



MESSAGE FROM YOUR PRESIDENT

Fellow VCC Owners,

Summer is upon us at the Villas as we continue to strive to deliver the best value and experience for your vacation dollars. VCC has received the top status from RCI and II, as well as wonderful reviews on TripAdvisor and other online travel sites; congratulations to our Manager, Trish, her team at the Villas, our management company, Trading Places, and the Board of Directors for being recognized! If you haven't visited us in a while, please come back and take advantage of your cozy resort.

There are so many things to do, such as a hike up Black Mountain, any variety of fun experiences in Cave Creek, Scottsdale, or Sedona, a day on the water while enjoying the many activities on Bartlett Lake, or relaxing and doing nothing at all.

For those of you who were not able to attend our annual meeting, here is a brief recap: two board members were reelected, we reviewed our finances and highlighted our reduced overall delinquency rate, shored up our reserve fund, maintained no increase in our annual maintenance fees for six years running, and committed to continue our resort improvement plan. We hope to have one ADA accessible unit by the end of the year and a plan to redesign and expand/improve the kitchen and dining areas in the not too distant future. As always, if you have any questions, concerns, or comments, please do not hesitate to reach out to us.

All the best for a wonderful summer!

- Jeff

UPCOMING CAVE CREEK/ CAREFREE EVENTS

October 6 – 29

Arizona State Fair

October 12 & 15

Arizona Taco Festival

October 20 – 29

Enchanted Pumpkin
Garden

October 27 – 28

Salt River Fields Balloon
Spooktacular

November 10 – 12

NASCAR 500



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WHAT'S NEW & UPCOMING

We are always looking to improve your property, whether small or large improvements. Some of the new items already in place this year are: a new ping pong table, 2 handicap parking stalls, dinnerware, and new outdoor furniture. Still to come this year: one ADA compliant Villa, new sofa bed mattresses, the resurfacing of the smaller pool, and resurfacing of the pool deck.

Comment Cards...

The comment card given to you during your stay is our way to learn what we are doing right, what we can be doing better, and what we can do to help make your stay as comfortable as possible. Your suggestions and comments are important to us; please keep them coming. You can submit suggestions by filling out a comment card and leaving it at the front desk when you checkout, by filling out a comment card online at www.villasofcavecreek.com/commentcard or by emailing Trish directly at Trish.Dye@TradingPlaces.com. We look forward to hearing from you.



Protect your travel investment!

For as little as \$65, your association and management have made CSA timeshare protection available to protect your vacation(s) against the unforeseen and unpredictable.

For more information on this affordable peace of mind, please visit www.tradingplaces.com/protectme



MANAGER'S MESSAGE



Along with ensuring Villas of Cave Creek is maintained as well as can be and keeping it a Gold Crown and Premier status property, one of our biggest priorities is to ensure your association is as strong financially as possible. We have worked very hard to reduce delinquent accounts by either working out payment plans, foreclosing, or by receiving weeks as deed-backs.

We have had some new owners become part of the Villas of Cave Creek family in the last few years and they have had some questions recently, so I would like to address them here in case there are other new, or even long time owners, that may have similar curiosities.

Q: How do I deposit my week with RCI/II?

A: You must call Owner Services at 866-932-5200. Tell the agent you are a Villas of Cave Creek Owner that would like to deposit your time with RCI/II. The agent will be able to give you a week number/unit number and will give you any further information you may need. Unfortunately, we are not able to help with this at the property itself.

Q: Why do my maintenance fees have to be paid before I can book a future reservation?

A: In March of 2012, your Board of Directors voted in a new Assessment Billing and Collection (ABC) Policy. Part of that policy states that all maintenance fees must be prepaid. This policy was voted in to ensure your association would be as strong financially as possible. You can read more information on this in the Owners Corner on our web site.

Q: How do I find out the latest information on the Villas?

A: Along with the newsletters we send out, you can find meeting minutes, meeting dates, and important documents, as well pay your maintenance fees and book your week, at www.villasofcavecreek.com. Click the Owners Corner tab and enter:

User ID: vcc **Password:** villas

Please know that you are always welcome to contact me if you need help with anything at all. I can be reached at Patricia.Dye@tradingplaces.com or by telephone at 480-595-1200 ext. 217.

Trish Dye,

Resort General Manager



UNIT REMODEL

This year we will be renovating one Villa to be ADA compliant. With this renovation, we will include a proposed remodel to the downstairs restroom, kitchen, and dining area for all Villas.

The proposed plan is to move the restroom into a portion of the master bedroom. This will enable us to enlarge the restroom, adding storage space for personal belongings, and will turn the existing restroom into a dining area large enough for seating for six people thus moving the table and chairs out of the kitchen.

Though the master bedroom will be smaller, this plan will open the other areas for much needed additional space.



STAFF SPOTLIGHT

Tony Davis has been a part of the Villas family for a little over a year now. He is a hard worker who has extensive background in the maintenance field. When asked what he likes most about his job, his response was: "The nice environment of Cave Creek and the Villas, there is something different to do each day, my co-workers, and Sasa (our Chief Engineer) is a good leader."



While not at work, Tony and his girlfriend enjoy camping and taking day trips to other cities throughout Arizona. He also enjoys going to garage sales to find furniture to fix up.

Bonus Time

It's a great time to visit the property for a weekend getaway where you can relax and cool down in the pool during these hot summer days.

Book Bonus Time at a special owner rate of **\$99 per night**. There is a 2-night minimum stay on weekends (Friday & Saturday) and Holidays. Bonus Time can be booked 30 days or less in advance (subject to availability). Call Trading Places at 1-866-932-5200 ext. 1 to book your Bonus Time.

REMINDER

Your Board of Directors are aware that sometimes things happen in life that make it difficult to travel as often as you once had.

If you would like to continue with your ownership but find it difficult to make the assessment fee all at once or have fallen behind on payments, we do offer payment plans. Contact the Accounts Receivable Department at 866-932-5200, option 7, for more information.

If you are unable to continue with your ownership, you do have the option to deed your week back to the Homeowners Association. You may contact Ellie Longoria at ellie.longoria@tradingplaces.com for more information. In the subject line of the email please put 'VCC Owner - your Owner number - all names listed on your account'.

Should you choose to try to sell your week, please be careful when considering working with a company. There are many resale companies that attempt to scam people. Be wary of unsolicited companies contacting you with offers to eliminate your maintenance fees, promises of canceling your timeshare contractual obligations, or offers of transferring your ownership to another person/company. Always keep in mind that you should never need to pay anything upfront for a future service from any company. More information can be found on ARDA-ROC.org.



TPI OWNER SERVICES

Hello from the Owner Services Department at Trading Places!

We would like to remind you that you may book owner reservations 12 months in advance to the day. Please contact us to book your week(s) or to explore other options.

Online: www.villasofcavecreek.com/reservationrequest

Username: vcc

Password: villas

Email: ownerservices@tradingplaces.com

Call: **866-932-5200 ext. 1** to request an owner use reservation

We look forward to hearing from you soon!

Your vacation specialists in the Owner Services Department

Owners' Corner: FAST, CONVENIENT, SIMPLE!

The Owners' Corner on the Villas of Cave Creek website is a very useful area to become familiar with, as it contains up-to-date information for our Owners. All of the important Owner documents, as well as the dates of future Board meetings and the past meeting minutes can be found here. You can also pay your maintenance fees, book reservations, and see your annual property tax fees all on line.

Log on to www.villasofcavecreek.com, click on the Owner's corner tab on the top right side

Username: vcc Password: villas

Write to board members c/o TPI at the above address.



**Villas of
Cave Creek**

Front Desk: 480-595-1200
Resort Fax: 480-595-1034
E-mail: vcc@tradingplaces.com
Website: www.villasofcavecreek.com

Villas of Cave Creek disclaims any responsibility for claims made or the performance of goods and services advertised in this newsletter.

OWNER SERVICES

866-932-5200 ext. 1 | ownerservices@tradingplaces.com

- Book use time / Bank your week (TPI, II, RCI)
- Inquire about your contract
- Learn booking rules
- Pay maintenance fees

Important Maintenance Fee Information

Regular association dues are billed annually and are due and payable per your ABC policy. A statement is mailed to you as a courtesy; non-receipt of a statement does not relieve you of your financial obligation.

Pay Online at www.villasofcavecreek.com/pay

Questions about your Maintenance Fees or Assessment Billings? Call the Accounting Department at **866-932-5200 ext. 7** or e-mail billings@tradingplaces.com

EXCHANGE

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RENTAL

866-932-5200 ext. 4 | rentals@tradingplaces.com

- List your VCC unit for rent
- Rent additional nights at VCC, or other TPI resorts

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PROPERTY MANAGEMENT

As your management company, Trading Places is dedicated to making your property the best it can be. Please feel free to contact us at any time.

