

Notice: September 10, 2021

UPDATES FROM THE GENERAL MANAGER

As the summer comes to an end and the kids are back in school I would like to take this opportunity to reflect on the 2021 season and provide you with an update of what is in store during the off season in preparation for next season.

Firstly, I want to commend our team for their efforts during these challenging times. It hasn't always been easy but they continue to persevere with a common goal in mind.

We have seen a lot of changes in the resort, some good and some not so good, and I would like to assure you that the entire team is committed to ensuring that your time with us is enjoyable, relaxing, safe and secure.

While things didn't always work according to plan, rest assured that we have learned some valuable lessons along the way.

Prior to the start of this season it was apparent that, while this season would not be like last year in respect to closures and restrictions, it wasn't likely going to be business as usual either.

Once again we began the season under lockdown and unfortunately, we were not able to open earlier than May 1st, as we had originally hoped. Over the course of May and into June, restrictions began to ease and life began to look somewhat normal.

Knowing that some of our beloved offerings, like fireworks and indoor entertainment, would not be permitted, alternatives like the Quarry Beach Waterpark / Wakeboard and the outdoor entertainment area were introduced.

We are excited to say that we intend to offer these amenities again next year, and if permitted, a return to those traditional, “tried and true” offerings will be reintroduced.

In order to make this season successful we also knew that we needed to do a better job communicating with you. We introduced "[Sherkston Shares](#)", our owners help site, increased email communication by implementing a new email program, more than tripling the number of emails sent, with frequent and timely resort updates. We also focused on improving the response times to your inquiries and we do hope that you noticed a difference.

We do know however, that communication can always be improved. Whether this is best accomplished through homeowner meetings, scheduled updates, an official Sherkston Facebook group, customer comment cards, surveys etc, or a combination thereof, is yet to be determined, however please know that this is and will be an ongoing focus. If you have some ideas as to how you think we could improve our communication please don't hesitate to share via email; sherkstonshores@suncommunities.com.

While we always anticipate certain challenges throughout the season, there were some that came as a surprise.

The greatest surprise was the record setting volume of people in the resort. This, along with capacity restrictions caused the “perfect storm” and resulted in long lines at the pool, long lines at the main entrance, greater volumes of waste along with electrical and security issues.

In order to address these issues, we have already begun reviews of each issue to identify alternative options and solutions and we will keep you posted.

This will also involve a focus on methods to better manage the influx of people in the resort including a complete review of the rules related to private rentals and those related to guests and visitors. While nothing has been put in place as of yet, we do want to say – expect some changes for next year. Of course we will do our

best to give as much notice as possible.

In addition to the above there are also several other items that we will be addressing.

Security

Recently, Rob McDonald was hired as our new Security Manager. With 25 + years of experience in policing, primarily with Toronto Police Services, Rob brings a wealth of experience to his new role.

Rob will be conducting a complete review of our Security operations and protocols with the goal of ensuring that the resort is a safe and welcoming environment for everyone.

While not limited to the following, this review will include; staffing resources and training, scheduling and assignments, education and enforcement of rules and regulations, underage golf cart drivers, perimeter controls and watercraft and golf cart registrations.

Golf Cart, Utility Trailers & Watercraft

In regards to watercraft registrations, and to help facilitate several improvements within the resort, please be advised that all boats, seadoos, kayaks, sail boats, utility trailers etc, must be removed from the resort by Nov 1st. Any item remaining in the resort after Nov 1st will be considered abandoned and removed from the resort. If you have any questions or concerns please contact Rob at (905) 894-0972 ext 223.

Prior to the start of next season all watercraft and golf carts will need to be re-registered and will be issued a new sticker and all watercraft will be provided with a designated storage location. Any existing registrations will be null and void at the end of this season.

Lake Erie Break Wall

Prior to the end of this season, preliminary work will begin on the 3rd phase of the

break wall on Lake Erie. This project will encompass the area West of the boat ramp on Wyldewood Beach and will include the installation of permanent beach stairs and the replacement of the Wyldewood Beach boardwalk. Preliminary work will involve the delivery and storage of boulders at the end of the beach and if all goes according to plan, this phase of the project will be completed prior to May 1, 2022. If time permits, the 4th phase, encompassing the remaining break wall East of the boat launch, will also be addressed, otherwise it will be finished after the 2022 season. When this entire project is completed it will represent an investment of \$ 17 M.

Wyldewood Clubhouse

We would also like to announce that the Wyldewood Clubhouse is to be renovated starting this fall in anticipation of a full reopening next season. This will include a new roof, siding, decking and more. We will share more details as plans are finalized.

Pleasant Beach

As you are probably aware, Sun Communities acquired Pleasant Beach Campground adjacent to Sherkston Shores on the other side of Quarry Meadows. Originally this campground was to be closed at the end of this season however it will remain as is for one more season. The maintenance road at the end of Trillium will remain closed and for team member use only. At the end of next season this campground will be closed, redeveloped and encompassed into the footprint of Sherkston Shores and is expected to reopen in 2024.

Cogeco Internet & Cable TV Services

We would also like to announce that Cogeco has committed to a major capital improvement of their infrastructure, more than doubling their capacity in the resort. It is expected that this should address some of the challenges that you may have experienced with your internet.

Quarry Meadows Pool, Clubhouse & Development

Lastly, after considerable delays along the way, you will be pleased to know that the Quarry Meadows Pool and Clubhouse will be open for use next season. This

pool and clubhouse will be for all homeowners and only homeowners and should help alleviate the demand that currently exists at the Complex pool.

Furthermore, all aspects of phase 1 & 2 of the Quarry Meadows development will be completed, including but not limited, to the completion of all site work , sheds, firepits etc, sodding and landscaping and a final layer of road paving.

We will also be installing a fountain in the retention pond. Please be advised that this pond is not intended for recreational use and you are strongly encouraged not to swim or boat in the pond. To do so could be detrimental to your health.

As you can see there is no shortage of changes around the corner as we strive to provide you with an enjoyable, relaxing, safe and secure home away from home.

We will continue to provide you with further updates and hope that you enjoy the remainder of the season with us.

Yours truly,

Dareck Stevenson, CPA CA
General Manager
