

# FINANCIAL REPORT

The 2018/2019 fiscal year continues the trend of successfully maintaining the expenses of the Association under budgeted expectations.

In review of the 2018/2019 fiscal year, some of the key areas to note are: (1) Operations revenue including the Wildflower lease, and short-term interest from Owner Accounts are higher than projected. (2) Total Common Area Operational expenses are projected to be less than budgeted. Primarily due to the very snowy winter and an increase in the water rates from Salt Lake County Utility expenses are slightly over budget. Payroll expenses are over budget primarily due to challenges with rising labor cost to continue to attract employees in the extremely tight and competitive Salt Lake market.

We are finalizing the 2018/2019 fiscal year with expectations of an operating surplus. The Association continues to invest the reserve funds into updates and renovations to the rooms and facilities. Looking forward, we anticipate that there will be future expenses for renovations and updates that are necessary to maintain older mechanical systems and common areas. The Board of Directors has recommended the transfer of the operating budget surplus to the Common Area Reserve Fund, to help ensure that it remains adequately funded. This will be offered for approval at the Annual Meeting of Owners in September. The budget for the 2019/2020 fiscal year begins on June 1, 2019 and continues until May 31, 2020. As we look forward to the new fiscal year, we anticipate continued growth in our business levels and normal winter snowfall. It is projected that revenue will increase approximately 10% from the previous year as we see some growth in short term interest accounts, payroll expenses will increase by 5.27% operating expenses will increase by 2.45%, utility expenses will increase by 6.11% due primarily to natural gas costs and an overdue increase in the expenses to maintain the Iron Blossam telephone system. We do not project an increase in the Property Tax as assessed by Salt Lake County, fixed expenses have increased by less than 1%. Looking forward we want to monitor cost carefully and be aware of the pressure that Utah's tight labor market places on our payroll costs and also, we strive to decrease owner delinquencies. The final change in the overall average increase of all assessments is 2.73%. The impact on each owner's individual assessment varies depending upon the percentage of ownership. The 2019/2020 assessment includes a per-unit Furniture Reserve Assessment of \$57.39, which is the same as last year and a Housekeeping Assessment of \$92.35, a 3.76% increase and a shared Common Area Operating Expense cost of \$3,481,548.00. Assessments are made following the policies established in Exhibit A of the Iron Blossam Lodge Documentation.

The Board of Directors would like to thank our Budget and Finance Committee for their excellent work in reviewing the expenditures and budget. We also want to thank our management and staff at the Iron Blossam for their continued efforts. The annual assessment payment is due on or before July 31, 2019. Your prompt payment helps minimize additional billing costs and interest charges (21% per annum). The occupancy or rental of units is restricted to owner's current on payment of their assessments. Owners depositing units with an exchange company must pre-pay the assessment for the fiscal year being exchanged. The pre-payment must be received prior to the Iron Blossam verifying the space bank requests. Liens and lien charges for past due assessments will be added during October of 2019. If you have questions regarding your statement(s), please write Snowbird Timeshare Accounting at 3165 E. Millrock Dr., Suite 150, Holladay, Utah 84121 or email [ibaccounting@snowbird.com](mailto:ibaccounting@snowbird.com).

Please do not include correspondence or reservation confirmations with your payment.

## HAPPY TRAILS, CANDACE!

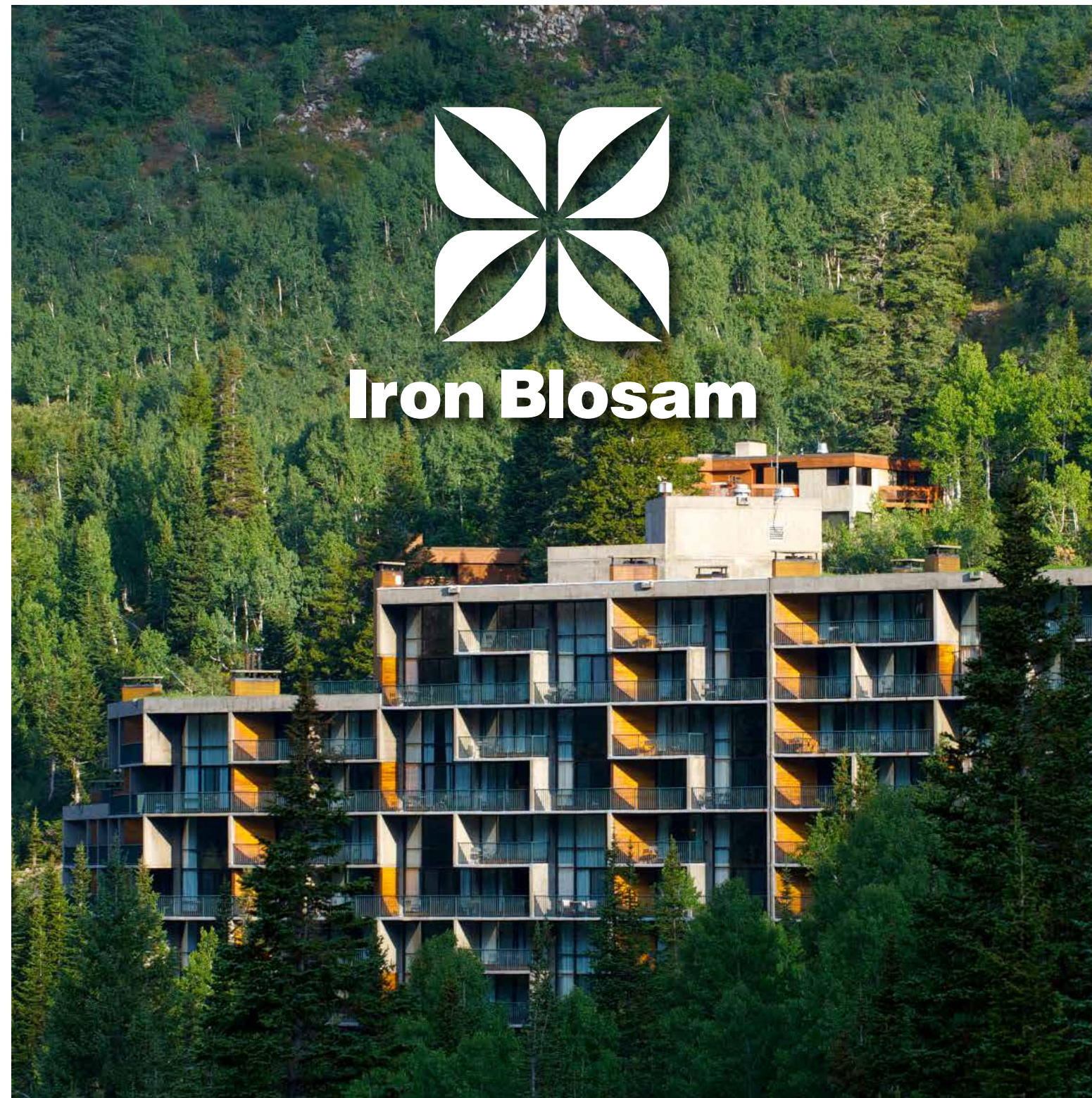
Congratulations to Candace Shugart as she winds down her 44-year Snowbird Career. Candace has had a variety of positions over her years at Snowbird, but for the last 18 years she has been the primary accountant for the Iron Blossam Owner's Association, as well as the three other Associations at Snowbird.

Thank you, Candace, for such amazing and dedicated service for so many years. We wish her the best as she pursues new adventures.

# IRON BLOSSAM OWNERS ASSOCIATION

Fiscal Year 2019/20 Budget – June 1, 2019 to May 31, 2020

	Budget 2019/20	Budget 2018/19
<b>Common Area Revenue</b>		
Vending Income	16,000	18,680
Interest Income	59,340	43,500
Misc. Income	94,845	91,323
<b>Total Revenue</b>	<b>170,185</b>	<b>153,503</b>
<b>Payroll Expense</b>		
Bell Service	41,791	40,715
Clerical/Front Desk	362,188	350,787
Maintenance	150,700	141,229
Housepersons	136,423	128,762
Employee Benefits	221,153	205,063
<b>Total Payroll</b>	<b>912,255</b>	<b>866,556</b>
<b>Operating Expenses</b>		
Accounting and Auditing	16,600	16,100
Bad Debts	50,000	50,000
Bank Charges	8,300	8,300
Credit Card Discounts	7,500	7,500
Landscaping	5,500	6,000
Common Area Maintenance	375,000	350,000
Contract Services	46,950	44,900
Directors Expense	22,250	23,250
Dues and Assessments	2,910	3,150
Elevator Service Contract	31,770	31,250
Employee Recognition	11,900	11,300
Equipment Rental	14,750	11,950
General & Administration	154,188	149,580
<i>Accounting services, Human Resources</i>		
<i>TV Equipment Rental, Computer Rental/Purchasing</i>		
Public Safety	56,100	52,920
Hospitality Bar	30,250	33,500
Janitorial Supplies	18,000	18,000
Laundry & Linen	55,600	54,800
Management Fees	269,820	261,756
Office Supplies/Printing	17,500	21,000
Operating Supplies	48,000	48,700
Postage and Freight	9,800	9,800
Repairs and Maintenance	164,800	165,000
Sauna/Swimming	21,990	20,000
Recreation Expense	39,094	39,094
Travel and Auto	10,050	10,050
Uniforms	8,000	8,000
Owner/Guest Supplies	103,000	103,000
Snow Night Expense	2,000	2,000
Legal Fees	1,400	1,200
Silver/Glass/China	8,000	10,000
<b>Total Operating Expenses</b>	<b>1,611,022</b>	<b>1,572,100</b>
<b>Utilities</b>		
Electricity	184,600	181,173
Natural Gas	72,995	58,269
Refuse Removal	16,637	15,080
Snow Removal	34,122	33,439
Telephone/Internet	65,348	59,284
TV Cable Service	23,595	22,979
Water and Sewer	146,660	142,430
<b>Total Utilities</b>	<b>543,956</b>	<b>512,654</b>
<b>Fixed Expenses</b>		
Insurance	78,000	78,000
Common Area Reserve	80,000	80,000
Property Tax/Licenses	336,500	336,000
<b>Total Fixed Expenses</b>	<b>494,500</b>	<b>494,000</b>
<b>Expense Contingency</b>	<b>90,000</b>	<b>90,000</b>
<b>Total Expenditures</b>	<b>3,481,548</b>	<b>3,324,925</b>
<b>Housekeeping Assessment (per unit)</b>	<b>95.96</b>	<b>92.35</b>
<b>Furniture Reserve (per unit)</b>	<b>57.39</b>	<b>57.39</b>



# Iron Blossam

## ANNUAL UPDATE 2019





## GREETINGS!

*Iron Blossam is entering into its 44th year. Our tradition of creating special times and memories continues. We now welcome second, third and fourth generations of owners. Many of you have grown up visiting Iron Blossam and are now returning with your own families. We are proud of our heritage and strive to continue to maintain Iron Blossam as a premier family vacation timeshare resort.*

*Our past year was highlighted by the Iron Blossam's retention of RCI's Silver Crown Award and Interval International's Select Resort Award. We are all proud of the efforts by everyone to achieve these prestigious industry recognitions. The Board, management team and staff remain committed to maintaining the facilities, amenities and services to ensure your continued enjoyment of your time at the Iron Blossam. The Board and Management work diligently to update and improve the Iron Blossam to insure that as our facility ages it continues to be among the premier timeshare facilities.*

*We look forward to the upcoming seasons and are excited to see each of you on your visits.*

*Best regards,*

*Jim Maxwell  
Lodge Manager*

## 43<sup>RD</sup> ANNUAL MEETING RECAP

Thank you to all of those that attended our 43rd Iron Blossam Annual Owner's Meeting. Those in attendance were rewarded with fabulous weather and beautiful fall colors!

This year, Owners had the opportunity to meet with Dave Fields, Snowbird Resort General Manager, to hear about some of the new and exciting things happening at Snowbird. Some highlights include: new snow-making lines, a new restaurant concept to replace El Chanate, the new Peruvian Bridge that spans Chickadee, and connects to the Snowbird Center to increase the size of the space.

Following Dave's presentation, Ted Neff, Chair of the Nominating Committee, conducted elections whereby Bob Petersen and Doug Pell, Board incumbents, and new member Harry Stillwell, were elected to the Board of Directors. Ted invited any interested parties to sign up to serve on the Iron Blossam committees. He reminded Owners that their participation is important and that the Board appreciates the opportunity to hear directly from them.

Following the election, owners had the opportunity to hear from Dave Cowley, Snowbird's Controller of Finance, who presented a review of the Owner's financial status (owners desiring a copy of the Independent Auditor's Financial Report may contact the Iron Blossam Owner Services department to receive a copy).

Jim Maxwell, General Manager of the Iron Blossam Lodge, delivered updates on many great improvements and renovations at the lodge. He also paid tribute to James Hadfield and presented Elaine Hadfield with a Spirit of the Iron Blossam award. He also presented 10 year awards to longtime employees: Sean Donley, Rosa Vizcarra, and Ismael Acosta. Some of the lodge updates included: new hallway carpeting, a renovated bbq area, new pool furniture, a new toddler pool, new task chairs, new refrigerators and microwaves, lighting upgrades, etc. Upcoming projects include: new dining tables, new mattresses and new dressers.



The meeting was then turned over to Megan Zurkan, Iron Blossam Board President, to give the President's Report. She thanked the Board and Management for their time and efforts in making the Iron Blossam a competitive and great timeshare property. Overall, it was a very productive and informative event!

## MAINTENANCE / RENOVATION UPDATES

Each May and November we have a week dedicated to repairs, cleaning and renovations.

For each maintenance period, we have contractors that clean the hallway and room carpets, room furniture and windows in addition to the extra cleaning chores in the rooms and around the common areas. We realize that your vacation time is valuable, therefore we try to limit projects and major repairs during the weeks of occupancy.

Over the last two maintenance periods, we have worked on the following renovation and major repair projects:

### November 2018

- Track lighting in kitchens of the south efficiency units was installed.
- Entry area hallways of all units have new LED lighting.
- Dining table light fixtures have been replaced.
- Hallway carpet project was completed on the 4th and 5th floors.
- Hallway vinyl project was completed on the 9th and 10th floors.
- Living area chairs and ottomans (where applicable) were replaced.
- Rooms with full-sized murphy beds had the mattress replaced.
- Spa floor was treated with a non-slip safety coating.
- Business Center lighting was upgraded.
- Otis Elevator mechanics did a preventative maintenance and refurbishment of older components to extend the life of our aging elevators for a few more years.

### May 2019

- All queen and king mattresses were replaced. Units 314-317 were upgraded to king mattresses.
- Otis Elevator mechanics did a preventative maintenance and refurbishment of older components to extend the life of our aging elevators for a few more years.
- Phase one of the new furnishing renovation has begun with the partial installation of new headboards in some rooms.
- 7th and 8th floor wall vinyl was replaced completing the hall wall vinyl renovation.

Future renovations, that will continue through the summer with a November completion estimate, include: additional new furnishings (desks, dressers and dining tables) and new LED desk and table lighting. New electronic RFID door locking systems are scheduled for a November installation.



## FRAUDULENT PRESENTATIONS AND SCAM ALERT: OWNERS BEWARE!

Iron Blossam remains a financially stable and secure timeshare ownership opportunity. We strive to protect your privacy and ownership information. Iron Blossam does not release ownership information to others; however, your timeshare ownership is a matter of public record. Additionally, email addresses and phone numbers are obtainable via various websites. Unethical businesses that offer fraudulent timeshare sale opportunities are able to obtain your contact information. These companies use scare tactics, false promises of unrealistic purchase prices and opportunities to con you out of your money and your timeshare ownership. These individuals may fraudulently claim to be representatives of the Iron Blossam Lodge.

**Please be aware of potential fraudulent solicitations.**

**With any timeshare re-sale transaction, please make sure you carefully verify the legitimacy of the buyer.**

## IRON BLOSSAM RECYCLING

As you know our recycling efforts have expanded and we continue to provide a dedicated blue recycle bin in each room. Look for the blue recycle bins in the closet of each unit and additional recycling cans in the common areas of the building.

In cooperation with Salt Lake County, these items can be recycled:

**newspaper • magazines • cardboard  
plastic • metal cans**

Please remember to place recyclable items in the clear plastic bags ONLY. Both room garbage and recycle pick-up is available by calling the Housekeeping Office or Front Desk. You may also drop off either at the Housekeeping Office or at one of the appropriate outside dumpsters. Please be aware that there are separate recycle dumpsters and dedicated glass recycling bins located outside the building near the loading dock area. Please do not leave garbage or recyclable materials in the hallways.

Please note that glass can also be recycled at the Iron Blossam. Please keep glass separate from other recyclable items.



## PAYMENT OPTIONS

The annual assessments are due on or before July 31st, 2019. Prompt payment and efficient processing enable the Association to reduce expenses. Be advised, we are unable to process assessment payments by telephone. Payment options include:

**Pay by Check.** Owner payments by check are processed at a lower cost to the Association than credit card payments. Send your check in the enclosed envelope to the bank processing center. If you are visiting Iron Blossam prior to July 31, 2019 you may pay directly at the Iron Blossam Front Desk. Please be sure to bring your statement and avoid requesting that your payment be processed during the busy check-in period.

**Credit Card Payments.** Effective July 1, 2016 credit card payments will be charged an additional 2.5% processing fee. Debit card transactions are not assessed the processing fee. To protect the security of your account, our credit card security protocol allows for online credit card payments ONLY, no telephone payments. For credit card payments, please access the Iron Blossam Payment Center at [http://ironblossam.net/payment\\_center.php](http://ironblossam.net/payment_center.php). Be sure to have your owner statement available, as you will need to reference your owner number and payment amount. Payments received after July 31, 2019 will be assessed interest charges.

## VISIT THE IRON BLOSSAM WEBSITE

The Iron Blossam website has a variety of services and information that is available to our owners 24/7.

Services available include:

- Iron Blossam units available on the For-Sale-By-Owner page.
- Listings of internal exchange requests for owners that want to swap weeks internally with other owners.
- Weeks wanted if you desire to purchase another week at Iron Blossam.
- Authorize a guest to use your week.
- Authorize your week to be released to the Snowbird Rental Program.
- Access the Payment Center to pay assessments.
- Change your contact information.
- Request Property Tax information
- Request Pre-Payment amounts for Exchange Deposits with RCI, Interval International and DAE.
- Request Deed or Title Change information

Plus a variety of information services like: Weekly Recreation Schedules, Time Frame Calendars, Monthly Updates, owner discounts, Special Offers, Pictures of Rooms and more. Visit us at [www.ironblossam.net](http://www.ironblossam.net)

## AGING IRON BLOSSAM

The Iron Blossam Board, staff and management work diligently to maintain the Iron Blossam Lodge, keep renovations current and provide a positive quality environment for our owners and visitors.

We strive to schedule and phase in renovations, upgrades and major repairs during the Spring and Fall maintenance weeks. We respect and value your vacation time at the Iron Blossam and do our best to minimize projects that would disrupt your visits or cause inconveniences during your stay.

Iron Blossam is over 44 years old now and we have several aging areas. We do not have any projects scheduled at this time. However, we want to advise all that we are looking at future renovations that will exceed the scope of the one-week maintenance periods. Weather is also a factor when scheduling work in both spring and fall.

Our West Pool area is one facility that will need to be renovated in the near future. The deck area and the current snowmelt system are aging and this alone is a two-to-three week project that is best done in drier, warmer weather and would require the closure of the pool. The West Pool will also require new plastering of the interior area to maintain the quality and structural integrity. This is also a project that requires dry weather and will also exceed the one-week maintenance period.



A question we get asked so often is, "When are we going to upgrade our aging elevators?" This is going to be necessary in the upcoming years. As they say, "nothing lasts forever" and the Iron Blossam elevators are definitely showing their age. This is an extremely difficult project. The scope of this project requires that each elevator be taken out of service for a period of 8 to 10 weeks. In addition, this is a very expensive renovation and the Board of Directors is working to set aside adequate funds to ensure this can be completed without a special assessment to the Owners.

Again, these projects are not scheduled at this time. We will advise you in advance of projects that are scheduled that could possibly require inconveniences or the interruption of services. As the projects development, we appreciate your patience and support as we work to maintain the Iron Blossam as a premier timeshare vacation destination.

## IRON BLOSSAM CONTACTS

Have questions? Need Assistance? We are here to help. Save time by contacting the right person. We value the opportunity to hear from you.

**For general inquiries, internal exchange listings, for-sale-by-owner listings and exchange information and assistance:**

**Owner Services:** Monday-Friday  
ibownerservices@snowbird.com (801) 933-2097  
Jessica Breittling jbreittling@snowbird.com (801) 933-2093

**Front Desk Manager:** Thursday-Sunday  
Abby Fullmer acfullmer@snowbird.com (801) 933-2097

**Website Administration:** (email preferred)  
Lizzy Osborne losborne@snowbird.com (801) 933-2059

**Front Desk/Owner Reservations:**  
ibresv@snowbird.com (801) 933-2222, ext. 1000

**Wildflower Rentals:**  
Emily Andrezzi eandrezzi@snowbird.com (801) 933-2098

**Questions regarding owner assessments and payments:**  
Timeshare Accounting ibaccounting@snowbird.com (801) 947-7927

**Questions regarding deed or ownership changes:**  
Heather Tolbert (email preferred)  
htolbert@snowbird.com (801) 897-7536

**Iron Blossam Administration/Lodge Manager:**  
Jim Maxwell jmaxwell@snowbird.com (801) 933-2090

**The Board of Directors may also be contacted at:**  
Iron Blossam Board of Directors ibboard@snowbird.com  
9121 E. Snowbird Center Drive, Snowbird, Utah 84092-9000