



November 30, 2019

Dear Innsbrook Homeowner,

The real estate division was met with some inventory challenges this spring. Lower resale inventory, wet weather pushing back delivery of new building sites, and lower traffic numbers through the gate. June rolled around and we were to what would be considered normal activity. We introduced a couple of new communities that came online this year to include a small lake within an apple orchard for chalet construction, opened cottage lots in Phase Two of “Tyrol Lake,” developed 22 lots on and around “Frieden Lake” for new chalet construction, and opened eight cottage locations on “Lake Klor” situated in the Tyrolean area. In addition, we developed Fireworks point to include four lakefront and three off-water properties for new chalets.

The real estate division relocated to the Aspen Center occupying the west wing of the complex. This move offers our customers and current residents a much better overall experience as well as puts us in front of a number of conference groups and wedding parties.

We installed a beautiful entrance into the Tyrol area that includes a dry creek, water feature, and enormous stone monument to set the tone for the next chapter of Innsbrook. Now that we have completed the lake construction in that area, and no longer have the need to transport material from a borrow area, we can get serious on other amenities and improvements to the Tyrolean region, as developing additional properties along the way.

Once again, our crews did an outstanding job of maintaining the miles of roads and trails, acres of lakes, beaches, landscape beds and facilities. We stress to our crews that to progress is to improve and anything less is moving backwards. To that order, our development and its grounds have never looked better. Also, sending us a note and/or a picture showing where an item or issue may need more attention is always welcomed and appreciated.

Our budget for fiscal 2018-19 was fairly in-line with year-end actuals, with a few exceptions. Please refer to the footnotes for further details.

For those not into the details, for fiscal 2019-20, your assessment has increased by \$7 (or a total of \$25, if on our sewer system).

We have projected reduced operating expenses while still maintaining the same level of services, if not better. As a result, the Maintenance Assessment fee has decreased by \$37.

One major improvement in 2020 will be the replacement of the older, slower swing gates at each entrance and exit. This will speed up ingress and egress, while providing greater security and reducing tailgating. There are no increases for the Security Department fee, however, Security Systems has an increase of \$5.

Water is increasing \$27 due to increased operating costs.

In our Activities department, we have boosted our Summer Breeze budget and schedule. We now have Summer Breeze concerts scheduled every weekend from Memorial Day to Labor Day, and we will be adding a new fall weekend event (look for those details in our Spring newsletter).

There are no fee increases for our Facilities Capital Fund nor the Reserve fee. Sewer fees are increasing \$18 due to increased operating expenses.

Weather conditions last winter and spring forced us to suspend and cancel planned silt removal operations. The silver lining to this is that allowed us to apply funds towards new technology and equipment for lake maintenance. We have contracted to purchase a silt removal dredge that should be arriving after the first of the year. The machine will work in lakes and coves year round without lowering water levels and minimal interruption to homeowners. Another advantage is that it should be able to reduce the queue of projects and promptly address new ones as they arise.

Winter weather is around the corner and we've already equipped our trucks with snow plows. We will also be transitioning over the next 2-3 years away from spreading coal cinders on our roads to a liquid brine mix of salt and beet juice. You have probably noticed this application in your neighborhoods as many municipalities have also transitioned. The sugar beet makes a big difference when battling wintry road conditions and is far more effective at lower temperatures for icy and snow packed roads.

We will continue to manage these funds prudently while ensuring great care for our development.

We would like to highlight a few points that our Security Department asked us to include:

- In case of an emergency, always dial 9-1-1 from either your cell phone or land-line.
- For everyone's safety, dogs must be on a leash at all times.
- Surveillance cameras are recording at the trash and recycling depots. Signage clearly lists permissible and prohibited items. Fines for violations will be assessed.
- If you need help, please call security immediately instead of waiting. It is far more effective to address an issue at the time of occurrence versus after the fact.
- No personal fireworks are allowed. Ever.
- Innsbrook is a drone-free zone.
- Only those with a valid driver's licenses are allowed to operate vehicles, including golf carts and UTVs, in Innsbrook.
- No tailgating through entrances.
- *Relax*, please drive the posted speed limits.

Most importantly, please be respectful of your neighbors. We all like to have fun, but the most valuable resource we have is the ability to enjoy the beautiful sights and sounds of nature around us.

Effective 12/31/19, we are allowing our security administration contract with Guarda (formerly Whelan) Security to expire. We are hiring an experienced third-party administrator to assist our department in its management, hiring, training and security protocols. Our key security members will remain and we will now be able to be more competitive in the hiring of qualified personnel in a very competitive market. We see this as an excellent opportunity to continually improve our security services to our Innsbrook community.

Thank you to all those who provide us feedback through our year-end survey. Although it is not possible for us to answer every question and comment (there are thousands!), our team studies all of them and the results directly impact our future planning and programming.

Our partnership with the Starfire fireworks company continues in 2020 with our favorite fireworks choreographer and production team. This year will feature our “land-based” fireworks being shot from the dam of Lake Aspen and adding more “water-based” fireworks than ever! This should provide for an “all new and improved” fireworks experience! This will involve making improvements to the lakeside of the dam and temporarily halting traffic during the show. To make entering and exiting traffic faster and easier, the roadway will be “one-way only” prior to and immediately after the display has ended. Viewing the show should be similar to most of the traditional locations we are used to with a few exceptions. More on this as we kick off our campaign for support next spring. We thank you for your continued generosity for this hallmark event.

The Innsbrook Institute Summer Music Academy and Festival will return for its 20th season. Once again we will enjoy nine intensive days of the highest level of music instruction and performance. David Halen, St. Louis Symphony concertmaster and Innsbrook Institute artistic director, has already confirmed a mix of returning featured artists such as Chee Yun Kim and Broadway stars from Mama Mia, Laurie Wells and Don Noble. Please mark your calendar for June 12-20th, 2020.

We again had an amazing year of voluntarism – a key component of what makes the Innsbrook community a truly unique place. If you haven’t been to the Log Cabin site recently, I encourage you to go see the amazing progress the Innsbrook Historical Society has made on moving and restoring the Upper Charrette Schoolhouse on the grounds. What a truly special labor of love!

Other organizations and clubs that each play important roles include the Innsbrook Fishing Club, Garden Club, Patriot Packages, IBK Nature Group and the Open Book Library. In addition, we see members of our community volunteering on local school and fire department boards, churches and shelters. Thank you to everyone who gives of their time and talent to make our community better!

Please show your Innsbrook pride or memorialize a loved one! Custom commemorative bricks, trees, benches and tables for Charrette Creek Commons are still available. If you haven’t yet ordered one, please check the link on our website or call the Commons at extension 9180 and order one today!

Finally, we would like to welcome Dan Miesner as our newest Innsbrook Owners’ Association Trustee. Dan has been a member of the Innsbrook community since he first came to work with us in May of 1977. His 42 years of experience working with thousands of chalet and homeowners, combined with being an Innsbrook resident himself, makes him an extremely qualified and valuable Trustee.

As we close out our 48th year, we are honored and appreciative to remain a part of the ongoing Innsbrook legacy, we look forward to the 49th ... our best season yet!

As always, your comments, criticisms and feedback are always welcome.



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