

Whispering Woods Condominium

2024 Annual Meeting

General Manager's Report

Property Update – 2023

1. Replaced the Cypress Point (412-422) garage roof, keeping the tile for repairs on the Cypress Point building until the tile can be replaced.
2. Painted the Cypress Point (412-422) and St. Andrews (424-438) building exteriors.
3. Parking lot crack repair and striping.
4. Completed a few other minor updates as needed.

Operations – 2023

1. Rental revenue was higher in 2023, which led to a balanced budget and small surplus at year-end.
2. State minimum wage laws as well as local competition for workers pushed wages higher in 2023.
3. Supply costs continued to rise in 2023, primarily due to higher wages, as well as increased shipping fees due to higher fuel costs.
4. Exchange Options: RCI, II, VRlety, Trading Places
5. Staff
 - Robin – more than 30 years
 - Cyndy – more than 27 years
 - Saul – 17 years;
 - Rose - 16 years;
 - A total of 30 people who all serve a critical role. Every job is important.
 - This is my 35th year.

2024 Plans

Property: Window replacement in some units due to broken seals and foggy glass, interior and exterior touch-up painting as needed. Continued improvements to our WiFi system. We are also continuing to plan for updating the interiors of our units in 2024 and 2025.

Parking lots are scheduled for seal coating in 2024, and the Cypress Point Building (412-422) will be re-roofed.

Operations:

We are continuing to work on the conversion of a few Co-Owner units back to wholly owned units so they can be sold, with revenue benefiting the entire Association. Timeshare resale inventory is also available for sale to new owners or to existing owners who want to expand their ownership.

Customer Service

As of April 15, 2024, WW I RCI Comment Card scores exceeded Gold Crown thresholds. Based on 2023 Comment Cards, Whispering Woods was awarded the RCI Gold Crown designation for 2024.

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