



# THE VILLAGER

THE VILLAGE AT IZATYS

[www.thevillageatizatysresort.com](http://www.thevillageatizatysresort.com)

Onamia, Minnesota

Summer 2012

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## A Letter From The President

Hi to All Fellow Village at Izatys Owners,

Despite the vagaries of the economy and all of the resulting impacts, The Village at Izatys has had another very successful year.

\*We made the final additional capital pay down on the Village Clubhouse, necessitated by the decreased valuation of that building during the height of the recent recession. This accomplishment leaves the Village in a strong financial position going forward. Although the budgeting process for 2013 does not begin until this September, the Finance Committee does not anticipate an increase in Association maintenance fees.

\*Flat screen TVs have been retrofitted in all main floor areas of all units and what a difference it makes! Comments from owners have been nothing short of fantastic.

\*Wireless internet service is now available in all units for all of you who like to remain “plugged in” while enjoying your “unplugged time”.

\*For those of us who come to the Village at Izatys during the colder months or prefer to swim indoors when it is stormy and raining, Izatys Resort, in conjunction with the Village at Izatys and our property management company, Zappa Management, opened the indoor pool for use during the entire year. In a similar vein, although the sale of Izatys Resort is currently stalled, all resort active and amenities continue to remain open. Visit [www.Izatysresort.com](http://www.Izatysresort.com) to see a full schedule of events.

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## Tom Baltz - Executive Resort Manager

Dear Village at Izatys Owners,

This has been a very busy Winter/Spring for The Village at Izatys staff. All units have been equipped with wireless internet with no cost for usage, flat panel TV's have been installed in all living rooms, and many new furnishings and appliances have been added as well.

Your Village staff is very proud that The Village at Izatys has maintained the Interval International's highest designation of Premier Gold status. For 8 consecutive years the staff has also received Interval International's superior service awards.

Although many of owners have a good understanding of how to use your unit week, the administrative staff receives many questions on what to do with your week if you can't use it. If you are a member of Interval International, your week can be deposited with II up to 14 days before the check-in date, however, your chances of receiving a comparable exchange increase if you deposit a minimum of 60 days in advance. Your Association also provides an Owner's Rental Pool which

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***Dr. John Eggers***

*Association President*

***Roger Swanson***

*Newsletter Editor*

*Board Member*

***Tom Baltz***

*Executive Resort Manager*

[www.thevillageatizatysresort.com](http://www.thevillageatizatysresort.com)

## 2012 Association Budget

Total Budgeted Revenue (Includes Reserve Fund)	<u>\$ 1,433,197</u>
Total Budgeted Operating Expenses	
Maintenance	\$ 364,619
Housekeeping	\$ 236,600
Administrative	\$ 298,369
Finance and General	<u>\$ 421,795</u>
Grand Total Budgeted Expenses	\$ 1,321,383
Excess Operating Funds	<u>\$ 111,814</u>
2012 Replacement/Refurbishing Budget	\$ 78,108

## Treasurer's Report - Michelle Baringer

I am very pleased to announce that we have made the second of two principal pay-downs on the Administration Building loan. During the process of having to refinance almost two years ago, the appraisal was \$225,000 below our loan. The Association was forced into making two loan reduction payments of \$100,000 in 2011 and \$125,000 in 2012. By making those 2 payments along with our regular mortgage payments, we have put ourselves in a much stronger financial position. Not only did we reduce our principal by over 35%, but we dramatically reduced the amount of interest we are paying on an annual basis.

The Board of Directors is considering improving our financial position even more by paying off the maintenance building loan of \$60,000 in 2013. With an interest rate of over 9%, it makes sense depending on the Association's cash position. This will be a point of discussion during the 2013 budgeting process which occurs in September with final approval by the entire Board in October. We are not anticipating an increase in maintenance fees for the third consecutive year because our financial position has improved.

Maintaining the Village at Izatys Interval International Premier Gold status has always been our number one priority. Although we've reduced our annual replacement program spending over the last 2 years, we continue to prioritize the much needed maintenance on all units along with significant replacement of furniture and electronics. Zappa Management Group, with their dedicated employees, has done a terrific job in fixing what has to be fixed while keeping us within or below budget throughout these financially turbulent times.

Insurance rates throughout the industry continue to rise. This year we are incurring

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## Annual Owners Meeting

Sunday, December 2, 2012

1:00 PM

at a location

to be determined

With the many issues facing our Association, the Village at Izatys Board of Directors as elected to hold the Annual Meeting at a Twin Cities location to allow as many owners as possible to attend.

Your attendance and input is a much needed element in assuring the overall success of our resort. Each of us has invested a large sum of money and it is our responsibility to protect that investment through prudent use of all resources available.

Be heard - Be seen and most importantly be a part of your Association.

The Village at Izatys Board of Directors

## The Village at Izatys Mission Statement

Maintain the Village at Izatys  
Premier Gold Status and Financial  
Viability,  
While Providing an Outstanding  
Vacation Experience  
at the  
Lowest Possible Price



## Resort Manager Report

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allows you to put your unit week up for rent. Should you find you have some "extra time" or just need to get away, renting from the rental pool might be a great option. Visit the Association website at [www.thevillageatizatysresort.com](http://www.thevillageatizatysresort.com) for full details and up-to-date availability. If you have any questions about your Association, the Resort, or II, please call your Association Office. Sincerely, Tom Baltz, General Manager

## Future Banking

Many owners have chosen to bank future ownership weeks and use those weeks for current year vacations. The Village at Izatys Association requires that maintenance fees be paid prior to banking a future week with an exchange company.

Simply call the Association office at 800-980-5121 to arrange pre-payment of maintenance fees for upcoming years you wish to bank.

## Treasurer's Report

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a 13% increase or approximately \$3,000. We received quotes from several carriers and carefully reviewed them to make sure we are comparing Fuji apples to Fuji apples. Often they look alike but when you look closely you have a Granny Smith apple and a Fuji apple. Even though we don't like the increase, our current carrier, Auto Owners, was the best value for our dollar.

You will note in the 2012 Budget that we allocated over \$78,000 in replacements and refurbishments. A major portion of this amount is being spent on paving of Tennis Terrace Road, along with the completion of adding flat screen TV's to all units. We have also added wireless internet service in all units. Wireless internet service is being provided at no cost to all owners and guests.

I strongly believe we, as an association, have experienced the worst and we are now on our way back to financial security. We all deserve a pat on the back for standing together and working as a group to accomplish our goals.

## The Village at Izatys is an Association Owned and Operated Timeshare Community

All of the former developers of The Village at Izatys which include Premier Resorts, Midwest Resorts, Solara Resorts and Village Development are no longer in business. The Village at Izatys Association is the Owner/Operator of all the grounds and buildings associated with The Village at Izatys. You as a member/owner of the Association share in this responsibility.

The former developers have left a trail of several unfulfilled obligations which may never be met. We, as an Association, are not responsible for those obligations. We, however, will assist individuals with inquiries as best we can. All inquiries should be directed to your Association Office at 1-800-980-5121 who will try to assist you with your concerns.

Your responsibility as an individual owner is centered around paying your maintenance fees on time so that the Association can continue to operate as a Premier Gold Resort.

### THE RESORT OFFICE

#### PHONE LISTING

The local phone number is 320-532-5121 and the toll-free number is 800-980-5121. You may also reach the office to confirm your stay by email at [associationoffice@rmzgroup.com](mailto:associationoffice@rmzgroup.com)

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## VISIT YOUR ASSOCIATION WEBSITE

[www.thevillageatizatysresort.com](http://www.thevillageatizatysresort.com)

Please be sure to check out our website, [www.thevillageatizatysresort.com](http://www.thevillageatizatysresort.com), to see a weekly activities schedule, resort happenings, and all available rentals.

Due to the high costs of printing and postage, all future Village Newsletters will only be available on the Association website.

## Don't Be Misled - Beware of Timeshare Resale Scams

In today's struggling economy, many consumers are financially squeezed and looking for help. Some consumers may be looking at selling their timeshare that they no longer can afford to visit or to pay the high mortgage, taxes or maintenance fees associated with owning the timeshare. Scammers are out there waiting to take advantage of those consumers who desperately want to sell their timeshares.

**Timeshare Schemes.** Some fraudulent operators target would-be sellers of timeshares with promises that they have a buyer ready to purchase your timeshare or assurances they can sell it. The timeshare scammer will require that you pay up front fees for services, closing costs or other fees and then disappear. The Attorney General's Office warns Minnesotans to be on guard against such "timeshare resale" scams. Here's how they work: You receive a phone call, e-mail, or go to a website. The company represents that it can sell your timeshare and may promise it already has someone who wants to purchase your timeshare. However, the company also requires that you pay some sort of fee up front (usually via a wire transfer) of hundreds or even thousands of dollars to pay for closing costs, services, taxes, timeshare maintenance fees or other fees. Unfortunately, once you send the money, you never see the money again, can't contact the company and there is never a sale.

### Tips to Avoid Timeshare Advance Fee Scams

1. Be wary of up front fees. Legitimate fees are typically paid after the sale is done or deducted from the sale price. Beware when a company asks you to pay up-front charges or fees.
2. If it sounds too good to be true—it probably is. Be extremely cautious when someone is promising you a quick sale of your timeshare property. Timeshare resale scammers often promise they have a buyer who is willing to pay a great price in order to get you to send money. Don't be tricked by empty promises. No one can promise a quick sale.
3. Don't wire money in connection with offers to sell your timeshare. Many timeshare resale scams ask consumers to wire money immediately for fees or other services. Remember, once your money is wired, it is very difficult for law enforcement officials to help you recover the funds and the company usually disappears.
4. Don't agree to anything until you research the company. Ignore the high pressure sales over the phone and refuse to agree to anything before you research the company. Check with the state government in which the company is operating to ensure that the company is registered as a business in that state and that the company and its salespeople are actually licensed to practice real estate in the state in which they claim to operate. Do internet research to determine if the company has any complaints against it. Contact the State Attorney General ([www.naag.org](http://www.naag.org)), and local consumer protection agencies ([www.consumeraction.gov](http://www.consumeraction.gov)) in the state where the reseller is located. Check with the Better Business Bureau ([www.bbb.org](http://www.bbb.org)) to see the company's rating and how it has responded to complaints filed against it.
5. Don't be tricked by fancy sounding addresses or corporate titles. Scammers often use a P.O. Box or a legitimate sounding street address to give themselves credibility. They also sometimes assume the name of a legitimate company or another company's legitimate address. Check out who you are dealing with. Many times there is no actual street address for the location they list or the company at the address has nothing to do with the company contacting you. Don't be fooled just because they have a nice sounding address or a fancy website.
6. Check with your resort. Make sure you ask your resort for any restriction, fees or other limitations associated with the sale of your timeshare. See if the resort has a program to resell your timeshare or has ever worked with the reseller that is offering you its services. You may also obtain more information from the American Resort Development Association ([www.arda.org](http://www.arda.org)) regarding how to sell a timeshare. The ARDA represents vacation ownership and resort development industries in the U.S. and overseas.
7. Demand everything in writing. Ask for all the promises and agreements you need to sign in writing. Make sure that everything is in the agreement including services that will be provided, costs you must pay and when you must pay them, whether you can rent or sell the timeshare on your own while you are working with the resale company, who is responsible for completing the sale documents and finalizing the sale and how long the contract will continue. Read the documents very carefully before you sign to make sure the contract is what you want. Consider bringing the documents to an attorney for review before you enter into them.

Where should I complain? If you are a victim of a timeshare resale scam, file a complaint with these government agencies:

#### Office of Minnesota Attorney General

Lori Swanson  
1400 Bremer Tower  
445 Minnesota Street  
St. Paul, MN 55101  
(651) 296-3353  
1-800-657-3787  
TTY: (651) 297-7206  
TTY: 1-800-366-4812  
[www.ag.state.mn.us](http://www.ag.state.mn.us)

## The Award Winning “Village at Izatys” Staff

The Village at Izatys award winning office staff, housekeeping and maintenance departments were once again awarded the Superior Service Certificate from Interval International for outstanding customer service and for consistently providing exceptional hospitality to owners and guests in 2011. This award is only given to the top resorts within Interval International exchange system. The entire staff of Zappa Management Group is extremely proud to receive this award and will continue our dedication to providing superior service to our owners and guests in the future.



### Village at Izatys Administration Staff

Amy Parkin, Office Manager, Tom Baltz, Executive Resort General Manager,

Kassandra Strandberg, Activities Director

## Come on in and Enjoy the Village Clubhouse

As the Activities Director at The Village at Izatys, I am extremely excited with everything the Administration building has to offer. We have a beautiful game room, exercise room, theatre room, library area and a wonderful activities room where everyone can enjoy doing the numerous arts and crafts are available.

The game room includes two pool tables, an air hockey table, arcade games, dart boards and even a juke box. The exercise room is situated off the game room and is available to all guests 16 years of age and older. The exercise room is furnished with commercial grade equipment and includes a treadmill, recumbent bicycle, two elliptical machines, exercise mat and fitness ball. We have also installed two HD TVs to the exercise room for your added pleasure.

We have a beautiful theatre room which we show four movies daily Sunday through Thursday where you can enjoy our fabulous 50" plasma TV and surround sound system.

Our lobby has wireless internet available and also a library area where you can enjoy a book by the fireplace. In addition, we have movie rentals, games and puzzles and now offer tennis rackets, basketballs, bocce ball, Frisbees, footballs, and lawn golf to be signed out.

Clubhouse hours are Sunday through Thursday 8:00 am - 6:00 pm and Friday through Saturday 8:00 am - 8:00 pm.

I look forward to meeting all our owners in the coming year.

Kassandra Strandberg - Activities Director

# Exchange Alternatives

Traditionally, exchanges within the timeshare industry have been dominated by two major exchange companies, Interval International and RCI. In recent years alternative exchange companies with various membership and exchange fees have become very prominent in the exchange arena. The Board of Directors presented these options to the owners attending the last Annual Owners Meeting in December.

The Village at Izatys is affiliated with Interval International and has been very pleased with the partnership and the services they offer. The Board of Directors also believes that an informed owner is a satisfied owner. We have reviewed a number of alternative exchange companies such as Hawaii Time Share Exchange, Crown Vacation Exchange, Platinum Exchange and Dial an Exchange. Although the Board of Directors does not directly endorse any alternative exchange company, the before mentioned companies have built an excellent reputation for serving their members. Dial an Exchange, which offers worldwide exchange opportunities, is offering The Village at Izatys free membership. For more information visit their website [www.daelive.com](http://www.daelive.com) or call 800-468-1799.

As we stated earlier, an informed owner is a satisfied owner. TimeSharing Today magazine has been a trusted voice of vacation ownership since 1991 and presents a wealth of information for the timeshare owner. Copies of the magazine are available in your units during your stay. We highly recommend subscribing to TimeSharing Today magazine.

**dae live.com**  
dial an exchange

**Village of Izatys Owners,  
You DO have a choice when  
exchanging your timeshare  
week!**

Dial An Exchange offers a vacation exchange service without dealing with complex trading power scenarios, exorbitant fees and impersonal service.

DAE has established a culture of personal customer service that you will love. Your personal Exchange Consultants are here to help you with your exchange.

**Already a member of another exchange service? No problem!**

- DAE Membership is FREE
- Benefits are available to weeks
- DAE does not charge guest fees
- Members pay low exchange fees
  - \$125 domestic
  - \$150 International
- Members never pay a fee until an exchange is confirmed
- Excellent last minute vacation specials
- Members can search before depositing

- Members can make special inventory requests without depositing first
- Members can look, book, hold and confirm online 24/7
- Members receive early deposit incentives



**Deposit during June  
or July and get \$25 off  
of your Exchange!**

800-468-1799

[www.daelive.com](http://www.daelive.com)

# Rental Program - \$\$\$\$ Don't Lose Your Week - Rent It \$\$\$\$

Not going to stay at the Village this coming year? Don't want to deposit your week with Interval International?  
Want to make some money to help pay your upcoming maintenance fees????

**List your unit week for rent through your Association approved rental program.**

A full rental program is available through Zappa Management Group, your Association approved rental agent.  
Simply contact the front desk at 800-980-5121 or locally at 320-532-5121 for all the details.

# President's Report - continued from page 1

We continue to make progress in becoming a "declarant". This will allow the Village at Izatys Association to dispose of all remaining developer units, as well as, Association owned units. We are working with the bank that holds the developer units and anticipate that we may eventually be able to work with them to dispose of those units. This is important to the Association as it will add owners to our Association who contribute yearly maintenance fees along with the rest of us, providing the Association with additional revenue and thus mitigating maintenance fee costs in the future.

Sincerely,

Dr. John Eggers

President, The Village at Izatys Association



## 2012 Board of Directors

<b>Dr. John Eggers</b> President		
<b>Roger Rohlck</b> Vice-President Policy Chairperson	<b>Michelle Baringer</b> Treasurer Finance Chairperson	<b>William Everett</b> Secretary House/Grounds Chairperson
<b>Roger Swanson</b> Director Communications Chairperson	<b>Jerry Sauer</b> Director House Grounds Committee	<b>Ron Zappa</b> Director
<b>Kimberly Knickerbocker</b> Ad Hoc Committee	<b>Steve Prochnow</b> Ad Hoc Committee	

# 2012 Newsletter



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Onamia, Minnesota 56359