in calendar dates, it will not affect you. However, if you do own week 52, you have some decisions to make. “*Will I be using week 53?*” If so, let the resort know. “*May I deposit week 53 into my RCI, II or DAE space bank account or list it for rent?*” Yes, you can! Follow the same procedures you would normally follow for depositing week 52.

RESORT POLICY: It will be the responsibility of the owner who receives the benefit from the use of week 53 to pay a \$85.00 cleaning fee to MVOA. This fee will be collected prior to space banking or verification with a rental company. Any uncollected fees will be assessed to the owner’s maintenance fee account. Since the operating budget for housekeeping is based upon a 52-week year, the association will not incur the cost of cleaning expenses for this time period. In every other respect, this week is like any other at Massanutten. For any additional questions, please contact Jocelyn Carl, MVOA General Manager at (540) 236-3591.