



Points West Resort Survey Results

The Board of Directors
January 12, 2009

The Board of Directors would like to take this opportunity to thank all those who responded, and provided feedback to the August 2008 survey. Overall response rate of 54% (63/116) was achieved on the survey.

The purpose of the survey was to solicit feedback from all Owners in the following areas:

- Underground infrastructure
- Safety and security
- By-law updates
- Zoning (RF designation)
- Surface infrastructure (above ground infrastructure).

Results from the survey will be available for use by the Owners and the Board of Directors to foster communication on potential future strategies that will further enhance the lifestyle, and investment of all Owners.

Any future plans developed in response to the survey can be scoped and prioritized such that:

- the five (5) core areas can be treated as independent standalone issues while recognizing that they are simultaneously interdependent among each other
- immediate, short term isolated needs align and facilitate long range planning
- a minimum of invested effort is required for short term solutions in contrast to considerable effort required to deliver long term commitments
- long term plans require transformation/ evolutionary phases and their associated continuity requirements to commitment and dedication.

Points West Resort is a “diamond in the rough”. Continued investment in the Park, will protect the investment, and further enhance the lifestyle of all Owners in this vibrant community.

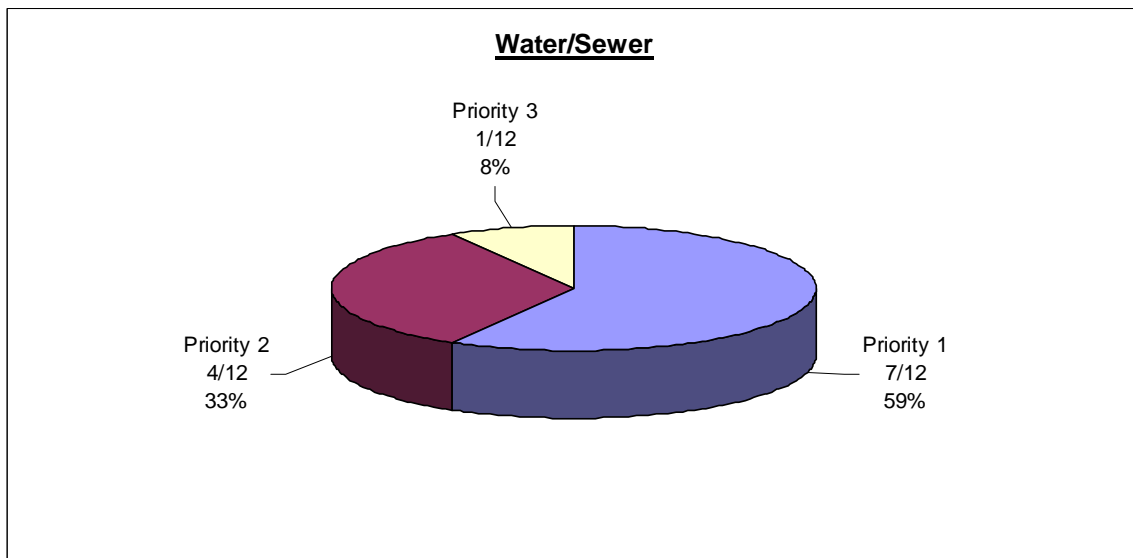
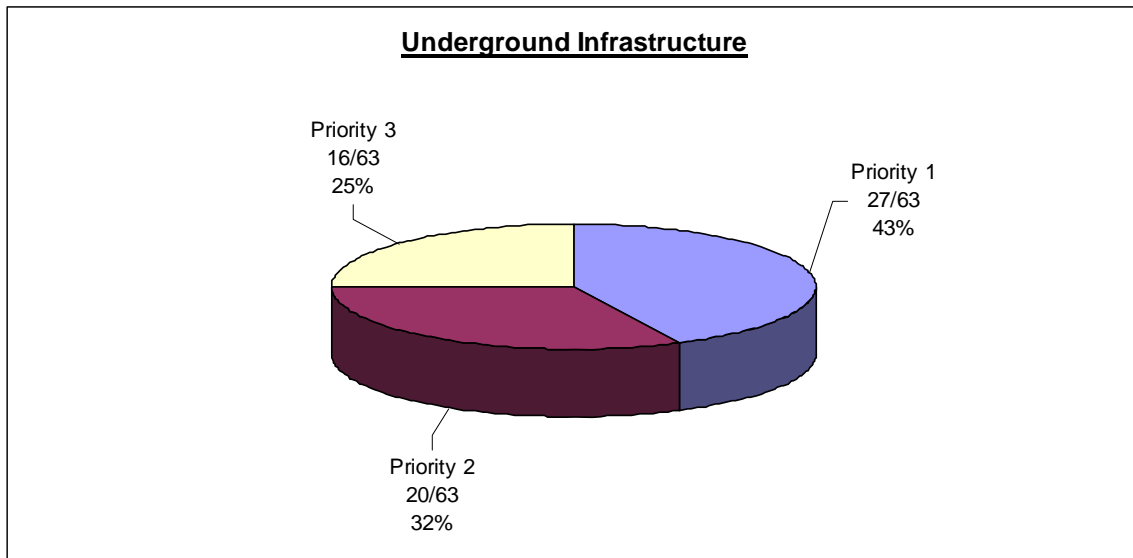
Underground Infrastructure

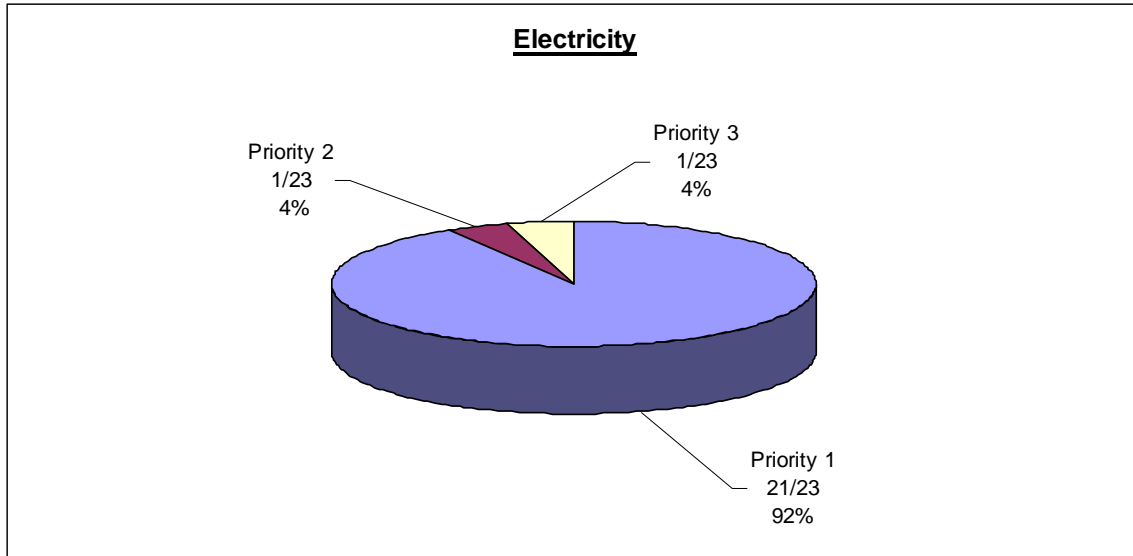
The underground infrastructure consists of the water supply, sewer, and electrical systems which provides services to each Owner's unit as well as to the common facilities/ infrastructure on the Property.

These systems are in good working condition, and have provided consistent and reliable services over the years. As more Owners continue to develop and enhance their lots, additional capacity may be required in the future.

One of the overall themes is cost. Respondents would like to know the costs and benefits proposed prior to proceeding with any type of infrastructure upgrades.

Based on comments provided by respondents, the electrical system is the number one priority in this category.





General Comments:

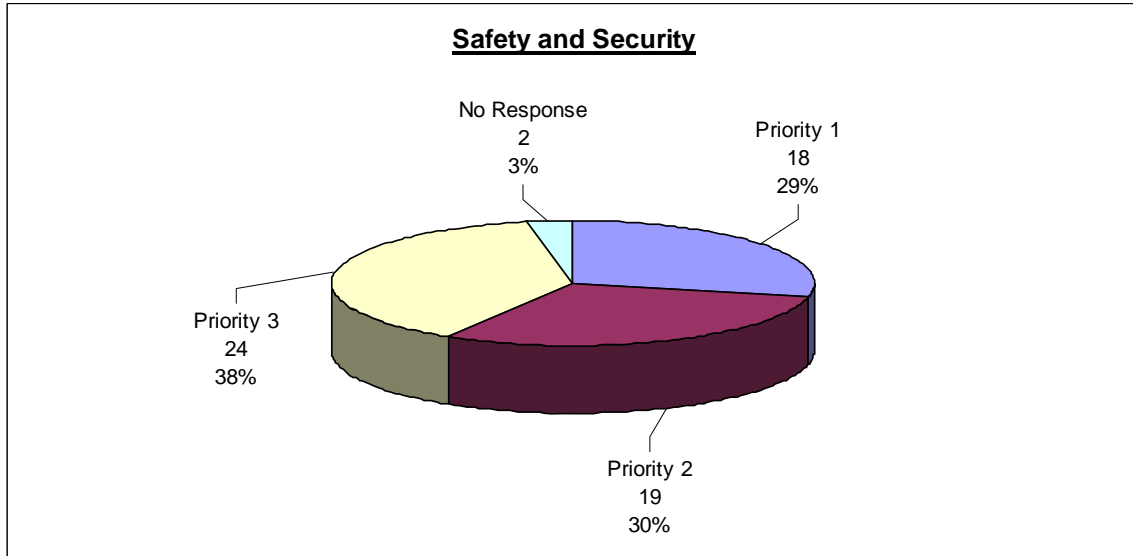
- Electricity to be individually metered.
- Internet throughout the entire Park.
- Important to keep underground infrastructure in good working order. Not important to make PWR a year round resort.
- This is an RV park. Do not need cable and phone as there are other alternatives.
- Need more information regarding costs.
- Strongly oppose special assessment to pay for dream infrastructure upgrade.
- Transitioning to a year round facility is expensive and is the only way of maintaining value of our properties
- Capital improvements long overdue.
- Should be working with TSL with regards to long range plans.

Safety and Security

Safety and security mean different things to different people. Results from the survey indicate that this is low on the priority list.

However, based on comments provided, respondents felt the following needed to be addressed:

- Speed control
- Access into the Park.



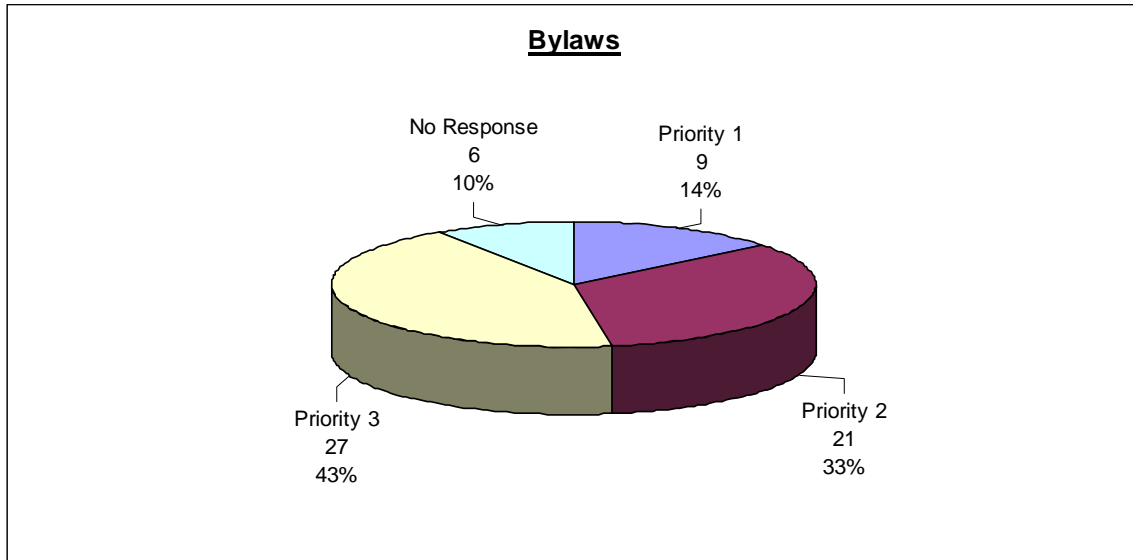
General Comments:

- Taxes should cover some of these items.
- Better gate. Current gate does not deter people from coming into the Park.
- Speed control.
- Do not spend any more money on this item.
- Satisfied with the status quo.
- Fence back 40.
- Lighting at the highway entrance.
- Directly related to underground infrastructure.
- Privacy fencing around property.

Bylaws

Current condominium bylaws have served Points West Resort well since 1988. These bylaws are further complemented by our policies and guidelines document. Both of these documents can be found on our website.

Respondents to the survey indicated that this is a low priority. Common theme among those that provided comments was the adherence and enforcement of the bylaws.



General Comments:

- Everyone needs to follow the same rules and bylaws. Need to be adhered to and enforced.
- All Owners access to current bylaws and updates as required.
- Better noise control and enforcement after 11:00 PM.
- What bylaws?
- Remove the requirement to trailer motorcycles into the Park.
- Second unit on lot for short stays.
- Needs to be enforced: appearance of units, skirting, weed control, painting, and storage.
- Driveways should be paved.
- Clarification on process for upgrades and enhancements.

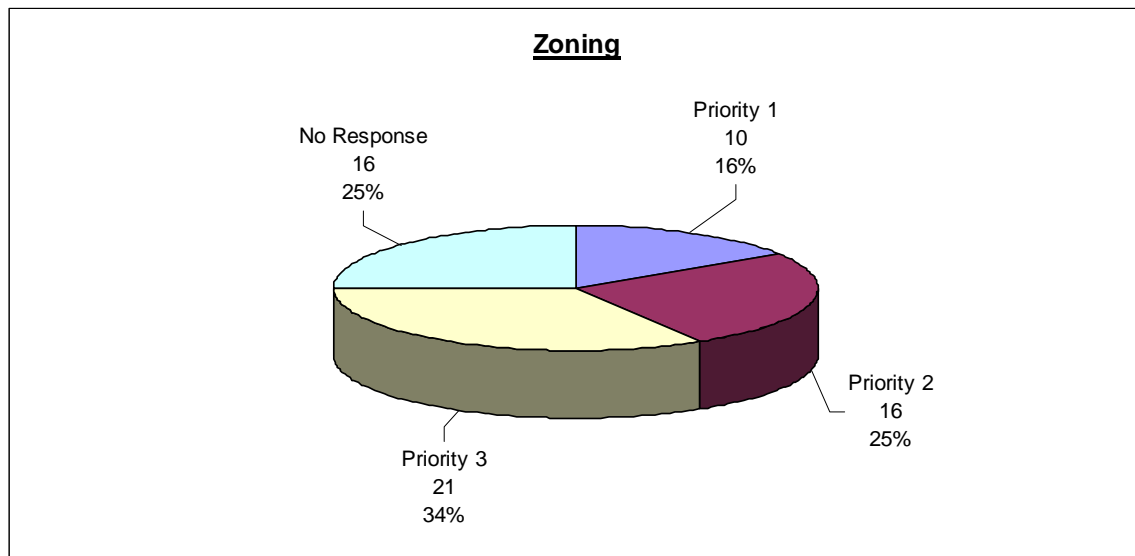
Zoning

Common comment on this one is that it was not clear what is meant by zoning. This explains the results achieved from the survey. Reference was made to the bylaw which is posted on our website.

Points West Resort is designated as a Recreational Facility (RF) district by The Town of Sylvan Lake. This Land Use Bylaw designation outlines and defines items such as:

- Type of unit that can be placed on lot
- Size of unit that can be placed on lot
- Offsets from property lines
- Lot coverage.

Offsets from the property line have an immediate impact on Owners wishing to upgrade to a Park model unit, or upgrade existing Park model unit (to be confirmed). Grandfathering the old offsets was a common theme from respondents who provided comments.



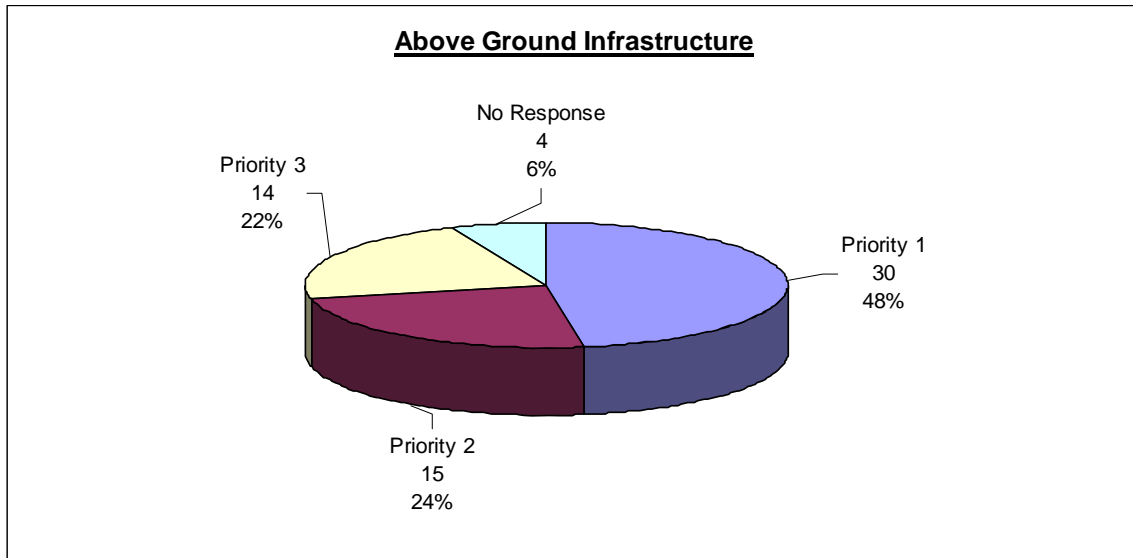
General Comments:

- Do not know what this is about?
- All Owners access to current zoning.
- Receive very little from Town for taxes paid. Be careful as last time we went to TSL taxes doubled.
- If this zoning means set backs for new units, the old zoning should be grandfathered.
- Only a matter of time that encroachment from Sylvan Lake surrounds the Park. Forecast a tax squeeze play and a new development order in the next 3-5 years.
- Lots should be taxed as a seasonal recreational facility not as a year round residence.
- Larger units or cabins
- Year round resort
- Have town development officer at the next AGM to defend the 5' side yards.
- Work with TSL as there is less RF land in the Town. Negotiate options to consider.

Surface Infrastructure

Surface infrastructure includes all the physical development you can visually see. This explicitly covers all common areas: roads, park areas, pool, wash house, and the back forty. Pride of ownership is the outcome when Points West Resort is well managed and cared for. Net result is the increased value of your investment and marketability of the product.

It is quite clear from the survey results that this is a number 1 priority.

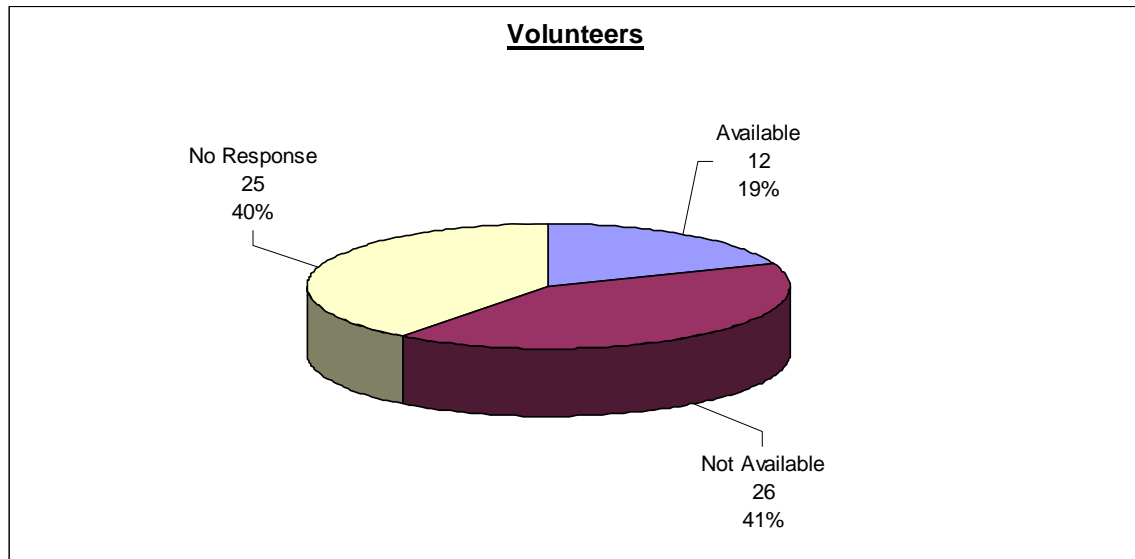


General Comments:

- Pool infrastructure improvements and maintenance.
- Playground improvements.
- Slide for pool deep end.
- Aging is very evident. Facelift and improvements is necessary for the benefit of all Owners.
- Washhouse needs attention.
- Gravel road up to the Park gate should be asphalt.
- Pool is a waste. Why are we heating when it is 80F outside.
- Downsize or remove playground in park. Perfectly good playground on west side of property maintained by TSL.
- Provide access to TSL playground.
- All in good shape. Ensure condo fees are high enough to keep maintained and in good working order.
- Video cameras to deter damages.
- Washhouse needs adequate ventilation.

Volunteers

A significant challenge, and everyone's time is valuable and scarce. Based on the response to this question, the opportunity exists to engage Owners in participating in planning sessions, and/or initiatives.



Other Comments:

- PWR season to be extended - open earlier and close later.
- Pool to be open until 12:00 PM.
- Bigger hot tub.
- Back forty needs to be cleaned up. Looking like a junkyard and a waste of valuable land.
- Thanks for your work on this. We are happy with how PWR has been run this year.
- Construction of the multi family units a stones throw from PWR is a negative. Diminishes the value of PWR.
- Make water and sewer available as of April 15 in the washhouse. Season already short as it is.
- Improve signage on highway entrance to road.
- Better follow up from Sunreal re issues we've contacted them on.
- Damage has always been from people outside of the Park not Owners.
- Where are the propane tanks on some of the newer park model trailers. They are all running baseboard and electrical heaters
- Charge everyone who has a 35 to 40' patio home a yearly increase of 25% increase to cover their electrical usage.
- Would like to see about 10 stalls in the back 40 without water, sewer, and power for short stays.
- Clubhouse not accessible for recreational use outside of booked events.
- Entrance gate is often damaged, and lacking control.
- Privacy fencing around the park, especially by those new condos.
- Professional input for a feasibility study which will help determine best use of the land and long range TSL planning objectives. Costs?
- Removal of septic tank by lot 1- environmental hazard potential.
- Full disclosure of minutes from Board meetings.
- Full/ complete construction permits should be posted with final inspection for compliance.
- Develop long term park management plan - should include vision statement.