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FAX. 250-345-6299

# **MOUNTAINSIDE VACATION OWNERS' NEWSLETTER**

## **Fall & Winter 2020/2021**

### **Covid-19 and what it means for MountainSide Vacation Villas.**

Like everyone else, Covid-19 was a bit scary for us, we remained open until March 31st, we then closed the resort and cancelled reservations up to May 15th when we reopened the Villas. The Recreation Centre remained closed until June 29th. It took some time to get policies and procedures in place for going forward. We installed Plexi glass over the front desk, installed more hand sanitizing stations, applied heavier sanitation systems to all surfaces in the Recreation Centre and as well heavy sanitation to the villas themselves upon cleaning. All Crafts and hikes have been suspended at this time.

Many Prime Golf owners were contacted and their times were reassigned to alternate times. The VI Resorts exchanges were cancelled for 2021.

As the summer came and went, we learned we as a people are very resilient and can accommodate change quickly. As we entered into Fall, we remained diligent and we are very busy still, many of the Spring owners are visiting in the Fall and since travel is restricted elsewhere, many are visiting us for the first time. Please visit [www.mountainsidevillas.com](http://www.mountainsidevillas.com) for policies and check out our Facebook page for updates as well.

We wish everyone well and hope you stay safe and healthy for the seasons to come.



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**MOUNTAINSIDE VILLAS ARE AN**

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INTERVAL INTERNATIONAL  
**PREMIER**  
MEMBER RESORT

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

**Please help us welcome new employees to the Mountainside Family.**

Kathy Grieve is back!! Kathy returned to us in August after 11 months away and she is back in her General Manager chair. Welcome back Kathy, we are so glad to have you back.

We have had a new member of the Mountainside family join us, Kari Wood has come on as a member of the Front Desk team and also has taken over the Social Media. We would like you all to welcome Kari. She has quickly become a vital member of our team and we cannot be happier.

Elizabeth Young has taken the position of Accountant, she has been part of our team for 20 years. As Elizabeth leaves the Front Desk office, that meant we needed to fill some shoes. Welcome Jan Smith, she is now the Office Manager, leaving the Recreation Department. Jan has also been with us for about 10 years. Congrats ladies!

As we have leases coming to the last of the 40 years, we have another new member in Sales, he comes to us with over 30 years experience in the business and he is contacting owners regarding extensions. You may reach Pedro Cebulka at 250 342-5724 or [pedrocebulka@gmail.com](mailto:pedrocebulka@gmail.com) to inquire about purchasing leases.

**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

## **Mountainside Refurbishments/Renovations**

This year, while we were closed, we were able to partially complete another refurbishment cycle to the villas. The J's had new gas lines, roofs and many other villas received new bannisters, paint, decks, roofs, carpet and tile. Some of this work was scheduled for the fall.

Continuing thru Summer and Fall, 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 maintenance fees 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 continue to do a wonderful job around the villas with more cleaning of debris and unsafe trees. Everyone worked hard this spring and summer and the property was in great shape. They will continue to do so thru the balance of the year. We are very proud of all the members of our team.

### **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 occupancy. 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.

# 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 |                    |
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| 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](http://www.mountainsidevillas.com) (owner request form) or email [info@mountainsidevillas.com](mailto:info@mountainsidevillas.com) will be addressed when time is available between dealing with 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          |                     |
|---------------------------|--------------------|-----------------|--------------------|---------------------|
|                           | 2020               | UNIT / WK       | 2020               | 2021                |
| SALARIES & CONTRACTS      | \$1,925,597        | \$325.49        | \$1,888,750        | \$319.26            |
| REPAIRS & MAINTENANCE     | 125,000            | 21.13           | 135,000            | 22.82               |
| SUPPLIES                  | 112,000            | 18.93           | 102,000            | 17.24               |
| HYDRO                     | 395,000            | 66.77           | 400,000            | 67.61               |
| PROPANE                   | 65,000             | 10.99           | 70,000             | 11.83               |
| PROPERTY TAXES            | 70,000             | 11.83           | 72,000             | 12.17               |
| UTILITIES, ROADS & WASTE  | 170,000            | 28.74           | 170,000            | 28.74               |
| INSURANCE                 | 108,000            | 18.26           | 125,000            | 21.13               |
| RELINQUISHED PROVISIONS   | 305,000            | 51.56           | 414,000            | 69.98               |
| GENERAL ADMIN. & OFFICE   | 67,000             | 11.33           | 54,500             | 9.21                |
| AUTOMOTIVE                | 45,000             | 7.61            | 45,000             | 7.61                |
| LEGAL & AUDIT             | 25,000             | 4.23            | 25,000             | 4.23                |
| AMORTIZATION              | 21,000             | 3.55            | 23,000             | 3.89                |
| BANK SERVICE CHARGES      | 80,000             | 13.52           | 80,000             | 13.52               |
| TELEPHONE & FAX           | 14,000             | 2.37            | 12,000             | 2.03                |
| POSTAGE                   | 8,000              | 1.35            | 7,000              | 1.18                |
| SOCIAL & RECREATIONAL     | 1,000              | 0.17            | 0                  | 0.00                |
| CABLEVISION               | 32,000             | 5.41            | 32,000             | 5.41                |
| TRUSTEE FEES              | 40,000             | 6.76            | 50,000             | 8.45                |
| NEWSLETTER                | 0                  | 0.00            | 0                  | 0.00                |
| FIREWOOD                  | 0                  | 0.00            | 0                  | 0.00                |
| MISCELLANEOUS             | 17,000             | 2.87            | 13,000             | 2.20                |
| DEFICIT RECOVERY          | 49,364             | 8.34            | 0                  | 0.00                |
| <b>TOTAL EXPENSES</b>     | <b>\$3,674,961</b> | <b>\$621.19</b> | <b>\$3,718,250</b> | <b>\$628.51</b>     |
| MISCELLANEOUS INCOME      | 31,986             | 53.75           | 283,029            | 47.84               |
| <b>NET OPERATING COST</b> | <b>\$3,357,005</b> | <b>\$567.45</b> | <b>3,435,221</b>   | <b>\$580.67 (A)</b> |

(A). THIS AVERAGE TRANSLATES AS FOLLOWS

|                           | 1 BEDROOM       | 2 BEDROOM       |
|---------------------------|-----------------|-----------------|
|                           | VILLA           | VILLA           |
| BASIC FEES                | \$525.26        | \$604.56        |
| REFURBISHING CONTRIBUTION | \$90.00         | \$96.00         |
| MANAGEMENT FEES           | \$93.79         | \$106.58        |
|                           | <b>\$709.05</b> | <b>\$807.14</b> |
| 5% GST                    | \$35.95         | \$40.86         |
| <b>TOTAL 2021 FEES</b>    | <b>\$745.00</b> | <b>\$848.00</b> |

October 29, 2020

Dear Villa Owner,

Please find enclosed our 2020 Fall/Winter Newsletter, a summary of our projected 2020 operating expenditures and the budget for 2021. The budget is in line for yearend.

In 2021 let us hope the Corona Virus has run its course and we can concentrate on getting back to vacationing and holidaying. Due to government regulations the Resort closed down for a two - month period from mid-March until mid-May, 2020. When we were permitted to open, we welcomed back all our employees, owners and guests alike while practicing safety measures and protocol that were put in place to avoid the spread of the virus.

Due to the hardships with Covid19 and the struggles people are facing financially, please contact the resort directly to set up a monthly payment plan to ease your burden on maintenance fees if required. Maintenance fees for 2021 will be \$745.00 for a one bedroom and \$848.00 for a two bedroom. Most of the items on the 2021 budget are in line with what we spent in 2020. Salaries are forecasted to increase at 3 per cent.

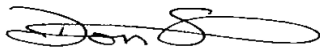
In May of this year the resort experienced another flood due to high volumes of precipitation. The area affected was the pond and lower F cluster with lots of debris and washout occurring including the main driveway. All the damage has been repaired and looks great. We had full coverage and only paid the deductible of \$25,000 for the repairs. Thank you to the grounds and maintenance crews for a job well done.

August 17<sup>th</sup> 2020 marked the return to work of the General Manager from an extended medical leave. Welcome back Kathy. David Dupont can now step back for some well-deserved semi-retirement time! As the 40- year leases are starting to expire we have welcomed to the team Pedro Celbulka, with 30 years plus experience in the industry. Pedro worked for Mountainside back in the 80's selling the leases. He is contacting existing owners with the opportunity for extensions of their existing leases until 2025 or 2030 as well as offering leases for sale to any and all that are interested. He can be reached at 1-250-342-5724 or [pedrocebulka@gmail.com](mailto:pedrocebulka@gmail.com).

As we move forward, I would like to say thank you to all of our team members for your care and commitment keeping the Mountainside Villas at a Premier rating through the exchange company Interval International, as well to our owners who make the Resort a success.

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

Yours truly,



**Don Seable**  
President

# WHAT DAY TO CALL IN 2021 TO BOOK 2022?

## CHECK IN/OUT DAYS FOR 2022

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|--------|------|-------|-------|-------|-------|--------------------|
| JAN 4  | 1    | 07-14 | 01-08 | 02-09 | 03-10 | NEW YEARS DAY      |
| JAN 8  | 2    | 14-21 | 08-15 | 09-16 | 10-17 |                    |
| JAN 15 | 3    | 21-28 | 15-22 | 16-23 | 17-24 |                    |
| JAN 22 | 4    | 28-04 | 22-29 | 23-30 | 24-31 |                    |
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| FEB 12 | 6    | 11-18 | 05-12 | 06-13 | 07-14 |                    |
| FEB 19 | 7    | 18-25 | 12-19 | 13-20 | 14-21 |                    |
| FEB 26 | 8    | 25-04 | 19-26 | 20-27 | 21-28 | FAMILY DAY         |
| MAR 5  | 9    | 04-11 | 26-05 | 27-06 | 28-07 |                    |
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| JUN 4  | 22   | 03-10 | 28-04 | 29-05 | 30-06 |                    |
| JUN 11 | 23   | 10-17 | 04-11 | 05-12 | 06-13 |                    |
| JUN 18 | 24   | 17-24 | 11-18 | 12-19 | 13-20 |                    |
| JUN 25 | 25   | 24-01 | 18-25 | 19-26 | 20-27 |                    |
| JUL 2  | 26   | 01-08 | 25-02 | 26-03 | 27-04 | CANADA DAY         |
| JUL 9  | 27   | 08-15 | 02-09 | 03-10 | 04-11 |                    |
| JUL 16 | 28   | 15-22 | 09-16 | 10-17 | 11-18 |                    |
| JUL 23 | 29   | 22-29 | 16-23 | 17-24 | 18-25 |                    |
| JUL 30 | 30   | 29-05 | 23-30 | 24-31 | 25-01 |                    |
| AUG 6  | 31   | 05-12 | 30-06 | 31-07 | 01-08 | BC DAY             |
| AUG 13 | 32   | 12-19 | 06-13 | 07-14 | 08-15 |                    |
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| NOV 5  | 44   | 04-11 | 29-05 | 30-06 | 31-07 |                    |
| NOV 12 | 45   | 11-18 | 05-12 | 06-13 | 07-14 | REMEMBERANCE DAY   |
| NOV 19 | 46   | 18-25 | 12-19 | 13-20 | 14-21 |                    |
| NOV 26 | 47   | 25-02 | 19-26 | 20-27 | 21-28 |                    |
| DEC 3  | 48   | 02-09 | 26-03 | 27-04 | 28-05 |                    |
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| DEC 24 | 51   | 23-30 | 17-24 | 18-25 | 19-26 |                    |
| DEC 31 | 52   | 30-06 | 24-31 | 25-01 | 26-02 | CHRISTMAS DAY      |

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