

# Rental Protocol

Feathertop Strata, Big White



## Ski Season 2022-23

This protocol is intended to harmonise the interests of Owners and Guests at the Feathertop development. It is primarily intended to only apply during the Big White Ski Season, but should also be followed as best possible at other times.

Feathertop will likely be a combination of year-round homes, vacation properties, guest rental accommodation and a building site for the foreseeable future.

Owners who offer their properties for vacation rentals, or regular occupancy other than by the owners, are advised to provide the occupants with a copy of this protocol. If applicable, it is also advised to provide their appointed rental agent with the protocol. Formal complaints to the Strata Council will be passed to the owner to resolve, but less significant issues may be able to be addressed with, for example, the agent.

### **Complaints**

Feathertop is intended to provide (very) high quality ski accommodation, whether for owners, rental guests or visitors. If any occupant – rental guest or owner – has cause to complain, the formal route is for owners to make a complaint to the strata council. To pre-empt this process, or for minor complaints / suggestions, please complete and provide council with the attached form and provide a copy in your property, advising your occupants where to address any complaints.

### **Parking & Snow Clearing**

The strata, on behalf of the owners, contract snow clearers to keep the Feathertop road and driveways, cleared of snow. This is not only expensive, but unpredictable as to when clearing occurs. Vehicles parked inappropriately can only prevent snow clearing, but can (and have) cause the snow clearing vehicles to stop and leave Feathertop.

Please complete and provide council with the attached form and provide a copy in your property, detailing a suitable parking plan for your Lot.

### **Rubbish**

Please provide advice to your occupants on rubbish disposal e.g. that there is no collection from Feathertop; rubbish left outside will get 'distributed' by Ravens; the location and use of the Big White refuse station.

## **Initial Point-of-Contact**

Formal Complaints can only be dealt with between the Strata Council and the Lot owners. However, less serious matters, hopefully preventing escalation to formal complaints, can be addressed if appropriate to the rental agent.

Please complete and provide council with the attached form detailing a suitable initial contact. In the case of a rental agent, this should be a local phone number and/or email address and not a global contact for general enquiries.

## **Driving**

Owners are advised to make guests and occupants aware of, and promote adherence to, the 20kph speed limit on Feathertop Way. In the ski season, Feathertop is a vacation destination for worldwide visitors, and children on sledges, elderly pedestrians, and dogs are likely fellow users of a narrow snow banked roadway.

Whilst Big White Road, and Feathertop Road (not Way) are public highways, and cleared of snow by AIM, Feathertop Way is private. It is less regularly cleared, rarely gritted, and often only cleared in the afternoon to single vehicle width.

## **Dogs**

The Feathertop Strata bylaws include:

**3 (4)** *An owner, tenant, occupant or visitor must ensure that all animals are leashed or otherwise secured when on the common property or on land that is a common asset and that they remove all fecal matter from trails, pathways and all other common property.*

which applies to any guests at Feathertop.

**Feathertop Strata Council**

As approved at Strata Council meeting: 2 June 2022

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## Appendix A – Rental details for Ski Season 2022-23

Lot Number or Street Address: .....

### Initial Point-of Contact

Name: Phone (local): email: Position: (e.g. owner/agent)

.....

### Minor Complaints Point-of Contact (or state 'as above')

Name: Phone (local): email: Position: (e.g. owner/agent)

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### Parking Plan

Please tick to confirm you have produced a 'Parking Plan' for your Lot, will provide it to the Strata Council with this form, and make it available to your guests and (if applicable) rental agent:

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Owner Name: Signed: Date:

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Strata Council received: Notes:

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