



2334 Hwy ZZ
Owensville, MO 65066

Season's Greetings!

Thank you for a great season in 2021! As a reminder, the fun hasn't stopped at your resort. Some great events are planned for the off peak months. Santa's arrival, the New Year's Eve Party and Valentine's Weekend are just a few examples of the fun times yet to come at LVL. For the latest information about these and many other events, contact the Activities Office at 314-658-9985 or visit the website, www.lostvalleylake.com. Sign up to receive updates about your events schedule via email or the various available social media platforms, do so by calling 1-800-489-2100 ext. 2260 or via email, socialmedia@lostvalleylake.com.

Included with this letter are the projects and services that were focal points in 2021. All of this work was done by a staff that is roughly 25% smaller than it was pre-pandemic. Many companies are understaffed at the present time and are forced to find innovative ways to serve their customers. LVL is no different. While we remain short-staffed, many of your dedicated LVL crew members have voluntarily learned jobs in departments that differ from their own. They have volunteered to work on their days off and worked through their lunch breaks. They have started their shifts early and stayed later than scheduled in service to you. If the opportunity presents itself, stop in and say thanks or give them a thumbs up for their efforts. They will appreciate your kind gestures of any sort.

The Maintenance and I.T. crews have been working hard to enhance wireless internet on the resort. Upgrades in the Aquatic Center, Lake Expo and Fort Wilderness have shown very positive early test results. The resort phone system has been upgraded to an internet based VOIP operation. This upgrade is saving you money in terms of long distance charges. It is estimated that those charges will drop by as much as \$3,000.00 this year. As part of this transition new phone numbers have been issued. Please see the phone list included with this letter for the new numbers in each department. Adding those numbers to your contact list can help when it's time to make overnight reservations or sign up for your favorite event. With any new system there are bugs that must be worked out. During this time of transition your patience is greatly appreciated.

A special thank you to all Owners who attended the Annual Meeting in September and cast your ballot for the Board of Directors. There will be two new members of the Board come January. The warmest of welcomes to Dave Edler and Jason Adams in their new leadership positions with LVL. I look forward to working with you in keeping LVL a top notch attraction. Thank you to Sallie Halverson and Kevin Hawk for their time serving on the Board. Good luck in all your future endeavors, you will be missed.

As we shift our focus towards next season, the Board of Directors have set the rates for maintenance dues in 2022. The wide range of amenities available to LVL Owners dictates that resources must be dispersed to eight different departments. Furthermore, a considerable portion of the dues must be put towards liability insurance, taxes and other expenditures that can simply be considered part of the cost of doing business. The structure of maintenance dues did not change for the 2021 billing cycle. Since that structure was determined in 2019, the cost of many items necessary to provide basic services to LVL Owners has gone up. To offer just a few examples:

Gasoline costs have risen nearly 50%. Source: www.bls.gov

The state minimum wage has risen by a combined \$1.70 per hour with an additional 8% increase beginning January 1, 2022. Source: www.labor.mo.gov

LVL's contract for propane increased by 23%.

With the rising costs involved in operating the resort. The Board took steps to keep an even keel in passing a modest adjustment to maintenance dues for the 2022 billing cycle. With all that is happening in our world, it is not an easy task to determine the financial needs of a place that hosts as many people as your resort. Listed below are the yearly totals for each level of Ownership set forth in the 2022 billing cycle as well as the average per month adjustments.

Executive: \$910.89 per year= \$4.30 per month adjusted

Charter/General: \$781.29 per year= \$3.69 per month adjusted

Wilderness: \$593.28 per year= \$2.80 per month adjusted

Thank you to the Board of Directors for their consideration of all factors involved when setting rates for the 2022 maintenance dues. While this adjustment is just shy of meeting the current rate of inflation, the Board took great care to maintain the delicate balance of both functionality for the resort and affordability for the individual Owner.

Expect your dues statement to arrive in January 2022. For your convenience, LVL offers an option for paperless billing and to pay your dues online. For more information, please contact the friendly staff in Financial Services (1-800-489-2100, 314-665-2389). They will be happy to answer any questions that you may have about the billing process.

We wish you the best for the coming Holiday Season. It is our goal that every visit to your resort creates positive memories that last a lifetime and we hope to see you both soon and often. From all of us here at LVL, thank you for your continued support and Ownership in Lost Valley Lake Resort.

Paul Adams
Chief Operations Manager



2021 Annual Project & Services Update

Stables:

Sydney has moved from Reservations to Stables. Stop by, wish her well in her new position and ask her about the arena rides now offered at the Stables.

Foot bridges painted

Cleaning of tack and stables

Inventory of supplies

New Veterinarian has done well visits on the horses, dietary changes have been implemented

All horses have been trimmed and shod multiple times

Exterminator treated area for fly, tic and overall pest control

Training new trail guides

Clearing and marking of trails, checking fences in progress

New vanities installed in restrooms

A team of horse trainers has been hired to tend to the needs of horses and educate new staff

Updating staff training manual

The barn is nearly full of hay for the horses

Housekeeping:

Now for sale in the Service Center: laundry soap, fabric softener, salt and pepper shakers, RV parts. Also, this area is under video surveillance and a door chime has been installed.

Staff received advanced chemical training from our chemical supplier

Group training seminar for staff included topics: safety, proper deep cleaning methods

New training manual and checklist created and in use

Deep Cleaned:

Lake House

All RV's

All Villas

41 condos

Reservations

Aquatics Center

Lake Expo

New laundry system is up and running, staff is properly trained. \$2,000 saved with new system so far

Over 4,000 overnight rentals cleaned

New linens in use

Currently in progress: deep cleaning rental units, inventory, hiring new staff

Supply inventory taken and re-organized supply storage area

Deep cleaning will continue

Inspecting rental units for maintenance issues and writing repair orders as needed

Security:

Loss prevention officer inspecting all grounds and building for liability issues, writing repair orders as needed

Replaced one security patrol vehicle

Three resort patrols per shift, three shifts per day

Painted the Guard House, inside and out

Hired and train new staff

Seven Security employees have been certified in CPR w/AED and 1st aid

Four Security employees have received storm spotter training

New check in/card system in place for smoother Owner check in

Looking at options for selling firewood after hours at the Guard House

Reservations:

Sara has moved from Admin to supervise Reservations. See her there for your RV storage needs, or just stop in and wish her well in her new position!

Total reservations so far this year: 8094

Gathered all binders from rental units, updated information and sanitized them

Updated records on each condo unit, TV size, lake view, kitchen type, etc.

Installed remote controls and instructions for use in each condo

Checked keys for RV rental units for functionality, replacing bad keys

Adding Owner benefit summaries to the computer system

Cross training Reservations personnel to work at the Guard House

Updated Reservations training manual

I.T.:

12,056 ft. of cable is in place for internet upgrades

3,800 ft. of cable left to trench

New connection pedestals installed

New hardware is being tested for the internet upgrade

Internet service upgrades expected to be online soon, Aquatic Center, Fort Wilderness and Lake Expo are in test mode

Testing of new VOIP system has been done and was successful

80% of the resort has been converted to VOIP phone system

Dish Network hardware upgrades are complete
Replaced the projector and receiver in Chaplin Theater
Updated the Resort map

Activities, Boathouse, Aquatics:

\$822 raised for American Cancer Society
\$ 1,266 raised for Muscular Dystrophy Association
Events for 2022 season are being planned and entertainment contracts are being issued
Working on the fish stocking budget is for 2022, hoping to add grass carp and crappie to the stock list
Catfish were stocked in March, May, July and September
Permits for controlling goose reproduction were obtained and the program was implemented in accordance to standards set forth by the U.S. Department of Fish and Wildlife
Three members of the Recreation Crew have received storm spotter training
The pond by the Guard House has been treated for algae growth
Broken boards replaced and painted the bleachers at the Lake Expo horseshoe pits
Aquatic Center:
Vent pipes for pool heaters have been replaced, parts replaced in heaters as needed
Lighting in swim area has been upgraded
New jump pillow and mulch has been installed, grass planted in the area
Pump for pool 2 has been upgraded
Pool 1 received new flow valve
New heater for Kid Pool purchased and installed
Lake Expo Pool:
New hot tub went into service in May
Pool pump upgraded
Fresh filter sand installed
Boathouse:
New signage purchased and installed
New railings and shelves were installed and stained around the fish cleaning station
New office door has been installed and painted
Bathroom doors painted
Four trolling motor batteries were replaced
Solar powered lighting installed on sidewalk and kayak launch
Stained tie wall by kayak launch
New electric panel installed
Stained picnic tables at party pads

Maintenance:

Over 900 repair orders have been completed

Flooring replaced in one condo, one villa and two RV's

All Resort owned RV's have been washed

Replaced culvert by the guard house

Fill added to culvert next to Riata entrance

Removed stumps in the RV 100's area, stump grinding will continue throughout the resort

Cut and split all firewood for sale at the Service Center

Removed debris piles by the tennis court

Installed new signage at the entrance and "one way" signs around the resort

One Villa has new flooring in the loft

Interior of six Villas have been painted

New steps have been installed in seven Villas

Kitchen tables have been re-finished in three Villas

Re-painted crosswalks and speed bumps by Lake Expo, Aquatic Center and by low water bridge

New zero turn mower is in service

New starter motor has been installed at the well house

Sprayed weeds on sites and parking lots, multiple times

Cleaned and sealed wood on old teepee platforms

1456 Owner RV's have been spotted

Hay fields fertilized and weed control done

Lumber replaced and stained on bocce ball court

Footbridge by bocce ball court has been stained

All picnic tables at the Lodge have been stained, frames painted and lumber replaced as needed

Added rock to several sites in the 500's

Pulled sand out of lake for Condo Beach

Serviced all air conditioners on the resort

Snow removal equipment received further upgrades

New shower room air conditioner installed at Fort Wilderness

Replaced one RV roof

Installed new photo signs at the Boathouse and Stables

Pumps at two lift stations have been replaced

New coin operated clothes dryer installed at New Bath House

Removed derelict trailers from RV storage

Sewer and Water personnel are certified and receive continuing education

Trimmed or removed troublesome trees on sites and on road to Stables. Tree trimming will continue, we are nowhere near done.

Painted parking posts and rails at Lake Expo

Painted rails on road by Lodge

Repairs to collection side of sewer treatment completed

Rock added to roads near Stables and throughout the 100's, 200's and tent camping roads.

Closing and winterizing buildings not used during the off season in progress

Electric grid inspected to identify and repair any areas of concern

Upcoming:

- Replace front porch on Gathering Place

- More flooring will be replaced in rental units

- Replace hydrants and pedestals on sites as needed

- 286 Owner RV's on the books to be spotted

Contracted work:

New siding project at the Villas is complete. Seven Villas in total have new siding

Hay baled for horses, 122 round bales total

Roads in the 600's, 700's, Lake Expo, "S" curve and Condo areas were sealed

Fire inspections performed at the Restaurant, Lodge, Lake Expo and Service Center. Recommended courses of action are in progress.

All fire extinguishers on the resort were inspected and replaced as needed

Exterminators have inspected and treated all buildings as needed.

Gutters on Gathering Place and Reservations have been replaced

Lake Expo pool winterized

Broken windows at Aquatic Center replaced

Work continues on the new sewer treatment plant