

Whispering Woods II Owner's Association

2023 Annual Meeting

General Manager's Report

Property Update – 2022

1. Buildings B received new window coverings.
2. We replaced a few appliances as needed.
3. Siding on the south side of Building A was replaced.
4. About 8 large trees were removed due to concerns with aging and rot.

Operations – 2022

1. Rental, Owner and Exchange Guest demand was higher in 2022 than in 2021, and we continued to experience the challenges of remaining fully staffed.
2. Regional, State and Federal wage trends continued to push wages higher in 2022, similar to what happened in 2021.
3. Supply chain restrictions eased in 2022, but prices for operating supplies continued their upward trend.
4. We were able to reopen the pool to all guests without using a reservations system, and to all owners who visited the resort on Day Use. The Fitness Room reopened without limitations, but the sauna remained closed through the end of the year. Thankfully, the sauna reopened in early 2023.
5. Demand for Owner, exchange and rental reservations was strong in 2022 and continues into 2023.
6. Exchange Options: RCI, II, VRlety, Trading Places
7. Staff
 - Robin – more than 29 years
 - Cyndy – more than 26 years
 - After 18 years, Mirella continued part-time as she started her own professional housekeeping business;
 - Saul – 15 years;
 - Rose - 14 years;
 - Cec – retired in August 2022.
 - A total of 30 people who all serve a critical role. Every job is important.
 - This is my 34th year.

2023 Plans

Property: Building A and B will be repainted. Fiberglass showers and tubs in Buildings A and B will be replaced. Building C window coverings will be replaced. Miscellaneous other interior and exterior projects will be completed as needed. We were unable to complete the upgrade to our WiFi system in 2022, so it is on the list for 2023 to meet higher demand and to create a more reliable system.

We are in the planning stages to begin updating the interiors of our units in 2024. Our plan is to update about half of the units in 2024 and the rest in 2025.

Operations: Our check-out time returned to 11:00 a.m. on May 16, 2022.

Customer Service

As of April 2, 2023, WW I RCI Comment Card scores exceeded Gold Crown thresholds. Based on 2022 Comment Cards, Whispering Woods was awarded the RCI Gold Crown designation for 2023.

| Criteria | Gold Crown | Silver Crown | | WW Twelve Month Average |
|--------------------|-------------------|---------------------|--|--------------------------------|
| Check-In/Check-Out | 4.6 | 4.5 | | 4.9 |
| Resort Hospitality | 4.5 | 4.4 | | 4.9 |
| Resort Maintenance | 4.5 | 4.3 | | 4.8 |
| Unit Maintenance | 4.4 | 4.2 | | 4.7 |
| Unit Housekeeping | 4.5 | 4.3 | | 4.9 |