



ANNUAL MEETING QUESTIONS



1. Is it possible to increase the quality of the soap/tissue etc? seems like a small cost that can leave a positive impression? *We do tests and try to get quality inroom amenities, but there are still production issues that have forced us to purchase what is available at times. We can investigate increasing the facial tissues, we also need to keep septic issues in mind when buying paper products.*
2. Are there any group purchase deals for mattresses that we can consider? *Most group purchases require us to fill a truck from the supplier for mattresses to receive any substantial discount. We can look into hospitality pricing from Verlo Mattresses, which offer drop shipped items that do not require a minimum order.*
3. Do we have to allow public swim? Seems the liability is not worth it. *We do not have to allow public swim; we do restrict it and it does generate funds for the association. Your Board of Directors periodically reviews the community swim program to make sure the rewards outweigh any risks.*
4. We cannot understand why we are unable to reserve a dock with our lodging reservation. A simple spreadsheet would be able to track the docks and we could upcharge renters who also want a dock? *Preassigning dock slips has its benefits, and its drawbacks. We would need to have every dock numbered and detailed information in order to assign slips that would work for the boaters, and we would still have many of the same issues we would have with the docks. It's hard to say if the benefit would out way the headaches.*
5. I'd like to see my condo rented more frequently. What can I do to help? *We appreciate the offer and enthusiasm; we would always like to see higher rental activity. We are working on advertising in new markets and increasing our market share, however the area is returning to pre-pandemic demand and adding inventory. We are taking all of this into our planning. For what owners can do, keep your units updated, replace furniture, beds, and carpets at regular intervals to keep the units fresh.*
6. Sliding glass doors are difficult to open & close in spite of good efforts to repair. *We have noticed this in many units and are working on getting them up and running. There are some units that may require more extensive work or remodeling.*
7. First impressions when pulling in – a lot of weeds by the main building also when going to the storage sheds, a lot of weeds behind the restaurant. *We weed the beds periodically, especially upfront, to keep the property looking good. Back of house areas are not weeded currently, this is something that can be discussed.*
8. What can be done to increase the maintenance staff? There are not enough workers to keep up with the needs of the resort and owners. le walkway lights were out for several weeks & I've been waiting 3 years to get my railings stained. *Like all employers we have felt the impact and strain on employees in the area. It is a challenge to find, and keep, quality employees. We do make every effort to find these employees and get through maintenance tickets as soon as we can.*
9. Why are renters not held responsible for missing items and damages? If I rent an boat and break it I have to pay for the repairs. Units should have before and after pics to hold renters accountable for damages. *We do hold renters accountable for intentional damage they cause*

- and do our best to recoup monies from them. With varying inventories in the rooms, it can be difficult to impossible to keep track of every item. Some wear and tear is expected with renting.*
10. What is the association's replacement intent due to extensive loss of any/all condos? This is needed for insurance coverage, making sure it is adequate. *The Board reviews insurance and replacement values annually when renewing the coverage. There was a large increase in replacement value this year to keep up with construction costs and inflation. In the event of the loss of any common element the Board will follow the guidelines laid out in Article IX of the Declarations dealing with Reconstruction, repair, or sale in the event of damage or destruction.*
 11. Look into installation of trap door to clean dryer vent from outside inwards. Right now, lint is being blown into the ceiling area of patio where it is building up. Avoid fire possibility. *This is something the board is considering in long-term planning for the property.*
 12. Why aren't owners required to show proof of condo insurance yearly? *The Declarations require that unit owners carry insurance, it does encourage owners to submit disclosure documents, but does not require them.*
 13. Why not have a list of companies of people who could provide services to owners, such as painting, window washing and power washing to the owners? *This is something the Board can look into.*
 14. Is a list of people who shouldn't be allowed to rent units anymore due to bad experiences with them? *Yes, the management company maintains a do not rent list.*
 15. Why would a renter be allowed to turn their grill into a firepit with burning wood close to the building? Nothing was done when we reported it to the front desk two times. *The guest was contacted and explained the rules for operating an open flame, as well that charcoal is to be used. The next day this was discussed with the employee in regard to what additional could have been done given the situation.*
 16. Some renters of Unit 126 shot rubber ducks onto the roof of the Wood Duck building in August. Why haven't they been removed? *They are down.*
 17. Can anything be done to prevent flies from entering the units at certain times of the season? In September they were terrible for a couple of days. A renter would have been very annoyed by them as we were. *Some units are hit harder by this than others, corner units are typically the worst. In the past the buildings have been sprayed for black flies, but that did not make much of a difference. We try and stay onto of the rental rooms before guest's check-in to remove as many as possible.*
 18. The gutters have a lot of needles in them affecting the drainage of water. Why aren't they being cleaned? *The gutters are scheduled to be cleaned every fall, we try and time it so that it is after the trees drop all the leaves & needles. More frequent cleanings can be scheduled.*
 19. Why do we pay HOA plus 50% of our profit if our condo is not maintained properly? *The HOA fees cover common element expenses like lawn care, pool, and other things that all owners own a percentage of, the 50% covers rental activity and is paid to the management company as their commission per an individual contract with that company to cover rental expenses. Per the Bylaws and Declarations of WELCA maintenance of a unit and its contents, from "studs in" and including doors, windows, balconies, and patios, is the responsibility of the unit owner.*
 20. 50% from profit is fair if rented and advertised accordingly. Condo picture is not listed anywhere and 230 is different, every condo is different not standard we have 3 beds in bed not 2. We pay all of expenses and yet we can't have proper listings. We want condo pictures for reservation

site. *Per the management companies' contract with the unit owners, we rent the units based on "unit type", not individually. For a two-bedroom condo we rent it to a maximum of 6 persons no matter if the bed configuration can accommodate more. We attempt to assign rentals to all units of the same type equally, while guests are allowed to make room requests and we make every effort to accommodate them, otherwise they are assigned to a unit that is at the top of the rental list. We do not sell the units individually, but as a unit type, therefore our pictures are of a general unit type, and we do not create online listings for every unit individually.*

21. Suggestion: Why not number the boat slips so a particular slip could be easily identified or located?
22. Suggestion: Why not paint "No Parking" at the end of the parking lot of the Wood Duck building? Sometimes cars block the walkway.
23. Suggestion: The boat launch needs to be repaired.
24. Suggestion: Rental owners need to strongly consider having dryer vents cleaned yearly or every other too due to high volume of dryer use by renters. Help avoid a dryer fire which could affect many.
25. Comment: Thank you for all you've done and are doing. Greatly appreciated!!
26. Comment: The property looks great, and we appreciate all of the efforts of the staff!
27. Comment: Maintenance staff is terrific.
28. Comment: WEL Board is great.