



Your Quick Guide to Vacation Rental:

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HIGH COUNTRY PROPERTIES MANAGEMENT LTD. is a privately owned vacation rental management company established in October 1987 to provide vacation rental services to vacation home owners in Panorama, Invermere, Fairmont, Windermere and Radium.

High Country Properties considers itself partners in the Tourism Industry with the owners of the vacation properties. The owners provide their own special vacation home while High Country Properties markets, provides guest services, cleans and maintains the property, and accounts to the owners on a monthly basis.

HIGH COUNTRY PROPERTIES VACATION RENTALS rents privately owned vacation homes, condominiums and chalets at Panorama Mountain Village, Fairmont Hot Springs, Invermere, Windermere and Radium Hot Springs. All properties are vacation equipped with: full kitchens, dishes, linens, towels, microwaves, gas BBQ's, TV, VCR and stereos.

Vacationers can choose from over 100 properties ranging from studio bachelor suites, 1, 2, 3, 4, 5 bedroom condos or homes to a 6 bedroom Super Condo; complete with personal hot tub and sauna. Clients can choose locations at the ski hill, the golf course, or near the lake. Some of our properties come complete with hot tubs, pool tables and other amenities. As an added service for guests High Country Properties will pre-book tee times at 11 area courses and arrange ski packages at Panorama Mountain Village and Fairmont Hot Springs Resort.

High Country's website www.highcountryproperties.com showcases the vacation properties individually and provides visitors with the Columbia Valley Visitors Guide, Columbia Valley Golf Guide, Activity Guide, special events, maps and directions. High Country's knowledgeable staff can arrange the right property at the right location to ensure an enjoyable and memorable experience for each guest.

MANAGEMENT COMPANY'S RESPONSIBILITY

Following the signing of a rental contract agreement, HIGH COUNTRY PROPERTIES acting as a management company shall be responsible for the following services:

- Providing reservations, front desk, and guest services
- Setting rental rates, calibrated with the regions competition
- Marketing and advertising to promote the homeowners property (*on a national level*)
- Notification of homeowner of any major repairs, prior to execution of said repairs, unless there is an emergency and the homeowner is unreachable
- In the case of an absentee homeowner, utilities, phone, and cable may be assumed and applied against the monthly revenue statements
- Providing in-house housekeeping service, linen, and towels for the homeowners property
- Paying the owner on a monthly basis the net rental revenue less expenses and management fees

MANAGEMENT FEE

HIGH COUNTRY PROPERTIES retains 40% of net revenue as its management fee. The management fee encompasses all of the aforementioned services.

PROPERTY TAKEOVER

A representative from the Housekeeping team will meet with the owner of the property to answer any questions, and provide input and suggestions for improvement or upgrades.

When the contract starts prior to any reservations:

- An accommodation inspection report will be completed and any existing damage (i.e. scuffs on walls) or maintenance deficiencies noted.
- A complete inventory of the property will be completed and kept on file.
- A combination lock (purchased by the owner) will be installed on the main entrance of the house.
- The amount of cleaning required to bring the property to a hospitality standard will be assessed; if the property requires a deep clean the owner will be contacted (see deep clean procedures), otherwise, the necessary cleaning will be completed.
- HIGH COUNTRY PROPERTIES provides bed linens, all towels, tea towels and dish cloths. We require the owner to provide mattress pads, blankets, bed skirts, comforters/duvets or bedspreads.
- Any upgrades or improvements will be completed. (with the owners approval)
- HIGH COUNTRY PROPERTIES stocks each property with garbage bags, dishwasher soap, light bulbs, paper towel, toilet paper, bath soap, Kleenex, and laundry soap. (where there are laundry facilities)

HOUSEKEEPING SERVICES

HIGH COUNTRY PROPERTIES maintains a fully trained housekeeping staff and supplies all guests with bed linens, towels, and soap supplies. After the guest or homeowner has checked out, the staff cleans the property. In the case of homeowner occupancy, there will be a charge to cover the cost of the housekeeping and linen service; this shall be applied to the homeowner's monthly rental income statement.

Deep Clean Procedures

HIGH COUNTRY PROPERTIES has found that the best way to properly maintain the high quality properties we manage is to be diligent with annual deep cleans, carpet cleaning and maintenance. An annual deep clean is done on each property, usually in the fall.

Items included in a deep clean are as follows:

- KITCHEN: wash all cupboards inside and out, wash all walls and light fixtures, pull out fridge and stove and clean behind.
- BATHROOM: scrub all surfaces, wash cupboards inside and out, wash all walls and light fixtures.
- ALL OTHER AREAS: wash all walls and light fixtures, move all furniture and wash, vacuum edges and wash baseboards.
- BBQ's: thoroughly scrubbed and cleaned out, briquettes changed if necessary.

PROPERTY MAINTENANCE

HIGH COUNTRY PROPERTIES has a bank of professional trades' people on standby to handle plumbing, electrical, and general repairs that may occur during the rental agreement contract. This service allows the homeowner to rent his/her property with peace of mind and the freedom of not having to handle small problems or guest concerns.

MONTHLY RENTAL REVENUE STATEMENTS

HIGH COUNTRY PROPERTIES generates rental revenue reports on a monthly basis. This detailed statement is sent to each homeowner with the listing of each renter, the amount collected per rental and a cheque for the net rental income, less expenses and management fees. Rental income statements are mailed 30 days after the closing of the previous month.. The GST and PST are collected by HIGH COUNTRY PROPERTIES each time a reservation is made. If a homeowner provides his or her GST number, HIGH COUNTRY PROPERTIES remits the GST directly to the homeowner. If an owner does not provide this registered tax number, HIGH COUNTRY PROPERTIES pays the taxes directly to the government. The homeowner statement summarizes the GST paid on the monthly and annual rental income statements.

MARKETING & ADVERTISING

TRADESHOWS

Golf, Ski, and Tourism Consumer Tradeshows: Over 6 attended annually throughout Calgary, Edmonton, Spokane, Saskatchewan, and Manitoba.

CONFERENCES

Vacation Rental Manager's Association, First Resort Software

NEW PROMOTIONAL MATERIAL

Newly Redesigned and Continually Evolving Website
Email Newsletters, Postcards and other specials
Promotional Banner for sponsoring events - 10' X 4' full colour
New 3 fold postcard style color brochure - Circulation of 20,000
Spring Campaign - 7000 Postcard mail out - over 7000 pieces/year
Fall Campaign - Direct Mail Marketing - over 7000 pieces/ year

INTERNET ADVERTISING

Developing pages for every property including pictures
www.highcountryproperties.com
Actively seeking new links to tourism websites on a regular basis
Currently signed up with 5 on line booking websites

HIGH COUNTRY PROPERTIES markets extensively throughout the Alberta, Saskatchewan, and Spokane regions at the major ski and golf shows and through display and classified ads in the larger daily newspapers. We also produce our own colour brochure to display not only pictures of our properties but also regional activities, maps, rate tables, and information to encourage vacationers to visit our area. Our brochure is a four season publication that is taken to all our tradeshows and racked in many tourist stops or relevant stores. High Country Properties has a valuable mailing list of over 7000 qualified clients, many of whom are repeat vacationers

Since February 1997 High Country Properties has had its own website: www.highcountryproperties.com. In November 2001 we redesigned our website and now have a full time webmaster working daily on ensuring the site is prominent in the major search engines, and keeping the information current with new properties, and area information. As well as our main domain name, we have 14 other registered domain names that all lead to our main site, a few of these active domains are: www.golffairmont.com , www.golfgreywolf.com , www.golfeagleranch.com, and www.ski-panorama.com.

2001 statistics:

- 46% of our business is repeat business
- 18% of our business is referral business
- 15% of our business is from the Internet
- 75% of our guests were from Alberta

CHART OF RESPONSIBILITIES

Responsibilities	High Country Properties	Homeowner
Advertising and Promotion	✓	
Bank Charges	✓	
Bookings commissions to travel agents and wholesalers	✓	
Brochures	✓	
Business License	✓	
Cable TV		✓
Cleaning supplies	✓	
Clerical and accounting	✓	
Condominium fees		✓
Computer costs	✓	
Front desk and reservation staff	✓	
Guest supplies	✓	
Hot tub maintenance		✓
Housekeeping	✓	
Hydro		✓
Insurance * Contents * Liability		✓
Laundry	✓	
Non resident filings		✓
Normal wear and tear, & maintenance items		✓
Office equipment	✓	
Homeowner statements	✓	
Photocopying	✓	
Postage	✓	
Property taxes (<i>vacation home</i>)		✓
Annual rug clean		✓
Stationary supplies	✓	
Resort association fees and/or Condominium fees		✓
British Columbia rental permit	✓	
Telephone	✓	
Telephone Line		✓
Firewood		✓
Annual deep clean, & take over clean		✓