



SMCCA Newsletter – July/August 2020

Keep Maine Healthy Update

Maine has three options for visitors from other states:

- 1) getting a recent negative COVID-19 test;
- 2) maintaining compliance with a [14-day quarantine](#) upon arrival in Maine;
- 3) For guests and owners from the states listed below there are no restrictions: **Maine, New Hampshire and Vermont (effective June 26) and Connecticut, New York, New Jersey (effective July 3).**

People who are not residents of Maine or states exempted from quarantine requirements will be asked to sign a [Certificate of Compliance](#):

(https://www.maine.gov/decd/sites/maine.gov.decd/files/inlinefiles/KeepMaineHealthy_GuestComplianceCertificate.pdf) indicating either that they have received a negative COVID-19 test result, that they will quarantine in Maine for 14 days, or that they have already completed their quarantine in Maine. This compliance form must be provided to check-in at all Maine lodging, campgrounds, seasonal rentals, overnight camps, and other commercial lodging, such as Airbnb. Visitors may be asked to furnish proof of the negative test result upon request.

For the latest updates:

<https://www.maine.gov/covid19/restartingmaine/keepmainehealthy>



2020 Annual Meeting wrap-up:

The annual meeting was held on Zoom Thursday, June 18. 31 owners participated. Staff included Scott Russell (GM of Resort Lodging), Deb Lander (Resort Owner Services Manager), Greg Roux (Resort Maintenance Manager), Windy Boucher (Hotel Maintenance Supervisor), Emma Allen (Front Desk Manager), and Dana Clukey (VP of Lodging). Suk Spencer (Resort Housekeeping Manager) was unable to attend.

Election: Roy Miller and Karen Pelletier were reelected to the board, Stetson Everett was elected as a new member.

Covid-19: After closing on March 16 due to Covid-19 staff were called back in Mid-May and the hotel reopened June 19. During the closed period the building was staffed 24 hours a day, thermostats were turned down, and most ongoing projects were stopped. Before (and after) reopening the staff have dealt with changing guidelines and rules, have deep cleaned the hotel, took online courses about the new practices and now have set new practices and protocols. Hand sanitizer will be in each room in a package designed for the occupant to take home. When possible occupied rooms will be spaced apart, rooms will be vacant for 1-3 days between occupants, and magazines, directories etc. have been removed. Cleaning between guests will be much more intensive including sterilizing all surfaces, replacing all towels, all dishes, etc. Housekeepers will only enter rooms every other day and not while anyone is in the room. The initial setup will take much more time than in the past. Rather than establishing a new housekeeping fee schedule we will maintain the same owner housekeeping fees.

Budget:

Short version: 20/21 budget is about \$25,000 higher than this year. This will be covered with savings from this year so fees will be unchanged.

The budget is higher due to increases in minimum wage, insurance and some new service contracts (which will save money by eliminating charges for many service calls). Many items are being put out to bid to see if we can lower costs.

2019/2020 budget year ending on June 30:

Estimated to be below budget by about \$82,000 due to lower energy prices and savings in utilities and wages due to the shutdown. Part of these savings will be used

to cover the increase in the 20/21 budget. The board will decide what to do with the rest of the savings once we have the final numbers.

Capital projects in the coming year include renovating the public bathrooms on the second floor, roof and siding work, continued window replacement, new RFID door locks for the rooms (which eventually will allow you to access your room with your phone), and a new domestic hot water heater. This replaces the second of the two heaters from when the hotel was built. There will also be a new ice machine and an updated engineering study of the building. For the rooms we will be replacing the 10-year old TVs, replacing the original drapes, and adding a new in-room entertainment system. Planning for the furniture replacement was halted by Covid-19 and will be restarting soon. With the help of the Boyne Design team and Birchwood Interiors a new design plan for the room furniture will be established before any furniture is purchased. We still hope to offer owners the opportunity to purchase outgoing furniture if possible once there is an installation plan. The Hallway renovation program is complete and came in \$6,000 under budget mostly due the staff doing \$10,000 worth of the painting involved instead of contracting it out. The custom carpet (which is unique to our hotel), new wall coverings, new laser carved wood room number & informational signs, and hallway art have been installed.

Our staff: Customer satisfaction surveys again gave our staff some the highest scores across all of the Boyne Resorts. Congratulations! Sugarloaf and Boyne have postponed the planned spa renovations due to the Covid-19 shutdown.

Roy Miller SMCCA Board Secretary



CALENDARS

Thank you to everyone who has completed and returned calendars. For those who have not had the opportunity, please submit them as soon as possible, even if you do not reserve time for owner use. Let me know if you need a calendar to fill out. Please confirm that I have received your calendars.

UPDATED CREDIT CARD INFO

RCI/BVC cleaning charges are processed each week after guest departure. Several credit cards on file have expired or are nearing the expiration date. A current card is required to be on file to clear the weekly cleaning fees associated with exchange deposits. Future deposits are subject to be declined without updated information. Please contact me with current information. Thank you.

RCI EXCHANGES

When selecting weeks to bank for exchanges, please note; full exchange value is only recognized at least 9 months in advance. Best weeks to bank are mid-June through the first week in October.

UPDATED CONTACT INFO

Please contact me with updated mailing address, phone number and email address.

OWNER RESERVATIONS

ALWAYS get a confirmation of dates. Please also note that a credit card authorization and an ID will be required upon every arrival. No exceptions. Thank you for adhering to these policies. Confirmations will be emailed the week of your arrival. If you do not receive confirmation, please let me know.

HOW CAN WE HELP YOU?

Please feel free to direct any questions or concerns to:
Dana Clukey • VP Lodging & Prop Sup • 207-237-6908
Scott Russell • GM of Resort Lodging • 207-237-4200
Deb Lander • Resort Owner Services • 207-237-4202
Suk Spencer • Resort Housekeeping Manager 237-6771

HOW TO CONTACT ME

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