



Sharing the joy of travel.



Our dvctalk list sponsor is Shontell Crawford (pictured below at Saratoga Springs). Shontell has been reselling the DVC since 1997 and is an active DVC member herself. She knows the "ins and outs" of the program and how to answer any questions buyers may have when interested. You won't find better service anywhere in the industry! Shontell recently talked to us about her career and business.



How did you first get involved in selling DVC resales?

Selling the DVC was a natural progression after I received my Real Estate License in 1997. I was around the timeshare industry through my family for many years and saw the benefits resales offered to both buyers and sellers. Most sellers need a company they can trust with reasonable fees and the buyers want to be able to afford timeshare - which isn't always possible buying directly from the developer. Resales have always been win-win for both parties and rewarding for me to be able to help the individuals involved. Selling the Disney Vacation Club on the resale market is a pleasure because the program is one of the best within the industry.

We'll have more questions about DVC in a moment. First, where were you born and did you visit Disney World often as a child?

I was born and raised in Greenville, SC. My Grandfather actually helped with the wiring of Cinderella's castle so our family got to go to the first "Cast Member" day when the Magic Kingdom opened....I was 2 years old. My only other family visit to Disney was when I was 4 years old. I remember absolutely "loving" my Donald Duck hat because Donald's bill was fat and squishy. I have a picture from that trip in my office now (pictured below) My Mom moved us to Orlando when I was twelve and I became a "regular" from that point forward.

I understand you worked for Disney in the past - tell us about that.

I moved back to Orlando after attending College at Coastal Carolina near Myrtle Beach, SC. My first job as a Cast Member was at the Pompano Grille in Lake Buena Vista. One of the great things about Disney is that you can work for the company for a long time, yet try different jobs to see which suits you best. I was with the company for 5 years and worked in multiple locations during that time. Each position contributed something different to my overall growth with the best part being the training in guest services I received. I learned giving people more than they expect and doing it cheerfully will always be rewarding at the end of the day.



What was your favorite job when you worked for Disney?

Each job was great for various unique reasons, but I have to say I appreciated working at the Jazz Company at Pleasure Island most. I was able to spend time with guests and get to know them on a personal level. I was exposed to some great music and developed an appreciation for a genre I would have otherwise missed completely.

Let's discuss your business some more. What are the advantages of buying DVC through the resale market compared to buying direct from Disney?

Typically, the main advantage in buying a DVC by resale is the savings. Even with closing costs, most Members save \$10-\$12 per point which can add up to thousands of dollars on some packages. Another advantage would be buying your "favorite" home resort that Disney may be sold out of completely and no longer offering to the public. For some people that also means lower annual dues. Saratoga Springs and Old Key West currently have the lowest annual fees which can significantly save the owner money over the lifetime of ownership! Finally, resales offer people who can't afford Disney's minimum 160 point package the opportunity to become a Member with as few as 25 points when we have them available. Many of my first time Members started with just 100 points.

The newer dvc properties (Saratoga Springs, Animal Kingdom, and future properties) have later expiration dates on their contract than the other DVC resorts. Have you seen this affect the resale prices of the older DVC resorts (those with a contract that concludes in 2042)?

Resale prices have not been affected yet. Disney has the right of first refusal on all contracts and to date they are maintaining the value of the other properties through the buy back. It is reassuring for those of us who own some of the original resorts.

Aren't most timeshares sold "for life" and not with an expiration date like DVC?

Yes, that is correct.

Yet DVC hold its value better than most other timeshare properties. Why is that so?

I believe DVC holds its value due to a few factors:

Disney's right of first refusal prevents the value from dropping on the open market. The product is superior to most timeshares due to the flexibility implemented when it was originally designed. Supply and demand prove that the more of a product available the lower the price. Typically only about 1% of owners are selling their DVC, creating a demand market for resale buyers and therefore a higher market price.

What is your opinion of the new DVC Resorts (at the Animal Kingdom, at Disneyland, and in Hawaii)? Do you expect these properties to be as popular or more popular than the existing DVC resorts?

I am thrilled that Disney has announced and begun construction on these new locations! The Animal Kingdom was long awaited and will likely have a that "special" feel since DVC members will have their own Savannah. The Disneyland location is ideal for our West Coast members who want a nice weekend getaway without flying to the east coast. The Hawaii location is spectacular! I visited the location last February and can easily say it is one of the most gorgeous places I have ever traveled. Considering each has its own advantages, I wholeheartedly believe they will be just as popular as the existing locations. If only Disney would solidify the Contemporary rumors....

There are a number of companies who deal with DVC resales. Why should a potential buyer purchase a DVC resale from you?

I chose to specialize in resales of the Disney Vacation Club when I started my business because it is such a great product and I understand it well beyond what other Brokers may claim. Someone considering ownership in the Disney Vacation Club can feel confident buying from me because I have been reselling since 1997, I am a Licensed Real Estate Broker, and most importantly - a DVC Member myself. Buyers can feel comfortable knowing I will help them through not only the entire resale process, but also any questions they may have about the Disney Vacation Club and how it works. I am blessed to receive many referrals to friends and family from previous clients, one of the best compliments I can receive.

Thanks Shontell. If someone wants to contact you about DVC or resale questions what is the best way to get in touch with you?

I am easily reached on our toll free phone line 1-800-844-4099 and through email 24 hours a day.

