



Dear VRC Homeowner,

Happy New Year!

As you know we've recently upgraded software systems to enhance our processes and communications, and we truly believe that the new functionality will be a great improvement. This email is intended to provide you with a handy reference guide that outlines, in one easily accessible document, how to access and use all three systems.

HOA Statements – For All VRC Owners

Our new software for HOA statements is called **AppFolio** ([Vail Racquet Club Owners Association \(appfolio.com\)](http://VailRacquetClubOwnersAssociation.com)). To see the detailed ledger of your HOA unit account, go to Payments>View Full Account Ledger. *Please note that if you are in our Short-Term Rental program, rental revenue and/or rental specific expenses will NOT be in your AppFolio account, they are now separate – please see details in the “Rental Statements” section below.

Club Activity and Statements – For All VRC Owners

Our new software for your owner Club membership is called **Club Automation** ([Vail Racquet Club \(clubautomation.com\)](http://VailRacquetClub.com)) – please do not try to login until you have received an email (soon!) from Club Manager Craig Holst with instructions for activating your portal. The portal will allow you to view your profile, sign up for activities and classes, reserve courts, etc. The annual Owner Appreciation Booklet is now automated through this system, and for 2024 your benefits include 10 annual complimentary guest passes plus an automatic 10% off *all* Mountain Shoppe purchases. To use your complimentary guest passes, it is a simple process of either letting us know upon check-in to the Club (if you are accompanying the guest) or emailing Staff@VRCMR.com before your unaccompanied guest arrives.

Rental Statements – Only For Owners in the VRC Short-Term Rental Program

Our new software for Short-Term Rental Program is called **Resort Data Processing (RDP)**. If you participate in the Short-Term Rental program, you have received information on how to login to the online owner reservation portal <https://secure.irm1.net/owner/#/login?resort=95>. In the owner portal you will see your owner rental statements in the ‘Documents’ section of the portal, beginning with the December 2023 statement. You will continue to receive rental revenue payments from the VRC in the same way as you always have, you do not need to sign up for or change anything to continue to receive payments.

Thank you for your patience with us as these changes have been implemented. Please do not hesitate to reach out to me (970-476-4233 or kim@VRCMR.com); Keith Chamberlain, Director of Finance (970-477-3046 or keith@VRCMR.com); or Craig Holst, Club Manager (970-477-3070 or craig@VRCMR.com) if you need any assistance navigating these new systems.

Best wishes for a very happy and healthy 2024,

A handwritten signature in black ink that reads "Kim Rediker".

Kim Rediker
General Manager
Kim@VRCMR.com
970-476-2433 (direct)