

2009 ANNUAL HOMEOWNERS QUESTIONNAIRE

UTILITIES

1. Why is Winterplace paying more for propane than other associations on the mountain? Okemo Mountain Lodge and Solitude are paying \$1.07. Their rates are negotiated with the mountain management to maximize the quantity discount.

Winterplace was paying more this year because of the timing and pricing of propane last year. Winterplace has explored bulk purchasing with the mountain in addition to evaluating the options regarding purchasing. The mountain opted last year not to lock in fixed pricing but rather purchase on a "Landed pricing" in which the price fluctuates daily. Beginning June 1, Winterplace's "lock in" price of \$1.349 took effect.

2. It was a big error to lock in the gas price while the price was high. I have discussed this matter w/ John, our manager, & I went out to discover how low the price really could have been. More like \$1.05 per unit. We have paid through the nose this season & the Board should reimburse us for this bad mistake. You lock in at the low end for the year. You lock in for only three months when the price is high. I need a Board member to explain to me what you are planning to do to reimburse us!

In past years, the Board had negotiated a quantity discount for all propane used at Winterplace (about 175,000 gallons per year). Historically, our negotiated price with Irving is about one-half of the retail price for propane. This contract requires us to lock in a price during the period from April 1 and May 31 each year for its entirety. In past years, this has yielded significantly lower, and predictable, propane prices for our owners. In 2008, propane prices, like gasoline prices, were very volatile. They peaked in July and dropped by over 50% in December before increasing somewhat thereafter. Our locked-in contract price, therefore, was higher for some months of the heating season. Another element of Irving's contract is such that it guarantees the contracted quantity of propane will be available for WP owners' use during that period. The Board has advised all owners separately of the new "lock in" price of \$1.349 for 2009-10.

3. Is it possible to negotiate a group contract with Comcast for a better rate for all units at Winterplace?

Yes. Winterplace has looked into and meet with Comcast several years ago regarding bulk pricing. The problem we encountered is that in order to allow for savings for all we needed to see a 50% savings in the retail price. The reason for this is because numerous people turn their cable off 6 months out of the year.

REAL ESTATE

4. How many more condos can be built at Winterplace?

Winterplace can logistically build twenty plus duplexes on its land and has received approval from the ownership to build ten. Five have been sited and two, D & X, have been sold through 2008.

5. Two things struck me as important keeping WP in as pristine condition as possible to preserve property values, and as one candidate suggested, seeking alternate sources of income for WP. I am not into marketing but one thought might be a line or logo of clothes with the Okemo/WP insignia.

Winterplace, on multiple occasions, has offered logoed clothing to the membership; however, it always seemed to cost the association money so we stopped this offer.

6. Could we ask Vt. Properties to have a better sign at the entrance to WP? Or better yet, no sign. Their sign looks a bit cheap & doesn't really add to our nice entranceway to WP.

Just a thought- Kettlebrook has a nice sign at the beginning of their trail. Wouldn't it be great if WP had a "Winterplace" sign near the top of the A/B (ski) lifts? It's great advertising for us as every skier gets off the lift & sees our development and probably thinks we are part of Kettle Brook. It could encourage renters and buyers to consider WP & its great location

We have not received any complaints on the aesthetics regarding the Vermont Properties sign. Winterplace and Vermont Properties do have a business relationship and it is to the association's benefit that they maintain a visual presence on the property. We like the idea of a sign being posted outside of "H" building which we will investigate and hopefully install for the upcoming ski season.

7. How does adding more property to an already depressed housing market benefit unit owner's property values?

New units like buildings W, X & Z are large units unlike most other WP units, and are in relatively limited supply. The properties being added to the Winterplace facility are a benefit to individual unit owners in that it offsets the need for special assessments for capital improvements. This special assessment offset is clearly a benefit to unit owners' property values by avoiding special assessments. New units like building W, X, Z are large units, unlike most other WP units, and are in relatively limited supply in the area.

8. How many units are on the market?

At the time of this draft, there are 34 Winterplace units for sale.

9. What are the selling prices for the past 3 years, based on size?

This is a question best directed to Vermont Properties 802-228-8877.

10. Status of X, Y & Z Buildings?

The Status of X building is that it has sold and closed. The status of W, Y, & Z are that W is currently available through Vermont Properties and, as always, will not be constructed until sold. Y & Z will follow suit after W is sold.

FINANCIAL

11. In looking at the operating budget of 2008 vs.2007, there are significant increases in a number of categories, why? -water systems operations, sewer, rubbish removal, furnace cleaning & repair, fire safety, road & parking maintenance, equipment expenses & repairs, recreation bld. expenses, legal fees, management & office salaries, maintenance wages, uninsured losses & deductibles.

The increases for 2008 vs. 2007 are:

Water systems operations: State mandated chlorination system changes.

Sewer: Town increase in rates.

Rubbish removal: The addition of recycling service.

Furnace cleaning & repairs: More furnace cleanings were performed than pervious year.

Fire safety: Several buildings had to have the sprinkler system re-charged as well as new sprinkler heads replaced.

Road and parking maintenance: Price increase in materials and trucking.

Equipment expenses and repairs: The aging equipment requires more maintenance.

Recreation building: The pool and spa heaters had major repair work done in 2008 that was not needed in 2007.

Legal fees: In 2007, there was little legal council required by the Association but several issues arose in 2008 requiring legal assistance.

Management & office salaries: This increase is for cost of living and performance increases.

Maintenance wages: There was an approval for more man power than the previous year, plus cost of living and performance increases.

Uninsured losses and deductibles: There were more incidents of repairs for uninsured losses than the previous year.

12. Looking at 2008 actual vs. budget- why the overruns?

Common utilities & WiFi: The homeowners voted to accept a Wi-Fi system which was not part of the 2008 approved budget.

Sewer: The town of Ludlow had an un-notified rate increase.

Road & parking maintenance: More salt and sand was required due to an icier ski season than normal.

Equipment expenses & repair: The aging equipment required more services than anticipated.

Maintenance operation: Additional supplies became necessary for maintenance repair issues.

Legal fees: There were several unforeseen Association issues that required legal services.

Maintenance wages: The Board approved additional funds for seasonal labor for homeowner services.

Depreciation expense: The budget's focus is on cash needs, which determines the assessment.

Uninsured losses/ deductions: The uninsured loss budget line item is based on historical loss average. Last year there was a major water damage loss in J building, as well as many repairs to unit damages for roof leaks.

13. Please curtail any unnecessary expenses. Our budget is limited. Dues are very high.

What steps are being taken to control maintenance costs? Is any thought being given to reducing monthly maintenance fees, given the state of the economy?

Management is looking into several cost saving and economy of scale measures that will affect 2009 spending and the 2010 operating budget.

14. Perhaps (there could be an) allocation of funds to market WP as a destination of rentals/purchases to avoid being the little cousin of Jackson Gore?

Winterplace units are individually owned and all rental or unit sales lay within the homeowner's jurisdiction. Rental agents do advertise the benefits of renting at WP using anticipated funds generated from individual owner rental fees that they pay to rental agents.

15. In the absence of the ability to continue funding capital projects through the sale of new units *ad infinitum*, how does the Board plan to fund future capital needs?

If the ability to fund capital projects through real estate gains is deferred, homeowners will contribute to capital improvements through regular dues or special assessments.

16. The maintenance cannot be funded through the sale of new units forever.

The maintenance budget is not presently, or ever has been, funded via the sale of real estate. All real estate gains are used for capital improvements.

17. We appreciate the board trying to generate revenue to offset costs but this is at the expense of our open space, homeowner's expense and property value. Funding building maintenance through the development of Winterplace open space seems short sighted to us. Is there another plan to build a capital reserve to be used to maintain the association's future assets? How about setting up a reserve fund for future repairs?

Once the roof upgrades are complete, further development profits will fund reserves.

RECYCLING

18. Will you please mask the recycling bin? It is truly an eyesore. It catches the eye as one approaches WP.

For this up coming ski season we are relocating the recycling bin near the pool building behind the tennis courts.

19. Recycling center doesn't seem to be used properly & is an eyesore for those close-by. For "L" Bld. it is the view as we leave the building- not very scenic at all.
The recycling bins do get frequent use and as stated in the previous answer is being relocated to a more neutral location.

20. Love the new recycling center-Thanks!

21. Shrubs around the recycling center would be a nice touch!

FUTURE BUILDING SCHEDULES

22. When will renovations on 'O' building take place?

The renovations or capital improvements to O building will take place either in 2010 or in 2011.

23. How are we going to resolve the problem w/ roof & leaking into unit every season. Haven't been to check yet this year but has leaked badly every year for 14 years.

With the installation of the new roof system we expect to have eliminated many, if not all, of the roof leaks.

24. Is vinyl siding possible? If not, why?

Management has investigated vinyl siding several years back and determined that due to the inclement temperatures that vinyl would not tolerate both the wind and the cold temperatures. Additionally, there is an aesthetic issue we need to maintain with the mountain and this option is questionable as to its acceptance.

PETS

25. 'Need to curb their dogs' better- especially by 'G' building. I think renters are bringing dogs- people should be more respectful- you even supply the bags- how lazy can people be!

All rental agencies know that renters are not permitted to bring pets. If you know that a renter has a pet, please advise the office and we will advise the rental agent.

RECREATION BUILDING

26. Why construct the recreational bld. expansion before the unsold new units are sold? Additional unwanted assessments are uncalled for.

As a reminder, the board elected not to proceed at this time at the recommendation of the recreation committee.

27. What's going on with the new gym- exercise facility?

The recreation building has been put on hold due to the economic climate. At this time, it is unclear as to when this will be revisited.

MAINTENANCE

28. Our outside lights are often on until 9am every morning. They should be turned off earlier- save energy & money.

The outside lights are photocell activated, automatically turning on and off based on light sensitivity. Unfortunately, we are unable to adjust the sensitivity which changes the time throughout the year as to when the lights are on and off.

29. Keep up the good work. The complex seems much better maintained this year, snow removal has improved, & the parking situation is better as well. Glad to see the CO project done & we are enjoying the wireless internet service. Replacement of greenhouse windows was very professional- kudos to Jeff & Ray.

Thank you.

30. We are concerned that Winterplace looks like a constant construction site; this is independent of the current construction of building X. Examples are: Front-end loaders, trucks, trailers, etc. stored around office and parking lot vs. being stored up at the maintenance area. Also, sand and gravel piles randomly placed in parking lots for the last several years. Other condominium complexes at Okemo don't look like a construction site, neither should Winterplace. Shouldn't all machinery and equipment be stored in the maintenance garage/area at the top of the hill when not in use and/or at the end of the day, rather than left around the Winterplace complex?

Woodsheds have not had door knobs installed for the past several years, can this project be completed?

We are relocating several items during the winter months such as the trailers and the front end loader whereby these items will be either up at the maintenance area or off premises. Due to the development of buildings it has been difficult, if not impossible at times, to store both equipment and materials up at the maintenance area. This will no longer be the case this coming winter. Regarding the woodshed door knobs, There are not supposed to be door knobs put onto the wood sheds in order to allow the doors to slide open and close.

31. The new X site is an eye sore and the retaining wall must be a liability for skiers and autos on Mountain Road.

Pursuant to our building permit issued by the State, we were required to build the retaining wall. It would have been our wish not to have constructed such a wall considering the cost. As with many new developments, the immediate appearances are unsightly.

32. Flood tennis courts for skating. Tubing hill/ sledding hill- simple. John will love this one-convenience dispenser for basic food stores- milk, eggs, bread- located at the manager's office. Groomers push snow to WP access at the top of the "B" lift & lower arrow (?) access at the rear of "K" bld. to avoid gully.

Buy firewood from the same source next year- this year's cordwood has been the best ever.

We will look into constructing a low cost skating area outside of the tennis courts. When this was investigated several years ago, we were informed that flooding the tennis courts could cause extensive damage to the current court surface. As nice as it would be to have a convenience store at Winterplace, we simply do not have the space. Cordwood purchases are planned with last year's vendor.

33. Will our new door & locksets and the detailed interior trim be replaced soon? We experienced heat loss due to unfinished work. When will work on our unit resume?

The door project is being picked back up again beginning this spring. Also, the unit punch list shows door-fit as an ongoing project which receives constant attention.

34. Could we have extra garbage pick up during the holiday times- awful how everyone leaves it all over?

Rubbish pick up is increased both during the winter and additionally during holiday periods. We are aware that at least one container (E&F building) does get overloaded during the holiday times and have transported trash from this dumpster to one which is less used in an effort to curb the trash overflow.

[WIFI](#)

35. We would like an update on the status of the WiFi slowness. We were there in Jan. & March & it's still extremely slow.

The status of the WiFi is that this spring we are working with the new company to improve both speed and service. We expect to have many of the problems from the winter resolved during the summer.

36. WiFi update- Have the problems been solved with improved bandwidth?

We expect much of the improved connection and speed to be resolved this summer. Should you continue to experience difficulty, please let us know so we can report it to the WiFi Company.

37. When will R2 have functioning internet?

As stated earlier, we expect the WiFi to be improved by those who have had problems this summer.

IMPROVEMENTS

38. Can anything be done with the "nothing" space in the loft area?

Development of the common area space in the loft area would require State permitting which would trigger entire building upgrades to the sprinkler system which prevents us from allowing build out of the common area space without significant expenses to each entire building that is modified.

PARKING

39. I want better enforcement of parking up here at the R and S buildings. No cars without passes. At least three spaces to be left vacant in front of each individual unit for the use of that unit's owner. I don't want our parking lot to be "left up to the owners". It doesn't work. The children and children's friends of some owners do not respect the rights of other owners. There is nothing worse than to arrive here and find the lot filled with twenty cars and no place for us or our guests to park and carry our things in. The only way it can work with no hard feelings is for the staff to enforce the rules.

We have no problem enforcing the parking rules at R & S. In fact, to be clear, about parking throughout the complex including R & S, there is no designated parking in front of any individual's unit. Additionally, each unit is limited to two parking spaces not three without an office issued parking pass for the third vehicle.

40. We need better control over parking- it's not all WP owners.

The general consensus is that parking has improved at Winterplace. However, we continue to monitor and enforce the parking policy.