June 21 2019

Members of Council

I am presenting additional background facts regarding CRU’s specifically at North Creek Resort and CRU’s in general. I have read the letter submitted by Peter Lister and I would like to provide factual evidence to support the Town’s Bylaw on CRU’s.

This is not the first time I (or the BMSTA) have been before you discussing illegal STA’s. The statistics show the greatest number of infractions within Short Term Rental activities, are illegal operators. We have worked closely with Staff to report what we can. Today is no different.

1 The Zoning Bylaw which captures CRU’s has been in place for as long as I can recall, at least 10 years. This is not a new Bylaw.

2 Mr. Lister lists 23 owners on his letter. From what I know (most if not all these units were at one time part of our CRU group) at least 20 have purchased their units in the last 5 years. 3 might have owned before 2009. Nonetheless, the Bylaw has been in place for a long time.

At least 15 of these units were on our CRU program until we caught them renting privately. We terminated our agreement and reported such activity to the Town.

3 It is the responsibility of every property owner to conduct their own due diligence on the own or at least by their agents (real estate and or lawyer) to verify the current bylaws that govern lands. These owners knowing purchased property with a CRU Bylaw in place.

4 I have attached a Town letter dated September 18, 2015 advising owners of condos at Mountain Springs Resort (now North Creek Resort) and Cachet Crossing stating the Town’s error in providing STA licenses and that no rentals shall occur unless they meet the CRU definition of 10 or more units in a rental program. (A 1& 2)

4 I have attached a letter from Cassels Brock Dated October 24 2017 putting the Town on notice that illegal rental activity was being permitted at Mountain Springs contrary to Bylaw 2013-50 and specific Base Bylaw 2009-03. Yet these rentals continued unchallenged. The results at best caused tremendous financial damages to legal operators. (B1-4)

5 I acknowledge the Town has taken some steps recently to better address the CRU issue. It is my position that the group Mr. Lister refers to continues to circumvent the Bylaw. Every few months during the past year, they have changed website domains at least 3 times. Each with a different twist, but at all times, individual owners still receives direct bookings on OTA’s sites.

Once again let me be clear. This group is nothing more than 40 or so owners doing direct bookings through platforms such as Airbnb, Booking.com, VRBO and Expedia to name a few. While they may have websites that appear to be a group of more than 10, the booking process is the defining factor. To that end, I have attached a sample of 6 guest bookings that arrived May 24, 2019. You can see from the
email attachments, each guest was communicating with private owners and not a CRU manager / group. These are guests who show up every weekend at our office confused as to where they booked, how they check in and so on. Our staff while not obligated to do so, kindly advise them they have booked directly with an owner and need to contact that owner for instructions etc. My staff watches as the frantically call the numbers listed with no immediate response only to sit in our lobby or restaurant for hours on end, frustrated. (C1-19)

I have also attached a spreadsheet (which I have submitted numerous times to Staff) which lists the property # and direct booking listings through OTA’s. (D1)

6 Mr. Lister is factually incorrect when he states, “Currently, owners are able to rent out their own condos as part of our Home Owners Association” In fact, this is an explicit admission of guilt and reinforces the documents I have just addressed. They are renting out their units individually not as part of a CRU, but through some home owners association.

During our repeated reports to staff about the illegal use, many owners would claim to be an STA by virtue of the License the Town incorrectly provided. However, they were also listed on this home owner’s association website claiming to be a CRU. Well, you can’t be both. They were selectively choosing a designation that suited them and was confusing to staff. We repeatedly made staff aware of these shell games, but limited action was ever taken. One recent email is attached (E1)

7. As you aware the Blue Mountain Fire Department has instituted some very strict fire safety measures for all rental units. In particular, there is a change of occupancy document that is required for all rental properties. I am confident that most If not all these owners are NOT using these forms.

8 A similar issue with a Town error on issued licenses occurred on the newly built properties on Delphi Lane. In short, the Town issued STA Licenses to properties just built in 2015/216. With confirmation from senior Town staff the owners went on to purchase these homes knowing they can get an STA license and rent short term. A year into their 2 year license the Town realized they made a mistake and should not have issued them Licenses. As of this week, all those homes have had their licenses expire and not renewed. There is little difference in the CRU matter. Other than the Town is not currently enforcing the Bylaw!

Please allow a few additional comments regarding statements made indirectly towards our business.

Tourist – It’s true the larger number of the travelling public prefer alternative options to the standard Hotel Room. We argued this point at the 2010 OMB hearing and today that number has only increased. However, the board struck down our position. But it is also true, that a large number of these travelers still want an onsite check in facility

Town – Mr. Lister is correct the level of bylaw infractions has been low. But it has been low before the Bylaw. Again facts we entered into the OMB to no avail.

Local Business – To suggest rental mangers provide no value or personalized services is dead wrong. There are more personalized services through at centralized model where there are local onsite staff to
greet guests, be available for any related issues, versus absentee owners sitting at home while guests are in unsupervised condo’s.

I hate to bring this up, but the drowning last year at North Creek was through an illegal private owner rental. As I presented to staff and previous council, our staff was left to deal with the surviving family. Where was the personal attention from this private owner? They (nor this home owners association) never showed up onsite to assist the surviving family members. I and my staff did!!!!

We have a 6+ page rental agreement that guests are subject to completing. As a rental manager our staff provides extensive onsite screening at check in. Absent owners have no idea who they are renting to and more importantly who is showing up? Additionally, our guests are required to sign mandated waivers including a Town, OPP, TBMFD documents for the Noise Bylaw and Fire Department change of occupancy waivers. Not only are these private owners are not getting their guests to complete these mandatory forms, I am confident most don’t even know about the waivers.

Condo Owners – the Town is not in the position to create property values to home owners. Like every investment, there are risks. However, as I mentioned earlier, these Bylaws have been in place for at least 10 years. They should have done their own Due Diligence before buying any investment.

While the amendment was only introduced May 6, 2019, the base Bylaw has existed as I stated for at least 10 years. It’s just now this group is realizing the implications of the Bylaw. They have been purposely absent from any of the Council meetings hoping ignorance will exempt them from the Bylaw.

In closing, having been involved in the STA Bylaw since 2006, it’s hard to imagine that council would have any appetite to blow up the last 3 years of updates to the bylaw, simply to please a group of owners who have come late to the game, ignored all Bylaws, continue to snub those bylaws at Staff and now want a reprieve. While the majority of STA/CRU operators have not only complied with all Town Bylaws, spent tens of thousands of dollars on upgrades, work with Town staff, council and residents to continue to shape these laws for the betterment of all.

As you all have said many times over the years, the Bylaw is working!

Respectfully submitted,

Sheldon Rosen
President
The Lodges at Blue Mountain.
Good morning Sheldon,

The attached notice will be sent out to the Cachet Crossing condo owners along to those not on your rental management program at Mountain Springs. Your thoughts are appreciated before we send out. Thanks in advance.

Luc

Luc Proulx
Municipal Licensing Officer
The Town of the Blue Mountains
32 Mill Street, Box 310, Thornbury, ON. N0H 2P0

Tel: (519) 599-3131 Extension: 240
Toll Free: (888) 258-6867
Fax: (519) 599-7723

Email: lproulx@thebluemountains.ca, STALicences@thebluemountains.ca

Website: www.thebluemountains.ca

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NOTICE

TO THE OWNERS OF CONDO UNITS AT CACHET CROSSING (GCC 24) AND MOUNTAIN SPRINGS (GCC 37)

SHORT TERM ACCOMMODATION (STA) LICENSING

Section 3.1 of the Town of The Blue Mountains Short Term Accommodation (STA) Licensing By-law No. 2013-50 stipulates that "No person shall carry on any trade, business or occupation of short term accommodation unless that person has first obtained a licence."

Motels/hotels, bed and breakfast establishments, tourist cabins/cottages, Commercial Resort Units (CRU's) / Village Commercial Resort Units or similar commercial or institutional use are exempt from this requirement.

The lands on which Cachet Crossing and Mountain Springs are located allow for Commercial Resort Units (CRU's). CRU's are exempt from the licensing requirements. To qualify as a CRU Section 3.3 of Zoning By-law 83-40, as amended, requires a CRU to be part of a rental or lease management program which consists of a minimum of ten (10) commercial resort units in one or more buildings on a single lot. Further, these ten (10) must be within the same rental or lease management program and same management company.

What does this mean for Mountain Springs and Cachet Crossing condo owners?

✓ If you rent your premises for periods of thirty (30) days or less and satisfy the above CRU requirement you are exempt from the STA licensing requirements.

✓ If you rent your premises for periods of less than thirty (30) days and are not part of a rental or lease management program which consists of a minimum of 10 CRUs you do not meet the definition of a CRU and you need to apply for and obtain a STA licence. Failing to do so constitutes an offence and may result in proceedings pursuant to the Provincial Offences Act. Your licence application and associated fees must be received no later than December 1, 2015.

For further information, please contact the Municipal Licensing Officer or visit the STA website at http://www.thebluemountains.ca/sta-consult.cfm.

Town of The Blue Mountains
32 Mill Street
Box 310
Thornbury, ON N0H 2P0
www.thebluemountains.ca
(519) 589-3131 ext. 240
STALicences@thebluemountains.ca
October 24, 2017

By E-mail

Mayor and Members of Council
Town of the Blue Mountains
32 Mill Street, P.O. Box 310
Thornbury, ON N0H 2P0

Dear Sirs/Mesdames:

Re: Illegal Use for Short Term Accommodation at Mountain Springs Resort and Cachet Crossing

We are the lawyers for The Lodges at Blue Mountain ("Lodges").

On behalf of our client, we are writing to object to the decision of Council, made at the Committee of the Whole Meeting on October 23, 2017, to continue to permit the illegal operation of units as Short Term Accommodation at Mountain Springs Resort ("Mountain Springs") and Cachet Crossing. This course of action is illegal as it is contrary to the provisions of the Town of Blue Mountains ("Town") zoning bylaws, contrary to Town Licensing Bylaw No. 2013-50 ("Licensing Bylaw"), and contrary to the land use control provisions of the Planning Act. This course of action also completely ignores the damages being suffered by Lodges as a result of the illegal operation of units at Mountain Springs and Cachet Crossing as Short Term Accommodation, which have been made known to the Town on several occasions.

Background

Lodges operates a rental and lease management program for the Commercial Resort Unit Complex at Mountain Springs and a check-in desk at Mountain Springs for the administration of off-site Short Term Accommodation and Commercial Resort Units, in accordance with the provisions of Town of Blue Mountains ("Town") Zoning Bylaw No. 2015-42 ("Mountain Springs Zoning Bylaw"). Lodges also operates a Village Commercial Resort Unit Complex at Cachet Crossing in accordance with Town Zoning Bylaw No. 99-71.

As indicated in the Staff Report dated October 23, 2017 (the "Staff Report") through the unlawful issuance of licenses, the Town is permitting the illegal use of various units at Mountain Springs as "Short Term Accommodation", contrary to the provisions of the Mountain Springs Zoning Bylaw, Town Zoning Bylaw No. 2009-03 ("Base Zoning Bylaw") and the Licensing Bylaw. As also indicated in the Staff Report, units at Cachet Crossing are being illegally operated as Short Term Accommodation. This is contrary to the provisions of Town Zoning Bylaw No. 99-71 and the Licensing Bylaw.
The Base Zoning Bylaw and Licensing Bylaw define Short Term Accommodation as:

"a building or structure or any part thereof that offers a place of temporary residence, lodging or occupancy by way of concession, permit, lease, licence, rental agreement or similar commercial arrangement for any period less than thirty (30) consecutive calendar days, throughout all or any part of a calendar year. Short Term Accommodation uses shall not mean or include a ... commercial resort unit, village commercial resort unit...".

Section 5.3 of the Licensing Bylaw prohibits the Town from issuing a license for Short Term Accommodation if "the proposed use of the land, building or structure is not permitted by the zoning Bylaw that applies to the property."

**Mountain Springs**

The Mountain Springs Zoning Bylaw limits the permitted uses at Mountain Springs as follows:

"This land may only be used for a Commercial Resort Unit Complex, an Administration/Recreation Building containing an eating establishment, and a check-in desk for the administration of off-site Short Term Accommodation and Commercial Resort Units..."

A Commercial Resort Unit Complex is defined by the Base Zoning Bylaw as "a building containing ten or more than ten Commercial Resort Units." To qualify as a Commercial Resort Unit, a unit must be "part of a rental or lease management program which consists of a minimum of ten (10) commercial resort units in one building."

**Cachet Crossing**

Short Term Accommodation is also not a permitted use at Cachet Crossing, but a "Village Commercial Resort Unit and Village Commercial Resort Unit Complex" are permitted uses pursuant to Town Zoning Bylaw No. 99-71. Pursuant to Town Zoning Bylaw No. 99-71, a Village Commercial Resort Unit Complex means:

"a building or group of buildings containing 10 or more Village Commercial Resort Units which... is part of a rental or lease management program, including housekeeping services, with a minimum of 80% of the Village Commercial Resort Units restricted to occupancy by any one individual person for one or more periods of time not to cumulatively exceed a total of 120 days per year..."

To qualify as a Village Commercial Resort Unit, a unit must, amongst other requirements, be "one room or a group of rooms forming a single commercial accommodation unit within a Village Commercial Resort Unit Complex."

**Illegal Use**

It is undisputed that the units being used as Short Term Accommodation at Mountain Springs are no longer part of the rental or lease management program of Lodges (or any other rental or
lease management program) and therefore do not satisfy the requirements of the Base Zoning Bylaw and are therefore not Commercial Resort Units. It is also undisputed that a number of units at Cachet Crossing that are not part of the rental or lease management program of Lodges at Cachet Crossing (or any other rental or lease management program) and therefore do not satisfy the requirements of Town Zoning Bylaw No. 99-71 and are not Village Commercial Resort Units. Rather, these units are being operated as Short Term Accommodation. As Short Term Accommodation is not a permitted use at Mountain Springs or Cachet Crossing, the use of units for Short Term Accommodation is strictly prohibited and a unit holder at Mountain Springs and/or Cachet Crossing is not eligible for a license as Short Term Accommodation under the Licensing Bylaw.

Irrespective of the foregoing, several unit holders at Mountain Springs have obtained licenses from the Town to operate as Short Term Accommodation. Pursuant to the provisions of the Mountain Springs Zoning Bylaw and Licensing Bylaw, these licenses are illegal and have been negligently issued by the Town. The use of Mountain Springs by unauthorized guests and the lack of management of these units is causing Lodges to incur damages and suffer harm by interfering with Lodges' business and operation. The illegal operation by unit holders at Cachet Crossing as Short Term Accommodation is similarly causing Lodges to suffer harm.

Despite the illegal operation of these units, to date the Town has taken no action to enforce the provisions of its bylaws or to otherwise address the damages being incurred by Lodges. To the contrary, as the Town is in the "process of implementing new planning policies to allow for short term accommodation rentals on these lands", the Staff Report advises that "going forward, Staff recognize the importance of regulating these units and will require an STA licence". As units at Mountain Springs and Cachet Crossing are not eligible to be licensed under the Licensing Bylaw, this approach is completely illegal and contrary to Town bylaws.

The requirements of the Licensing Bylaw are not discretionary. Unless the Town amends the Licensing Bylaw, the Mountain Springs Zoning Bylaw, the Base Zoning Bylaw and Town Zoning Bylaw No. 99-71 to permit Short Term Accommodation at Mountain Springs and Cachet Crossing, the latter requiring amendment pursuant to the process requirements of the Planning Act, any action by the Town to issue licenses to these units or to otherwise permit the use of these units for Short Term Accommodation is strictly illegal and Lodges will hold the Town directly responsible for all damages incurred as a result. Moreover, the decision of Council directing staff to issue notice letters to all illegal Short Term Accommodation uses at Mountain Springs and Cachet Crossing falls short as it continues to permit the illegal operation of these units, directly contrary to Town bylaws.
Accordingly, we require that the Town immediately take steps to enforce the provisions of the foregoing bylaws, to revoke the illegal Short Term Accommodation licenses issued for Mountain Springs and to take immediate steps to halt the illegal Short Term Accommodation use of units at Cachet Crossing and at any other locations within the Town.

Yours truly,

Cassels Brock & Blackwell LLP

Signe Leisk
SL/MW

C: Rob Collins, Manager, Director of Enforcement Services and Fire Chief
    Kristy Robitaille, STA Coordinator/Municipal Law Enforcement Officer
    Michael Benner, Director, Planning and Development Services
    Client
From: Sheldon Rosen
Sent: May 28, 2019 4:19 PM
To: Sheldon Rosen
Subject: Fw: Expedia travel confirmation - 24 May - (Itinerary # 7434386673142)
Categories: Red category

From: Anonymous <expedia.ca>
Sent: Friday, May 24, 2019 5:54 PM
To: Kirsten
Subject: Fwd: Expedia travel confirmation - 24 May - (Itinerary # 7434386673142)

Sent from my iPhone

Begin forwarded message:

From: "Expedia.ca Official Site | Vacations, Cheap Flights, Airline Tickets & Airfares expedia.ca

Plan your trip with Expedia.ca. Search hotels or book a cheap flight! Find deals on all inclusive vacations, car rentals & packages. Expedia Price Guarantee!

Date: May 13, 2019 at 11:20:09 AM EDT
To: Anonymous <expedia.ca>
Subject: Expedia travel confirmation - 24 May - (Itinerary # 7434386673142)
Reply-To: Fwd: Expedia travel confirmation - 24 May - (Itinerary # 7434386673142)
Thanks!
Your reservation is confirmed. No need to call to reconfirm.

Blue Mountain Springs Resort, The Blue Mountains
24 May 2019 - 26 May 2019

See live updates to your itinerary, anywhere and anytime.

See your itinerary Download to your Phone

Hotel overview

Blue Mountain Springs Resort
796468 Grey Road 19, The Blue Mountains, ON, L9Y 0N6 Canada
View hotel Map and directions Message hotel

Reservation dates
24 May 2019 - 26 May 2019

Itinerary #
7434386673142

Check-in and Check-out

Check-in time
4 PM

Check-in policies

Check-out time
10 AM
Check-in time ends at midnight.
Minimum check-in age is 18
If a late check-in is planned, contact this property directly for their late check-in policy.

**Special instructions**
There is no front desk at this property. To make arrangements for check-in please contact the property ahead of time using the information on the booking confirmation.
Guests will receive an email with special check-in instructions and lock box codes prior to their arrival. For more details, please contact the office using the information on the reservation confirmation received after booking.

---

**Room**

**Guests**
Reserved for [redacted]
2 adults

**Room**
Premium Studio Suite

**Room requests**
1 Queen Bed and 1 Double Sofa Bed
Non-smoking room

**Included amenities**
Full Kitchen, Free Wireless Internet, Free Parking

---

**Price summary**

**Price breakdown**
Room price: C$576.30
2 nights: C$250.00 /night
Taxes: C$76.30

**Total: C$576.30**
Collected by the hotel

You will be charged deposits by the property based on the following schedule. Any remaining amount will be due within 30 days of arrival:

30 percent (after booking)
Payments & credits

The below fees and deposits only apply if they are not included in your selected room rate.

This hotel requires an initial deposit which will be charged to your credit card. The remaining balance will be collected by the hotel during your stay.

You'll be asked to pay the following charges at the property:
Deposit: CAD 300.00 per stay

We have included all charges provided to us by the property. However, charges can vary, for example, based on length of stay or the room you book.

The price shown above DOES NOT include any applicable hotel service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges. The hotel will assess these fees, charges, and surcharges upon check-out.

Rules and restrictions

Cancellations and changes
If you cancel or change your plans, please cancel your reservation in accordance with the property's cancellation policies to avoid a no-show charge.

Cancellations or changes made after 6:00p (Eastern Standard Time (US & Canada)) on 10 May 2019 or no-shows are subject to a property fee equal to the first nights rate plus taxes and fees.

Deposits charged by the property will be applied to any cancellation or change property fees.

Pricing and Payment
Hotel fees
The price DOES NOT include any applicable hotel service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges. The hotel will assess these fees, charges, and surcharges upon check-out.

Pricing
Your credit card is used to guarantee your reservation.

If rates are listed below, they may be quoted in the currency of the country where the hotel is located.

You will be charged deposits by the property based on the following schedule. Any remaining amount will be due within 30 days of arrival: 50 percent (after booking)

A deposit will be required for this lodging reservation.
Base rate is for 4 guests.

If rates are listed below, they may be quoted in the currency of the country where the property is located.

Total maximum number of guests per room/unit is 4.
Maximum number of adults per room/unit is 4.
Maximum number of children per room/unit is 3.
This property considers guests aged 17 and under, at time of travel, to be children.
Availability of accommodation in the same property for extra guests is not guaranteed.

More help

About the Hotel
For special requests or questions about the property, please call the hotel directly at
Tel: [redacted], Fax: [redacted]
Message hotel

Complete your trip

Avoid the stress of traffic!
Let someone else do the driving

Make it fun!!
Explore activities in The Blue Mountains
From: [Redacted]
Sent: May 28, 2019 4:19 PM
To: Sheldon Rosen
Subject: Fw: You have a message from Ski Blue

Categories: Red category

From: [Redacted]
Sent: May 24, 2019 6:15 PM
To: [Redacted]
Subject: Fwd: You have a message from Ski Blue

-------- Forwarded message --------
From: Ski Blue via Booking.com <[Redacted]>
Date: Fri, May 24, 2019 at 12:26 AM
Subject: You have a message from Ski Blue
To: [Redacted]

You have a new message from Ski Blue

Ski Blue said:

Good afternoon, thank you for choosing Ski Blue! Once again your looking for a
large sign North Creek resort at Blue has a Thai restaurant attached to it.
Check in is scheduled for 4 pm, here is the info you will require for todays stay;

Room#: 304
Digital Lock#: turn the lock clockwise to unlock. WIFI name: password:

The front desk operates until 9 pm if you require additional information on the facilities. The shuttle number is 705-443-5519 hours and shuttle map
http://www.bluemountainvillage.ca/about/village-shuttle-service;
To lock the door hit the top centre button pull the door and turn the lock counter clockwise. The thermostat is located above the kitchen island. Enjoy your stay! P.S. the hot tub is open 9 a.m. to 9 p.m.!

Just now

Please reply to this email to respond to the property.

Most recent messages

Ski Blue

Good Morning, thank you for choosing Ski Blue! We will provide check-in details closer to the time your room is available. The instructions will take you straight to your room. Here is our exact address just incase you need to print or save our info to your gps. Look for the large sign lab...

24 May 2019
Ski Blue

Transaction Receipt - Do Not Reply SKI BLUE ON
——— TYPE PURCHASE
ORDER ID mob5869647969 CUSTOMER ID CARD NUM
***** ***** 6605 ACCOUNT VISA DATE May 24 2019
07:14AM REF NUM 663915950014000040 M AUTH CODE
03203F ——...

24 May 2019

Reservation details

Guest name:

Check-in: Fri 24 May 2019
Check-out: Sat 25 May 2019

Property name: Ski Blue
Booking number: 2934783403

Total guests: 8
Total rooms: 2

How would you rate the communication from Ski Blue?

This information will not be shared with Ski Blue. To send them a message, please reply to this email using your email client.
Sheldon Rosen

From: [Redacted]
Sent: May 28, 2019 4:19 PM
To: Sheldon Rosen
Subject: Reservation at Beautiful Mountain Studio in The Blue Mountains for May 24 - 26, 2019
Categories: Red category

From: [Redacted]
Sent: Friday, May 24, 2019 7:23 PM
To: Kirsten
Subject: Fwd: Reservation at Beautiful Mountain Studio in The Blue Mountains for May 24 - 26, 2019

Sent from my iPhone

Begin forwarded message:

From: "Airbnb" <express@airbnb.com>
Date: April 26, 2019 at 3:42:45 PM EDT
To: [Redacted]
Subject: RE: Reservation at Beautiful Mountain Studio in The Blue Mountains for May 24 - 26, 2019
Reply-To: (Airbnb)"

RE: Reservation at Beautiful Mountain Studio in The Blue Mountains for May 24 - 26, 2019

5 verifications · 441 reviews

CHECK-IN DAY PROCEEDURES
Hi, Please note Check-in time is set for 4 PM, this is a self-check in home, so go
directly to North Creek Resort, then building number 5, unit # 504 is located on first floor. The door access code is **** also please note the WIFI - **** and the password is case sensitive ****. Enjoy your stay and Please message back any questions.

Thanks

WELCOME TO NORTH CREEK RESORT - 796468 GREY COUNTY RD 19 - THE BLUE MOUNTAINS, BUILDING 5 UNIT 504

CONTACT INFO
Free 24 Shuttle within the Town of Blue Mountains - 1.705.43.5519 – (This shuttle will pick you up at the condo and drive you back)
Housekeeping - Zach – 519.383.2778 (Please note this is only to be used if a toiletry or supplies have run out and needed restocking)
Emergency contact –
Police / Fire - 911

KEYLESS LOCK SYSTEM
To Unlock
If outdoor Lighting is low, press Schlage button to illuminate the keypad before beginning.
Enter your unique user code **** into the keypad.
Rotate the thumb turn towards hinges
To Lock
Press the Schlage button.
Rotate the thumb turn away from hinges.

WIFI access
Access **** and Password is ****) case sensitive

SWIMMING POOL / HOTTUB / TENNIS COURTS / BBQ USAGE
Please note the all extra amenities are open to be used on a seasonal basis. All the extra amenities are run and maintained by Mountain Spring Resort and Shores to Slopes Management. As a visitor or renter you are responsible for the safety and well being of all parties using any of these amenities. Please be aware the swimming pool has a deep end with no life guard on duty, so please be caution and take all safe measures needed for a safe stay.

SKI LOCKER
Ski locker is located just outside the front door; the key is located inside entrance to the left of the front door. Please place key back once used.

THERMOSTATS / HEATING AND COOLING CONTROLS
During the winter time make sure the selector switch is on the side to “HEAT” and adjust the setting to the desired temperature
During the summer time make sure the selector switch is on the side set to “COOL” and adjust the setting to the desired temperature.

Note: The settings have to be adjusted on the thermostat only! – Both units are controlled by the same thermostat.

In order to keep the rental fees down and to protect the environment, please try to conserve energy following a few simple steps:
During the summer time do not set the thermostat below 25 degrees when you leave the unit, when exiting the unit for good please turn "COOL" to off
During the winter time do not set the thermostat above 20 degrees when you leave the unit, when exiting the unit for good please adjust the "HEAT" to 15 degrees.

TV UNIT / FIREPLACE / LIVING ROOM
The TV unit may take several seconds to turn on and fully power up after you press the power button on the remote Philips control. Set TV to channel 3, and then use the Rogers remote to control channel and volume.
To add enjoyment to your stay, the room has an electric fireplace designed for mood and ambience. The fireplace is remotely operated. If fireplace does not turn on, check that it is plugged into the wall outlet beside the fireplace.
PLEASE always remember to shut Fireplace off with remote, when note in use.
Sofa Bed use- Remove all pillows and cushions and grab handle and open bed till mattress is completely flat and bed is secure. In AM please close sofa bed back to original sofa and move back to original spot. Thanks!
Extra linings and duvet for the sofa bed is located in the sofa storage, on the lounge part of the sofa lift that up from the front and all extra lining will be inside.

KITCHEN
Enjoy the fully equipped kitchen with stove, microwave, dishwasher and fridge. Keurig coffee machine with some complementary pods, to over a nice welcoming to True Blue.
Plates, cups, saucers, mugs and bowels located on the top left cabinets.
Electric kettle, toaster and pots are located in the cabinets above the fridge.
Baking utensils located in storage drawer in stove.
All other kitchen utensils, forks, knives, drainers, cutting boards located in island drawers

BATHS
To operate the Jacuzzi tub located in the bathroom, fill the tub past the top of the jets and turn the timer located on the wall to the desired time. Once you have finished your bath please make sure jets are off, prior to draining the water out of the tub.
For your safety, the bathroom id equipped with a CFCI. If the circuit is overloaded, the power will turn off. To turn the power back on, push the reset button on the outlet in the bathroom (the red button).
Bathroom is equipped with a blow dryer located under the sink along with extra toiletry.

BEDROOM
Extra Linings and Duvet for Futon will be located in bedroom closest.

STORAGE/CLOSETS - EXTRAS IN CLOSETS
Iron board with Iron located in the bedroom closet.

FIRE / SAFETY
This Condo unit is equipped a fire alarms; each device is located in the bedroom and is regularly tested. In case of fire a fire extinguisher is located in
our kitchen area, on the wall to the left of the fridge.
We hope you enjoy your stay and will see you again at THE SLOPES!!

For your protection and safety, always communicate through Airbnb.

Beautiful Mountain Studio in The Blue Mountains
Apartment - Entire home/apt hosted by
Guests

Total payment
You paid $405.31 CAD

Reply

Sent with ♥ from Airbnb

Unsubscribe
From: Sheldon Rosen
Sent: May 28, 2019 4:19 PM
To: Sheldon Rosen
Subject: Fw: You have a message from North Creek/ Mountain Springs Resort

Categories: Red category

From: "North Creek/ Mountain Springs Resort via Booking.com" @property.booking.com>

Booking.com: 28,550,322 hotel and property listings worldwide. 179+ million hotel reviews.

Whoever you are, whatever you're looking for, we have the perfect place for you. Our 28,550,322 listings include 5,929,857 listings of homes, apartments, and other unique places to stay, and are located in 150,218 destinations in 229 countries and territories.

Date: May 23, 2019 at 3:17:43 PM EDT
To: [email]
Subject: You have a message from North Creek/ Mountain Springs Resort
Reply-To: "North Creek/ Mountain Springs Resort via Booking.com" <[email]>

1
You have a new message from North Creek/ Mountain Springs Resort

North Creek/ Mountain Springs Resort said:

Hi [REDACTED] Your stay is almost here. Weather looks good. Pool is open. Feel free to check in earlier (anteime after 1 pm) if u like. Hope u have a great stay!

Just now

Please reply to this email to respond to the property.

Most recent messages

North Creek/ Mountain Springs Resort

Reply to this message Thanks for clarifying [REDACTED] and apologies for not getting your name correct in my Information Page to you...... so much for multi-tasking!

1 May 2019

You

Re: You have a message from North Creek/ Mountain Springs Resort That is PM. Sent from Yahoo Mail for iPad

30 Apr 2019
Reservation details

Guest name: [redacted]

Check-in: Fri 24 May 2019
Check-out: Sun 26 May 2019

Property name: North Creek/ Mountain Springs Resort

Booking number: 3315849329

Total guests: 2
Total rooms: 1

How would you rate the communication from North Creek/ Mountain Springs Resort?

This information will not be shared with North Creek/ Mountain Springs Resort. To send them a message, please reply to this email using your email client.

😊 😊 😊

Share your feedback with Booking.com

© Copyright Booking.com 2019
This e-mail was sent by Booking.com

Booking.com will receive and process replies to this email as set forth in the Booking.com Privacy Statement. The content of the message from North Creek/ Mountain Springs Resort was not generated by Booking.com, which means that Booking.com cannot be held accountable for the content of the message.

Why did I receive this message?
This message is inappropriate or contains spam
Sheldon Rosen

From: Sheldon Rosen
Sent: May 28, 2019 4:18 PM
To: Sheldon Rosen
Subject: North Creek Resort - Studio 203 Lock Code
Categories: Red category

From: North Creek Resort - Studio 203
Sent: Friday, May 24, 2019 10:26 PM
To: Kirsten
Subject: Fwd: North Creek Resort - Studio 203 Lock Code

Sent from my Samsung Galaxy smartphone.

------- Original message -------
From: "Blue Mountain Springs Resort via Booking.com" <
Date: 2019-05-23 9:48 p.m. (GMT-05:00)
To: "Blue Mountain Springs Resort via Booking.com"
Subject: North Creek Resort - Studio 203 Lock Code

The accommodation provider takes full responsibility for the content of this message, sent via Booking.com

Hi Agnello,

Studio 203 will be ready after 3pm on the day of your arrival. Your door lock code is

The WiFi can be accessed in the proximity of the room. The name of the network is
The network password is:

Enjoy your stay at Mountain Springs Resort!
Standard Operation

If lighting is low, press the Schlage button to illuminate the key.

Locking
1. Press the Schlage button.*
2. Rotate the thumbturn away from the hinges.

Thanks,

Mickey Donev
Blue Mountains Springs Resort | Tel: reservations@bluemountainsprings.ca

Please consider the environment before printing this email.

*Booking.com will receive and process replies to this email as set forth in the Booking.com Privacy Statement.
Hi Odile,

Studio will be ready after 3pm on the day of your arrival. Your door lock code is .

The WiFi can be accessed in the proximity of the room. The name of the network is . The network password is:.

Enjoy your stay at North Creek Resort!

Thanks,

Blue Mountains Springs Resort | Tel: reservations@bluemountainsprings.ca

Please consider the environment before printing this email.
From: Sheldon Rosen  
Sent: May 27, 2019 9:57 AM 
To: Wayne Dewitt (wdewitt@thebluemoontains.ca)  
Cc: 'BylawInfo@thebluemoontains.ca'; Rob Collins (rcollins@thebluemoontains.ca)  
Subject: FW: MSR-Expired STA Licenses-today's status on these units

Now that the Zoning Bylaw has passed and is in force, I am resubmitting this list of illegal CRU's

I trust swift action will now be taken!

Sheldon Rosen  
President  
The Lodges at Blue Mountain  
bluemountainlodges.ca  
877.368.2583x209

See below...I have scrubbed the site (rentalsinbluemoountain.ca) for any of these props with recently expired STA Licenses. The highlighted ones are expired and do in fact appear on the homeowners group rental website.

Therefore the ones in italics DO NOT HAVE AN ACTIVE STA License and are not evidently participating in the homeowners group platform. Those are therefore the ones to watch as those are non-licensed units and not in a CRU platform...there are therefore totally illegal...they have no current protections.

MSR-411-12/21/18  
MSR-301-02/24/19  
MSR-304-01/11/19  
MSR-706-01/11/19  
MSR-615-02/15/19  
MSR-208-01/25/19  
MSR-808-03/01/19  
MSR-512-03/08/19  
MSR-105-02/24/19  
MSR-504-02/22/19  
MSR-607-02/22/19  
MSR-115-02/22/19