



Member Area Staff Housing Survey 2020-21

Compiled By HR Committee Members, Sun Peaks Resort LLP, January 2021

Executive Summary/Key Takeaways

- Survey was created to enable some collective benchmarking data for member areas as it relates to staff accommodation provisioning
- 16 areas participated in the survey (19% participation rate*)
- While most areas (14) own their staff accommodation, 8 have partnerships with third party providers, and 7 rely on a combination of both
- Most owned accommodation (9 areas) have 100 pillows or less, with only 4 areas having 200-250 owned pillows maximum
- With peak season staffing reaching 500+ employees for 7 areas and 100-300 employees for another 7, staff housing is likely insufficient for most areas, with most areas prioritizing beds for full time seasonal staff
- While a mix of accommodation type is offered, the most prevalent (15 areas) are multi-bed accommodation units with shared kitchen and bath, the majority of which command a rent of between \$16-\$21 per person, per night
- WIFI and utilities are included in all rental rates
- 12 areas have staff accommodation located within walking distance of the village and staff areas, and where a shuttle service is provided within resort/to and from town, 13 areas cover this cost

Survey Methodology

- Survey was sent to all 83 ski area members of CWSAA
 - BC – 36
 - Yukon – 2
 - Alberta – 33
 - Saskatchewan – 6
 - Manitoba – 6
- 18 survey questions - mix of question type (multiple choice & free form text fields)
 - Staff housing building and unit types (owned and partnerships)
 - Rental rates and services included
 - Pillow availability vs. employee head count
 - Eligibility requirements
 - Resort shuttle services and costs
 - Security availability
 - Other services provided on property

Key Findings - Deeper Dive

(Note - Insights for areas shared is only representative of those who participated in survey and not member areas at large)

Accommodation provisioning & available pillows

- The majority of areas (14/88%) own their own staff accommodation, and within that group, 8/54% have 100 pillows or less. Only 4 areas offer 200-250 pillows
- 8/50% of areas have 3rd party accommodation provider partnerships, most of which (88%) provide 20 or more extra pillows. Of those, 4 areas (25%) have partnerships providing 50+ pillows
- 7 areas offer a combination of owned and partnered staff accommodation

Employee headcount

- In peak season, 7 areas (43%) have 500+ employees, and another 7 have between 100-300 employees

Expansion plans (next 12-24 months)

- Only 4 areas (25%) have plans to expand accommodation inventory/amenities (see slide 17)

Eligibility requirements

- The majority of areas (12/75%) offer accommodation to their full time seasonal staff ,and 5 of these areas also require residents to be 19 years of age

Room/Unit type

- 15 areas (92%) offer multi-bedroom units with shared kitchen and bath
- 9 areas (54%) offer 2 bed dorm style rooms
- 5 areas (31%) offer couples units
- 6 areas offer a combination of multi-bedroom units with shared kitchen & bath and 2-bed dorm style, and 4 areas offer these room types as well as couples rooms
- See slide 11 for other unit configurations/ property types

Rental rates

- Room rates overall range from \$10-\$24 per person, per night
- The majority of multi-bedroom units with shared kitchen and bath (most prevalent accommodation type) cost between \$16-\$21 per person, per night
- 57% of the dorm style 2 bedroom units cost \$16-\$18 per person, per night
- Couples units typically cost a premium with 60% priced at \$19-\$21 per person, per night

Services & amenities

- All rents include WIFI and utilities (small charge for hi-speed – 1 resort)
- At least half of areas provide the following services for staff: WIFI, laundromat, large common area (not necc. all 3)
- 6 areas have a gym/fitness facility
- 4 areas have a games room, vending machines
- See slide 16 more range of other amenities available on property

Accommodation location and transportation

- 12 areas (75%) have staff accommodation located within walking distance of village and staff areas
- Just under half of areas (7) have an in resort shuttle servicing staff accommodation
- Just over half of areas (9) have a shuttle service to transport staff from accommodation outside of resort to the resort
- 13 areas (83%) are covering the transportation costs (no cost to employee)

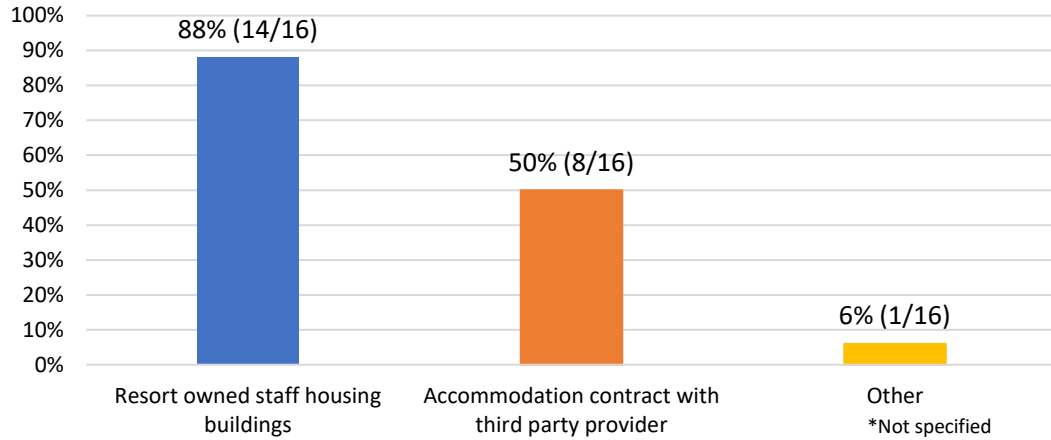
Security

- 11 areas (67%) have security on owned staff accommodation property, and on duty 24/7 for 8 of these areas

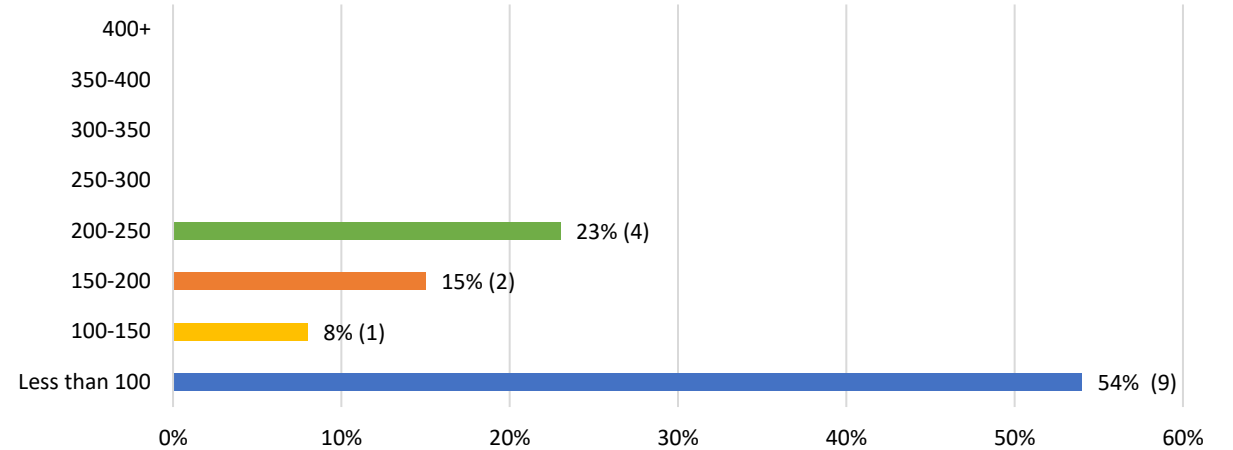
Data and Charts

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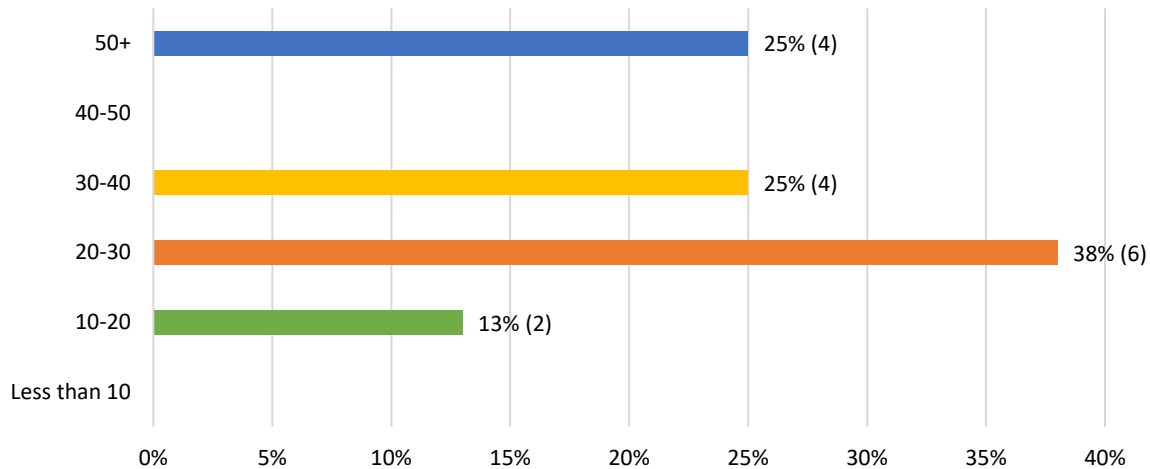
Q1. What type of staff housing does your resort have?
(Select all that apply)



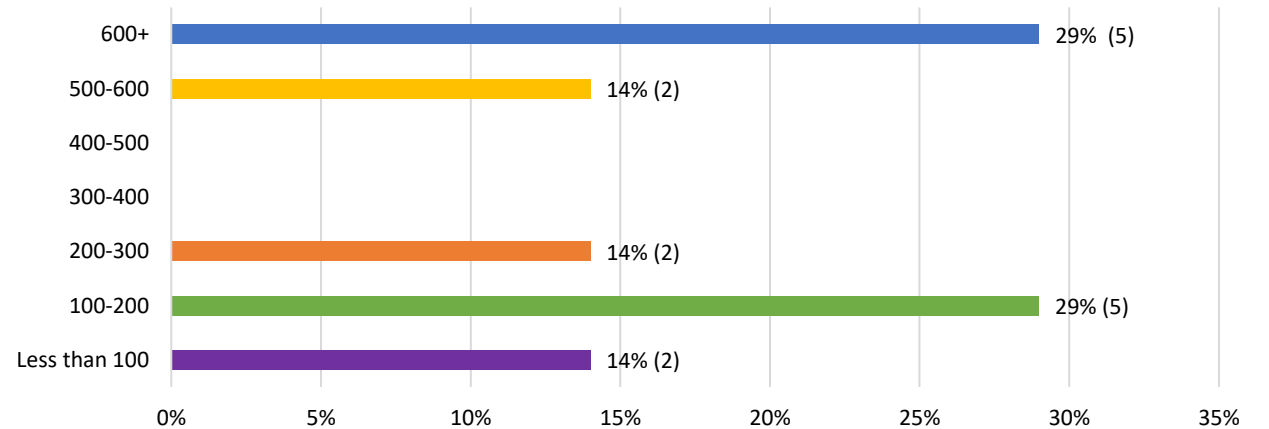
Q2. How many resort owned staff housing pillows does your resort have to offer?



Q3. If relevant, how many additional pillows does your third party accommodation provide? (8 resorts)

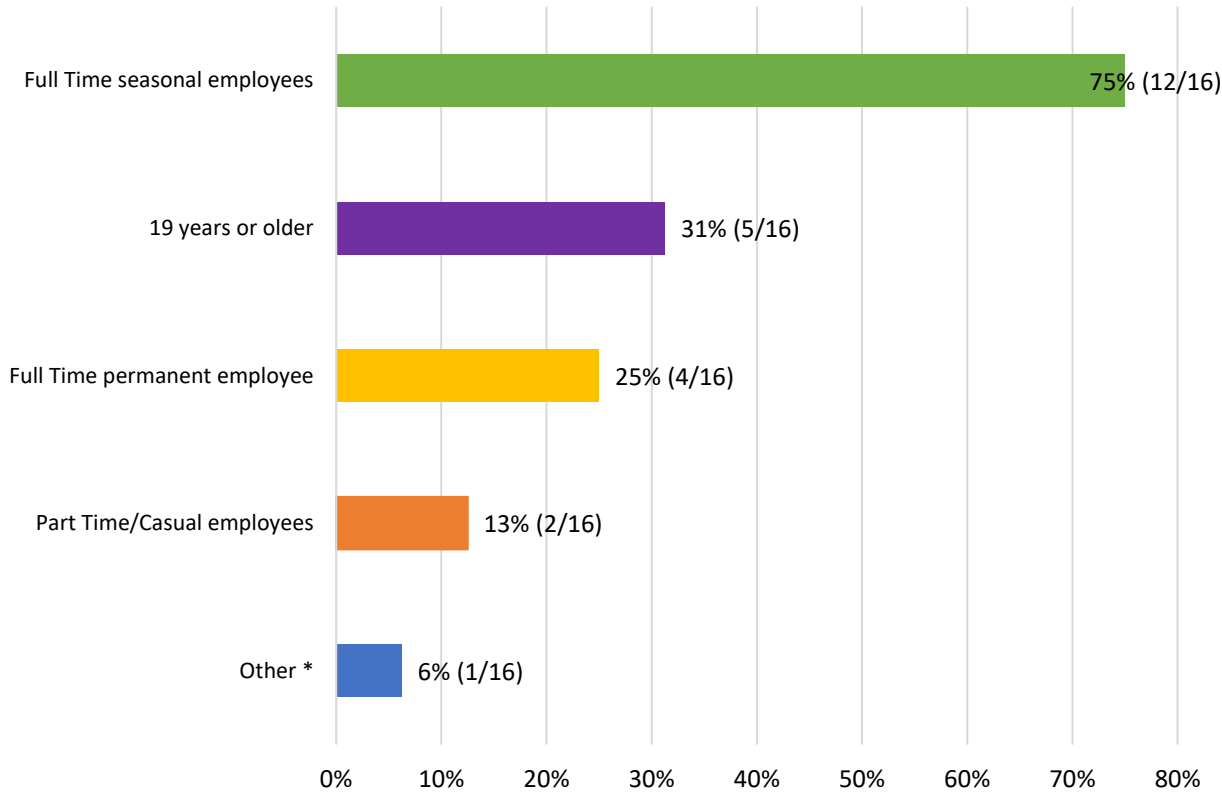


Q4. At peak season, how many seasonal employees does your resort have?

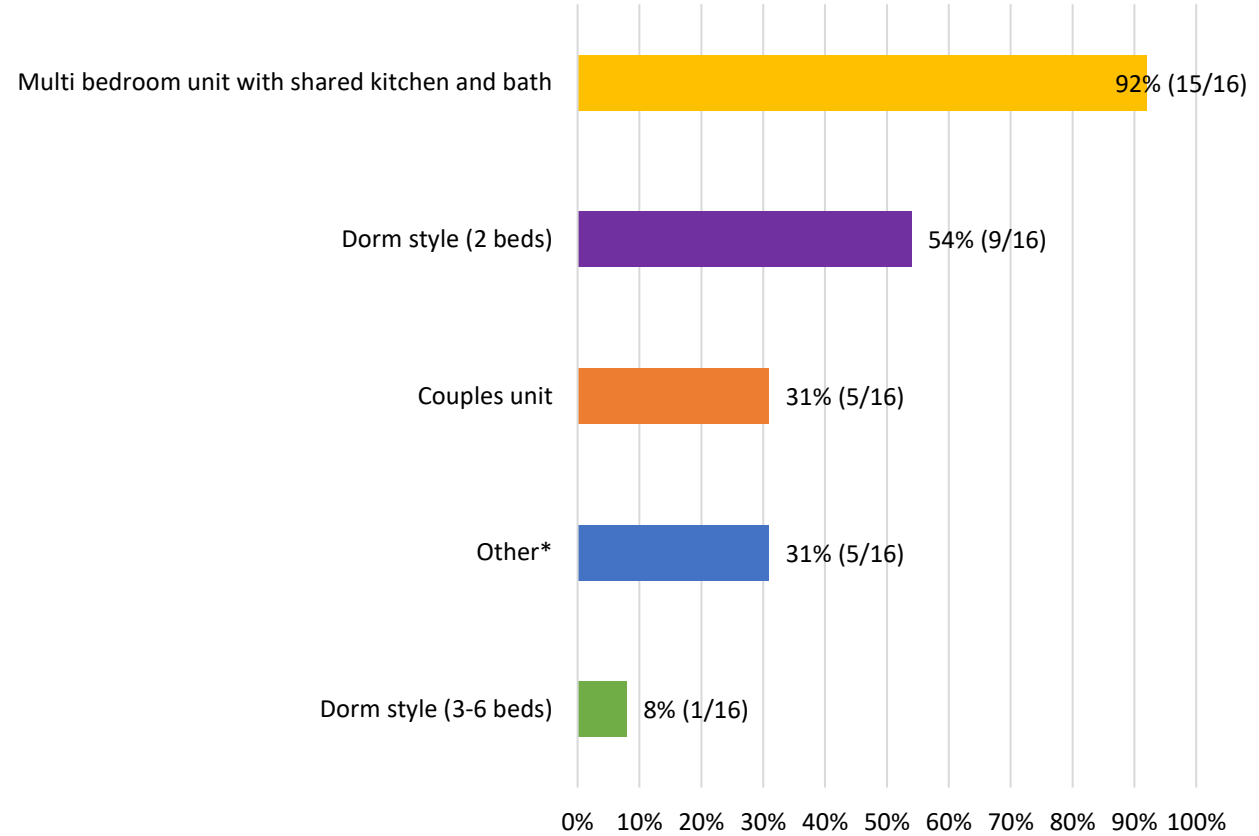


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Q5. What are the employee eligibility requirements to reside in staff housing? (Select all that apply)



Q6. What room types are available? (Select all that apply)

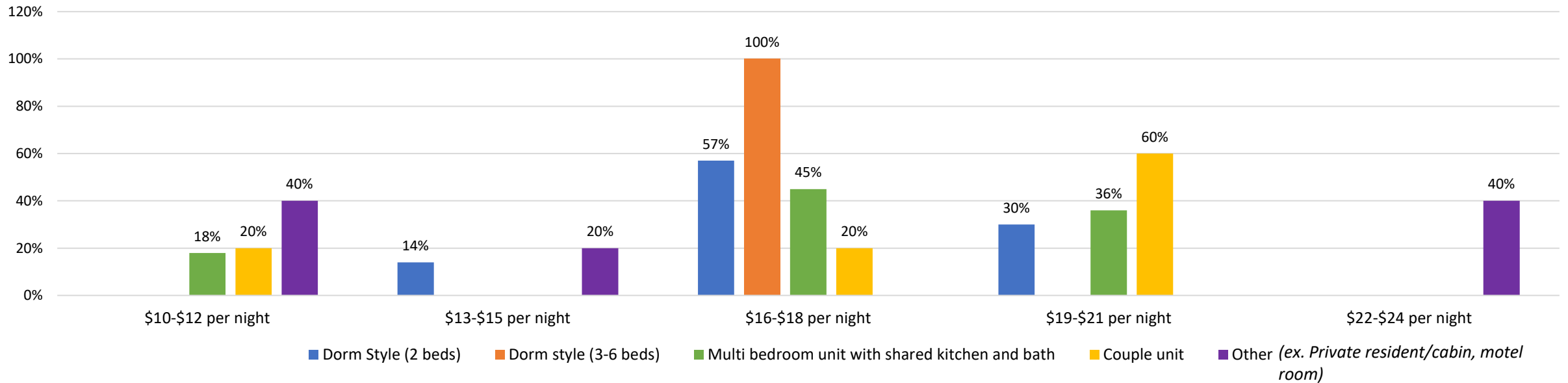


*Staff are only eligible to live in staff housing for one winter season

*4 areas answered "Other" with various different room types: Stand alone houses, motel rooms, private cabins, 1 bedroom apartments
 1 area stated "As a rule all staff have access to individual, single bedrooms unless requested to share"

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Q7. What are your staff housing rates per person? (per night)

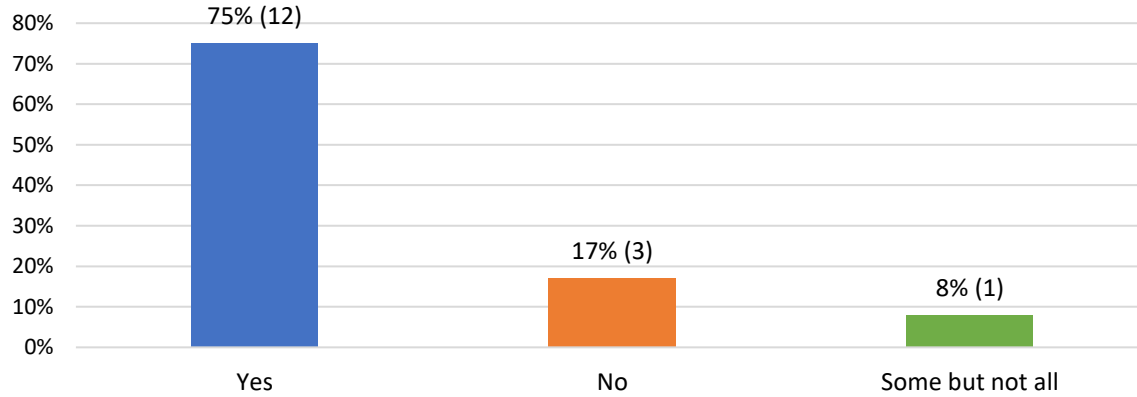


Q8. Please list all costs included in your accommodation rates (eg. WiFi, cable, utilities, water, etc.)

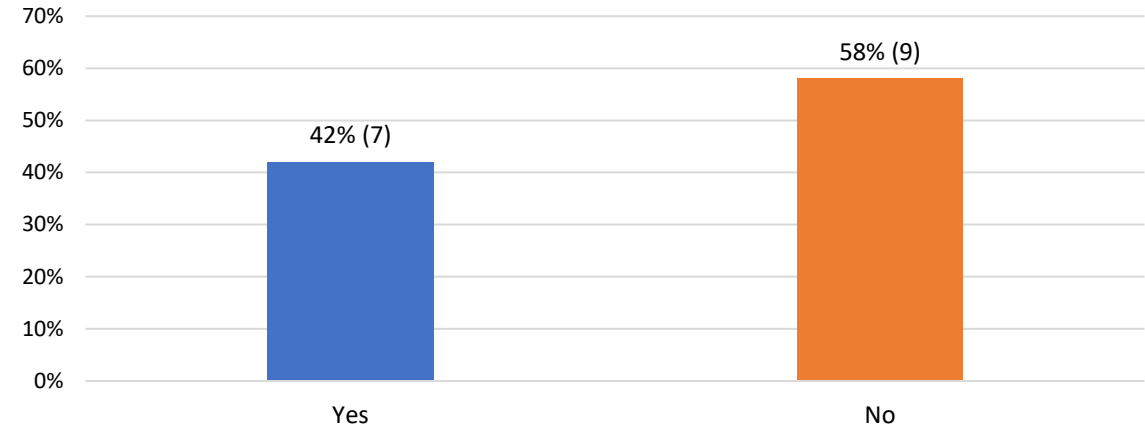
- Wi-Fi (16)
- Utilities (incl water) (16)
- Free Laundry (2)
- Cable (2)
- Gym (1)
- Wi-Fi is \$1.00 per day (1)
- Upgrade to high speed Wi-Fi available (1)
- Cleaning supplies (2)
- Linens (1)
- Satellite TV (1)

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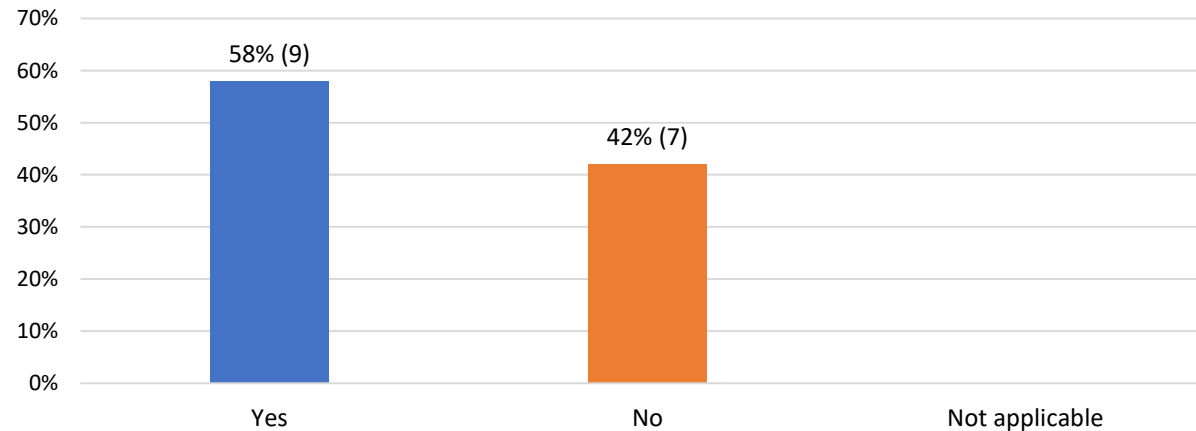
Q9. Is staff housing within walking distance to the village base and staff areas?



Q10. Does the resort have an in-resort shuttle service with a service stop at staff housing?

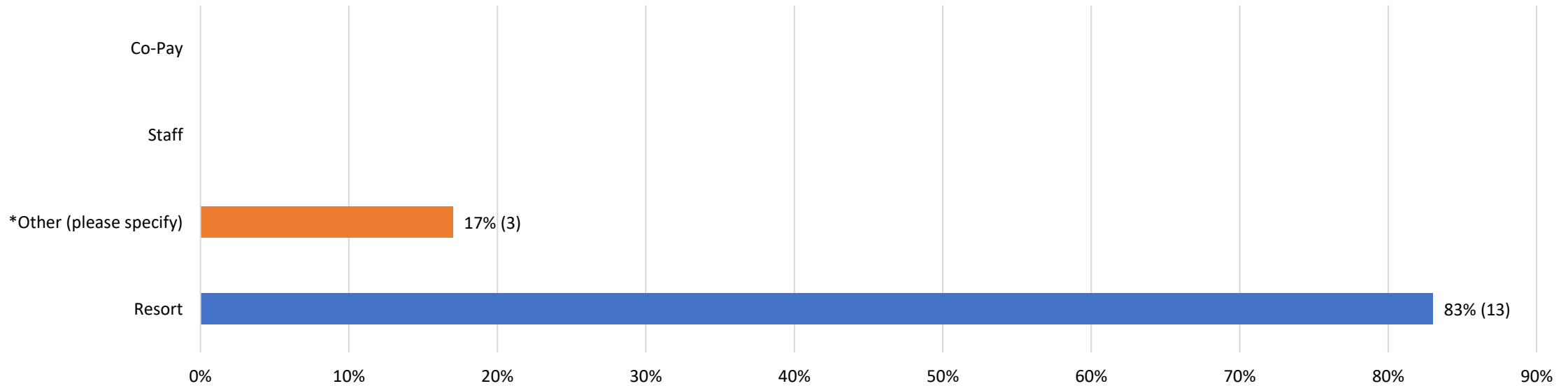


Q11. Do you provide a regular sheduled shuttle from staff accommodation located outside of the resort into the resort?



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Q12. For any resort operated transportation for staff, who is responsible for the cost?



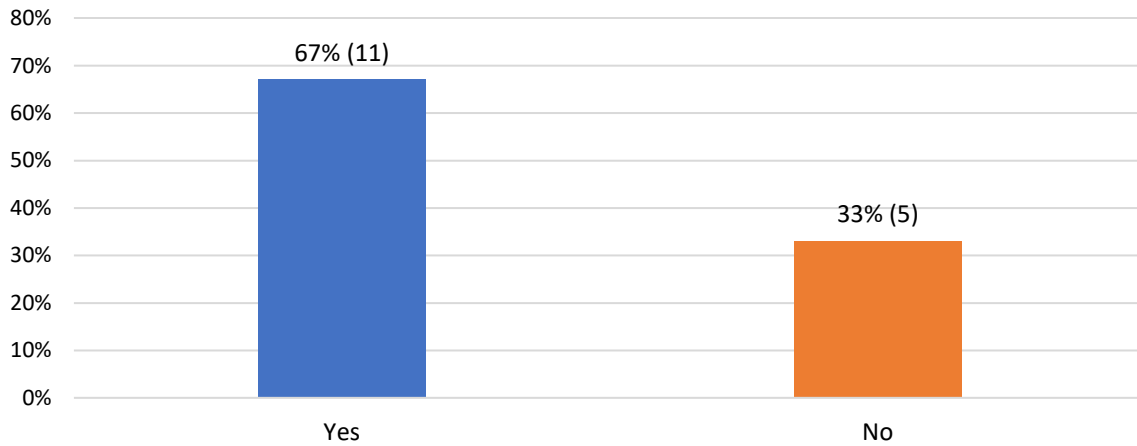
* Staff pay a shuttle fee

Q13. If there is a charge to staff for transportation, can you share some specific details using the text box below?

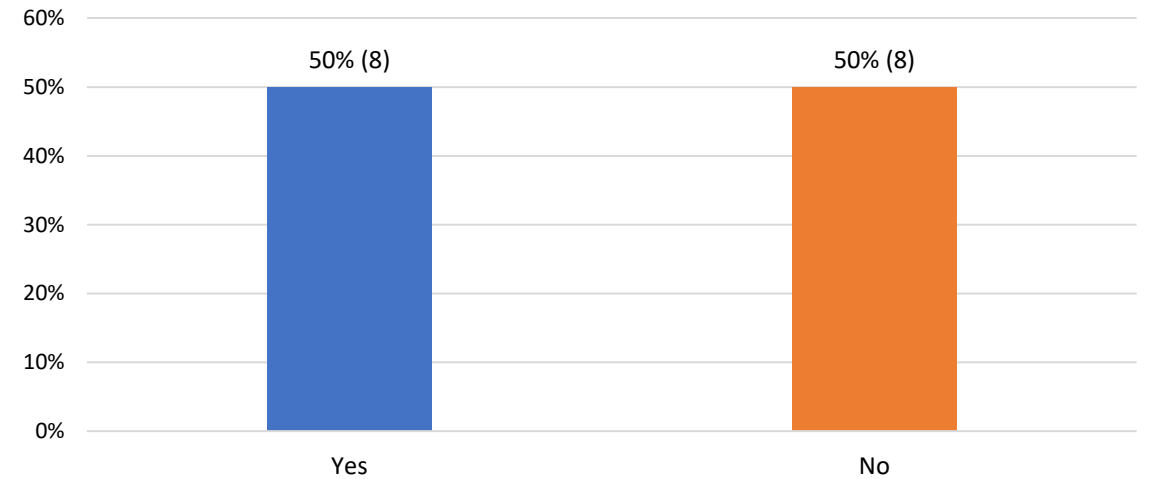
- The shuttle fee is \$250 for the season from our staff housing. For transportation from Calgary it is \$350 for the season
- The resort provides the vehicle and a staff driver, the employees are responsible for contributing gas money to the vehicle (\$5 per person per day)

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Q14. Do you have security on owned staff housing property?

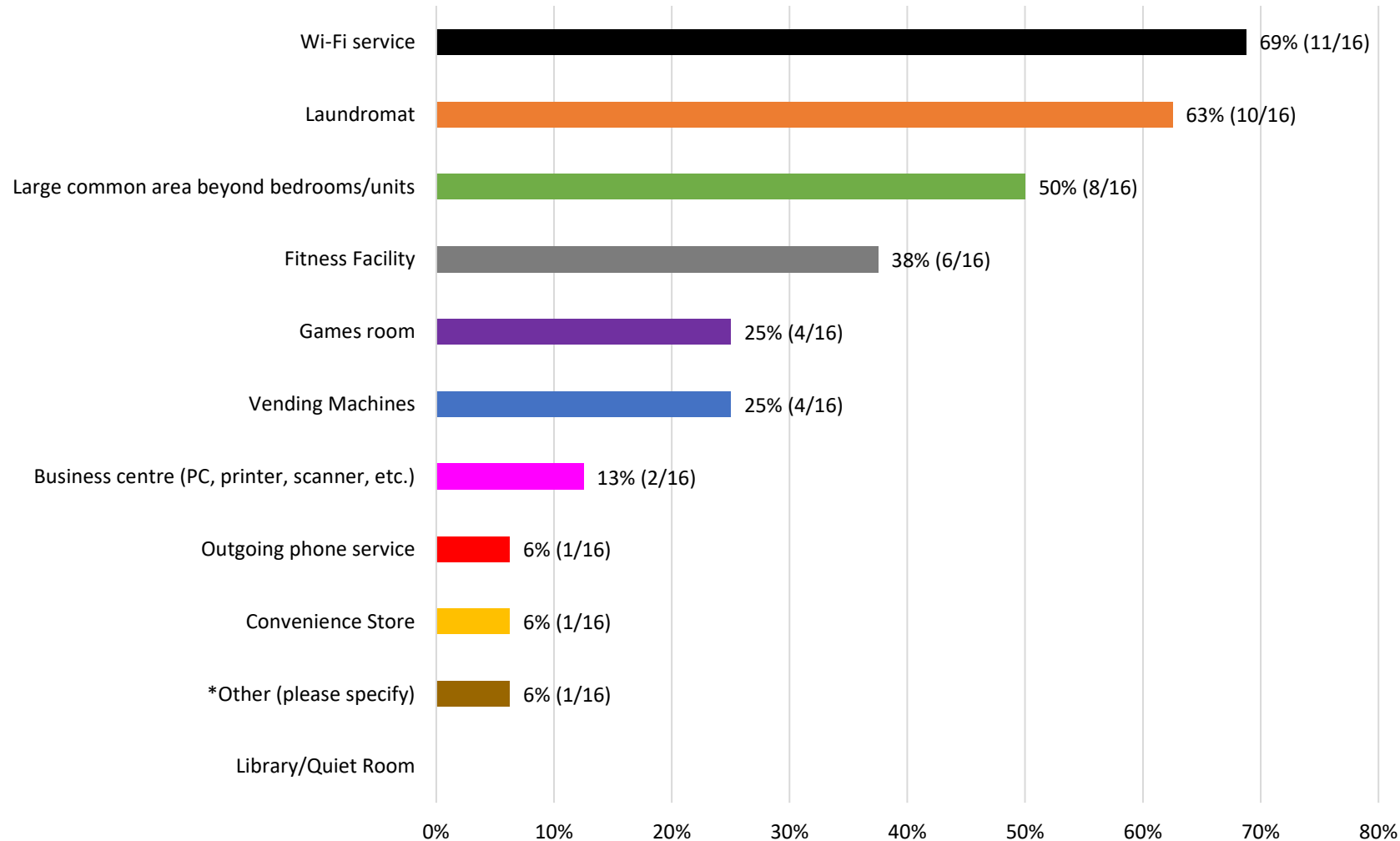


Q15. Is security available 24 hours a day 7 days per week?



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Q16. What other services do you provide on property? (Select all that apply)



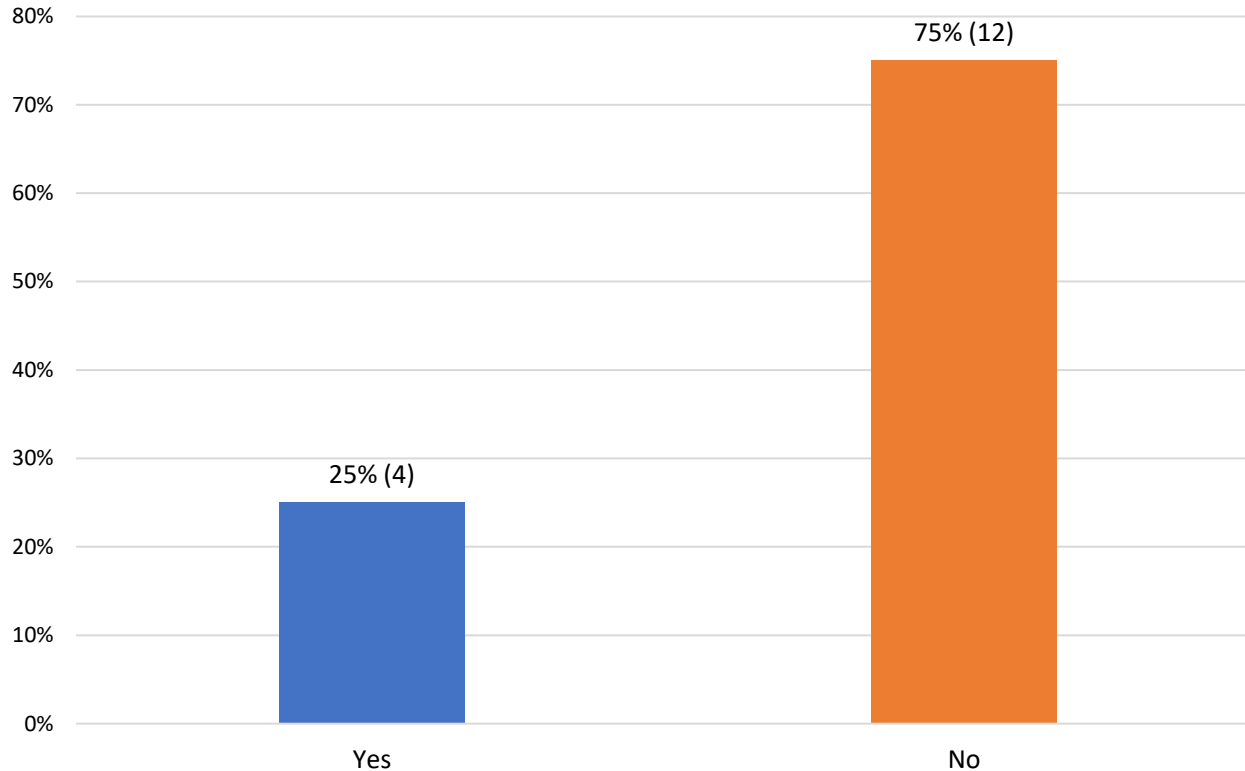
Additional comments Q16:

Employees have full access to the village amenities, including hot tub and pool facilities. Some of the listed are not specifically on staff housing property.

* Staff cafeteria and social space

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Q17. Do you have plans (next 12-24 months) to expand staff accommodation (either owned or third party agreements)?



Q18. Please explain any of your answers:

- Exploring partnership with third party regional district to provide affordable housing in our town
- We have supervisors who live within the staff accommodation building, who act as security and support for staff (similar to an RA in a university dorm)
- We have 55 beds available, first year staff have preference for access, units are 5-6 bedrooms with a shared kitchen and common room in each unit
- We are looking at expanding our accommodation to create a common area/games room for staff to gather