



Questions & Answers from the IOA Homeowner Meeting - May 17, 2024

The questions below are answered in the order in which they were received during the meeting. We have removed comments without associated questions and have removed identifying information in order to protect the privacy of participants.

- 1. Will this be recorded? My husband is at work today.**
 - a. Yes, the recorded meeting link is on the website Innsbrook-resort.com under Property Owners then “News and Notices” page.
- 2. In the budget portion of expenses, you listed “capital fund.” Just curious, what does that consist of?**
 - a. The Capital fund pays for large dollar purchases that are funded via *debt financing*. The budget PDF on the Assessment page on the website mentions the Capital Fund along with the Principal payments. The fund was established in the 2014/15 fiscal year. It has been used for large projects including the Charrette Creek Commons complex, the pickleball courts, bridges, buildings, and the new pool in Tyrol.
- 3. Do you have a timeline on when the bridge at the top of Lake Lucern will be replaced?**
 - a. The Lucern bridge is in pre-engineering design stages with a local engineering group. We are working on details, permits and budgeting. Construction should start by year’s end.
- 4. Will you be repairing the ropes for swimming areas at Corlina and other beaches? They were cracked/broken/sagging last summer.**
 - a. Yes, IOA has added new ropes, boards, safety signage and safety equipment to the 13 lakes with beaches.
- 5. Is dredging removing silt/sediment, or just moving it from one spot to another?**
 - a. Our dredger removes silt/sediment from shallow areas. In certain areas, we pump it into a sediment holding area, in others into the middle of the lake if the lake is deep enough. We don’t pump it toward docks or beaches.
- 6. What are the plans to refurbish Lake Lucern? (Concerns listed about water quality, silt and the bridge.)**
 - a. We can test the water quality. Reach out to Harry to request this. Over the last years water quality has not been an issue. We will not be dredging on the north end until the bridge is rebuilt, so probably early 2025.
- 7. How often are citations issued for trash?**
 - a. We have issued three (3) citations so far. We are in the process of optimizing surveillance cameras in order to more easily identify offenders. Sometimes we can catch them, sometimes we cannot. We hope that with continued community awareness campaigns via social media, the newsletters and signs that people will better understand what items are acceptable/unacceptable.
- 8. Can the dumpsters get easier lids to open and close?**
 - a. We are getting new dumpsters from Meridian Waste this year and will review options for easier access. There is also a trash compactor that opens up on the side. It is hip height, (near main gate). If you struggle to toss trash into the dumpsters, please feel



free to use the walk-up compactor. There are instructions on the side of the machine for use.

- 9. Very excited to see the additional trash and recycling dumpsters at the trash depot by the Market. Thank you!**
 - a. You're welcome! Please note that the gated dumpsters immediately next to the Market, the Clubhouse Bar & Grille and Aspen Center are for **corporate use only**. Please use the trash depots for residential dumping.
- 10. Which properties will the new water tower serve?**
 - a. The water tower will serve all Innsbrook properties that are supplied by the Innsbrook Water System.
- 11. What is the ETA on completion of the water tower and new cell tower?**
 - a. The water tower should be complete in October 2024. We do not have a firm date of completion from Verizon on the cell tower, but anticipate it will be ready by the end of the year.
- 12. Will Innsbrook discontinue Internet and Cable services once Spectrum is fully installed?**
 - a. We encourage homeowners to review their options and select a service that works best for their needs. Innsbrook will sustain the services to owners as long as economically feasible.
- 13. On Spectrum Fiber service, how will Tyrol area owners move from IBK fiber to Spectrum?**
 - a. Once Spectrum's service is available, we will be able to better inform the community on this.
- 14. Do we really need security systems at the houses? There are better and cheaper alternatives that people can choose to have or not.**
 - a. Each home at Innsbrook has a security system. Some are old and obsolete, but still have a landline associated with the system that Innsbrook uses to. If you no longer want your home monitored by Innsbrook, you may opt-out of home monitoring and select another service if you wish. Please note that Innsbrook security will not have access to third party systems, so if something happens, IBK security will not know to investigate unless it is reported to them. The assessment portion for security monitoring will remain as that fee is also used for monitoring common property (Commons, pools, trash areas, etc). This item will be further evaluated as the legacy system is sundowned and other older systems decline in functionality.
- 15. Has it ever been discussed to have golfers with tee times registered in the Guest portal? I have had strangers tell me they just tell the gate they are golfers to come in to access the amenities.**
 - a. Security has access and verifies Tee-times and registered golfers. This does not happen with all golfers and is something we will address to improve. As there are public access amenities, we want people to enjoy them and bring revenue to our community, but we also do not want them taking advantage of amenities they are not paying for.
- 16. When will we be able to email security codes to guests so they don't have to stop at the main gate to pick up a tag?**
 - a. This is not a part of the security plan. We want all guests to stop at Main Gate to check in so that we can verify the guest/renters as they come on to the property.
- 17. Are stray animals a problem at Innsbrook or just lost animals of homeowners?**



- a. Our security team spends quite a lot of labor hours answering stray animal calls, rescuing animals and sheltering them with food and water until owners can be found or a shelter can come get them. The frequency is about twice a month on average. Our security team also assists homeowners with finding lost pets.
- 18. With security patrolling most of the roads, couldn't they provide those areas needing attention (mostly gravel roads with pot holes and/or a cheese grating type issue) to Harry for addressing to eliminate multiple owners providing the same information?**
- a. They do let the property management team know when things need work. However, they can't be everywhere and see everything, so we also need homeowners to be our eyes and ears and report when things need some maintenance. Thank you!
- 19. I also pay for Innsbrook cable TV and would appreciate notification via the weekly newsletter if this will remain, as a billable service after Spectrum Wi-Fi is available at IBK. I'm happy with the cable TV service**
- a. We are happy to hear that it is working well for you. At this time, a decision has not been made about Innsbrook stopping as a service provider. If that is what Innsbrook decides, we will give all customers enough notice to switch over and seek new service.
- 20. Help! New owner. Where do we RSVP for the Memorial Day party?**
- a. Welcome to Innsbrook! Glad to have you here! You can RSVP for the Memorial weekend party at: <https://www.innsbrook-resort.com/events/memorial-day-party/>
- 21. Wanted to request that the music start early on July 6; so much fun to listen to while barbequing and eating that evening.**
- a. Thank you for the suggestion. I have passed this feedback on to Charlie since he and his team create the soundtrack and run of show for the event. It will be up to them to decide when to begin, but they are aware of the suggestion.
- 22. Where can I find a list of capital projects for 2024?**
- a. We do not have a list published as timelines fluctuate and change. You can reach out to Harry directly at harry.harisberger@innsbrook-resort.com if you have specific questions on a current project or future project suggestion. Maintenance projects and upkeep are ongoing.
- 23. Can an additional kayak and paddleboard outside storage rail be installed at Lionshead Beach? Current one totally full. Thank you.**
- a. The property management team will take a look and see if additional storage is feasible for that area.
- 24. Have you considered adding a disc golf course somewhere at Innsbrook? It would be a nice amenity to add to the area. My son would be willing to volunteer to lay it out wherever a good spot is found or anything else he can do to help.**
- a. This idea was suggested to trustees as a potential amenity addition. Thanks for the suggestion.
- 25. Any chance of having a few outlets available by the Clubhouse, Aspen Center and the Commons for electric Golf Cart, electric UTV charging?**
- a. The property management team will do some research on this. Thanks for the suggestion!
- 26. Do owners receive discounts for greens fees at the golf course?**



- a. Owners do receive a discount on annual passes, twilight passes, and couples passes. Those booking annual passes on early bird pricing get an even deeper discount. Regular tee times are not discounted.
- 27. Why can't these questions be answered?**
- a. As we were presenting and have a small staff, we are answering the questions after the meeting. We did request over the last month that questions be asked prior to the meeting, and we addressed those within the content of the meeting.
- 28. How about having a daily special at the club house so there is something new to try? We go to the Club House at least once a week all year around.**
- a. Hospitality is playing around with some new food and beverage ideas. They plan to do pop up events and specials, though the frequency is not specific. Stay tuned to the Explorer for those special dining events, every day happy hours, and more.
- 29. Can we get water sources...water fountains and/or bottle fillers....outside buildings that are accessible outside normal business hours?....clubhouse, market, commons, conference center?**
- a. Excellent idea. We have passed this idea on to trustees to consider. Given how active our residents are outdoors, this would be a great thing to offer.
- 30. It would be great to have a small farmers market on Saturday morning by the Market.**
- a. Innsbrook Corp is planning to update the area across from the Market Café so that it is usable space for a variety of things. Hospitality is planning on beginning "Sipping Sundays" to replace Aspen Uncorked and other events for lounging and socializing outdoors.
- 31. Where does revenue from weddings fall?**
- a. Revenue from weddings and special events at the Aspen Center goes to Innsbrook Corporation. No HOA fees maintain the Aspen Center, as it is owned, maintained, and operated by the corporation.
- 32. Does our homeowners fees go to pay for the marketing staff?**
- a. IBK Marketing generates newsletters, emails, communications, and promotions for property owner events and activities as well as homeowner communications about utilities, trustee communications and more. Maps, signage, posters, announcements, podcasts, etc are also produced which benefit a wider audience. The marketing team is officially owned by IBK Corp, but IOA reimburses the corporation for a percentage of labor and marketing expenses (paper, printing costs, etc.). This reduces labor costs for both IOA and Corporation, while still allowing for competitive compensation for professional/skilled roles.
- 33. Could you suggest to the Innsbrook Corporation that they build some Villa/Condos that are handicap accessible?**
- a. While accessibility is very important, there are no plans by the corporation to build more condos at this time. Your suggestion will be passed on to IBK Corp.
- 34. Do all HOA fees go into the budget as Harry discussed earlier?**
- a. Yes. HOA fees are the primary source of revenue for the IOA.
- 35. Should security be called if we see small children driving golf carts?**
- a. Yes, definitely! People under the legal driving age without a license are not permitted to drive on Innsbrook's common roads. Please let security know and give as much info as possible.



36. When will Wanderfern Circle have the gravel replaced/repaired/improved? Numerous areas where wash out and potholes exist.

- a. Property management crew is currently working on the gravel roads throughout the whole development. We are a bit delayed with grading as Spectrum is still working with heavy equipment, but we will add some gravel soon.

37. Can this PowerPoint be sent out beforehand and then questions submitted and answered here?

- a. We solicited for questions and feedback over the last month to be addressed at the meeting. The feedback we received was accounted for to the best of our ability. We have recorded the meeting and will post answers to all the questions asked.

38. Can all answers be put into a document and then send it out to everyone via email?

- a. We have compiled the Q&A here on the website so that it can be easily accessed.