

- 2015-2016
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Newsletter Title

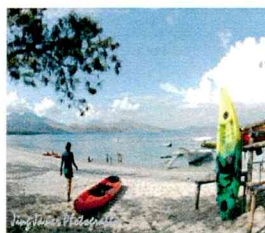
VOLUME 1, ISSUE 1

SPRING 2015

VENUE CHANGE FOR PARTY!

Well, this is one of the reasons the newsletter is a little late this year. For reasons beyond our control, we were forced at the end of February to try and locate a new venue to host our Annual Owners Dinner Party. After much searching and negotiating, We have contracted to host the party at the Park Vista. There are so many positives about this switch that I am sure you will all be as pleased as the Board is with the change. The biggest improvement for us is that there is on-site free parking, no need for a shuttle! The walking distance to the ballroom is much less and the change did not cost us any additional money over the original budget! The menu for this year is going to be incredible and the venue is beautiful. I am certain that you will be pleased!

With all that said, here are the details. The business meeting is on **Saturday April 25**. Registration starts at 9am with the meeting beginning at 10am.



ISLAND ADVENTURES SUMMER CASUAL ATTIRE

Come early and speak with assorted vendors that are of interest to our homeowners. Our guest speaker is Ms. Lisa Lawhead from Brainstorm Café. Lisa will be showing us all the

new website and the many things we can do with the new format. Explaining the "glitch" corrections and access. Then, the doors will open at **6pm at the PARK VISTA hotel** for appetizers and social hour. Buffet dinner will be served around 7pm with live music somewhere around 8. Tickets are \$35 per person for owners and \$40 for non-owner guests. Brunch will be at the North Clubhouse on Sunday April 26 and will be served from 9am-noon. Cost is \$9 for adults and \$2 for children over 5. You can come by anytime 9-12. Please let us know if you are attending by **APRIL 17** so that we can get an accurate count for the caterers. You can email reservations or return the card you received with your invoice.

ISO UPDATE

It has been a long time since we have seen any progress with our ISO situation on the North side. However; in January we had a very productive meeting with our ISO representative and Chief Miller from the Gatlinburg Fire Department. We discovered during this meeting that ISO had

some incorrect information regarding our fire hydrants which was the basis for their determination. We have since had a new community survey (fire hydrant mapping) and provided updated documents regarding the flow test and we are anxiously awaiting the review boards findings.

We have been advised that although the process is long, we should expect a determination sometime in June or July! After a four year battle, it appears we may be reaching the end. Please watch the website for the announcement. I am sure this news will travel fast....



**OUR BEAUTIFUL
NORTH KITCHEN,
FEBRUARY 20, 2015!**

UNEXPECTED REMODEL AT NORTH

As many of you experienced, this past February was a big test on our properties in Chale Village. The North Clubhouse did not escape the wrath of Mother Nature. On February 20, even though we had checked the buildings and had the heat on, the pipes burst after hours and flooded the clubhouse. The best we can determine the water ran for more than 6 hours before someone saw it and notified us. (We wish we knew who took the time to let us know

so we could thank them!) As you can tell from the picture it was a total disaster and the building had to be gutted all the way to the block walls. Again, this is another reason for the delay of this newsletter. Because of the extensive damage, we were not sure if we would be able to have our Brunch here on April 26. But, thanks to a fantastic contractor and their commitment to getting us back up and running as soon as possible, the first event to be held in the new

and amazing remodeled North Clubhouse will be OUR Owner's Brunch. If you look for the blessing in the disaster, you will see that the newly remodeled facility is beautiful, and we have a facility that will be "current" for many, many years to come. What we had was nice but we have taken this time to make the kitchen so much more functional and upgraded all our appliances. The outcome is impressive! Please join us for Brunch on April 26 and judge for yourself.

NEW WEBSITE LAUNCH JANUARY 2015

New Website

As many of you are aware, just prior to our invoice mailing we launched a new website. The website format is much more user friendly and once everything is set up the way we want it, we will be able to do regular in-house updates making the site much more useful to us as a communication tool. Unfortunately, we sent out the mailing within a day or so of

the site launch and as happens, we had a few glitches. One of those being the owner access. Please note that the User ID is--owners (all lower case) and the PW; is CVOC4440 (all caps). The letter you received had this incorrect. In addition, one of the biggest benefits of the new site is the ability to pay your usage fees online. Again, this is where we experi-

enced a glitch somewhere on the bank processors end. Rest assured that these issues have or are being corrected. If you attend the owners meeting on 4/25, Lisa Lawhead will be walking us through the website, including the payment page. I apologize to each of you that attempted to use the online payment.

Cont on pg 3

**IF YOU RENT
YOUR PROP-
ERTY BE SURE
TO GET YOUR
PASSES READY!**

POOL PASSES

Even though the temperatures are still riding a roller coaster, the summer season is upon us. Please help us avoid last minute stress on your property managers, guests and yourselves by making sure you have paid the mandatory usage fees. We begin mailing the passes the week after the Annual

Owners Weekend. We will print all the passes that have already been paid first. So, if you have not paid the fees yet, please do so asap so that your passes will be ready before the pools open May 23. In fairness to all our owners, we do not provide the rental companies with permanent passes until all

of the owners on their program are current. This policy prevents the rental companies from using your paid pass for a property that has not been paid and depriving you of the rental (yes, this has happened). Every year we have companies panic at the last minute because (cont pg 3)

NEW WEBSITE



I should have personally made sure that every aspect was working and I did not do that. I know that it caused some of you a great deal of stress and I am sorry. However; it

Email us regarding listing your property on our page!

will be corrected and will be a great asset to our owners. Progress is painful but always worth it. Also, in our updating and trying to be current, we have updated our logo! The new logo, we feel represents Chalet Village in a very classy and elegant way and will work for us for many years to come.

In addition, we added a "cabin listing" page. We have many visi-

tors to our site and wanted to make additional tools available to our owners that rent their properties. For a nominal fee of \$120 per year, you can list your property with pictures, description and personal email or contact information. This site is for owners, it is not for management companies. Although, if your home is with a management company and you wish to do extra advertising, you are welcome to do so you will just have to have your personal contact information, not the management company.

New Cabin rental page for property owners to advertise their overnight rental!

FROM OUR PRESIDENT-Ken Webster

What a wild Winter and early Spring we have had! We definitely had an eventful February. On the night of Friday, the 20th of February, I received a call that water was running out of the doors of the North Clubhouse. Needless to say, my heart sank! When I arrived, indeed, water was coming

out of every place it could come out. This was during some of the coldest temperatures we have seen in quite a while. When that clubhouse was built in 1976, the waterlines were put in the ceiling. Because of the building construction they cannot be moved without great expense. Needless to say we

had a mess! Thank you to the angel that let us know about the water "flow". Our maintenance staff had just been there that afternoon checking everything and all was fine. With the weather we had during that time, you can never know for sure what will happen. (Continued pg 4)

POOL PASSES (CONT)

They can't get all the permanent passes because of non-payment. If you rent your property, the fee is mandatory under the covenants and restrictions. If you have not paid for 2015, the fee is \$422. If you have taken care of this already, thank you and rest assured that your management companies will have passes so that none of your guests are inconvenienced. The

burden and inconvenience falls on the management companies and the office staff. Also, please remember to share with your management companies or guests if you rent by owner the added benefits of staying in Chalet Village. The discount program saves our owners and guests a good amount of money on local attractions and restaurants. Our banquet facilities are also avail-

able for very nominal fees to anyone renting or owning property in Chalet Village. Our facilities can accommodate parties up to 100. Guests can utilize the kitchens and prepare their own foods or bring in caterers of their choosing. Family reunions, weddings and corporate meetings have all taken advantage of our beautiful facilities. Why not use this to help market your own

Properties. These facilities are here for you, our homeowners and your guests. Many of the management companies are not aware until we tell them that we have this added amenity. Let them use this to market your home!



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Tamie M. Sentz, Manager

We are on the web!
www.chaletvillageownersclub.com

FROM OUR PRESIDENT (CONT.)

Our area is not used to the prolonged below freezing temperatures we received. Water lines were freezing in the ground that would normally never freeze.

If you do not rent your home here on the mountain, you should make sure that someone in the area has access to your home, make sure the Homeowner's Association has contact information for you (preferably a phone number or at the minimum an email address), and make sure your water is cut off at the meter when you are not going to be here for an extended period of time in case we have weather like we just experienced in February. When we drive around the mountain and see a

home with icicles hanging out the front door or off the decks, we do not like to have to search for contact information to give the homeowner that kind of news.

So for those of you who get to come to our annual meeting in



Water and debris from flood at North Clubhouse 2/20/15

April, you will be in for a treat to see our newly renovated North Clubhouse when you come to brunch on Sunday, the 26th!

Please take this as a reminder to prepare your homes. If your property is not occupied in the winter months, consider turning OFF your water and draining your lines. Wrap pipes, monitor the thermostat and take necessary precautions to winterize.

If you have not yet, help us to help you by providing the office with contact information. Phone or Email on file with the office can save you lost time and money if we can notify you of problems.