

White Pass Village Inn Newsletter – January 2018

Prepared by Elise, Accounting Manager

Reviewed by Judi, Reservations & Laura, Board Director

How are your winter sport activities shaping up? Do you have any recommendations that we should know about? It's been raining and putting a damper on the great snow we had, but we did have sun breaks last Saturday! Pray for snow and colder temperatures.

- If you have an owner reservation in LiveRez please let us know when you do not stay the night, so we mark it as "RNO" (reserved not occupied). Releasing the unit days in advance is even better. If you change your dates, email Judi at reservations@staywhitepass.com. We get many "availability requests" each day and appreciate knowing if your plans change and your unit is "all-of-a- sudden" available. We're almost fully booked on weekends, so it is possible to maximize your rental income this time of the season with enough notice. Thank you for your consideration!
- Your main coach for all things LiveRez is Laura Attaway. Do you get her monthly emails? If not, let her know at owners@staywhitepass.com. Please plan for the following: if you are checking out later than 11am it is important to specify a "Late Checkout" on your reservation.
- In an effort to keep our young, snow-romping customers and their parents happy, the board and VI staff want to remind dog owners to remember their doggy doo-doo bags. In addition, if you'd like to vacuum up pet hair before leaving your condo let us know and housekeeping will get you a lightweight vacuum to borrow. We sincerely appreciate your good citizenship.
- Please note this decision of the the Board of Directors effective January 1st:

"The Board has decided that Owners will NOT be cleaning their apartments prior to releasing said apartment to rent to the public. This is a Housekeeping duty, so that a consistent standard of cleaned rooms are ready for rent to the public."
- As we progress this season, we are getting many compliments on the state of operations. VI Staff is generally able to keep up with the weather and hospitality needs. The process of notifying owners when issues arise is a priority. From the accounting desk perspective:
 - Patrick terminated his employment with the company over the Christmas Holiday.
 - David is generally your resource to fix small maintenance items in the units, replace light bulbs, maintain the pool and is our snow maintenance expert!
 - Judi & Jen are your experts on the rooms/"our product."
 - If your unit does not meet a consistent rental standard, VI staff will make every effort to resolve the issue. The unit may need to be temporarily removed from the rental pool until the issue is resolved or if outside vendor work is necessary. If a determination for next steps is needed the owner of the unit is consulted. Vendor billing shows on the next owner statement due out on the 5th of every month.
 - The weather stripping Opt-In project has been put on hold. Let me know if this changes your plans.
 - Plumbing or Electrical repairs/upgrades will not be done by WPVI staff. Let us know if you have a contractor coming, so we can help coordinate for other owners if needed, under the general idea to split the travel costs and make the service call more cost effective. At least one owner will be remodeling this spring, and we know many owners would like to take advantage of opting-in for additional work on their units.

- Year End documents were mailed out on 1/31/18. Expect to receive a statement of all charges and expenses, a rental income summary, and a tax document. Please let me know if you have any questions regarding your account summaries.

WHITE PASS VILLAGE INN PARKING ONLY BEYOND THIS POINT –

The parking situation on busy days has been a challenge lately. If you are free on a busy weekend and would like to volunteer for parking patrol let us know. We could use help deterring non-guest/owner vehicles from parking in our lot. We're also attempting additional solutions. The yellow ribbons tied to vehicles in the parking lot identify a VI guest, their room # and checkout date. This helps us (especially David) recognize vehicles. David has purchased and marked "VI Parking only" cones to discourage parking poachers. White Pass Company does their best; however, between 9am and 1pm we've had many drivers choose interesting spots when the main lots are full. Shout out to Willy Stigglebout who volunteered & helped direct traffic during a recent Sunday holiday crush!

See you soon!

Think SNOW!