



A Charming Resort on Cape Cod

July 2022

Annual Meeting Reminder via Zoom Saturday, September 10, 2022 at 10:00 a.m.

To join the Zoom meeting, please go to:

<https://us06web.zoom.us/j/87648281688?pwd=ZGkwTk83K0VhdFpvS2xGNzdaOUFkUT09>

and enter in the **Meeting ID: 876 4828 1688** and **Password: 2640**. If you prefer to attend the meeting via phone, please dial (646) 558-8656 and enter in the Meeting ID and Password above.

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 10, 2022 at 10:00 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 Wednesday, September 7, 2022 at 2:00 p.m. 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 Meeting Agenda

- I. INTRODUCTIONS
- II. PROOF OF MEETING NOTICE
- III. APPROVAL OF AGENDA
- IV. APPROVAL OF PREVIOUS ANNUAL MEETING MINUTES
- V. PRESIDENT'S REPORT
- VI. MANAGEMENT REPORTS
- VII. ELECTION OF TRUSTEES
- VIII. QUESTIONS AND ANSWERS
- IX. ELECTION RESULTS
- X. ADJOURNMENT

Unit Upgrades and Week Change Requests

Riverview Resort has received an increase in requests from owners looking to change their week or unit size. The Resort is a fully "fixed" resort, meaning each owner owns a specific room in a specific week. Owners are expected to use the unit and week they own. Of course, it is understood that sometimes a situation arises where a change of unit and week accommodations are requested. While the Resort staff cannot provide a guarantee, we are happy to assist with those requests when availability allows. Please note that fees apply for unit upgrades and week changes. Please refer to the fee schedule below. Please also note that requests for upgrades or week changes during this 2022 season are very unlikely due to the lack of available rooms caused by the storm damage.

Upgrade from Studio Unit to One-Bedroom = \$150 Upgrade from One-Bedroom to Two-Bedroom = \$150
 Upgrade from Studio Unit to Two-Bedroom = \$250 Changing Reservation to a different week = \$250

INSIDE THIS ISSUE: Resort Update ■ Candidate Profile ■ 2021 Annual Meeting Minutes ■ Proxy/Ballot

Managed by VRI Americas

PERFECTING THE ART OF HOSPITALITY

Resort Update From General Manager Jeff Phillips

All of us here at Riverview Resort hopes this letter finds everyone doing well and enjoying the summer. Cape Cod has been remarkably busy with a record number of visitors. The weather has been ideal, and the Cape's workforce is working extra hard to accommodate the summer vacationers.

I wish we could report that the storm damage sustained from last October's Nor'easter has been completely repaired. However, the restoration work to the Resort's roof and damaged rooms is still in progress. We want to express our immense gratitude towards the owners who have been understanding, flexible, and patient this season. Also a sincere thank you to all who extended their well-wishes, support, and encouragement as Riverview Resort's management and staff work hard to operate under these less-than-ideal conditions.

Despite these challenges, Riverview continues to provide the vacation experience owners have come to expect from their Resort. Riverview Resort will persevere and emerge on the other side of this looking better than ever!

CANDIDATE PROFILES

* INDICATES INCUMBENT

*Ward F. Johnson, Pittsfield, MA

Interval Week(s) Owned: Week 18; Week 37 & Week 38.
Education: BS English & Education, Springfield College; Ph.D. Counseling Psychology, UMass; Retired School Psychologist and Deputy Sheriff.

Qualifying Experience: I have had the pleasure of serving on the Riverview Board since 2015 and currently serve as Treasurer. I previously served on local Boards of the Salvation Army and the Girls Club (now Girls Inc.) in Pittsfield, MA. As an owner of three weeks at Riverview, I always look forward to my time at the Cape, which is why I am committed to the resort. As a retiree, I have the time to devote to the Board.

Objectives as Trustee: I have been coming to the Cape my whole life and have been an owner at Riverview since 2009. My goal continues to be strengthening our fiscal position, while searching for strategic ways to improve everyone's resort experience. These last three years have been especially challenging due to Covid, supply shortages, and the storm that took off half of Riverview's roof. Currently, we are dealing with the insurance company, the town's building inspector, and their structural engineer; each of whom have different opinions on what must be done to repair the roof. At this time, we need continuity, and I believe my experience will help in navigating these uncharted waters. I will continue to do what is best for Riverview and its owners, while remaining fiscally responsible. I respectfully request your support, so I can continue to work to make Riverview the place we know and love.

Andrew Montes-Dyott, Bellingham, MA

Education: Advanced Individual Training, ARMY Automated Logistical Specialist (92 Alpha)

Qualifying Experience: I have been visiting Riverview Since 2010. The Unit has been in my family since 1998. I have been vacationing in the Cape Cod area since I was a child. I love the area. I am an Army veteran, a former state employee with MASSDOT. and a Bus Driver with the MBTA. Most importantly, I have the well being of Riverview as a top priority.

Objectives as Trustee: I would like to support the Riverview Resort Owners, management, and guests by providing my input, time, and anything that I can do to help continue to make Riverview Resort the Best Resort on the Cape!

Raymond B. Slater, Punta Gorda, FL

Education: Graduate Cumberland, RI Highschool 1973, Associate's Degree in Fire Science Community College R.I. 2000

Qualifying Experience: Loyal owner at Club of Cape Cod since 1987, always used week never banked it. Appointed to Club Board in 2007 served as Treasurer. I worked on the Riverview Board since 2011 as President 2014 and 2015 stepping back to Advisory Board due to health at time in 2016 still been very active as Advisory Board Member. Now that my health is better I'm ready to assume a Board member position again. A retired 32 year member of Attleboro, MA Fire Dept last 3 as Fire Prevention Captain.

Objectives as Trustee: Working with other Board member always in the best interest of owners. Protecting your investment in the Resort, while keeping maintenance fees as low as possible. With tough times upon us we all have to work together to ensure our Resort Investment continues strong. With our dedicated staff, VRI people and Board members we can get through this. I love our little resort and want to continue to serve and help out.

RIVERVIEW RESORT CONDOMINIUM TRUST
ANNUAL OWNERS MEETING MINUTES
September 11, 2021

I. INTRODUCTIONS

The meeting was called to order by Justin Smith at 10:00 a.m. via Zoom. Justin Smith introduced the following persons:

Board of Trustees:

Frank Ferraro, President/Trustee
Dennis Ducharme, Secretary/Trustee
Ward Johnson, Treasurer/Trustee

Absent:

Antone Viveiros, Vice President/Trustee
Lindsey Dowling, Director/Trustee

Advisory Member: Raymond Slater

VRI Americas (VRI) and Resort Management:

Justin Smith, Vice President of Resort Operations/VRI
Jeff Phillips, General Manager

II. PROOF OF MEETING NOTICE

Justin Smith stated that the notice of today's meeting, pursuant to Trust documents, was delivered to all owners at their address of record via USPS mail in the June and August 2021 newsletters.

III. APPROVAL OF AGENDA

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

IV. APPROVAL OF 2019 ANNUAL MEETING MINUTES

MOTION: By motion made and seconded, the reading of the September 14, 2019 Annual Meeting minutes was waived, and they were approved unanimously.

V. PRESIDENTS REPORT

In Frank's absence, Justin Smith welcomed the owners to the meeting and thanked them for their understanding in holding the Annual Meeting virtually via Zoom. Safety is the main concern and it's still unsafe to hold the Annual Meeting in person; however, Zoom allows the ability to still hold a meeting to update the owners on the past year at Riverview Resort.

VI. MANAGEMENT REPORTS

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

- Phase I Renovations were completed between January and July 2020.
- Phase II Renovations were completed between January and April 2021.
- Phase III Renovations are anticipated begin this upcoming winter.
- The Resort continues to follow all Town, State and Federal mandates as well as recommendations relating to COVID-19.

- New cleaning and sanitizing standards were put in place during the COVID-19 pandemic and will remain in place permanently.
- Occupancy remains extremely high with vacation clubs continuing to show interest and increase rental reservations.
- Riverview continues to hold RCI's Silver Crown Rating, but scores remain at a Gold Crown Level.
- Cost to operate the Resort is at its highest due to labor and supply cost increases since the COVID-19 pandemic began; however, staff continues to find various ways to save where possible.

Justin Smith reviewed the following:

- A summary of the 2019 Year-End Income Statement. The report reflected a \$89,069 Net Operating Loss in 2019 primarily due to increased bad debt.
- A summary of the 2020 Year-End Income Statement. The report reflected a \$25,433 Net Operating Loss in 2020 primarily due to bad debt as a major factor in the loss.
- Income Statement through the end of June 30, 2021. The report reflected a Net Operating Income of \$25,266 primarily due to increased rental revenues.
- 2022 Presentation Budget, which included maintenance fees set at the following totals:

Studio	\$495.56
One Bedroom	\$826.59
Two Bedroom	\$990.52

VII. ELECTION OF TRUSTEES

Justin Smith reported that there is one (1) open seat on the Board with only the incumbent, Dennis Ducharme, running. Justin reminded everyone that the incumbent's biography was mailed to all owners prior to the meeting.

Justin asked if there were any nominations from the floor. Hearing none, a motion from the floor was made, seconded and approved unanimously, to close nominations.

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 incumbent, Dennis Ducharme for the three-year term. Motion was seconded and approved unanimously.

VIII. QUESTIONS AND ANSWERS

The floor was opened to questions and comments.

IX. ELECTION RESULTS

Discussed under VII. Election of Trustees.

X. ADJOURNMENT

MOTION: By motion made, seconded, approved unanimously, the meeting was adjourned at 11:15 a.m.



c/o VRI Americas

P.O. Box 399

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Contact Information

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Exchange Information

RCI.....(877) 874-3334

Interval International(800) 828-8200

Trading Places(800) 365-7617

Vacation Owner Services

Assessment Billing and Collection(800) 999-7140

Email: memberservices@vriamericas.com

Hours..... Monday – Friday 11:00 a.m. — 8:00 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(949) 587-2299

VRI Fax(949) 315-3753

VRI Website: www.vriresorts.com



Board of Trustees

Frank Ferraro, President

Antone Viveiros, Vice President

Ward Johnson, Treasurer

Dennis Ducharme, Secretary

Lindsey Dowling, Trustee

Advisory Committee

Raymond Slater

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The Trustees request that you note your preference on this Proxy and return it at once to reach us prior to 2:00 p.m. ET on Wednesday, September 7, 2022.



Riverview Resort Condominium Trust

This Proxy will be voted according to the instructions indicated below. If you own multiple weeks, separate Proxies are **not** required. Please indicate number of weeks owned.

Proxy Solicited on behalf of the Trustees for the Annual Meeting of Owners to be held on September 10, 2022 at 10:00 a.m. (Eastern Time) via Zoom and appoints the Board of Trustees of the Association, or a majority thereof, to be the assigned Proxy, or _____ (print name of another person assigned this Proxy). If no indication is made as to who the Proxy Holder is, the Board of Trustees will be considered the Proxy Holder and may vote as they deem reasonable and proper. By this Proxy, the Proxy Holder shall have the power to represent the owner at said meeting and any adjournment thereof in the same manner as set out below. Any act the Proxy Holder shall take pursuant to this Proxy shall have the same effect as if the owner were present and so acting. This Proxy shall be used for the purpose of establishing a quorum and – if the owner so instructs – for voting in the manner the owner so directs. This Proxy shall be valid for three (3) months from the date executed unless revoked prior thereto. This Proxy shall be effective only for the specific meeting for which it was originally given and any lawfully adjourned meetings thereof. This Proxy shall be revocable at any time.

USE OF PROXY (check **ONLY** one) () Vote as Proxy Holder deems proper (assign a Proxy Holder above or the Board will be the assigned Proxy Holder)
() For quorum purposes only (do not vote below)
() Vote and cast the owner's vote as follows below

1. Vote for no more than two (2) Candidates for Office of Trustee from the list below. (Qualifications and biographies listed in newsletter.) *Indicates Incumbent

*Ward F. Johnson

Andrew Montes-Dyott

Raymond B. Slater

_____ Write In

2. Approval of the 2021 Annual Meeting Minutes () YES () NO

This Proxy will be voted as you have indicated above. If no indication has been made, this Proxy will be voted as the Proxy Holder deems advisable on the matters set out above, or be used for quorum purposes only. It must be signed and dated in order to be valid.

Signature _____

Date _____

Signature _____

Date _____

Email Address: _____

Please Print Name(s) Legibly _____

Unit and Week Number(s) _____

Please return in envelope provided, fax to (949) 315-3753 or email to admin@vriamericas.com in time to be received on or before Wednesday, September 7, 2022, 2:00 p.m. ET

