



Peppertree Maggie Valley Winter 2023 Newsletter

A Message from the President

I want to thank everyone who cast their vote in this past election and especially those who attended and participated in our Annual Meeting on November 11, 2023. One of our goals next year will be to have more owners attend either in person or by ZOOM as owner involvement is imperative if our resort is to thrive.

Both Doug Talbert and Pete Santora, as incumbents, were elected for their three (3) year term. As the board has done in years past, we have invited Joe Bologna to join our board as a non-voting member to cover any eventuality. Joe is close to the resort (across the mountain), and he has agreed to this limited role providing another owner's voice. The by-law amendments presented were passed and will be recorded as required. Our resort policies have been updated and are now implemented. The by-law amendments and the policy updates are important as our board feels that we must have a structured framework in which to operate our resort now and into the future.

Our Annual Meeting lasted for approximately 2.5 hours. After the required business items were covered, the meeting was opened for discussion and questions. From your board's perspective, we think it went great and we hope everyone went away with a better understanding of our financial situation and our path forward as was explained in the letter sent with the maintenance fee/assessment notification.

Following the Annual Meeting, the new board met, and elected officers as follows: Dan West—President, Doug Talbert—Vice President, Bill Davis—Vice-President, Pete Santora—Secretary and Lee Allen—Treasurer. Also, based upon each board member's background, additional responsibilities have been assigned: Bill Davis (VP) and Doug Talbert (VP) are our liaisons to the Maggie Valley Country Club; Pete Santora (Sec) is our contact for maintaining our by-laws and policies; and Lee Allen (Treas) has responsibility for facility engineering and grounds.

For those that could not attend our annual owners' meeting, a few points are summarized below:

>Peppertree Maggie Valley Governing Documents Termination Clause is on the horizon (Jan 2027) and must be addressed. This is important and to ensure our HOA does this correctly, we have asked our resort attorney to review and advise. A key phrase within this document is "It is understood that on January 1, in the year 2027, the Owners of each Unit committed to Interval Ownership shall become tenants in common as to each Unit with all other Unit Week Owners in such Unit." Beginning to address this now rather than waiting is the best path and will keep all owners aware as we move forward.

>To improve our cash flow, we are attempting to market our resort in areas where we have not previously. This year, we have become a lodging partner with Cataloochee Ski Resort to rent our units during our non-busy winter months. We are also attempting to work with the Maggie Valley Festival grounds to see if we can provide lodging for their activities, which are constant.

>Timing of our maintenance fee increase coupled with the assessment was unfortunate, but it had to be addressed as unwelcome news does not get better with time. One of our goals for this coming year is to provide financial

requirements earlier. To attract new owners and renters, we must ensure our units, buildings/grounds are well maintained and updated, and we have begun that costly process. Our resort is non-profit, and all monies collected go into maintaining/improving the resort, salaries, administrative costs, etc. To note, due to inflation and other requirements to maintain, our maintenance fee per week is still in a negative position. As board members, there are no special benefits and we incur the same costs as every other owner, so we fully understand the impact of our actions.

>There was a discussion on other timeshare costs in North Carolina and Peppertree's maintenance fee, even with the assessment, is positioned well below the average cost of \$1,000 per owned interval week. According to the American Resort Development Association (ARDA), the average price of a weekly timeshare interval is \$24,140. Compare that to the \$429,000 average price to buy a vacation home (Forbes) or the \$355,700 average price of a condominium (Bankrate). We have a diamond and coupled with the Maggie Valley Country and Golf Club partnership, a resort that can be envied and should be in demand. Additionally, our owners, if RCI members, can trade their weeks through RCI.

>As owners, you need to see where your money is being spent and we hope that you have noticed.

>What we need now are more owners, so our shared costs have an improved spread. Our lower purchase price and maintenance fees are an understated value in a fantastic location including country club and golf privileges. We could use your assistance in spreading the word.

>Some other issues were covered and too numerous to report. We need our owner's input, and our next Annual Meeting will be Saturday, November 9, 2024, at 1:00pm in the Trillium Room at the MVCC. Hope to see you.

If interested in receiving the Maggie Valley Club's "This Week at the Club", our owners should email Caitlin Bledsoe at the Maggie Valley Club (membership@maggievalleyclub.com), identify that they are Peppertree owners and provide their email address to begin receiving this newsletter. This weekly newsletter provides a lot of information (golf, specials, announcements, etc.). Additionally, any owner can check <https://www.pinhighmvc.com/events> and review the Member Events Calendar for monthly activities. By having access to both, an owner can check what is happening prior to their arrival at our resort. Also, prior to arrival, recommend a review of the following websites for great information to enhance your vacation: <https://www.maggievalleyfestivalgrounds.com>; <https://www.maggievalley.org>; <https://www.blueridgecountry.com>; and <https://www.visitnc.com/listing/JPeR/haywood-county-tourism>.

In the future, we will begin replacing some of the sofas and loveseats. Our plan is to purchase a good and comfortable sofa that is not a sofa bed which is more costly, problematic, and uncomfortable. To ensure the maximum number of occupants (6) have a place to sleep, **when requested**, we will provide single roll-away beds (twin equivalent) which will be more comfortable and convenient.

Merely for information, as with other resorts, very shortly, we will begin processing a \$200 credit/debit card hold for everyone at check-in as soon as the details can be ironed out. This hold will be to replace unit keys, Club pool cards, pool towels that were not returned along with unit damage, excessive cleaning requirement, missing major items, etc. where the cost is now absorbed by the resort versus the guests responsible for the loss. When unit is released/cleared, the \$200 hold will be voided.

Reminders

OWNER RESPONSIBILITIES

As owners, we each have responsibilities both to our resort and to our other owners. Listed below is information related to your ownership:

1. Ensure that your contact information is current (address, telephone and cell phone numbers, email address, etc.). Whenever a change occurs to your contact information (mail/email address, landline/cell phone numbers, etc.), the resort needs to be kept informed so you can be kept informed.
2. Ensure that your maintenance fee is paid by the due date each year as this impacts our operations, our budget, and the ability to improve our resort.
3. Ensure that your executor/trustee notifies the resort of the deed status (being returned without penalty or inherited).
4. If your personal situation changes or if your deed is unused, contact resort for options.

All the above information is confidential and can be emailed to info@peppertreemv.com or mailed to:

Peppertree Maggie Valley
ATTN: Owner Update
265 Moody Farm Road
Maggie Valley, NC 28751
828-926-3761

HOUSEKEEPING ASSISTANCE

Our great housekeeping staff does a tremendous job of turning over our units on Saturdays and Sundays from check-outs to check-ins. There is only a limited amount of time for this changeover to occur to prevent delays in the unit being available on time for the check-in process. To assist in this, anything an owner can accomplish, such as cleaning spills or returning furniture items back to their original places would be helpful. Placing dirty dishes in the dishwasher and starting, placing sheets and towels in guest bathroom and cleaning as you go by removing trash and recycling have been a long-time requirement. Many of our owners have been doing this for years and we thank each one of you.

MAINTENANCE ASSISTANCE

As a reminder, please do not place the following items in the kitchen sink disposal unit: chicken bones, potato peels, eggshells or coffee grounds as these items tend to plug our pipes and cause a back-up at the most inopportune time. These items should be placed in the garbage. Also, **only** toilet paper should be flushed. Examples NOT to be flushed are diapers, hygiene products, paper towels, wash cloths and **flushable wipes which clog our pipes and do not disintegrate.**

Dan West

Vice-President's Report (Club Liaison)

To all my fellow golfers at Peppertree, over the next 3 to 4 months, there will be circumstances that may cause a delay or cancellation in golf play such as rain or frost or even snow so recommend you plan accordingly. For your planning purposes, as always, remember that you can call sixty (60) days prior to booking your tee-times and identify yourself as a Peppertree owner. If you have any questions, you may ask them or visit

their website (maggievalleyclub.com) to find out any information that you may need. Also, do not forget to stop by and say hello to our Pro, Adam, in the shop. Adam is available to help you as well.

Birdie's corner informs and reviews golf highlights and our local adventures, restaurants, and water hole with a top score of 5 Birdies! So, remember if you have any great adventures, wonderful meals, or a golf story you want to brag about let us know and we will put it in our next newsletter. So, until next time, hit him straight and shoot for par and have a great vacation.

So far this year (as of Oct 31, 2023), Peppertree owners and guests have played 2.308 rounds on the Maggie Valley Club course which is over an 8% increase over 2022 and still a lot of golf to be played.

Bill Davis

Secretary's Report

First, I would like to thank the owners for their show of support in electing me to the BOD. My pledge to you is to represent you and your concerns. There is a lot going on at our resort and some of it has to do with the fact that our resort is underfunded and has been for some time. We are in a time of upgrade and reestablishing our operating philosophy based on the resort policies and By-Laws.

I also own multiple weeks and understand that increases in fees can be hard on all of us. I promise that our approach will be one of as little burden as possible on our owners, however these increases are needed to bring our resort back to a level of comfort and enjoyment. Please bear with us and I hope the results will be evident, as it is our pledge to be transparent in our communications and frequency both by email and website. Updated By-Laws and Policies are posted on Peppertree Maggie Valley Website for your convenience. <https://peppertreemv.com/>

Pete Santora

Treasurer's and Facilities Report:

Hello Peppertree owners. Our recent November owners' meeting was a particularly good meeting with our Board sharing a ton of information in the way we feel is our best effort to be as transparent with our owners as possible. We have made great strides since March addressing some of our most pressing issues. We have now completed the upgrades to our landscaping, well on our way to getting all the mattress replacement, painting our handrails, decks, and walkways, as well as improving our public lighting to make our property as safe as possible for our owners and guest. I have spent quite a bit of time with our maintenance supervisor patrolling our properties to evaluate our outside lighting opportunities and have identified areas where our lighting needed improvement. Rico, our maintenance supervisor, is in the process of making the necessary changes and additions to enhance the safety of our outside environment. Our maintenance fees and assessment fees continue to come in, and I will be working hand in hand with our general manager to ensure every cent we spend will be in the absolute best interests of our wonderful resort and our resort owners. I truly hope the financial information I shared with everyone that took part in our owner's meeting, in person and remotely, was beneficial and informative for everyone. Also, pictured below

are a couple of improvements being made; painting of unit doors/trim/decks and painting of rails. I want to wish everyone a very Merry Christmas and Happy New Year.



Lee Allen

Resort Operations Report

Happy holidays to all our Peppertree Maggie Valley Resort owners and families.

Do not forget to check out our refreshed website and Facebook page featuring the latest information, photos, and local events. Please take a moment to explore these wonderful winter activities happening around the area.

CATALOOCHEE SKI AREA AND TUBE WORLD | MAGGIE VALLEY

***November 29, 2023 - TBA**

Cataloochee was the first ski area located in North Carolina and is located just 35 miles west of Asheville. In addition to eighteen slopes ranging from Beginner to Expert, we also offer Freestyle Terrain with two parks, full-service rentals, ski/snowboard lessons, an on-site gift shop, cafeteria-style dining, full bar, and complimentary Wi-Fi. For even MORE family fun, we also have snow tubing available at Tube World which is located at the bottom of the mountain in the valley at 4721 Soco Rd.

**Please ask about FREE tickets for kids staying at Peppertree!*

THE POLAR EXPRESS TRAIN RIDE | SMOKY MOUNTAIN RAILROAD, BRYSON CITY

November 9, 2023 – December 31, 2023,

First told in the award-winning book by Chris Van Allsburg, this is the story of a child's Christmas Eve journey. It was adapted to the big screen in 2003. And now it comes alive each year with THE POLAR EXPRESS™ Train Ride! All ages can enjoy the experience, warmth, and fun of the Christmas season on a special steam train trip to the North Pole! Certain dates and car types will sell quickly, so book soon to reserve your preferred seating!

NC ARBORETUM WINTER LIGHTS | ASHEVILLE

November 17, 2023 – December 31, 2023,

Winter Lights is a spectacular open-air walk-through light show made from over one million lights! Located at the North Carolina Arboretum in Asheville, North Carolina, this year's event features favorites like the famously tall 50-foot lighted tree and the Quilt Garden, along with enchanting newly added details designed to delight and surprise.

CHRISTMAS AT BILTMORE | ASHEVILLE

November 3, 2023–January 7, 2024,

A daytime visit to Biltmore is a feast for the senses, featuring fragrant wreaths, glittering garland, and the sparkle of thousands of ornaments from Biltmore House to Antler Hill Village! Wrap yourself in the magic of this most beloved of holiday traditions: *Christmas at Biltmore*.

November 3, 2023–January 6, 2024,

A majestic Norway spruce and pathway luminaries welcome you to America's Largest Home®. Inside, thousands of ornaments reflect the soft glow of candles, fireplaces, and twinkling lights. The magic continues in Antler Hill Village, which is festooned with glittering lights, ornaments, and displays.

**Please ask about our Peppertree guest discounted ticket code!*

NC SMOKIES ICE FEST WEEKEND | HAYWOOD COUNTY

January 26-28, 2024,

Get ready to chill out at the NC Smokies Ice Festival! January 26, 27 & 28, 2024, Haywood County will be transformed into a winter wonderland as the festival goes county-wide. Brace yourself for jaw-dropping ice sculptures, thrilling interactive ice games, and the chance to peruse local artisans' masterpieces.

But that is not all – you can lace up your skates and glide across an ice-skating rink, indulge in delicious dining specials, and snag some incredible deals while you shop. This weekend-long event is guaranteed to make your heart melt – in the best way possible.

Rachel Rose

General Manager