



The following is the report of the Sugar Springs Town Hall that took place on August 24, 2019. Approximately 175 members attended. The first eight pages are the Program Handout given to those in attendance.

Pages (a) through (g) contain the Oral Presentation and Board Member comments. This portion was audio recorded and in a few instances the recording was not clear as far as speakers names were given. Our apologizes for inaccuracies in those instances.

You will find the last portion - pages (h) through (zz) - Members Comments which were submitted on supplied Comment Cards and responses by the SSPOA Board of Directors

SUGAR SPRINGS PROPERTY OWNERS ASSOCIATION

# INFORMATIONAL TOWN HALL



**WHERE WE'VE BEEN.  
WHERE WE'RE GOING.**

A review of the past five years.  
A plan for the next five.

**AUGUST 24, 2019**

**Hosted by your Sugar Springs Board of Directors.**

***FOR POA MEMBERS ONLY.***



## WELCOME TO OUR MEMBERS

During this meeting, we'll review activities completed during the past five years and we'll present a plan for the next five. There will be three parts to the meeting:

1. A review of the projects completed during the past three to five years.
2. A presentation of your board's five year plan to maintain and improve our community's facilities and amenities.
3. The financial resources expended during the past five years and the resources estimated to complete the projects identified in the five year plan.

## WE VALUE YOUR INPUT

After the presentation there will be time for member comments. Three minutes will be allocated for each member addressing the board. There is also a Suggestions/Idea card available for your use. Please confine your comments to what we can do to forward our goal of maintaining and improving our community.

The board will not respond to your input at this meeting. We have provided a Suggestions/Idea card for you. Your comments will be carefully considered in work sessions and a response will be published in an official communication channel of Sugar Springs (*Sugar Scoop*, SugarSprings.net, email).

*Thank you for attending and thanks in advance  
for sharing your thoughts.*



## WHERE WE'VE BEEN.

### A REVIEW OF THE ACTIONS TAKEN DURING THE PAST FIVE YEARS.

AMENITIE(S)	ACTIONS/PROJECTS
RESTAURANT	<ul style="list-style-type: none"><li>• Partial replacement of roof</li><li>• Upgraded Wi-Fi and telephone system</li><li>• Upgraded remodel (painting, lighting, chairs, etc.)</li><li>• Coolers:<ul style="list-style-type: none"><li>- Walk-in Cooler and Freezer</li><li>- Beer Cooler</li><li>- Beer delivery system to reduce foam and provide higher yield per keg.</li></ul></li></ul>
LAKES AND BEACH CLUBS	<ul style="list-style-type: none"><li>• Repaired boat docks. Repositioned docks from Queensway.</li><li>• Built three pavilions: Huntington, Berkshire and Islanders.</li><li>• Maintained soil erosion on both lakes.</li></ul>
GOLF COURSE AND PRO SHOP	<ul style="list-style-type: none"><li>• Refurbished pump and irrigation filtering system</li><li>• Dredged hole number 10 pond</li><li>• Installed new forward tees</li><li>• Replaced pro shop deck and entrance ramp</li><li>• Removed tree stumps</li><li>• Replaced equipment</li></ul>



## WHERE WE'VE BEEN.

### A REVIEW OF THE ACTIONS TAKEN DURING THE PAST FIVE YEARS.

AMENITIE(S)	ACTIONS/PROJECTS
<b>CAMPGROUND AND CHALET</b>	<ul style="list-style-type: none"><li>• Cleared and graded sledding hill</li><li>• Upgraded Wi-Fi</li><li>• Improved 3 of 7 sections in camper storage area</li></ul>
<b>BUILDINGS AND GROUNDS</b>	<ul style="list-style-type: none"><li>• Replaced and repaired blacktop in following areas:<ul style="list-style-type: none"><li>- Restaurant section</li><li>- Golf section</li><li>- Activity center section</li><li>- Pickle ball section</li><li>- POA parking</li></ul></li><li>• Resurfaced tennis courts</li><li>• Built (3) Bocce ball courts</li><li>• Replaced pool pump</li><li>• Added Sugar Springs logo signs</li><li>• Built, repaired walking trails</li><li>• Purchased maintenance equipment</li></ul>
<b>POA OFFICE</b>	<ul style="list-style-type: none"><li>• Replaced all PCs and monitors for Restaurant, POA office and Golf Course</li><li>• Upgraded Wi-Fi system</li><li>• Replaced main server</li><li>• New phone system</li></ul>



## WHERE WE'RE GOING.

### A REVIEW OF THE ACTIONS PLANNED FOR THE NEXT FIVE YEARS.

AMENITIE(S)	ACTIONS/PROJECTS	
RESTAURANT	2019/20	<ul style="list-style-type: none"> <li>Renovate and remodel (part of Phase II)               <ul style="list-style-type: none"> <li>- Includes bringing bathrooms/building up to code</li> </ul> </li> </ul>
LAKES AND BEACH CLUBS	2019	<ul style="list-style-type: none"> <li>Build Manchester Beach House</li> <li>Purchase Lake Aeration Equipment</li> </ul>
	2020	<ul style="list-style-type: none"> <li>Renovate Kings Way Beach House</li> </ul>
	2021	<ul style="list-style-type: none"> <li>Replace Huntington Bath House</li> </ul>
	2022	<ul style="list-style-type: none"> <li>Renovate Islander's Bath House</li> </ul>
	2023	<ul style="list-style-type: none"> <li>Renovate Berkshire Bath House</li> </ul>
GOLF COURSE AND PRO SHOP	2019	<ul style="list-style-type: none"> <li>Purchase Master Mower (cut banks)</li> <li>Purchase Greens Roller</li> <li>Replace Pro Shop Carpet</li> <li>Purchase Greens Mower</li> </ul>
	2020	<ul style="list-style-type: none"> <li>Purchase Rough Mower</li> <li>Purchase Motorized Sand Trap Rake Machines</li> </ul>
	2021	<ul style="list-style-type: none"> <li>Purchase Greens Mower</li> <li>Purchase Fairway Mower</li> </ul>



## WHERE WE'RE GOING.

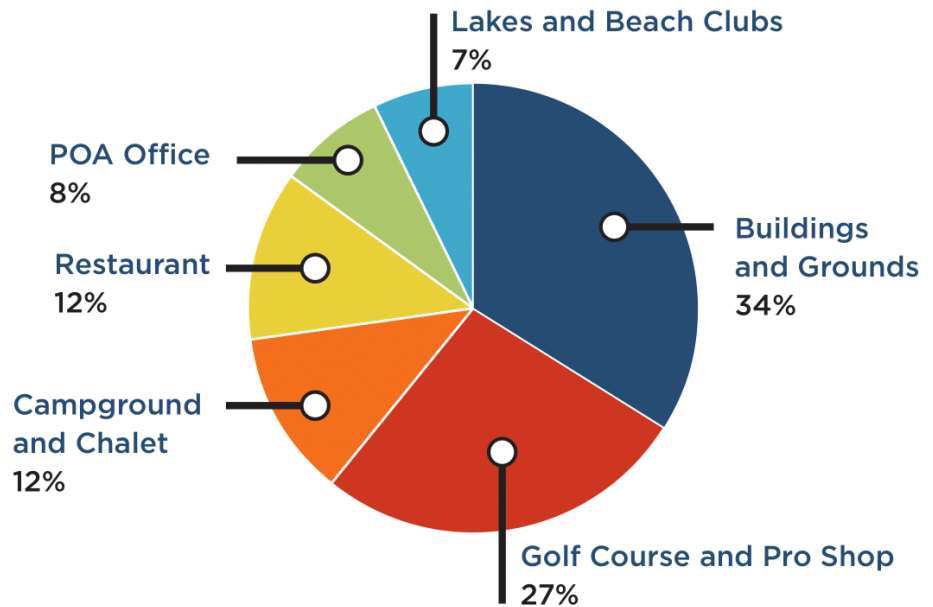
### A REVIEW OF THE ACTIONS PLANNED FOR THE NEXT FIVE YEARS.

AMENITIE(S)	ACTIONS/PROJECTS		
CAMPGROUND AND CHALET	2020	<ul style="list-style-type: none"><li>• Renovate section(s) of Camper storage</li></ul>	
	2022	<ul style="list-style-type: none"><li>• Renovate section(s) of Camper storage</li></ul>	
	2023	<ul style="list-style-type: none"><li>• Replace chalet roof</li></ul>	
BUILDINGS AND GROUNDS	2019	<ul style="list-style-type: none"><li>• Replace roof on Buildings and Grounds maintenance building</li><li>• Purchase an Excavator Trailer</li><li>• Purchase a used 10-yard Dump Truck</li></ul>	
		2020	<ul style="list-style-type: none"><li>• Purchase vehicle for Buildings and Grounds</li></ul>
		2023	<ul style="list-style-type: none"><li>• Purchase vehicle for Buildings and Grounds</li></ul>
POA OFFICE	2021	<ul style="list-style-type: none"><li>• Purchase Copier/Printer</li></ul>	

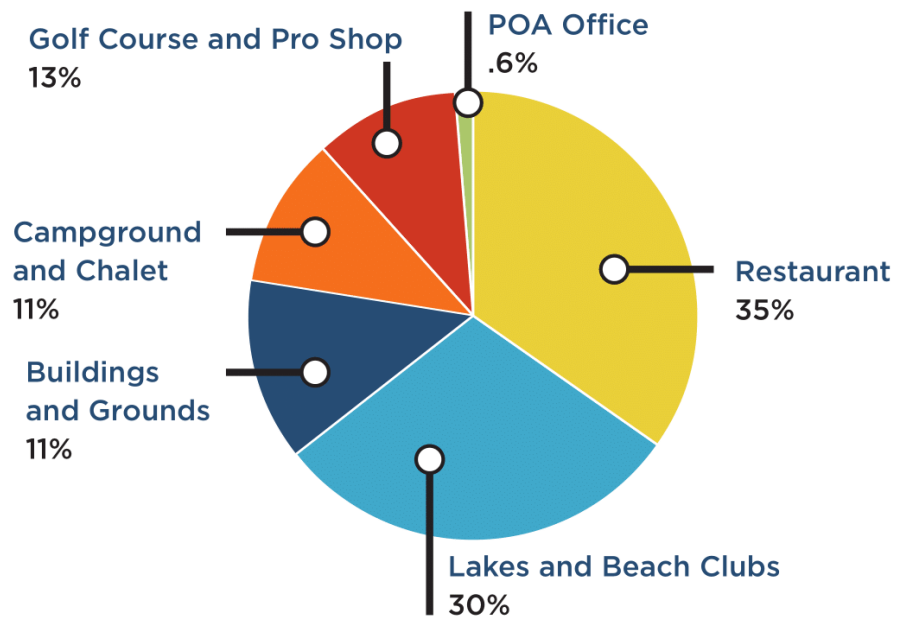


## WHERE WE'VE BEEN. WHERE WE'RE GOING.

APPROXIMATE  
EXPENSES DURING  
PAST FIVE YEARS:  
\$740,000

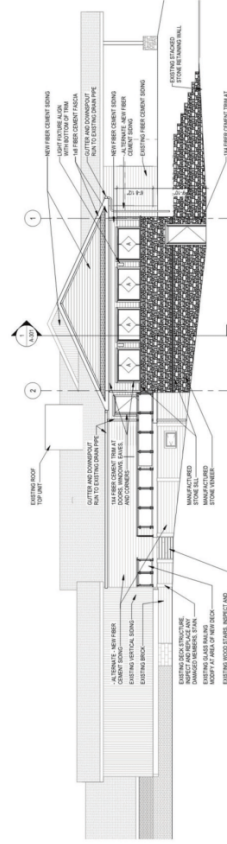


ESTIMATED  
EXPENSES DURING  
NEXT FIVE YEARS:  
\$1,574,000

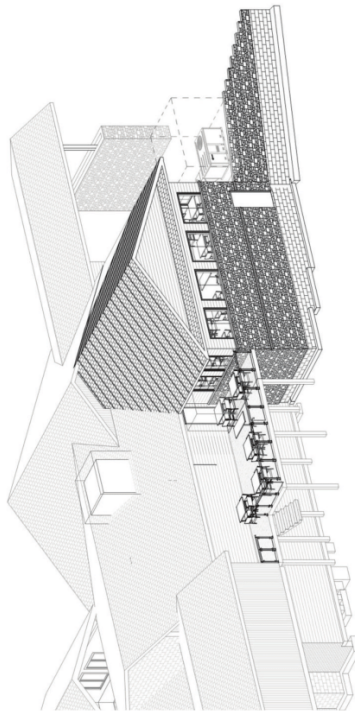




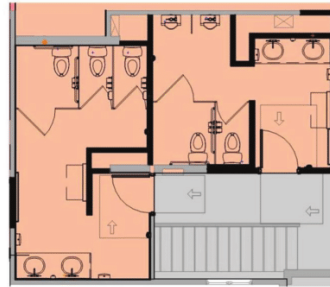
Proposed Overall Plan



Proposed Elevation



Perspective Elevation



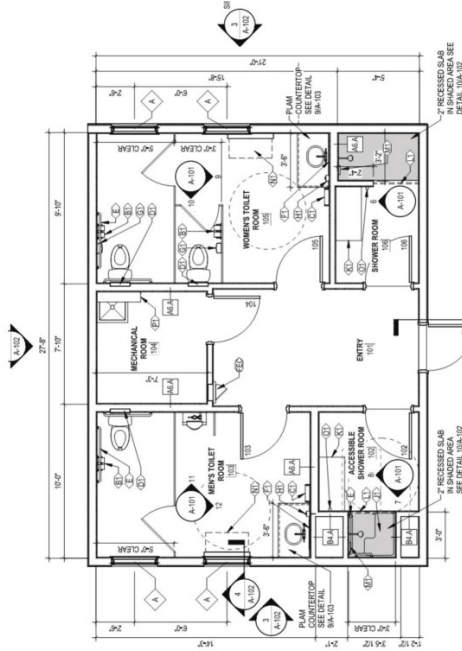
Proposed Toilet Rooms

# Hearth Restaurant Bar Renovations

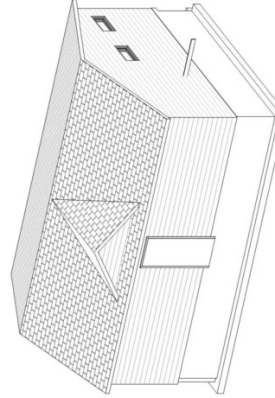


Advancing Communities®





Proposed Overall Plan



Proposed Elevation



New Bathroom



Toilet Room Finishes



Shower Finishes



## **ORAL PRESENTATIONS AND BOARD MEMBER COMMENTS**

### **SUGAR SPRINGS POA BOD**

**INFORMATIONAL TOWN HALL – AUGUST 24, 2019**

**WHERE WE’VE BEEN. WHERE WE’RE GOING.**

#### **BOARD MEMBER INTRODUCTIONS**

Opening by SSPOA BOD Director, Dale Dunham, introduced the other BODs, President Jim Issitt, Vice President, Tom Hug; Directors Patti Berg, Catherine Bowman, Tony Haag, and Dennis Hagey. Director John Hawkins was unable to attend, but attended the BOD Work Session covering the material on August 12. Director Dunham then delivered a brief explanation of meeting. Handouts of what would be taking place along with requests for comments from members follows presentation. Comment cards were also available for those who wished to write comments/suggestions for BOD to discuss during work sessions in the future.

#### **PRESENTATION OF DOCUMENT**

Presentation was given by Dale Dunham using pages from printed program and various boards on display. Boards had identical text as seen in handout. He spoke to each page of “Where We’ve Been” and “Where We’re Going”. (*Page 1*) BOD President, Jim Issitt followed with explanation of pie charts (*Page 6*) indicating expenses during past five years and estimated expenses during next five years.

#### **PRESIDENTS COMMENTS**

He said: “You have heard some important facts today relating to the BODs actions over the last five years regarding capital expenditures for the SSPOA. You have also received information for the expenditures expected for the next five years. Expenditures for 2015 to 2019 totaled approximately \$740,000. While improvements were taking place, and money was being spent, the Board was replenishing reserve funds to meet future needs. There are often many questions on

(a)

the financials at BOD meetings about pockets of money here, pockets of money there... those are the reserve monies that we are replenishing. You have seen that our future plans are quite ambitious and that we estimate the cost to be approximately \$1,574,000. Due to the Board and General Managers special attention, a significant amount of the dollars needed are already in reserve. As an example, in 2019-2020 our major expenses ... the restaurant, the bath house at Manchester, and the lake aeration equipment, with total costs of approximately \$723,000 is on hand from today's reserve funds. We must be cautious, however, that when final bids are received - and we are still waiting for the final bids from the developer and the builders who volunteered their services, to find out what the final bids are. If they are higher than expected, then obviously we as a Board will reassess our position to move forward in a fiscally responsible manner, making adjustments as necessary. You will find the current schematics for the two primary projects, the restaurant and the bath house are in your handouts and on the boards at the front of the room. You need to understand that anything you do to a building that's 45 years old for updating, refurbishing, etc., has one important thing that must be done. They all must comply with the Americans With Disabilities Act. We can't touch a screw in that restaurant until we replace the bathrooms. The bathrooms are the first project we have on hand as you will see, along with the bar, deck, four seasons area, etc. We must also remain prepared for any unforeseen catastrophic event - who knows that it might be or when it might happen - that could deplete the reserve funds significantly. We have to keep all this in mind as we move forward. Your Board foresaw this problem and considered various solutions over a period of time. We discuss this on a monthly basis.

We believe the plan you reviewed today is meant to maintain the Associations fiscal liability moving forward. At current levels, we believe the contributions will replenish our reserve funds through the next five year planning cycle. We must also address the future needs and circumstances, that will reach Sugar Springers beyond this five year plan. Obviously the five years offers a large amount of projects being done in the community but it doesn't cover everything. Projects are going to be ongoing. Moving forward, we as the caretakers of the property right now, need to take a look at the property five years from now, ten years, fifteen years down the road. As all costs continue to rise, the funds will continue to

(b)

diminish necessitating alternate ways to help operations and projects in Sugar Springs. Our last assessment increase was in 2011 and at the end of this five year development plan, 2022-2023, will have been 12 years since we've had an increase over the current level here in Sugar Springs. The current plans show no need for the next two years for additional funds, but year three shows that some actions will be necessary. With that in mind, your Board is recommending to take the following actions for your consideration; please consider it carefully. 2019 is the voting year for the next three year cycle of assessments. This will take place this fall. For the year 2020-2021, we recommend no increase in the annual assessment. The assessment will remain at \$440.00. For the year 2021-2022 the Board is recommending no increase in annual assessments. The assessment will remain at \$440.00. For the year 2022-2023 a \$25.00 assessment increase to begin the next phase of the development and funding for Sugar Springs is recommended. That will take assessments from \$440.00 per year which they have been since 2011 to \$465.00 per year. Again, please consider this proposal carefully. Thank you for your support over the past five years and for your continued support as we go forward for the next five years.”

Additional Comment from Dale Dunham: “One of the things I would like to point out is that the Board is hoping to keep around \$600,000 to \$700,000 in cash. I remember when I first became a Board member, the thing that was talked about was that they had to lease golf carts. The situation I don't want to get into is that we have no money to build. I think what we have done in the past five years and what we are going to do in the next five years is that we want you to enjoy the facilities, upgrade them and make sure that we have the money to do those things. We do not want to get into a situation where we don't have money left. So that's our goal to keep those funds to use if we need to.”

## **MEMBER COMMENTS**

(Diane Smith): Our former residence – a condo complex in Ann Arbor, BOD was “afraid” to ask for increases in assessments therefore they were not raised. The

(c)

complex wound up in trouble and residents eventually paid \$340.00 per month. Suggested raising dues \$5.00 per year. That will build reserves. If a situation arises, reserves will be available.

(Oren Lusher): Compliments to BOD on hard work and appreciates this presentation. Agrees that an increase in dues is necessary – need funding to make it all happen.

(Rob Horner?): Likes Ad promotions for SS. Is there an increase in property sales? Would like promotions to continue. Increase in dues would be a good thing as we need reserves. Wants members and their visitors to be reminded of SS Rules and Regulations.

(Hank Hale): Addressing the renovation of restaurant – what is the schedule for construction and will it affect the opening and closing of the Hearth? Will it be done during the winter months?

**BOD Jim Issitt answers!** “ At this point, we are still waiting for the final bids to arrive. We have anticipated what the costs will be. Our intention and the intention of the developer is that the Bath House on Manchester will be finished by November. As for the restaurant, we will wait until the deep part of the winter and we will try to schedule it (not knowing what their limitations will be). Not knowing what the problems might be. One of the problems may be the sewer that runs beneath the building. Obviously if they are working on that the building will have to be closed. Other than that, the majority of the construction is on the back wall of the bar and the restroom areas. We believe and they agree, that we would start with the bathrooms, one at a time and that we could keep the restaurant open during that time. Our intention is to keep the restaurant open as much as we can during this time with as little downtime as possible. Not only is that an issue, but our issue is where is our help going to be? We must look after our staff as well. So the intent is to do it in piecemeal so that we can keep it open as much as possible.”

(d)

(Cindy Michalin?): We are not here full time and we are thankful that there are neighbors who look after our property while we are gone and we appreciate that very much. The membership here is astounding. What I wanted everyone to think about is about the funding that they are asking the increase for. That if you own property here and I assume that you do, you have put a lot more into your personal property than what they have here in Sugar Springs. They are asking for an increase for what everybody uses. The \$25 they mentioned coming up in a couple of years is really small. All of us have put way more into our individual properties and even if we go down and plant flowers in the summer to make it look pretty, so think about how much you have spent yourself and how that little bit will make a difference for all the rest of the people who want to use the restaurant, the golf course, the beaches. Whatever you have has to be maintained and we want it to be maintained for everyone. I just wanted to say that and that the Town Hall was a very good idea. Thank you.

(Steve Johnson): I agree with everything that is being said that \$5 or \$10 a year is “chump change”. We should be doing \$10 a month! My condo association in California was \$180 a month. There isn’t a person in this room that can’t afford \$10 a month. It’s \$120 a year. Let’s get that reserve built up. One last thing ... I used to be one myself ... a Bob Neeb “basher”. In my opinion, we’ve got the best General Manager we’ve ever had since I have lived here in 1999. So beat him up if you will, but we have a good General Manager.

(Bob Osowski, Holding up a poster with photos) This was the bay at Kings Way five years ago. We have to dredge. There was 4 to 6 feet of water all over that bay. If you go out there today, I can’t move my pontoon. This might be 6 to 8 inches and extends all the way to the swimming beach. In five years, the first six houses aren’t going to have lake frontage. We need to address that.

(Lindsey Aguilera): This is concerning membership dues. This is a disappointment. There are currently 130 properties for sale here. Those homeowners are taking 15 to 20 grand off their for sale price to try to entice buyers and still not having any. You have 136 Back Tax lots. I think there needs to be some sort of incentive for people to purchase these lots because you could also add

(e)

on to your house for a fee. There is no incentive. When I drive around and see these unmaintained lots and public auction signs ...it's a beautiful community but it doesn't look good. Right now I want to put money into my house, but the way our home values are right now, you don't want to do that. I take issue with that. I want to invest in the community, but when the time comes I'm going to take a loss. So I really think that something needs to be done with all the empty property we have.

(Kim Krenz): I think, sometimes about how the politics of Sugar Springs and our POA Board works. We hire these folks to do our bidding and they do an excellent job. Thank you very much. I have only one suggestion that I haven't seen on the expenditures – a very small expenditure. I would really like to see security be readdressed. Not that we need it ... but just a presence brings some additional warm and fuzzy feelings to those of us that can't run very well anymore.

(Julie Picanni?): I am a new resident since the end of May. I was looking around at property and decided to report back to my two sons who just purchased lots here in Sugar Springs. They are probably among the youngest residents who are planning to build. I think that's awesome that we've got folks of all ages in this area who live and play together. I also happen to be a realtor and I just wanted to say I don't think it's (\*\*\*)audience interference) for some of these abandoned lots to (\*\*\*)audience interference). I can tell you that I have been in the business for a really long time and we are seeing a downturn in the business. Things have been going up for nearly ten years and they are starting to level off and we are starting to see changes in our property values. I don't really think it has a lot to do with the way Sugar Springs looks nor the signs that are up ... it's just what is happening not just here in Gladwin but also down in Oakland County. The same thing is happening there.

(No name given): In my previous life I was involved in the criminal justice system and I just want to let the Board know that if you are talking about “bang for your buck”, the cheapest thing you can do is to improve lighting around the area. That seems to be a big issue around Sugar Springs. That's quite all right. The second

(f)

thing you get the “biggest bang for the buck” is the uniform of officers present, whether it be police or security. Just that much gives you a lot for your money.

### **END OF COMMENTS - CLOSING**

In closing, Director Dunham thanked all for the above comments asked the remaining audience to please write comments down on cards and deliver to the comment box available at entrance or to mail or drop off cards at the POA Office.

He said, “As comments were made it was apparent that members want things to get better. As far as responses go, we will respond to those suggestions given on the official sites for Sugar Springs – the Sugar Scoop and website – SugarSprings.net., an email blast and the official Sugar Springs Facebook page which is Sugar Springs Property Owners Association.”

(g)

**The following were delivered to the Town Hall Drop Box:**

**COMMENT CARDS: SUGGESTIONS/QUESTIONS/ RESPONSES**

(Robert Waltz): Suggest that along with renovating the Islander Bath House, the muddy beach sand be replaced with some better quality that kids can actually play in. This can be done at any time!

*The sand that is at our beach clubs is heavy with clay which makes the sand hard. During the summer season we rake the beach every Friday to soften it for the weekends. We are always looking for better sand on our property to improve the beaches.*

(Ann Mahaffy): Lights on the sledding hill.

A keycard entry system to securely use the workout facility during non-manned hours. Not the pool, just workout area.

*We don't believe that lights on the sledding hill would benefit Sugar Springs members. It would bring more non-members to the area in the evenings.*

*The workout area of the Activity Center is part of a larger building and is not separated. This prevents us from putting in a keycard system for 24-hour use.*

(Jeff Weeman): Increase dues \$ 10.00 a year to a maximum of \$ 500.00; then look where SS is at.

*Thank you for your comment and support of Sugar Springs.*

(Bonnie Klott): Great job! Best kept secret in MI! I pay \$ 205.00 a month for lot in Florida.

*Thank you for your continued support of Sugar Springs.*

(Deborah Foresberg): Strongly support increase in dues to maintain and improve this community.

*Thank you for your support of Sugar Springs.*

(Amy Sheffield): Thank you for representing us and for today's meeting.

Please enforce the rules in the Bylaws firmly.

Please consider dredging the QueensWay dock area and put the docks back in that location.

(h)

*The Architectural Environmental Control Committee (AECC) does its best to enforce all rules and policies fairly. It is a thankless job done by volunteers. The size of the Association and members doing things without getting permits keeps the committee busy.*

*The Association dredged an area of the Queens Way dock area a few years ago and the area filled back in within 12 months. The amount of silt at the mouth of the river finally made the area unusable so docks were relocated. The Association is currently working on a State of Michigan permit to try a bubbler system along with a muck pellet which has had some early success in a couple of other lakes. The goal is to reduce the organic material which would increase the water depth. This is a long-term process and everyone involved hopes that it will be successful and could slow down the organic muck in the area.*

*Thank you for your support of Sugar Springs.*

(Ron Sheffield): Please consider a proposal to raise association fees every year by \$ 10.00.

*Thank you for your continued support of Sugar Springs.*

(Cathy Gossett): Determine a way to update resident list in order to keep and maintain a current and accurate accounting of property owners. This would include gate passes, etc.

*The member list of Sugar Springs is updated almost daily. The Association does have a current accounting of members and their properties. We also know when members use their gate cards at beach clubs, camper/storage area.*

(Fewells): Increase the fees.

*Thank you for your continued support of Sugar Springs.*

(Don DeMatio): I support a \$ 25.00 increase in year 3.

*Thank you for your continued support of Sugar Springs.*

(Cathy Gossett): Develop a Homeowners Committee for SS. We are allowing the campers to take over our community. Lengthening the camping season will only lower our home values. This community was meant to be an area of nice homes, not a campground.

(i)

*The BOD of Sugar Springs has a fiduciary responsibility to all members of the Association which it takes very seriously. There are times that one segment of the membership disagrees with a decision they make but that may be because the BOD must look at everything.*

*Developing a homeowner ad hoc committee for the purpose of restricting camping and overseeing the AECC Committee is not in the best interest of Sugar Springs. We understand the concerns and the BOD is charged with trying to make sure that all things in Sugar Springs are done for the betterment of all members, not just a specific group.*

*Camping was changed from the original 5 years camping and “then you must build” by a vote of the membership in 1979. That vote gave the BOD the ability to develop camping rules, which became the long followed vote conducted every 3 years in each realm on the continuance of camping. This was in effect until 2017 when the membership voted to move to a 7 year continuance. The vote being taken in 2019 is the last of the realms that will be voting on the 7 year continuance.*

(Saul Aguilera): Not investing into a poor operating restaurant (The Hearth). Decisions made by BOD is not an overall benefit to Sugar Springs. No trust in Board decisions. Bylaws outdated.

*The Hearth restaurant is a valuable amenity/cost center for Sugar Springs. It is the central area of Sugar Springs where members have an opportunity to meet and interact with other members. Losing or closing that amenity would drastically change the Association and would ultimately affect your home values. The BOD and the Administration are always looking at the profit/loss of all cost centers. In fact, 12 years ago, the restaurant was losing in excess of \$ 95,000 in cash a year. Now, the facility is doing much better than that. When looking at an Association, you cannot make correct assumptions on its health by looking at an individual amenity/cost center. With few exceptions, all amenities lose money because the developer creates them to sell/entice people to buy property. They are not constructed to be profitable. To properly look at the Association you must bundle all cost centers together in total to see how we are doing. In the case of Sugar Springs, we have had a surplus, or profit, every year. This allows us to re-invest that money back into improving the amenities.*

*Decisions made by the BOD are always made with consideration of all members of the Association. There are times the decisions made may not please some individual members but with such a diverse membership that is inevitable. Others who move to Sugar Springs may have never lived in an Association which has Bylaws, Covenants, Rules & Policies. They don't understand that the restrictive deed you have with your property means that you agree to follow those documents. Sugar Springs has rules, just like cities/villages have ordinances that are in effect to help make the Association beneficial to all.*

(j)

*The BOD will be proposing in a vote of the membership, in 2020, some minor changes to the Bylaws. Bylaws deal with how we are governed. A 2/3 approval of all who vote is needed to put those changes in effect.*

(Sharon Wrobel): Provide parking spot for all rental docks. No driving or parking on commons.

*The Association tries to have parking areas for those members who rent a Sugar Springs dock. Unfortunately, there are a few areas where parking areas cannot be built, most notably in the Fairfield area of Lake Lancer. The area where the docks are is controlled by the Gladwin County Drain Commissioner so we can't build in those areas.*

*There have been a few occasions where members are driving on commons areas but for the most part our membership has been respectful of our commons.*

(Nancy Lusher): I love the plan! And appreciate the hard work and dedication of the BOD. Have you considered an updated playground with equipment for children of all ages?

*The Building & Grounds Committee built and installed the current playground equipment at the various beach clubs and the campground. They recently surveyed each unit and made a list of necessary repairs that they would like to do in 2020. Adding additional playground equipment is not in the current 5 year plan but future boards may wish to add that to their long-range plans for Sugar Springs. Thank you for your comments and your suggestion.*

(J. Foxx): We need a safety/pedestrian path along Sugar River Road between Hockaday and the Sugar Shack. Also a crosswalk with a flashing sign connecting The Hearth and the POA Office.

*The Gladwin County Road Commission is responsible for our roads and the right-of-way attached to them. They are the only ones who could take on that project, as well as a crosswalk. Narrow shoulders are a problem in all of Sugar Springs and there is no good answer on how to fix it. The only possible solution would probably entail a special assessment by the Road Commission on all properties in Sugar Springs to pay for what would be a very large project. Realistically, politically, there is probably little interest on the part of the County to do that.*

(No name): When adding structures to the lake include consideration of “quiet enjoyment, property value, lake traffic and flow”, etc. Every time you add a dock it affects all of this.

*Thank you for your comments.*

(k)

(John Johnstone): Please make the deck at The Hearth big or bigger. It's the best place to eat/drink in the summer.

*We intend to make the deck area and everything else in the bar area the best we can with the money available. Making the deck as large or larger is an area we know is important to many members.*

(No name): When making improvements such as beach house facilities, are plans included to insure that only SS residents have access? Signs, keycards, etc. Sticker checks, rule enforcement.

*Currently Kings Way Beach Club and the new Manchester Beach Club will be or are gate key controlled for entry. As improvements or replacement of Huntington are made gate key access to the building will occur there also.*

*Berkshire Beach Club is restricted by the DNR and cannot be closed from public access. The original developer, in order to get permission to dam the Sugar River and create our lakes, agreed to allow public access to one beach club which is Berkshire, as well as permit public lake access at Butman Township and the DNR launch site on Butman Road.*

(Jim and Bev Gandolfi): Who decides, and how is it decided what realm gets playground equipment and pavilions? 2019 is almost over, why is it taking so long to get a final bid?

*The Building & Grounds Committee made that decision when the playground equipment was purchased. The Committee put equipment at beach club areas that had a bathroom, which they assumed children would find useful as well as the adults with them.*

*It has taken a long period of time to design, and sent out for bid, the two current projects. Builders and architects are all extremely busy so we had to wait in line. It did take much longer than anticipated but the robust economy and all the construction taking place is the reason. Both Manchester and the restaurant projects costs should be known very soon. It is still hoped that Manchester will be constructed yet in 2019 so it is ready for use in 2020.*

(Julie Papagni): Thanks for your hard work. Incentives for abandoned property would be helpful.

*Approximately 3 years ago the BOD put in place a plan that, for a fee, allowed anyone to purchase state tax sale property next to their home or camping lot and consolidate those lots. It also allows for 2 tax sale lots that are next to each other to be consolidated. The Board decides in December of each year whether to continue this for the succeeding year.*

*Thank you for your support.*

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(Sandy Doherty): Why can't we have 2 key cards if we own 2 lots and pay 2 dues? We aren't always together.

*Each member can have 2 gate cards.*

(Mike Visnaw): Security Guards a must! I will volunteer! Establish different categories of membership: Basic (\$440/year), Gold (\$465/year, includes key card for beach house), Platinum (\$490/year, includes key card, pool, fitness center access, reduced annual golf membership).

*The idea of Public Safety Personnel in Sugar Springs is not new. We did have them for a time. The biggest problem is that we do not have dependable police protection if it is needed. If the membership wants protection, they would need to contact Butman Township and see if they would be willing to put a township wide millage question on the ballot which would allow them to contract for a police presence on a permanent basis in Butman Township and Sugar Springs. The ideas was discussed a number of years ago but the cost was substantial.*

*Members have said that we are such a large part of the County and Townships tax base that we deserve more. The issue is that Sugar Springs is the largest residential subdivision in the area. We have more homes in Sugar Springs than Beaverton, Gladwin and West Branch. But with the larger subdivision we are probably the safest area in Gladwin County. We have our share of petty mischief but we do not have the multitude of issues the other cities and villages have. That means that police forces and lake patrols are spending more time in the south end of the County. They have more patrols because they have more issues.*

*With regard to categories of membership, the BOD is always looking at ways to fund all the needs of Sugar Springs. Your ideas are welcome. In this scenario the revenues would be vastly affected with this proposal, something the Board has to always be mindful of.*

(Theresa Richardson): How much is the reserve fund? Do you get 3 bids or more from reputable contractors? Is there a 5 year reserve study from an outside company? Are there monthly financial statements available for review? Need POA meetings quarterly – 2/summer, 2/winter, public/owners involved.

*In Michigan, condominium associations are required to have a reserve fund by law. Property owner associations and Home Owner associations do not. The law requires reserve studies for all condominium associations. Sugar Springs is not required to, but we do put money in restricted accounts to assist in paying for major projects. In the past we have done that for the new pool/activity center, beach clubs, paving of parking lots.*

(m)

*The monthly financial statement, the year end audit by an outside CPA firm, committee minutes and BOD meeting minutes are available to view in the POA Office during regular business hours. Many of those documents are also available on the SSPOA Website. [www.sugarsprings.net](http://www.sugarsprings.net). Hard copies are also available for purchase.*

*The BOD has 4 corporate business meetings per year and 1 annual membership meeting in June of each year. Members are welcome at those meetings.*

*The Association always tries to get multiple bids for all major purchases. However, because we are in a rural area some things that require a specialty makes it very difficult. There may only be one firm in the area that does that work and anyone from outside the area doesn't want to travel far.*

(Jo Hagey): I would like to see utilities at the Airpark. The Airpark storage construction that cost us nothing, now belongs to us. It needs water, electricity, etc.

*The BOD has not included any capital expenditures for the Airpark other than normal ongoing maintenance in its next 5 year capital expenditures. It is our understanding that the Airpark Committee is going to begin fund raising to raise money to do projects they would like at the Airpark.*

(Jeri Betts): Activities card should be non-expiring. A lot of snowbirds can't use up the card. We waste money paid each year that was paid for pool use. Scheduled the other pool events means that one can't use the pool at times. I do not buy cards or use pool because of expiring cards. Please change! (Had emergency and was told could not contact GM or Building & Grounds on 4<sup>th</sup> of July fireworks) Why no emergency number? Used to have security make rounds. None now – why? Lake – no sheriff patrols, so lakes have no rules enforced. Why?

*Members can purchase yearly/six-month passes to the Activity Center or they can buy an 8 punch or 25 punch card that currently expire February 28 of each year. That allows the member to purchase only what they need. The Board may take a look at the punch card expiration in the future.*

*We have already addressed the police/public safety/lake patrol above(see page (m)). Typically, issues that arise are maintenance related and the emergency number for issues is the Building & Grounds Department, regardless of day or time.*

(Jason Revord): In an effort to reduce upcoming capital expenditures could we have organized volunteer efforts to possibly renovate bath houses? This could be supervised by a

(n)

licensed builder. We could have volunteers bring food, drink if swinging a hammer isn't their thing.

*Volunteers are the life-blood of Sugar Springs. They are great resources for small one-day projects or events. Putting together playscapes, painting out-of-bounds markers on the golf course works great but getting volunteers to work on major projects that take more time does not work out well. The other major issue is that our projects are commercial in nature as well as possible increased liability to those involved. Thank you for the suggestions.*

(Susan Myers): Solar panels for restaurant/clubhouse renovation. Mechanical weed cutter for lake to eliminate some chemical treatment. Lease copier and printer instead of purchase (Our Savior Church in Gladwin has had good experience w/lease of copier). For boat docks w/no parking area, offer alternative. Find compromises for storage sheds camping lots.

*The cost of solar panels has up to now been cost prohibitive for the potential gain. Perhaps someday in the future it would be an alternative that a future board will look into.*

*We do use mechanical weed harvesting in the area of the dam on Lake Lancer. The State of Michigan does not allow chemical treatments within so many feet of the spillway. The issue with mechanical harvest is two-fold; one it is extremely more expensive than chemical treating and second, harvesters can only cut down to a depth of five feet from the surface. That leaves a flourishing healthy plant that can grow over one foot a day. The harvest is a very temporary fix.*

*We looked at leasing versus buying every time we have purchased a copier. We have a maintenance agreement with the supplier and pay so much for each black and white and color copy. The issue is that we make so many copies that leasing is out of the question. Our copiers run almost one and a half million copies and lasted 6 or 7 years before needing to be replaced because replacement parts had become obsolete.*

*We addressed the boat dock parking previously.*

*The issue of storage sheds on camping lots was discussed at length by a number of previous Boards. The Covenants of Sugar Springs, Article IV say this about outbuildings. "Only one outbuilding (detached garage, storage shed, or the like) may be erected and maintained on each lot in addition to the dwelling house. Such outbuildings shall not be erected prior to the completion of the exterior of the dwelling house and shall not be used for residential purposes."*

*Because camping was originally designed by the developer to be for five years only, no provision was made in the Covenants about travel trailers and sheds. Because a trailer is not a dwelling house, permanent sheds are forbidden by the Covenants.* (o)

*The BOD does allow temporary storage to be used but it must be removed at the end of the camping season. Some would say we need to change the Covenants to allow sheds but many of you may not be aware that because Covenants essentially deal with the land, they are typically very difficult to change. Article XI of the Covenants sets out to explain that the Covenants assigned would be in place for 45 years before the membership could vote to change them. That 45 year period was in 2013. The membership voted and approved the proposed changes with a 90% approval. However, Article XI also required that 2/3 of all the lot owners must vote. The vote was held over a month-long period, hundreds of calls were made trying to get the membership to vote. Unfortunately, despite having the largest voter turnout in the history of Sugar Springs the ballot question fell short by over 700 votes.*

*The Covenants further restrict what we can do with our Covenants because Article XI states the membership cannot vote again to change the Covenants for 15 years, which is 2028. If changes are considered at that time and it does not reach the 2/3 of all members threshold, the Association must then wait another 15 years before voting again.*

(Lindsey Aguilera): Give more notice about future Town Hall meetings. Give back tax lot incentives. Make sure Goose Roundup is done. Vote to update outdated Bylaws and Covenants.

*This was the first Town Hall meeting held by the BOD explaining what the Board is planning for capital expenditures over the next five years. The presentation was completed in May by the previous Board and the only available Saturday before Labor Day was the date chosen. Some health issues were going to postpone the event, so it was not publicized until such time as the Board was certain those individuals would be available. The Boards intent is sending out the entire presentation as well as the questions and answers as soon as it is reviewed and prepared. Anyone who could not attend is able to read what transpired.*

*The back tax lot issue was addressed in a prior question (see page (l)).*

*The Goose Roundup this season did not occur because of changes in state notification. By the end of February, we realized that no forms were coming. The date required to submit the egg destruction permit had passed. If you do a Goose Roundup for three years in a row, you must also do an egg destruction or you cannot do the roundup. The Lakes Committee and the Administration has put a plan in place to make sure that this doesn't happen again.*

*Updating Covenants and Bylaws was addressed in prior question.*

(p)

(Steve Johnson): Town Hall Meetings twice per year.

*The BOD is still assessing the results of having this Town Hall but your suggestion will be considered. The kind words about our General Manager were also appreciated.*

(Laura Gentry): Very well presented and laid out.

*Thank you for your continued support of Sugar Springs.*

(Garlyn Fickies): Great job everyone!

*Thank you for your comment and support of Sugar Springs.*

(Mary DeMatio): Some think no increase should be made because unused and abandoned lots are an eyesore. They should consider if amenities/buildings/commons were not maintained and updated there would be a definite eyesore. Great presentation.

*Thank you for your comments. You are absolutely correct that we must continually maintain and improve all of our amenities. Failure to do that would adversely affect property values.*

(Larry Chubb): I think the Board needs to address the lake more. There are a lot of weeds in both lakes.

*In 2019 the Association will spend in the area of \$240,000 on treatment of the lakes. Invasive species of plants are very difficult to keep under control. This year the State of Michigan approved a chemical that typically lasts for three years to help eradicate milfoil in Lake Lancelot. That program seems to be working. The issue will be, and is with both lakes, that is a plant is removed another will take its place. Our hope is that what we call "good weeds"; plants that help filter algae and assist in keeping our water clean will be the ones that flourish but that is not always the case. Each year the Eco structure of our lakes changes and we adjust our treatment options to best deal with it. Our lakes will never be weed free and we certainly don't want them to be. Plants assist with cleansing our lake and provide habitat for our aquatic life.*

(Sandie and Jeff Terry): Look into alternatives to chemical treatment of the lake. Weed harvesting?

*In addition to the answer to your question about the lakes that was answered previously, we also looked extensively into the use of a particular species of beetles that eat milfoil. Unfortunately,*

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*the things needed at the lakeshore for the beetles to survive were not plentiful enough and more importantly the different species of milfoil we have in Lake Lancer and Lake Lancelot were not the species that the beetles would eat.*

(Wendy Zeitler): Bravo on the Town Hall – yearly please! My only suggestion and I know you don't control it, but know those who do. Please, please, please lower the lake as it was 8-10 years ago. Our lake front had declined due to an ice push that never happened before. Then not from 1999-2012. It also was nice to be able to rake the leaves out of the lakes in the fall.

*We have not changed the way the lake levels are maintained. Up until 2019 the Gladwin County Drain Commissioner had the responsibility to raise and lower the lakes. In 2019 that responsibility was turned over to the Sugar springs Lake Authority by the Gladwin County Board of Commissioners.*

*A judge's order is what is followed for raising and lowering both lakes. It says that the lakes must be lowered by one foot in October of each year and raised one foot in May of each year. That is what is being followed. Some years the lake levels are higher despite the lowering of the gate because of the amount of precipitation. Other years it is lower due to a lack of precipitation. Every year is different. Mother Nature only allows us so much control.*

*Thank you for your support of Sugar Springs.*

(Ken and Jolyn Zielesch): A few years ago we inquired about fixing the commons areas on the east side of Schilly Court at the cul-de-sac for soil erosion. The boat wakes are destroying the shore.

*We, and the Lakes Committee are very much aware of this area. The area is very difficult to get to from the land side because we do not want to remove any of the vegetation on the banks as their root systems are what holds everything in place. We spoke with a barge company to do the work from the lake side, but the water is too shallow for them to get the unit in. We continue to monitor the area as well as the plant life. Hopefully some day we will be able to riprap the area.*

(Don Deman): Homes “directly” on golf course should pay higher dues (similar to the lake view rates) and those monies could go directly to golf course updates. Also need updated info on lake gate level repair work, etc., and where we are on this. Raise POA dues - \$ 50.00 reasonable.

*The previous BODs have discussed ideas such as this but have elected not to charge fees for each area. It does not feel a fee for the Airpark paid by everyone, a fee for the golf course, a fee*

(r)

*for the beach clubs, as examples is the smart way to go. It groups all the cost centers into a total and uses funds to assist each of them.*

*There is nothing new to report on the lake gate since it was reported earlier this year. No new work can be done until the County funding comes in beginning in 2020. There is not enough money in the Lake Authority to continue until next season. The gate is secure, not leaking and has worked well all season.*

*Thank you for your support of Sugar Springs.*

(Cathy Deman): Find a better way to collect delinquent assessments for property owners who are assessed fees due to non-compliance with our Rules and Regulations. There “seems” to be no ramifications for the notices sent that are not corrected or responded to. Raise dues to \$ 50.00 – reasonable.

*The Association does pursue compliance issues. Some are dealt with by repeated letters. Ignoring them may result in loss of amenity use. Others may involve use of our Association attorney. The last step may be legal action through the courts.*

*The AECC knows what steps are being taken. We do not publicize actions that we take.*

*Thank you for your support of Sugar Springs.*

(Rock Rondy): The restaurant loses money every year. Why do we support it? Is it considered an amenity and not a cost center? Why does the restaurant face the parking lot and not the beautiful golf course? Move the kitchen to the lot side and open the course side. Thanks!

*We have previously discussed why we support all our amenities and that we look at all of them in total. We also discussed that the Association, after supporting all our amenities, makes a surplus or profit each year.*

*The developer designed the building and we have had to deal with the restaurant view since the beginning. It would seem to make sense to have the dining room face the golf course, but he chose the bar viewing it. To move the kitchen now would be a tremendously expensive undertaking but it is something that previous Boards looked at.*

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(Betty Cardwell): Hearth: chairs that are easy to move. Golf course: repair cart path between #12 and #15. Sugar Scoop: print in black and white and leave in POA Office for pick up. Members miss the Scoop and don't want to read it on a computer.

*The chairs in the restaurant slide quite easily. The chairs that sit at the high tables are slightly more difficult to slide; they have to be lifted slightly. We will take a look at it to see if we can add something to the bottom of the legs to help with this.*

*The Golf staff will assess cart path.*

*Approximately two years ago the Association made the decision to go to an electronic Sugar Scoop due to the cost of mailing and the fact that the next generation seems to want to receive all their information via the Internet. Postage and paper to mail seven issues per year was costing the Association over \$ 20,000.00 per year. The Association realizes that a small number of members do not own a computer, or prefer to read a paper copy. Paper copies of the Sugar Scoop can be purchased: black and white is \$ 2.00 per issue and color is \$ 5.00.*

(Robert Richardson): Install Billiard room, make restaurant a sports bar with a sports bar type menu. Golf cards for paid bill should not expire per season.

*The Association did have Billiard tables at one time. They were removed many years ago for lack of use. The restaurant and Activity Center do not have space available to put them in again.*

*The restaurant has tried just about every configuration of food offering. It seems that when one group wants fine dining, another group is upset because they want a sports bar menu. Others want comfort foods only and are upset with cloth napkins. The current configuration seems to satisfy the largest number of patrons that use the restaurant. This is evident in the increase in sales over the past three years.*

*While plans are not in stone at this time, the idea of the new 4 season room addition off the bar will have more of a sports bar feel to it. It is removed enough from the dining area to allow multiple TVs and other things that a sports bar area would have. The bar has had multiple new craft beers available for over a year now. It has been well received.*

(Sandra Antonucci): Pickle Ball is growing at a fast pace. All over the country. I would like to see an expansion/improvement of the courts here (create official courts).

*The Pickle Ball courts were established a few years ago and have been used frequently. When the pro shop parking lot was resurfaced, we also put a new covering on the Pickle Ball courts, as*

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*relining them. The Board does not have money in the five-year capital budget but if they continue their popularity, a future Board may include it in theirs.*

(Brian Wrobel): Cut grass next to road (Fairfield realm) about 3 feet in every 2 weeks. Current cut when grass is 2 feet high creating hay in road after cut. Give area a groomed appearance.

*The Gladwin County Road Commission mows the right-of-ways of all roads. That is not Sugar Springs. Our Building & Grounds Department mows the Fairfield area on a weekly basis, although this year has been extremely challenging because of all the rain we experienced. There are areas that have still not dried out so we can get a mower through it.*

(Joe and Daureen Pisano): Biggest concern – weed growth in lakes. Lake Lancelot has gotten worse. Improve weed control.

*In Lake Lancelot the focus of our lake treatment has been eradicating milfoil. It is a very difficult plant to deal with, which is, again, why we used a chemical that can only be applied every three years. It was the reason watering restrictions were in place almost the entire season. While you can't always say for certain, the past two times we have used this chemical on Lake Lancelot, the next three years weed growth was vastly decreased. We hope that is the case again this time.*

(Nancy): Building improvements are important. How about pay freezes? Pay scales were not addressed and I think they should be. There are a lot of qualified people who would do the same work for less money and benefits. Figure out how to do things without raising dues. We are stuck with 2 lots so dues are near and dear to us.

*Even considering freezing pay of employees would be a disastrous for the membership of Sugar Springs. Finding qualified employees is getting more and more difficult every year. This is a problem nationwide – not just in Sugar Springs. We do not have an unending labor force in our rural area. We currently have employees that live in Gladwin, Harrison, Clare, West Branch and other areas. Freezing their pay would just have them find a job closer to home and our vacant positions would go unfilled. We currently have job openings in most of our departments that have gone unfilled this entire year. Everyone is looking for employees so the competition is fierce. We operate our Association with as few employees as we possibly can but we must continue to pay them to keep them.*

(Nancy Purdy): Town Hall Meeting was excellent. I think we should raise the dues every couple of years. We have a difficult time getting people to come. Having the dues raised \$ 5.00, \$ 10.00 should not need a vote.

(u)

*Thank you for your continued support. While a small assessment increase would seem to be easy, we must, in accordance with our governing documents vote every 3 years on whether to keep our assessment the same, raise it, or lower it. They all require 2/3 vote of approval of members voting.*

(Vern Purdy): I also feel we should increase the dues. Most associations charge per month. Our dues are very cheap. I think we should encourage camping. Not year round! But campers buy the lots and spend money at the pool, golf course and restaurant, and many eventually build.

*Thank you for your comments. Every BOD discusses the issue of campers versus homeowners every year. It is a very delicate balance. Campers are important to the Association as well as homeowners. One thing done for one sometimes angers the other. That will never change nor should it. Boards try to find a balance between the two styles of lot ownership.*

(Susan Derouin): Common grounds – do you ever clean them out? Some have become a fire hazard to homes and look awful. Meeting went great. Good job! Security, neighborhood watch?

*The Covenants of Sugar Springs, Article III discuss commons properties and it says that “the grounds will be preserved in their natural state.” Unless being developed for other commons use, the Association has followed that statement through the years and leaves commons to evolve just like it would if the area was still a wooded forest.*

*We have previously discussed the security issue. There is a Neighborhood Watch headed by Steve Johnson already established in Sugar Springs. However, it is not used much because people seem to put everything on social media rather than alerting neighbors.*

(Tom Sckolowski): Will there ever be Pickle Ball Courts like the Tennis Court (perimeter fencing, permanent net, etc.)?

*As was stated in an earlier answer, this BOD has not included any capital dollars for Pickle Ball Courts in their current 5 year spending. But if popularity continues, a future Board when establishing their next 5 year plan may.*

(Jim Sullivan): Would like to have some lots in outlying areas be sold for storage buildings – example Grass Lake round – south side – west of Butman Road.

*This was previously discussed but a previous Board looked at this exact possibility. The Covenants of the Association do not allow outbuildings on vacant lots. There must be a home on the lot first. Camping trailers do not qualify as a home.*

(v)

(Brenda Kroswek): Add to existing advertising. Especially “downstate”, radio, bill boards, etc. We are such a wonderful community and it’s a secret to people. In SE lower Michigan. Consider increasing boat dockage fees. I’ve contacted most every marine/dock slip location in Michigan. Rates range from 1200-1600 per season. We could utilize this extra money to defer some of our needed costs. Install a few docks for usage by lake front owners, so that they too can use the facilities that each park has to offer. At least at the larger parks. Thank you for your consideration.

*The Planning Committee is in the beginning stages of changing the focus of our advertising beginning next year. The intention is to use even more digital ads than we currently do. They are also going to focus our advertising to promote more of the amenities available to members versus our current plan which is geared to lot or home purchasing.*

*The BOD reviews fees every year and adjusts where they feel a need to do so. They are aware that dock rental fees as well as golf club memberships are well below others in our area. The challenge is to find a balance where members realize a savings because they are a member and staying in the area of what others in the market are charging.*

*The Association did have docks that members could use if they needed to stop and use the restrooms. As an example, at the beach clubs. Unfortunately, when the docks at the Queens Way launch became unusable and all those members who docked there had to be relocated, those docks had to be turned into rental docks. We don’t have the area needed to put in new docks at any of the beach clubs to accommodate short term stops. If dock demand ever falls, we may be able to have that dock again. Demand for docks is so high that 2019 is the first year in the past 12 that we were not able to accommodate everyone on the dock waiting list with a dock somewhere.*

(Tom Kroswek): After raising the dock rental fee to \$ 500.00, the docks at Berkshire, Manchester and Islanders so people that live on lake can use the docks and have a dock to pull into. I suggest raising the rental dock fee to \$ 500.00/year. Would raise in my estimate an additional \$ 81,000.00 (200 docks on Lancer, 70 docks on Lancelot) -- \$ 300.00 per dock at 270 docks = \$ 81,000.00.

*The totals you use in your estimates are not accurate but we understand the premise of your remarks. As explained in the previous question, the BOD reviews fees each year.*

(Diane Smith) Made a comment regarding Assessment Fees during the Town Hall (see page (c) of Town Hall Oral Presentation). Our response follows:

(w)

*Thank you for your comments. There are lots of stories out there of HOAs and POAs having serious financial issues because their membership does not approve assessment increase requests. Sugar Springs is no different.*

(Oren Lusher): Spoke at the Town Hall (see page (d) of Town Hall Oral Presentation). He complimented the BOD and agrees that a dues increase is necessary. Our response follows:

*Thank you for your comments and continued support.*

(Rob Horner?): Spoke at the Town Hall (see page (d) of Town Hall Oral Presentation). He asked about property sales, promotions, is favorable to an increase in dues and SS Rules and Regulations. Our response follows:

*Judging from the comments of the area realtors and looking at the number of new property deeds that are being processed, there is definitely an increase in property sales. The deeds seem to show that the sales are divided fairly evenly between home sales and the sale of vacant/camping lots. The township assessor earlier this year said that property values are going up as well; upwards of 7% per year. Watching the home sale listings, you can also see that the prices a home seller is asking is going up, and buyers are paying it.*

*The more robust economy and the advertising programs the Association has been doing certainly play a role in this increase. There are very few home listings in the Association. We have heard that some realtors are actually calling homeowners and asking if they would be interested in selling their homes because they have a buyer that is interested.*

*Camping lots are also selling but it looks like perspective buyers are looking for lots that are really cheap (tax sale lots) or lots that have all the utilities already available. Sewer, water, electric, culverts, trailer pads are mainly what they want. Lots that have never been improved with any utilities, or even making sure that the grass and weeds don't cover the "for sale" sign do not get much interest from buyers.*

(Cindy Michalin?) Spoke at the Town Hall (see page (e) of Town Hall Oral Presentation). She commented on the proposed Assessment Increase in future years and supports it. Our response follows:

*Thank you. We appreciate your supportive comments.*

(x)

(Steve Johnson) Spoke at the Town Hall (see page (e) of Town Hall Oral Presentation). He supports building up the reserve funds and compliments to the General Manager. Our response follows:

*Thank you for supporting Sugar Springs.*

(Bob Osowski) Spoke at the Town Hall (see page (e) of Town Hall Oral Presentation). His concern is with the silt build up in his area causing inability to use his boat. Our response follows:

*The concern you have over the water level at your dock has been shared by you with the BOD frequently. The Association does not dredge lake owners lake front. The Association had an engineering study done that puts that number to dredge in the multiples of millions of dollars. It is the responsibility of the lake front owner, if they see the need, to dredge their own area. In your case, a few years ago you approached the Lakes Committee and the AECC Committee about adding a boat dock on your property, which was not classified as lake front at that time. There had never been a boat dock at your lot because it was so close to the mouth of the creek and was full of aquatic plants and other items. But you wanted to try and create a usable dock space.*

*You told the Committees that you were applying for a dredging permit through the DEQ and that you were going to dredge the waterfront because the water level was too low. Both Committees told you that because your home is in the area of one of the main creeks that supplies water to Lake Lancelot, that as soon as you dug a hole for your boat dock the flow of the creek would begin to fill it in despite the fact that we have a silt trap on that creek and empty it three to four times a year, weather permitting. The Committees had observed that same situation occur when the Association tried to do something similar at the Queens Way boat dock area. The dredging filled in within the year. You indicated that you understood that. Now the area is filling as warned and you are looking for someone else, other than yourself to dredge this time around. We are sorry we cannot be of assistance to you in this situation. Since you mentioned other properties, you may want to put together a group DEQ permit, pool your money and repair the problem. The costs may be less if you give the contractor a larger project.*

(Lindsey Aguilera) Spoke at the Town Hall (see page (e) of Town Hall Oral Presentation). She is concerned about prices of property diminishing and incentives to purchase back tax lots. Our response follows:

(y)

*The information we receive does not seem to support your thoughts that property owners need to take money off their purchase price to sell their property. Homes and lots are selling, some in a matter of days of being listed. We understand that in many cases location is important. Lake homes, golf course homes are typically more in demand. Homes and lots in areas further from our amenities don't demand the same home sale prices.*

*We explained in a previous question that there has been a tax sale lot consolidation incentive, that is advertised each year, for the past three years.*

*There may be 130 properties for sale currently in Sugar Springs but that is not just homes; that would include homes, camping lots, vacant lots. There are 3,100 lots in Sugar Springs so 4% of properties being for sale is actually quite a small number.*

(Kim Krenz) Spoke at the Town Hall (see page (f) of the Town Hall Oral Presentation). He'd like to see security readdressed. Our response follows:

*We have discussed the public safety issue in a previous question but we certainly appreciate your comments and support of Sugar Springs.*

(Julie Picani) Spoke at the Town Hall (see page (f) of the Town Hall Oral Presentation). Feels that there may be a downturn in real estate sales and prices. Our response follows:

*Judging from the number of deed transfers we have had again this year it does not look like the real estate market is slowing down. This is not to say that it may at some time. The current issue seems to be a lack of listings to sell. Welcome to Sugar Springs and thank you for taking the time to add your comments.*

(No name given) Spoke at the Town Hall (see page (f) of the Town Hall Oral Presentation). From experience, he suggests security wear uniforms. Our response follows:

*Thank you for adding your comments at this meeting. We appreciate it and your continued support of Sugar Springs.*

(Jim Bremer): *(Mr. Bremer's comments were a full two typed pages, so we will try to summarize his thoughts and main point, as best we can to save both space and time.)*

My major concern is fundamental for any organization making future plans. This begins by doing an analysis of the "current status". Where are we at today? What should SS look like

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and be years from now? If we are not on track, what are the threats, challenges, problems, impediments? What should be done to manage them?

*The BOD, the General Manager and all of our Committees are constantly discussing and planning for Sugar Springs and its future. This is not something that is being ignored. We know where we are at financially and where we want to be in five years. We recognize the changes occurring with the next generation of property owners and try, particularly through the recent membership survey and input from our Committees to do the things that the current generation and future generations would want to allow them to enjoy their Sugar Springs property and amenities. This Town Hall meeting was also planned and occurred because the BOD is trying to understand what the membership wants so that they can move forward in that direction provided the financial resource are available to do so.*

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