



President's (and Treasurer pro tem) Report 2019

Every year I write an article about the progress we've made and the trials we've endured. This year had trials, but I believe that it has had far more progress:

- Last year the Owners' Meeting was October 13th. Tom Hoff was honored for his contributions to the TIOA, Jim Brakken was elected to his vacancy and the Interest for Years (IFY) plan was announced.
- On October 30, our General Manager, Cole Rabska, informed the Board that he'd taken a position as the Executive Director for the Bayfield County Economic Development Corporation, leaving Telemark November 30.
- He gave us 30 days' notice but took much of November off from Telemark as he did both jobs. The Board scrambled to initiate a candidate search and to fill the role of GM as IFY was beginning. I was appointed interim GM. November 26.
- We identified 9 candidates November 30, several were outstanding. After the first round we reduced the group to 3. Final interviews were held December 10.
- We interviewed our 3 candidates December 10. Katie Harschutz was offered the job that night. She had 8+ years of Hospitality experience including Front Desk, Sales Manager, Housekeeping Manager and Assistant General Manager. She has worked for both small properties and 2 Wyndham properties. She's also a 7-year member of the National Guard. Each reference I called gave her glowing reviews.
- Katie started work December 26. The plan was for her to work with me for 2 weeks, with Cari for one and then be on her own beginning Monday January 21.
- The trials began January 12 when our waterline compressor died, disrupting our Villa water supply and breaking pipe. Our maintenance staff and Rasmussen plumbing folks were able to create a "work around" which provided water within hours, but it would prove to be a warning of troubles to come.
- January 14, Cari Hartman resigned, giving 2 weeks' notice. As she had vacation accrued, that meant that she'd work 2-3 of Katie's days off before leaving permanently. Katie had to hit the Owner Service ground running. With the help of Russell Olsen, and by replacing our archaic Computel Room Management System (RMS) with Cloud Beds, Katie had everything under control by February 1. Katie and Russell handled Owner Services until Carly Dubek started February 12.
- Birkie went very well, Katie was disappointed however by the fact that we had several vacancies for Fat Bike Birkie, she vowed to use Expedia and other on-line travel agencies (OTAs) to ensure that doesn't happen again.
- February 28 meant the close of the IFY enrollment period. 61 people, owning 68 units, joined the program. The funds to the TIOA were over \$250,000. Our savings options locally at our current providers would net 0.15% at Chippewa Valley Bank (CVB) and 0.2% at Hayward Community Credit Union (HCCU).

The Board decided to look for other options:

- March 18, we opened a 6-month CD at 2.0% with an FDIC insured \$100,000. September 18, 2019 it rolled over to a 12-month CD. Current balance: \$101,000+
- We also opened a 12-month CD at 2.8% with an FDIC insured \$250,000. That CD matures March 18, 2020 We'll have to decide whether to leave it at 12 months. Its current balance is approximately \$254,000.
- We put \$250,000 from our HCCU and CVB savings account into a Money Market Checking Account with CVB @ 1.9%. The Money Market Checking Account allows for a minimum of 6 checks/withdrawals/transfers per month. Its current balance is still approximately \$110,000.
- That left us a remaining CVB Operating Checking account that's been maintained at a minimum \$100,000 with transfers from the Money Market Account.
- By October 18, we have earned over \$7,000 in extra income. Not a bad thing.
- As 2020 Maintenance Fee checks come in, they'll be deposited in the Money Market Account.

March was also the month that Katie and I started meeting with Ben Popp, Executive Director of the Birkie Foundation. We meet every month or so to discuss our mutual interests. The Birkie has an option to purchase over 600 acres and Telemark Lodge from Clif Lewis and his partners. The Birkie Foundation is currently canvassing for donations. They expect to close the transaction as early as the summer of 2020. The Birkie hopes to use the land as a year-round recreation and event venue. The Lodge is not part of the plan.

Since learning of the option purchase, the TIOA has been researching Lodge timeshare real estate titles at the Bayfield County and pursuing non-judicial lien foreclosures on delinquent Lodge owners in order to give the Birkie Foundation clear title to the Lodge.

With clear title the Birkie can demolish the Lodge, remodel it, or sell or lease the Lodge for redevelopment.

continued on page 2

Contact Us

Telemark Condominiums
PO Box 609

15315 Nordmor Road, Unit 1603
Cable, Wisconsin 54821
www.telemarkcondos.com
Phone 715-798-3999
Fax 715-798-3995

General Manager
Katie Harschutz
GMTelemark@cheqnet.net

Owner Service
Tina Froemel
ownerservice@cheqnet.net



Current TIOA Board Members

Mike KoconPresident
952-261-7265
MikeKocon@aol.com

Susan WiikVice-President
651-483-2592
wiikbear@comcast.net

John WesolekSecretary
715-235-9360
wesolekj@uwstout.edu

Don PankowskiSergeant at Arms
507-282-4689
dpankowski@charter.net

Mike BergeMember
715-271-5156
strumman98@gmail.com

Fred BoetcherMember
715-832-2365
boetchera@prodigy.net

Jim BrakkenMember
715-798-3163
treasureofnamekagon@gmail.com

President's (and Treasurer pro tem) Report 2019 *(continued from page 1)*

In exchange for clearing the Lodge title and letting the Birkie do what it will, the TIOA wants clear title to the land holding the maintenance garage, storage barn and waste-water treatment plant.

- April... Ice dams and water damage. The roof repairs that weren't done in the fall and the heat tape that didn't get strung led to some serious water damage to as many as 14 units. Almost all repairs and painting were done by our staff turning what could have been an incredibly costly mistake to just a costly one. All rooms were returned to service in time for peak season. The roofs were also professionally repaired or replaced and heat tape installed in mid-May
- May 26, the Pointe fire-pit and family gathering spot debuted. It's a great spot for a family gathering of any sort. The venue can be reserved for either lunch-time picnics 10-4 or evening festivities 4-10.
- June 10, our well pump died. We had to move our Villa guests to Lakewoods. Katie, Dorinda and Carly did yeoman duty providing water but with no water from the faucet, our guests had to move. It took until June 18 until we were back up.
- July 15, Kathryn, our laundress quits, and Dorinda Schriener is badly hurt while working in the Lodge. Katie loses a laundress and her right-hand woman within 3 hours. Dorinda is still off work and hopes to return sometime after the Holidays.
- July 20, Carly Dubek resigns effective August 2. She has taken what she's learned from her role at Telemark as well as earlier front desk experience to become an AGM at a Rice Lake area resort. Some incredible work is being done by a very short-staffed group of loyal employees.
- July 25, Keith Wilkinson succumbs to increased work responsibilities and added travel and resigns from the TIOA Board of Directors. This culminates a rough 10 days for Telemark.
- July 31, Katie hires a new housekeeper. Cheri has been doing a great job ever since. Katie is forced to postpone Guard duties to pick up for Carly's absence.
- August 7, a new full time Owner Services Representative, Tina Froemel, began work and a part timer was hired, to begin training August 26. Tina came from the Hayward Chamber of Commerce and has caught on quickly. Our part time hire is Jackie Hughes, she recently moved to the area and has worked in hotels and timeshares since the early 2000's. Katie's first August day off came on the 14!
- September 21, The Board holds its annual budget meeting. News is good on the transient front. Using Expedia to market our rental inventory is paying off handsomely. A new revenue stream is kicking in. Staff has done a fantastic job while working incredibly short-handed. Katie is given a 2020 raise to reward her for her leadership and personal efforts. Due to lessons learned in our hiring process, the Board approves a 3% IRA match for employees, a budget for much deserved staff raises, and adds Term Life Insurance to our Benefit program.
- On the flipside, booming transient business magnifies our needs. Our units need painting, our furnishings need replacing, our wooden and concrete decks need repair. We avoid an assessment instead raising dues 5% which will provide \$50K to replace furnishings. The Board decides to use \$100,000 in money market funds to pay for painting buildings, repairing wooden decks and concrete landings.
- October 19, No one sought election to the three vacant offices other than the two incumbents, Don Pankowski and me, who are therefore re-elected on what many refer to as a "white ballot. As defined by our Association Declarations, the Board could appoint someone to fill the remaining year of Keith's office. Susan Wiik was appointed in similar fashion in 2007. The Board invited interested owners present to volunteer. Mike Berge who was a candidate the year Keith was elected volunteered. The Board voted to appoint him. He will face re-election in 2020.
- It's been a tough 12 months, but we've managed to work through it. We have better processes, employees and income. We need to keep overcoming the obstacles that an aging plant puts before us and continue to look for new opportunities and partnerships to expand our bottom-line. We're getting' there!

Thank you for your trust!

Mike Kocon

continued on page 3

Greetings Telemark Owners!

I have officially hit one year as General Manager at Telemark Condominiums and what a journey it has been. Arriving from flagged hotel properties, the timeshare world has opened my eyes to a completely different route of hospitality and the loyalty and family a Legacy Resort creates. I admire you as owner's and love hearing stories of Telemark Condos in past years, current years and the great experiences had at Telemark! Over the past year I was faced with broken water pipes (twice), well pump failure, upgrading the property management system and staff turnarounds. Our dedicated staff is great at pushing through these challenges and continuing the great service and expectations here at the condos. As 2020 begins, we are looking into more updates such as furnishings, painting interior and exterior, and more amenities for our guests. I encourage all of you to bring ideas and suggestions to me as you think of them. My goal is always to keep our Owner's satisfied and looking for new improvements each

Owner Services

Hello Everyone!

Happy New Year! With winter coming early this year, we sure have been busy. Please contact Jackie and I to book your Winter getaways and keep in mind the new pricing for the 21 Day Rates and bonus weeks. We have some new additions to the office this year such as coffee on Monday's with Jackie and a small shop with snacks and apparel for purchase! This is an exciting year at Telemark Condo's with some new upgrades and we hope to meet all of you as you join us throughout the year on your vacations! As always, banking must be requested by July 1st, 2020. We do not auto bank, so all requests need to be made in writing to Owner Services. If anyone is interested in submitting Telemark memory photos for our website and Facebook page please email them to me at ownerservices@cheqnet.net. Old memories or new, we want to see them all!

Tina Froemel
Owner Services

Thinking Snow?

Last year, the American Birkebeiner Ski Foundation (ABSF) began making snow for the first time in its 45-year history. Two snow-making guns were purchased along with 500 feet of pipe to access water from the former Telemark Resort Lodge wells. Then, almost 3 kilometers of snow-covered trails were completed! Many of these trails are near the Telemark Condos. Minutes away by ski, one of the wonderful aspects of lodging here.

You'll find this color-coded map of the snow trails already completed and those proposed for "chapter 2" this winter at <https://www.birkie.com/trail/let-it-snow-chapter-2/> along with some photos.

By the way, 700 loyal Birkie Trail supporters contributed \$70,000

time they visit. I appreciate all the kind comments and the understanding of my military leave as I was absent for four weeks attending a military school in New Mexico. I try my best to ensure everyone is being responded to in a timely manner and always receive emails so if I am unable to be reached through my office phone, I am most likely wandering the condo grounds to find improvements, create ideas, or checking on our staff. Send me an email and I will respond as soon as I receive!

Again, thank you all for your patience as I worked through learning the timeshare industry and the Telemark properties. I hope you all have a great New year and please feel free to stop by and say hi if you are in the area!

Katie Harschutz

Owner's Work Weekend!

The date's have been selected for Owner's Work Weekend! April 25th, 2020 - May 2nd, 2020. We are looking for assistance in interior painting and landscaping. Following the work weekend we will join together in a Owner's Appreciation Cookout and social! More details will be released on the Telemarkcondos.com Owner's Page as the dates get closer.

New 2020 Rates!

21 Day Rates:

1-3 Days: \$180.00+tax

4-7 Days: \$300.00+tax

***Please book your Summer Weeks by May 1st, 2020
for first priority!***

Join the Telemark Condominium Owner's Page on Facebook!

to make last winter's feat possible. If you wish to help make "chapter 2" happen, the ABSF is more than willing to accommodate you. In fact, for 2019 the ABSF is asking folks to consider supporting this revolutionary snow making effort as they expand the snowmaking capabilities of artificial snow trails. Their goal is to raise \$100,000 and continue advancement of American Birkebeiner snowmaking. The map explains.

Should you have any questions about a donation to the "Let it Snow" Chapter 2 please contact Audun Mikkelsen at the Birkie office or at (audun.mikkelsen@birkie.com).

Enjoy!
Jim Brakken



Telemark Condominiums
15315 Nordmor Road
P.O. Box 609
Cable, WI 54821
www.telemarkresort.com

CHANGE SERVICE REQUESTED

First
Class

2020 Board Meeting Dates

- May 16
 - August 29 (2021 budget and 2020 election preparation)
 - October 10 (Annual Owners Meeting)
- Contact us at ownerservice@chequenet.net to confirm meeting information.

membership chose to raise this amount to \$500 and to enforce the condition rather to ask all owners to absorb the cleaning, disinfecting, and related loss of use costs. This policy adjustment also applies to smoking in rooms and extends to all guests and their visitors. (State law prohibits smoking in any hotel or motel accommodation.) This TIOA policy adjustment is now in effect and will save the majority of our members from expenses caused by those few who are unwilling to follow the rules.

Owners attending the October 19, 2019, TIOA Annual Meeting unanimously approved a motion to raise the penalty for keeping unapproved pets in TIOA units. Only dogs are approved in any Telemark Vacation Condo units and then only in the 1700 building and Pointe Unit 201. To paraphrase one of our owners: cats, ferrets, horses or anything other than dogs are not welcome. Emotional support animals are subject to the policy. As always, medically prescribed Service Animals are welcome. Some of our guests have allergies that require accommodations with no history of recent pet visits. We offer several units for pet owners but cannot open all due to the additional in-depth cleaning required following introduction of pets. Also, state law requires that contaminated rooms be quarantined for a week following the in-depth cleaning, resulting in potential loss of rental revenue. TIOA's past policy provided for a \$250 surcharge for bringing a pet into a room not designated for such. The

TIOA Membership Puts its Foot Down on Unauthorized Pets