

WestWall Lodge Board Meeting
July 31, 2025

Board President Jeff Sacra called the meeting to order at 3:00 pm MST and the attendees were announced. The following board members were present: Jeff Sacra, Ed Heinrich, Bert Johnson, Ashley Woody and Jonny Jost. Ritchie Mullins, General Manager, and Doug Bittle, Facilities Manager were also present together with owners John Ridilla, Adam Brown, Carrie Heinrich and Robbo Newcomb.

Jeff noted the first item of business on the agenda is the approval of the April 2025 minutes. Ed asked for follow up on two items referenced in the minutes - rental pool marketing and installation of heat tape in the new gutters. Ritchie stated that updates will be provided later in the meeting. On hearing no further discussion on the minutes and on motion made by Bert and seconded by Ed, the board unanimously voted to approve the April, 2025 minutes.

Property Update

General Manager Report

Ritchie began his general manager report with a discussion of efforts to improve marketing for the rental pool. Ritchie has reactivated WestWall's social media accounts and is placing new content on them every week. Direct marketing is being conducted via social media to specific zip codes. WestWall has moved away from Travel CB because it was not providing a good return on investment. While this service does a good job of promoting the area, it doesn't promote specific businesses. An adjustment was made to the VRBO account to remove filters which did not allow children and pets. Inventory has also been opened up on Expedia.

Consideration is being given to an application called Site Minder which could help with setting rental rates. Ritchie has been actively adjusting rental rates based on weekly circumstances which has helped to increase occupancy. He is also getting quotes for updated marketing photos and is considering triple sheeting which eliminates comforters and makes for a crisp and clean look. Last, WestWall has joined the Chamber of Commerce and will be hosting a mixer in the coming months.

Ritchie reported that deep cleans have been completed of the units and that his staff has finished the first round of cleaning out and removing clutter from C storage and all storage closets. Thanks to Jonny for his assistance in this effort.

Per the board's request, Ritchie sent accounting RFP's to about a dozen firms. Limited interest has been received so far, primarily due other the fact that WestWall is comprised of three entities and most of the firms feel like they lack the expertise to handle all of the entities. Ritchie will provide further updates to the board once the RFP is complete and all information has been gathered. Discussion ensued about the importance of moving from a desktop to a cloud based environment that is reasonably scaled and priced for WestWall. Ritchie will also evaluate bookkeeping tasks that he and his staff can start doing in-house.

Financials

Ritchie discussed the financials for the month ended June of 2025. Year to date, HOA net income was \$163,295.05 compared to a budget target of \$194,850.81. Ritchie stated that the variance was due primarily to insurance and labor costs, both of which are currently under review. Property

Management net income year to date was also lower than expected but this was skewed by expenses incurred by WestWall which were passed on to the owners but not collected before the books were closed in June. This work includes replacement of the smoke detectors in the individual units and replacement of the concrete patio outside A101. As mentioned, labor costs are under review by Ritchie and will be fine tuned. Ritchie reported that the Alpine Club had a good month with increased sales and revenue.

Facilities Report

Following the completion of Ritchie's report, Doug provided an update on the facilities. Doug reported that the new roof did very well over the winter. The roofing contractor, White Castle, will return the week of August 11 to address warranty and punch list items. WestWall's snow removal contractor will do a walk through with White Castle to identify areas that need to be addressed. At the same time, an electrician will be on site to finish installation of the heat tape for the gutter system.

Doug reported that a new landscaping contractor has been engaged for the summer season. The new contractor has been very responsive and punctual and has done a good job maintaining the lawn and flower beds. Increased emphasis is being placed on seasonal color to improve the overall appearance of the property. The board was very complimentary of the new approach being taken to maintain the lawn, the flower beds and the flower pots.

WestWall's boiler technician is currently on property conducting the annual service. Doug reported that everything looks very good and both boilers are functioning at peak levels. Adjustments have been made to enable the boilers to run in "low fire mode" during most of the year except peak load season which in turn reduces natural gas usage and utility expenses.

Doug reported that the concrete project approved by the board last year has now been completed. The walkways in the back of the property together with the steps leading to the pool deck have been repaired and look good. The contractor also replaced the patio outside A101 which will be paid for by the owners of the unit.

The last item addressed by Doug is a proposal to upgrade the television, internet and phone service for the property. A service provider has been identified who has proposed enhanced internet service, a streaming television service and voice over internet phone service at a savings of approximately \$2,200 per year compared to the current service. The new internet service should be substantially faster than the current service. In addition, individual owners will be able to add services such as additional bandwidth or specialty streaming channels for an extra fee. After discussion and on motion made and seconded, the board approved transition to the new service provider following legal counsel review of the contract with the current provider. The board encouraged management to conduct the transition during the off season to minimize disruption to owners and guests.

Refresh Committee Report

Jeff provided the refresh committee report. Per Jeff, the bar refresh is now complete with the installation of the insert in the bar to allow the alcohol to be locked up at night. As a result, the accordion doors have been removed and the bar area is open for use by owners and guests at all times. The removal of the accordion doors have resulted in better flow through the area and increased natural light in the great room.

The pool refresh is complete except for new lighting on the perimeter fencing. New furniture has been delivered and installed, including several loungers, a new seating area, several umbrellas and two tables with chairs. Per Jeff, the furniture looks great and is a very nice improvement to the area.

Open items for the refresh committee include whether to install new lighting on the perimeter fencing around the pool and approval of a budget for a refresh of the great room. Drawings and examples of new furniture for the great room were shared on the screen.

The board discussed the open items for the refresh committee and was in favor of proceeding with the new lighting provided it is not attached to the perimeter fence. The board would like to pause on the great room and revisit the issue in six months after studying the most current version of the reserve study. Jeff will communicate these preferences with Mary Lou Kimball, chair of the refresh committee. After discussion and on motion duly made and seconded, the board unanimously approved a budget of \$3,000 for new pool lighting provided it is not attached to the perimeter fence.

Old Business

Ratification of Board Items

Jeff reported the following items were approved by email since the last quarterly board meeting: (1) completion of the concrete work in the back of the building for a cost of \$57,728 and (2) purchase and installation of new pool furniture for \$30,700. After discussion and on motion duly made and seconded, the board unanimously voted to ratify these board actions.

Insurance Update

Ritchie reported that WestWall's insurance coverage was renewed this past February with a 12 percent increase in the premium. Mountain West, the insurance broker for WestWall, had previously stated they are in the process of adding more carriers to their panel and Ritchie is following up with them about this. Ritchie is also engaging in conversations with other insurance brokers with the overall goal to ensure that WestWall has a range of options in advance of the next renewal.

New Business

Owner AC Requests

Ritchie reported he has received requests from two owners for permission to install split air conditioning systems. Owner Adam Brown presented information he has compiled on this issue.

The board discussed the information presented by Adam. The board expressed reservations including noise and vibration created by compressors, aesthetic considerations and whether the building's electrical system is designed to handle the additional load that would be required by multiple split units. In addition, board does not believe the mild climate of Mt. Crested Butte justifies installation of air conditioning.

In-House Laundry Analysis

Richie presented an analysis of the feasibility of bringing laundry in-house versus continuing with the current relationship with AlSCO. Per Ritchie's analysis, there is opportunity for cost savings

within five years after an initial outlay of \$25,000 for purchase of commercial equipment. The board was generally in favor of bringing laundry service in house and asked Ritchie about the best timing for the transition. Ritchie will refine his analysis and come back to the board with a recommendation on timing.

Rental Pet Policy

Jeff reported that there have been a couple of circumstances in the recent past where unattended pets of short term renters have created a nuisance for other owners and guests. Jeff suggested a modification to the current policy to require supervision of pets if the short term renter will be out of the unit for more than two hours. After discussion and on motion made and duly seconded, the board unanimously approved the modification to the pet policy as suggested by Jeff.

Owners Forum

Robbo paid his compliments to the board and WestWall staff for all of the updates to the property. He has not been on property for the last year and a half and is very impressed with the appearance of the facilities and all of the updates that have been completed including the new roof, the new and paint carpet in the residential corridors, the updated bar and pool areas. Robbo is grateful for the board's leadership and is very supportive of Ritchie and his staff.

John introduced himself and his wife as new owners of C201. John also expressed his gratitude to the board and WestWall staff for everything they do. He and his wife are excited to be new owners and are very pleased with their experience at WestWall to date.

Executive Session

The Board went into executive session to discuss employee related matters.

The meeting was adjourned at approximately 5:25 pm MST.