

## SMCCA ANNUAL OWNER MEETING MINUTES

June 3<sup>rd</sup>, 2023 – 4:00PM

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**Board Members Present:** David Ames, President | Karen Pelletier, Vice President | Jim Bowers, Treasurer | Roy Miller, Secretary | Stetson Everett, Board Member | Mary Berger, Board Member | Dana Clukey, Board Member

**Others Present:** Scott Russell, General Manager of Resort Lodging | Deb Lander, Owner Services Manager | Brooklyn LeClair, Resort Lodging Administrator | Windy Boucher, Hotel Maintenance Supervisor

**Called to Order:**

David Ames called the meeting to order at 4:05PM

**Approval of Meeting Minutes – June 4<sup>th</sup> 2022:**

Motion to approve the meeting minutes as presented, Marcy seconded by Greg; motion carried.

**Approval of Meeting Agenda – June 3<sup>rd</sup> 2023:**

Motion to approve the meeting agenda as presented, Chris seconded by Nancy; motion carried.

**Election Results:**

We have a total of 476 quarters, 302 households, and 88 voters. Karen Pelletier and Stetson Everett were both running unopposed and were reelected to the board. Jim Coppins won the third board seat. All terms are for 3 years and voting was done online with EZvote.

**Budget 2023/2024:**

- The budget year is from July to June. Year to date the budget is over \$51,379. The total budget increase for 2023/2024 \$122,475 which calculates to 6.03%. This is exactly in line with inflation. Since 2019 electrical has increased 58% and insurance has increased 62%.
- Increase is 100% operating expenses
- No increase in reserves and we will sustain the same funding. Last year in 2022/2023 the reserves increased \$100,000. \$50,000 went to building and \$50,000 went to residential.
- We are experiencing savings with cable and interest income. The board approved cash to cover shortfall. There will be no assessment to owners.
- Increase in dues per room type:

|       |         |
|-------|---------|
| HALC  | \$13.23 |
| HQ    | \$15.11 |
| H1S   | \$25.10 |
| H2S   | \$35.32 |
| HPENT | \$82.22 |

**Housekeeping and Fees:**

- First season with H2B's the international staff. We had the best housekeeping winter and housekeeping scores in recent history.
- We had 5 hotel staff and 9 housekeepers join the team this year.
- Employee housing is an issue but Sugarloaf purchased the Herbert Hotel and it has helped.
- State minimum wage is increasing to \$15.00 an hour which calculates to 8.70%.

- Room supplies have continued to increase beyond inflation. We are expecting lower costs with bathroom supplies with implementing bulk amenities.
- A 5% increase will cover these costs. This calculates to an addition \$2.00-\$6.00 per room per night for housekeeping fees.

### **Capital Update:**

- 2022/2023 Recap

In the common/building our completed and ongoing projects consist of the following: ground piston, exterior building entry doors phase 1 and 2, circulating pump/mixing valves/PC module, lobby HVAC heat pump, front entry windows, exterior building upgrades and repairs, motion light in public areas, valve project, safe lock key interface, hallway upgrades, heat exchanged camus boiler, and hot tub heater.

In the residential/furniture our completed and ongoing projects consist of the following: SONIFI, shower enclosures, TV wall-mounts, additional shower surrounds, and misc. upgrades, and room design CAD project.

- 2023/2024 budget capital plan

In the common/building our carryover projects consist of the following: windows, fire pump and repair, building upgrades and repair, insulation for wind tunnel and lobby, roof de-icing, 5 year tamper test and switches, portico rubber roof replacement, hallway shutoff valves, and hallway wallpaper repairs.

In the residential/furniture our carryover and new projects consist of the following: window treatments and cornices, misc. upgrades, and WI-FI tech upgrades.

- We requested proposals from world class design firms. We got response from 3 interested design teams named Elder & Ash, The Getty's Group, and Parini. We then attended virtual meetings with each design firm and they presented themselves to the board. We are currently comparing each proposal in detail.
- The survey was our way of receiving our owners input on this design process and general feedback. We got 97 responses which is a third of owners. Some things learned in the survey include the majority of owners responded have owned over 10 years, the look of the lobby and hallways receive the highest rating, and furniture replacing was rated a 3.5/5.0. We will be transparent to owners and will keep you informed.

- Survey general comments by categories:

|                       |     |
|-----------------------|-----|
| Room Upgrades         | 36% |
| Spa/Health Club       | 23% |
| Restaurant            | 9%  |
| Convince Store        | 8%  |
| Owner Storage/Lockers | 7%  |
| Amenities             | 6%  |
| No Comments           | 7%  |
| No Upgrades Needed    | 3%  |
| Hot Tub               | 1%  |

### **The Year in Review:**

- The revenue manager is pushing highest rates possible based on changing economic conditions. Owners have been receiving record revenues. Guests have stated the value for room is not equating. We have strong bookings with groups and events this summer including conferences, weddings, golf groups, and mountain bike events. We are working to get more groups in the hotel instead of condos. Certain winter dates are booking earlier than ever.
- Owner occupancy is at an all-time high.

- The guest journey and enhancements have been implemented with warm chocolate chip cookies in the winter upon arrival, coloring books for children, and a gourmet lemonade station and fire pit for this upcoming summer.
- Staff rewards have been given for names mentions in online or written comments from guests and also being recognized for “above and beyond” moments being recognized by coworkers.
- Boyne/Sugarloaf has purchased 23 quarters.
- Owners have been buying and selling based on lifestyle. We only have 3 units on the market right now.
- Ongoing initiatives include clean the world, k-cup recycling, bottle/can recycling, office and closet auto sensors, bulk amenities, lobby scenting, and a peloton for the health club.
- We have received the highest winter scores on Medallia and Boyne Standard Audit ever.
- ALICE program has helping tremendously with communication, deliveries, maintenance, and lost & found.

### **Resort Update:**

- The children's center is getting expanded and upgraded.
- West mountain expansion:  
Logging to clear new alpine trails and lift line  
Road and infrastructure construction  
Installation of new Bucksaw Express quad  
Phase 1 of snowmaking installation  
Phase 1 of single-family lot sales
- The first phase of downhill mountain bike park is being constructed in the Whiffletree area.

### **Question and Answer:**

Thank you Roy for your 12 years of service on the SMCCA board.

Announcement of Debbie's semi-retirement this fall. A heartfelt thank you for your dedication and service.

### **Adjournment:**

Motion was made to adjourn the meeting at 5:06PM by Jim seconded by Chris; motion carried.