



PEPPERTREE 2023 ELECTION

Both Renee and I will be leaving the board this year and there will be two positions available. Interested parties should send their resumes to info@peppertreemv.com by July 1, 2023 and briefly state your reasons for seeking a position on the board. Disappointingly, the past several elections have only seen enough candidates to fill the positions with the new members being appointed by default. Since taking the resort back from SPM four years ago, we have introduced thousands of dollars of cost cutting measures and eliminated many wasteful expenses. Hopefully, future boards will build upon this solid foundation as there is still a great deal of work left to be accomplished.

SEPTIC

We took the opportunity during the slow winter months to investigate several persistent lurking sewer system problems. Our plumbing company ran a sewer camera up the main drain line for buildings 20 and 21 which had been experiencing backups in previous years. It was discovered that the main line had settled with a low spot causing persistent blockage and also found a poorly assembled junction which had contributed to our backups. These were fixed and it should be smooth running from here on out with no more midnight maintenance calls.

Unbeknown to us, the first four round buildings, 1-4 have their own septic tanks with their effluent emptying into the lift station. In all my 37 years here, I have never known the tanks to have been pumped nor even knew that they existed. As expected, they were completely full of solids causing the problems during our busy season. They were pumped but will have to be pumped again. We also discovered a defective backwater valve for building 23 which caused slow draining.

Let us please remind folks: **Do not flush anything down the toilets other than waste and toilet paper.** No diapers, wipes, feminine products, q-tips and yes, no washcloths. Also, please use the garbage disposals sparingly as they are not healthy for our septic systems. At minimum, potato peels should be thrown into the garbage as they tend to cause serious stoppages and very expensive plumber calls.....**Please tie up trash bags before putting in outside bins.** *Steve Fogg, President*



RESORT NEWS

During a heavy wind storm, a tree fell onto building #8 causing significant damage to the roof and deck. We hastily secured the area to prevent any further loss and contacted our insurance provider. Although the tree was located on the Maggie Valley Club, this type of claim is considered an "Act of God" and not their responsibility. The damage was covered under our insurance policy with the deductible our responsibility. Thanks to our Maintenance crew, we were able to complete the deck repairs ourselves which in turn saved on our deductible. Additionally, the Club has agreed to remove the remaining tree to avoid any future reoccurrence.

RCI, the timeshare exchange company, has three RCI® Award Designations to recognize affiliated resorts that have demonstrated an ongoing commitment to quality and guest satisfaction and which have met or exceeded certain standards. The Gold Crown Resort award is the highest of the three RCI Award Designations. The RCI Gold Crown Resort award designates resorts that have

met or exceeded specific standards in the areas of unit housekeeping, unit maintenance, hospitality and check-in/check-out procedures, and an evaluation of resort facilities, amenities and services. We are elated to share that Peppertree Maggie Valley has been awarded the gold crown designation for the first time in over ten years. We would like to recognize and praise our staff for this tremendous accomplishment and their continued hard work to maintain our vintage, yet beautiful resort.

As always, we strive to be readily available for all of our owners and guests' needs. Please remember we are a small, locally managed resort with limited staffing. While we do maintain a 24-hour maintenance emergency hotline, our office staff may not always be available to answer every call as they come in. If you are unable to reach our office by phone, please leave a message for a return response typically within the hour. Email will yield the quickest response. Please be sure to visit our website, peppertreemv.com and Facebook page for an up to date calendar for your weeks' start dates. *Rachel Rose, General Manager*

Stay Connected

Facebook continues to be a viable method for us to share current events with our owners. We currently have 618 followers who benefit from timely updates. If you have a Facebook account, consider LIKING us or FOLLOWING us to keep abreast of current events. Last month we shared information with 284 folks and, over the past year, 99 people actually engaged with us regarding our posts or services. While visiting your mountain 'home', consider sharing some of your experiences and discoveries by tagging us in your post.

While we're talking about sharing - consider sharing our wonderful resort with friends and family who enjoy taking vacations to the Maggie Valley area. We offer a wonderful and pampering home base, as you know, for exploring this beautiful area in western North Carolina. Perhaps they, too, would love to own a slice of paradise. Another consideration - if you already own at a time you love - consider adding to your ownership with a week that coincides with your current week - to extend your stay, or possibly grab a week so you can come back at a different time of year for an entirely different experience. As a true 4 season climate, there's always something interesting to see and do - year round. PLUS - Ownership at Peppertree Maggie Valley is more cost effective than owning a cumbersome house/property in order to enjoy several weeks of vacation here. If ownership isn't in the cards, consider coming back and simply renting for another week of mountain bliss.

Reminder: Our annual meeting has been conducted by ZOOM since Covid days and it's an effective way for you to join the meeting to see what's going on with your resort. Look for that invitation in the fall. To join, simply let Rachel know you're interested and you will receive a link to join the meeting at the appropriate time from the comfort of your home. If you have never participated in a Zoom call, we can help you with that, too. It's free, convenient and another great way to keep in touch with your Peppertree Maggie Valley family.

Renee Lenz, Secretary

A REMINDER

As our resort moves forward, I would like to remind some of our owners that our resort's Maintenance Fee Statement is an obligation. As owners, we each have a responsibility both to our resort and to each other to support and maintain our resort. A majority of our owners are great and understand this obligation but there are a number of owners or heirs that fail or continue to fail to pay their maintenance fee. This failure impacts the resort which is not sustainable in the long run and will result in individual actions.

Listed below are a few actions that all owners should follow:

1. Whenever a change occurs to your contact information (mail and email address, landline and cell phone numbers), the resort needs to be kept informed so you can be kept informed;
2. Ensure that your maintenance fee is paid no later than January 1 of each year as this impacts our operations, our budget and the ability to improve our resort;
3. If an owner is deceased, ensure executor/trustee has notified the resort of the deed status
4. If your personal situation changes, contact resort for options;
5. All information is confidential--email to: info@peppertreemv.com phone: 828 926 3761

We need everyone's help so we can improve our investment. If you have any questions, do not hesitate to contact our resort.

Dan West Vice-President