

HUA DELEGATE MEETING

Rebuilding Trust

*A respectful forum to share the facts, listen carefully, and
commit to clear follow-up.*

Respectful forum

Facts first

Listen, answer, follow up



Dear HeatherRidge Neighbors,

Thank you for taking the time to review this information. We know the past few years have brought frustration, confusion, and concern, and we recognize that many residents feel they were left without clear facts. As your neighbors, we take that seriously.

The Board can now share key documents related to the Golf Visions lawsuit. The judgment has been issued, and unless appealed, it is final. A final court meeting on 07/27/26 will determine the exact award amount.

What we can say today is encouraging: the projected award is roughly \$900,000 less than the worst-case scenario previously presented. Based on current financials, the association can satisfy the judgment without a special assessment, without raising assessments due to the lawsuit, and without taking a formal loan.

This case ultimately came down to differing interpretations of two clauses in the lease. Many of the allegations discussed publicly were not part of the final judgment.

We understand the disappointment surrounding communication and will take responsibility for improving how information is shared moving forward. None of us expected this lawsuit or its outcome, but we acted with care and diligence throughout the process.

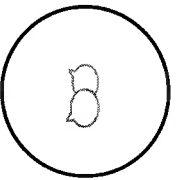
Despite the challenges, the course has improved significantly, and operations have been strong enough to eliminate the prior CRF assessment and support the judgment.

We hope this information helps bring clarity, calm, and a path back to community connection. Change is happening, and we are committed to navigating it responsibly and together.

With sincerity, Todd Campbell President

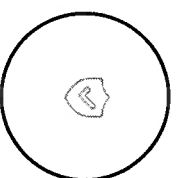
We are all neighbors

Let's discuss like neighbors trying to collectively address an issue



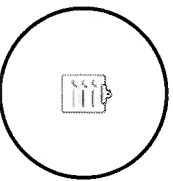
Friendly open discussion

Keep the conversation civil so everyone can be heard. We are all neighbors trying to find answers.



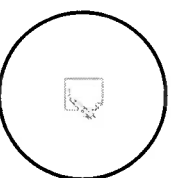
We appreciate you

We welcome the opportunity to regain your trust.



Questions tracked

If we can't answer tonight, we record it and assign it.

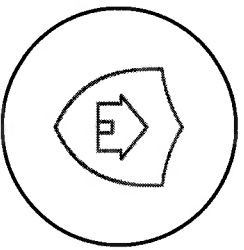


Written follow-up

We commit to a written response when we can.

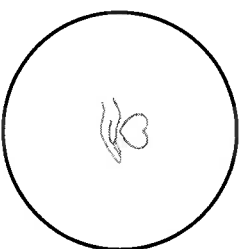
OUR RESPONSIBILITY

Board Functions and Mission



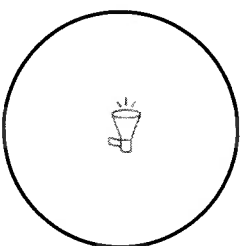
Protect the community

Make responsible decisions for the association. Protect assets.



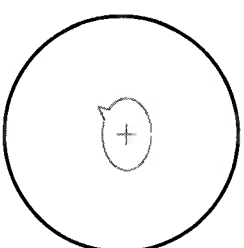
Community's best interest

Put the community's interests first.



Communicate better

Explain decisions clearly and on time.

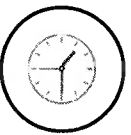


Invite input

Ask residents how we can improve.

LISTENING TO RESIDENTS

What We've Heard



Need timely information

Concerns about the timing of updates and transparency.



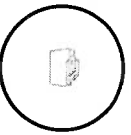
Clearer cost explanations

Better visibility into costs and assessments.



How decisions impact you

Worries about assessments and home values.



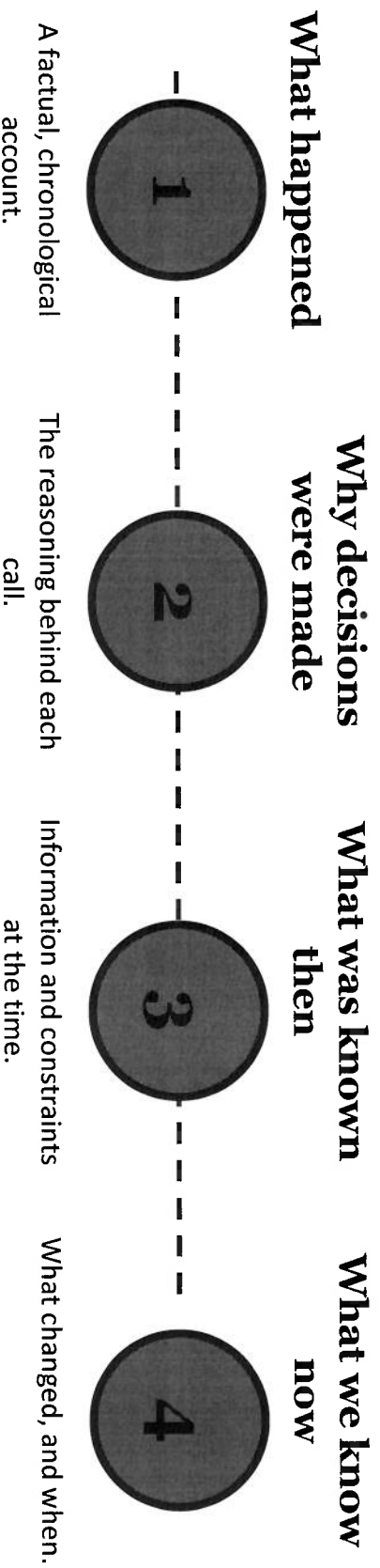
Better document access

Easier access to the key documents.

5

FACTS, IN ORDER

Review of Events and Decision Points



Where we made judgment calls, we will explain the reasoning — and where information changed, we will identify what changed and when.

6

Most Important Takeaway

At its core, this was simply a matter of two parties interpreting an expiring contract terms as it pertained to renewal vs expiration in different ways. The dispute went to court where 12 people felt more strongly about one party's position over the other.

The Board could not share much information as the legal process went on because certain statements might cause a negative impact on the association's position. Not all board members knew the same amount of information due to various reasons. But that was it, the BOD and all parties involved on the HUA's behalf really proceeded with the best interests of the association as a primary consideration.

Truthfully, we were as frustrated by not being able to share as you were not receiving it.

Timeline

- Basically there was an existing lease that was expiring
- The HUA formed a diverse group of residents into a committee to explore, first the best lease renewal terms for recommendation.
- And the after the required exclusivity period expired, if no agreement could be agreed upon, the BOD did what was needed to fulfill its duty to the assn.
- That duty was to find the best option for the association.
- The association executed an exhaustive process (really more in depth than any decision prior)
- And the Board made a selection.
- GV, after the HUA BOD decision was made, cited breach and other allegations
- Insurance did not cover the HUA due to the allegation of breach
- The selected management team has exceeded expectations and eliminated the CRF assessment
- The trial got underway and we were all stunned by the result

2



GolfNow Software License/Marketing/Technology Agreement and Order Form

The following Agreement between GolfNow G1, LLC ("GOLFNOW") and Heather Ridge G.C. ("COURSE") shall be effective as of 11/1/2014 (the "Effective Date") and shall govern GOLFNOW's provision of software, marketing, and technology services for the following of COURSE's golf courses: Heather Ridge G.C.. This Agreement shall be governed by the Standard Terms and Conditions attached hereto as Appendix A (incorporated herein by this reference). The initial Term of this Agreement shall be for two (2) years and shall be non-cancellable. Upon expiration of the initial Term, this Agreement shall automatically renew for successive one (1) year terms unless terminated by either Party in writing at least thirty (30) days prior to any renewal term. COURSE's Total Payment to GOLFNOW shall be in the amount indicated below, in exchange for which GOLFNOW shall provide COURSE with access to the below-referenced services (the "Services") upon COURSE's request, and an annual license to the below-referenced software (the "Software").

FORE Reservations Software Modules: GOLFNOW shall provide COURSE with an annual license to each of the following FORE modules:

- FORE Reservations electronic tee sheet reservation system;
- FORE Sell point of sale software;
- FORE Marketing;
- FORE Cloud Backup.

GolfNow Core Platform:

- Promotion of COURSE and COURSE tee time inventory on Golfnow.com and GolfNow's network of partner websites;
- Marketing of COURSE across GOLFNOW assets (could include TV, web, print, radio, grassroots);
- Demand-based pricing support, Revenue at risk analysis, Tee sheet management services, Dedicated market management team, Real-time reporting; and
- GolfNow Central Technology: Web-based log in access, inclusive of online tools for managing tee time inventory and revenue management and auto adjust technology.

COURSE Booking Engine and Facebook Booking Engine:** GOLFNOW shall develop COURSE's own golf course booking engine (to be hosted on COURSE website) and COURSE Facebook Booking Engine (if applicable). Course shall make Trade Times available for purchase on the Booking Engine(s). Among the features available for COURSE are: Customizable booking engine components, Multiple rate options, Promotional code technology.

GolfNow Mail: GOLFNOW shall develop COURSE Mail Customer Marketing Tool (to be integrated into COURSE GolfNow Central login). Among the features available for COURSE are: Multiple design and template options, Email marketing, customer profiles and segmentation.

Website and Mobile Website Development and Hosting: GOLFNOW shall develop COURSE's own customized and unique desktop website and mobile website (each to be hosted on COURSE-owned domains), utilizing one of several GOLFNOW templates designed to highlight specific COURSE features and programs. GOLFNOW and COURSE shall work cooperatively to identify appropriate COURSE features.

TeeTimes.com: GOLFNOW shall include COURSE on TeeTimes.com website and mobile application.

Total Payment: 2 Trade Times per day per golf course

COURSE Signature: [Signature]

Printed Name: Dirk Skelley

GOLFNOW Signature: _____

Printed Name: _____

Trade Time: one 18-hole foursome (with cart) made available for sale by GOLFNOW for its own benefit, the tee time of which shall be mutually agreed upon and between 30 minutes after COURSE opening until 4.5 hours prior to dusk. GOLFNOW shall have the ability to sell Trade Times for 1-4 players and the price is at the discretion of GOLFNOW. Trade Times shall be available for purchase on COURSE website, golfnow.com, and GOLFNOW's network of partner websites.

****Split Online Fee:** if COURSE elects to charge an online fee for rounds booked on its website, GOLFNOW shall retain .99¢/round and remit the remainder to COURSE.



Coverage status



Expired

Factory warranty

[Don't miss out on HP Care Pack](#)



HP Compaq Pro 6300 Small Form Factor PC (ENERGY STAR)

Serial: 2UA3430V6X

Product: E1Z45UT

Support options for your product



[Visit my product page](#)



[View contact options](#)

Additional Information

Coverage type	Factory warranty
	Wty: HP HW Maintenance Onsite Support
Status	Expired
Start date	January 17, 2014
End date	January 16, 2017
Time Remaining	Warranty Expired
Service level	Standard Material Handling Global Coverage NextAvail TechResource Remote NextAvail TechResource Onsite Std Office Hrs Std Office Days No Usage Limitation Next Cov Day Onsite Response Standard Parts Logistics
Deliverables	Onsite Support Parts and Material provided Hardware Problem Diagnosis

Coverage type	Factory warranty
	Wty: HP Support for Initial Setup
Status	Expired
Start date	January 17, 2014
End date	April 16, 2014
Time Remaining	Warranty Expired
Service level	Std Office Hrs Std Office Days NextAvail TechResource Remote 2 Hr Remote Response Unlimited Named Callers
Deliverables	Initial Setup Assistance

HP has checked your product information, including the product and serial numbers, to determine your results.

Subject: Fwd: [EXTERNAL] Equipment inventory

?

Al Villaseñor <heatherridge.manager@gmail.com>
to Stuart Fullett

----- Forwarded message -----

From: **Perez, Andy (NBCUniversal)** <Andy.Perez1@nbcuni.com>

Date: Wed, Nov 29, 2023 at 2:42 PM

Subject: RE: [EXTERNAL] Equipment inventory

To: Al Villaseñor <heatherridge.manager@gmail.com>

Hi Al,

Any hardware that GolfNow provided to the facility would have a service tag on it. Any hardware that does not



Andy Perez, PGA
Market Sales Manager, Golf
M 312.919.1116



From: Al Villaseñor <heatherridge.manager@gmail.com>

Sent: Wednesday, November 29, 2023 2:06 PM

To: Perez, Andy (NBCUniversal) <Andy.Perez1@NBCUNI.COM>

Subject: [EXTERNAL] Equipment inventory

Andy, I am in the process of taking inventory of equipment that may be questioned in the transition. All F,F & E (I assume all of them) are ours? I assume all of them.

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ADDENDUM "A"

This Addendum dated this _____ day of _____, 2017, shall serve as Addendum "A" to the Lease Agreement made and entered into between HeatherRidge Umbrella Association ("Owner") and GolfVisions Management, Inc. ("Tenant") as of June 1, 2014 the ("Lease Agreement"). Owner and Tenant are hereinafter sometimes individually referred to as a "Party" and collectively as the "Parties."

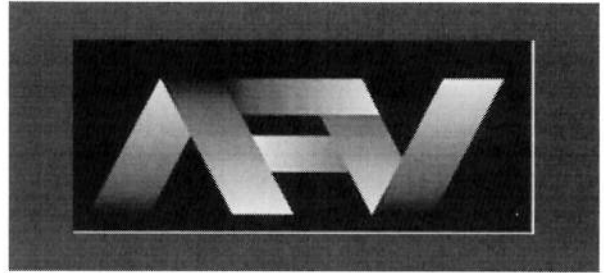
It is agreed by both Parties that it is in their respective best interests that the Lease Agreement be extended ("Extension Agreement") for a six (6) year term commencing January 1, 2018 and expiring December 31, 2023, with such modifications to the Lease Agreement as hereinafter set forth in this Addendum "A" effective January 1, 2018. After expiration (of this) Addendum "A" Tenant shall be given priority opportunity to exercise a four (4) year extension option ("Renewal Term").

In consideration of the mutual promises hereinafter contained and for other good and valuable consideration the receipt and sufficiency of which is hereby acknowledged, the Parties agree to extend and modify the Lease Agreement as hereinafter provided. All capitalized terms used but not defined in this Addendum "A" shall have the meanings given to them in the Lease Agreement.

1. Terms and Conditions

1.1 Term. The Extension Agreement shall be for a six (6) year term commencing on January 1, 2018 and expiring at Midnight on December 31, 2023. "Tenant" and "Owner" shall exclusively negotiate a four (4) year extension during the month of January 2023. Agreement of the four (4) year extension is to be completed by January 31, 2023. In the event an agreement cannot be reached "Owner" will issue "Tenant" a non-renewal fee in the amount equal to the product of prior year's documented profit margin times the future booked and confirmed event gross revenues (not to exceed \$40,000) by December 31, 2023.

1.2 Lease Fees. During Addendum "A" and the Renewal Term (if exercised), Tenant shall pay Owner a lease fee (the "Lease Fee") equal to the sum of \$10,000 annually. The Lease Fee shall be payable on or before September 1st of each year.



Memo

To: HUA *GOLF TASK FORCE*

From: Al Villasenor

cc:

Date: 05/10/22

Re: Contract Parameters Memo

Terms and Conditions:

1. Maximum 3 year non-renewable contract beginning the day following the expiration of the prior contract and addendums
2. All profit sharing and other financial kickers and incentives are removed in favor of a flat monthly rental fee of \$XX,XXX.XX
3. Any and all capital expenses as defined by GAAP under \$1,000.00 and all operating expenses related to the operation of the golf and banquet operations will be born by the lessee, while all capital expenses as earlier defined over \$1,000.00 will be born by the lessor.
4. All assets will be purchased by the HUA and provided to the lessee for use under the rental fee. Lessee shall provide to the lessor a capital maintenance and purchase plan annually.
5. Any clauses regarding exclusive negotiating rights are null and void.

Services:

1. Golf manager shall have a minimum of 3 years of golf management experience or be approved by the lessor.

2. Lessee shall provide the lessor with a detailed and robust marketing plan for the golf and banquet operations by Jan 31st of each year.
3. Lessee shall provide to lessor a monthly financial report for the golf and banquet operations complete with a detailed rounds report and a detailed banquet bookings report.
4. Staffing levels must meet the needs of the course, starters and drink and foodservice staff must be adequate for peak play times and league play.

Termination:

1. The time to cure default shall be reduced to 30 days after proper written notification is sent by the lessor.



June 29, 2022

Mr. Al Villaseor
Property Manager
HeatherRidge Homeowners Association
Guinne, IL

Dear Al:

This letter is to propose the fees for our extension to the lease agreement of HeatherRidge Golf Course:

We are seeking a five-year extension and will agree to the following terms:

An increase of the base fees from \$10,000 per year to \$15,000 per year.

Real estate taxes paid to a maximum of \$14,000.

Payment to the capital improvement fund increased from \$12,000 to \$14,000.

An incentive payment of 5% of gross revenues exceeding \$700,000 annually.

We feel these fees are reasonable to offer. As you know, we take great pride in our relationship with HeatherRidge and our stewardship of the golf course. We are extremely committed to the property and have always endeavored to provide a high-quality golf experience there.

Thank you for your business and we look forward to a prosperous extension for both parties.

Respectfully submitted,
GOLF VISIONS MANAGEMENT, INC.

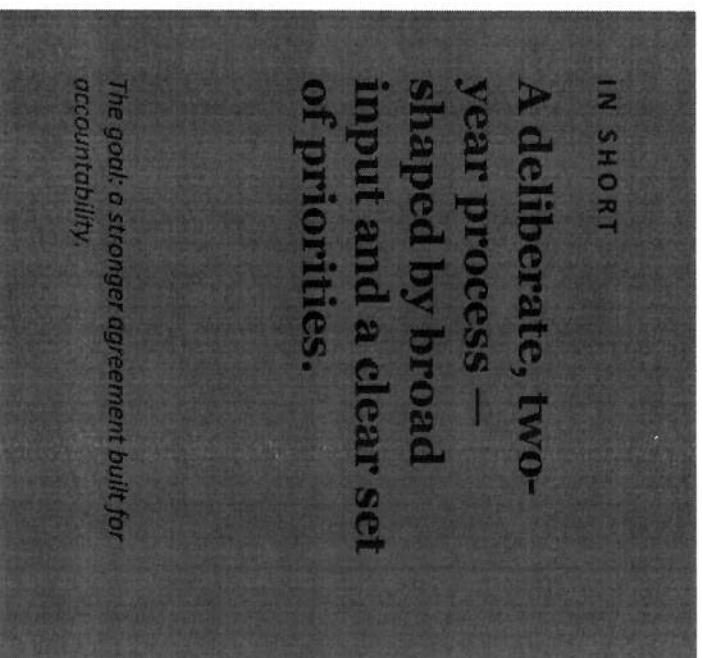
Timothy J. Miles, Sr.
President/CEO

HUA Revenue Analysis
 CRF Comparative GV Proposal v actual
 FYE 2024 & 2025

	GV Proposed	Actual	Notes
Actual reported profit before income tax	\$0	\$422,861	Note that property taxes were excluded from this total as well as capital expenses
5% of revenues over 700K	\$35,695	\$0	Note that to compare property Capital contributions not included for GV Either
Rents Paid to HUA	\$30,000	\$0	
Property tax paid by entity	\$28,000	\$53,814	GV Proposal did not provide payment of full Property Tax as Assessed
Totals:	\$93,695	\$476,675	
Less Assessments Paid by residents:			
2024	\$127,110	\$16,072	
2025	\$127,110	\$16,072	
Resident CRF Costs	\$254,220	\$32,144	
Net Benefit	(\$160,525)	\$444,531	
Net benefit variance:		\$605,056	This does account for any intrinsic value to real estate provided

HOW THE DECISION WAS MADE

Decision Rationale



1

Two-year lead time

Planning began about two years in advance.

2

Broad committee input

A committee formed — including residents new to board or committee work — for a full range of perspectives.

3

All factors weighed

Every relevant factor was reviewed and considered.

4

Renew with stronger terms

The first priority was renewing with new maintenance and accountability requirements.

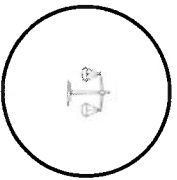
5

Course and reputation first

Course conditions and Association reputation came first.

WHERE THINGS STAND

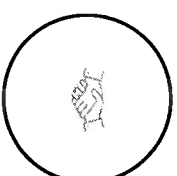
Current Landscape and Challenges



JNOV status

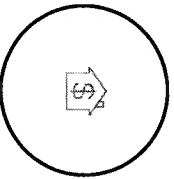
(Judgement Notwithstanding the Verdict)

Clear about what can and cannot yet be confirmed.



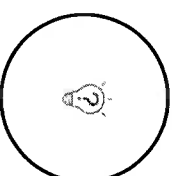
Negotiation posture

Where discussions stand today.



Resident financial impact

Assessments, reserves, loans, and budgets.

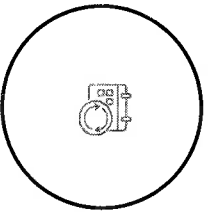


Knowns and unknowns

Honest about current uncertainty and timing.

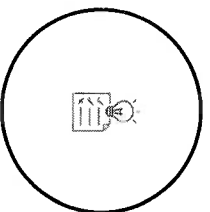
WHAT WE COMMIT TO

Trust-Rebuilding Commitments



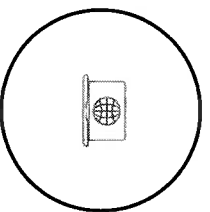
Regular updates

Better and more easily accessible communication.



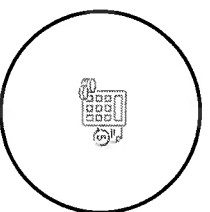
Decision rationale

Explain the why behind decisions.



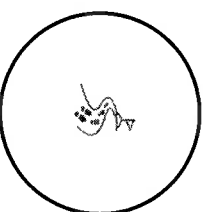
Resident portal

Better access to documents.



Accounting support

More reliable financial support.



Visible follow-through

Trust made measurable by action.

KEEPING RESIDENTS CONNECTED

Communications

RESIDENT ACCOUNT PORTAL (coming soon)

A single online home for every resident

- Alerts by text or email
- Submit maintenance requests, questions, and assessment payments — by credit card, debit card, or bank transfer
- View account balances and payment history
- Track the status of every request
- Access all documents and announcements
- Submit workorders or questions directly

OUTREACH

Association Email List

News and updates delivered straight to residents' inboxes.

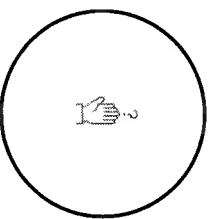
ONLINE HUB

Website Relunched

A refreshed hub for documents, forms, and announcements.

YOUR TURN TO BE HEARD

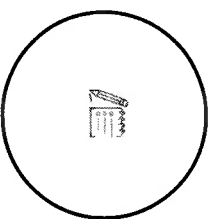
Listening Session



STEP 1

Resident questions

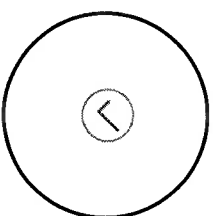
Open the floor to residents.



STEP 2

Capture every issue

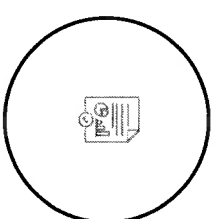
Every question is given consideration.



STEP 3

Answer or assign

Commit to a next step when needed.



STEP 4

Summarize

Confirm the concerns we captured.

CLOSING & NEXT STEPS

Trust is rebuilt by action

- 1 Restate the top concerns we heard
- 2 Confirm answers and timing
- 3 Set the next update date
- 4 Thank you for your grace and staying engaged

Consistent actions, documented decisions, and follow-through after tonight.

