

## FAQs

**Q: What does “PTVO” stand for?**

A: It stands for **Property Trust Vacation Owners**. Initially, the association name was going to be Property Trust Vacation Owners Association, Inc. Somewhere along the way between the initial plan and the filing of the Articles of Incorporation, the name was changed to PTVO Owners Association, Inc. PTVO Owners Association, Inc. is an independent third-party entity, not a subsidiary or affiliate of Wyndham Destinations.

**Q: How are the annual maintenance fees determined?**

A: The Club Wyndham® Access (“CWA”) budget is developed on an annual basis and always starts with first determining what our expected expenses are for the upcoming year. Expenses for CWA consist of maintenance fees on intervals and points owned by CWA, unit related costs associated with units wholly owned by CWA as well as administrative costs (i.e. management and accounting fees, annual meeting election and correspondence costs, trustee fee, taxes, audit and tax preparation fees, reservations, and insurance) for management of CWA.

Over 90% of those expenses are related to the costs associated with the maintenance fees on the intervals and points owned by CWA and the unit expenses related to maintaining and servicing our members at those resorts that CWA owns whole units. All of the intervals / points / units that make up the CWA plan are located in resorts which have an underlying owners association. Just like a deeded owner at those resorts, CWA is charged a maintenance fee on the intervals / points / units in each of those underlying associations. (It should be noted that CWA pays the same maintenance fee as any other deeded owner for each interval / point / unit that is part of CWA.) *For example, if CWA has 10 weeks at a specific property and the maintenance fee passed by that property’s board of directors is \$500 per week, CWA pays \$5000 to that underlying association.* In addition to the pass through maintenance fees of the underlying associations, the CWA maintenance fee includes reserves contributions for repairs and replacements of the assets associated with the whole units that are part of CWA (those units wherein all 52 weeks are part of CWA).

Once we determine the total expenses for the next year, we offset those costs with any ancillary revenues that CWA generates (i.e. conversion, reservation, housekeeping and interest income). The Net Expense (Total Expenses – Ancillary Revenues) is divided by the total number of points divided by 1000, to arrive at the maintenance fee amount paid by our members. For example the 2023 CWA Maintenance Fee was calculated as follows:

*Total Expenses - \$362,773,633*

*Total Ancillary Revenues – \$1,855,103*

*Total Reserves Contribution - \$8,364,942*

*Total Points – 51,147,295,449 (includes sold and unsold points committed to CWA)*

*Calculation:*

$\$362,773,633$  (Total Expenses) -  $\$1,855,103$  (Ancillary Revenues) +  $\$8,364,942$  (Reserves) =  $\$369,283,472$  (Total Net Expenses)

$\$369,283,472 / (51,147,295,449 \text{ (Points)})/1000 = \$7.22$

It should be noted that all owners of CWA points, including Wyndham on its unsold points, pay the same maintenance fee per 1,000 points.

**Q: What is the “Bad Debt” line item of the budget?**

**A:** The Bad Debt line item of the budget is the estimated amount of annual maintenance fees that won't be paid by CWA owners. As you are aware, every owner, Wyndham included, pays an annual maintenance fee based on the number of points owned. (Wyndham pays the same maintenance fee as any other CWA owner, which is currently \$7.22 per thousand points.) The association is a not-for-profit, which means the association's budgeted revenue is equal to its budgeted expenses. So, when owners don't pay, it creates a shortfall. Rather than face a shortfall, which could result in a dreaded special assessment, most boards budget for unpaid maintenance fees through a Bad Debt line item. In a perfect world, every owner would pay their annual maintenance fees and bad debt would not occur. Since that is not a realistic expectation, the board continues to work with management on ways to offset the bad debt expense, up to and including cancelation/foreclosure.

**Q: How is Club Wyndham Access related to Club Wyndham?**

