



**Innsbrook**  
*Owners Association*

# 2023 Innsbrook Year End Survey Results

Annual Report for Trustees and Home Owners

## By the numbers

### Number of survey responses in 2023:

- **609 total responses**
- 17% higher than 2022
- 66% over 2021

### Number of homes at Innsbrook

(including all dwelling types): **1,776**

- 34% of home owners responded

Miles of Road within the gates: 120

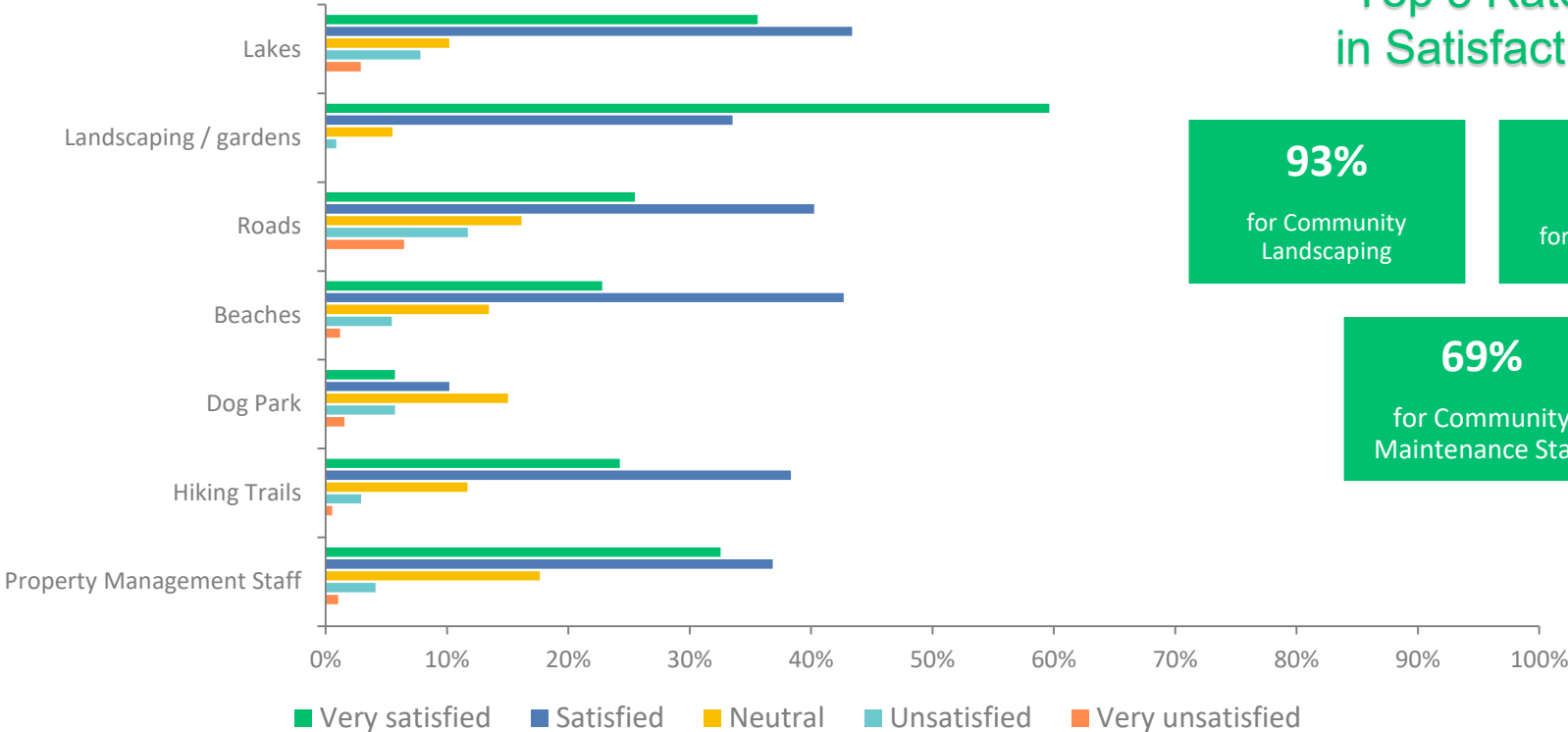
# How many years have you been an Innsbrook property owner?

Answered: 608 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than 1 year	5.26%	32
1-5 years	32.24%	196
6-10 years	20.72%	126
11-20 years	19.08%	116
21+ years	22.70%	138
TOTAL		608

# Community Appearance/Property Management (IOA)

Answered: 592 Skipped: 17



## Top 3 Rated in Satisfaction

**93%**  
for Community Landscaping

**79%**  
for Lake Condition

**69%**  
for Community Maintenance Staff

# Comments & Feedback for Community Appearance & Property Mgmt.

## Positive

- “Fishing and fish management are first rate.
- The big lakes look gorgeous from driving areas.
- Happy that the “Seepage” was plugged on Alpine.
- Overall satisfied on Lake Innsbrook.
- “Well maintained, beautiful, well stocked.”
- St. Gallen look great. Kitzbuhl looks great.
- “Love the Trout stocking and other species.”
- Responsiveness when help is needed about lakes from Jeff has been good.
- Improved parking for beaches!
- Likes the upkeep of the Tyrol area.
- Would love a place to be setup for family pictures.
- Keith's crew is always working hard, no mater what the weather is like he has a crew.

## Neutral

- Boat launches could be improved.
- Dredging needed in a variety of lakes.
- Update signage with new info and graphics. Worn looking.
- Wanderfern needs dredging in certain areas.
- “Our lake was in good condition this year and Jeff Yegge was very responsive to issues. Other lakes are in need of attention and are not getting it.
- Trash and trails need to be kept up with. Need more dumpsters with lids.
- It was nice to bring in Musky to eat small junk sunfish and rockbass in St. Gallen. Unfortunately the Musky ate all the Crappie as well.
- Lake quality has gone down over the last 5 years. Happy to hear the IBK has invested in new equipment but dredging needs to be done and over silting and algae growth has been bad. Use of more signage can be used.
- Fish need to be restocked more.
- Need more racks for boats on lakes.
- Will there ever be slips on Alpine?
- Tennis courts have been neglected and need work.
- All the lakes need love equally. Some are great and others are horrible.
- Wooden fence along Schuetzenground needs to be fixed.
- More boat slips on Aspen and Alpine would be nice. A dock on Aspen (like Alpine) would be nice.
- Condo management is not being very responsive.
- Commons pool needs upkeep and mold watching.
- Main entrance to Innsbrook needs updating just like the Tyrol Valley entrance.
- IBK is clean and pretty but when issues arrive there needs to be a quicker response time.
- There needs to be more mail boxes for packages or let the mail service drop off packages in IBK.

## Negative

- Lakes near septic systems are not safe for swimming.
- “Lakes were gross. Bridges and roads being out was unacceptable.”
- From a group of property owners on Whitetail Lake: “Asked for the unsatisfactory condition of the lake to be addressed. Algae and undergrowth. Spent ~\$3,000 on labor and products that Innsbrook has not yet reimbursed or acknowledgement. Executive team has taken no leadership role with this urgent issue.
- Moss and algae was horrible in the majority of smaller lakes.
- Down trees need to be removed
- “Lake Aspen had so much stuff growing in it, it looked awful.” This lake also had a leak.
- Sewage in lakes is an issue. Geneva had a problem then it was “fixed” but said they still saw feces floating in water frequently.
- Washed out road around Lucern has not been repaired. Gravel roads have large crevices creating safety concerns.
- Lake behind someone’s house is almost gone. They have tried to call and message but no response was ever given.
- The bridge at the top of Lake Lucern has been out for 3 years causing major problems.
- Marina #2 was damaged in a storm years ago and never repaired.
- Whitetail Lake has algae so bad that they cant use their boat or swim.
- Sewage on Aspen and other lakes has made people change their plans of being here for the summer. Regardless of “safety” it still smelled.
- “Dock on Lake Aspen has many loose nails and is disgusting.”

# Comments & Feedback for Community Appearance & Property Mgmt.

## Positive

- Upkeep and pavement in the Tyrol area is appreciated.
- Likes new speed bumps being put in but wants all speed bumps fixed soon.
- Most people at IBK are dog lovers. There should be a more well-known and central to IBK dog park instead of tucked in a corner.
- Would love more trails. When they are kept up they are nice to us. The trail heads were marked nicely.
- Generally positive and responsive. Pretty helpful at property management.

## Neutral

- Most if not all roads need to be widened.
- Gravel roads need severe help. "like washboards".
- Put in a MPH sign when there is a transition from paved to gravel road so that it is clearly made known to drivers.
- Green street signs need an update or refurbishment.
- Encourage pedestrians to walk on the correct side of the road.
- "If/when Innsbrook is having large-scale blacktop work done, it'd be cool if property owners could sign up to have their driveways done, and potentially receive a discounted rate."
- In need of white stripes on side of roads for safety.
- Would like all beaches to be dog friendly (on leash).
- Foot wash past the sand at all beaches.
- Need to enforce the rules better.
- "New signage that is legible at boat racks stating that boats are private property would be helpful as signs at some beaches are so weathered they are not legible."
- "People need to be reminded to clean up after their pets at dog parks."
- Wanting the dog park to be bigger and well kept.

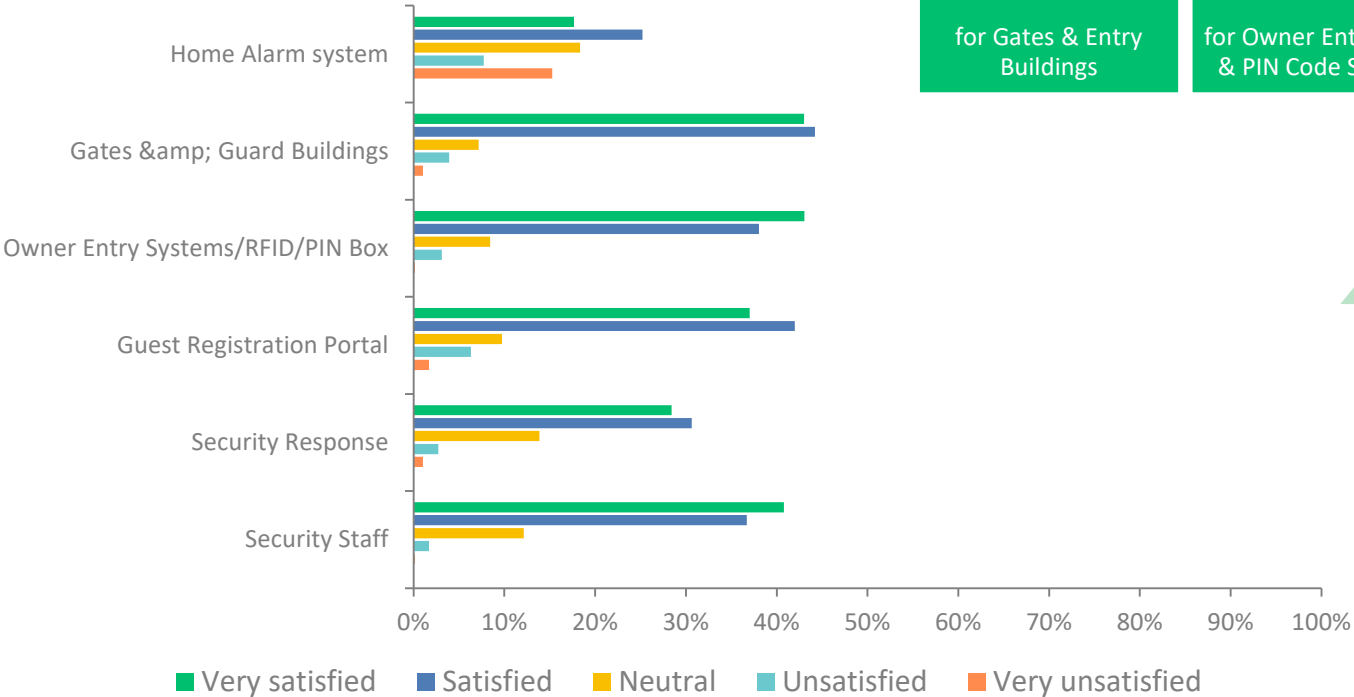
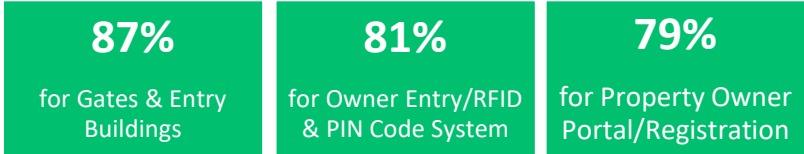
## Negative

- The bridge by Lucern needs to be fixed asap. Had to re-route a first responder because they could not find their way around Lucern area.
- Disappointed in the way the UTV change was announced without the input of owners. Not in favor of the new regulation and hopes its re-evaluated.
- Tree limbs scratching cars and pot holes need to be fixed on many roads.
- Gravel roads are dangerous and wash boarding in most spots.
- "Need to stop adding asphalt and creating massive drop offs on the side of these narrow roads. If we run off can we send the repair bill to IBK?"
- Lots of horse feces. Needs to be cleaned up.
- Drunk rude people on the beaches need to be enforced. Multiple encounters with her grandkids, will not go anymore.
- Litter and very dirty water/sand. Needs to be weeded and goose droppings could be picked up. Seen IBK maintenance using a blow to blow the poop into the water.
- Needs to be more dog parks and bigger ones. A couple owners say that their dog has gotten out of the park a few times due to the fence being broken in spots.
- "No garbage or doggie bag drop off areas. Why would I want to keep the poop in my car?"
- Most of the trails are overgrown and un-usable. Want them maintained more often.
- "Lack of communication from property management. Hit or miss. Sometimes they are very responsive and other times not at all."
- "Service pricing are absurd."

# Security Quality (IOA & Corp)

Answered: 591 Skipped: 18

## Top 3 Rated in Security



Reduce overall costs to IOA

Obsolete home systems are still in use. Old “legacy” systems are no longer going to be serviced after 2024. We are asking owners to update their home security systems with IBK, opt-out of monitoring altogether, or use a third party system.

# Comments & Feedback for Security & Security Services

## Positive

- Some say the system works fine for them.
- “We had a reason to ask for additional security for most of the year. Dennis and staff were wonderful and attentive. This was truly a dangerous situation and we felt extremely well taken care of.”
- Security team is always helpful and friendly at the gates.
- Response time from Dennis and his crew was satisfactory for most occasions.
- Have not had any issues, as a survivor who has been attacked before they feel very safe here.

## Neutral

- A few owners do not use the security system. They use their own. They keep getting visited by security about it. Is there an opt out option?
- Would appreciate help setting up a separate security system. IT?
- A few people need help upgrading their system.
- Gates are nice but someone could easily run right through them.
- Everyone golfing should be on a list at the front gate.
- Liked the friendly and helpfulness of the guards. When at an event a guest stated that they used a gate that wasn't the main one and stated that they don't own a house but have a sticker. Owners should not have unlimited stickers to hand out. Only immediate family.
- West gate was unmanned for a while.
- Issue with codes not working sometimes for multiple people.
- “Please move the newsletter box. Not compatible with the “button box.”
- “At the main gate, the new PIN pad is too close to the Explorer pick up box and my rear view mirror will hit unless I back up after getting an Explorer.”
- Renters just giving the pin out to others.
- Security should handle speeders better.
- In the future (outsiders) may begin breaking into homes searching for guns. She thinks there are IBK owners storing guns in their homes and it worries her that some might see that and try to steal.
- “Staff is nice but they seem to lack direction, are inconsistent, and seem poorly managed.

## Negative

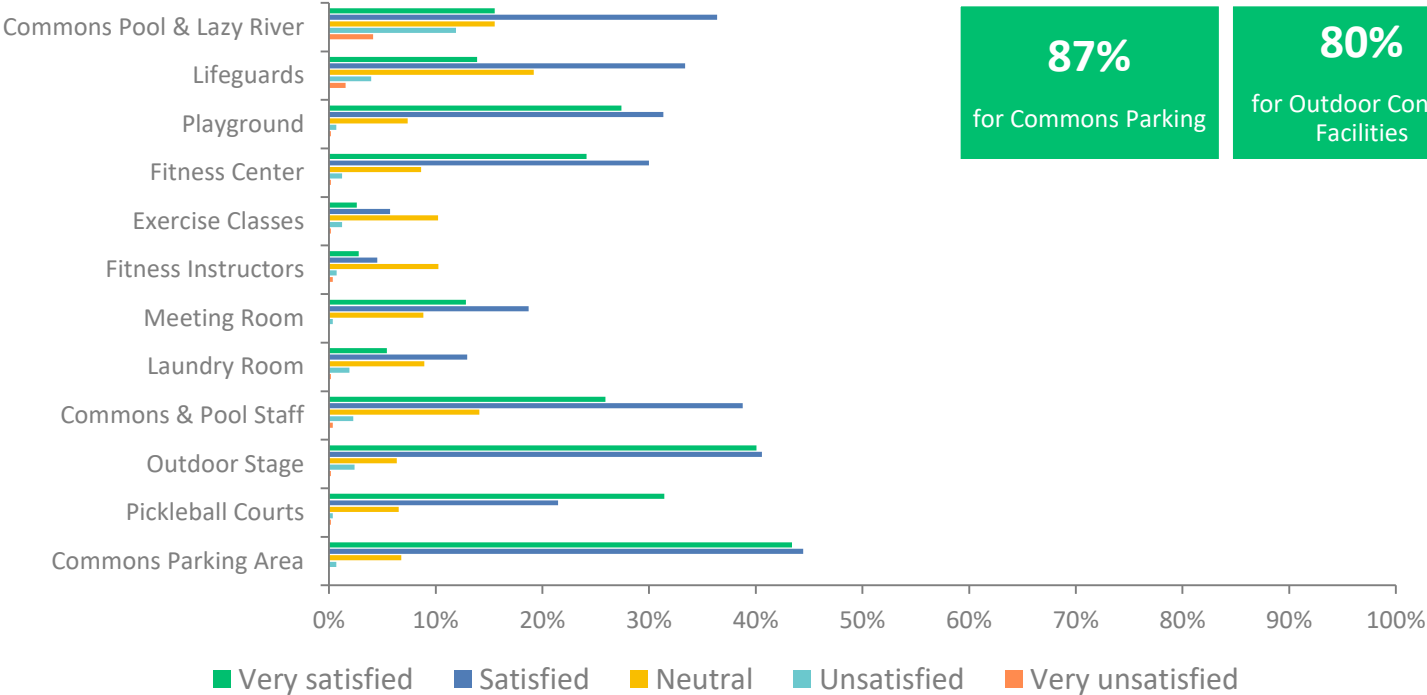
- Disappointed in the amount of time it took for security to arrive after alarm was triggered at their house. It took over 1 hours.
- Remove billing fees for residents that don't use the system (opt-out).
- Multiple owners state that the system doesn't work.
- Some people are getting charged for a security system that they don't use.
- Worried that a lot of drivers of cars and golf carts are not 16+.
- “Handwritten signs of hours of operation taped on the West Gate building are tacky for Innsbrook. There is an inconsistency among the guard protocol regarding guest check in... some guards check driver's IDs and other DO NOT CHECK.”
- The gate by the Commons came down on someone's vehicle cause over \$5k in damages. “If I were in a convertible, I would have been knocked out.” If the gate senses something it should either go back up or at least have a foam covering on it.
- Overwhelming amount of people prefer the IBK app guest access over the portal and want that back. Guest registration portal was not user friendly.
- “The web interface is clunky in general, need a better resort/owner app. Try to get everything in one place, not in all these separate systems.
- Not happy about the fire station being converted into a café. Feels unsafe in the event of a fire. Ambulance has gotten lost numerous times throughout IBK.



# Charrette Creek Commons Facilities (IOA)

Answered: 588 Skipped: 21

## Top 3 Rated at the Commons



# Comments & Feedback for Charrette Creek Commons

## Positive

- Happy about more umbrellas and shade being added for hot summer days.
- Happy that the pool was open in September.
- Want more shade for the playground and want it expanded but overall loves the playground.
- The gym is always clean. Would love an indoor track and basketball court.
- Gym is limited but good. Wants free weights and a squat rack/bench press added.
- Very satisfied with the meeting room. Many people say they use it all the time.
- "It was nice to have the laundry room when ours at our house broke".

## Neutral

- Showers and changing rooms needed for families.
- In need of more kid friendly food at the pool.
- Would like the pool to be open in the mornings at 6am for lap swim like it used to be.
- After Tyrol being added it too has gotten too crowded. Need more pools and/or bigger ones to accommodate the size of IBK.
- Renters taking over all facilities.
- Not a fan of adult swim nights.
- Its too crowded and not well managed with the low amount of staff that was there all year round.
- "Would like a concession stand with candy, snow cones, hot dogs, chicken strips. Food that people actually want at a pool and more kid friendly."
- Kid's foot bled from the lazy river. Life guard helped to stop the bleeding but blood still got into the pool.
- Need more lifeguards. Also need to be better trained and actually want to be there. They are very disinterested and that is scary.
- Would love to see a second playground.
- Putting up shades on the windows for when the sun is setting and shining right in would be nice.
- There needs to be a sign that says "no bathing suits in the fitness center".
- Gym should have a keypad to get in for 24/7 access.
- "When building more property, there needs to be upgrades to the facilities to handle the overload". Expand as Innsbrook expands.
- Meeting room needs better sounds acoustics. Asking for sound proofing and better sound quality.

## Negative

- "Pool is too small for development. Opening at 11am is too late in the day . Kids should be out by 8."
- Being treated differently if viewed as a renter or and owner at the pool. Tone difference and were not nice, they then found out we were owners and acted better. It should be the same happy tone for everyone.
- "Crowded, dirty, over-run by kids and non-owners."
- There needs to be more pools and bigger ones. There are too many people at IBK to have a pool this small.
- Staff not friendly.
- People are cutting and injuring themselves on the pool and lazy river. Lazy river vents are dangerous.
- Food is too expensive which many people aren't willing to buy. Want more kid friendly food. Most people started bringing food because the options were not good.
- "I know it is tough to get any lifeguards, but some of yours couldn't safe themselves?". "Their job is to watch the water, not socialize with other lifeguards". Very unfriendly lifeguards.
- Broken foot and had zero inquiry from staff.
- Exercise classes are overpriced and they state "they can't accept an excuse of low availability for qualified instructors when K4 in Warrenton has found them and the classes are much cheaper".
- In need or more qualified instructors that are better trained.
- "Laundry room is usually used by Innsbrook staff and unavailable".
- Driers are pretty slow or do not dry well.
- Pretty crowded at most times, need higher quantity machines.

# Comments & Feedback for Charrette Creek Commons

## Positive

- “The woman who maintains and cleans the building is phenomenal. She has done an amazing job keeping equipment and facilities in top shape”.
- Loved the Santa meet and greet. Staff was amazing for that.
- Love the new pickleball courts and the covered area next to them. Would like a windscreen to block the wind so the balls don’t blow.
- Loves the parking with the blacktop at the commons.

## Neutral

- The commons staff is nice but does not like the pool staff.
- Would help to wipe down sticky chairs and tables throughout the day rather than just once at night.
- Generally cleaning better would be nice.
- “Without a back wall to the stage the sound does not reach all of the grounds.”
- Would like to see more trees planted around the area of the stage.
- Liked the wavy white cover over the stage to reflect and block sun.
- Would love a large outdoor TV for sports and movies like Frankie Martin’s Garden in Cottleville.
- Would like a few indoor pickleball courts.
- Would like a windscreen to block the wind so the balls don’t blow. Also a cover and lights for night games.
- Would like more parking at the commons, feels like there is not enough.
- In need of more handicapped spaces at the commons.

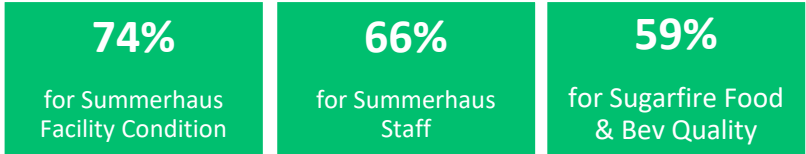
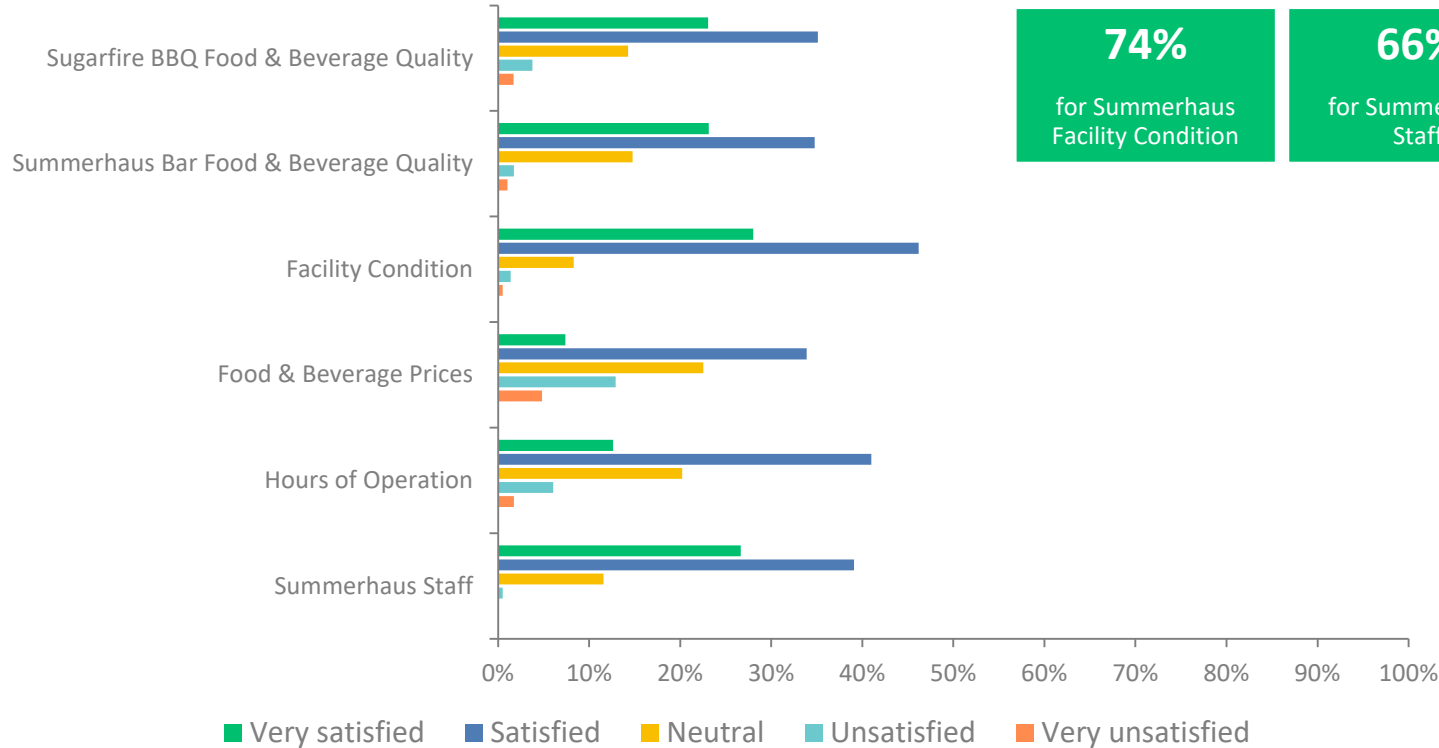
## Negative

- Lifeguards are not satisfactory.
- Staff does not return calls when a voice message is left. Need coaching on customer service and handling situations better.
- Many outsiders using pickleball courts without money contribution.
- One person that lives right next to the pickleball courts thinks there should be small hours of operation because it “makes going outside of their house the enjoy the nature impossible.”
- “Miss the tennis courts, needs lots of help and attention.”
- “Would like tennis courts next to the pickleball courts because tennis players and pickleball players aren’t able to play on the same courts.”
- “UTVs shouldn’t be able to park anywhere given the size and damage to the lawns.”

# Summerhaus & Summerhaus Bar Operation (IBK Corp)

Answered: 586 Skipped: 23

## Top 3 Rated at the Summerhaus



# Comments & Feedback for Summerhaus & Summerhaus Bar Operation (IBK Corp)

## Positive

- The food is quick to get after order.
- Bartenders are always nice.
- Happy that the pool is open into September.

## Neutral

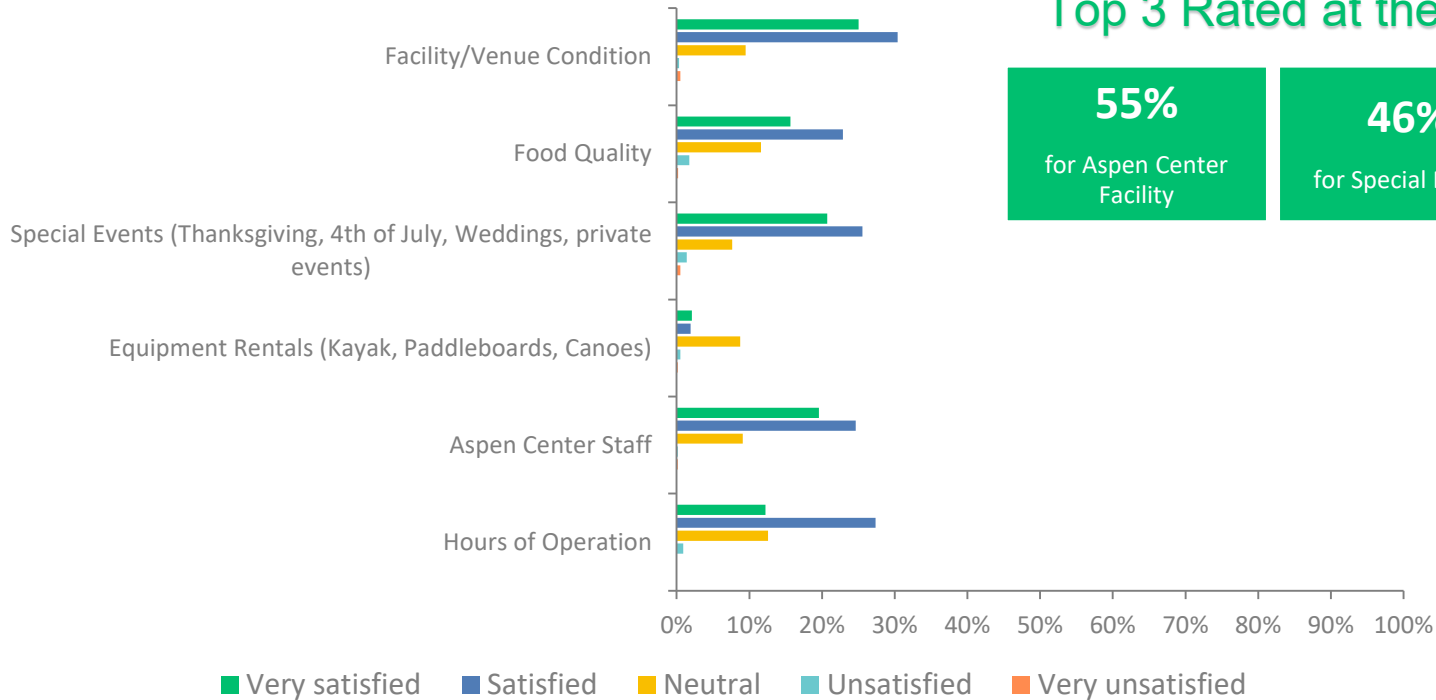
- Just want traditional concession food back.
- "Love Sugarfire but its not a pool food. Want lighter food."
- "Wish they sold and accepted gift cards".
- Most facilities are clean but the pool and pool water are not taken care of.
- "Can't build no property without making other amenities bigger and adding more.
- Pool needs to open before 11 for those with young kids. 11 is too late.
- Wish the pool was open later with a "swim at your own risk".
- Would love "adult swim times". The guards can check the water and adults can swim while the kids take a break like most public pools.
- Regarding the Summerhaus staff. They are nice people but clearly need more staff as they are slow to get stuff done.

## Negative

- Sugarfire food is unhealthy and over-priced. No options for kids.
- Isn't able to eat there because of no vegan options.
- No variety in food, hardtop have kids eat there.
- "Tends to never be open when we want food. Make hours and stick to them." Closes randomly all the time with poor excuses. Runs out of meat and sauce all the time making them close down.
- Menu at bar is too limited.
- Cleanliness of facilities is poor.
- Many people saying food is too expensive and Sugarfire is not the type of food they would like. Prices are also too high for the bar drinks.
- The hours of the pool and amenities are unpredictable because they close at random times. Posted hours are not dependable.

# Aspen Center (Event & Conference Center – IBK Corp)

Answered: 580 Skipped: 29



## Top 3 Rated at the Aspen Center

55%

for Aspen Center Facility

46%

for Special Events

44%

for Aspen Center Staff

# Comments & Feedback for the Aspen Center

## Positive

- Attended a wedding there last year and everything about it was wonderful.
- The NYE event for 2022 was amazing!
- Many enjoy brunches in the Aspen Center.
- Loved the most recent Thanksgiving feast. It was much better this year than previous year.
- Someone had an “odd allergy” and they were very pleased about how the chef and staff managed it. Made the time for their family wonderful.
- Can tell that a lot of planning goes into each event.
- Everyone on staff is friendly.

## Neutral

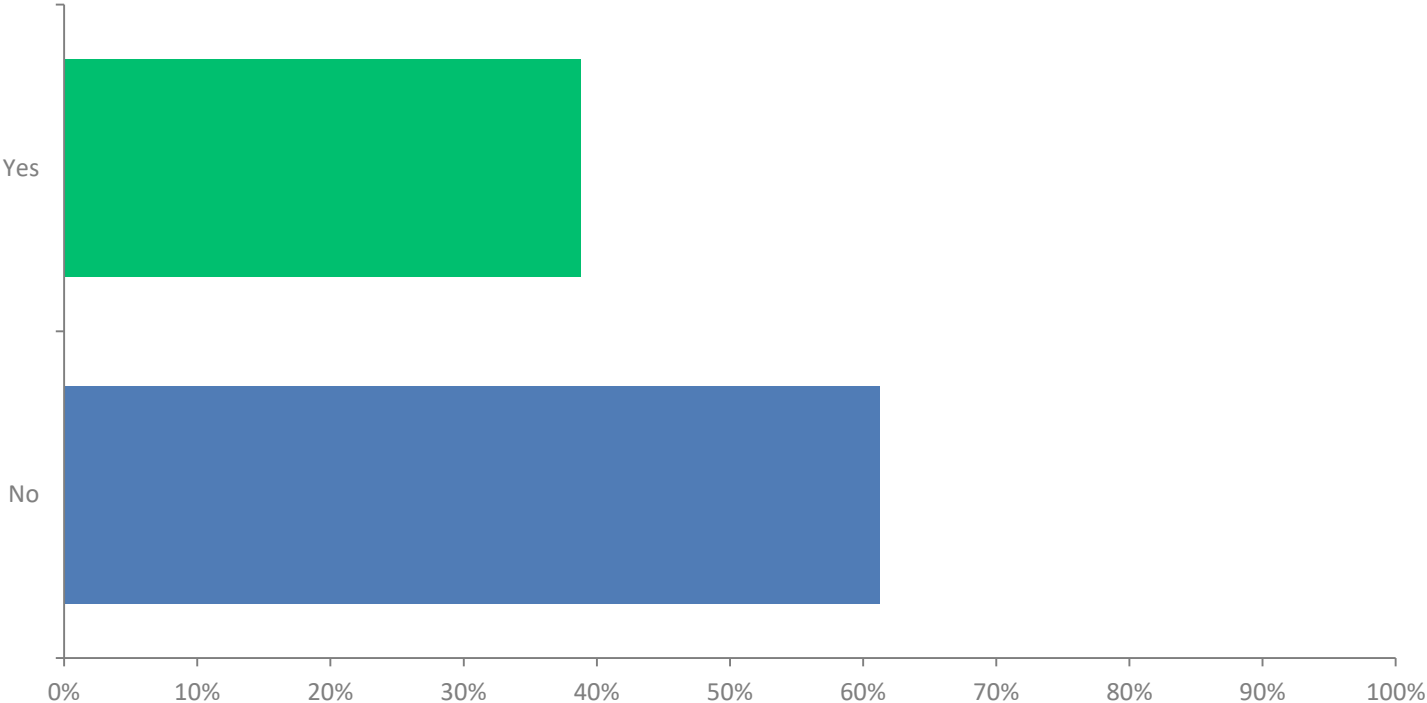
- There needs to be more events held there. More open events for owners to join in on.
- Misses the Aspen Uncorked events.
- It would be awesome to bring back the Aspen Patio.
- Would like gluten/dairy free options.
- Would love to see more events including the seafood event return.
- Buffets are good food but the quantity runs out too fast and too early into the events.
- Wishing they could rent pontoon boats with a “captain” and pay by the hour.

## Negative

- Acoustics are not good and that makes it difficult to here people presenting.
- Inconsistent and unpredictable food service.
- Noticing that the food quality has been declined every time they come.
- There were not enough servers at their wedding which made the food come out slow and cold.
- Don’t charge for sitting on the hill, charge for parking instead.
- Music and fireworks are too loud during weddings and such for people that live nearby.
- “Paying to view fireworks on a hill that I have to go set up my own chair in a community that I pay for and donate to is ridiculous.”
- Kayak paddles were delivered for a paddleboard which they were not able to use.
- “IBK should not be renting anything. Liability, who is paying for the insurance?”
- Poor life jackets and bad hours.

# Did you attend one of the Innsbrook events at the Aspen Center in 2023? (4th of July, Thanksgiving, Mother's Day, etc.)

Answered: 560 Skipped: 49

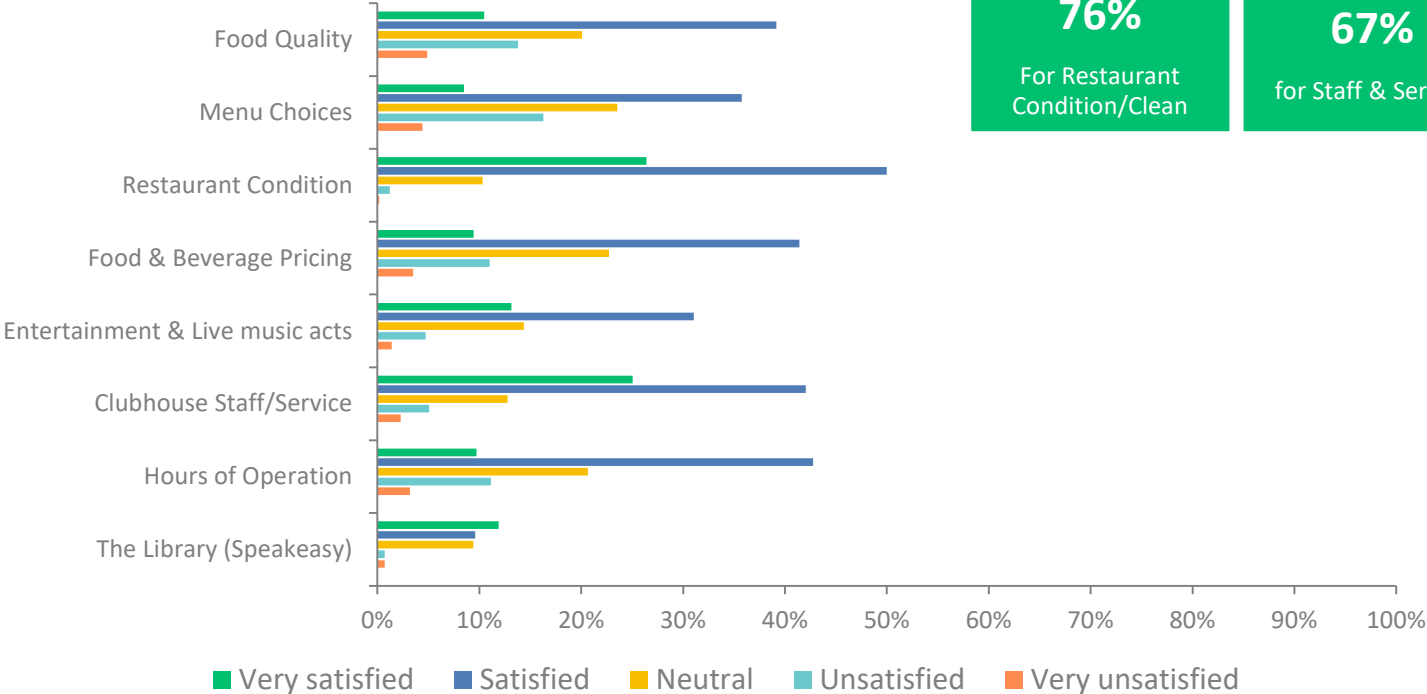
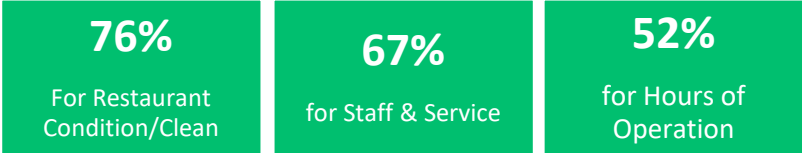




# Clubhouse Bar & Grille (IBK Corp)

Answered: 576 Skipped: 33

## Top 3 Rated at the Clubhouse Bar & Grille



# Comments & Feedback for the Clubhouse Bar & Grille

## Positive

- Appreciating the attempts to upgrade.
- People enjoy the new upgrades. The atmosphere is great!
- The staff are good people and the bartenders are absolutely amazing!

## Neutral

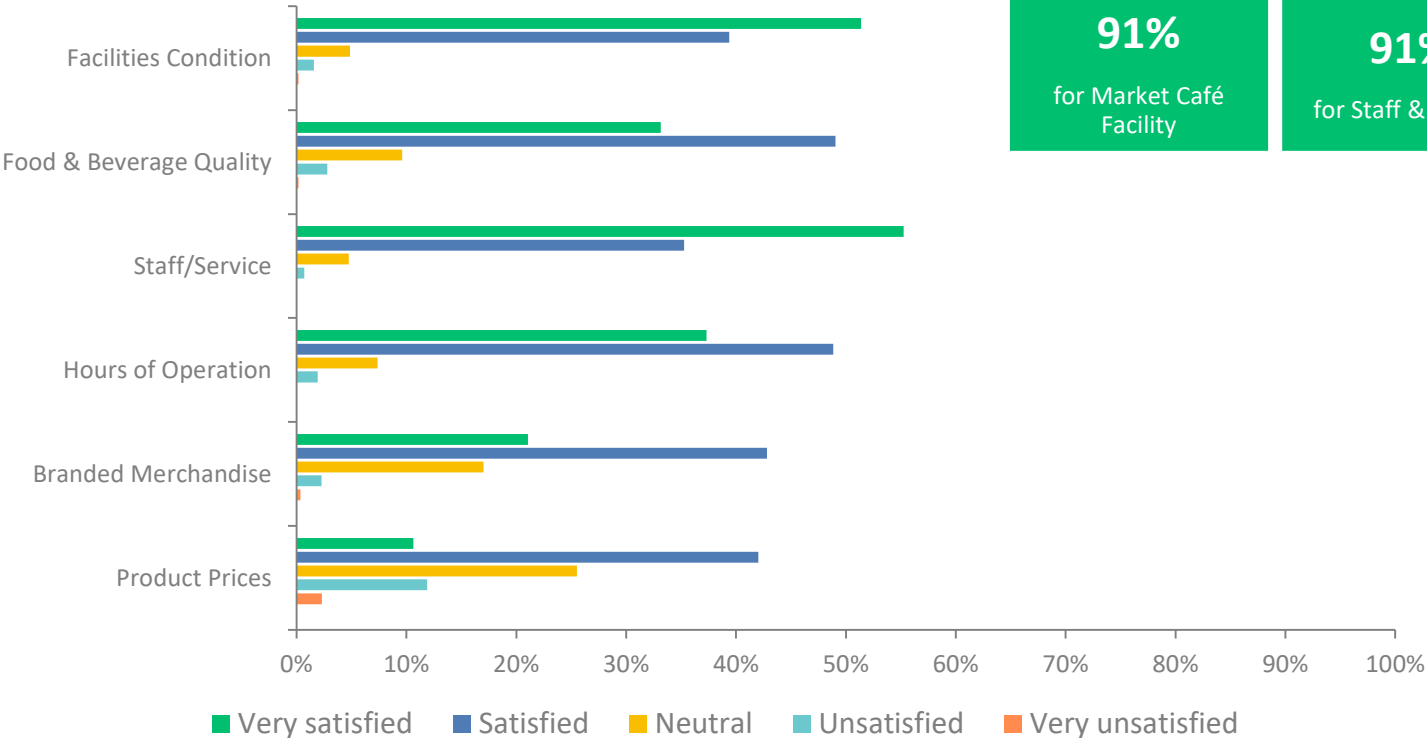
- More days of the week with longer hours.
- “Want the Clubhouse to thrive but for the price there needs to be good, consistent product and service.”
- Prices keep going up too high for the food that is offered.
- “The gluten-free owners don’t have many options or good options.”
- Menu needs healthier choices and also choices for all the different types of allergies and eating habits like gluten free, vegan, etc.
- Menu is too limited.
- Would like a steak option as well as more kids options.
- Asking for a price sheet of drinks. When asked the bartenders didn’t know.
- Want more live music and events. Speakeasy was randomly closed on a Saturday night.
- The staff are good people who try but slow sometimes. Newer staff needs more training. There needs to be more staff.
- The majority of people on the speakeasy section said they have not been able to go or get in.

## Negative

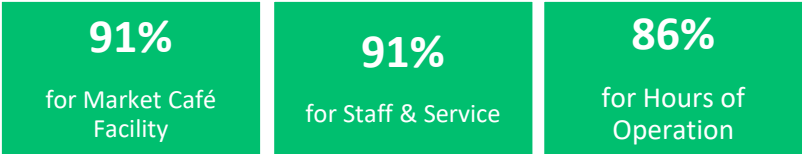
- Hours are inconsistent. Food quality is also inconsistent.
- Multiple people stated “pre-covid was way better.”
- The buffet is not great quality and runs out of food consistently.
- Ignored while standing at the host stand. Took a while to get noticed and then told that the specific brunch being advertised was delayed but they could order pizza.
- Gratuity to take-out orders should not exist.
- “Father’s Day brunch was a train wreck. Expensive; no salads; meats cold.”
- A few people stated they got food poisoning from the buffet.
- Service was poor for multiple people.
- Multiple people say the price of all food is too high. Rather go off property to go out for food.
- A high number of people say the music is too loud.
- Some staff seem unmotivated to be there. Name tags are needed!
- Someone states they has a group of about 10 people and their food took several hours to come out. When the waitress was asked what’s happening they thought she might have forgotten to get the food order in.
- Upset that a “resort” does not have a restaurant that is open daily.”
- There are very inconsistent times and too limited. Would like it to be open during the week and also for breakfast.
- A couple of people find the speakeasy to be priced too high and having bad experiences with the bartenders not being able to make many drinks correctly.

# The Market Cafe & Creamery (IBK Corp)

Answered: 575 Skipped: 34



## Top 3 Rated at the Market Cafe/



# Comments & Feedback for The Market Cafe & Creamery

## Positive

- It is nice to have some place that people can go to and get something the majority of the time that is easily accessible.
- Staff is very friendly.
- The designs for the merchandise are loved.

## Neutral

- Starbucks gift cards would be nice to be accepted.
- When it changed from the Country Store to the Creamery it lost a wide variety of grocery options. Would like more options back.
- The food is okay but could be a little better. Restocking frequently of grocery products is wanted.
- Could use more staff to upkeep with stocking and cleaning.
- Multiple people said that if the hours opened a little bit earlier they would stop in and get morning coffee there all the time.
- Would like the old style Innsbrook merchandise back.
- Some options are really cool but not able to purchase because of sizing. Mentioned having sizes larger than XXL.

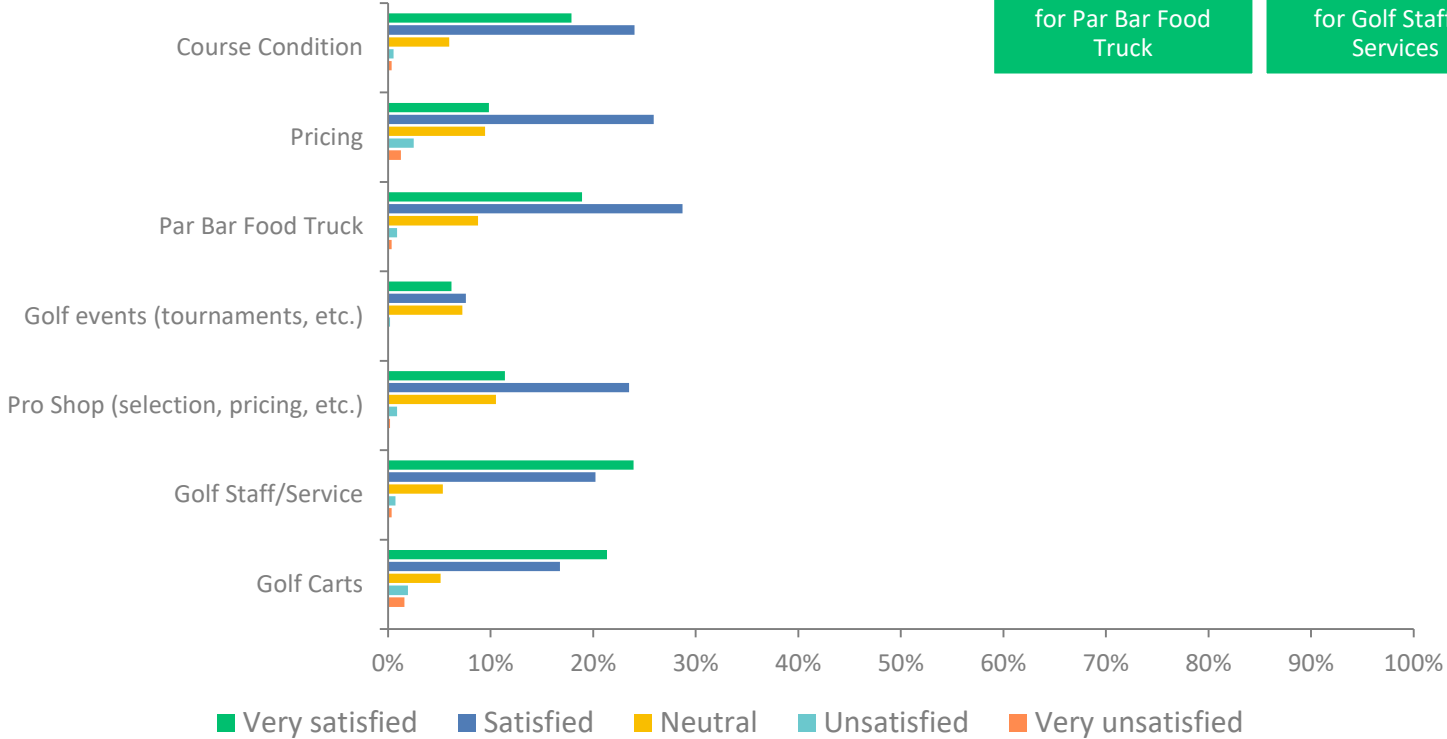
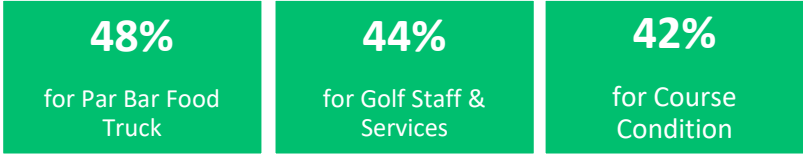
## Negative

- “The bathrooms are not being taken care of and there is junk piled up in the hallway to the bathroom. The food chiller case is not wiped down enough/unattractive. The displays of clothing look a mess.” Also stated that it needs to be kept in better shape because now with the DG Market down the road some people they know are choosing that over IBK.
- There were a couple reports of AC issues.
- Ice cream specifically is mentioned to be too expensive.
- There needs to be more of a selection of clothing. A bit pricy.
- Buying from Aldi due to the price being 3 times as high was mentioned multiple times.

# Innsbrook Golf Course (IBK Corp)

Answered: 574 Skipped: 35

## Top 3 Rated at the Golf Course



# Comments & Feedback for the Innsbrook Golf Course

## Positive

- The Par Bar staff are nice.
- Kevin and his crew do a amazing job at what they do.

## Neutral

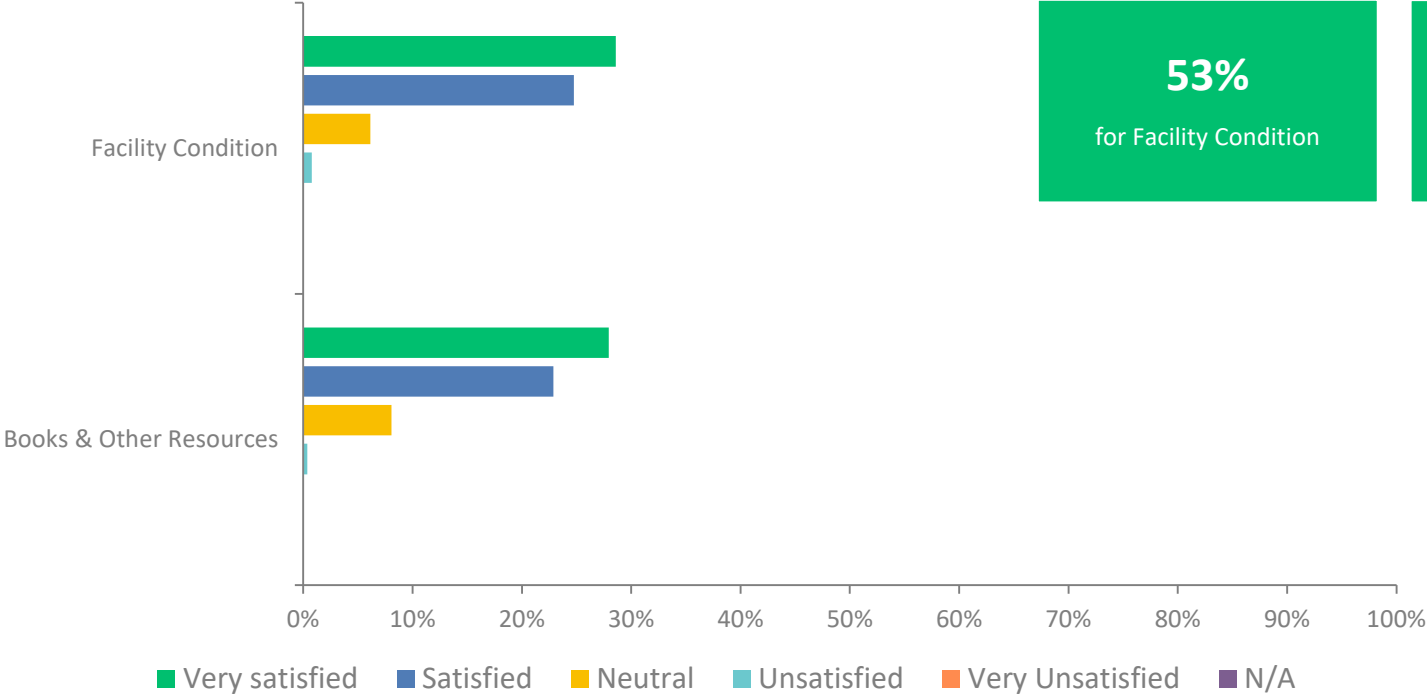
- The course condition is decent but not great.
- Discount for owners that like to golf.
- "What an improvement over the last couple years. Keep improving though until it is resort quality. The pricing is still out of place with the condition of the course".
- Need signage for cart path only days and stay out of the rough.
- Multiple people agree there needs to be forward tees for women.
- Would like better golf packages.
- Property owners would like to be able to use their own golf carts.
- Wishes the Par Bar had longer hours.
- Pro Shop needs a larger selection. Maybe expanding it?
- Women's section needs more attention as well as youth.

## Negative

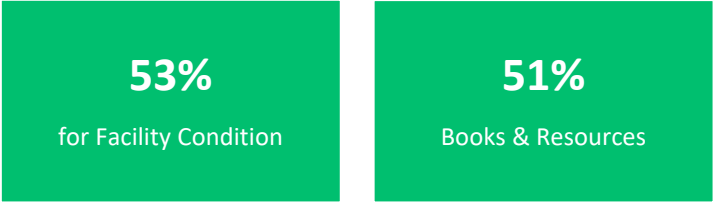
- Multiple people agree that there should be member pricing for owners since it is a public course and the owners pay to live here.
- Par Bar hours are irregular. There was food being advertised that they did not have.
- "The asphalt curb right behind where you order is a trip hazard and have seen several people trip and fall on it". Paint a more alerting color?
- GPS on golf carts have shut the cart down for many people while on the path.
- The overall consensus of the golf carts is that everyone thinks they should be able to use their own.

# Innsbrook Owner's Sharing Library (IOA)

Answered: 570 Skipped: 39

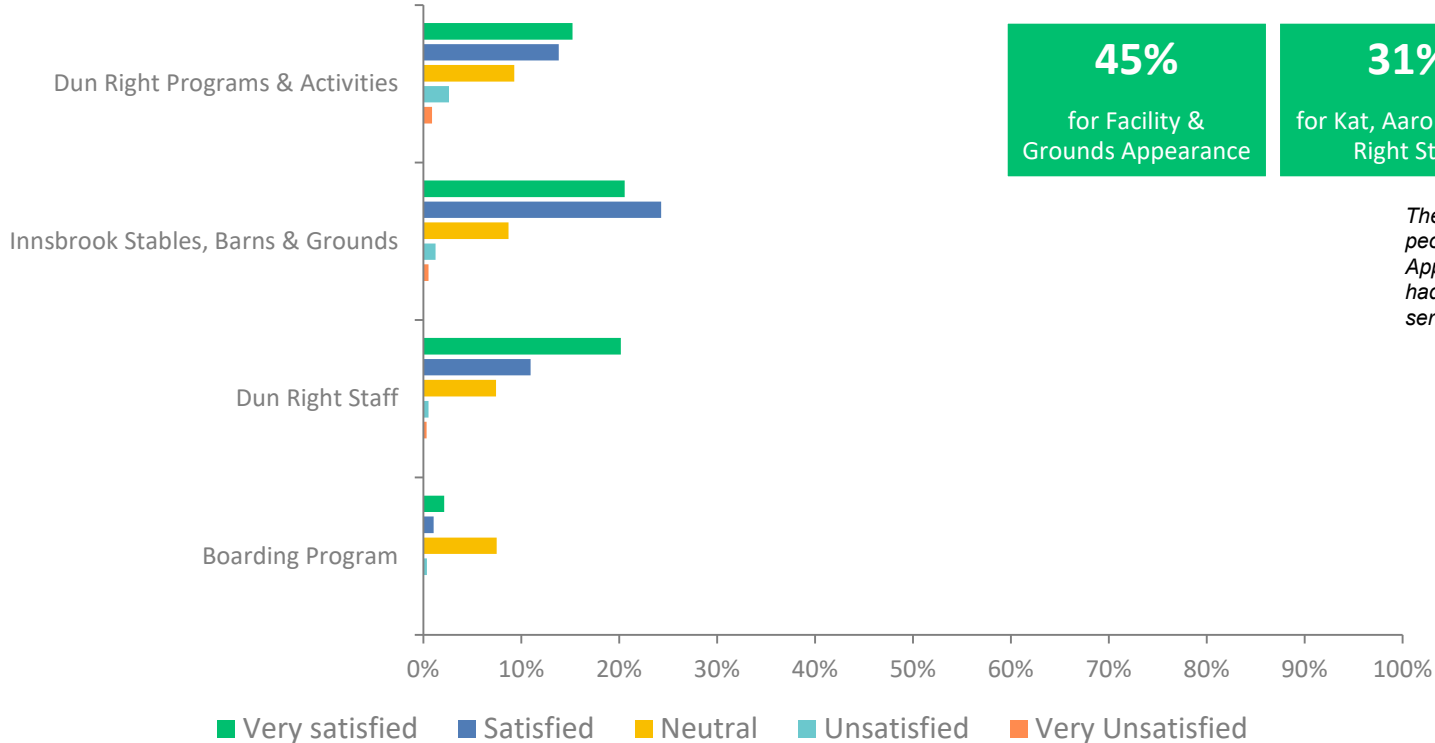


## Top Rated at the Sharing Library



# Stables (IBK Corp & Dun Right Stables)

Answered: 572 Skipped: 37



## Top 3 Rated at the Stables

45%

for Facility &  
Grounds Appearance

31%

for Kat, Aaron & Dun  
Right Staff

29%

for Programs,  
Boarding, Activities

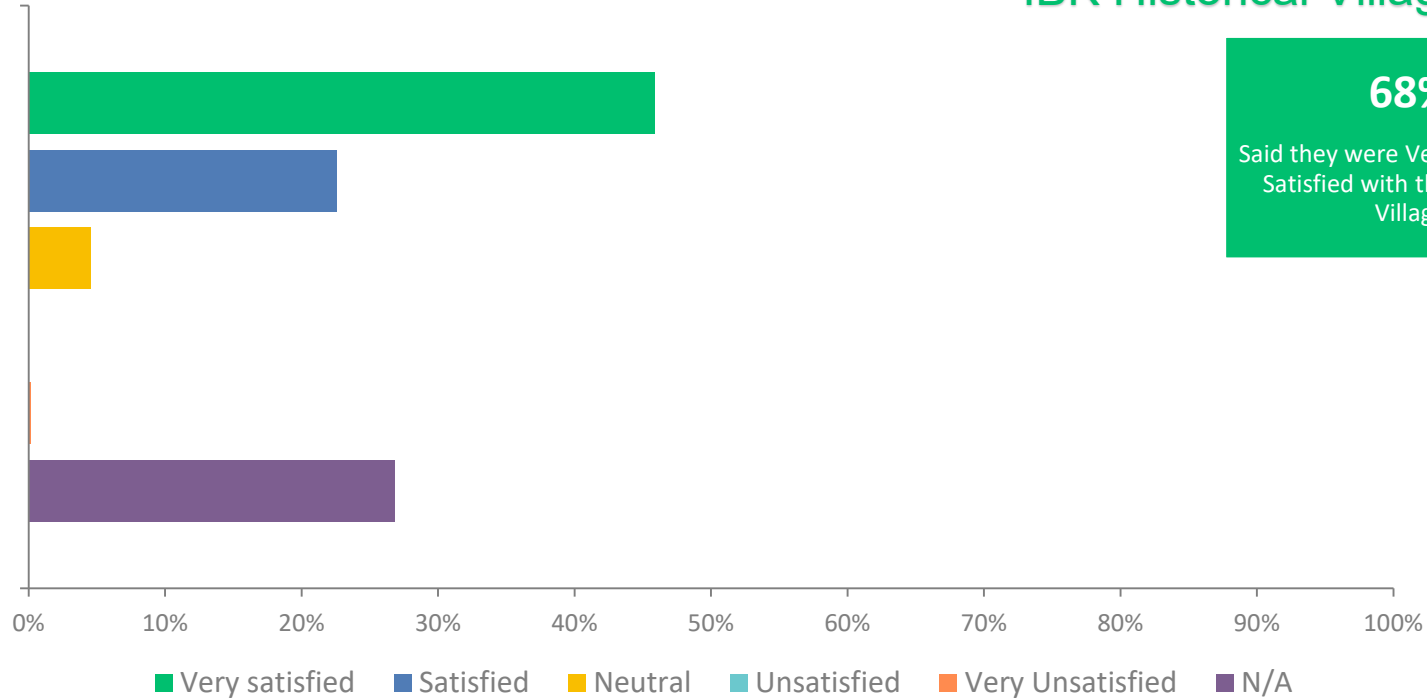
*These figures are reflective of the people who did not say "Not Applicable". More than 60% of people had not used the Stables or Dun Right's services.*



# The IBK Historic Cabin & Schoolhouse (IHS)

Answered: 571 Skipped: 38

## IBK Historical Village Satisfaction



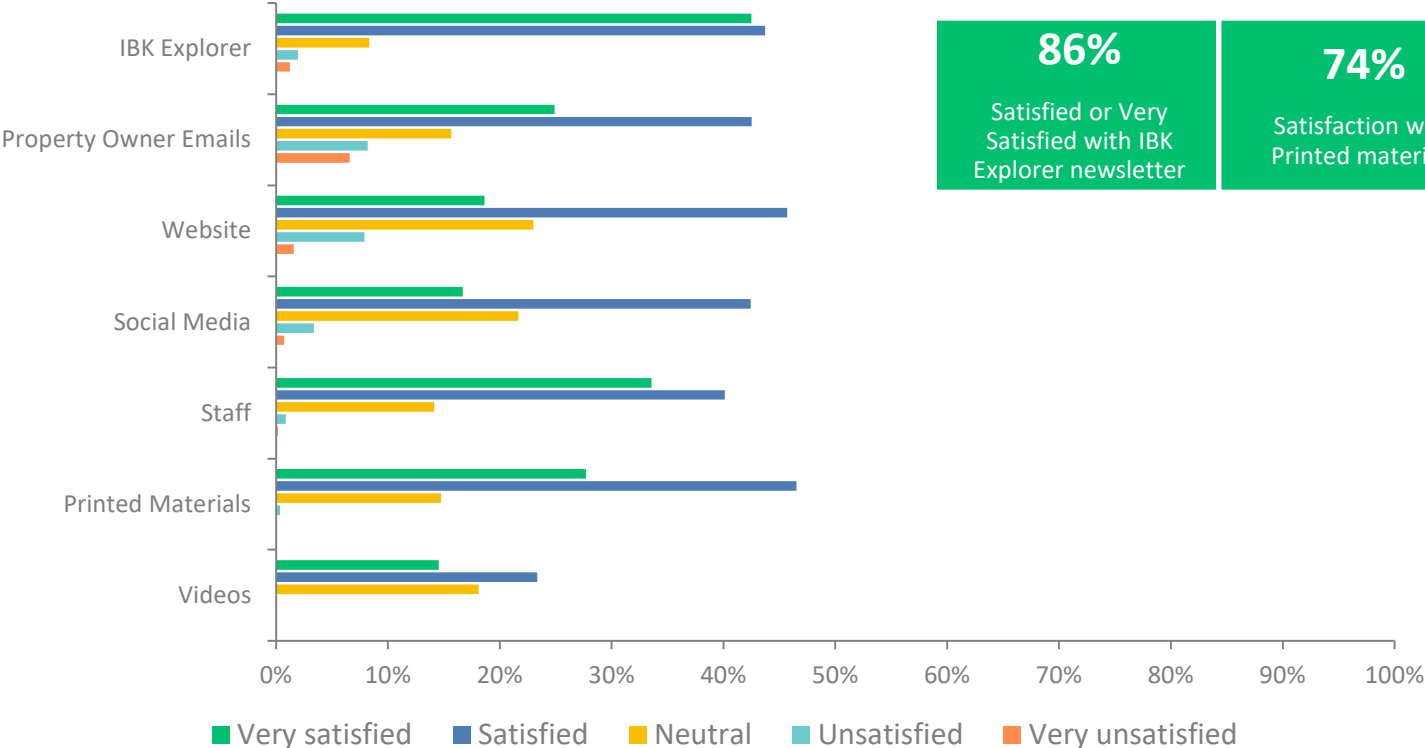
**68%**

Said they were Very Satisfied or Satisfied with the Historical Village

# Innsbrook Marketing & Communications (IBK Corporate & IOA)

Answered: 571 Skipped: 38

## Top 3 Rated in IBK Marketing



<b>86%</b> Satisfied or Very Satisfied with IBK Explorer newsletter	<b>74%</b> Satisfaction with Printed materials	<b>74%</b> Satisfaction with Marketing Staff
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# Comments & Feedback for Innsbrook Marketing & Communications

## Positive

- Always well written, informative, and enjoy to read.
- The current staff is doing great.
- Heather is professional and does a great job with answering questions and maintaining the Facebook community. Responds appropriately and timely.
- The videos are always great quality.

## Neutral

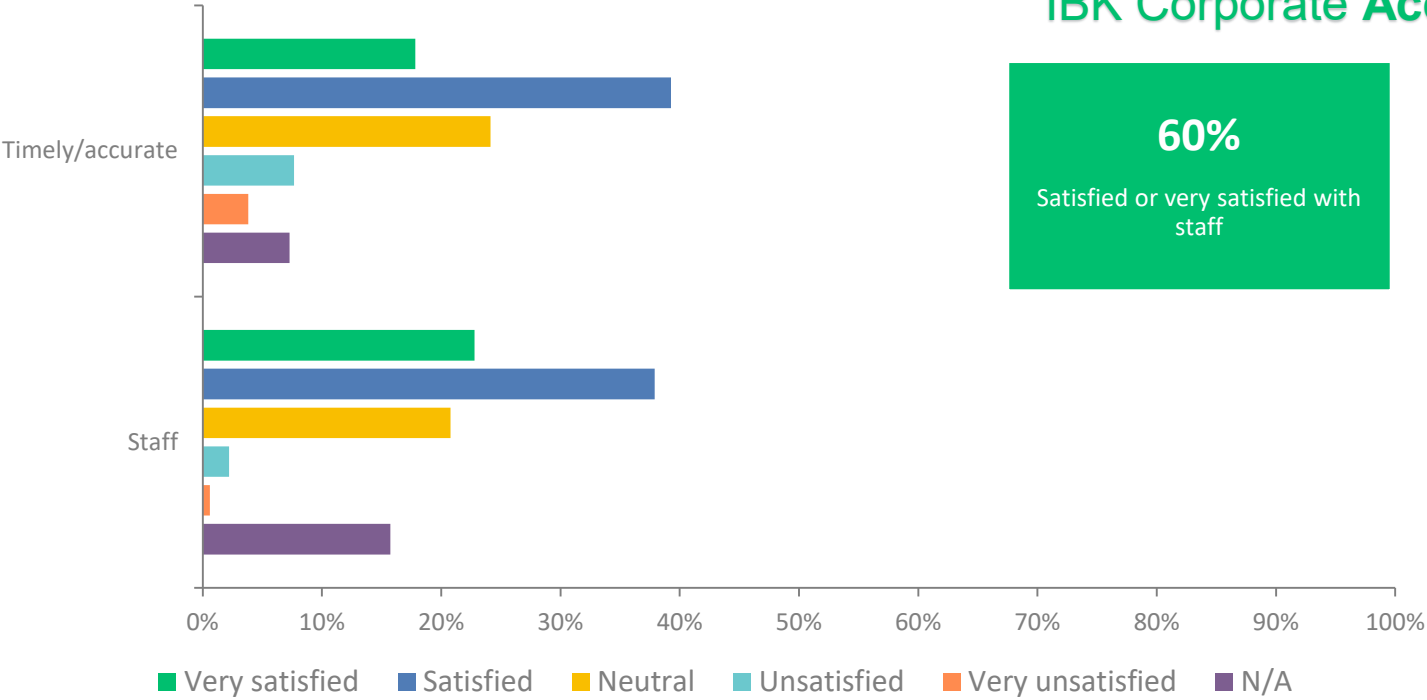
- Clickable links would be nice.
- “It would be great if they had reports or pictures of what happened at events.”
- The app is highly wanted. Website is dated and needs a revamp. Hard to navigate.
- “More communication about what is going on with repairs, & just what is going on. Not knowing leads to gossip and speculation among the community.”
- The Facebook comments are always so negative and nobody filters what they want to say.
- Would like the paper newsletter more.

## Negative

- Many people not receiving emails or not being able to get onto the mailing list.
- Rely too much on Facebook for the communications. Missing the portal and other forms of communication.
- “Facebook group posts have turned into a huge gripe session”.
- People don’t like that some people say things on social media posts and Innsbrook replies and then leadership makes major decisions based off of grumblings.
- Admins of Facebook pages need to stop giving negative people second chances and kick them off.
- The owners group is full of people that are complaining and negative. No positive things.

# Innsbrook Corporate Billing (IBK Corp)

Answered: 558 Skipped: 51



## IBK Corporate Accounting Rating

**60%**  
Satisfied or very satisfied with staff

**57%**  
For accuracy and timeliness of billing

# Comments & Feedback for Innsbrook Corporate Billing

## Positive

- Terry does a great job.

## Neutral

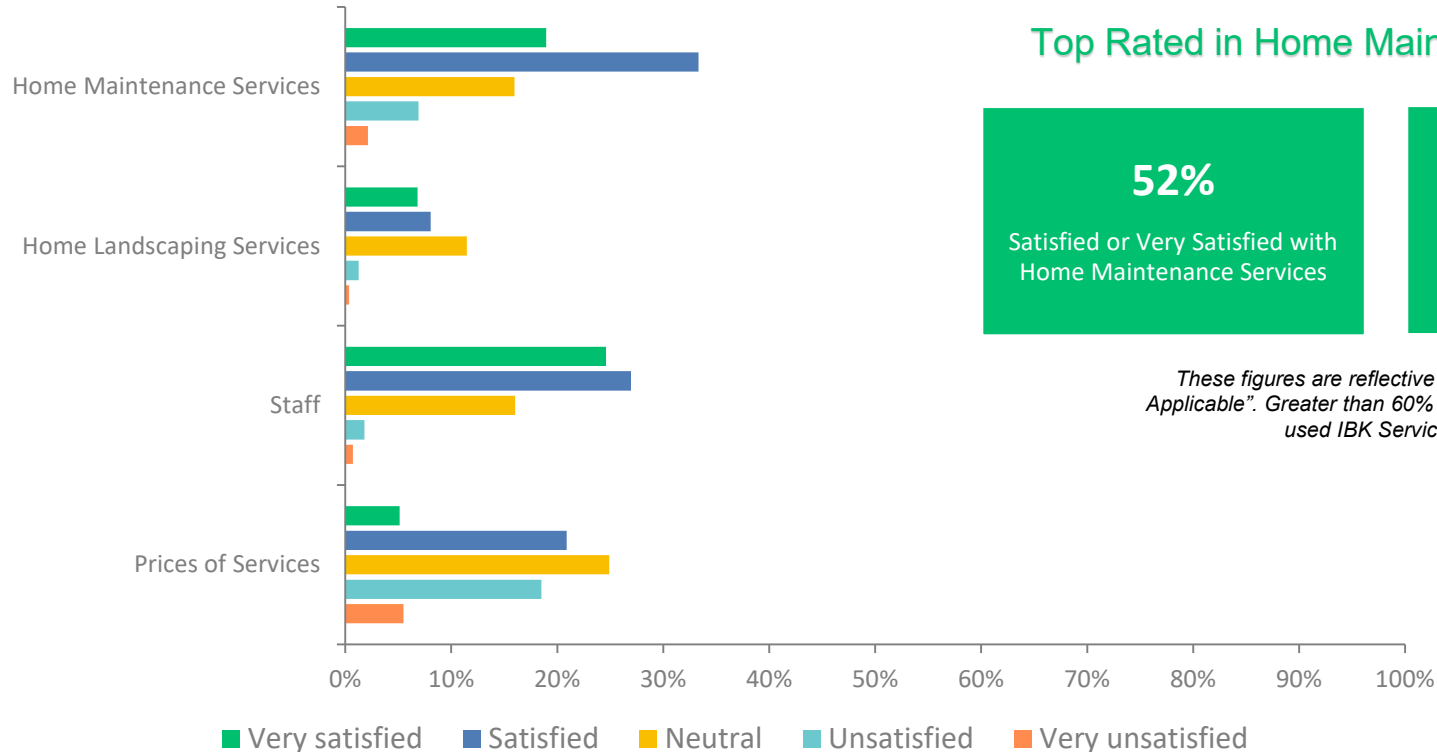
- “Needs to move more online, statements, payments, account activity. Then not charge extra for it. Everything is online now, no need to charge extra.”
- “Wish the annual HOA dues were charged monthly and not at the end of the year. Especially with the large increase in fees.”

## Negative

- Overwhelming amount of responses about DNI billing late with no notice and does not communicate.
- \$100 “convenience” fee to pay assessment online is too much.
- Charging for a non-working alarm system.
- Billed on several multiple occasions for work that wasn’t completed.

# Innsbrook Maintenance Services (IBK Corp)

Answered: 566 Skipped: 43



## Top Rated in Home Maintenance Services

**52%**  
Satisfied or Very Satisfied with Home Maintenance Services

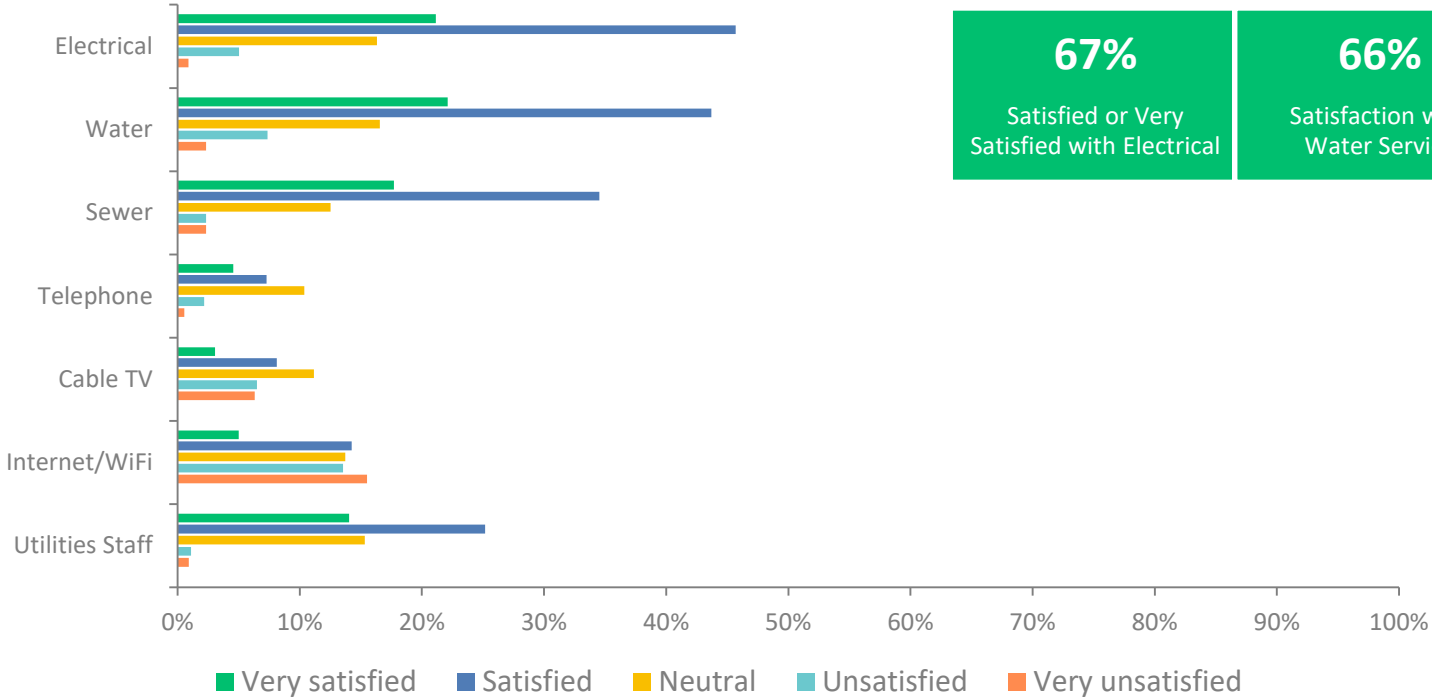
**52%**  
Satisfied or Very Satisfied with Services Staff

*These figures are reflective of the people who did not say "Not Applicable". Greater than 60% of respondents noted they had not used IBK Services for home maintenance projects.*

# Resident Utilities (IBK Corp, Cuivre River, PWSD2, Other 3<sup>rd</sup> Parties)

Answered: 567 Skipped: 42

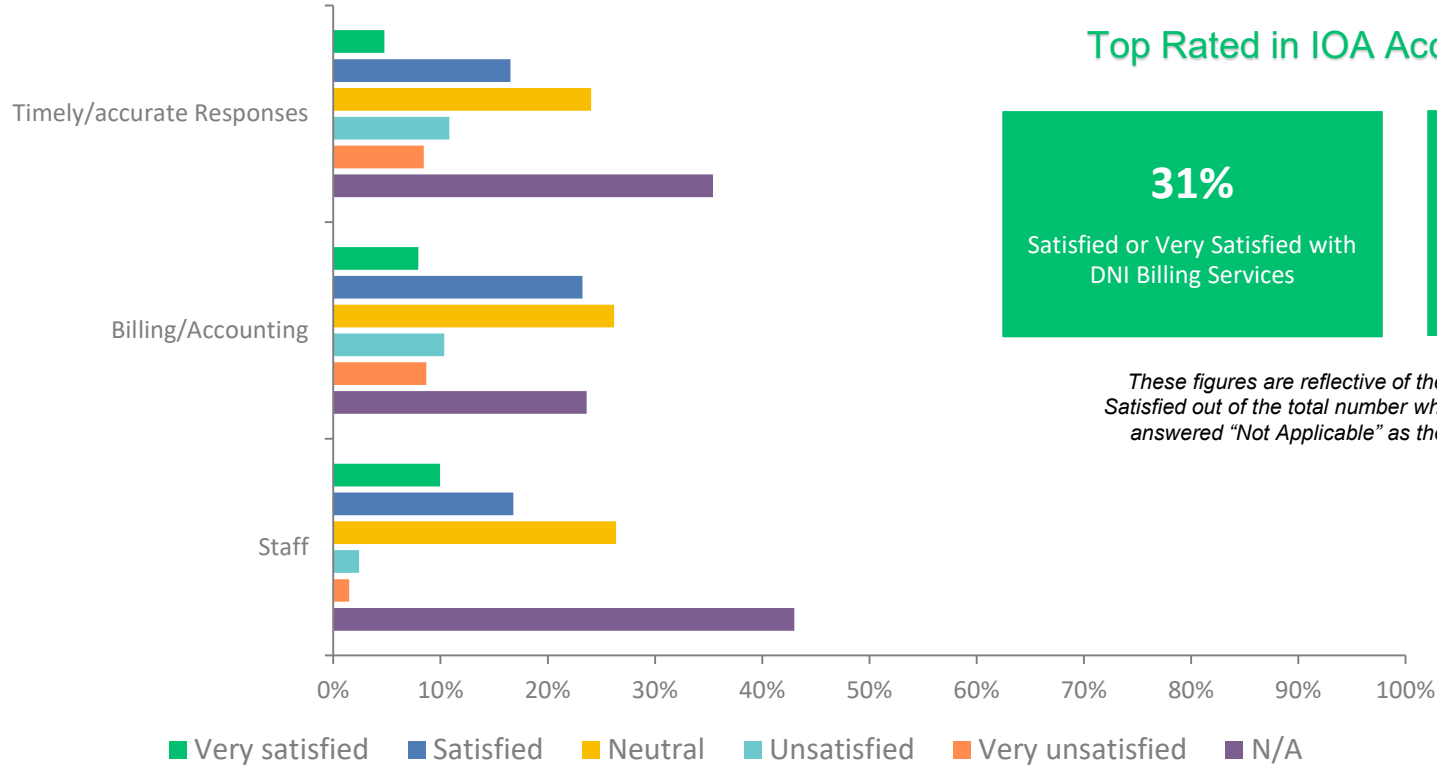
## Top Rated in Utilities



<b>67%</b> Satisfied or Very Satisfied with Electrical	<b>66%</b> Satisfaction with Water Service	<b>52%</b> Satisfaction with Sewer Services
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# Home Owner & Condo Association Account Services (DNI)

Answered: 552 Skipped: 57



## Top Rated in IOA Accounting Services

**31%**

Satisfied or Very Satisfied with  
DNI Billing Services

**27%**

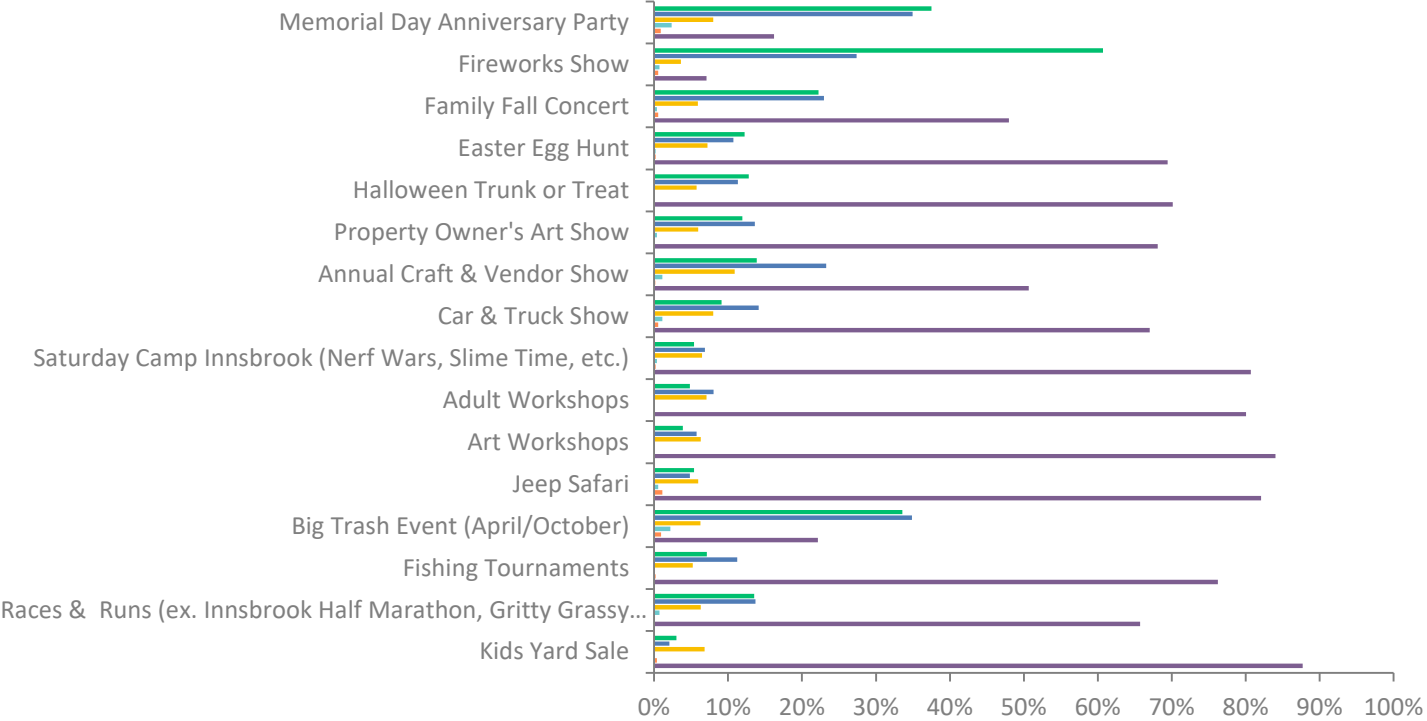
Satisfied or Very Satisfied  
with DNI Staff

*These figures are reflective of the people who noted Satisfied or Very Satisfied out of the total number who answered the question. Most have answered "Not Applicable" as they didn't have an experience of note.*



# Homeowner Special Events & Activities (IOA)

Answered: 555 Skipped: 54



## Top Rated Activities

**88%**  
Satisfied or Very Satisfied with Annual Fireworks Show

**73%**  
Satisfied or Very Satisfied with Memorial Day Anniversary Party

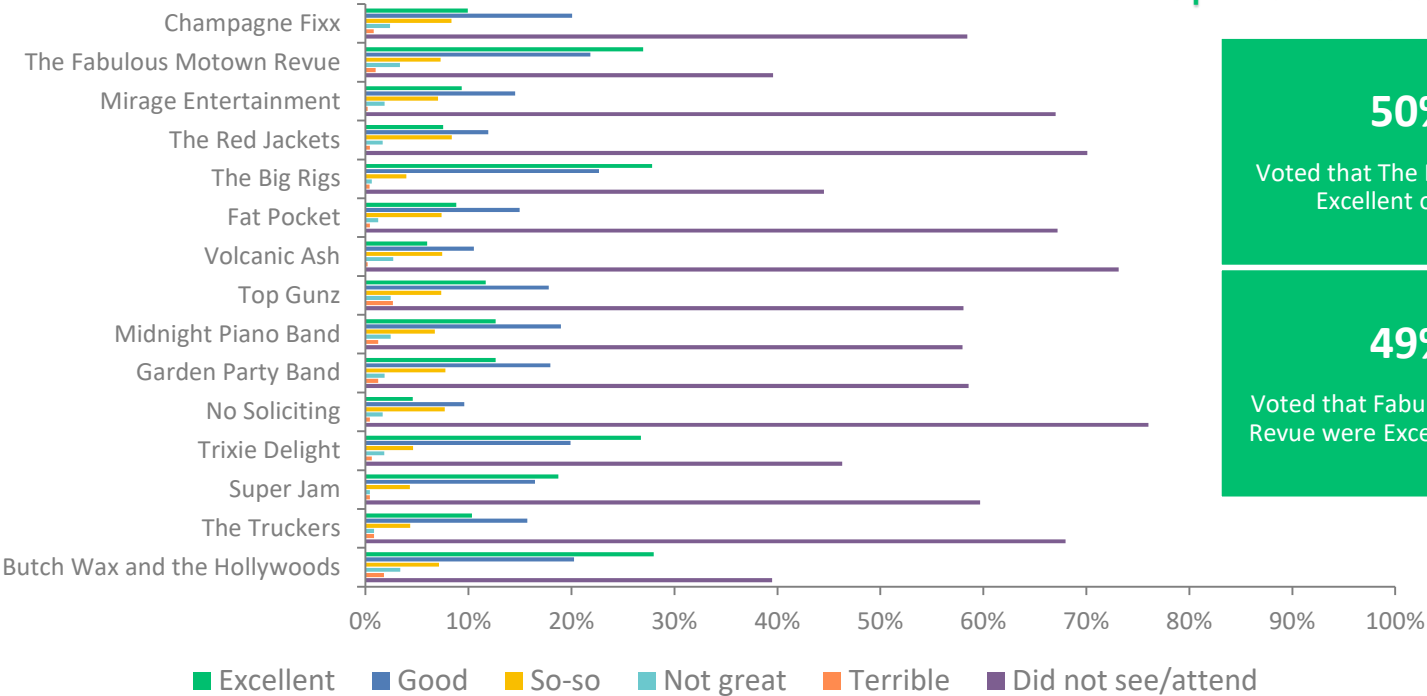
**68%**  
Satisfied or Very Satisfied with Big Trash Days at IBK

Very satisfied Satisfied Neutral Unsatisfied Very unsatisfied Have not attended before

# Summer Breeze Concert Bands (IOA)

Answered: 534 Skipped: 75

## Top Rated Concert Bands



**50%**  
Voted that The Big Rigs were Excellent or Good

**49%**  
Voted that Fabulous MoTown Revue were Excellent or Good

# Camp Innsbrook Workshops & Camps

Answered: 534 Skipped: 75

