



## Stratton Mountain Resort Housing Guide 2010-2011

*Please do not discard this guide. It is a valuable reference for your stay at Stratton.*

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*Hello, and welcome to Stratton!* We are excited that you chose to work for us, and we know that you will have an exciting and rewarding season at our wonderful resort. Be prepared to make many new friends from around the globe – friendships that are sure to last a lifetime!

This guide has been designed to supply you with valuable and important information about Stratton employee housing, and to answer just about any question you may have. It will acquaint you with our services, house rules and community. If you choose to find housing on your own you may do so. Below are a few sources that may be helpful as you look for housing. Stratton housing is only available on a seasonal basis, and not open to year-round staff. If you would like to live in Stratton employee housing you will be required to sign a housing agreement for the duration of your employment at Stratton. If for any reason you leave employee housing before the end of your housing agreement expires you will be required to pay the full amount per the terms of the agreement.

**FINDING HOUSING ON YOUR OWN:** You are free (and encouraged) to find your own seasonal housing in the local area, and the following contacts could help you in your search. Winter seasonal housing in Vermont is extremely expensive, so several people sharing one house is a must!

Craigslist – [www.craigslist.com](http://www.craigslist.com) search Stratton, Londonderry, South Londonderry, Jamaica, Manchester VT

Manchester Journal – [www.manchesterjournal.com](http://www.manchesterjournal.com)

Vermont News Guide – [newsguid@sover.net](mailto:newsguid@sover.net)

Bondville Real Estate – [www.bondvillerealestate.com](http://www.bondvillerealestate.com)

Stratton Rentals – 1-802-297-3078

Vermont Condo Rentals – 1-802-362-0747



**STRATTON EMPLOYEE HOUSING:** Stratton Employee Housing is located approximately 20 minutes from Stratton on the Magic Mountain Access Road, and we provide shuttle service to and from work. The shuttle follows a strict schedule, with two morning departures and one evening return trip. You will be responsible for following this schedule. Housing is assigned to the department where you are working. If you resign from the position within that department your continued housing is not guaranteed **and if you no longer work at Stratton Mountain Resort you will have 7 days to leave.** Housing is dormitory-style with access to a

common kitchen, common TV room, common phone, computer, cleaning supplies and laundry room. Please note that “not all housing is created equal”, but we make every effort to provide equitable services and facilities.

The Housing Manager and Resident Assistants (RAs) are on site. RAs are here for your safety, to enforce the housing rules, and to deal with any issues that you may have at any time. The RAs are also authorized to take appropriate action to enforce the standards for housing and Stratton as well as to protect the welfare of all residents.

All residents are responsible for general day-to-day cleaning of their rooms and common areas. We will furnish general cleaning supplies (sponges, buckets, all-purpose cleansers). You may want to bring your own supplies. Remember to be considerate of your fellow residents by helping keep your house clean. Vacuum cleaners are available for use and may be signed-out through a housing staff member. There will be a fee charged if you damage or destroy a vacuum cleaner.

*All rooms are assigned by the Housing Manager prior to arrival. If you wish to room with a specific person or persons, let the Housing Manager know long before arrival. Although we will try to accommodate your request, there is no guarantee that you will be assigned the room/roommates you requested.*

**RENT:** Rent will cost **\$100.00** per week and rooms will be shared with 2-4 other employees. *It is your responsibility to confirm the correct deductions are made to your check. Or pay any additional amounts owed.* If no housing loan repayment is deducted from your paycheck, or the amount is incorrect, it is your responsibility to let the Housing Manager know immediately to avoid a larger charge later. Please note that pay checks are issued bi-weekly. As many jobs are weather-dependant, please come prepared with your own funds, if necessary, to pay rent on schedule.

**SECURITY DEPOSIT:** *You are responsible for a \$300.00 room deposit.* This deposit must be paid **IN FULL** before occupying the room. **NO EXCEPTIONS.** (cash, check, credit card periods. The security deposit (\$300.00) will be fully refunded, by check, at the end of your stay if your room and/or house are left thoroughly clean (as when you arrived) and undamaged, all keys and linens are returned, and you owe no outstanding rent. Details regarding our cleanliness expectations will follow. *During your stay, it is very important that you inform the Housing Manager immediately of any damages to your unit caused by you, a guest, or another resident.* This will help us to ensure that only the responsible person(s) are charged for the vandalism/damage, and not you.

**BANKS:** Direct deposit of your paycheck into a local bank can be arranged through Human Resources, and for your convenience is strongly encouraged. There are also, ATM machines located at Stratton Resort, with an additional \$3.00 withdrawal fees. Citizens Bank is located very close to Stratton at the base of the access road (4 miles). You must have an account at a bank to cash checks. A Social Security Card and another form of identification (passport) will be needed to open a bank account.

**FOOD:** We also have a discounted employee cafeteria that is open for breakfast and lunch seven days a week, Also most units and/or houses are equipped with cooking appliances and refrigerators. Stratton gives a 20-50% discount to employees at certain locations during certain times. There will be weekly shopping trips leaving from Dostals. Please ask the Housing Manager, an HR representative, or an RA for the schedule. These shopping trips cost \$5.00 per employee, and you must sign up in advance to get a seat on the bus.

**INTERNET ACCESS:** There is an employee Internet Center located in the Employee cafeteria area. It is open daily during the cafeteria hours. We ask that you behave professionally and courteously at all times while using, and waiting to use the computers. There are also two computers located in employee housing, and WI-FI if you are using a lap top.



**SHOPPING:** Be prepared, because Stratton can seem very remote! The nearest town with a full-size grocery store and a decent selection of retail outlets is Manchester, Vermont. Manchester is approximately 15 miles from the mountain. Stratton Village (at the mountain) also has a small, gourmet grocery store and several retail outlets in which you have a discount. A shopping shuttle from your housing to area shopping centers will be arranged at least one night per week through the Stratton Transportation Department.

**TRANSPORTATION OPTIONS:** Taxi service to Manchester runs about \$25 each way. There are also rental cars available from the surrounding towns. Some seasonal staff pools their money and purchase an inexpensive car for the season. Obviously, the more people you can get to go along, the cheaper the ride becomes! Most locals have their own transportation, so ask your manager or a co-worker for help getting around.

**Boston (Logan) and New York City Airport Transport:** Stratton does not provide transportation from the airport or bus stations to the mountain, so it will be your responsibility to get here. Listed below are useful transportation options.

**You can arrange to take the Greyhound bus from the airport to Brattleboro, VT. Stratton will be offering pickup services from Brattleboro to Stratton on Mondays, Wednesdays, and Thursdays at 7 p.m. Please expect to pay \$10.00 for the ride. You can contact Human Resources with your travel details so we can plan your arrival. (802)297-4106 or darchibald@intrawest.com . See below for details.**

Greyhound Bus Service – [www.greyhound.com](http://www.greyhound.com)

Take the Greyhound Bus from New York to Brattleboro, VT

Departs: New York City at 1:30pm

Arrives: Brattleboro at 6:55pm

Cost: It is approximately \$50.00 for bus ticket

If you need a place to stay in New York, you can contact the YMCA and they will arrange for you to spend the night in a safe hostel. They will help you get to the bus the next day. You need to contact the YMCA direct – they will only talk to the student travelling.

Dianne Carty

Program Coordinator, International Exchange Services: [dcarty@ymcanyc.org](mailto:dcarty@ymcanyc.org)

Direct Phone: 212-875-4310

You can contact them before you travel, to arrange accommodation for the night. Our concern is that you stay in a safe place for the night before travelling to Stratton.

The Greyhound bus will bring you to Brattleboro, Vermont. Stratton Mountain Resort will send a driver to collect you in a Stratton Vehicle. The cost is \$10.00 per person. This must be paid to the driver at Brattleboro, VT when you get on the Stratton Bus. Make sure you bring some money to buy food. We will take you to get food on the way to Stratton, if requested. **If you have any questions about travelling to Vermont or working at Stratton, you can contact Human Resources. (802)297-4106**

## Other Options Include:

Adventures Northeast Bus Service (drops off at Stratton Resort) this is the only direct service from NYC to Stratton Resort.

1-718-601-4707, [www.adventurenortheast.com](http://www.adventurenortheast.com)

Summit Ski Shuttle (drops off at Stratton Resort)

1-888-674-8885, [www.summitskishuttle.com](http://www.summitskishuttle.com)

Manchester all hour Airport Taxi – (802)362-0062

### Local Taxi Service

- Manchester Taxi – (802)362-4118

- Manchester all hour Airport and Taxi Service– (802)362-0062

- Minivan Taxi Service – (802)362-7039

### Car Rentals

-Target Rent a Car (Bennington) – (802)-442-5308

-Hand Chevrolet (Manchester) – (802)-362-1754



**CHECKING-IN:** Please be in contact with us about your travel arrangements. Your arrival date in particular is important, so we can be sure your room is ready. If you will need transportation from Brattleboro, please make your flight arrangements with this in mind..

Housing staff are available to help you with your transition and to introduce you to your roommate(s). They will also let you know about the services available to you as a resident and go through the specifics of the Housing Rules. If an RA or staff member is not available when you check-in, please make their office or unit one of the first places that you visit.

If you are the first to arrive, and there is a spare bed(s) in the unit, you should always anticipate the arrival of someone new. DO NOT use the clean linens that are available for the other arriving residents or you will be charged for missing pieces and/or laundering. Please make sure that the shared space, especially the bathroom, is always clean and tidy. Put yourself in the other person's shoes – you'd like to arrive to a clean place. Also, you are not allowed to bring in or remove furniture from the unit.

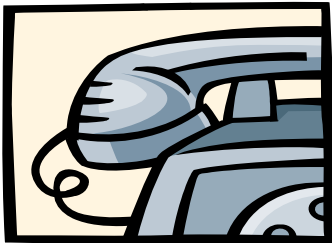
**Unit Assessment Checklist:** When you check in and get settled, your very first step will be to fill out the Unit Assessment Checklist (attached to your Housing Agreement) and return it to an RA or the housing manager immediately.

**MAIL DELIVERY AND HOUSE ADDRESSES:**

You can send and receive mail through the Human Resources Department. The address is  
**Stratton Mountain Resort  
c/o Human Resources  
5 Village Lodge Road  
Stratton, VT 05155**

\*You will not be permitted to collect mail directly from Human Resources. Mail and packages will be issued from the RA office at your Housing location. Thank you for your cooperation.

**TELEPHONES:** Our housing facilities only have one common phone per building. Only local service is toll free. You will need a phone card to make long-distance calls. Cards can be purchased at local drug and department stores. Also we realize that many people now carry cell phones. There are many people using a single common phone; therefore, please be considerate of your fellow residents.



**IMPORTANT HOUSING PHONE NUMBERS**

Housing Manager 297-4105  
Human Resources Office 297-4106

**MEDICAL INSURANCE:** It is extremely important that you have adequate medical insurance before you come to work at Stratton. People without adequate medical insurance have been billed for thousands of dollars worth of care.

**MEDICAL AND EMERGENCY PHONE NUMBERS**

**Emergency - 911**  
Winhall Police – 297-2121  
Stratton Security – 297-6149  
Stratton’s Otis Clinic – 297-2300  
Stratton First Aid – 297-4086

Community Services  
Poison Control – 802-658-3456  
Mountain Valley Medical (Londonderry) – 802-824-6901  
Bennington Hospital (closest full service hospital) – 802-442-6361  
Grace Cottage Hospital (Townshend) – 802-365-7357

## **THE SERIOUS STUFF!**

*Employee Housing Rules are necessary for the comfort and safety of all residents, and we are very serious about enforcement. Rule compliance is mandatory if you choose to reside in Stratton housing, and warnings and evictions will occur for rule violators.*

*Again, if you choose to live in Stratton's housing, you agree to abide by the following rules:*

### **Employee Housing Rules**

- ABSOLUTELY NO SMOKING Inside the building and rooms.
- NO ILLEGAL SUBSTANCES ANY WHERE INCLUDING:
  - Carried by you
  - In your room or possession
  - In the building
  - Anywhere
- NO UNDERAGE DRINKING - DRINKING AGE IS 21YR OLD.
- NO SLEEPING IN THE COMMON AREAS AT ANY TIME.
- NO OVERNIGHT GUESTS
- NO PETS ALLOWED
- QUIET HOURS are between 11pm and 8am
- RESIDENTS MUST CLEAN UP AFTER THEMSELVES
- VIOLENCE, THREATENING BEHAVIOR, HARRASSMENT, ILLEGAL ACTIVITY, AND DESTRUCTION OF PROPERTY OR VANDALISAM WILL NOT BE TOLERATED
- NO FLAMMABLE SUBSTANCES ARE ALLOWED IN THE No cooking on outside decks
- DOORS CANNOT BE LEFT OPEN
- NO FOOD SHALL BE LEFT COOKING UNATTENDED
- ALL HALLS AND COMMON AREAS SHOULD BE FREE OF TRASH AND PERSONAL ITEMS
- NO CANDLES, INCENSE, HOLIDAY LIGHTS OR OTHER FIRE DANGERS
- MULTIPLE APPLIANCES AND/OR EQUIPMENT MUST HAVE GROUNDED POWER STRIPS.
- PLEASE IDENTIFY THE TWO CLOSEST BUILDING EXITS FROM YOUR ROOM.

*Rule compliance is required for the comfort and safety of all residents. Rule violations will result in eviction from Stratton Employee Housing.*

## **RULE VIOLATIONS AND EVICTIONS**

We conduct detailed investigations of every complaint and rule violation that we receive. If fault is found with any residents, our staff is authorized to issue verbal and/or written warnings to the resident. ***A third violation (following a verbal and a written) will result in termination of the Housing Agreement and eviction.*** If an incident is severe in nature, the housing manager or department manager may terminate the Housing Agreement immediately. Severe incidents may also result in the loss of your job.

Copies of the housing violations will be distributed to the residents' department manager and recorded in both their personnel file and their housing file.

**The following may result in immediate termination of the Housing Agreement and eviction:**

- 1) Any illegal activity, or being an accessory to any illegal activity, including but not limited to:
  - Possessing illegal drugs or drug paraphernalia on housing property
  - Vandalism/destruction of housing property
  - Violence, threats of violence or acts of intimidation
  - Tampering with fire safety/emergency equipment
  - Theft of property or services
- 2) Termination of your employment with Stratton

**RULE DETAILS**

**No Smoking:** For the comfort, safety and health of all residents, our accommodations are strictly non-smoking. Therefore, NO SMOKING is permitted in the rooms, common areas or the buildings at any time. Butt cans are provided outside every building.

**No Illegal Drugs:** Illegal drugs and substances are not permitted in employee housing. Consumption of these substances in our houses or on our property will result in termination of your agreement, and possible criminal prosecution.

**Alcoholic Beverages:** You may drink alcohol in the privacy of your own room or in the area pubs. We do not allow alcoholic beverages in the housing common areas. The legal drinking age in the Vermont is 21; we do not tolerate underage drinking.

**No Parties: Unauthorized Parties** are prohibited in employee housing. *A “party” is any type of gathering where there is noise that can be heard from the neighboring units, houses and buildings, or from 30 feet away.* The same goes for gatherings in the common areas of the houses or gatherings anywhere else on the housing grounds.

**No Pets:** Even visiting pets are not allowed in employee housing.

**Quiet Hours:** *No individual or group shall make noise at any time that interferes with another person's right to sleep.* All common areas must remain quiet between 11pm and 8am. Remember that residents staying in housing do not necessarily work the same hours as you. We are especially strict with zero noise tolerance after 11 PM.

**Residents must clean up after themselves:** AT ALL TIMES! Insect and rodent infestation may result in unsanitary conditions. Please take your trash and recycling out regularly and dispose of it in the proper locations.

**No Overnight Guests:** For the comfort and safety of all residents in Stratton housing, no overnight guests are allowed at any time. If you reside in a house where squatters and/or visitors are residing and you do not make the housing manager aware of this, you may receive a warning. If you have overnight visitors, Stratton may offer a special hotel room rate, depending on availability. For more information and room rates, call the Reservations Office at 297-2724.

**Violence, Threats, Harassment, Theft, Vandalism, Destruction of Property:** WILL NOT BE TOLERATED! Theft and destruction of property is against the law and may result in criminal prosecution.

Also, staying in employee housing means being part of a diverse community. Respect for others of a different culture, country, religion, age, gender or sexual orientation is mandatory. Harassment or violence towards any person or group will absolutely not be tolerated. Disrespect and disregard for the RAs and other housing staff will not be tolerated. If you have visitors, you are responsible for their behavior, and you may be liable for their actions.

**Damage to your Unit/House:** If someone causes damage or destruction in housing, all residents sharing the unit or house will be charged for the damage unless we can determine the responsible party(ies). If you see or know of anyone who is stealing and/or causing damage, please report it to your Housing Manager immediately. *It is very important that we are informed immediately of any damages caused by you, a visitor, or another resident.* This will ensure that only the responsible person(s) are charged for the vandalism/damage. *You can be assured that in most situations you will remain anonymous if you come forward.*

## **SAFETY AND SECURITY**

**Fire Safety:** Fire safety is of the utmost importance. No flammable substances, candles, incense, holiday lights, or unsafe appliances and equipment are allowed in the houses and units. No cooking food shall be left unattended, and there is no cooking on outside decks. PLEASE IDENTIFY the two closest building exits from your room.

**Tampering with Fire Equipment:** Including smoke alarms, emergency lights, extinguishers and hoses will result in immediate termination of the Housing Agreement and may also result in criminal prosecution.

## **Personal Safety and Security**

It is important that you:

1. Always lock the door when you are not in the unit. DO NOT give keys or cards to non-residents.
2. Carry insurance coverage on your personal belongings, as Stratton does not assume responsibility for items, which are lost, stolen or damaged.
3. Report any suspicious or unfamiliar persons you may encounter in housing.
4. Report any safety or other concerns immediately.
5. In case of emergency, call 911 immediately.

## **ROOM INSPECTIONS and/or REPAIRS**

To ensure the safety and security of all residents, Stratton reserves the right to inspect housing units if necessary. The Housing Manager or staff member will inspect for rule compliance and fire safety. The inspections will occur during normal daylight hours whether residents are present or not. If it appears that a particular resident/unit is not in compliance with a particular rule(s), warnings may be issued.

Stratton also has the right to access your unit at reasonable times to make repairs, or to accompany maintenance personnel.

## **OTHER IMPORTANT STUFF**

**Kitchens and Common Areas:** Remember that you must always clean up after yourself or your group. This means disposing of your trash, washing your dishes, and cleaning the table, counters and appliances. Failure to keep common areas clean could result in loss of privileges for all residents. Also, please remember that for everyone's comfort, there is no sleeping in common rooms. ***RESIDENTS MAY NOT STORE/LEAVE PERSONAL PROPERTY IN HALLS OR COMMON AREAS.*** *You must keep all personal property in your room.* There is no extra storage available for personal items.

**Laundry:** Coin operated laundry machines are located in Housing. We ask that you be respectful of the appliances and your fellow housemates in regards to using the laundry facilities. Please DO NOT use anything but laundry detergent in the washers.

**Keys and Cards:** If you lock yourself out of your unit, an RA can assist during reasonable hours. If you lose your keys or access card, a replacement will cost \$5.00.

**Maintenance Requests:** If something in your unit or building needs to be repaired, please write it down on the Maintenance Request board at the entrance area of all buildings. You can also contact a housing staff member and they will forward your request on. Please make sure that you leave your *NAME, DATE, ROOM NUMBER, AND DESCRIPTION OF WHAT NEEDS TO BE DONE*.

Housing staff will normally respond to requests within 24 hours. Depending on the nature of the repair and availability of resources, it may take longer. In case of an emergency request (ie. door lock not working), please contact your RA and the issue will be dealt with immediately.

**Toilets:** *DO NOT* put anything but toilet paper down the toilets. *DO NOT FLUSH* paper towels, napkins, feminine hygiene products, etc. This could result in hundreds of dollars worth of water damage when the toilet overflows, and you may be responsible.

**Conservation:** Please help conserve water and electricity! Turn off your lights and TV when you leave a room. Wash only full laundry loads, and stagger your showers so that everyone has hot water. Pay attention to signs that direct you to Recycling bins. Ask an RA, manager, or an HR representative if you have any questions about what materials can be recycled.

**House Meetings:** We have mandatory introductory and mid-season house meetings, so please plan on attending and participating.

### **CHECKING-OUT & GETTING YOUR DEPOSIT BACK**

Basically, your unit/house should be left exactly as when you arrived. Fees will be deducted from your deposit for any missing items, additional cleaning costs and/or damage. Any personal items and trash left behind will be removed and disposed of at your cost. If you still owe any rent/loan money, it will also be deducted from your deposit.

You will receive any deposit moneys by check **ONLY** if all of the following are completed before you leave:

1. You contact a housing staff member with your exit date at least one week in advance.
2. All furniture and appliances are present and undamaged.
3. All unit rooms are thoroughly cleaned. (floors vacuumed and/or mopped, furniture dusted, refrigerator empty and cleaned, sinks, toilets and showers cleaned, all trash and personal items removed)
4. All bedding is thoroughly laundered and folded on your bed as when you arrived.
5. A final walk-through has been completed with a housing staff member, and all keys returned.

***\*Stratton reserves the right to alter, amend, delete or add to any of the statements contained in this Housing Guide, or any of the policies or rules contained in this Housing Guide, at any time, with or without notice. Neither completion of housing agreements or forms, nor receipt of this guide implies a contractual agreement of employment between any individual and Stratton Mountain Resort.***

**Questions about anything you read in this guide?  
Contact the Housing Department  
802-297-4106**

