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MOUNTAINSIDE VACATION OWNERS' NEWSLETTER

Fall & Winter 2019/2020

Please help us welcome new employees to the Mountainside Family.

Dana Hill has taken the position of Accountant, she has been with us since March and we cannot be happier. She has become a valued member of our team.

After 29 years of service, our housekeeping manager Debbie Clark retired in July. She will be missed. Another remarkable addition to our team, Lynn Brunelle has taken the position of housekeeping manager. Lynn worked in the housekeeping department for many years, and she is looking forward to this new adventure.

Welcome to the Family ladies!

Skating Rink at the Recreation Centre

We will again be constructing a skating rink on the tennis courts this year, it will be double the size and double the fun! We had many families enjoy it last year, so depending on the weather, it will be constructed soon. Remember to bring your skates when you come see us, and possibly some hockey sticks and a puck for a friendly game or two of shinny.



MOUNTAINSIDE VILLAS ARE AN



INTERVAL INTERNATIONAL
PREMIER
MEMBER RESORT

A decorative flourish consisting of a stylized leaf and a flowing line that curves under the word "PREMIER".

Food Delivery Service

Mountainside Villas has been offering our guests the opportunity to have meals brought to them, fill the fridge with meals prepared to make the vacation just that, a vacation from cooking! We have joined forces with a 'made from scratch' eatery 18 km's south of Fairmont in Canal Flats.

For those guests interested in pre-ordering meals to have stocked in the villa upon arrival, we ask you contact **EN-JOY Home Cooking Ltd** two weeks before your arrival to place your order. Please call Maddi or Alana at 1.778.523.5035

If you visit www.mountainsidevillas.com under the services tab, it will show the current menu items available.



NO PETS POLICY:

Mountainside Vacation Villas has always been a **no pets** resort.

We have had many guests in the last while call to ask and or just bring their furbaby with them. We are issuing a friendly reminder to all owners and guest that we have a strict **no pets** policy in effect always. We do have kennels in the area and you may contact them in advance to set it up. We thank you in advance for not bringing your pets to Mountainside Vacation Villas

CHECK-IN AND CHECK OUT TIMES

A reminder for our guests. Check-in time at the Villas is 4:00 pm, not before. If you do arrive before 4:00 pm and your Villa has been cleaned you will be allowed access, but if the Villa has not been cleaned then the access time will be 4:00 pm or after when the villa is ready for accommodation. Our housekeeping department cannot drop the unit they are cleaning to accommodate early check-ins in another unit. It puts extra strain on the department and is not fair to other owners. Check out time is 10:00 am or before so we can keep our cleaning on schedule.

Mountainside Refurbishments/Renovations

This year, we completed yet another refurbishment cycle to the villas some inside and some out. We will be putting in new gas lines to the J's and K's and new decks, roofs and many others this coming year.

Our refurbishment program is completed on an 'as needed' basis, and therefore the villas are in a constant state of refurbishment. Funds collected from owners for refurbishment include linens, bedding, flooring, electronics, furniture, mattresses, roofing, countertops, banisters, painting and any item of significant value.

As we have 116 units, and we are able to complete about 10-15 units per year for upgrades. The total cycle takes about 10 years and then it is started all over again.

The grounds team has again done a wonderful job around the villas have cleaning debris and unsafe trees. Everyone worked hard this spring and summer to have the property in tip top shape and will continue to do so thru the balance of the year. They will again be ready for next year! We are very proud of all the members of our team.



WHAT DAY TO CALL IN 2020 TO BOOK 2021?



CHECK IN/OUT DAYS FOR 2021

FRIDAY	WK #	FRI	SAT	SUN	MON	
JAN 3rd	1	01-08	02-09	03-10	04-11	NEW YEARS DAY
JAN 10th	2	08-15	09-16	10-17	11-18	
JAN 17th	3	15-22	16-23	17-24	18-25	
JAN 24th	4	22-29	23-30	24-31	25-01	
JAN 31st	5	29-05	30-06	31-07	01-08	
FEB 7th	6	05-12	06-13	07-14	08-15	
FEB 14th	7	12-19	13-20	14-21	15-22	FAMILY DAY
FEB 21st	8	19-26	20-27	21-28	22-01	
FEB 28th	9	26-05	27-06	28-07	01-08	
MAR 6th	10	05-12	06-13	07-14	08-15	
MAR 13th	11	12-19	13-20	14-21	15-22	
MAR 20th	12	19-26	20-27	21-28	22-29	
MAR 27th	13	26-02	27-03	28-04	29-05	
APR 3rd	14	02-09	03-10	04-11	05-12	GOOD FRIDAY
APR 10th	15	09-16	10-17	11-18	12-19	
APR 17th	16	16-23	17-24	18-25	19-26	
APR 24th	17	23-30	24-01	25-02	26-03	
MAY 1st	18	30-07	01-08	02-09	03-10	
MAY 8th	19	07-14	08-15	09-16	10-17	
MAY 15th	20	14-21	15-22	16-23	17-24	
MAY 22nd	21	21-28	22-29	23-30	24-31	VICTORIA DAY
MAY 29th	22	28-04	29-05	30-06	31-07	
JUN 5th	23	04-11	05-12	06-13	07-14	
JUN 12th	24	11-18	12-19	13-20	14-21	
JUN 19th	25	18-25	19-26	20-27	21-28	
JUN 26th	26	25-02	26-03	27-04	28-05	
JUL 3rd	27	02-09	03-10	04-11	05-12	
JUL 10th	28	09-16	10-17	11-18	12-19	
JUL 17th	29	16-23	17-24	18-25	19-26	
JUL 24th	30	23-30	24-31	25-01	26-02	
JUL 31st	31	30-06	31-07	01-08	02-09	
AUG 7th	32	06-13	07-14	08-15	09-16	BC DAY
AUG 14th	33	13-20	14-21	15-22	16-23	
AUG 21st	34	20-27	21-28	22-29	23-30	
AUG 28th	35	27-03	28-04	29-05	30-06	
SEP 4th	36	03-10	04-11	05-12	06-13	LABOUR DAY
SEP 11th	37	10-17	11-18	12-19	13-20	
SEP 18th	38	17-24	18-25	19-26	20-27	
SEP 25th	39	24-01	25-02	26-03	27-04	
OCT 2nd	40	01-08	02-09	03-10	04-11	
OCT 9th	41	08-15	09-16	10-17	11-18	THANKSGIVING (CAN)
OCT 16th	42	15-22	16-23	17-24	18-25	
OCT 23rd	43	22-29	23-30	24-31	25-01	
OCT 30th	44	29-05	30-06	31-07	01-08	
NOV 6th	45	05-12	06-13	07-14	08-15	
NOV 13th	46	12-19	13-20	14-21	15-22	
NOV 20th	47	19-26	20-27	21-28	22-29	
NOV 27th	48	26-03	27-04	28-05	29-06	
DEC 4th	49	03-10	04-11	05-12	06-13	
DEC 11th	50	10-17	11-18	12-19	13-20	
DEC 18th	51	17-24	18-25	19-26	20-27	
DEC 25th	52	24-31	25-01	26-02	27-03	

THE CHART TO THE LEFT SHOWS WHAT DAY TO CALL OR COME TO THE FRONT DESK TO RESERVE YOUR WEEK FOR 2021. FOR EXAMPLE, IF YOU WISH TO RESERVE FOR WEEK 30 IN 2021, (JULY 23, 24, 25 OR 26 ARRIVAL) YOU WILL NEED TO CALL OR COME TO THE FRONT DESK ON FRIDAY JULY 24TH, 2020 @ 9:00 AM (MST)



****NOTE: OBSERVED HOLIDAYS ARE IN YELLOW HIGHLIGHTED BOXES**

IMPORTANT NOTE IF THERE IS AN OBSERVED HOLIDAY ON THE FRIDAY BOOKING DAY, PLEASE CALL ON THE FOLLOWING MONDAY AT 9 AM TO RESERVE

MOUNTAINSIDE VACATION SCHEDULE

Please take the time to verify your vacation week dates. Confirm your reservation at least two weeks in advance of check-in (855 345-6341). If you are unsure of when your week is scheduled, or how to read the Mountainside Vacation Schedule, do not hesitate to call the Reservation Office for assistance. The department is staffed Monday to Friday between 9am and 5pm MST, closed statutory holidays.

Reservation requests made by the website www.mountainsidevillas.com (owner request form) or email info@mountainsidevillas.com will be addressed when time is available between dealing with patrons at the counter and phone enquiries. If you call at times outside of regular office hours please understand that the Front Office staff on duty will gladly take a message, but they are unable to reserve any reservation requests. Owners of **Floating Time** should note you may reserve your week(s) up to one year in advance of the desired week. Should you call to request a booking less than one year in advance, you risk being unable to book space either for personal use or deposit with a vacation exchange company.

Floating Owner reservations are made on a first come, first served basis, according to space availability. Reservations again, may be made up to one year in advance on a week number basis, beginning the first weekday of the week in the year preceding the sought after week of arrival based on the Mountainside Vacation Schedule. Thus, the first day one may arrange for a reservation in the coming year will always be either a *Friday or Monday*, whichever occurs first in the present year's week number.

As a reminder to those of you that wish to deposit with an external exchange company, you still need to reserve your week as usual at your home resort (Mountainside Villas) up to one year in advance in order to trade a week for a week elsewhere. You must deposit the weeks up to 4 months in advance to receive full points with CIG and at least 2 months in advance for regular week deposits to ensure a regular deposit. *Maintenance fees must be paid for week(s) depositing.

NOTICE FOR COMMUNICATING TO OWNERS

Communication to our owners will continue to be posted on our website for owners to view and comment. Rental and reservation confirmations will be emailed. This is a huge cost saving to our owners. For those owners without an email, we will continue to mail all correspondence. Invoices and statements will continue to be mailed. Please keep us informed of any changes to your email address as this is as important as your mailing address. If you are not receiving offers or notices from us and have an email address, please contact us to update your profile.

FAIRMONT VILLA MANAGEMENT STATEMENT OF OPERATING PROJECTIONS

	PROJ YEAR END		PROJECTED	
	2019		2020	
		UNIT / WK		UNIT / WK
SALARIES & CONTRACTS	\$1,846,095	\$312.05	\$1,952,604	\$330.05
REPAIRS & MAINTENANCE	127,000	21.47	135,000	22.82
SUPPLIES	122,000	20.62	125,000	21.13
HYDRO	382,000	64.57	395,000	66.77
PROPANE	73,000	12.34	73,000	12.34
PROPERTY TAXES	61,000	10.31	65,000	10.99
UTILITIES, ROADS & WASTE	171,000	28.90	170,000	28.74
INSURANCE	85,000	14.37	90,000	15.21
RELINQUISHED PROVISIONS	240,000	40.57	305,000	51.56
GENERAL ADMIN. & OFFICE	48,500	8.20	45,500	7.69
AUTOMOTIVE	45,000	7.61	45,000	7.61
LEGAL & AUDIT	35,000	5.92	25,000	4.23
AMORTIZATION	20,500	3.47	21,000	3.55
BANK SERVICE CHARGES	80,000	13.52	75,000	12.68
TELEPHONE & FAX	6,000	1.01	6,000	1.01
POSTAGE	8,000	1.35	9,000	1.52
SOCIAL & RECREATIONAL	0	0.00	0	0.00
CABLEVISION	31,000	5.24	32,000	5.41
TRUSTEE FEES	29,000	4.90	29,000	4.90
NEWSLETTER	500	0.08	500	0.08
FIREWOOD	10,000	1.69	7,000	1.18
MISCELLANEOUS	11,000	1.86	13,000	2.20
DEFICIT RECOVERY	49,364	8.34	0	0.00
TOTAL EXPENSES	\$3,480,959	\$588.40	\$3,618,604	\$611.66
MISCELLANEOUS INCOME	319,700	54.04	336,400	56.86
NET OPERATING COST	\$3,161,259	\$534.36	3,282,204	\$554.80 (A)

(A). THIS AVERAGE TRANSLATES AS FOLLOWS

	1 BEDROOM VILLA	2 BEDROOM VILLA
BASIC FEES	\$502.07	\$577.23
REFURBISHING CONTRIBUTION	\$100.00	\$106.00
MANAGEMENT FEES	\$90.31	\$102.48
	\$692.38	\$785.71
5% GST	\$34.62	\$39.29
TOTAL 2020 FEES	\$727.00	\$825.00

November 10, 2019

Dear Villa Owner,

I am pleased to enclose for your review our 2019 Fall/Winter Newsletter, a summary of our projected 2019 operating expenditures and the budget for 2020. We expect to close the year on budget.

In 2020 we are going to continue to concentrate on making your resort more efficient and continue to control our costs. As we are already a green Resort, we still continue to watch our energy consumption and do realize that we need energy to operate. There will be a change in the Regional District's recycling program that is to be implemented in April 2020. We will keep you posted on any changes.

Maintenance fees for 2020 will increase by 3.0 per cent, \$727.00 for a one bedroom and \$825.00 for a two bedroom. Most of the items on the 2020 budget are in line with what we spent in 2019 except for salaries. Salaries are forecast to increase 5.6 per cent. Of the 5.6 per cent 2.2 per cent is the new health tax the provincial government implemented last July. It has become very difficult to recruit people, in our housekeeping department at the salary levels we were paying. The opening of Mountainview Suites in our area has made the demand for housekeepers very competitive. so therefore, we have to increase the hourly rate to attract new people. We will continue the ambitious refurbishment programs we have implemented to improve your resort, although the refurbishing contribution will not change.

To save bank service fees we ask that wherever possible the payment of your maintenance fees be made by internet or/telephone banking. We are now able to receive your fees by direct payment from the TD, Royal Bank, Bank of Montreal, CIBC, and Bank of Nova Scotia. All you have to do is set up Fairmont Villa Management (Royal Bank, CIBC, Bank of Nova Scotia) or Fairmont Mountainside Villas (Bank of Montreal), in your computer as a bill to pay. We also except PayPal and E transfer. Please also note that to avoid interest being charged on overdue maintenance fees, you should ensure that your account is paid by January 31, 2020. Statements of account are mailed on a quarterly basis commencing March 31, 2020. Interest is charged on the balance due after January 31, 2020 and to be fair to all owners, our late payment policy will be adhered to.

A number of 40-year leases are up in 2020. The developer has offered an extension to years 2025 or 2030. We notified those owners by separate letter this year with the financial details. Please email generalmgr@msvillas.com if you wish to extend.

Kathy Grieve, our General Manager, is on extended medical leave so David Dupont is back working full time until Kathy returns. We wish Kathy a complete and speedy recovery.

This year we received many accolades from our owners and the tourism industry. This is due to the hard work of your management team. I would like to take this opportunity to recognize the efforts of all of our valued employees whose dedication and professionalism is first class and truly world class. I reserve a special thank you to all our owners, who make this resort possible. The Resort's success is based on your input, care, and goodwill.

With best wishes for the Holiday Season and the New Year, I remain,

Yours truly,

Don Seable
President

EMAIL ADDRESS UPDATES:

We have new email address' here at the villas.
Please note and make changes as needed.



David Dupont	CEO	Bar4d@shaw.ca
Kathy Grieve	General Manager	GeneralMgr@MSVillas.com
Beth Young	Office Manager	OfficeMgr@MSVillas.com
Erin Gornik	Res/PR Manager	ResWeb@MSVillas.com
Dianna Rose	Reservations	ResOne@MSVillas.com
Dana Hill	Accountant	Accountant@MSVillas.com
Leslie Wall	Transfer Officer	Transfers@MSVillas.com
Lynn Brunelle	Housekeeping Manager	HSKPMgr@MSVillas.com
Paul Barrett	Maintenance Manager	MaintMgr@MSVillas.com
Jan Smith	Recreation Director	Store@MSVillas.com
Jean Matheson	Recreation Center	Reccentre@MSVillas.com
Maintenance Shop		Shop@MSVillas.com
General Inquiries		info@mountaindevillas.com

LUXURY LIFESTYLE AT FAIRMONT MOUNTAINSIDE

**PURCHASE 52 WEEKS IN PERPETUITY AT FAIRMONT'S PREMIER RESORT AND ENJOY
YEAR ROUND LUXURY AND HOSPITALITY. ONE AND TWO
BEDROOM UNITS ARE AVAILABLE.**

AS AN OWNER YOUR OPTIONS ARE ABOUND. RESIDE YEAR-ROUND AS YOUR PRINCIPLE RESIDENCE, RESIDE PART TIME AND RENT YOUR UNIT THE BALANCE OF WEEKS, TRAVEL WITH INTERVAL INTERNATIONAL, RENT YOUR UNIT FOR INCOME AS AN INVESTMENT PROPERTY.

ALL SERVICES ARE PROVIDED IN ONE MONTHLY FEE, WHICH INCLUDES MAINTENANCE INSIDE AND OUT, HYDRO, CABLE, ROAD MAINTENANCE, USE OF RECREATION CENTRE, HOUSEKEEPING, LAUNDRY, UPGRADES TO FACILITY TO INCLUDE FURNITURE AND APPLIANCES. YOU HAVE NO FURTHER COSTS EXCEPT YOUR FOOD AND PERSONAL BELONGINGS. TERMS AND CONDITIONS OF THE PERPETUAL LEASE APPLY. TO BOOK YOUR APPOINTMENT TO VIEW UNITS PLEASE CALL; DAVID DUPONT AT 250-341-1742 OR EMAIL: bar4d@shaw.ca