



## STRATA CORPORATION KAS 2662

### Meeting Minutes

October 21<sup>th</sup>, 2016

Present: Mickey Patryluk; Richard Thomson; Kristin McCahon; Dave Willis; Mary Roberts;  
Val Johnson

Staff: David MacKenzie

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Call to order at 1:35 pm

- 1) Motion to approve agenda: Val Johnson; Seconded: Dave Willis; Approved.
- 2) Motion to confirm electronic approval of minutes of Sept. 11<sup>th</sup> meeting.  
Moved: Kristin McCahon; Seconded: Richard Thomson; Approved.
- 3) **2016 AGM**  
The 2016 AGM will be held on Thursday, February 23, 2017 in the lower mainland. Kristin will prepare the package that will go out to owners so it can be reviewed by council by late January.
- 4) **FF&E Review**  
David MacKenzie and Richard Thomson have been reviewing the Capital Projects and inspecting the hotel carefully to see what areas need upgrading and attention. This includes some in-suite carpeting, as well as the elimination of the TV cabinets in the studio suites. Once pricing is finalized it will be presented to the Board for consideration.
- 5) **General Manager's Report**
  - a. **Fiber Optic Install**  
Telus is currently installing the infrastructure necessary to bring the fibre optic line to Pemberton. The new lines will upgrade our TV programming to Optic TV and improve the reception as well as upgrade our internet service to the fastest

speeds available. The completion date is targeted for December 15th.

b. **Accounting Services**

Council was introduced to our new contract accountant, Doug Hartman, a Pemberton resident who comes to us with experience in the hotel and tourism business holding various past positions but most notably Hotel Controller for the Pan Pacific Whistler.

c. **Parking Lot Loan**

The bank loan on the parking lot is now paid off. As of today, the balance owing is \$0.

d. **Owner Stays**

The Rental Pool Agreement is very clear that owners must give 90 days' notice if they want to come to the Lodge and stay in their own suite. The Lodge makes every attempt to accommodate owners who want to stay even when they don't give 90 days' notice. When the notice is under 90 days, owners will sometimes be accommodated in a suite other than their own.

We wish to remind all owners that, we cannot always accommodate everyone's request to and in some circumstances may not be able to grant the request.

e. **Staffing and Labour Challenges**

There have been severe staffing challenges in BC's whole tourism sector this year. Not just Pemberton, but resort areas like Whistler, Tofino, and Osoyoos, have all been dealing with staff shortages.

Thus far, PVL has not had to close any rooms due to insufficient cleaning staff, but it was close on some busy nights over the summer period. There is a labour pricing war for housekeeping staff and as a result we've had to increase wages to retain our people.

We are also losing staff because there is nowhere for them to live in Pemberton: the cost of rental units is very high and many home-based rental suites are now becoming Short Term Rental (AirBnB) units.

Plans are being considered to deal with the shortage before we experience the challenges we had this past season.

Two new staff people have been recently hired: an Operations Manager and a Sales and Catering Coordinator.

Meeting adjourned: 4:50 pm