



High Sierra Condominiums - Ruidoso, New Mexico

HIGH SIERRA NEWSLETTER - Fall 2009

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Policy changes are made periodically by the High Sierra Board. Such important policy changes are announced in this newsletter, and they're also posted on High Sierra's website.
 Go to: www.highsierracondos.com

WINTER HOURS 2009-2010
 High Sierra's 2009-2010 winter hours are as follows:
 Office is open **9 AM to 9 PM** seven days per week .
 Pool is open 9 AM until 8:30 PM seven days per week.

The President's Corner -

As can be seen from the summary of things accomplished so far this year on page 3, one can tell 2009 has been a busy year at High Sierra. And that's just a summary; a detailed listing of things done runs much longer!

Your Board of Directors, working closely with the High Sierra Management team, has developed a proposed budget for 2010 that will allow continuing progress while requiring no increase in owner's maintenance and reserve fees. This is no small accomplishment in view of ever-rising costs for both materials and labor. The proposed 2010 budget is on Page 4 of this newsletter.

We've just learned that High Sierra has been awarded "Hospitality" level recognition from RCI for 2010. This is a tribute to hard work done by our Manager and staff. We'll complete more upgrade projects in the coming year to maintain High Sierra as the top-ranked timeshare-resort it should be. There have been a lot of improvements done so far this year, and there are many more to come. The High Sierra staff is looking forward to creating a pleasant vacation experience for our owners. Look for many more signs of positive change when you visit your property.

Raymond L. Peabody, HSCOA President

SPECIAL NOTICE TO OWNERS OF WEEK 51 AND WEEK 52 UNITS !!

If you want High Sierra to rent your unit for the holidays this year, please contact the office immediately to make those arrangements.

Statements for 2010 Maintenance fees

Statements for 2010 Maintenance and Reserve fees will be mailed in mid-November.

Please be aware that providing statements is a courtesy to owners. Per High Sierra's Bylaws, fees are due January 1st annually, whether or not an owner receives a statement. The commitment for annual fees contained in the sales contract is just as legally binding as any mortgage payment.

ANNUAL BUDGET MEETING

The Annual Budget Meeting will be held at 10 AM on October 24, 2009, at the High Sierra clubhouse.

This meeting is open to all owners of High Sierra units, and attendance is highly encouraged since next year's budget will be discussed and voted on at this meeting. The Board of Directors hopes to see you there!

A word about unit rentals -

If you're unable to use your unit-week, you can rent your unit to someone yourself OR the staff at High Sierra can attempt to rent your unit for you. Either of these options requires some advance planning. If you rent out a unit yourself, you must be sure to let us know BEFORE your guests arrive, as we cannot give keys to any unknown party who walks in alleging to be the guest of an owner. Also, be aware that when an owner rents a unit out, the unit OWNER is responsible for any damage or loss from their guests. **WE STRONGLY ADVISE OWNERS TO COLLECT A CASH DAMAGE DEPOSIT WHEN RENTING DIRECTLY TO ANYONE.** If you give High Sierra authority to rent your unit for you, you'll receive 70% of any rental proceeds (minus tax) while High Sierra retains 30%. **If High Sierra rents the unit for you, High Sierra will collect a deposit for any damage or loss from guests, so the owner isn't responsible in that case.** While we always do our best to rent owners' units, be aware that we cannot guarantee a rental. An owner increases their chances by giving rental authority well in advance...at least 15 days minimum, and 30 days or more in advance is more realistic. Too often owners contact us 5 days (or less) before their week starts and want their unit to be rented; that simply doesn't work, especially with the additional competition from many new hotels now in the Ruidoso area.

To rent your weeks for you, we must have an owner's signature giving us authority. A signed letter or fax provides authority, but an e-mail does not because it lacks a signature.

All of the above procedures are designed and intended to protect our collective ownership. Thank you for cooperating with them.

FROM YOUR MANAGER -

We've now implemented an electronic reservation system in the High Sierra office; the former manual "booking" system using binders with paper sheets in them for each week...which was too prone to human error...is gone. We're now working toward developing an on-line "live" booking system for our owners and other guests, that will allow reservations to be made from home or office computers.

Your Management team works diligently on a daily basis to make improvements and maintain High Sierra units while using funds and material resources wisely. We hope you see and appreciate our efforts.

We want to thank owners who take the time to fill out comment sheets and turn them into the office at the end of their stay. Your input helps as we strive to improve your vacation experience. We encourage owners to visit High Sierra's website at www.highsierracondos.com where we'll increasingly be posting important information so you can get news quickly. As just one example, there's a link posted now on the Owners Page for an RCI "weeks calendar" through 2013. Owners can also initiate some actions on-line, and there will soon be more on-line actions available.

Margana Huff, your General Manager



We Invite You to Experience the New RCI and Save 35%!*

It's our 35th anniversary, and we're celebrating! Enjoy the full value of your vacation ownership by becoming an RCI® Weeks Subscribing Member today for **35% off** the regular price.

An RCI® Subscribing Membership offers you a world of choices, benefits, and great vacation planning tools:

- Exchange Vacations
- Last CallSM Vacations
- *Endless Vacation*[®] Magazine
- Extra VacationsSM Getaways
- RCI Cruise Vacations
- RCI Vacation Guides

You'll also have access to RCI.com, our newly updated vacation finder—a one-stop online shop lets you search all availability at once and features Google maps, and now virtual tours plus more photos.

Visit RCI.com/35save to learn more.
Already an RCI member? Visit RCI.com to see every vacation opportunity available to you.

RCI[®] 35 YEARS Get a 1-year RCI subscription, PLUS a domestic or international exchange – for just \$164 USD **\$89 Savings**

*Offer expires on 12/31/09. These vacations are limited. Destinations and travel times are subject to availability and confirmed on a first come, first served basis. Offer includes only subscription and accommodations and specifically excludes travel costs and other expenses that may be incurred. Taxes, additional fees and charges may apply. Certain restrictions may apply. Offer void where prohibited by law. CST: 2046555-50. Fla. Seller of Travel Reg. No. ST-26582. Nevada Seller of Travel Registration No. 2002-0793. Registration as a seller of travel does not constitute approval by the State of California. Washington Seller of Travel Reg. No. 600207007. Call 1-800-280-2234 for Terms and Conditions and Additional Disclosures or go to www.rci.com. RCI and related marks are registered trademarks and/or service marks in the United States and Internationally. All rights reserved. © 2009 RCI, LLC. All rights reserved. Printed in the USA.

Reference #: 850410

IMPORTANT NOTE FOR OWNERS and THEIR GUESTS

For your security, keys for "after-hours" arrivals are left in a metal mailbox with a changeable combination lock on it. Any owner or guest arriving after the office is closed **MUST** know the current combination to obtain keys.

IF YOU ANTICIPATE ARRIVING AFTER 8 PM ON ANY NIGHT, PLEASE CALL THE HIGH SIERRA OFFICE BEFORE 8 PM TO OBTAIN THE CURRENT COMBINATION FOR THE LOCK.

This procedure is to protect YOUR High Sierra resources and provide better security for our owners and guests.

NOTE: If all fees are not paid current, keys will not be left out.

We need your CURRENT e-mail address!

Help us reduce mailing costs as we move toward increased use of electronic communications, including newsletters posted at our website instead of being mailed, and future use of "e-statements"

for annual maintenance fees.
Please send your e-mail address to:
info@highsierracondos.com

(And please remember to notify High Sierra if you change your e-mail address or home address!)

IMPROVEMENTS AT HIGH SIERRA
JAN 2009 thru OCT 2009

As of 9/29/2009

| Item | Area | Action | REASON |
|--|------------|--|--|
| 1 | Clubhouse | Contracted for professional installation of new gutter on front & back of clubhouse to eliminate periodic flooding | EMPLOYEE SAFETY and cost-savings |
| 2 | Clubhouse | Converted clubhouse heating from propane gas to natural gas | GUEST SAFETY and cost-savings |
| 3 | Clubhouse | Purchased and installed first large flat-panel LCD television (bought with Discover Card rebate!) | Guest service |
| 4 | Clubhouse | Totally gutted and remodeled clubhouse restroom | Guest service |
| 5 | Grounds | Removed or trimmed dying trees where necessary for safety | GUEST SAFETY |
| 6 | Grounds | Removing 12,000 gallon propane tank (major safety concern in case of forest fire) | GUEST SAFETY |
| 7 | Laundry | Excavated room under clubhouse for installation of new water-softening system to preserve laundry equipment | Cost-savings |
| 8 | Management | Added a new office computer for the Assistant Manager position (personal donation from Manager) | Cost-savings |
| 9 | Management | All possible purchases made using "Sam's Club" Discover card with cash-back feature | Cost-savings |
| 10 | Management | Changed vendor / negotiated new cable TV contract to include Internet for almost same amount | Cost-savings |
| 11 | Management | Completed foreclosure on 29 delinquent unit-weeks to make them available for re-sale and/or rent | Cost-savings |
| 12 | Management | Computerized prior manual reservation system; first step toward coming on-line reservation capability | Guest service |
| 13 | Management | Organized and executed second annual "High Sierra 4th of July Party" | Guest service plus marketing |
| 14 | Management | Preventive maintenance done on heating & air conditioning systems in all 28 units | GUEST SAFETY and cost-savings |
| 15 | Management | Purchased & replaced approximately 30% of linen stocks (sheets, pillow cases, towels, etc) | Guest service |
| 16 | Management | Renegotiated new telephone contract, dropping MCI long distance for Windstream "bundle" | Cost-savings |
| 17 | Management | Researched multiple marketing systems for rental of units, and implemented two | Guest service plus marketing |
| 18 | Management | Scheduled two employees to attend state-mandated training as certified pool operators | GUEST SAFETY |
| 19 | Management | Created independent SECURE wireless network for office only; left original network open for | Guest service |
| 20 | Pool annex | Replaced furnace for heating pool water (see next item #21) | GUEST SAFETY |
| 21 | Pool annex | Converted pool water-heating from propane gas to natural gas (see item #20 above) | GUEST SAFETY and cost-savings |
| 22 | Pool annex | Purchased and installed "Vacalert" system for pool to comply with new federal safety mandate | GUEST SAFETY |
| 23 | Pool annex | Remodeled entrance to pool area with installation of first-ever ceramic non-slip tile flooring | Guest service |
| 24 | Pool annex | Replaced sand filtration system for pool and filtration system for jacuzzi/spa | Guest service |
| 25 | Pool annex | Replaced pump and motor for pool | Guest service |
| 26 | Pool annex | Totally gutted and remodeled both the women's & men's restrooms in the pool area | Guest service |
| 27 | Units | Contracted for installation of new commercial carpeting in all interior hallways | Guest service plus enhanced appearance |
| 28 | Units | Established first-ever wireless Internet connectivity for all 28 residential units | Guest service plus marketing |
| 29 | Units | Installing ceramic tile in all laundry rooms (previously linoleum) | Guest service plus enhanced appearance |
| 30 | Units | New bedroom furniture in units 302 and 501 | Enhanced appearance |
| 31 | Units | Painted interior stairwells for buildings 2, 3, 5, and 6 in preparation for new carpeting | Guest service plus enhanced appearance |
| 32 | Units | Purchased and installed first flat-panel TV in residential unit | Guest service plus marketing |
| 33 | Units | Purchased and installed new door locks on all 28 residential units | GUEST SAFETY |
| 34 | Units | Purchased new metal "bistro" table & chair sets on all 28 unit decks to replace plastic chairs | Guest service |
| 35 | Units | Renovated unit 901 (major) | Guest service plus enhanced appearance |
| 36 | Units | Renovated master bedroom & master bath in unit 801 | Guest service |
| 37 | Units | Replaced HVAC components in units 202, 902, 1201, 1202, 1301, and 1401 | Guest service |
| 38 | Units | Replaced carpet in units 102, 402, 602, and 1101 | Guest service plus enhanced appearance |
| 39 | Units | Replacing former "manual" coffee makers with coffee makers with automatic shut-offs in all 28 | GUEST SAFETY |
| 40 | Units | Replaced multi-pane glass exterior doors with solid doors in units 902, 1002, 1102, and 1202 | GUEST SAFETY |
| 41 | Units | Replacing kitchen & bath faucets, plus more extensive plumbing replacement in many units | Guest service plus enhanced appearance |
| 42 | Units | Total renovation of kitchen in Unit 502 (replaced linoleum flooring with ceramic tile, replaced cabinets, & more) | Guest service plus enhance appearance |
| Other upcoming projects "on the horizon..." | | | |
| | | Purchase and installation of water-softening system for central laundry | |
| | | Replacement of "fogged" glass at far end of pool and on the parking-area side of pool | |
| | | On-going replacement of residential unit exterior doors | |

RENTAL RESERVATION CANCELLATION POLICY

(Reminder)

In 2008, the Board of Directors directed a change in policy regarding refund of rental funds in case of cancellation.

For RCI-designated weeks 01 through 50, if a reservation is cancelled 14 or more days in advance of arrival, \$40 of the pre-paid first night's deposit will be retained as a cancellation fee. The \$40 cancellation fee applies equally to 1, 2, or 3-bedroom units. Reservations for weeks 1 through 50 cancelled less than 14 calendar days in advance will forfeit all of the first night's rental fee.

For RCI-designated weeks 51, 52, or 53, reservations cancelled 30 days or less from the projected date of arrival will receive no refund of any pre-paid amount.

The retained portion of any rental deposit is intended to offset High Sierra costs for actual credit card charge & refund fees, employee time, potential lost opportunity costs, and other administrative costs associated with making and then cancelling a reservation. Some visitors to Ruidoso make multiple reservations prior to their visit to the area, and then they cancel all but one when they arrive. High Sierra's rental refund policy will now parallel widely-accepted procedures for the hospitality industry.

WIRELESS INTERNET ACCESS IS NOW AVAILABLE IN ALL HIGH SIERRA UNITS!!!

Owners who are technologically-oriented can appreciate that since 2005 we've progressed High Sierra from dial-up access only (limited to two computers for office use only) to high-speed access, and then to wireless access in the clubhouse for guests by 2008. In 2009, using the latest in "smart" but cost-effective technology, we've now made wireless Internet access available in the units! There's a nominal single charge for access in each unit; that single charge covers a one night stay, or up to a full week. Users will be issued a required access code ("password") at the front desk after paying for this service.

NO-COST ACCESS WILL STILL REMAIN AVAILABLE IN THE CLUBHOUSE for those guests who don't desire the convenience of in-unit wireless access. Additionally, there's a computer available in the clubhouse for common use at no-cost.

While in the clubhouse, check out the new large-screen flat-panel TV there...purchased with funds rebated back to High Sierra from wise use of our corporate credit card !

Stay FREE if you buy!

Rent a week or a weekend at High Sierra, and if you purchase a unit within 60 days of that rental, half the rental cost (minus tax, of course) will be applied toward the purchase price. *(Does not apply to holiday weeks or weekends.)*

2010 Proposed Budget

Cash on hand as of
7/31/09

| | |
|----------------------------|-------------------|
| MF-Business MMA Premier | 144,746.47 |
| Oper-Reg Business Checking | 5824.16 |
| ESCROW-Free Sml Bus Acct | 100.00 |
| | 150,670.63 |

| INCOME | 2010 Proposed Budget |
|------------------------|-----------------------------|
| Total maintenance fees | 380,500.00 |
| Maintenance penalties | 12,000.00 |
| Interest income | 2,200.00 |
| Other income | 48,999.00 |
| Unit sales | 24,900.00 |
| Document Fee | (450.00) |
| Owner Exchange Fees | 7,250.00 |
| Total Revenue | \$476,939.00 |

| EXPENSES | |
|------------------------------|------------|
| Accounting | 2,200.00 |
| Advertising | 2,000.00 |
| Auto Expense & Ins | 2,300.00 |
| Board Expense | 100.00 |
| Bank CC Fees | 6,750.00 |
| Cable TV | 9,800.00 |
| Mgr transportation allowance | 4,000.00 |
| Debt Exp | 27,100.00 |
| Dues & Subscriptions | 500.00 |
| Hospitality | 1,800.00 |
| Ins-Prop, Umbrella & Board | 27,000.00 |
| Ins-Workers Comp | 6,500.00 |
| Emp Benefits | 4,000.00 |
| Legal Svc | 3,000.00 |
| Misc Exp | 150.00 |
| Permits-License | 35.00 |
| Postage | 1,000.00 |
| Pool Expense | 1,200.00 |
| Printing | 300.00 |
| Property Tax | 28,000.00 |
| Rental-Equip | 500.00 |
| Repairs/Maint | 9,400.00 |
| Payroll | 209,004.00 |
| Contract Labor | 25,000.00 |
| Supplies-Hotel | 10,000.00 |
| Supplies-Office | 1,000.00 |
| Taxes-Other | 0.00 |
| Telephone | 3,600.00 |
| Utilities | 99,000.00 |

Total Expenses **476,939.00**

| RESERVE | |
|------------------------|------------|
| Reserve - Cash on hand | 40,913.06 |
| Reserve income | 100,500.00 |