

Hot Springs Village POA, Inc.

2018 Enterprise Goals

Overall Goal: Creating and protecting "Value" through Sustainable Growth.

Enterprise Goal: Protect Community-wide Property Owner Value & Life Style

- Ongoing Development and Investment Focus Areas:
 - Adopt Comprehensive Master Plan
 - Begin Town Center Planning
 - Launch pocket community sales
- Infrastructure & Services:
 - Waste water -Bring a minimum of 25 additional lift stations to fully functioning state
 - Gates -Implement gate security and experience enhancements
 - Roads -Create a 3-year culvert repair plan
- Amenities:
 - Prioritize amenity improvements as identified through the master planning process
 - Implement Phase I of the 5-year strategic plan for golf course deferred maintenance
- Natural Resources:
 - Enhance quality of lakes and surrounding common property, strengthening relationships with related state and local agencies
 - Implement Phase I of the Trails maintenance plan

Enterprise Goal: Strengthen Financial Health of the Village

- Strengthening the Balance Sheet
 - Continue focus on delinquencies and finalize investor litigation
 - Build operating reserves, targeting a minimum of one month's reserves within 5 years.
 - Build capital reserves, target saving a minimum of 1 year's depreciation within 5 years.
 - 2nd year of 6-year payback related to PW using reserves for the water plant.
- Revenue Stream Reliability, with Maximum Utilization
 - Further reduce food & beverage subsidy
 - Increase visitor golf rounds through tournaments and group packages
- Monetizing Community Growth
 - Property Sales: Target sale of 30 lots
 - Developed property growth: Target 60 additional improved properties

Enterprise Goal: Build Property Owner Trust and Support

- Provide opportunities for property owners to participate in master planning and related projects
- Review and align all committees to effectively drive master plan priorities
- Staff training emphasis on leadership and metric driven evaluations
- Targeted outreach to nonresidents and understanding "value" from their perspective

Enterprise Goal: Provide Welcoming Visitor Experiences that Encourage Property Ownership