

February 10, 2020

RE: Explanation of Rental vs. HOA Services

Dear Shadow Ridge Condominium Owners,

Our company, All Seasons Resort Management, Inc. has 2 distinct services at your property with some minor overlap. One service is provided under a nightly rental management agreement, with the vast majority of residential unit owners renting their unit out to guests visiting PCMR. The other service is a property management agreement, engaged by the condominium association for the benefit of all unit owners.

HOA/Condo Services

Your condominium association has engaged All Seasons Resort Management, Inc. to manage the common areas and services for the Association. This includes common area maintenance, common area cleaning (hallways, bathrooms, lobby), association accounting, governance, and other duties related to the board of directors and homeowners that are common in nature. Your monthly management fee covers these services that are provided by me, Jim Simmons, HOA Manager, Gina Covino, HOA Administrator, Mike Howe, HOA Accountant, and Robbie Brimhall, HOA Maintenance Manager.

For assistance with HOA requests or concerns, please contact me or Gina, by email or through the [HOA Owner Portal](#). Gary and Shomara can certainly receive these requests and concerns, but they will pass this information on to my HOA team to address.

Here is a link to the [Shadow Ridge HOA Dashboard](#), that we host on our website for important condo association information and access to your [HOA Owner Portal](#).

Please note, the association does not have mailboxes. Mail delivery is not a condo/HOA service. Any owner that wishes to receive regular mail to the property can obtain a mailbox at the local post office or mailbox service provider.

Nightly Rental Services

All Seasons Resort Management Inc. has a separate nightly rental service, All Seasons Resort Lodging Nightly Rental Program, that markets, sells and operates units for owners who wish to join a rental management agreement. The easy distinction is this service hosts anything needed INSIDE the units. Gary Gregg is the Director of Park City Operations for our nightly rental services at the base of Park City. He oversees operations for Shadow Ridge, Silver King, Lodge at Mountain Village and Caledonian on Main Street. Shomara James is the Hotel Manager for Shadow Ridge, she works exclusively at Shadow Ridge and helps direct the onsite services to our rental team. At times, Gary and Shomara's responsibilities overlap when assisting owners and guests with HOA related needs, for example, Shomara heads up the issuing of parking passes and key cards from the front desk. Gary and Shomara are paid 100% by the rental commission splits for units in our rental program. The HOA pays **NO FEES** for the services

provided from the front desk. In fact, we pay your association a fee of \$40,000 to use the lobby space. Rental and HOA associates will at all times put the property first. It is important however to remember they are two separate entities, for which their salaries are paid in separate divisions of All Seasons Resort Management Inc.

Your main point of contact for nightly rental services is Shomara James, please reach her for any housekeeping, maintenance or front desk requests. You can contact her by email at sjames@asrlodging.com or by phone at (435) 649-4300. For assistance with monthly statements, maintenance charges, making owner reservations and to access your [Rental Owner Portal](#) please contact Kate Miller, Rental Owner Liaison by email at kmiller@asrlodging.com or by phone at (435) 200-8105. As a reminder, the [Rental Owner Portal](#) is where you can make owner reservations, see monthly statements, work orders and reservation activity.

Everyone on our team is dedicated to providing great service to all owners and guests at Shadow Ridge. If you have questions on this break down of services, please let me know so I can assist further.

Jim Simmons, HOA Manager