

Mountainside at ASSANUTTEN

Fall 2020 | Volume 42 | Number 4

Board Briefs

SEPTEMBER 12, 2020

Present at the Commencement of the Meeting: Ken Roko, Landon Allen, Joanne Springer, and John Farruggio.

Present via Zoom: Wayne Ford, Thomas Little, Stacy Fulcher, and Beth Tate.

Representing management were Jocelyn Carl and Cherril Dean.

Present via Zoom: Keith Scott, Clinton Wells, Dale Goodman, and Jeff Reid.

The meeting was called to order by the Board President, Ken Roko at 11am. A Quorum was established.

The meeting opened with a motion to waive the reading and approve the minutes from the June 6, 2020 Board Meeting. The motion was seconded and approved.

Management Report:

Jocelyn Carl, MVOA General Manager, spoke about capital expense. The remodeling of the upstairs bathrooms is expected to be completed in line with 2020 goals. Sauna floors are being replaced as needed. There are some issues with supplies for the decking material, so there is no guarantee that it will be finished this year. Hard surface flooring and French in-swing door projects should be completed as set out in the capital goals for the year.

Jocelyn Carl went over the RCI report. MVOA has managed to

stay at Silver Crown status. RCI has added a new category called Health and Safety in which we have a rating of 4.5. Maintenance scores are low due to the ongoing issues with the internet. The front desk scored lower than usual due to resort amenities being closed or full due to the COVID-19 Pandemic. Housekeeping and maintenance targets for the year have met their goals.

Jocelyn Carl reported that MVOA is working on email integrity by contacting owners to verify their email address. Four hundred and seventy-nine (479) email addresses bounced out of the five thousand eight hundred and forty-eight (5,848) that were sent out.

O&M Committee:

Thomas Little, O&M Committee Chairperson, spoke about the capital budget and issues associated with decking material colors being discontinued. Some projects are going to be deferred because of the lack of materials due to COVID-19.

Thomas Little reported on staff personnel. The front desk and maintenance each need one full-time employee and housekeeping needs three (3) full-time and six (6) part-time housekeepers, two (2) part-time preppers, three (3) part-time inspectors, and one (1) full-time laundry person.

P&L Report:

Clinton Wells, Goodmanagement, stated that utilities and

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refurbishments are under budget. Housekeeping and maintenance are over budget due to extra cleaning and maintenance. Adding all the ups and downs, we are looking at coming in under budget this year.

Collection Report:

Ken Roko, the President, gave the Collection Report. The report reflects that MVOA is 5% below last year's average. This is, in part due, to the delayed CEC billing and the pandemic. Laws have been put into place in different states to prevent companies from charging interest and adding collection fees. Rentals were under projections for the year. Discussion ensued about the rentals and a motion was made to discuss further in the closed session.

Great Eastern:

Jeff Reid, Great Eastern, stated that the outdoor waterpark has been up and running for three Saturdays. They are limiting only 400 people at a time in the waterpark. The stairs that lead to the slides in the indoor waterpark are being replaced. Due to the frequent changes in amenities, the Summer catalog was not printed. Instead, it is suggested that owners and guests use the Massanutten app, which gives up to date information on the amenities in the resort.

MPOA:

Wayne Ford, MPOA representative, stated that mini-golf and bumper cars are up and running and doing good business. Great Eastern and MPOA have attended arbitration and are hoping to have a resolution next week regarding actions between them. Wayne is hoping that this will give everyone clarity and will keep the annual assessment down. There have been reports about the Massanutten Police department being disbanded, and it is now confirmed that this is true. It will be under Rockingham County Sheriff's department jurisdiction. MPSC rates have increased drastically. It has been discussed with Rockingham County and they have agreed to look into buying the facility and running it. MPOA wants to add new amenities such as coffee shops, a carousel, and a venue at the Outlook.

Strategic Planning Committee:

Landon Allen, Strategic Planning and Architecture Planning Chairperson thanked committee members and management for their efforts. He stated that the committee has met 3 times once in July, August, and September. The committee worked

on the remuneration to owners for lost weeks and Statement of Work which will be discussed further is closed session.

Old Business:

Ken Roko stated that scanning of documents for digital records is in progress. Online access to MVOA accounting records, such as accounts payables, is pending.

Nominating Committee:

Joanne Springer, Nominating Committee Chairperson, reported that we received eleven (11) applications for the three (3) open board positions. The two (2) incumbents are Ken Roko, and John Farruggio. The four (4) owners selected by the Nominating Committee are Matthew Allen, Jermaine Jones, Jamie Kendrick, and Hammad Mehood. Paul Greenback was selected as an alternate.

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

Treasurer's Report:

Ken Roko stated that it was the goal of the Budget Committee to keep the CEC the same as 2020. Discussion ensued about Ken Roko, President, holding the temporary position as the Assistant Treasurer until a Treasure is appointed. A motion was made to appoint a Treasurer. The motion was seconded and approved. A motion was made to appoint Wayne Ford as Treasurer. The motion was carried and passed. The Board will meet later in the week to discuss the 2021 Budget and approve it for presentation to membership.

The board meeting was adjourned for a closed session at 2:00 p.m. (Mary Stracener joined the closed session).

The board meeting was reconvened at 5:00 p.m.

A motion was made and seconded to promote MVOA's Room Division Manager, Cherril Dean to be the Resort General Manager upon Jocelyn Carl's retirement. The motion passed unanimously.

Ken Roko stated that there will be a meeting on Thursday, September 17th to discuss the budget.

Landon Allen and John Farruggio will be typing up an article in regards to owner remuneration for the owners who lost their week due to the pandemic closure.

With no additional business being brought before the Board, a motion was made to adjourn the Mountainside Villas Owners Association Board of Directors meeting 5:10 p.m.



From the President's corner

To the Staff at MVOA, Board of Directors and the owners of MVOA:

There is no doubt that this year was a difficult year as we at MVOA (and the rest of the world) faced many challenges from an invisible threat called COVID-19.

We have weathered the storm and as the dust begins to settle (at least we hope, although it is not clear when we can say this), your Board has responded to keep our guests, owners and staff safe. They have shown resiliency, creativity and dedication. In some instances, I would say that some members of the Board have shown a new passion as we look after the interest of you, our owners.

Some notables:

- I want to commend your Board members Landon Allen and John Farruggio who, with Beth Tate, created new Statements of Work that will help us manage one of our core contracts, define parameters of accountability and more closely follow our guidance as we streamline our business processes and become even more efficient.
- Jocelyn Carl, Cherril Dean and the other MVOA staff who have worked miraculously, tirelessly and with dedication to respond to the changing procedures and increased requirements to keep the units safe now that MVOA has re-opened.
- The Board has worked tirelessly to research remuneration options to Owners who were negatively impacted and help us devise a procedure to ensure that we meet our by-laws as we present these different options to our owners for their input and approval.
- I look forward to watching the Board act upon new technical innovations for Mountainside that will enhance our owner and guest experiences. Keep a watch out. It

will be exciting. E-vote and enhanced internet are only some initiatives in various stages of thought and design.

After careful consideration, I did not seek re-election to the Board. I feel comfortable that I am leaving the Board in capable hands with Beth, Stacy, Landon, Thomas, John (who I hope is re-elected), Mary and Wayne.

I also leave knowing that MVOA now has excellent legal representation through SandsAnderson who has demonstrated time and again that they care and have that same "passion". It is displayed in their work and presentation ethics; they seem to be always available. These are truly unique and valued attributes.

I leave the Board feeling like I fulfilled a role and purpose. We changed some things and rattled the processes that were long overdue.

And that is what our staff and our owners need: A Board that is committed to create that MVOA personality that is not afraid to change and is innovative and that Mountainside is a place to not only go but to also congregate and be warmly welcomed. Passion and pride for what we do and the service that we provide coupled with compassion for others - a desirable combination.

I want to thank everyone who provided support. I want to wish Jocelyn Carl, our General Manager, best wishes in retirement and a congratulations to Cherril Dean who was approved by the Board to step up the role of GM. I am but only one individual – it takes a team to be successful.

Regards,

Kenneth Roko, President
MVOA Board of Directors



COVID-19 Update

Letter from the Board

On March 27th, MVOA shutdown for weeks 13-20 in accordance with the mandatory Executive Orders and Guidelines of the Governor of Virginia. This shutdown was the first of our history. During the shutdown, approximately 680 owners in good standing were affected by this situation presented by COVID-19. During the shutdown, MVOA made all preparations to re-open as soon as possible and was able to re-open on week 21. We were one of the first timeshare associations that were able to re-open in the state of Virginia. We were the first timeshare to re-open at the Massanutten Resort.

While the long-term consequences of COVID-19 are still unknown to MVOA, the MVOA Board is in discussions on what can be done to remunerate any of the 680 owners that were directly affected during weeks 13-20. Our current by-laws do not allow the Board of Directors the legal or contractual authority to unilaterally expend Association funds to reimburse timeshare owners in this situation, nor do the documents authorize the Board to reallocate time periods in a manner that deviates from the deeded interests owned by each timeshare unit owner.

With all that being said, the board is researching all options available to the MVOA to provide a good will remuneration for the members affected during weeks 13-20. If any remuneration can be provided, it will be a minimum two-step process. First, our by-laws will need to amend via resolution to provide the authority to remunerate any affected owners for this specific situation, and second, if ratified, options will need to be presented to the membership for a vote.

As of this date, the COVID-19 pandemic is still ongoing and it is too soon to say when if any remunerations can be presented to the MVOA. Our intent is to provide a low-cost option to any affected MVOA owners that wish to obtain an additional weeks use (or weeks if applicable) of a Mountainside Villa unit in the future. We have also been in contact with RCI and Great Eastern and are considering possible additional opportunities for timeshare choices.

In summary, the circumstances are unfortunate, and the lost visits and disappointed owners are not what MVOA and its board wanted, but COVID-19 has presented us all with a raft of negative consequences and we have made difficult decisions to navigate and cope with these consequences within our contractual framework.

We are working to have updated information on this matter for presentation and discussion at our Annual meeting in November.

PRELIMINARY BUDGET FOR 2021

Income	Per Interval Week	2021 Budget
Interest Income	6.16	55,020
Other Income	40.26	359,357
Owner CEC Fees	560.00	4,998,000
Association Owned CEC Fees	(6.72)	-60,000
Bad Debt	(33.61)	-300,000
Total INCOME		5,052,377

Expenses

Payroll & Benefits	195.99	1,749,230
Admin/Owner Services	88.34	788,401
Management Fee	16.00	142,800
Real Estate Taxes	25.13	224,283
Property Insurances	13.87	123,755
Dues (MPOA)	11.96	106,750
Housekeeping	19.82	176,924
Repair & Maintenance	28.06	250,400
Water & Sanitation	26.75	238,722
Waste Removal	2.69	23,976
Electricity & Gas	38.48	343,444
Cable Television	3.76	33,600
Telephone	3.97	35,403
Refurbish Reserve	98.09	875,438
Total EXPENSES		5,113,125
Cash Flow Loss		-60,748

2021 BUDGET STATEMENT

The Board is presenting the 2021 budget with a slight cash flow loss, in part, due to the Board deciding not to raise the 2021 CEC fee amount. As well as ever changing expenses for cleaning and safety products related to COVID-19. The hope is that COVID-19 related expenses will decrease throughout the year allowing us to end the year in the positive.



Meet the 2020 Candidates!

Matthew Allen

I am Married, 44 with 2 kids and a native of Lancaster, PA. We fell in love with Massanutten more than 10 years ago on an RCI guest pass. Eagle Scout and assistant scoutmaster for the last 27 years. Troop Treasurer (13y) and supporting organization treasurer for the last 25 years. Controller at irsauctions.com for the last 18 years. Board Member of our home HOA since 2008 and happy to serve MVOA with a solid voice of reason.

John Farruggio

I am from Bucks County Pennsylvania where I studied music and economics at West Chester University. In the construction industry, I've held positions in both sales and management. I currently consult in Washington D.C. which includes training for sales, estimating and management. In 2019, I served my first year on the board. I welcome the opportunity to continue in service to the owners of MVOA. I currently live in Baltimore, MD with my wife and two children.

Paul Greenbeck

My family have been timeshare owners since 1999. We look forward to our visit each year at week 33, a true family tradition for us, enjoying all that Massanutten has to offer. If elected, I will work towards providing the best experience to owners and guests, improving accommodations and providing a safe environment while understanding the challenges facing the MVOA community and working towards sensible, sound solutions that will ensure its success for many years to come.

Jermaine Johns

My name is Jermaine L. Johns. I am married with a 17 year old daughter. I have been returning to Massanutten Resort every year since 1987, with the exception of 4 years of service in Army. I possess 2 degrees in IT and I also have 30 years experience in construction and lawn maintenance. I am the Facilities Coordinator for Riverdale Baptist Ministries for the last 10 years. We are a 160 acres property. We have over 150,000 square footage of structures.

Jamie Kendrick

For nearly ten years, my family has enjoyed the consistent quality of Mountainside Villas and Massanutten as our early summer getaway. As a Board member, I will draw on my training and professional experience in urban planning and capital improvement program delivery experience to maintain the consistent quality of experience for all property owners and their guests in a fiscally responsible manner.

Hammad Mehmood

Hammad is an experienced professional with 11+ years of working experience in IT, Business, Finance and Sales domains. During his career he has helped many profit and non-profit organizations in achieving their end goals and to make a win-win situation for both the organization and clients. Currently he is working with JPMorgan Chase & Co as Vice President. Hammad has MSc. In Information System, BSc. In Computer Information Sciences and well acquainted with charge management innovations tools, techniques and strategies.

Week 53...2021

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 2021 calendar to illustrate: An owner checks into a Mountainside Villa on Friday December 31, 2021. The owner checks out on Friday January 7, 2022. The next occupant on that unit will be checking in on Friday, January 7, 2022. Although week 52 has ended for 2021, week 01 for 2022 cannot begin in 2021. 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.

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 if 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.



2021 MVOA Resort Calendar

Week	Friday Units 1 - 38		Saturday Units 76 - 140		Sunday Units 39 - 75 & 141 - 175	
	Check-In	Check-Out	Check-In	Check-Out	Check-In	Check-Out
1	01/01/21	01/08/21	01/02/21	01/09/21	01/03/21	01/10/21
2	01/08/21	01/15/21	01/09/21	01/16/21	01/10/21	01/17/21
3	01/15/21	01/22/21	01/16/21	01/23/21	01/17/21	01/24/21
4	01/22/21	01/29/21	01/23/21	01/30/21	01/24/21	01/31/21
5	01/29/21	02/05/21	01/30/21	02/06/21	01/31/21	02/07/21
6	02/05/21	02/12/21	02/06/21	02/13/21	02/07/21	02/14/21
7	02/12/21	02/19/21	02/13/21	02/20/21	02/14/21	02/21/21
8	02/19/21	02/26/21	02/20/21	02/27/21	02/21/21	02/28/21
9	02/26/21	03/05/21	02/27/21	03/06/21	02/28/21	03/07/21
10	03/05/21	03/12/21	03/06/21	03/13/21	03/07/21	03/14/21
11	03/12/21	03/19/21	03/13/21	03/20/21	03/14/21	03/21/21
12	03/19/21	03/26/21	03/20/21	03/27/21	03/21/21	03/28/21
13	03/26/21	04/02/21	03/27/21	04/03/21	03/28/21	04/04/21
14	04/02/21	04/09/21	04/03/21	04/10/21	04/04/21	04/11/21
15	04/09/21	04/16/21	04/10/21	04/17/21	04/11/21	04/18/21
16	04/16/21	04/23/21	04/17/21	04/24/21	04/18/21	04/25/21
17	04/23/21	04/30/21	04/24/21	05/01/21	04/25/21	05/02/21
18	04/30/21	05/07/21	05/01/21	05/08/21	05/02/21	05/09/21
19	05/07/21	05/14/21	05/08/21	05/15/21	05/09/21	05/16/21
20	05/14/21	05/21/21	05/15/21	05/22/21	05/16/21	05/23/21
21	05/21/21	05/28/21	05/22/21	05/29/21	05/23/21	05/30/21
22	05/28/21	06/04/21	05/29/21	06/05/21	05/30/21	06/06/21
23	06/04/21	06/11/21	06/05/21	06/12/21	06/06/21	06/13/21
24	06/11/21	06/18/21	06/12/21	06/19/21	06/13/21	06/20/21
25	06/18/21	06/25/21	06/19/21	06/26/21	06/20/21	06/27/21
26	06/25/21	07/02/21	06/26/21	07/03/21	06/27/21	07/04/21
27	07/02/21	07/09/21	07/03/21	07/10/21	07/04/21	07/11/21
28	07/09/21	07/16/21	07/10/21	07/17/21	07/11/21	07/18/21
29	07/16/21	07/23/21	07/17/21	07/24/21	07/18/21	07/25/21
30	07/23/21	07/30/21	07/24/21	07/31/21	07/25/21	08/01/21
31	07/30/21	08/06/21	07/31/21	08/07/21	08/01/21	08/08/21
32	08/06/21	08/13/21	08/07/21	08/14/21	08/08/21	08/15/21
33	08/13/21	08/20/21	08/14/21	08/21/21	08/15/21	08/22/21
34	08/20/21	08/27/21	08/21/21	08/28/21	08/22/21	08/29/21
35	08/27/21	09/03/21	08/28/21	09/04/21	08/29/21	09/05/21
36	09/03/21	09/10/21	09/04/21	09/11/21	09/05/21	09/12/21
37	09/10/21	09/17/21	09/11/21	09/18/21	09/12/21	09/19/21
38	09/17/21	09/24/21	09/18/21	09/25/21	09/19/21	09/26/21
39	09/24/21	10/01/21	09/25/21	10/02/21	09/26/21	10/03/21
40	10/01/21	10/08/21	10/02/21	10/09/21	10/03/21	10/10/21
41	10/08/21	10/15/21	10/09/21	10/16/21	10/10/21	10/17/21
42	10/15/21	10/22/21	10/16/21	10/23/21	10/17/21	10/24/21
43	10/22/21	10/29/21	10/23/21	10/30/21	10/24/21	10/31/21
44	10/29/21	11/05/21	10/30/21	11/06/21	10/31/21	11/07/21
45	11/05/21	11/12/21	11/06/21	11/13/21	11/07/21	11/14/21
46	11/12/21	11/19/21	11/13/21	11/20/21	11/14/21	11/21/21
47	11/19/21	11/26/21	11/20/21	11/27/21	11/21/21	11/28/21
48	11/26/21	12/03/21	11/27/21	12/04/21	11/28/21	12/05/21
49	12/03/21	12/10/21	12/04/21	12/11/21	12/05/21	12/12/21
50	12/10/21	12/17/21	12/11/21	12/18/21	12/12/21	12/19/21
51	12/17/21	12/24/21	12/18/21	12/25/21	12/19/21	12/26/21
52	12/24/21	12/31/21	12/25/21	01/01/22	12/26/21	01/02/22
53	12/31/21	01/07/22	01/01/22	01/08/22	01/02/22	01/09/22



E-Voting for 2020

In the past years, we average approximately 11-12% of our owners who vote in our annual elections and approval of the budget. Much of the low turnout is due to wide geographic locations of our owners across the US and in some cases, around the world.

During the past decade we have had a continuous effort to update our records with your current email addresses. As you might imagine, it can be challenging. We rely on you, our owners, to send email updates to us.

Our overall goal is to communicate efficiently, when possible, in digital rather than paper format. Of our 8,900 owners, we have approximately 5,100 email addresses (or 57%); of those email addresses and based upon past experience, we have an approximate 80% success ratio (or 4,080 owners) when emailing information to our owners.

For example, it costs us \$ 9,679 to send out paper ballots, which includes postage. The cost to use e-voting for all 8900 owners would cost under \$1,000. We probably cannot get to 100% digital but certainly we can envision cutting these costs by 50%.

This year we are going to proceed with an experiment. For those who have email addresses linked to their MVOA accounts, you will receive not only a paper ballot in the mail as usual, but also an email soliciting your vote for the same ballot electronically. This is a secure system and will allow us to test the accuracy, economics and timeliness of using this process in the future.

E-Vote For 2020 – Test Key Points:

- We ask those whose receive a e-vote email to please follow the link and complete your vote.
- It is very easy to do – even your Board members can do it! 😊
- **We need you to also submit your paper ballot** so that we can reconcile your paper and e-vote ballot.
- We will match your e-vote with your paper ballot that we are asking you to also send so that we can verify your e-vote.
- We expected no issues or discrepancies but want to validate the process.

E-Vote Beyond the 2020 Annual Meeting

- If we are successful (and of course, with much more detailed planning), we would need a change to our MVOA by-laws to allow e-voting as a mechanism for elections

as well as perhaps expanding the use of email as a means for electronic distribution of annual billing statements.

- In a related efficiency maneuver we could send out our annual billing statements electronically – reducing our current annual costs of \$8,900.
- We could also expand the use of e-vote during the calendar year to solicit our owners about key programs and projects, solicit opinions on priorities and even the annual budget, etc.

At MVOA we are always trying to find ways to improve the owner experience as well as your experience when you come to Mountainside. PLEASE – to help us obtain this efficiency, we need everyone who has an email address to inform MVOA help us verify its accuracy. This can be done online at <https://www.mountainside-villas.com/owners-online-address-change/>.

Regards,

Kenneth Roko, President
MVOA Board of Directors



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VOTING IN MVOA ELECTIONS

Who gets to vote?

There is ONE voter per timeshare week owned. Owners must be listed in the MVOA records 45 days in advance and be current in payment of all accounts due the Association.

What if there is more than one owner?

If the week is owned by husband and wife, either (but not both) can cast a vote in person at the Annual Meeting. If a husband and/or wife wish to vote by proxy they must:

- Both sign the proxy or
- Both sign a Certificate of Designated Voting Member Card, file it with the Association and have the designated individual sign the proxy.

How can a Certificate of Designated Voting Card be obtained?

Call MVOA at (540) 289-6003 and request one to be mailed. Remember that the certificate must be received no later than 48 hours prior to the election.

What about corporations or ownership by multiple individuals?

All individuals who own the unit/week must sign the proxy or have a Certificate of Designated Voting Card on file with the signatures of all owners and the designated individual must sign the proxy. Corporations must designate an employee or officer of the corporation and the Certificate of Designated Voter Card must be signed by the President or Vice President and be attested to by the Corporate Secretary.

PROXY INSTRUCTIONS

Use the enclosed Proxy Form only if you do not plan to attend the meeting to vote in person and wish to have someone else vote on your behalf. You may complete one proxy for each time period/unit owned; however this form can instead be used for additional time period/units owned if each is owned by the identical parties.

FOLLOW THESE INSTRUCTIONS CAREFULLY

1. You may designate the Secretary of the Board or another time period owner on the Proxy form to vote as you instruct. If you do not name a time period owner, you are consenting to the Secretary of the Board to hold your Proxy.
2. If you do not check the names of persons you desire to elect to the Board of Directors and/or provide name(s) of time period owners to write in to be nominated from the floor, the votes attributed to your proxy will be voted altogether by a majority vote of the Board of Directors.
3. Sign, date and print your name(s) where indicated on the Proxy Form. Unless you have filed a certificate with

the Association designating an official voting member, all owners and co-owners must sign for this Proxy to be valid.

4. Mail or deliver the completed Proxy form to Mountainside Villas Owners Association so that it is received no later than 48 hours before the Annual Meeting. If using an envelope, address the envelope to: Mountainside Villas Owners Association, PO Box 1351, Harrisonburg, VA 22803. Otherwise, just drop your proxy in the mail.
5. The Proxy may only be revoked/rescinded in person or by written notice by the owner(s) to the person presiding at the meeting prior to the start of the meeting.
6. Proxies are terminated automatically upon the close of the meeting; provided, however, if such meeting is adjourned or continued to a new date, the Proxy shall terminate at the close of such adjourned or continued meeting.

****For additional questions on voting your proxy, Please call MVOA at (540) 289-6003.**

You can also see further instructions via the owners tab on our web page—<http://www.mountainside-villas.com/>

PLEASE VOTE! WIN BIG!

In order to meet the quorum requirements for the Annual meeting, at least 10% of the owners must be present in person or in proxy. If we cannot meet this requirement, the Annual Meeting will have to be postponed and reconvened after additional funds have been spent to achieve a quorum.

If a quorum is met for the meeting as scheduled, we will conduct a random drawing to choose two (2) proxies that were returned on time as winners of a bonus week that may be traded with either of our trading companies.

Thank you for taking the time to vote and for returning your proxy. We wish you the best of luck in our drawing!

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 to view the Mountainside Villas 2021 calendar.

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



CEC BILLING AND COLLECTION POLICY

A bill for your annual Common Expense Charge (CEC) is mailed each year after the Annual Meeting in November. Your CEC is due on the first day of January. That total amount will be considered late if not received by January 31. If no payment is received by January 31 the balance will be considered Past Due and your account will go into "Internal Collections" status. Such accounts will be charged a late fee of twenty-five dollars (\$25.00).

If your payment is not received by March 1 you will receive notice that if payment is not received by March 31 the account will be turned over to a Collection Agency. At that point you will deal with the Collection Agency concerning your account. You will also be responsible to reimburse MVOA for all costs and expenses reasonably incurred in the collection of your delinquent account.

Payments can be made via VISA, MasterCard or Discover by calling MVOA Owner Services at (540) 289-6003. Checks, Money Orders or VISA/MC & Discover information may be mailed to MVOA, P.O. Box 1351 Harrisonburg VA 22803. An electronic payment option is also available. Please visit our website (www.mountainside-villas.com) for additional information.

AUTOMATIC PRE-PAYMENT MAINTENANCE FEE PLAN

We understand that getting one bill at the end of the year doesn't always work well with your budget, so we have come up with a new payment plan option that will allow you to pre-pay your maintenance fee in monthly installments. Detailed information is available along with the required authorization agreement form on our website. Please visit our website at www.mountainside-villas.com to download the form and obtain additional information.

ELECTRONIC NEWSLETTER

Please note that we have returned to our fall edition of the newsletter being the only edition sent through the United States Postal Service for 2018 and forward. The Winter, Spring and Summer editions are available on our website at www.mountainside-villas.com.

SEE SOMETHING! SAY SOMETHING!

The Board of Directors and MVOA staff - Ask that all of our ownership please bring to the attention of an MVOA employee at the front desk or a member of management any items, observations or concerns you may witness or be aware of during your stay here at Mountainside Villas. **If you see something, say something!**

CREDIT CARD USAGE FEE

In today's technological world we as a non-profit organization work diligently to manage all assets and financial funds in accordance with both regulatory and MVOA by-laws. As an owner makes their annual CEC payment to MVOA utilizing a credit card the issuing organization has a 'processing fee' or also known as a 'convenience fee' that is charged.

To better serve all of our owners as a whole, that 'processing/convenience fee' will now become the responsibility of the user. The Board of Directors has approved a 3% 'convenience fee' for all debit and credit card purchases and charges effective this year's CEC billing.

NOTICE OF ANNUAL MEETING

In accordance with the by-laws of the Mountainside Villas Owners Association, Inc., the Annual Meeting will be held on Saturday, November 14, 2020 at 11:00 a.m. The meeting will take place in the Mountain Cruisers building. The purpose of this meeting is to elect three (3) members to the Board of Directors and to review the status of the Association. If you plan to attend the meeting, you will be able to vote your ballot choices at that time. If you cannot attend, please complete the enclosed proxy and drop it in the mail. Please be sure to mail your proxy early to ensure receipt before November 13, 2020.

Information on candidates seeking election is contained herein. Please read before casting your vote.

*Please plan on joining us at the Annual Meeting.
Door prizes will be awarded!!*

*The physical address of the Mountain Cruisers building is
4093 Massanutten Drive
Massanutten, VA 22840*

MVOA BOARD MEETING ON NOV 13 AND ANNUAL MVOA MEETING NOV 14, 2020

We are currently not making changes to the format of the annual meeting. In past years, there have been approximately 50 people either attending or participating in the meeting.

However, this is no ordinary year and 2020 will not yet be over. There is a possibility that we will need to exercise social distancing guidelines ... which will certainly change some, if not every, portion of how the meeting is held. We may employ technology such as Zoom to broadcast the meeting – but that has not yet been decided.

We will keep you abreast of any changes as soon as they become available. Continue to look at our web site for updates.

M. V. O. A.
P.O. Box 1351
Harrisonburg, VA 22803-1351
Phone: 540-289-6003
Fax: 540-289-9072

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Classified Ads

FALL 2020

Unit 153 week 14

Bruce Blair
Day & Evening (301) 980-8821
milliesparents@gmail.com
Asking Price: \$4,000 (negotiable)

Unit 163 week 37

Daphne Vasold
Day (410) 853-7306
dvasold@angelfelder-care.com
Asking Price: \$1,200

Unit 12 week 3

Ted Brown
Day & Evening (717) 786-4734
taybroqpa@hotmail.com
Asking Price: \$900

Unit 67 week 46

Vicki May
Day & Evening (540) 280-2296
vobx4me@aol.com
Asking Price: \$3,000 + deed fees(negotiable)

Unit 48 week 32

Matthew Sauber
Day & Evening (734) 353-9515
matt.sauber@yahoo.com
Asking Price: Negotiable/make offer

Unit 80 week 43

Steven Stohrer
Day & Evening (757) 401-1405
sstohrer@cox.net
Asking Price: Negotiable/make offer

Unit 76 week 35

William Likins

Day & Evening (304) 229-3907
judy.likins@gmail.com
Asking Price: \$1,200 (negotiable)

Unit 139 week 42

Leonard & Marna Mayo
Day & Evening (757) 851-2478
LSMAYO@AOL.COM
Asking Price: \$1,500 (negotiable)