



INNSBROOK

Thanksgiving morning, 2009

Dear Innsbrook Property Owner,

It is again Thanksgiving morning and the sun is breaking out of the clouds on a cold, crisp day... perfect weather for today's holiday. I'm again sitting in the lodge and as the pleasant aromas of the holiday feast waft around the desk, the delicate balance between concentration and consumption becomes a challenge.

The lodge is hosting its 29th consecutive Thanksgiving dinner, and I always marvel at how fast those wonderful years flew by... and by some simple math, we have served somewhere over 7,000 owners and guests on this traditional holiday... families coming together with friends! We have had the joy of meeting a lot of folks at these holidays and are thankful that we have been able to do this for all these years. Reflecting on this past year, even with all the world turmoil, the difficult economic times, confusion in governments, unusual weather, happy times and yes, some sad times as we remember those who are no longer with us.... we have been blessed to have a place of peace to which we can retreat to and enjoy the best parts of life and nature... for that we can all be thankful.

With the annual "big picture" philosophical soliloquy having been given, we can now plunge into our annual state of the development address reporting what we did with your/our money, what we are going to accomplish next year, and what it is going to cost. Please note our fiscal year is from December 1st to November 30th.

Accomplishments in 2008-2009

- ✓ Overlaid four miles of asphalt
- ✓ Re-rocked many miles of main and secondary roads
- ✓ Replaced old culverts and re-ditched roads
- ✓ Continued fish stocking program
- ✓ Installed new floats under swim docks and added sand to beaches
- ✓ Finished new Alpine Lake boat launch area and spillway
- ✓ Continued silt removal projects on Lake Innsbrook and smaller lakes
- ✓ Repaired slide damage on the back of Lake Konstanz dam
- ✓ Purchased two new vehicles (Security Patrol car, truck) and a brush cutter
- ✓ Refurbished main gate house, its fountain and landscaping
- ✓ Added some new exercise equipment at the fitness center
- ✓ Installed shuffleboard court and giant chess board, which were donated by a very generous, anonymous property owner
- ✓ Cut brush and removed trees on the back of dams and power-washed fences
- ✓ ...and completed hundreds of other projects too numerous for this list here, and to continue to improve the landscaping, appearance and property values of Innsbrook.

Again, if you saved last year's letter and check the list of what we planned to accomplish, you will find every item has been accomplished... many of these items were suggested by you, the property owners. We do listen... and our staff, along with many of you, works hard to meet these expectations. We try not to make promises we can't fulfill.

The fine spirit of our community was shown by the many property owners who helped fund our events and activities, volunteered their time and the use of their homes and chalets, served on committees, organized and ran various clubs and community service organizations... the list gets longer every year. These contributions and participations are vital to our community and the quality of life here, and we thank you for being an integral part of what makes the place tick... *with passion*. Please stay involved and encourage others to get involved. You can make a positive difference.

There were also numerous gifts, grants and donations from other organizations, sponsorships and advertisements from other sources as well as the annual assessment funds and subsidies from the Innsbrook Corporation.

Since there has not been an appreciable increase in the CPI index and some costs went down (i.e. insurance), and even with the initial Lake Konstanz Dam repair and engineering costs required by the Missouri DNR, total expenses only rose \$2,445 over last year but revenue increased about \$17,500. Our reserve fund for extraordinary expenses is reasonably sound at \$432,735, having increased from last year. Our goal is to slowly increase this reserve fund to 20% of our budget, so on our 2010 expense budget of \$2,382,670 we are at 18.2% and with luck we will achieve this in the next year or so.

Therefore, the annual assessment will NOT increase this year!

We will be watching the pennies so they are well spent and we will not defer maintenance or skimp on the overall appearance of Innsbrook. The annual addition of new lots to the assessment revenue stream has played an important part of this, and in dealing with a development of this magnitude, expenses do not increase at the same rate as revenue. It's called the "law of large numbers." Thirty years ago property owners did not want Innsbrook to get any larger but wanted good security and many of the benefits we have today, but it would have been impossible to have 24/7/365 security for the original 434 lots. Yes, the assessment is a lot more than it was back in those days, but the property values are not what they were then either... they're at least double and often triple... or more! Not bad for tough economic times, and let's pray they stay that way.

What we hope to accomplish in 2010:

- Apply more rock on main and secondary roads and replace culverts
- Overlay another four miles of asphalt road
- Apply calcium chloride to rock roads for dust control when needed
- Remove silt from Lakes Whitetail, Wanderfern and some smaller lakes
- Continue fish stocking program
- Add more sand to beaches and install new ropes and floats in swim areas
- Paint/stain Lake Lucerne boat houses
- Refurbish West Highway F Security Entrance
- Finish repairs of Lake Konstanz dam (overflow pipe and finish grading) and re-establish nature trail
- Continue cutting trees and brush on back slopes of dams
- Improve or replace the movie stage in the farmhouse pasture
- Continue to improve overall landscaping
- Finish the outdoor riding ring, install new fences and power-wash existing fences
- ...and find a lot more things we haven't thought of yet to make the place better.

From time to time we have inquiries as to why we don't take credit cards on annual assessment payments. The answer is: A) It is too costly, about 2% by the credit card issuer. B) We incur an additional bank service charge when we cannot "swipe"

the card directly. C) Some credit cards won't pay us promptly, and D) We would have to manually get everyone's credit card information AND security codes. This last item would require some new high-security software and would take a lot of clerical time to enter into our system. Further, we cannot, by State Law, discount to those who pay cash, so those that do would in effect be subsidizing the frequent flyer miles, etc. of the card users. Installment monthly payments are even more costly and labor-intensive than the credit cards. If anyone has ideas on these points, I would be glad to hear from you as I realize the assessment comes due when a lot of other tax bills are payable.

Lastly, on the subject of managing your/our money, our staff works at increasing the efficiency of how we spend these funds which really helps keep the lid on the cost of operating and maintaining the place while preserving and improving your Innsbrook experience. It is also a fact that the management lives and plays in Innsbrook, therefore, no absent, indifferent, remote, unavailable and passionless corporate attitude running the place... AND, it's our money too!

By now you should have received the fall/winter issue of *Innsight*, and I won't repeat all the information here that you will find in my letter there, including a lot of information on real estate sales (which, considering the times, were OK), information on dam maintenance, dumpster misuse, building code proposals, rules prohibiting noisy power tools in the early morning, after 5 p.m. and on Sundays, pumping of septic tanks, etc. etc... but the one item I want to re-emphasize is: **DO NOT LEND YOUR GATE CARD OR KEY FOB GATE OPENER TO ANYBODY.** We have started disabling access on those cards and fobs found in the wrong hands. Another verboten practice is meeting people at the gate and letting them through without a hang tag. Our cameras pick this up and this will also cause the offending card to be disabled. In our surveys, the #1 item of importance to owners and buyers is security, and those lot owners who compromise all the work, effort and money we spend on this unique feature will have to enter by the Main Gate after they lose automatic access. It will require a reapplication for new cards/fobs, payment for them and a reactivation fee. A second violation will cause permanent loss of automatic access. We have found delivery people, contractors and persons of questionable credentials wandering around, and we decided to step up the patrol and start stopping stickerless cars and trucks without hang-tags. We all pay for this security... let's get our money's worth. We don't want unknown persons doing their Christmas shopping in our occupied or unoccupied chalets and homes. We have a very good record in security, and we intend to keep it that way.

On a happier note, Innsbrook will be celebrating its 40th anniversary in 2011! Those of you who were here for our 25th anniversary will remember our "coffee table" pictorial history book. We plan to publish another one in 2011 and would like some of your pictures (and stories) to include in this volume of our history. Whoever has pictures from 1971 through 2010 and wishes to share them, we would love to see them. We also have thousands of pictures of our own, not to mention thousands of photo contest entries. It will be a massive selection job, but a 40th birthday is a major turning point (those over 40 will appreciate that nuance). Call Ron James at ext. 225 for details.

Our 38th season was a success by all reports, and our activities were very well attended, many sold out, and records were set in participation (i.e. Community Garden, Camp Innsbrook, Innsbrook Institute, Summer Breeze, etc.) Thanks for your enthusiastic participation.

The Innsbrook Institute will celebrate its 10th anniversary this coming year, and Music Director David Halen is planning a great concert series of the best of all the previous years, including some of our favorite musicians and programs.

We added a Shabbat service which was a big success, but the gentleman who organized it went on to continue his studies, so we need a volunteer to help arrange these services for the coming season. Call Ron James (ext. 225) if you can help.

Thanks again to all those who donated to the Fireworks Show or purchased ads in the Fireworks Show Program. This was a remarkable effort to continue our signature activities event, which is 100% financed by the people whose names appear in the program. We can add your name next year if you are new contributor in 2010.

The stars at night...are big and bright...deep in the heart of Innsbrook, and the Milky Way...is here to stay, all night long... at Innsbrook... but, if you have exterior lights — or particularly dusk-to-dawn lights — they do contribute to light pollution and you may consider this before installing such lights. This request comes from quite a few property owners who have mentioned it... but I hasten to add, some lights are necessary for the convenience and safety of guests. The lights at the Conference Center and Clubhouse are there to prevent people from doing faceplants in the asphalt, and we try to extinguish the lights after the necessary hours.

The onslaught of Asian bittersweet vines and bush honeysuckle continues against our forests of trees. Anyone with a machete who wants to relieve stress is welcome to chop those vines and shrubs as long as you don't do it on others' property without consent. The vines eventually kill the trees and blight the forest and need to be eradicated... and we are getting too many of these vines! (Also, please do not plant Ornamental Bamboo on your property; it is also invasive.)

Many years ago in another development I had the unpleasant problem of a lot of kids running around on ATVs, with and without mufflers, at all hours and they all but ruined the peace and tranquility of the place. Now, there are all sorts of fast, high-powered ATVs that look like souped-up golf carts, and they are as unacceptable as they are dangerous in the hands of children... or people acting like children. So if you are considering getting one for your kids for Christmas... don't! Oh please, don't! We have some rules about this, and we need to tighten them up lest the envelope gets pushed. The same goes for some new electric high-powered, fast boats and jet skis that are just starting to become available. They are absolutely incompatible with swimmers, kids on rubber rafts, windsurfers, sailors and people enjoying a peaceful cocktail hour on their pontoon boat. I hate to be the one to ruin anyone's fun... but we don't want these to ruin everyone's fun.

In the spirit of the community, the rules apply to everyone, so be a good neighbor and do unto others as you wish to be treated... and in saying this, almost everyone, except a few, practice this axiom... but it never hurts to remind those few.

Thanks for all your support, comments, suggestions, constructive criticisms, kind comments, notes, letters, donations, pictures and referrals... it makes us very happy to have this kind of appreciation and support, and, with our hard-working staff it helps our community run smoothly. At the end of this letter for all these years we have written: "We don't know all the answers and so many of the improvements and programs you see at Innsbrook are a direct result of your suggestions. Questions? Call us anytime."

We wish you all the best for the coming holiday season and a healthy, happy and prosperous 2010.

Sincerely,

Your Trustees



Ed Boyce
745-3000 ext. 500



Les Buechele
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Warren Wobbe
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Charlie Boyce
745-3000 ext. 164

P.S. Each year, we include a survey asking you to rate aspects of the Innsbrook development. For your convenience, we have created an **on-line survey**. It's user-friendly, quick to fill out and paperless! Go to www.innsbrook-resort.com and click on **Property Owner News** to take the survey. If we have your email address on file, you will be receiving an email with a link to the survey. If you prefer a paper survey, call us at 636-928-3366 ext. 180 and we'll drop one in the mail to you. As always, we welcome your comments and criticisms. Feel free to address a note to Ed Boyce with your assessment payment. Thanks for your input – it's critical in planning the future of Innsbrook.