

**ASSOCIATION OF UNIT OWNERS OF WHISPERING WOODS  
CONDOMINIUM BOARD OF DIRECTORS ANNUAL MEETING MINUTES**

Wednesday, May 11, 2022

**I. CALL TO ORDER/ROLL CALL/INTRODUCTIONS**

Chairperson Jeff Pank called the Annual Meeting to order at 10:04 a.m. Pacific Time. Gloria Wells, Secretary, reported that a quorum was present to conduct the meeting, with 80.1% of the members present in person or by proxy. The following persons were in attendance:

Board of Directors:

Jeff Pank, Chairperson

Gloria Wells, Secretary

Steve Ackley, Director

Judy White, Director

Absent:

Ben Sjodin, Treasurer

VRI Americas (VRI) and Resort Management:

Grant Tuttle, Director of Resorts/VRI

Pat Easterbrooks, General Manager

Robin Barrett, Director of Operations

Owners:

Joseph Muller

- A. Board of Directors
- B. Resort Staff
- C. Management Company

Chairperson Jeff Pank introduced himself as well as the other Board members and the Resort and management staff present.

**II. PROOF OF NOTICE OF MEETING OR WAIVER OF NOTICE**

Robin Barrett reported that the official meeting notice was mailed on or before March 31, 2022, 41 days prior to the meeting.

**III. APPROVAL OF MINUTES OF PREVIOUS MEETING**

- A. May 12, 2021 – Annual Meeting Minutes

**MOTION:** Gloria Wells moved to approve the May 12, 2021, Annual Meeting Minutes as presented. Motion was seconded Steve Ackley and approved unanimously.

**IV. REPORTS OF OFFICERS**

**A. Chairperson**

The Chairperson’s Report for the Annual Homeowner Meeting is as follows:

**WELCOME**

Welcome to Whispering Woods I’s 41st Annual Meeting. Thank you all for attending.

**Recap of 2021**

1. Whispering Woods I received the RCI Gold Crown award for 2022—the 31st year in a row.
2. Between exterior and interior reserve expenditures, the Resort spent about \$100,000 on interior work and \$15,000 on exterior work. Pat Easterbrooks, General Manager, will go into detail on 2021 projects as well as what is planned for this year.
3. VRI completed its 26th year as our management company. Grant Tuttle is currently serving as our Director of Resorts.
4. The Condominium Association (Exterior of 42 units) finished 2021 with expenses exceeding revenue by \$1,231, and the Co-Owner Association (Interior of 32 units) finished the year with revenue exceeding expenses by \$53,431. This will be discussed in more detail in the Financial Report.

**OUR 2022 GOALS**

1. Retain the RCI Gold Crown Resort designation for the 32nd year in a row.
2. Meet or exceed revenue goals.
3. Finish another year in the black, managing our physical and financial resources wisely.
4. Consolidate up to three Co-Owner units, allowing for the sale of whole condominiums, with revenue benefiting the Association.
5. Treat Resort staff as valuable team members, providing a safe working environment and a place where people want to work.
6. Maintain the Resort as a safe, comfortable, relaxing, drive-to destination for people who want to enjoy “The Nearby, Far Away Vacation Place.”

**ASSOCIATION-OWNED RESALES**

The Association currently owns multiple timeshare interests, and inventory is available for purchase. Please contact General Manager, Pat Easterbrooks, if you have an interest or questions.

**THANK YOU TO THE STAFF, TO VRI, TO OUR BOARD, AND OUR OWNERS**

Our staff deserves praise and gratitude for helping us get through two difficult years during the pandemic, wildfires, and unpredictable snowstorms that led to power outages. I would also like to thank our volunteer Board members and our Management Company for their continued support as we have come through one of the most challenging periods in our Resort's history.

Thanks to everyone who attended today and for your ongoing trust.

**B. Treasurer**

The following Financial Report is based on unaudited 2021 financial statements.

Summary of Financial Activities

Condominium Association (Exterior of all 42 units)

- The Condominium Association finished 2021 with \$31,279 in operating cash (compared to \$23,009 last year), \$253,918 in reserves (compared to \$179,624 last year), and expenses exceeded revenue by \$1,156.
- Results of 2021 operations reduced the Operating Fund balance from -\$1,231 (negative) to -\$2,387 (negative).

Co-Owner Association (Interior of 32 co-owner / timeshare units)

- The Co-Owner Association finished 2021 with \$737,366 in operating cash (compared with \$626,825 last year), \$487,489 in reserves (compared with \$476,163 last year), and revenue exceeded expenses by \$53,431 before depreciation.
- At 2021 year-end, the Co-Owner Association had an accumulated Operating Fund balance of \$74,657.

Audited Financial Statements

The 2021 Audited Financial Report should be finalized and available by June 2022, and a copy will be posted on the Resort website. The preliminary report made available to you for this meeting is also posted on the Owners page of the Resort website.

For those owners who wish to have a complete, printed copy of the Audit, please contact Pat Easterbrooks, the General Manager, and one will be sent to you at no cost.

**V. REPORTS OF COMMITTEES**

**A. Joint Use Committee**

This year's highlights include:

1. Clubhouse hours – We are currently open from 9 a.m. – 7 p.m. Sunday through Thursday, and 9 a.m. – 9 p.m. on Fridays and Saturdays.
2. Clubhouse Operations – The Clubhouse was open all year in 2021. Pool and hot tub use was limited to in-house guests by reservation only until June 2021, when reservations were no longer needed. The Fitness Room is open without restrictions, but the sauna remains closed. Gift shop inventory has been replenished, and the gift shop area is fully open. There were no Clubhouse remodeling projects completed in 2021.
3. Financial Status – The December 31, 2021 unaudited, preliminary Financial Statement shows that Clubhouse expenses exceeded revenue by \$2,600 in 2021 (a loss), compared with a \$10,090 gain in 2020 before depreciation. Final numbers will be available when the Audit is completed later this year.
4. Usage in 2021 - We did not track actual usage in 2021 due to restricted Clubhouse use during half of 2021.
5. Day Use Policy - Reminder

Day Use was reinstated in July 2021. The Day Use Policy limits Day Use to registered owners and their guests. Policy highlights include:

- Owner’s dues must be current on their maintenance fees.
- A Day Use Registration form must be completed and on file at the Clubhouse.
- The maximum number of guests allowed for day use is limited to the maximum occupancy of the Owner’s unit.
- A registered Owner must show their I.D. and sign in before using the Clubhouse facility

## B. Management

Pat Easterbrooks, General Manager, provided the following report on 2021 Operations:

### Property Update – 2021

1. Replaced broken roof tile as needed and treated for moss.
2. Seal-coated and re-striped the parking lots.
3. Painted the interior of 13 more units (13 were completed in 2020).
4. Installed portable air conditioners in all 32 Co-Owner units.
5. Replaced two aging commercial washing machines, paid from the Co-Owner Reserves Account.

## Operations – 2021

1. Rental, Owner and Exchange Guest demand was much higher in 2021 than in 2020, but staff availability made for a challenging year. At times we had to restrict rental availability because we did not have adequate staffing to clean every room. Staffing finally returned to semi-normal levels near the end of 2021.
2. Regional, State, and Federal wage trends and higher demand for staffing caused resort wages to exceed the 2021 Budget.
3. Supply chain restrictions increased prices for operating supplies and caused some shortages throughout the year.
4. Due to government-mandated restrictions, the pool and hot tub usage was restricted to in-house guests by reservations only until July 2021. The Fitness Room was limited to one family at a time, also until July 2021. The sauna remains closed for the time being.
5. Demand for owner, exchange, and rental reservations was strong going into 2021 and continues into 2022.
6. Exchange Options: RCI, II, VRlety, Trading Places
7. Staff (years of service)
  - Robin – more than 28 years
  - Cyndy – more than 25 years
  - Mirella – 18 years (recently transitioned to part-time); Saul – 15 years; Rose - 14 years; Cec – 11 years but will be retiring in August 2022.

A total of 30 people who all serve a critical role. Every job is important.

## 2022 Plans

Property: Window and sliding glass door replacement in some units, interior and exterior touch-up painting as needed. Re-roofing Torrey Pines (400-410) and Cypress Point (412-422) and completing some dry rot repair. The WiFi system will be upgraded to meet higher demand and create a more reliable system.

Operations: Due to COVID demands and limited staffing, the check-out time was moved to 10:00 a.m. in 2021. The Resort will be returning to an 11:00 a.m. check-out time on May 16, 2022.

To address the Resort's changing Owner usage characteristics, Management is currently working with the Oregon Real Estate Agency to redesignate at least three Co-Owner units for use as "whole owner" condominiums, allowing for their outright sale, with proceeds benefiting the Association.

## Customer Service

As of April 22, 2022, WWI RCI Comment Card scores exceeded Gold Crown thresholds. Based on 2021 Comment Cards, Whispering Woods was awarded the RCI Gold Crown designation for 2022.

**VI. ELECTION OF DIRECTORS**

Pat Easterbrooks provided the election results, reporting that Judy White and Ben Sjodin were re-elected to the Board for three-year terms ending in 2025.

**VII. UNFINISHED BUSINESS**

There was no unfinished business to discuss.

**VIII. NEW BUSINESS**

A. Whole Condo Sales

Discussion followed relative to the sale of whole condominiums. Management is working with legal counsel and the Oregon Real Estate Agency to enable the conversion of some co-ownership units to allow for the sale of whole condominiums.

B. Open Forum

The floor was opened for general discussion and owner questions. Discussion included deedbacks, delinquencies, rentals and rental marketing, co-owner and whole owner sales, and PPP loan forgiveness.

**IX. ADJOURNMENT**

There being no further business before the Board, Gloria Wells moved to adjourn the meeting. Motion was seconded by Judy White, approved unanimously, and the meeting adjourned at 10:46 a.m.

Respectfully submitted,

Pat Easterbrooks  
General Manager

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Gloria Wells, Secretary

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Date