

Whispering Woods II Owner’s Association

2024 Annual Meeting

General Manager’s Report

Property Update – 2023

1. Buildings A and B had their exteriors repainted.
2. New gutters were installed on Buildings A and B.
3. We replaced a few appliances and electronics as needed.

Operations – 2023

1. Rental demand was a little lower in 2023 than in 2022, contributing to an operating loss.
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: We will be replacing some siding on Buildings B and C due to weather damage. The project to replace fiberglass showers and tubs in Buildings A and B will be completed. Miscellaneous other interior and exterior projects will be completed as needed, including touch-up painting. WiFi system upgrades will continue. 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.

Operations: Our check-out time returned to 11:00 a.m.

Customer Service

As of April 5, 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