

# Mt Snow Grand Summit Hotel & Conference Center Board Minutes

## ***November 28, 2023 – 5:00 – 7:00PM Open Zoom Meeting***

### **Attendees:**

*HOA Residential Board Directors:* Bill Deutsch (Pres.), Ann Dzenutis (Tres.), Eric Poch (Scty.) *Rich Caplan, John Lombardi*

*HOA Commercial Board Directors-* Dennis Barquinero (Vail Sr. Dir. Lodging Operations), Brian Suhadolc (Vail VP & GM Mt. Snow)

*Invited Guests:* Sean Meszkat – Vail -Mt. Snow Dir. Lodging plus Interval Unit Owners

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*(5:03) Bill opened meeting – Show of appreciation for Shawn Munz and Sean Laird for the hard work they did while serving MSGHCC.*

### **1. Officer / Director Roles**

Board annual discussion on assignment of BOD position roles

- The team deliberated on best assignment of roles for 2024.
- Rich nominated John as President and Bill 2<sup>nd</sup> the motion. Vote failed 4-3.
- Ann nominated Eric as President and was seconded by Dennis and the vote passed 4-3.
- Eric motioned Ann to be nominated as treasurer, motion was seconded. The vote passed 7-0.
- Ann nominated John as Secretary with considerations of role responsibilities, Eric seconded. The vote passed 7-0.
- Bill will remain as director, with the remaining roles unchanged.

### **2. Key Card Access for Owners and Pool Areas**

- There were recent operational changes that restricted key card access for owners who were not staying in their units or on space available.
- Sean Meszkat would like the Board to advise management of the policy for distribution of Owner's access cards when it is not their week- for the record.
- The policy is outlined in the Rec Center agreement, per the agreement, the number of people a unit sleeps is the number of keys permissible to owner.
- A motion was made for an interim policy to be upheld through December 24<sup>th</sup>, 2023. Two key cards will be issued by default to each owner with an expiration date of December 24<sup>th</sup>, 2023. If more than two cards are requested, then Owner Services will be contacted to confirm the number of people listed on the RMA. Motion carried.
  - John, Eric, and Sean will review card use, upgrading the card system, putting a kiosk in at the front desk to manage, parking, and usage.

### **3. New Management Company Search**

- A draft RFP has been created by BOD Team. Currently there are three interested vendors.
- John recently edited the RFP to include details such as requirements for maintenance contracts, preventative maintenance, operations, owner services, and overall management of HOA.
- A Selection Committee will need to be formed to manage the RFP requirements and determine when the RFP is going out, what vendors will be invited and process of proposals which may include 3<sup>rd</sup> party email box for fairness, possibly receive requests as a sealed bid.
- Dennis notes that as a 34% Commercial Owner, he would like either himself or Brian on the Selection Committee.
- John and Eric will work on the RFP together and build a process on how this will work and circulate out to the group.

#### 4. **Governance Documents and Bylaws**

- Both the Association Management Agreement (AMA) and Rental Management Agreement (RMA) are due to be renegotiated. Governance documents will be reviewed so the residential board can oversee and represent owners in negotiations of the proposed RMAs. Further discussions and drafts expected in January.
- Required changes are expected to the HOA bylaws and will be managed by committees and include representatives of both residential and commercial to spearhead this effort.

#### 5. **Square Footage Adjustment**

- During 2024 budget planning, the square footage allocations were reverted to original space responsibility assignments. Some areas were reallocated a few years ago as approved by the board at the time.
- There is a \$35k discrepancy in budget that needs to be worked out.
- Eric tasked Ann and Sean to produce a proposal for change – Board will vote on resolutions.
- The board will also review the current square footage allocation to determine if adjustments may be required due to space changes.

#### 6. **Ski Valet**

- Board agreed to put funding back into the budget for Ski Valet – Vote was unanimously approved.

#### 7. **Finance Team (Ann)**

- Financial report on hold until questions are answered on the FY22-23 budget.
- Audit results for Fiscal Year 2022 should be here soon. (Bill)
- Need to find a new auditor, as the one we use currently is retiring and the company he is with is no longer working with HOA's.
- Ann and Eric will search for new auditors/tax preparers.
- Dennis and Ann will meet to clarify questions on page six of the budget.

#### 8. **Ops Team (John and Rich)**

- Good shape! The roof project is completed, doors and windows are wrapped up for the season. It was tough summer to get things done with all the rain events.
- In January we will look forward to 2024 ongoing capital projects including window, door, deck, couch replacements.
- Facilities assessment report field work was complete, and the report is due to be reviewed and distributed in December.

#### 9. **Unit Resales (Eric)**

- One Sale came in that was 50% of what would be expect, due to timeline /family, need to close quickly.
- Unit prices are still selling with escalating prices.
- There is concern about the key card access and the impact this will have on local buyers.

#### 10. **Unit Refurb**

- Short term refurb – finding solutions for immediate problems
- Couch replacement being evaluated for the barrel chairs.

#### 11. **Mountain Team (Brian)**

- Good opening ski day, excited with snowmaking ongoing for 24 hours.
- Plan to open Seasons and Sundance soon.
- Snow park in the Gulch
- Long John and Deer Run are open.

## 12. Grand Summit and Mount Snow Services and Activities Update (Sean)

- Melissa Meyers started as Executive Housekeeper on Monday- Great addition
- International staff have started to arrive to support our local staff through the winter season.
- Joel, who has 30 years of Front Desk experience, has been promoted to Front Desk Manager.
- Lisa Hollins is doing a great job in her new position as Manager of Harriman's. Hearing lots of great feedback about the new menu, a positive buzz and the Thanksgiving Buffet.
- PSIA is in the house this week. Occupancy is 67% as a result, which is great for this time of year.
- Be on the lookout for an email from Owner Services with the Calendar of Events for this winter.
- Looking to hire a replacement for Michael Laird around the first of the year.

## 13. Public Comment/Discussion

### Owner Comments/Questions

#### **Steve Epstein 334/336**

- **Mentioned that "Eric said the Board needs more transparent" and commented that minutes should be reviewed and approved timely; providing contract for owner services/ what services we get; lowering the fees going to Vail; that the upper parking lot should be for owners only during their residence.**

#### **Marie Connor 102-I**

- **The Ski Check came at an additional \$30k for owners- How was this number generated, how does this work? Adding additional employees to support owners, is the HOA responsible for 30%? During the budget meeting it was noted that valet improvements and staffing would happen, however, it does not matter how many people are at the valet, only that they can drive.**

*Response: The age at which a Valet can drive is 25 for Vail versus 18 for Peaks. This year we are not finding issues with hiring staff of the right age, and we are also welcoming back a lot of returning employees. We will have additional valet services for Friday and Saturday nights and Sundays to supplement the busier times with multiple drivers for these key pain points. The \$30K stems from a proposed reduction in ski valet versus prior staffing.*

- **Owner Services is representative of what keeps happening. There used to be three representatives, now there is one and she's on vacation; a lot of communication does not get a response.**

*Response: Sean explained that this was the "perfect storm" and it wasn't foreseeable that the General Manager and Property Manager would move to different positions in the Resort and elsewhere, plus Oonagh's vacation. Sean has been wearing multiple hats and will be assuming Sean Munz' place. It's a difficult time to hire someone for a position that may not be continued following the hiring of the new management company. He is working on Michael Laird's replacement and has had a few interviews.*

#### **Charles Durr- 273-IV**

- **This is the first meeting that he has attended in his 20 years of ownership and that is because of Owner Services Communications. He has called, emailed and has not received a response. His Looking at the Dues that he paid last year versus this year, the dues have doubled . Was there an increase in dues?**

*Response: Sean took the Owner's information and will be getting in touch to discuss.*

**Joe Personelli – 335-II**

- **The Owner’s Portal is always down or under maintenance. The balance due doesn’t match the owner’s statement, can’t reconcile. When is this going to get fixed? I don’t feel like I should pay anything until my balance sheet is fixed.**

*Response: This is the first I have heard of this and will take your information and have Oonagh get in touch with you to assist you with the portal.*

**Doug – No unit indicated**

- **We have three different relationships with Vail if I understand correctly. They are as Booking agent, Commercial and Property Management, Correct? (Answer: Yes) What is going away, Property Management (Answer: Yes) who oversees housekeeping? Vail gets the booking fees and the housekeeping fees?**

*Response: This is in the RMA. Yes, Vail would like to continue with the rental management program because Vail does well to generate owner’s revenue. Vail wants to get out of the Property & Association Management components of the relationship, that results in the search for a new management company to oversee maintenance issues, billing, owner’s portal, Board Management, etc.*

*7:06 - Motion to adjourn (John); second (Rich); unanimously approved by Board Members present.*

*Eric announced earlier he has hard stop at 6:30 and left ~6:40.*