



#### Has your personal information changed?

Please try to keep us aware of any changes in your contact information. It is important for us to have your current address, phone number, and e-mail address. A quick phone call or e-mail to [info@swissmountain.com](mailto:info@swissmountain.com) will allow us to keep our records up to date. Thank you.

#### Swiss Units for sale for only \$10

During the months of June, July, and August, all Swiss owned units are for sale for only \$10. The sale will begin on June 1st. You may see the list of available units on our web site, or call the office for copies.

Contact Candace Jones at (828) 406-1944 or Sherry Phillips at (910) 483-4466.

#### Resort Security

The security of our resort is everyone's business. All of us need to be aware of unusual goings-on around us. Over the last year, we have had reports of car alarms going off in the night, a local pickup truck that appears on Sunday afternoons for some free fishing, children throwing rocks at ducks and chasing them, people sledging down our roads, and more. Everyone should be able to politely but firmly direct a child away from ill purposes, but not all would be comfortable in speaking to someone with ten fishing poles in the pond. If at any time day or night you feel uncomfortable in your Unit due to noisy neighbors or activities in the parking lot or around the grounds, you should call the office during business hours at (888) 785-1188, or Bob at (828) 773-5147, and/or the Sheriff's Office at (828) 265-7614 or 911. Thanks for your support.

#### Swiss Mountain Village Contact Information

Office Toll-free — (888) 785-1188

Office—(828) 295-3373

Fax—(828) 295-3226

Email—[info@swissmountain.com](mailto:info@swissmountain.com)

Web site—[www.swissmountain.com](http://www.swissmountain.com)

# The Village Voice

*Swiss Mountain Village, Blowing Rock, North Carolina*

## FROM THE PRESIDENT:

Hello to all. As most everyone knows, things at Swiss are moving along nicely. We have had some minor changes in employees and employee status but all is going well. After surviving 2 of the worst winters we have had in 40 years and recovering from our first fire (and hopefully our last), we have still managed to push ahead with new furniture in all units, new mattresses and flooring in half of the units. We have also had to start re-plumbing entire buildings as the copper is about 30 years old and is developing leaks constantly throughout the units causing major damage and huge repair bills. To date Bob and the staff have completely re-plumbed 15 of the units. Kudos to them, for a job well done. It is a huge undertaking to completely rip out, re-plumb and replace all the pipes; then replace the ceilings and walls that were removed. This has left us with about half the units still needing the flooring replaced. We are continuing to re-plumb additional units. As a result, after consulting with the floor installer, if we go ahead at this time and complete all of the flooring we can get it done for about \$5,000.00 less than if we try to piece meal them in over the next 2 years, as carpet is not getting any cheaper. This would complete ALL of the units' vinyl and carpet. The board has decided to do a special assessment of \$50.00 per unit/week in order to complete all of the flooring in the remaining units and additional upgrades. This money will be kept separate and used only for the flooring and upgrades to the units, not as operating money.

Swiss Mountain Village maintenance fees are still on average \$100.00 or more under that of other resorts in the area. This really limits us when we have large scale expenditures. The board voted last fall to increase maintenance fees by \$15.00 for 2011; and to not increase fees for next year. It is not uncommon at many resorts to have \$3,000.00 or \$5,000.00 assessments for unit overhauls. We do not want to ever do that. We felt that \$50.00 per unit/week was reasonable and would provide the added funds to finish these existing projects without going up on annual maintenance fees. Anyone with 3 or more weeks will be able to contact the office and work out a payment schedule based on the number of unit/weeks owned.

I want everyone to know that the board did not make this decision lightly. With the economy being what it is, we wanted to be respectful of our owners' budgets, yet continue to see improvements to everyone's units on a regular basis as we have in the past few years. Swiss Mountain is an owner sustained development, and one that we can all feel proud to be a part of and happy to introduce our families and friends too.

In closing, I would like to say that if anyone would like to contact me regarding this assessment for more details or about anything Swiss related please call me at (910) 988-3721 or e-mail me at [cbstrup@aol.com](mailto:cbstrup@aol.com).

Bud Symond, Board of Administrators President

## MEET KAREN CRITCHER

**(Note: Karen is our new Guest Services person at the front desk in the office.)**

I am enjoying being a part of the Swiss Mountain Family. The timeshare industry is new to me so I have a lot to learn and Bob and Margaret are great teachers.

I grew up in central Minnesota in the small town of Annandale. In my adult life I didn't venture far, I went to a Minnesota vocational school to learn the art of printing and typesetting. I stayed in the printing field all my life, working in the print shop for Arctic Cat snowmobiles in Thief River Falls, Minnesota, 80 miles from the Canadian border and at Merrill Corporation in St. Cloud, Minnesota, doing printing for national real estate companies.

My husband, Joel, is from Boone and the need arose for us to come to Boone to help his parents in their day-to-day living. In July we will be here three years and I am still adjusting to the mountain driving and the mountain weather. I especially like the mild winters here in Boone. The scenery here is breathtaking and I sometimes can't believe how lucky I am to be here.

I am excited to get to know our owners and their families, so please stop by and see me.

Oh, by the way, my husband tells everyone we have a son, I just roll my eyes at that statement. We actually have a dog, a Blue Healer, named Under, and he is very much a part of the family.  
- Karen Critcher

## NEWSLETTER GOING DIGITAL

This edition of *The Village Voice* will be the last to be mailed to all owners in good standing. We are developing plans to go digital with more frequent editions. There are two reasons for this change. The first reason is that it will save us a couple thousand dollars a year; and the second reason is to provide more frequent editions, with ever-changing articles and information.

We will have three means of distribution: 1) via email, 2) published on our website, [www.swissmountain.com](http://www.swissmountain.com), and 3) regular mail for those without a computer with internet access. If you have email, please send your address to [info@swissmountain.com](mailto:info@swissmountain.com). We plan to distribute other documents, like invoices, via email in the future. If we have your email address, you will receive the newsletter as a PDF attachment. Once our website is capable of archiving newsletter editions, we will send emails and postcards to everyone, notifying you of that service. And finally, we will mail black & white copies to those who prefer that method; however there will only be mailings of subsequent issues, twice a year.

## MANAGER'S CORNER

I hope that you all have had a good winter. We were grateful for a milder wintertime. There are a number of items that I want to bring to your attention this spring.

### Retail Sales

In addition to bait and tackle we are selling the new *Swiss Mountain Village Cookbook*, and will be adding items like toiletries, shirts, washing detergent, and snacks.

### Plumbing

We now have four buildings which have had all copper pipes replaced with plastic. This will alleviate the frequent leaks that were occurring in the copper pipes. Only nine more buildings to go.

### Monday Evening Receptions

We are now hosting a weekly reception for owners and guests in the clubhouse. We have done this on and off over the last few years; and it was almost always well attended. An invitation will be placed in everyone's check-in envelope. This has always been a great opportunity for new friends and old to gather and get acquainted. Please plan to attend on Monday afternoon from 5:00PM to 6:00PM.

### Correct Dates for your Week

Despite numerous notifications, we occasionally have owners arrive on a date that is not their week. Because we pushed back the weeks this year, make sure that you are arriving when you should. So far, we have been able to accommodate everyone. As the warmer months arrive, we will have fewer units available to handle these situations. The calendar is on our website at [www.swissmountain.com/about.html](http://www.swissmountain.com/about.html), click on *Rental Calendar*. You can also call the office for the correct dates.

### Danger: Men Working

With the warmer weather will come several major projects on the property. These include rebuilding stairs to units, pouring new foundations to porches, rebuilding retaining walls, and the installation of new carpet. Please stay clear of these sites when you see the yellow caution tape. Some unit reassignments will be necessary during these projects. We appreciate your understanding.  
- Bob Smith

## SMV BOARD OF ADMINISTRATORS

Last September, you voted for five new Board positions at Swiss Mountain Village. Three were for full 3-year terms, and two were to fill vacated unexpired terms. Michael Avery, Stacey Duke, and Ted Williams were elected to full terms; and Bud Symond and Roby Weaver were elected to partial terms. Here is a complete list of the Board for 2011.

Michael Avery, Week 09 / Unit 12, 2422 Turtle Bay Dr, New Bern, NC 28562, (252) 636-0386, mjavery@centurylink.net  
 Carroll Bumgarner, Week 21 / Unit 14, 4303 Wike Rd, Granite Falls, NC 28630, (828) 396-7776  
 Stacey Duke, Week 24 / Unit 13, 166 Gabriel Dr, Mooresville, NC 28115, (704) 618-9999, outtacontrol5@roadrunner.com  
 Emmanuel Goad, Week 24 / Unit 40, 7860 Carrolton Pike, Galax, VA 24333, (276) 236-9290, mlgoad@yahoo.com  
 Steve Rosser, W23 U12, W40 / U04, W41 / U21, 4020 Quail Path Rd, Cocoa, FL 32926, (321) 636-0321, rossers@gmail.com  
 Charlie Slater, W27 / U06, W41 / U05, 106 Powell Cove, Decatur, GA 30030, (404) 835-2798, charlie.slater@yahoo.com  
 Bud Symond, Week 08 / Unit 17, 5831 Rockfish Rd, Hope Mills, NC 28348, (910) 321-0757, cbscup@aol.com  
 Roby Weaver, W11 / U02, W13 / U27, 1828 George Hayes Rd, Boone, NC 28607, (828) 264-8326, weavermp@aol.com  
 Ted Williams, W04/U13, W04/U16, W22/U13, W41/U18, 241 Old Lumberton Rd, Whiteville, NC 28472, (910) 840-0863, waffle8859@yahoo.com

Please thank these folks for their dedication to our resort.

### NEW BUSINESSES IN THE AREA

- ◇ Blowing Rock Art & History Museum, 1098 Main St, Blowing Rock
- ◇ Chili's Grill & Bar: 1934 Blowing Rock Rd, Boone
- ◇ CVS Drug Store: 2147 Blowing Rock Rd, Boone
- ◇ Foggy Rock Eatery & Pub, 8180 Valley Blvd, Blowing Rock
- ◇ Frankie's Pizza: 246 Wilson Dr, Boone
- ◇ Michael's Arts & Crafts, 320 Watauga Village Dr, Boone
- ◇ New River Corn Maze, Laurel Gap Ridge Rd, Boone
- ◇ Scoops Café: 450 New Market Center, Boone

### EUROPEAN STYLE WASHER/DRYERS

Units 11, 12, 13, and 39 have been equipped with space-saving washer/dryer combination units that wash and dry in one tub. Although the saved space is needed in these units, owners have found that they are unable to wash as much laundry as in the stacked units. Also, they do not dry heavy items like towels very well. If you need additional towels during your stay, please see the office. It is also important to notice the short instruction sheet found on top of the units. Refrain from the urge to push buttons. This may cause damp laundry at the end of the cycles. If you have questions about the machines, please contact the office or housekeeping.

### NEW GUEST SERVICES

- ◇ **Call ahead unit preparations:** If you would like your unit prepared for your arrival, call the office before 3:00PM on the day of arrival (except Sundays). We will open the windows in warm fair weather, turn up the thermostats in winter, turn on lights, etc.
- ◇ **Surprises for special occasions:** Many times, owners and guests are here during special occasions like birthdays, anniversaries, and honeymoons. If you would like us to place flowers, wine, or some other special item in your unit prior to your arrival, please call the office. In addition to the cost of the item, there is a \$20 service charge.
- ◇ **Certificates of Recognition:** Frequently young children will catch their first fish at Swiss Mountain Village, or build their first snowman. We would love to recognize their achievements with an official SMV Certificate of Recognition. Simply see someone in the office for this special award.
- ◇ **Weekly Picnic/Covered Dish Group Photos:** At every Wednesday picnic or covered dish gathering, we are now taking a group photo. These pictures will be printed and placed in a special album, with names of the participants. The album may be checked out of the office for your review.
- ◇ **Unit Journals:** For the past several years, the Unit Journals dating back to the early eighties have been available in the Clubhouse. In June, they will be moved to the office for safe keeping. Since being in the Clubhouse, several journals have disappeared or been damaged. You may check out these items from the office for review.
- ◇ **Picture Wall:** We are planning a special place in the Clubhouse for pictures, past and present, of owners and guests. We have received a number already, showing special prize fish catches and family gatherings. Also, we have a few pictures of deceased owners. If you have a special picture taken at Swiss Mountain, you can email or mail it to the office for placement on the wall.

## A WORD ABOUT GOING DIGITAL

If you haven't noticed, the world is going digital. A recent statistic startled me; the sale of digital books (eBooks) just surpassed the old fashioned paper, black and white book sales. As much as I like going to the public library, and browsing the stacks, I also like computers and electronic gadgets. So I hope an iPad or Kindle is under the Christmas tree this year.

As mentioned earlier in this newsletter, the official death knell has tolled for this paper version. Sorry, U.S. Postal Service! Now we move ahead into the 21st century. Future newsletters will be more than four pages, have pictures (in color), more articles, and no longer restricted to the borders of four 8 1/2 x 11 pages.

Do you have pictures of family and friends from the early days of Swiss Mountain? Would you like to write an article or share a fun story about your stay at SMV and the NC High County? We are excited about sharing entries from the Unit Journals, and especially one in particular; "The Legend of Lord and Lady Lucerne". This is a tale of mystery and intrigue, about the namesakes of our lake, and about the disappearance of Unit 26 (there really isn't one). We will publish this short story in the next edition of *The Village Voice*.

I am so excited about the possibilities of digital publishing. Margaret, Karen, and I are planning the first digital version now. If you have any suggestions for articles, pictures, stories, etc. please let me know. Please be sure to send us your email address to [info@swissmountain.com](mailto:info@swissmountain.com).

We hope to see you soon.

Bob Smith  
Resort Manager