



2020 Message



Message from
President:
Nancy Nelson

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It is again my pleasure as President of the Crown Point Owners Association (CPOA) Board of Directors to keep you informed about your vacation resort ownership. My message this year will highlight the many enhancements approved by the CPOA Board which have been implemented in the past few years at *Crown Point Condominiums (Crown Point)*, primarily to the common areas. In his message, General Manager David Crawford will highlight the numerous improvements to the interior of the condo units.

First and foremost of the implemented enhancements, and a strong recommendation by the owners, is the recent installation of new heaters and air conditioners, which was completed recently in time for Ruidoso's colder winter temperatures. The main project was completed in just under six weeks' time with very little disruption to owners or their guests. At this time, the finishing touches on upgrades to the heater flues and the return air systems are being installed to support the proper operation and the longevity of the equipment.

While this project was in process, the roof of the pool enclosure was replaced with matching red metal to complement the other buildings on the property, and earlier in the Spring, the sliding doors around the pool were also replaced to modernize the enclosure. Within the past year, both of the heaters for the pool and the spa were upgraded with the proper commercial gas-fired equipment which support less downtime for each of these popular amenities. Within the past year, the two commercial boilers on the property were replaced which supply the entire property with hot water. In doing so, the long-standing issue with the hot water circulation at the far ends of the property was finally resolved. These upgrades and repairs are reflecting savings to the ownership in each category of our monthly utility expense line items and will continue to do so going forward. LED lighting was installed in the property's common areas in early 2018, and an ongoing project to convert all bulbs on the property is now nearing completion. A planned project to convert to LED fixtures property-wide in the bathrooms is planned to begin in 2020 to better conserve energy and promote savings. New commercial, energy efficient washers and dryers were purchased and installed in the laundry facility. In addition, a three-station, natural gas-fired BBQ area and firepit which overlooks the tennis courts was also installed. All propane-fired equipment has been removed from the property as a safety measure, and owners are now able to enjoy BBQ-ing, even when fire restrictions in the area are implemented. Also, during the past year, concrete steps and railings were installed for better access to the refuse area, along with lighting from the parking lot to this area to address nighttime safety concerns. Enhancements to the check-in lobby and management offices include painting and re-carpeting, in addition to the replacement of the PBX phone system in the main offices in support of the new phones installed in each condo.

I am pleased to report that your CPOA Board continues its commitment to the property for the benefit of the owners, and works diligently to improve and enhance the financial investment of each owner in our resort property. At the same time, the CPOA Board is mindful of the financial complexities in managing our *Crown Point* resort. We have been fortunate these past few years to be able to make many upgrades to the property as enumerated above, and to improve upon many areas of maintenance. Taking on the heating and air conditioning project was monumental, and we are pleased that the project is now completed.

As discussed in our previous newsletter and at the annual Membership Meeting last spring, the CPOA Board has approved a special assessment for the heating and air conditioning project. The total of the special assessment for each ownership week is \$400 with a \$20 discount if paid in full. This special assessment will be billed to owners on March 1, 2020 and will be due on April 1, 2020. If you choose to pay the special assessment over four months, which will be allowed, you can do so in four equal installments of \$100 each. The first monthly installment of \$100 would be due on April 1, 2020 with subsequent payments due on May 1, 2020, June 1, 2020 and the final payment of \$100 due on July 1, 2020. This investment in our property will greatly enhance not only the comfort, but the value of our asset.

My annual message must include the CPOA Board's appreciation to the hard working and dedicated staff at *Crown Point*, under the excellent leadership provided by GM David Crawford, and by Assistant GM John Thomas. Each of our employees are to be congratulated for their service to our association. Please thank them when you are staying at the resort! It is also important to recognize that the CPOA Board continues to have a strong partnership with **VRI**, the international property management company who has overseen the management of *Crown Point* since 2007.

On behalf of the CPOA Board, we again wish to thank you, the owners of *Crown Point*, for your continued support. It is through your usage of your timeshare that we are all able to thrive and to enjoy our resort. I wish you many wonderful vacations as you use your timeshare at *Crown Point*, or trade/exchange for other great vacation adventures in other parts of the world!

Message from David A. Crawford Jr., General Manager

To Our Valued Ownership,

Each year we strive to improve our owner and guest experiences here at Crown Point. In her letter to the ownership this year, our Board President Nancy Nelson, described the many major capitol upgrades that have been completed during the past few years here on the property.

The departments which comprise our resort operations have also been busy with upgrades and modernizations within the condominium units while preserving the rustic charm of the condos here on the property. During the past year, each condominium has been converted to a keyless entry system for ease of access to the units. The code systems can be managed effectively and easily to address security concerns. The Bear Door keys remain available at the front desk upon request for your convenience during the gentler months.

Additionally, USB friendly clock radios have been installed into each unit and an 11pc Cuisinart Stainless Steel cook set which include a copper coated non-stick cooking pan and new blenders have also been installed into each condominium unit. Mountain Communications, our new Cable and Internet provider, came on with us in the past year to address owner requests for more channel options and better services within the units. Each unit has also been equipped with new telephones and messaging systems complete with use instructions and a basic resort directory on the front of them for your convenience during your stay here.

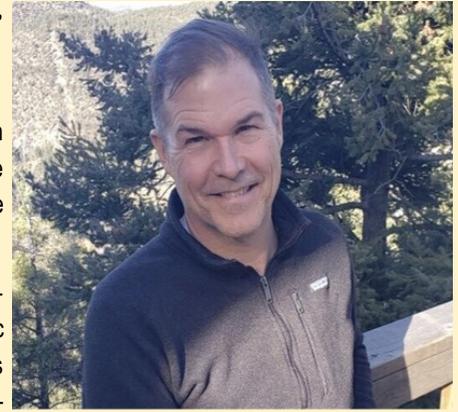
A professional window cleaning service has been on contract with us now for a year and a half, and the interior and exterior of the windows on the entire property are cleaned every six months to ensure a crisp view of our natural surroundings here. The crew also cares for the offices and the pool enclosure once each month. Window tinting around the property has been installed property-wide in order to preserve the conditions of the carpets and bedding in the units and to further insulate the units from excessive heat during the summer season.

Under the close supervision and guidance of the management team, a preventative maintenance program has been instituted in the units and on the property. An ongoing deep cleaning program for our housekeeping department also began this year. These were implemented to ensure the standards and the quality experience which our ownership has come to expect over the years here.

There will be planned closures in 2020 of the Tennis Courts in the Spring for painting work to rejuvenate them, and a planned closure of the pool for maintenance work from Oct.15 to Nov. 15, 2020. We do plan to keep the Jacuzzi up and running during the renovation project for the pool.

We thank you for your continued support and patronage of Crown Point Condominiums and look forward to your visits during the next year.

Sincerely,
David Crawford
Crown Point General Manager



Can't Get Enough of Crown Point?

Did you know that Crown Point Owners receive a special rate at the resort?

If you'd like to visit Crown Point outside of your regular use week, you may rent additional nights at a special discounted rate!

This offer is based on availability and certain restrictions may apply.

Please call the front desk at 575-257-7641 for further details.

Check In – Check Out Information

Check-in time is after 4:00 p.m. A \$100 security deposit is required upon check-in and will be returned or released upon check-out, provided there is no damage or excessive cleaning needed in the unit. We will also ask for a photo ID and a list of the individuals staying in the unit. It is important for all owners to adhere to the occupancy limits of their unit. A two-bedroom unit will accommodate up to six persons and a three-bedroom unit will accommodate up to eight persons. Resort personnel are unable to make exceptions and unit occupancy will be strictly enforced. If an owner or guest over-occupies a unit, they will be required to either rent an additional unit or decrease the number of occupants.

These procedures have been put in place to protect our Crown Point Owners' investment and for the safety of our guests. We greatly appreciate your cooperation.

Please remember, if you are sending someone else to stay in your unit, we must receive that information in writing prior to their arrival. You can mail it to Crown Point at PO Box 7159, Ruidoso, NM 88355; fax it to 575-257-9183; or email it to

crownpointcondominiums@gmail.com

CROWN POINT OWNERS ANNUAL MEETING April 18th, 2020

There is one (1) Board of Director position that will be elected. Owners interested in submitting a resume for election to the Board, may submit resumes via email to:

Jessica Richens
Jessica.Richens@vriresorts.com

Resumes must be received
NO LATER THAN February 28, 2020.

Official notice of the Annual Meeting, Proxy solicitation, date, time and place will be mailed at a later date.

Sincerely, The Crown Point Board of Directors

2020 Meeting Schedule

Friday April 17, 2020
Board Meeting
3:00 PM

Saturday June 20, 2020
Board Meeting
9:00 AM

Saturday April 18, 2020
Owners Annual Meeting
Cree Meadows Country Club
10:00 AM Registration/ Breakfast 9:15 AM

Saturday Oct. 10, 2020
Budget Meeting
9:00 AM

USE WEEK NUMBER	2020		2021	
1	Jan-3	- Jan-10	Jan-1	- Jan-8
2	Jan-10	- Jan-17	Jan-8	- Jan-15
3	Jan-17	- Jan-24	Jan-15	- Jan-22
4	Jan-24	- Jan-31	Jan-22	- Jan-29
5	Jan-31	- Feb-7	Jan-29	- Feb-5
6	Feb-7	- Feb-14	Feb-5	- Feb-12
7	Feb-14	- Feb-21	Feb-12	- Feb-19
8	Feb-21	- Feb-28	Feb-19	- Feb-26
9	Feb-28	- Mar-6	Feb-26	- Mar-5
10	Mar-6	- Mar-13	Mar-5	- Mar-12
11	Mar-13	- Mar-20	Mar-12	- Mar-19
12	Mar-20	- Mar-27	Mar-19	- Mar-26
13	Mar-27	- Apr-3	Mar-26	- Apr-2
14	Apr-3	- Apr-10	Apr-2	- Apr-9
15	Apr-10	- Apr-17	Apr-9	- Apr-16
16	Apr-17	- Apr-24	Apr-16	- Apr-23
17	Apr-24	- May-1	Apr-23	- Apr-30
18	May-1	- May-8	Apr-30	- May-7
19	May-8	- May-15	May-7	- May-14
20	May-15	- May-22	May-14	- May-21
21	May-22	- May-29	May-21	- May-28
22	May-29	- Jun-5	May-28	- Jun-4
23	Jun-5	- Jun-12	Jun-4	- Jun-11
24	Jun-12	- Jun-19	Jun-11	- Jun-18
25	Jun-19	- Jun-26	Jun-18	- Jun-25
26	Jun-26	- Jul-3	Jun-25	- Jul-2
27	Jul-3	- Jul-10	Jul-2	- Jul-9
28	Jul-10	- Jul-17	Jul-9	- Jul-16
29	Jul-17	- Jul-24	Jul-16	- Jul-23
30	Jul-24	- Jul-31	Jul-23	- Jul-30
31	Jul-31	- Aug-7	Jul-30	- Aug-6
32	Aug-7	- Aug-14	Aug-6	- Aug-13
33	Aug-14	- Aug-21	Aug-13	- Aug-20
34	Aug-21	- Aug-28	Aug-20	- Aug-27
35	Aug-28	- Sep-4	Aug-27	- Sep-3
36	Sep-4	- Sep-11	Sep-3	- Sep-10
37	Sep-11	- Sep-18	Sep-10	- Sep-17
38	Sep-18	- Sep-25	Sep-17	- Sep-24
39	Sep-25	- Oct-2	Sep-24	- Oct-1
40	Oct-2	- Oct-9	Oct-1	- Oct-8
41	Oct-9	- Oct-16	Oct-8	- Oct-15
42	Oct-16	- Oct-23	Oct-15	- Oct-22
43	Oct-23	- Oct-30	Oct-22	- Oct-29
44	Oct-30	- Nov-6	Oct-29	- Nov-5
45	Nov-6	- Nov-13	Nov-5	- Nov-12
46	Nov-13	- Nov-20	Nov-12	- Nov-19
47	Nov-20	- Nov-27	Nov-19	- Nov-26
48	Nov-27	- Dec-4	Nov-26	- Dec-3
49	Dec-4	- Dec-11	Dec-3	- Dec-10
50	Dec-11	- Dec-18	Dec-10	- Dec-17
51	Dec-18	- Dec-25	Dec-17	- Dec-24
52	Dec-25	- Jan-1	Dec-24	- Dec-31

**CROWN POINT OWNERS' ASSOCIATION
ASSESSMENT BILLING AND COLLECTION POLICY ANNUAL BILLING PLAN**

The following is the Assessment Billing and Collection policy for the Crown Point Owners' Association as adopted by the Board of Directors on October 13, 2007 and reconfirmed in a board meeting held on October 12, 2019.

NOVEMBER 1st

You will be mailed the Budget, ABC Policy and First Assessment Notice for the next year's assessment prior to November 1st each year.

DECEMBER 1st

A reminder notice is sent to owners who have not paid to date.

NOTE: THE ENTIRE YEAR'S ASSESSMENTS MUST BE PAID IN FULL PRIOR TO SUBMITTING OR USING ANY USE WEEK FOR EXCHANGE PURPOSES OR DEPOSITING YOUR WEEK IN THE RENTAL PROGRAM.

JANUARY 1st

Due date for annual payment. Payment in full is considered late if received after February 1st.

FEBRUARY 1st

If you have not paid your assessments, your account is delinquent.

If you are delinquent, the following charges are added to all delinquent owner accounts:

A Reinstatement Fee of \$50.00

Maximum Interest allowed by law per month beginning February 1st

An exchange, deposit, or confirmation cancellation fee of \$25.00

If you are delinquent, your reservations are canceled and you may not hold a reservation until your account is brought current. Exchange requests will not be confirmed. Existing confirmed exchanges will be blocked. There is no guarantee that you will receive a reservation or confirmed exchange after you have brought your account current.

You will be mailed a final Assessment Billing Notice, including all penalties, fees and interest. You must pay all charges in full to have your occupancy and voting rights reinstated. Use Weeks resulting from delinquencies are available for Bonus Time, Vacation Time, and the Administrative Hold Program. Net proceeds are used to offset collection costs, assessment liens, foreclosures, and shortfalls in the HOA operating account.

MARCH 1st

Management will send a notice detailing all charges and fees that will be added if the delinquent account is not paid in full in 15 days and is submitted for legal and/or collection action.

The Board of Directors may, at its discretion, submit delinquent accounts to an attorney for formal notification of default and demand for payment (Legal Notice). The cost of Legal Notice will be added to delinquent owner's accounts.

APRIL 1st

The Board of Directors may, at its discretion, implement any of the following actions. Any related costs for these actions will be added to the delinquent owner's account.

- a. Engage professional collection agencies to collect payment
- b. Pre-Notification of Lien & Record a Claim of Assessment Lien (\$50 charge to delinquent owners account)
- c. Foreclose on the Claim of Assessment Lien
- d. Institute a Small Claims suit or other legal action

NOTE: A \$25.00 charge will be added to your account for any payment that is not honored (bad check, insufficient funds, etc.). If the first payment is not honored for any reason subsequent payment including applicable late fees must be by secured funds (cash, money order, cashier's check).

CROWN POINT OWNERS' ASSOCIATION
OPERATING BUDGET FOR THE YEAR ENDING DECEMBER 31,
2020

REVENUES

Maintenance Fees	\$ 2,122,436
Room revenue and other income	<u>59,241</u>
TOTAL REVENUES	<u>2,181,677</u>

EXPENSES

Operating expenses	
Payroll	559,169
Payroll taxes & benefits	97,433
Utilities	186,158
Cable TV/internet	29,448
Telephone	7,550
Housekeeping supplies	30,911
Contract housekeeping	154,369
Laundry/linen	17,000
Condo accessories	9,888
Maintenance repairs/supplies	100,905
Guest Services	<u>8,570</u>
Total Operating Costs	1,201,401

Administrative/General

Corporate tax	500
Insurance	36,380
Property tax	46,350
Accounting	3,625
Computer/internet	1,200
Office/miscellaneous	28,750
Credit card/bank fees	15,900
Management fees	100,218
Printing/HOA mailing	5,500
Reserve study	3,000
Directors/meeting expense	4,500
ABC Policy Funding	4,670
Legal	3,000
Bad debt expense	675,283
Contingency expense	<u>2,500</u>
Total Administrative/General	<u>931,376</u>

Replacements (reserves)

TOTAL EXPENSES	<u>48,900</u>
	<u>\$ 2,181,677</u>

Assessments include property tax of \$14.86 per interval

ASSESSMENTS PER VACATION PLAN:

	ASSESSMENTS	+	REPLACEMENTS	=	TOTAL
Building 1	\$737.00		\$16.00	=	\$753.00
Buildings 3, 5, 6, 9	\$734.00		\$16.00	=	\$750.00
2 Bedrooms	\$617.00		\$16.00	=	\$633.00



Board of Directors

Nancy Nelson- President

Perry Tipton- Vice President

Anthony Schroeder- Secretary

Bob Tate- Treasurer

Timothy Tallchief- Director

The Board is always interested in hearing from the owners.

Please contact the Crown Point Board Liason Jessica Richens for further communication with the Crown Point Board of Directors.

(801)278-9629 ext. 1699110

Helpful Telephone Numbers

Crown Point Resort

575-257-7641

575-257-9183 Fax

crownpointcondominiums@gmail.com

Website:

www.crownpointcondos.net

David Crawford

General Manager

David.Crawford@vriresorts.com

Maintenance Fee Payment for

Questions:

949-855-8004

Interval International Exchanges

800-634-3415

www.intervalworld.com

VRI's VRlety / TPI Exchange Program

888-203-1044

www.tradingplaces.com

RCI Exchanges

877-874-3334

RCI Weeks: 800-338-7777

RCI Points: 877-968-7476

www.rci.com



COUNTY

CITY, STATE ZIP

ADDRESS 2

ADDRESS 1

FIRST NAME 2 LAST NAME 2

FIRST NAME 1 LAST NAME 1

Crown Point Owners Association
PO Box 7159
Ruidoso, NM 88355