



A Charming Resort on Cape Cod

August 2017

Annual Meeting Reminder

You are invited as an owner of a timeshare interval at Riverview Resort Condominium Trust, to be present or represented by Proxy at the Annual Meeting of Owners on **Saturday, September 9, 2017 at 10:30 a.m.** for the following purposes:

1. To elect two (2) Trustees
2. To transact such other business as may properly come before the meeting.

Owners in good standing are entitled to vote at the Annual Meeting of Owners and all adjournments thereof. Since a quorum of owners is required to transact business, all owners are urged either to attend the meeting or to be represented by Proxy.

If you do not expect to attend the meeting in person, it is vitally important that you mark, sign, date and return the enclosed Proxy/Ballot to reach us no later than September 8, 2017. If you later find that you can be present or for any other reason desire to revoke your Proxy/Ballot, you may do so at any time before the voting commences. Coffee and tea will be available, come early.

Annual Owners' Meeting
Saturday, September 9, 2017
10:30 a.m. at the
DoubleTree by Hilton Hotel
287 Iyannough Rd.
Hyannis, MA
(508) 771-1700

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BOARD OF TRUSTEES ELECTION CANDIDATE PROFILE

* INDICATES INCUMBENTS

***Lindsey Dowling**

Interval Weeks Owned: Week 28

Address: Raynham, MA

Education: ADN Massasoit Community College
BSN Baystate College 2016

Qualifying Experience: I have been an owner at Riverview since 2006. Since 2015, I have been on the Board, first as an advisory member and later as an elected member.

Objectives as Trustee: My family and I love Riverview. We use our week every year. My objective as a Trustee is to continue to work to ensure Riverview remains a clean, well-managed, well-maintained resort for owners and visitors. I hope to continue to serve to protect the rights of the owners.

***Frank Ferraro**

Interval Week Owned: Week 28 Unit 23

Address: North Reading, MA

Education: BA, MA, and CAGS in Education/Administration

Qualifying Experience: I have been on the Riverview Board since the merger in 2010 and served on the Club of Cape Cod Board of Trustees during and prior to the merger. I was President during that period. I am a retired school Principal and have over 20 years experience on three different Cape Cod timeshare resorts (Riverview – 2010 to 2017; Club of Cape Cod – 1998 to 2010; Capt'n Gladcliff – 1988 to 1996). I have the experience, desire and passion to continue to serve and guarantee to all our owners that all facets of the Riverview Community (Resort manager, Staff and management Company) will provide the highest quality of service to all our owners. I seek your support in that effort.

Objectives as Trustee: Main objective is to continue to strengthen owner base and be a diligent watchdog over the operation of the Riverview Resort.

Michael W. Petrilli Sr.

Interval Weeks Owned: 25, 42

Address: Salem, NH

Education: Revere School System Class of 1968. Mass Bay Community 68-70, Hesser College 2011 Business Law

Qualifying Experience: Past Property Manager Growth Real Estate Trust 230 unit Condo Complex. Managing budgets, schedules, repairs and maintenance. Self Employed owner of Lighthouse Vending & Food Service 1997 to present.

Objective as Trustee: To maintain the highest level of services while controlling owners fees. Having a vision of setting realistic goals and attain said goals. Maintaining a standard that would keep owners & others coming back to The Riverview Resort.

Prepay Your Maintenance Fee!

Please also be aware that you may make pre-payments towards a future year fee at any time in advance. Many individuals do this so that they do not receive a full bill during the holidays. The earlier you begin, the less your payment – since the budget for a future year is not yet available, you simply estimate your payments based on the amount you paid for the current year. For example: If your current year fee was \$660, begin in January and pay \$55 per month for 12 months. Begin in June and pay less than \$100 per month for 7 months. Even if you begin now, you may pay any amount and in either case, you would be billed for whatever is still due when the actual annual invoice is generated in late October. Many owners pre-pay a year in advance so they may deposit a future week. These are just options for consideration to make it easier for you to budget your payment. Please call VRI's Riverview Bookkeeper at 1(800) 999-7140 (Monday through Friday, 8:00 a.m. – 4:30 p.m.) to make payments.

CAPE COD IN THE FALL

If you haven't visited Cape Cod in the Fall, you don't know what you're missing! The weather is still beautiful and very dependable. The kids are back in school and the crowds are greatly reduced. No charge for parking at the beach, no wait for your favorite restaurants, and no traffic on the roads! Riverview Resort's availability begins to increase as we get into the Fall and our rental rates are reduced. On top of that, owners receive 25% off our already-reduced rates! Enjoy a bike ride, visit a cranberry bog in harvest, or beautiful foliage towards the end of October. We hope to see you in the Fall!

One great part of the Fall season on Cape Cod are the many town festivals that take place throughout the season. These town festivals include fairs, parades, fireworks, local artists and shops, food, and more! If you are interested in experiencing any of these fun festivals, bundle your experience with a stay at Riverview Resort!

The Harwich Cranberry Arts & Music Festival - September 16th and 17th

A two day event held behind the Harwich Community Center on Oak Street. In the field there will be 130 different vendors selling handmade craft items. Entry to the park is FREE, so is the Parking. Beer and Wine will be sold during the Music Festival. For more information visit www.harwichcranberryfestival.org

Cape Cod Scallop Festival - September 22nd through September 24th

Famous Fried Scallop & Chicken Dinners
Food Court
Professional Arts & Crafts Show
Fantastic Live Entertainment

Carnival Midway of Children's Rides & Games
Car Show
Corn Hole Tournaments w/Grand Prizes to Nantucket

For more information please visit www.capecodscallopfest.com

Yarmouth Seaside Festival - October 7th through October 9th

Craft Fair
Parade
Fireworks

Seaside Road
YSF Canoe & Kayak Race
Bed Race Competition

Sand Sculpture Contest
Bonfire

For more information visit www.yarmouthseasidefestival.com

Wellfleet Oyster Fest - October 14th and 15th

Local cuisine
Music

New England brews
Beautiful arts and crafts

Competitive fun
Oyster Shuck-Off

For more information visit www.wellfleetoysterfest.org



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 P.O. Box 399
 Hyannis, MA 02601-0399

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Important Numbers

Riverview Resort(508) 394-9801
 Fax.....(508) 394-6012
 Website: www.theriverviewresort.com
facebook.com/theriverviewresort

Exchange Information

RCI.....(877) 874-3334
 Interval International(800) 828-8200
 Trading Places(800) 365-7617

Vacation Owner Services

Assessment Billing and Collection(508) 771-3399
 Hours..... Monday – Friday 8:30 a.m. — 5:00 p.m.

Reservations

Information and Assistance.....(800) 228-2968
 Bonus Time, Vacation Tyme€, VIP Discount ..(866) 469-8222
 Hours..... Monday – Friday 9:00 a.m. — 9:00 p.m.
 Saturday 11:30 a.m. – 7:00 p.m.

Still Need Assistance?

VRI Corporate Services(508) 771-3399
 VRI Fax(508) 775-6396
 Hours..... Monday – Friday 8:00 a.m. — 5:00 p.m.



Board of Trustees

Frank Ferraro, President
 Antone Viveiros, Vice President
 Ward Johnson, Treasurer
 Dennis Ducharme, Secretary
 Lindsey Dowling, Trustee

Advisory Committee

Thomas Grosvenor
 Raymond Slater
 Michael Petrilli

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 Perfecting the Art of Hospitality
www.vriresorts.com*



IF YOU MAY BE UNABLE TO ATTEND THE ANNUAL OWNERS' MEETING, please note your preferences on this Proxy/Ballot and return it to reach us no later than September 8, 2017.

Riverview Resort Condominium Trust Proxy/Ballot

This Proxy/Ballot will be voted according to the instructions indicated below. If you own multiple weeks, only one Proxy/Ballot is required. Please indicate unit/week(s) owned below.

PROXY: Solicited on Behalf of the Board of Trustees for the Annual Meeting of Owners to be held on September 9, 2017.

The undersigned hereby appoint(s) (check only one):

- Dennis Ducharme, Secretary
 Your choice _____

who will attend in my absence to act as Proxy with power to vote for and act on behalf of the undersigned on any business that may properly come before the Annual Meeting of the Owners of Riverview Resort Condominium Trust, to be held at The DoubleTree by Hilton Hotel (formerly the Radisson), 287 Iyannough Rd., Hyannis, MA on **Saturday, September 9, 2017, 10:30 a.m.** or any adjournment thereof.

BALLOT: Vote for no more than two (2) Trustees to serve for a three (3) year term. (Qualifications and biographies listed in newsletter.)

* Indicates Incumbent

- *Lindsey Dowling
 *Frank Ferraro
 Michael W. Petrilli Sr.

Write in

Signature: _____ Date: _____
Interval Owner

Signature: _____ Date: _____
Interval Co-owner (if applicable)

Please Print Name(s) Legibly: _____

Unit/Week Number(s): _____



*Please fold and mail in enclosed envelope to:
Riverview Resort, c/o VRI, P.O. Box 399, Hyannis, MA 02601
Thank you for your participation!*



Please complete and mail in time to reach us no later than September 8, 2017.

RIVERVIEW RESORT CONDOMINIUM TRUST
ANNUAL OWNERS MEETING MINUTES
September 10, 2016

**I. INTRODUCTIONS AND CALL TO ORDER/
ROLL CALL**

The meeting was called to order by Michael McManus at 10:35 a.m. at the Double Tree by Hilton, Hyannis, MA. Mr. McManus introduced the following persons:

Board of Trustees:

Frank Ferraro, President/Trustee
Antone Vinerias, Trustee

Absent:

Ray Slater, Vice President/Trustee
Ward Johnson, Treasurer/Trustee
Dennis Ducharme, Secretary/Trustee

Advisory Members:

Thomas Grosvenor and Lindsey Dowling

Vacation Resorts International:

Michael McManus, Regional Director of Resorts/VRI
Jeff Phillips, General Manager

II. PROOF OF MEETING NOTICE

Mr. McManus stated that the notice of today's meeting, pursuant to Trust documents, was delivered to all owners at their address of record via regular mail in the July and August newsletters.

III. APPROVAL OF AGENDA

MOTION: Upon motion made and seconded, the agenda was approved unanimously.

**IV. APPROVAL OF 2015 ANNUAL MEETING
MINUTES**

MOTION: By motion made and seconded, the reading of the September 12, 2015 Annual Meeting minutes was waived and they were approved unanimously.

V. PRESIDENT'S REPORT/VICEPRESIDENT

President Frank Ferraro welcomed the owners to the Double Tree by Hilton and thanked them for attending. Frank stated that this past year the staff, Management, VRI and the Board has been focused on maintaining the resort while controlling expenses.

Frank promoted open communication with owners/guests, accountability regarding security deposits and weekly room inspections. Frank reminded owners that if they need something during their stay to please call the front desk, report your issue, and management will get it resolved.

Frank shared with the owners that the focus in 2017 will be updating the resort building with several interior capital projects being the main focus. Frank announced that the Board members meet on site each year to inspect the property, and review and prioritize the capital projects.

He encouraged each owner to pay there maintenance fees on time or to set up payment plan with VRI's Owner Services Department. The Board complimented and thanked Jeff Phillips and his staff for the service over the past year.

VI. MANAGEMENT REPORTS

A. Resort Update

Jeff Phillips presented his General Manager's report which included the following:

Recent Completed Improvements:

- New and improved Wi-Fi network (Saved \$15,000 by in-house installation)
- New mattresses for 1 and 2 bedroom units (King Simmons BeautyRest Eurotop)

- New bedroom TV's for 1 and 2 bedroom units (32" HD LED)
- Security camera system installed (11 HD night vision cameras w/remote access)
- Lighthouse repaired and new topper installed
- Patios repaired
- Hallway door magnetic hold-backs (w/fire alarm panel integration)
- Finished LED lighting conversion (FREE through Mass Save program)
- Resort re-insulated (FREE through Mass Save program)
- Low-flow shower heads installed in all units (FREE through Mass Save program)
- Keycard access installed on both swimming pool entry doors
- New business center amenities
- Updated lobby furnishings
- New in-room Guest Directories
- New resort survey system
- Saved over \$25,000 in energy costs during winter shutdown

Projects coming in the fall of 2016:

- BluRay players in all units
- BlueTooth radios in all units
- New ice buckets in all units
- New resort activities and amenities

Jeff explained that the resort has come a long way over the past ten years and stated that focus will now be on remodeling the interior of Riverview. The Board is looking at remodeling units, and the common area.

B. Financial Update

Michael McManus presented a summary of the resort's current financial position, discussed the financial reports for year ending December 31, 2015 and reviewed the 2016 Budget as compared to the July 2016 Financials.

Michael stated that even though Riverview's financial position has improved substantially, management remains focused on controlling operational expenses and reducing the prior year deficit.

Michael McManus presented and reviewed the presentation budget, noting that in 2017 the operational costs have increased due to the number of delinquent owner accounts. Unfortunately, the 2017 maintenance fees had to be increased slightly by 4% over 2016.

The year end 2015 financial reports prepared by the independent CPA firm of Bloom Cohen Hayes LLC is available upon request.

VII. ELECTION OF TRUSTEE

Michael McManus announced that the Board members that were up for re-election this year were running unopposed Michael reminded the owners that the incumbent's biography was mailed out prior to the meeting for review. There being no nominations from the floor, nominations were closed.

MOTION: A motion from the floor was made, seconded and approved unanimously, to close nominations, to waive the election process and to cast one vote to re-elect the incumbents, Ward Johnson and Antone Viveiros for the three year terms. Motion was seconded and approved unanimously.

VIII. QUESTIONS AND ANSWERS

The floor was opened to questions and comments. Several owners requested additional information on points programs and how they were affected in 2016.

Additional owners requested clarification on the resort's financial information including collections, delinquencies and the assessment billing and collection policy.

Appreciation was expressed to the Board, the Advisory committee, and management. Several owners pointed out positive comments about the cleanliness of the units and outstanding service from the staff.

IX. ADJOURNMENT

MOTION: By motion made, seconded, approved unanimously, the meeting was adjourned at 12:15 p.m.