



Rimfire Lodge Homeowners Association
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www.RimfirelodgeatSnowshoe.com

April 25, 2019

Dear Rimfire Lodge Homeowners,

First of all, I want to apologize for not getting a newsletter out in such a long time. I want to assure you that your board has been very busy and a lot of work has been going on at Rimfire. There is no possible way to include everything going on and all that has been accomplished since our annual meeting in 2018. Before getting into all that has and will be going on, I need to make sure you take some quick actions about upcoming events. Our annual meeting and 20th Anniversary Celebration of Rimfire will again be on Treasure on the Mountain! Our meeting date is Saturday, August 3rd with breakfast at 9am followed by the meeting at 9:30am. The reason this is important is that there are three large events on the mountain that day. Obviously Treasure on the Mountain is going on as one item. There is a large conference of some sort with 300 guests coming. The third event is a large wedding. If you are planning on coming, book your room now! Since Treasure has sold out for at least the last two years, you probably want to get your ticket now. Meredith is selling tickets for Treasure through the Linwood Day Care at the base of the mountain. I bought mine through them! If you get your ticket this month, you are in the running for an early bird drawing at the end of April.

The next event coming up is the Homeowners' Weekend during the Memorial Day holiday as usual. I am being told that we should have an itinerary any day. At this time, I believe all three of the Rimfire Board members should be on site that weekend. I will try to schedule a time to meet for a Q & A in the Hearth Room that weekend. I will update you on that as it unfolds.

As always, keep checking our website at www.rimfirelodgeatsnowshoe.com. We try to keep you updated with all of the current and past information that we have available.

I apologize for how much information is in this letter. I have waited WAY too long to get an update out to you all. Here are the notable bullet points in "Readers' Digest" format with more detailed information afterwards:

- The Rimfire HOA annual meeting is scheduled for Saturday, August 3rd with breakfast at 9am followed by the meeting at 9:30am.
- The west side of the building is just about completed with a few minor things. The east side entrance from the Village was fixed and finished just before ski season started. The remainder of the east side of the building will be painted this year with

the Village area being done before the Memorial Day weekend in time for Homeowners' Weekend and the South building will be painted in the fall.

- I want you all to welcome our new Maintenance Position person hired April 1st. James has been on the Mountain for quite a while working for Silver Creek as a maintenance person for about 10 years. He is doing great things already and we expect great things to come from Jimmy!
- There are several other Spring projects underway or nearly complete. We have 30 fireplaces with electronic ignition nearly finished with the install. This is part of the five year plan to reduce propane use by \$40,000.00 per year upon completion. The garage door is being replaced and should be complete this month. With our dry pipe sprinkler systems, we are replacing the air compressors with nitrogen generation systems.
- This infamous sprinkler break of 2018 did a lot of damage as those with units that were affected so painfully know. Most of the work has been completed and should be back in service. The insurance company is working with us and we have received a check for nearly a quarter million. Many thanks to the contractors that dropped everything to help us out!
- We have a building manager through Snowshoe Homeowner Relations. This person is also the Building Manager for all five Village buildings. Yup, you read that correctly, one person for all five buildings. Her name is Kayley Kolonay. Her email address is kkolonay@snowshoemountain.com.
- And we still do not have locks replaced! I have continued to bring this up, but we have to get Snowshoe on board. They are working that way, but before we can change the locks, Snowshoe has to have at least three of the devices to program the keys. Oh, and the Bluetooth technology part of the lock is still being held up by the Greenbank Observatory.
- For those of you that have not upgraded your televisions, it is very possible your rooms will be removed from the rental program, at least with Snowshoe, in the near future. CityNet will stop supporting the channel converters very soon. I replaced my sets with a 40 inch Vizio smart TV from Walmart for \$198 not including tax. It fits in the box above the fireplace and you can stream by wifi on a lot of apps. Very cool!
- Ok, I know that you are tired of me saying that we are going to have an Interior Design Committee. Honestly, this time we are going through with it and we will be spending money this year. Please go ahead and send an email to Meredith McNeely at Meredith@mountainlife.net if you are interested in serving on the committee. We are attempting to have an interior designer come up with two or three ideas. We are intending to change carpet, paint, and possibly completely remove wall paper. It is time we upgraded! We went ahead and replaced a lot of the furniture in the Hearth Room and upper lobby. Check out the new chairs!
- The budget is already being worked on for the coming season and I will tell you there will be some more increases to the Maintenance Reserve. Bids for the roof are coming in at approximately three quarters of a million dollars. Our roof is 20 years old and needs to be replaced. We have been planning for this, but other things have cost us money. We are really digging deep on the budget to bring more value to our owners. Watch for thinking outside the box!

- We have been collaborating with the other Village HOA's to pool resources and save money. We got three other buildings to install Nitrogen systems and that saved us several thousand dollars on our installation. We worked with Alleghany Springs on the fireplace upgrades with them taking the lead to get a good contractor and excellent price.
- For those of you with Snowshoe rental, I would advise you to look very carefully at your statements. I would also advise you to ask for copies of all work orders. I found several errors on mine and got several hundred dollars in credits.

There is a lot going on at Rimfire and we have invested quite literally millions of dollars. You know by what you pay each month that a lot is going into our building. We on the board are working hard to ensure there is a plan with achievable goals. We are also trying to save money in the long run, but to do that, we have to spend money now. Your input is always welcome and appreciated. This takes time, but we are getting there! Thank you for your support!

Rimfire Annual Meeting on Saturday, August 3rd – First and most importantly, if you are coming to the meeting, reserve your unit now! Do not wait or you may be unable to stay in your unit. I know one of mine was already booked for that weekend and I managed to get the other one reserved.

We do not have a location assigned for the meeting yet, but we will update you as soon as we get that information. The meeting will start with a breakfast again this year at 9 am. The meeting will start at 9:30 and as soon as we get the formalities out of the way, we will have Patti Duncan, Snowshoe President and Chief Operating Officer, give us an update on Snowshoe. This year being our 20th Anniversary, we have a special gift for you to commemorate this milestone anniversary. If you are not able to attend the meeting, we will be coordinating with our Property Manager to get you this item.

If you have not gotten your Treasure on the Mountain ticket, do so now! Meredith is selling tickets through the Linwood Day Care. Every ticket they sell helps support the daycare. You can also purchase tickets through the Depot or even calling the Snowshoe main phone line at (304) 572-1000.

We have a lot to go over and hope to see you there. A lot more is coming on this as we get closer.

Exterior Siding and Paint Work – The west side of the South Building is down to a punch list that should be finished very soon. We found out that there were significant problems with the siding at the Village Entrance to Rimfire on the east side (near Starbucks) in the fall of last year. The board decided that we needed to fix it. With weather and other delays, it went right up to ski season, but our contractor, Rick LeMaster, came through for us and finished all but a few minor things prior to ski season. The damage that was repaired was significant. As you read this letter, Rick is starting the last part of the painting on the rest of the Village side. We anticipate having all of the building with a fresh coat of paint and stain by ski season this year. We are getting the areas that were not done on the west side of the North Building as well. The North Building east side (Village Square area) is supposed to be finished by Homeowners' Weekend. It should look really good!

New Maintenance Position Filled! – It is my pleasure to tell you that we have a dedicated maintenance person employed by Rimfire HOA now on staff. Mr. James Exline previously worked for Silver Creek for

over 10 years. James goes by Jim, Jimmy, and James, so you should be good no matter which name you use. Jimmy has an impressive resume with work in maintenance including working mostly as a plant electrician in Hershey's Chocolate Factory in Stuart's Draft, Virginia and Cerro Fabricated Products in Weyers Cave, Virginia. Jimmy is a veteran and served on the mighty USS Enterprise. He lives in Marlinton with his wife and four children. His recent work at Silver Creek is impressive with having a hand in almost every project for the last 10 years. Jimmy has experience with pool and spa maintenance and repair, drywall repair and refinishing, painting, electrical, and a lot of other trouble shooting, service, and repair. We are overwhelmed with excitement to have Jimmy on board and expect you will see a big difference in a lot of things in our building. Please welcome Jimmy when you see him working at Rimfire!

Spring Projects – I figured for those that are interested in the details of our projects, you could read this section, otherwise, skip to the next one. We have three major projects going on this Spring other than the outside painting. The first one I will go into is the garage door replacement. We have all been frustrated with this door at one time or another. Look, it is 20 years old and it needed to be replaced. We spent a little more and got a springless door system. This has a motor that will lift the door and is warranted for about five times the number of cycles as the spring driven version. The control panel is much better and we should have much better service with this door. My understanding is that the door should be done this week.

The next big project is the start of the fireplace replacement. We are doing 30 new fireplaces each year until complete. It will take about five years, but if money works out, we will accelerate that schedule. These new units are electronic ignition which means they do not have a continuous pilot light. This also means the pilot will not blow out if a strong wind comes up! This will eliminate a lot of maintenance calls. The biggest thing that we are excited about is the cost savings in propane. At current prices, we will be saving about \$40,000 a year in propane once all of the fire places are replaced. It will be about a five year payback, but that will continue to be money we do not spend.

The last project that is being done this Spring is replacing our dry pipe sprinkler system air compressors with a nitrogen system. To try and simplify this, there are several benefits for all homeowners. No moisture is in the system and that will reduce or eliminate the chance of a freeze up and break in the system. We have to replace some of the system for reasons I will not go into here, but with nitrogen in the system, there is no oxygen which is needed for corrosion (rust) to occur. It will not repair the corrosion that has already occurred, but it will stop any more until we can replace the damaged pipe sections as we have more money in the budget.

Sprinkler break of 2018 – On Friday, November 30th, 2018, early in the morning, the dry pipe sprinkler system in the attic of the North Building had water in the low point drain on the north end of the building and froze causing the line to break and discharge a lot of water. My information is that 21 units had to be taken out of service for repair ranging from full sheet rock repair to minor water damage. We still have one unit out of service. If you have not checked with your insurance company, ask them if they cover loss of use. Even if it is a small amount, it can help replace some of the lost income. I know I have

that coverage on my State Farm Insurance for each of my condos. In addition to the 21 condos, we had a lot of hallway damage with carpets needing to be dried out. There was damage to some closets and offices as well. The nitrogen project will help reduce or eliminate this problem as well as having our maintenance person, Jimmy, actually check the low point drains to make sure there is no water in them.

Building Manager – The building manager position has always been provided by Snowshoe Homeowner Services. Currently, our building manager is Kayley Kolonay. Her email is kkolonay@snowshoemountain.com. Kayley is a super young lady with a lot of drive and desire to help. The problem is that she is also the building manager for all five Village HOA's and there is only so much she can do to help each of the approximately 750 units in the Village. If you need a reservation for your unit and you are too close to the arrival date to book in through the portal, Kayley will help you in a very timely manner.

Door locks – I am sure you are tired of reading that we are working on replacing the locks. How tired do you think I am about writing that to you? Well, PDT (pretty damn tired)! Snowshoe had some changes in the people responsible for different things when Frank DeBerry left and Patti Duncan became the new President and COO. This is to be expected. With new management, there is a new way of doing things. We have a quote and are ready to proceed, but we need two things to happen. The most important thing is that we need to get Snowshoe to get and incorporate at least one, but probably three machines to generate the new style of keys for our new locks. If we have to, we will buy the first machine. The problem is that Snowshoe has to incorporate the device into their software and train people how to use it. That can be a huge hurdle to overcome. It would help if it is done during shut down times which are April and most of May in the spring and the fall time of most of October and November.

The second problem is that we still cannot or have not gotten approval from the Greenbank Radio Observatory for the technology to use your phone to open the door. This is a Bluetooth technology. Greenbank does not have enough information to rule is what the last thing I was told. Meredith is trying to get the lock manufacturer to provide more information. Well, just before sending this letter out, Greenbank has said no to the Bluetooth technology. We are trying to see if this is a hard no or if they just need more information.

Bottom line, we are still working on it! Hopefully, I will have better news in the near future.

Televisions – If you still have an old style CRT television, you will be running into some problems in the very near future. Also, even flat screens that need a converter provided by CityNet will no longer be supported soon. If there is a guest that calls for maintenance and CityNet has to be called, the cost is going to be passed on to the homeowner. There are discussions from Snowshoe that your units may be taken out of the rental program as well. Look, it is currently only \$220 for a Vizio 40 inch smart TV at either Walmart or BestBuy. I bought mine at Christmas for only \$198. You may be able to find it on sale. I know this television works and fits in the space over the fireplace in both of my units. I have a studio and one bedroom. There is about a half inch total to spare on the sides of this set. This TV easily works with the wifi in our units and works with NetFlix to stream movies. CityNet recommends a direct

Ethernet connection for best performance. Anybody that runs their internet connection to the TV should also be able to add a DVR set top box if they desire. I am not positive if that is available at this time, but it has been discussed with the CityNet owner. We can check if this is something you would like to add. There will be a direct cost to the homeowner each month.

Interior Design Committee – All of our attention has gone into the exterior for the last couple of years. This is with good reason as the interior will not last if you cannot protect it from the elements outside. Well, it is time to dive into what our building looks like on the inside. We have money that needs to be spent. There is almost \$150,000 for us to revitalize the common areas which include landings, hallways, and lobbies. We need your help to do this. Instead of interior designers, we need people that can agree to overall schemes. Meredith is getting quotes on carpet for the entire complex. The color and/or pattern remains to be chosen. We need to work together to decide on functional things as well like chair rail or if we should have it. We are getting recommendations from experts on whether to replace the wall paper or go with super good paint. We are looking at where the luggage carts would be hitting the walls and corners. Honest, we are doing work on this. We are lining up an interior designer to come up with several recommendations.

If you are still interested, or suddenly now interested, please email Meredith McNeely, (Meredith@mountainlife.net) with your intention to participate. I will let you know now that there will probably be several conference calls and a few emails with design information. You may be given a task to research some aspect of the interior. Not everybody will necessarily be selected. We want to keep the committee small enough that it is functional, but enough that there are quite a few opinions. We are probably going to keep it to no more than five people not including any board member participation.

We got a deal on furniture and were at the point that the current furniture in the lobbies and Hearth Room, well, just sucked. It was way beyond its useable lifespan. Leather furniture and wood tables are back! Take a look the next time you are at Rimfire.

Budget – Our building is getting better every day! Money, however, is not. We are currently putting \$350,000 in Maintenance Reserve. The roof needs to be replaced very soon as I have been telling you as the shingles are starting to blow off due to becoming brittle. Heck, they are twenty years old. In human years that is about 80. They are not in as good shape as they were when they were new. The roofing estimates are coming in between \$550,000 and \$800,000. In any language, that is a lot of money. As I have said before and I will continue to say, as long as I am on the board, there will be no special assessments! Period! To do that and keep the building on track to be pristine, we need to keep putting money into it. In another couple of years, we will need to start painting again even though we are finishing this year. With the above in mind, I am pushing our board to up the Maintenance Reserve contribution to \$400,000 per year.

We have added a Maintenance person that is an employee of the Rimfire HOA. We are considering adding several other employees to offset costs. We are looking at a lot of options. All decisions being made are to save money and improve service in both quality and quantity. Snowshoe is coming back

with very significant increases in housekeeping and maintenance contracts. Just the increases are about \$40,000. Yup, that is the increase. Our property management contract will also be going up significantly, but rightfully so with four times the number of employees working on our building than what was provided with Snowshoe. We would not be able to do all of these improvements without that support from our Mountain Life Property Management Team! Progress does cost money. Value is being able to see a difference.

Village HOA's working together – There have been conversations, phone calls, meetings, exchanges of information, and conference calls going on. All of this is to improve not only Rimfire, but the entire Village. We have been discussing budgets, maintenance, housekeeping, and all things going on. A lot of time has been spent discussing the ground breaking projects that Rimfire has initiated. With the nitrogen system we are installing for our dry pipe sprinkler system, we got three other HOA's in the Village to install the same sort of system which saved us a couple thousand dollars. That is huge! By the other HOA's doing the same thing, it saved them as well. We are giving information on our exterior upgrades and improvements which ultimately could save us money too. Not only are we helping our neighbors, but they are saving us money!

Something just for people in the Snowshoe Rental Program – This is probably just a problem that I had, but I am advising each and every one of you to review all of your Snowshoe statements carefully. I had to request copies of all work orders that were listed on my monthly statement. I found one work order that was not for my unit. I never got an explanation who ordered it either. There were several extra housekeeping charges added to my bill as well. They were not included in the total at the top, but near the bottom, the amount was just higher. I am not trying to get anybody worried or place blame. All I am saying is carefully review your bill and ask questions to Snowshoe Homeowner Relations if you think you have found a discrepancy.

Conclusion – I doubt many will read this novel in its entirety. Heck, even my wife said this letter is way too long. A lot has been going on and there are a lot of other things that I will cover in a letter coming out before our annual meeting. Thank you for all of the support we constantly get from homeowners. It helps us to continue our work. Do not forget to buy your Treasure on the Mountain tickets and reserve your room today! Once again, thank you!

Very sincerely,

The Rimfire HOA Board – Kevin Elvin, Jim Armbrust, and Geoff Truslow

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