



## Frequently Asked Questions

### **Q How is Tamarack Lodging Co. affiliated with Tamarack Resort?**

**A** Tamarack Lodging Co. is the name used for the lodging operations managed by the Tamarack Municipal Association which is the operator of the resort and the master homeowners' association. Tamarack Lodging Co. is the official reservation and rental management company at the resort.

### **Q How do I move my unit to Tamarack Lodging Co.'s management program?**

**A** Tamarack Lodging Co. has helped dozens of homeowners transition their unit into our program. The first step is to let your current property manager know that you intend to leave their program. Work with them on an end date. Then, Tamarack Lodging Co. will take over management of your unit on the agreed upon transition date. We will work with your former property manager to help ensure a smooth transition for both yourself and your guests.

### **Q How will guests be able to make reservations?**

**A** Guests can make reservations at [tamarackidaho.com](http://tamarackidaho.com), by calling 208-325-1009, using a third party travel site, or by visiting us at the front desk at the Lodge at Osprey Meadows.

### **Q What will be the percentage split between Owner and Manager for rental revenues?**

**A** Owners will receive 70% and Tamarack will receive 30% of the unit rental revenue; after deduction for 3% reserve maintenance fee, housekeeping fee and any travel agent or tour operator commissions.

### **Q How will Owners be able to manage their own personal reservations?**

**A** Tamarack Lodging Co. has an Owner's Portal that will be password protected and provide Owners with direct access to manage their personal reservations and any non-revenue generating reservations they make for friends or family.

### **Q How is snow removal handled?**

**A** Tamarack Lodging Co. suggests purchasing the a la carte snow removal service from the TMA. Their service covers snow removal from decks, hot tubs and all walkways.

**Q Will Tamarack charge Owners a monthly management fee?**

A Yes. Tamarack will charge a fee of \$50/month for any unit in The Lodge at Osprey Meadows, \$100 for any other unit without a hot tub, and \$150 for any other unit that has a hot tub. These charges will be included as part of the monthly billing statement and deducted from rental revenues or billed to the Owner, as applicable.

**Q What services will be included in the monthly management fee?**

A Scheduled property checks include frequent checking of the property for (a) any leaks or cracks which may appear on the inside (b) visual inspection of snow on the roof, to ascertain whether snow and/or ice dams need to be removed, (c) landscaping issues that may arise such as spring/fall irrigation checks, (d) rodents or pests (e) ensuring all exterior doors and windows are locked and sealed preventing water damage, entry and loss of energy, (f) check heating, lower heat after guest departure, (g) turn off lights, unplug house wares, remove ice making overflow, check water filters and replace when necessary, (h) weekly hot tub checks, filter cleans, chemical balance (if applicable), (i) prepare home for Owner/Owner guest and paying guest arrivals and house checks after guest departures.

**Q What will be the process for managing minor repairs and maintenance in the unit?**

A Tamarack Lodging Co. will establish a Reserve Fund and deposit 3% of gross rental revenues in this fund to cover minor repairs, maintenance, and/or replacement of small housewares items. In this way, the rental unit will be able to maintain a high-quality rental condition and Owners will not have to receive small bills for minor expenses. Other, more significant repairs and maintenance repairs (i.e. interior painting, flooring replacement, furniture or major appliance replacement, etc.) will be charged separately to Owner. In the event of any repair costing in excess of \$300, Tamarack will notify the Owner both verbally and via email, and obtain approval prior to completing the repair.

**Q How will Owners receive payment for rentals, and accounting of the usage?**

A Tamarack will email Owners a monthly accounting report for their unit usage that will identify the number of nights it was used for the month, rate, total revenue, expenses, and the net amount due to the Owner. Checks will be either mailed, or set-up as a direct deposit to the Owner's specified account. If the Owner has a negative balance, then Tamarack will send a bill to the Owner for payment or it will be deducted from future rental revenues if the payment is not received by the time of the next monthly accounting report.

**Q Who at Tamarack will be directly responsible for Managing the Lodging Operations?**

**A** Rachael Ikola is the Lodging Manager at Tamarack Resort, and is well-versed in lodging management. Rachael worked in group sales and service at Tamarack from 2006 to 2008. Then, she went on to operate Idaho Resort Rentals. Rachael returned to Tamarack in 2015. Rachael oversees all parts of the lodging operation including front desk and housekeeping operations.

**Q Will renters be allowed to have pets or smoking in the units?**

**A** Smoking will not be allowed in any units, but the Owner has the option to allow pets if he/she so chooses. That will be an option included in the Rental Management Agreement.

**Q How will the TMA 5% civic assessment fee and other taxes be handled?**

**A** Tamarack Lodging Co. will collect the TMA 5% fee, 6% state sales tax, and the 2% state lodging tax over and above the unit rental rate and make payments to the respective agencies in accordance with their required schedules.

**Q Will Owners be allowed to continue marketing via VRBO or other third-party sites?**

**A** Yes, if the owner pays the applicable fees to be listed on these sites, then Tamarack Lodging Co. will field the inquiries from these sites and manage the bookings as if it were a regular booking. Tamarack will be the exclusive rental manager for the Unit and to effectively manage the inventory with arrivals/departures and related housekeeping; all reservations must be made via Tamarack and its property management system.

**Q How will housekeeping charges be handled?**

**A** Tamarack Lodging Co. will manage all housekeeping operations for units in its rental pool. Housekeeping costs will be included in the nightly rental rate and based on the unit size and competitive pricing for comparable units. Housekeeping costs will be deducted from the Gross Rental Revenue prior to the Owner and Manager revenue split. Tamarack will also perform a semi-annual interior deep clean of the unit to ensure the unit remains in a high quality rental condition and as applicable; may include furnace checks, window washing, chimney sweeping, etc. These deep cleans are expenses borne by the unit Owner at the rate of \$35 per hour.

**Q Will Owners be charged housekeeping fees for their personal usage visits?**

A Yes, to ensure consistency of housekeeping for rental guests, Owners and their guests will be required to have their units cleaned by the Tamarack housekeeping staff. These housekeeping services will be billed at a rate of \$35 per hour plus amenity replacements. These charges will be included on the monthly rental management statement.

**Q Will Owners be required to purchase new linens or housewares to participate in the Tamarack Lodging Co. program?**

A Upon entering the Tamarack Lodging Co.'s rental program, the Owner's unit will be assessed by our Lodging Manager. At that time, we'll ensure the unit has all the appropriate amenities needed to meet the standards of a high quality rental. If any is needed in the unit, our team will relay that to you, and work with you to implement those updates to your unit. We are working on a preferred supplier program so that we may negotiate discount pricing and pass along applicable savings to the Owners.

If your unit is currently in another rental program, then you likely own your linens, door locks and all the housewares. Because of this, assimilation into our rental program will likely have few, if any, costs.

**Q Will Tamarack Lodging Co. offer other services such as dog walking, chimney cleaning, Christmas decorations, bill paying, pre-arrival grocery shopping, etc.?**

A Tamarack will focus on providing the highest level of performance for the basic rental management services needed to maintain the unit for Owner/renter usage. Other concierge-style services such as dog walking, pre-arrival shopping, or hanging Christmas decorations are outside the basic scope and will be considered on a case-by-case basis, based on available resources, and charges as an additional fee. The TMA provides an a la carte driveway/walkway snow shoveling service and Tamarack can coordinate this service for the Owner if desired. Tamarack will provide other repair and maintenance services to Owners as needed, on a time and material basis, with these fees being billed directly to the Owner.

**Q Will Owners be required to have cable and Internet in their unit?**

A Tamarack will require all units in the rental program to have cable television and highly recommends that each unit has WiFi Internet to enhance marketability.

**Q Will Owners be required to have any specific insurance coverage to participate in the Tamarack rental program?**

A Owners will be required to have current property insurance as recommended by their insurance company for the type of unit, as well as a broad form of liability insurance that also lists Tamarack Municipal

Association LLC and TMA Technology and Operations Co LLC as additionally insured. Owner shall provide Tamarack with a copy of the insurance policy.

**Q Will Tamarack provide a year-end accounting of the annual rental revenues?**

A Yes. Tamarack will provide a year-end rental report as well as provide the IRS 1099 tax document.

**Q Will Owners be able to set their own rates for rental reservations?**

A In order to be competitive in the market place and manage the operations on a revenue per available room (“RevPAR”) basis, Tamarack reserves the right to establish all pricing at its sole discretion. Tamarack will utilize both demand generation tactics as well as sophisticated revenue management practices to best optimize the rental revenue to the Owners.

**Q Who is my day-to-day contact at Tamarack Lodging Co?**

A Rachael Ikola, TLC’s Lodging Manager, is the day-to-day contact for questions about the program.

**Q How will Tamarack market and sell the lodging units?**

A Properties rented through Tamarack Lodging Co. will be the only Tamarack area lodging that will be promoted on the Tamarack website and related channels. Tamarack has top placement in organic web search and has hundreds of thousands of visitors to the site each year; and thus is best suited to attract potential inquiries for reservations for individual and group/wedding bookings. In addition, lodging offers promoting the rental of your unit will be featured in countless emails, direct mail campaigns, on-line digital ads and internet Adword buys, and public relations. No other rental management company will be able to deliver more reservation opportunities than Tamarack Lodging Co.

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