

## 2019 Questions via Proxy & Meeting

1. **What assurances are there for Owners Club available tee times when hotel opens and there are more companies and outings, which lock up the tee times? Thank you!** There are no assurances, it is to be expected that tee times could potentially become limited with company outings and tournaments. We recommend booking golf as early as possible. Owners Club members can book tee time 45 days in advance.
2. **Do we plan on making any significant upgrades to the Owners Club houses? They have become outdated and with the modernization and the improvement of the Resort, it is time for us (the owners) to make an investment into our property. We risk more by doing nothing! We appreciate the effort and time given by our BOARD and management. Also, any chance we could designate some UNITS to be dog friendly? Charge an extra \$250++ for extra cleaning. Thank you.** The Board and management team continually looks for ways of improving the homes to keep them up to date and will continue to do so. The Board has discussed the possibility of making specific homes pet friendly. Here are a couple of the many issues with allowing pets on property. The majority of our owners have pets, it would not be appropriate to have some members be able to bring their pets and not others due to occupancy levels. These homes would also have to have a very deep cleaning, including carpet cleaning, every time a member with a pet leaves to ensure the next member, who may or may not have a pet, arrives in a properly clean, allergy free home. This would also cause a significant delay in being able to get those homes cleaned by our designated 4pm check-in time. There is also the issue of many members having specific home preferences.
3. **Why has the sale value of our ownerships continued to decline?** Actually, the sales value has increased over the last year. The Board set up a resale program in 2018 and we had two sales at \$33,000; the highest sales price in several years.
4. **Request the Board to consider the cleaning of the drip coffee makers to remove the buildup of hard water minerals. Suggest that housekeeping periodically decalcify with vinegar or similar cleaning agent.** The management team will work with our housekeeping company on keeping them clean.
5. **Please change out door handles and plates. They are old and bad looking. Prospective owners will look at this as a first impression and conclude that the properties (homes) are not well maintained.** In early 2019, all exterior door locks will be changed to keep in line with the Resorts upgrades.

6. **Are there going to be PGA Tournaments in 2019 and what are the dates?** Yes, The PGA Cup will be September 23-29, 2019. The Senior PGA Professional Championship will be October 3-6, 2019 and The Women's PGA Cup will be October 22-26, 2019.
7. **Will we go back to checking in at Resort once they open?** You will be able to check in at the Resort when they reopen as you have in the past although it is not required. If you would prefer to check in at our office, you are more than welcome to do so. We may also keep the late arrival procedure in place but have not made the final decision. We will let all owners know as soon as that decision is made.
8. **Will members continue to have shuttle services and or complimentary valet parking once resort opens?** We do believe that we will have the same services when the Resort reopens but will know more when we are closer to the re-opening.
9. **Can we have Friday night receptions again?** The Board will discuss this at our first meeting in 2019.
10. **Where can we find the literature for marketing?** Marketing and sales information can be found on our property website – [www.ownersclubbartoncreek.com](http://www.ownersclubbartoncreek.com)