



# Wintergreen Property Owners Survey Summary – All Data

Submitted to:

**Jay Roberts, Executive Director**

Submitted by:

Zogby Analytics

Jonathan Zogby – Chief Executive Officer

Chad Bohnert – Chief Marketing Officer

Marc Penz – Systems Administrator

Zeljka Buturovic – Survey Statistician

January 2023

Zogby Analytics

600 French Road

New Hartford, NY 13413

zogbyanalytics.com  
© 2023

<b><u>Table of Contents</u></b>	<b><u>Page</u></b>
I. Survey Methodology	2
II. Executive Summary	3
III. Demographics	8
IV. Property Usage	13
V. Covenants and Rules	26
VI. WPOA Operations	31
VII. Short-term Rentals	38
VIII. Amenity Upgrade / Improvements	41

## **I. Survey Methodology**

Zogby Analytics was commissioned by Wintergreen Property Owner's Association to conduct an online survey of property owners at Wintergreen.

Property owners were emailed a link to participate in the survey. Additionally, postcards were mailed to homeowners with a survey link.

Based on a confidence interval of 95%, the margin of error for 1,729 is  $\pm 1.5$  percentage points. This means that all other things being equal, if the identical survey were repeated, its confidence intervals would contain the true value of parameters 95 times out of 100.

Subsets of the data have a larger margin of error than the whole data set. As a rule we do not rely on the validity of very small subsets of the data especially sets smaller than 50-75 respondents. At that subset we can make estimations based on the data, but in these cases the data is more qualitative than quantitative.

Additional factors can create error, such as question wording and question order.

### **About Zogby Analytics:**

Zogby Analytics is respected nationally and internationally for its opinion research capabilities. Since 1984, Zogby has empowered clients with powerful information and knowledge critical for making informed strategic decisions.

The firm conducts multi-phased opinion research engagements for banking and financial services institutions, insurance companies, hospitals and medical centers, retailers and developers, religious institutions, cultural organizations, colleges and universities, IT companies and Federal agencies. Zogby's dedication and commitment to excellence and accuracy are reflected in its state-of-the-art opinion research capabilities and objective analysis and consultation.

## **II. Executive Summary**

Two-thirds of surveyed property owners identified their primary property location on the mountain, while approximately 1/3 were in the valley. Single family homes (71%) are the most common type of property among survey respondents, followed by condominiums (25%). Most surveyed owners believe their property value to be between \$500k and \$1M, or between \$250k and \$500k. A majority have owned their Wintergreen property for five years or longer.

In addition, a majority of surveyed owners are over 60 years of age, and are either retired or semi-retired. Over a half of survey respondents are not Wintergreen Resort Club members, usually because they are not able to justify cost. Not spending enough time at Wintergreen to justify the membership is another common reason, especially among mountain property owners and among those who rent their Wintergreen property.

### ***Property Usage***

Surveyed owners typically use their Wintergreen property as a primary residence (34%), during weekends/holidays (23%) and as a secondary residence, residing there part-time (20%). Most use their residences year-round, with summer months seeing more use than winter and spring.

Most surveyed owners live in two-adult households with no children under 18. Their primary Wintergreen properties most often have three (36%), four (27%) or two (18%) bedrooms. The majority of owners (79%) do not rent their Wintergreen property; overwhelming a majority of those who do, rent it short-term.

### ***Property Purchase***

Rural setting / natural environment (84%), access to outdoor recreation (82%), beauty of the community (80%) and the resort amenities (65%) played the biggest role in the surveyed owners' decision to purchase property in Wintergreen. When asked to identify the most important feature in their decision, rural setting/natural environment and resort amenities, such as ski, golf, tennis, and spa came in on top. Resort amenities are more valued by mountain property owners, those who do not use their property as a primary residence and those who have vacationed in Wintergreen before buying property. On the other hand, rural setting / natural environment is valued more among valley property owners, respondents who use their Wintergreen property as a primary residence and those who have not vacationed in Wintergreen before buying property there.

Sixty-eight percent of survey respondents or members of their households vacationed in Wintergreen before buying their property in the community. This number is much higher among mountain property owners (79%) than valley property owners (45%). It is also higher among those who rent their Wintergreen property (84%) than those who do not (64%).

### ***Amenities***

With daily or weekly usage, Stoney Creek Walking Paths (16.8%) and Hiking Trails (16.6%) are the most often used Wintergreen amenities, followed by Stoney Creek Park (7.1%), Chestnut Springs Pavilion (6.1%), Tuckahoe Clubhouse & Pavilion (3.4%), and Rhodes Farm Pool (3.0%). On the other end, Rodes Farm Archery, Rodes Farm Playground and Rodes Farm Tennis are least frequently used. Approximately a quarter of survey respondents use other amenities, such as dog park, farmer's market, fitness center, Lake Monocan, ski lifts and areas, Trillium Room and Stoney Creek Golf and Pool. The most significant differences between mountain and valley owners are in their use of Chestnut Springs Pool, Rodes Farm Pool, Tuckahoe Clubhouse & Pavilion, Stoney Creek Walking Paths and Stoney Creek Park.

A half of surveyed owners have never visited the Tuckahoe Clubhouse; those who did have done so for social events, WTG rescue events, lending library, organized card and other games, exercise classes, and other events such as bible study, book clubs, yard sales, vaccinations, elections, meetings and Here to Stay events. Valley property owners and primary residents are more likely to have visited Tuckahoe Clubhouse in the past than are mountain property owners, owners who rent their property, and non-primary residents.

Survey respondents are approximately equally divided between those who see a need for a Mountain Community Center/Clubhouse like the Tuckahoe Clubhouse located in Stoney Creek, and those who don't see a need for it, with majority undecided. Many who don't see the need for a Mountain Community Center/Clubhouse believe that the current meeting/gathering choices inside Wintergreen are sufficient, that they would not use the facility personally, and that it is not a good financial investment for the Wintergreen property owners. Nearly two-thirds do not want to pay increased assessments to support this amenity. Mountain property owners are more likely to see the need for the center/clubhouse than are valley property owners.

### ***Covenants and Rules***

A vast majority of surveyed owners have, at some point, read Wintergreen Covenants and Restrictions. Nearly a third of those would like to see some restrictions changed or added such as restricting short term rentals, having fewer restrictions on tree pruning and trimming and outdoor fireplaces, and guest and dog policies. Valley property owners and primary residents are more likely to have read Wintergreen Covenants and Restrictions than are mountain property residents and non-primary residents.

Approximately one third of owners have, at some point, read WPOA ARB publication Maintenance of The Natural Environment at Wintergreen; of those 15% would like to see some restrictions or requirements changed or included, such as policies related to tree cutting and trimming and light pollution. Valley property owners, primary residents and, especially, those who own undeveloped lots are more likely to have read Maintenance of The Natural Environment at Wintergreen than are mountain property residents, non-primary residents and condominium owners.

Finally, 41% of owners have, at some point, read WPOA ARB publication *Building or Modifying Your Home at Wintergreen*. Nearly a quarter of the readers would like to see at least some restrictions or requirements changed or added such as policies related to paint colors and fencing, as well better and more consistent enforcement of existing policies. Again, valley property owners and primary residents are more likely to have read *Building or Modifying Your Home at Wintergreen* than are mountain property residents and non-primary residents. Nearly two-thirds of survey respondents who own undeveloped lots have read this publication.

Majority of survey respondents opposes changing mountain motorcycle policy to allow guests to arrive and depart by motorcycle. This number varies little among different demographic groups, including mountain and valley property owners and primary and non-primary residents.

### ***WPOA Operations***

Overwhelming majority of Wintergreen owners are likely to recommend purchasing a property at Wintergreen to a friend or colleague. This includes more than a half who are very likely to make this recommendation.

Overwhelming majority of survey respondents subscribe to the WPOA News & Update Newsletter and Alert Wintergreen notices, and nearly all of them are satisfied with the information they receive through these channels. Approximately three out of four survey respondents use WPOA website [wtgpoa.org](http://wtgpoa.org) and those who visit it are overwhelmingly satisfied with the information they find there.

Large numbers of respondents believe that website and newsletter coverage of the differences between WPOA and Wintergreen Resort (80%), community rules and regulations (61%), community groups (45%), Architectural Review Board process and procedures (44%), wildlife (39%), trash (38%), Wintergreen Police (37%) and Fire and Rescue Services (36%) would improve their ownership experience at Wintergreen. Mail and package delivery, weather, and trash are topics of greater interest to mountain than valley property owners, while community rules and regulations and ARB process and procedures are topics that interest more valley than mountain property owners.

Wintergreen owners believe that WPOA is the most effective in managing roadway snow removal, road surfaces, mowing, roadway storm clean-up, and road signage. Administering the Architectural Review Board (ARB) was seen as comparatively less effective (27% rate it as “very effective”), while also including the largest percentage (40%) of “not sure” responses. Combined, this suggests there is considerable confusion over the ARB’s role and responsibilities. WPOA effectiveness is perceived similarly among valley and mountain property owners – the only notable difference is maintenance of WPOA parks and pavilions. In most categories, primary residents rate WPOA effectiveness higher than do non-primary residents, most notably maintenance of WPOA parks and pavilions, WPOA administrative support, ARB and WPOA facility conditions.

### ***Short-term Rentals***

Majority of surveyed Wintergreen owners would oppose changing the Covenants to prohibit short-term rental use on their property. This includes 44% who strongly oppose such change. Support to prohibit short-term rental use is much higher among valley property owners, primary residents and those who did not vacation at Wintergreen before buying property than among mountain property owners, non-primary residents and those who vacationed at Wintergreen before buying property.

Also, only a quarter of respondents would support changing the Covenants to prohibit short-term rental use in Stoney Creek only. Again, support to prohibit short-term rental use in Stoney Creek only is much higher among valley property owners (52%) and primary residents (47%) than among mountain property owners (15%) and non-primary residents (16%).

Majority of Wintergreen owners would oppose changing the Covenants to give WPOA legal authority to increase oversight, place limits on short-term rental use and establish additional rules for their individual property. Consistent with other findings, a support for this measure is higher among valley property owners, primary residents and those who do not rent their Wintergreen property than among mountain property owners, non-primary residents and those who rent their property.

Finally, nearly a half of respondents believe that the August Board Resolution placing new rules on short-term rental use along with WPOA recent efforts to educate owners and their guests, are adequate to address current needs of the community. Mountain and valley property owners, as well as primary and non-primary residents, gave very similar answers to this question.

### ***Amenity Upgrade / Improvements***

Upgrades to Chestnut Spring Pool (29%) and additional walking paths in Stoney Creek (29%) engender most support among surveyed Wintergreen owners. However, most do not support any of the proposed projects. When those respondents are set aside, additional walking paths in Stoney Creek (26%) come on top followed by upgrades to Chestnut Springs Pool (21%). When comparing mountain and valley property owners, the most significant differences are in support for additional walking paths in Stoney Creek, upgrades to Rodes Farm Pool, upgrades to Chestnut Springs Pool and adding additional tennis/pickleball court at Chestnut Springs Pool area. Adding walking paths in Stoney Creek is a clear favorite among valley property owners, while upgrade to Chestnut Springs Pool is the most popular project among mountain property owners. Similarly, additional walking paths in Stoney Creek and upgrades to Rodes Farm Pool are most popular among primary residents, while upgrades to Chestnut Springs Pool and additional tennis/pickleball court at Chestnut Springs Pool area are most popular among non-primary residents. Support for proposed projects is very similar among Wintergreen Resort Club members and non-members, as well as owners of undeveloped lots and the rest of the owners.

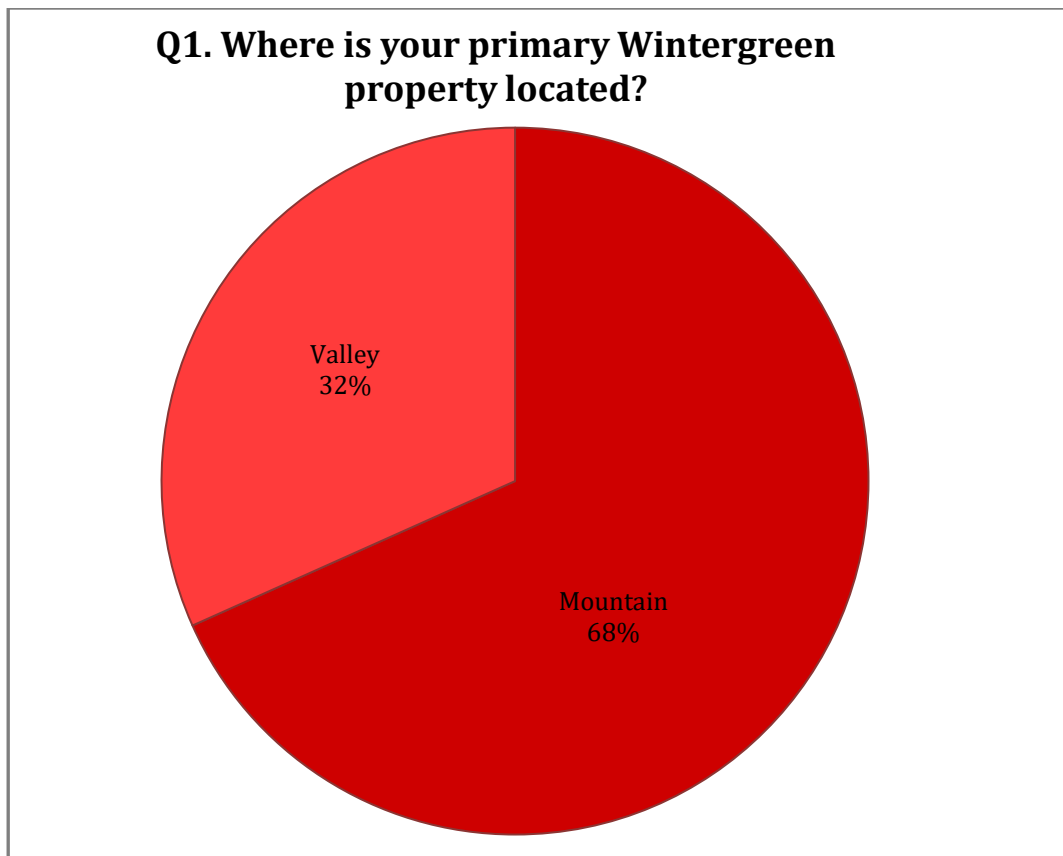
Approximately a quarter of survey respondents made additional suggestions for improvements and amenities such as additional restaurants and eateries, electric car charging stations, dog parks, additional hiking and biking trails, more/better/indoor pools, recycling bins, a gathering place at the mountain, a package delivery facility, arcades, basketball courts and more.



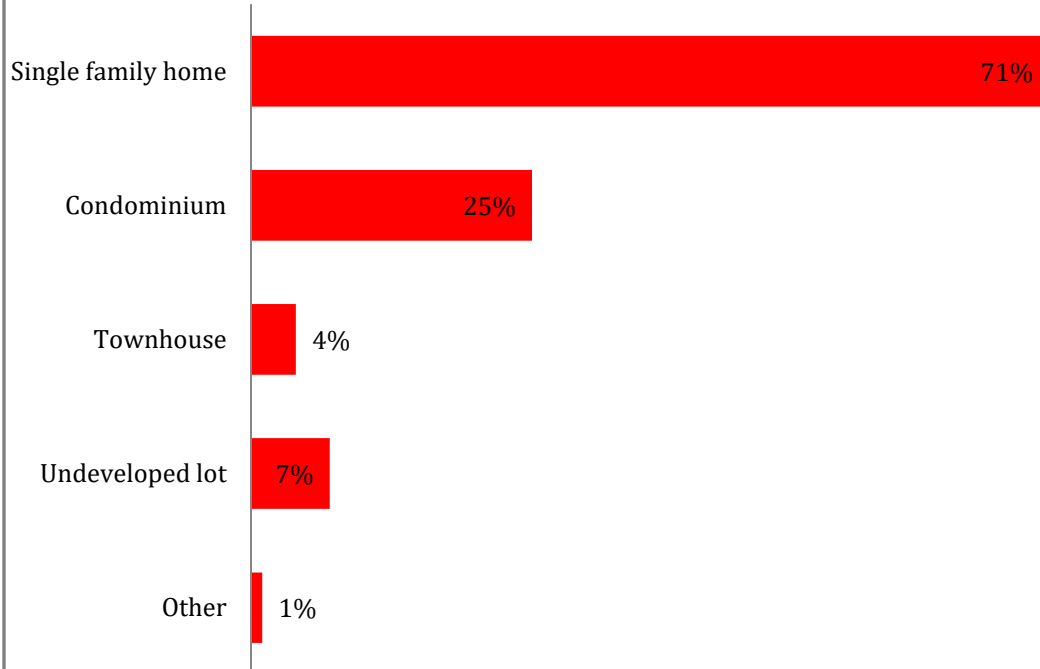
### III. Demographics

The primary Wintergreen property of two-thirds (68%) of surveyed property owners is located in the mountains, while for the rest (32%) it is located in the valley. Single family homes (71%) are the most common type of property among survey respondents, followed by condominiums (25%), undeveloped lots (7%) and townhouses (4%). Most surveyed owners believe their property value to be between \$500k and \$1M (44%), or between \$250k and \$500k (38%). Majority (60%) have owned their Wintergreen property for five years or longer.

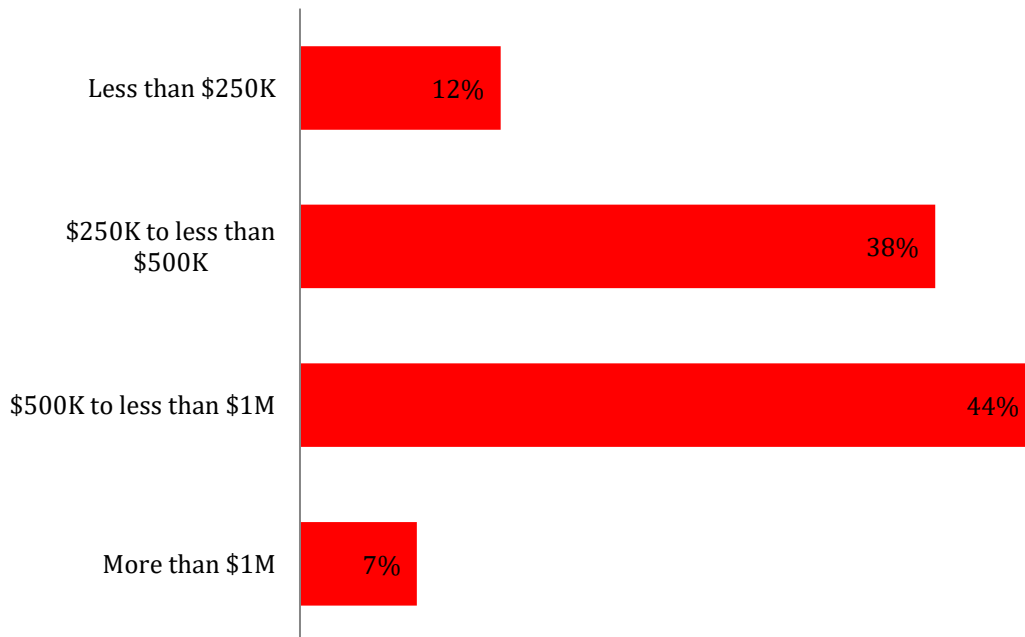
Majority of surveyed owners (61%) are over 60 years old, and are either retired (46%) or semi-retired (8%). Small majority (55%) of survey respondents are not Wintergreen Resort Club members, usually because they are not able to justify cost (78%). Not spending enough time in Wintergreen to justify the membership is another common reason, especially among mountain property owners (33%, 12% among valley property owners) and among those who rent their Wintergreen property (38%, 21% among non-renters).



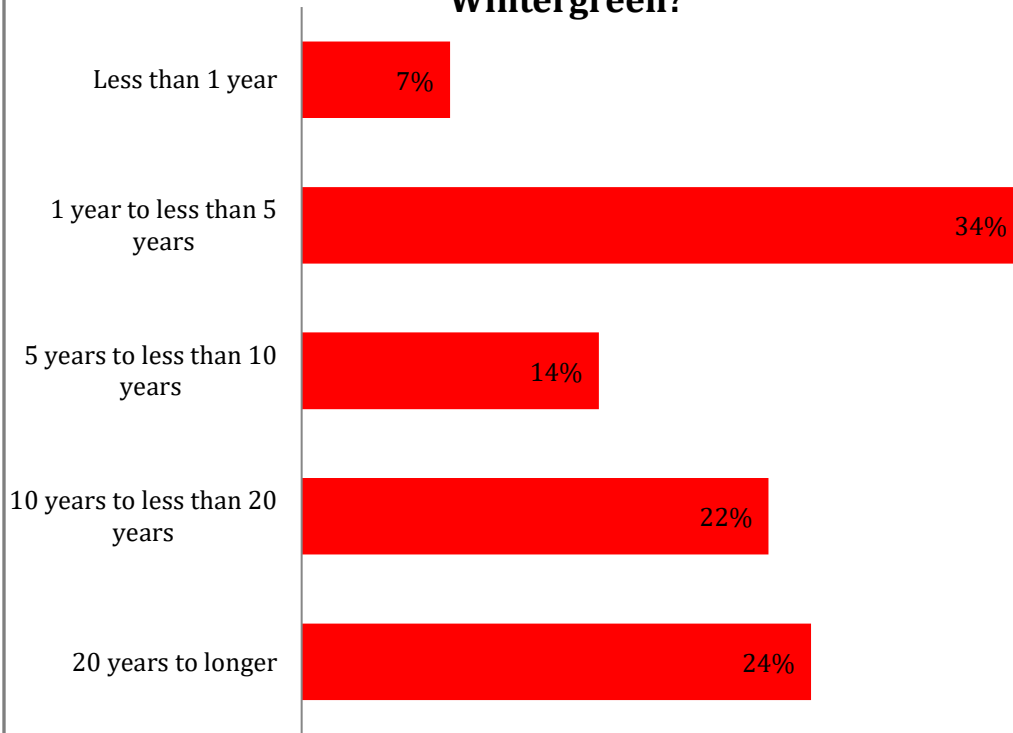
**Q2. What type of property do you currently own?  
(Select all that apply)**



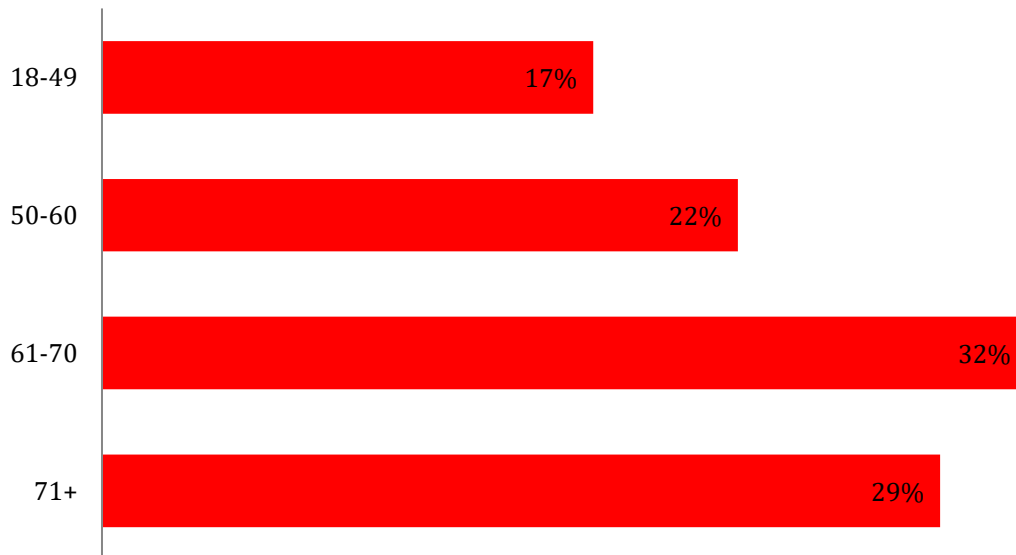
**Q3. What is the estimated value of your property in  
Wintergreen?**



**Q4. Which of the following best describes the total length of time you have owned property in Wintergreen?**

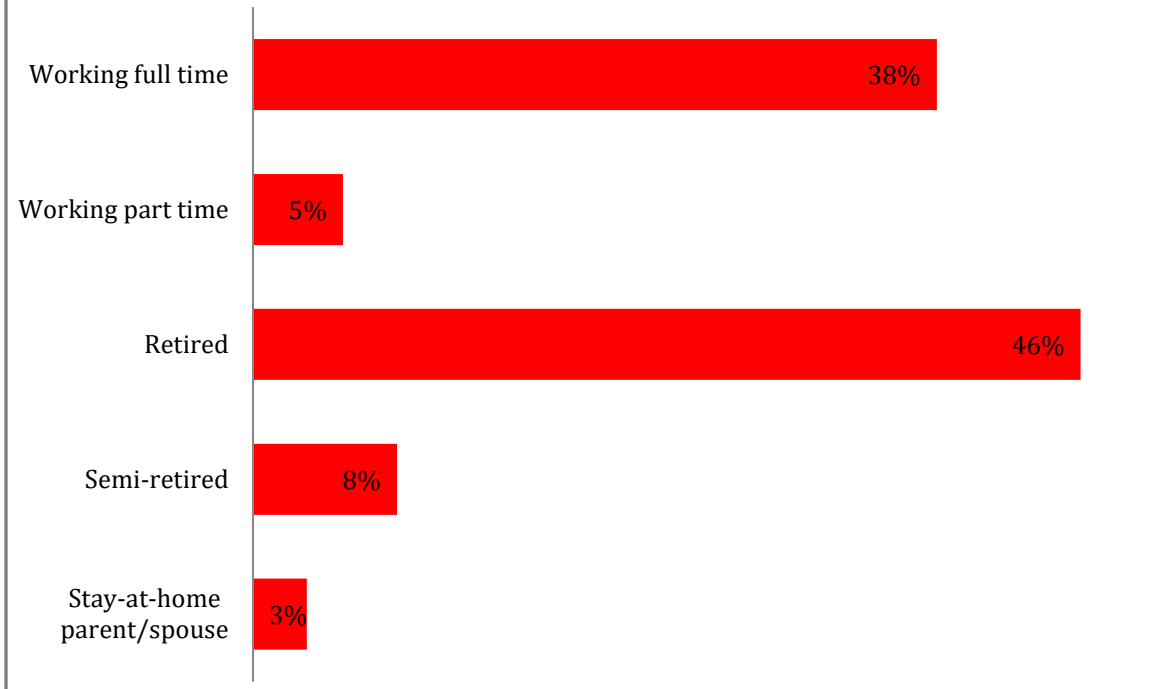


**Q5. What is your age?**

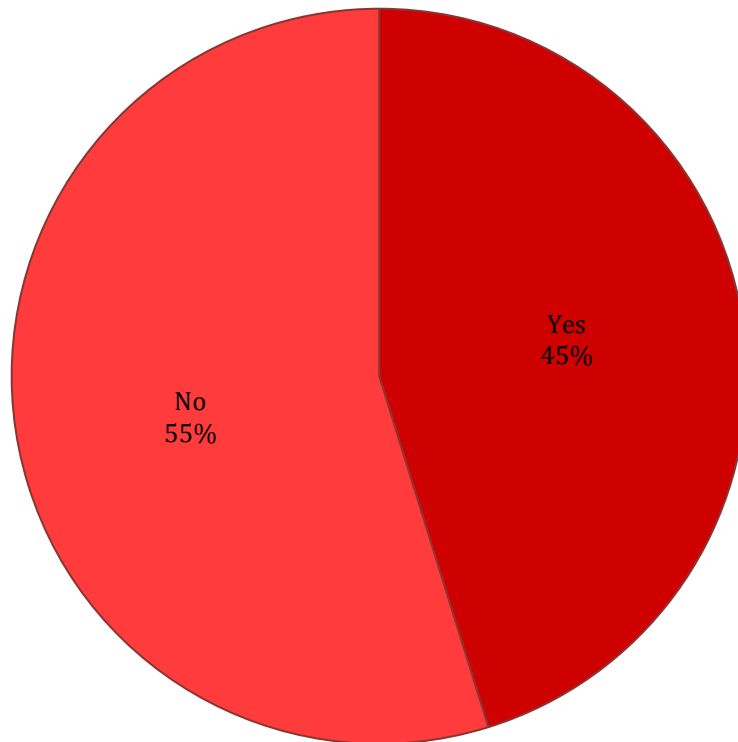


Note: sample size = 1,525

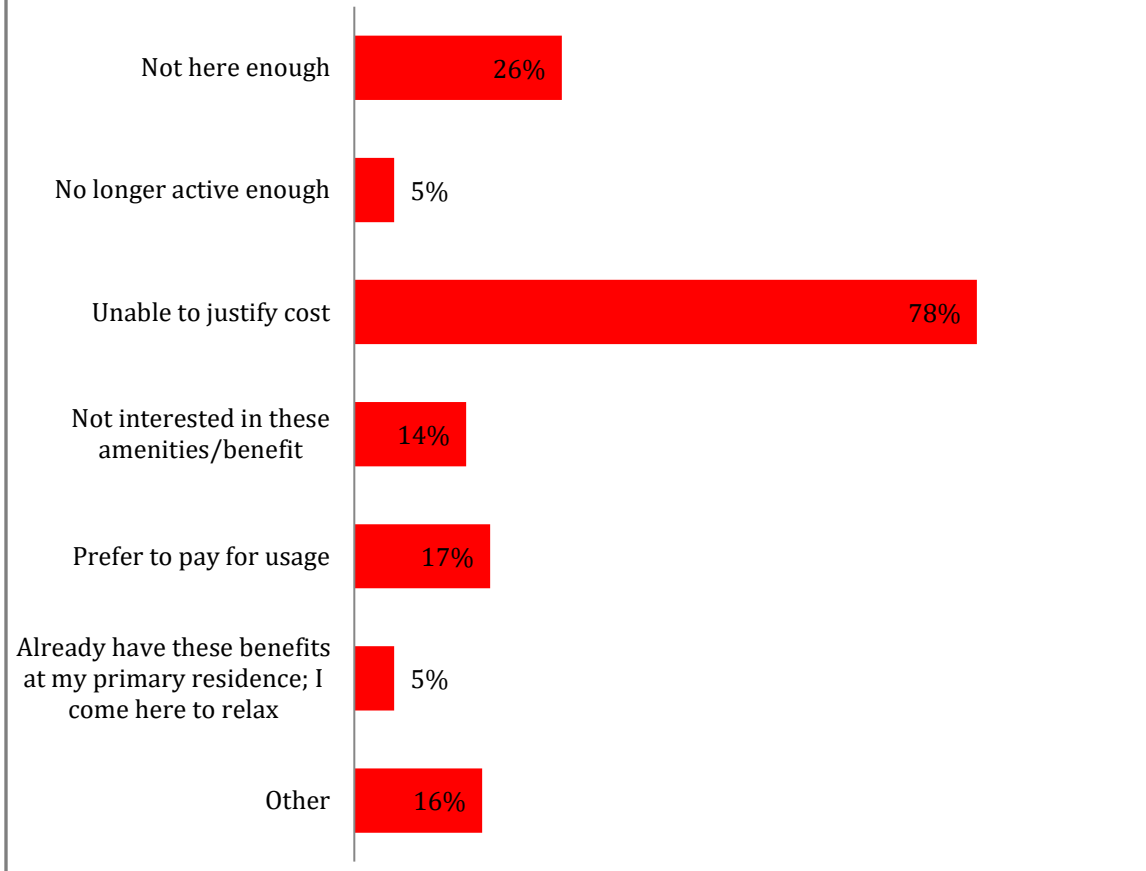
**Q6. Which of the following best describes your current employment status?**



**Q7. Are you a Wintergreen Resort Club member?**



### Q8. Why are you not a Wintergreen Resort Club Member? (Select all that apply)



**Note: sample size = 947**

#### **IV. Property Usage**

Surveyed owners typically use their Wintergreen property as a primary residence (34%), mostly during weekends/holidays (23%) and as a secondary residence, residing there part-time (20%). Most (69%) use their residences year-round, with summer months seeing more use than winter and spring.

Most (76%) surveyed owners live in two-adult households with no children under 18 (81%). Their primary Wintergreen properties most often have three (36%), four (27%) or two (18%) bedrooms. Majority of owners (79%) do not rent their Wintergreen property; overwhelming majority (91%) of those who do, rent it short-term.

Rural setting / natural environment (84% of survey respondents say this was one of the important factors in their decision to purchase a property in Wintergreen), access to outdoor recreation (82%), beauty of the community (80%) and the resort amenities (65%) played the biggest role in the surveyed owners' decision to purchase property in Wintergreen. When asked to identify the most important feature in their decision, rural setting/natural environment (27%) and resort amenities, such as ski, golf, tennis, and spa (25%) came on top. Resort amenities are more valued among mountain property owners (29% say that was the most important factor in their decision to purchase a property, 14% among valley property owners), those who do not use their property as a primary residence (28%, 18% among respondents with Wintergreen being their primary residence) and those who have vacationed in Wintergreen before buying property (29%, 14% among those who have not vacationed before buying). On the other hand, rural setting / natural environment is valued more among valley property owners (35%, 23% among mountain property owners), respondents who use their Wintergreen property as a primary residence (37%, 22% among those who do not use it as a primary residence) and those who have not vacationed in Wintergreen before buying property there (34%, 23% among those who have vacationed before buying).

Sixty-eight percent of survey respondents or members of their households vacationed at Wintergreen before buying their property in the community. This number is much higher among mountain property owners (79%) than valley property owners (45%). It is also higher among those who rent their Wintergreen property (84%) than those who do not (64%).

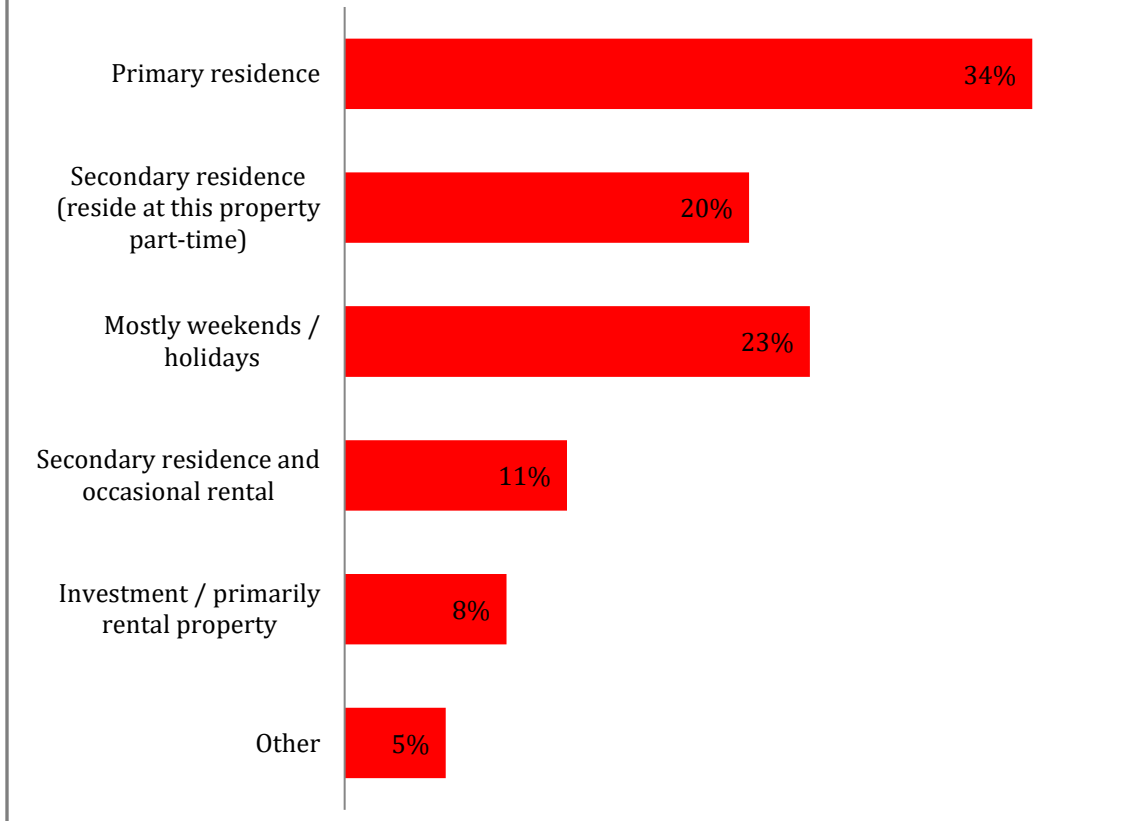
Hiking Trails (only 12% never use them) are, by far, the most often used amenity, followed by Stoney Creek Walking Paths (40% never use them), Chestnut Springs Pool (52%), Tuckahoe Clubhouse & Pavilion (57%) and Stoney Creek Park (58%). In contrast, Rodes Farm Archery (80% never use it, Rodes Farm Playground (80%) and Rodes Farm Tennis (79%) are least frequently used. Approximately a quarter (23%) of survey respondents uses other amenities, such as dog park, farmer's market, fitness center, Lake Monocan, ski lifts and areas, Trillium Room and Stoney Creek Golf and Pool. The most significant differences between mountain and valley owners are in their use of Chestnut Springs Pool (40% of mountain property owners never use it – 78% of valley property

owners never use it), Rodes Farm Pool (73% mountain vs. 39% valley), Tuckahoe Clubhouse & Pavilion (71% mountain vs. 26% valley), Stoney Creek Walking Paths (55% mountain vs. 9% valley) and Stoney Creek Park (72% mountain vs. 27% valley).

Half (50%) of surveyed owners have never visited the Tuckahoe Clubhouse; those who did have done so for social events (33%), WTG rescue events (19%), other events (16%) such as bible study, book clubs, yard sales, vaccinations, elections, meetings and Here to Stay events; lending library (14%), organized card or other games (7%) and exercise classes (5%). Valley property owners (89% have visited it), those who do not rent their Wintergreen property (57%) and primary residents (68%) are more likely to have visited Tuckahoe Clubhouse in the past than are mountain property owners (31%), owners who rent their property (20%) and non-primary residents (74%).

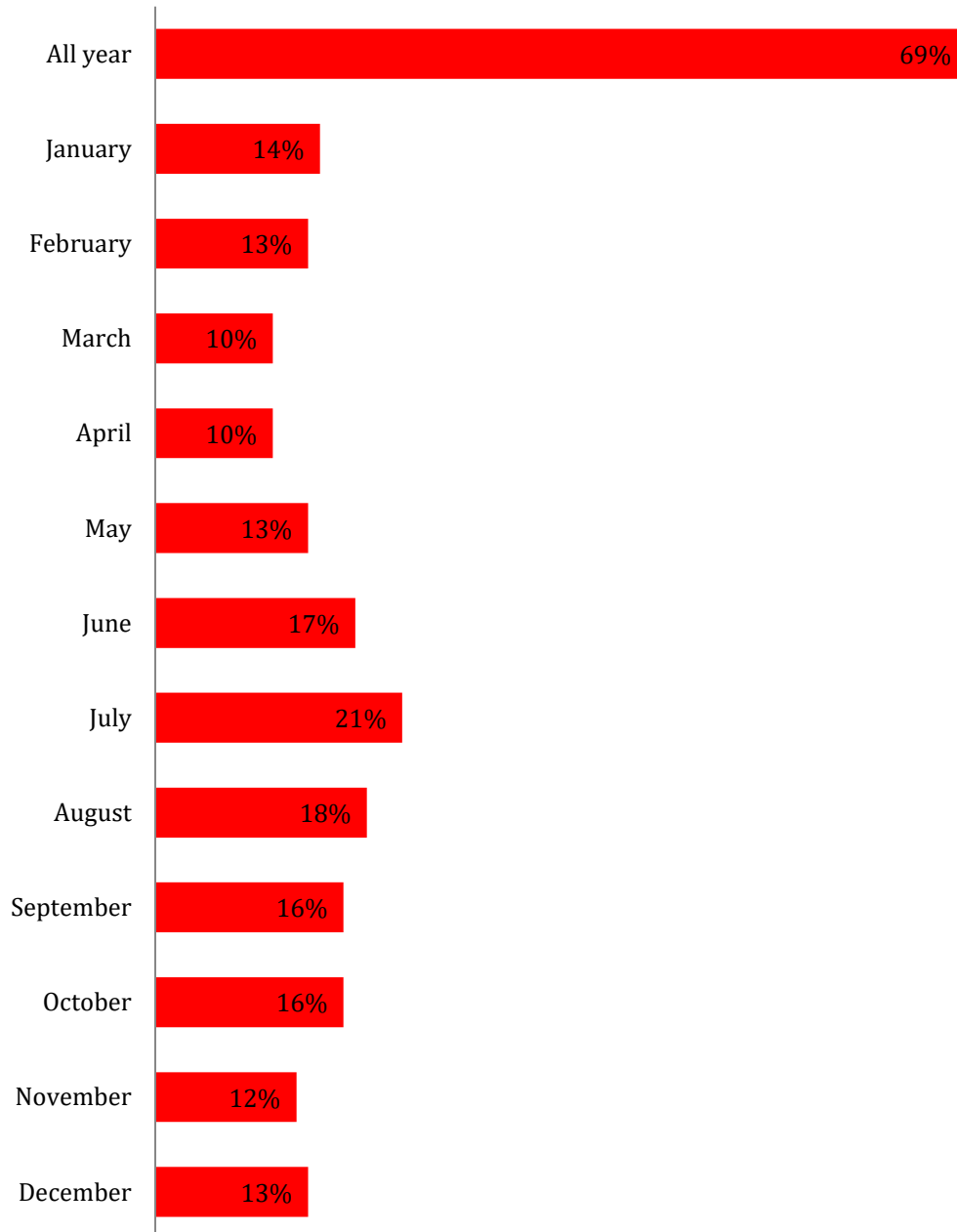
Survey respondents are approximately equally divided between those who see a need for a Mountain Community Center/Clubhouse like the Tuckahoe Clubhouse located in Stoney Creek (23%), and those who don't see a need for it (22%), with majority (54%) undecided. Those who don't see the need for a Mountain Community Center/Clubhouse believe that the current meeting/gathering choices inside Wintergreen are sufficient (66%), that they would not use the facility personally (66%), and that it is not a good financial investment for the Wintergreen property owners (47%). Nearly two-thirds (63%) do not want to pay increased assessments to support this amenity. There are no significant differences in sentiments toward Mountain Community Center/Clubhouse among different demographic groups. However, Mountain property owners are more likely to see the need (27%) for the center/clubhouse than are valley property owners (16%).

### Q9. How do you use your property in Wintergreen?





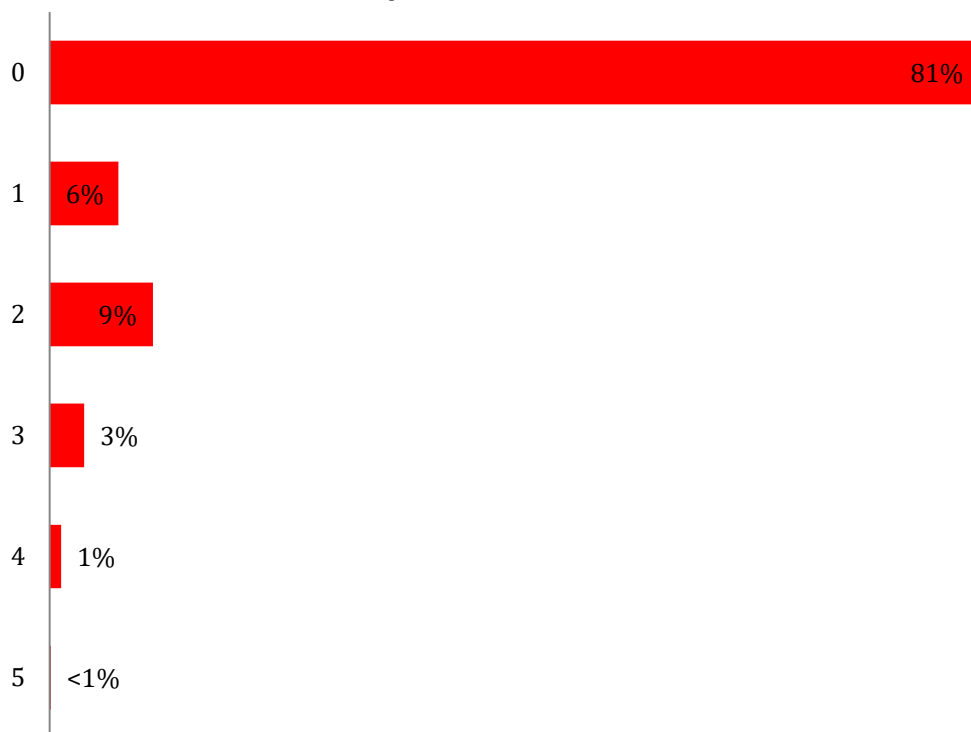
**Q10. During which months do you typically stay in your Wintergreen property? (Select all that apply)**



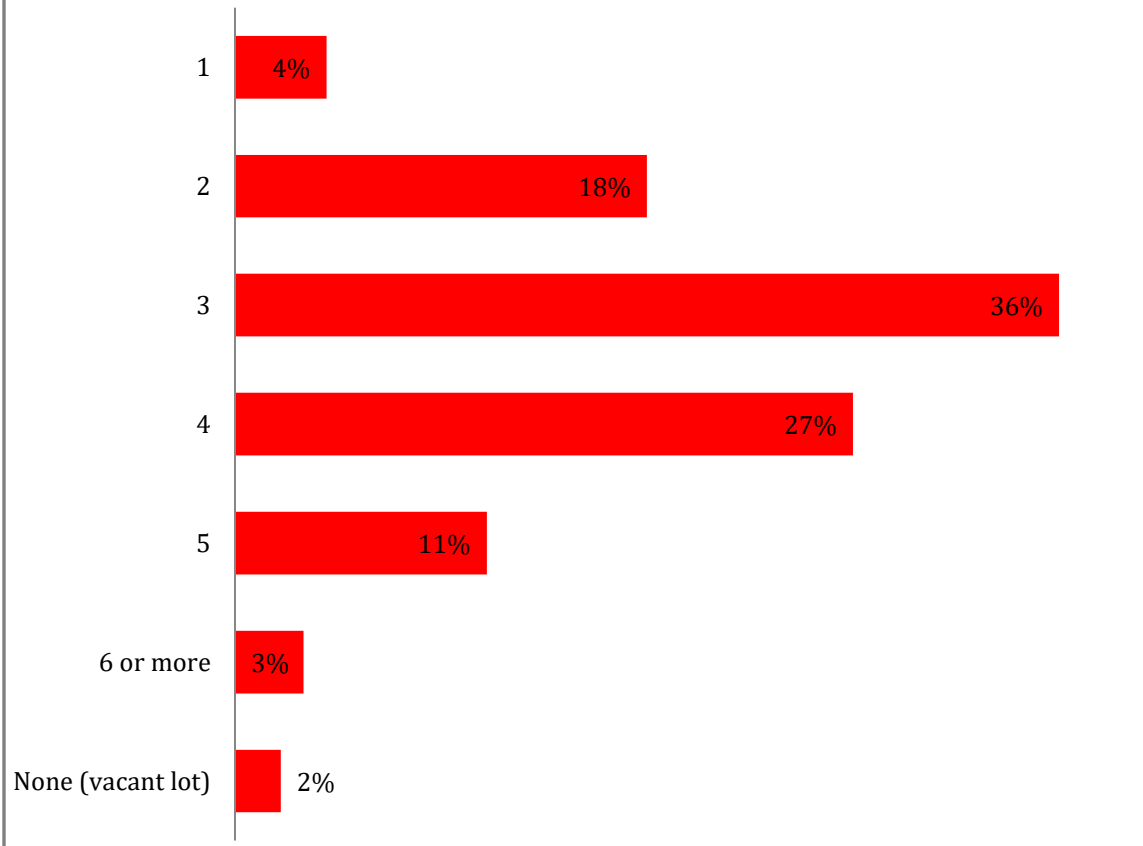
**Q11a. How many adults (18+) live in your household?**



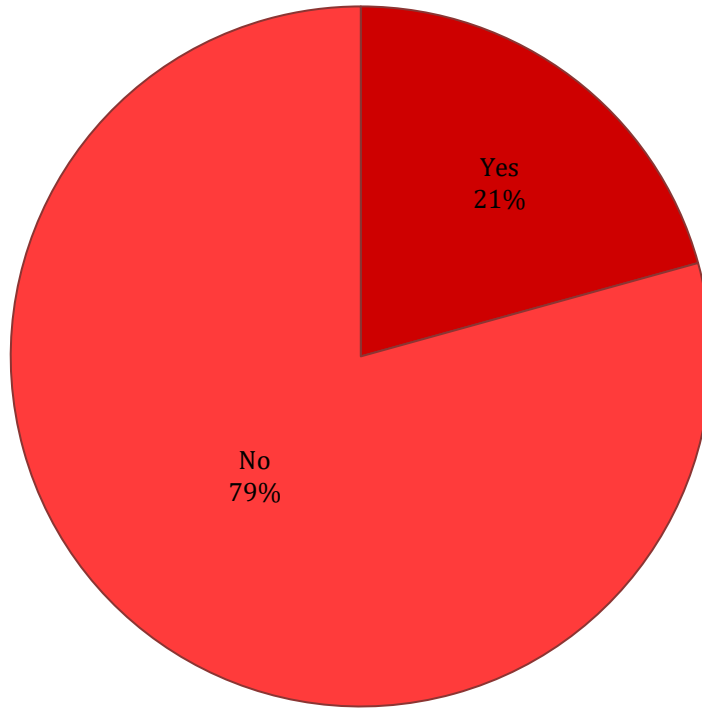
**Q11b. How many minor children (under 18) live in your household?**



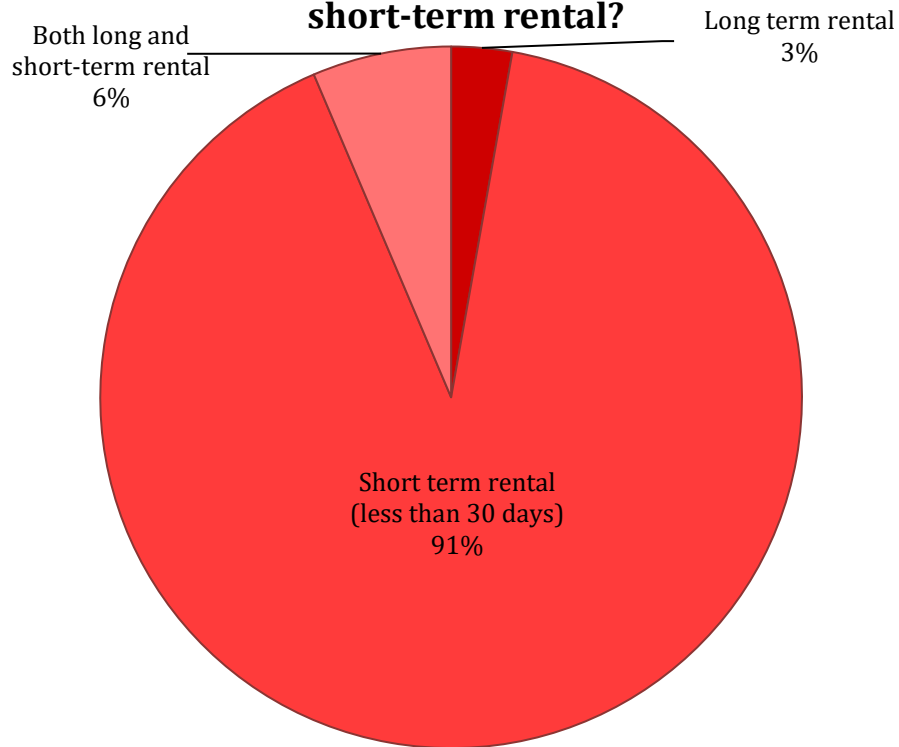
**Q12. How many bedrooms does your primary  
Wintergreen property include?**



**Q13. Do you rent your Wintergreen property?**

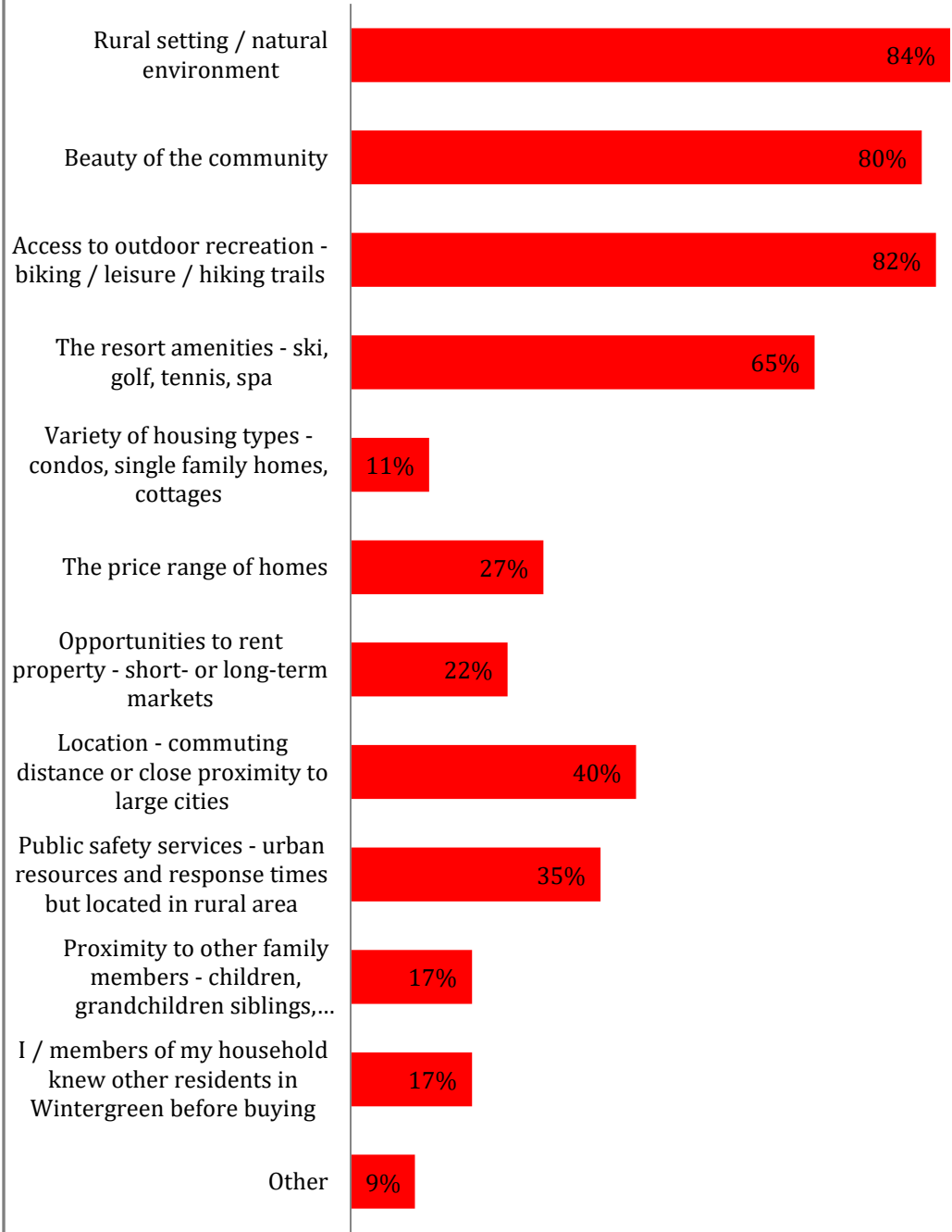


**Q14. Is your Wintergreen property a long or short-term rental?**

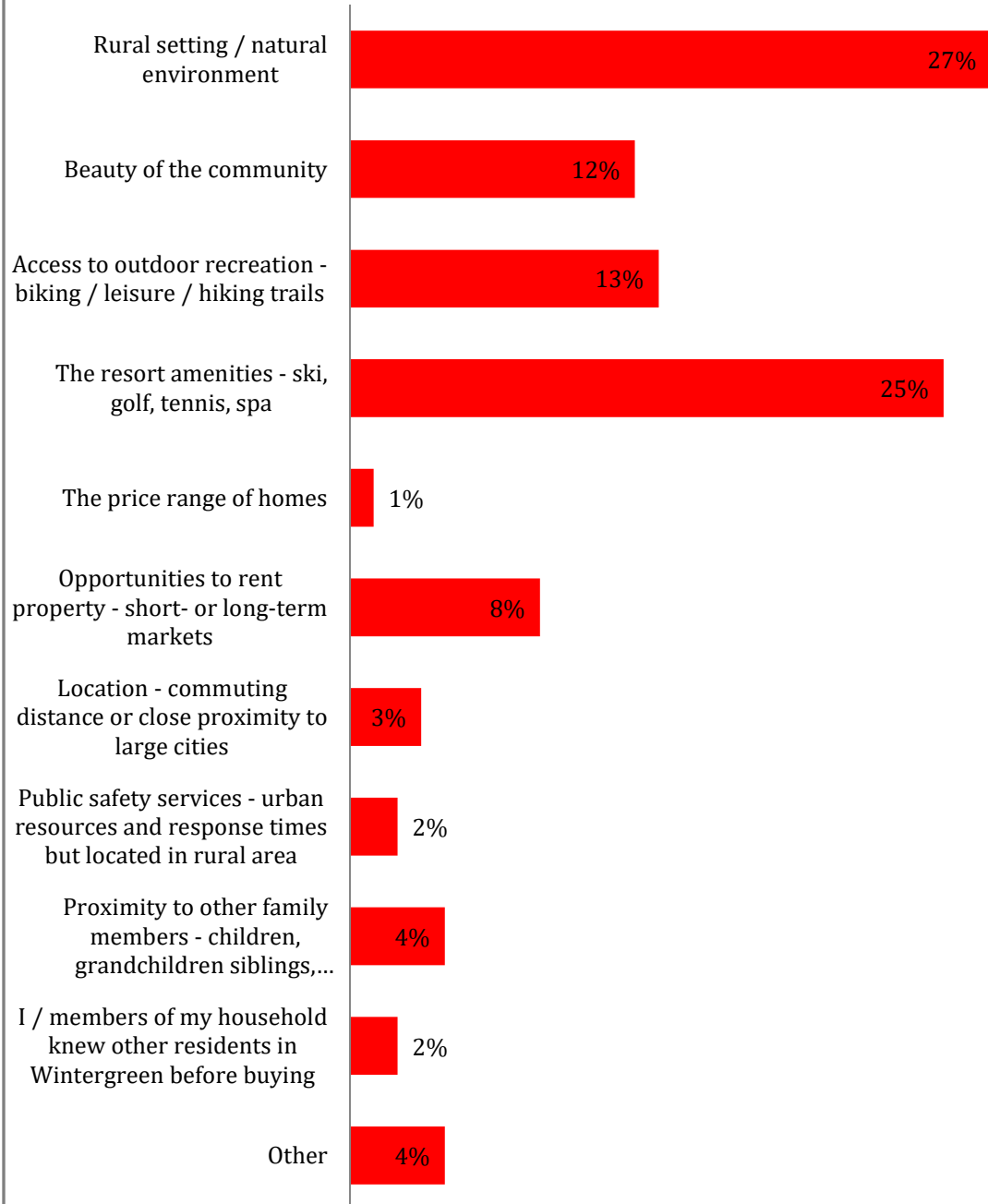


Note: sample size = 358

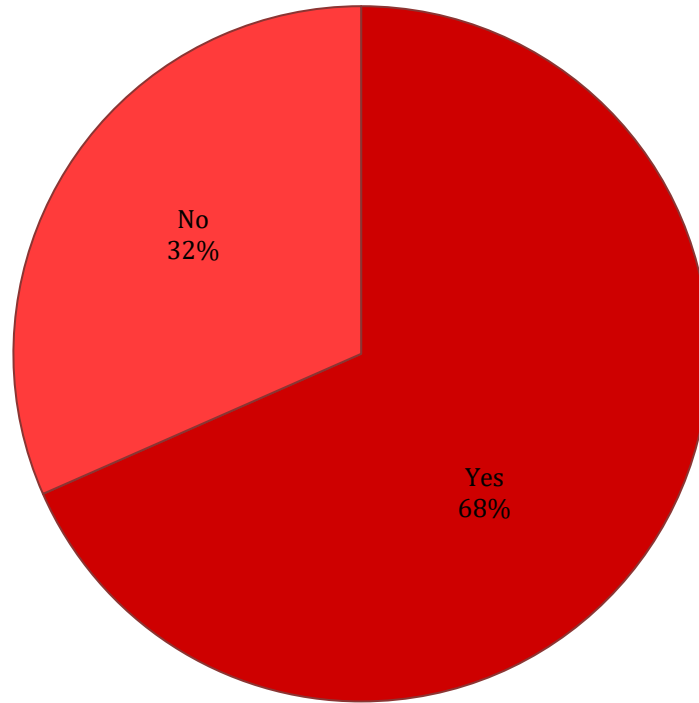
**Q15. Which of the following were important community features in your decision to purchase property in Wintergreen? (Select all that apply)**



**Q15a. Of the following community features you selected, which one was the most important in your decision to purchase property in Wintergreen?**

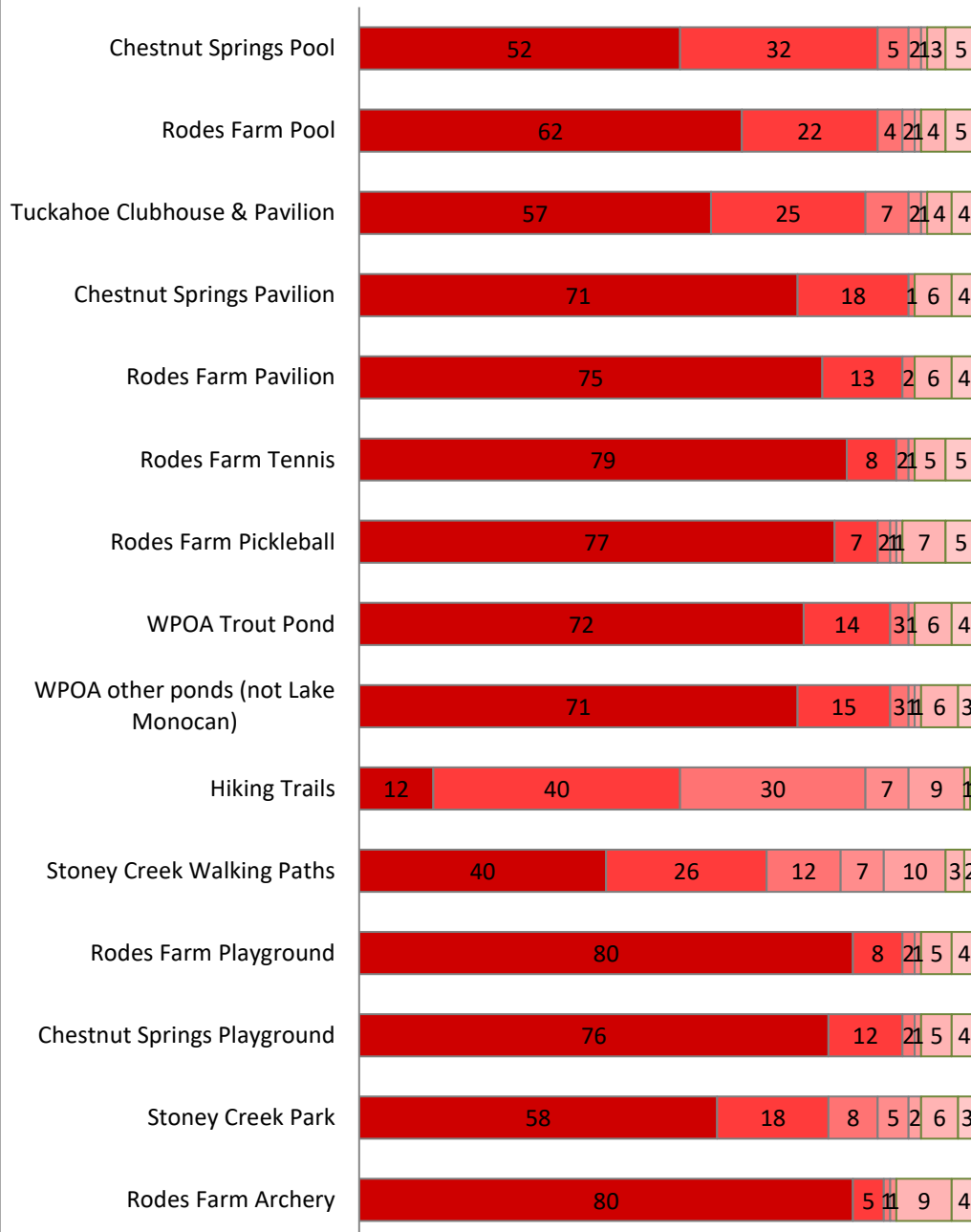


**Q17. Did you or members of your household  
vacation at Wintergreen before buying property  
in the community?**



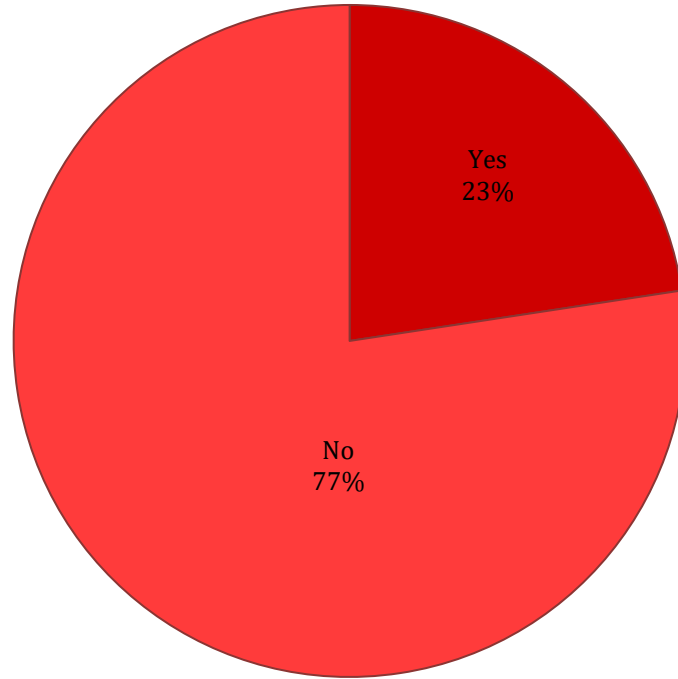
### Q18. How often do you use the following WPOA facilities/amenities?

- Never
- A couple of times a year
- A couple of times a month
- A couple of times a week
- Several times a week or daily
- Unaware of this facility
- We are resort members - do not use this WPOA facility/amenity

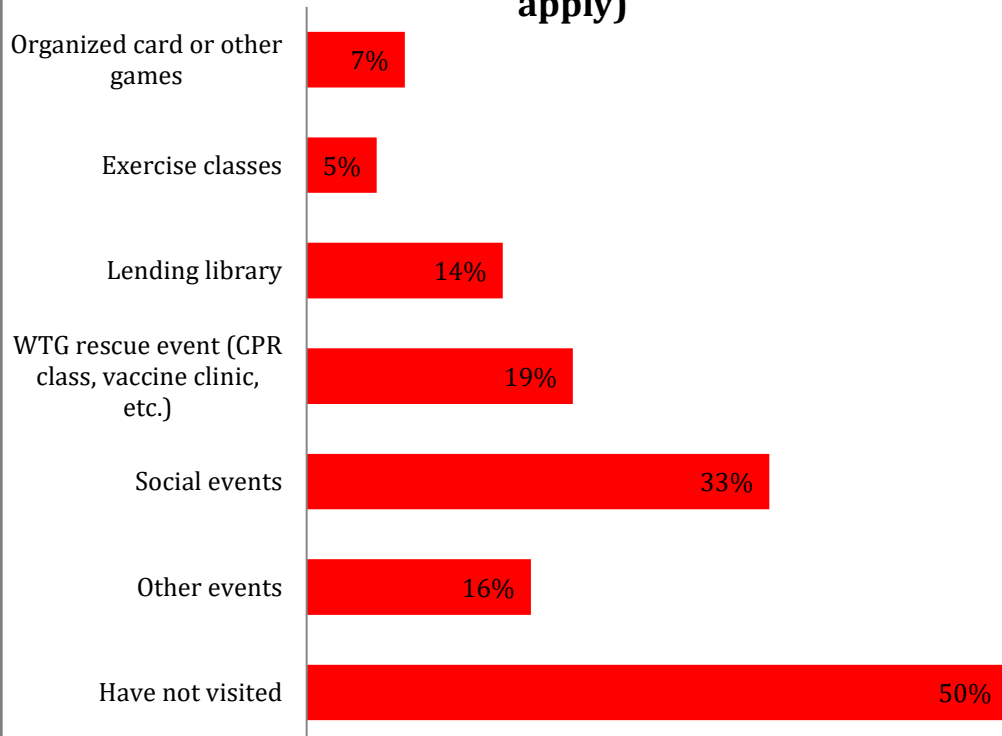




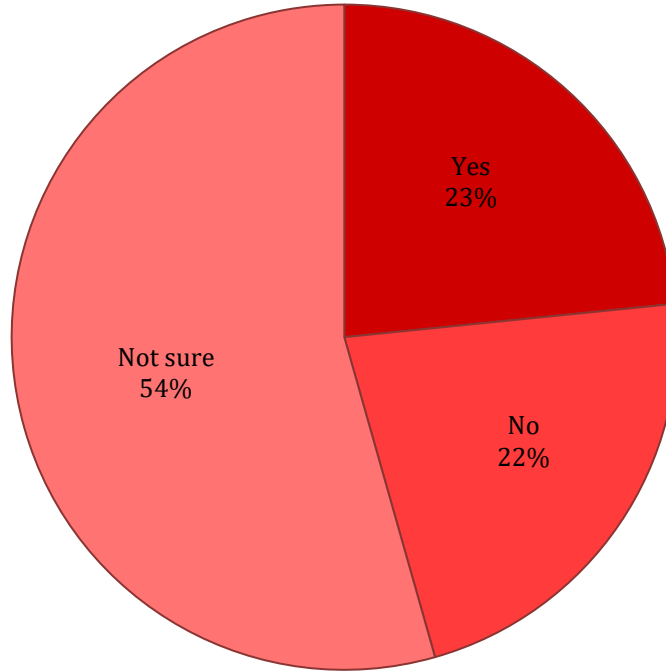
**Q18o1. Are there any other WPOA facilities / amenities you use?**



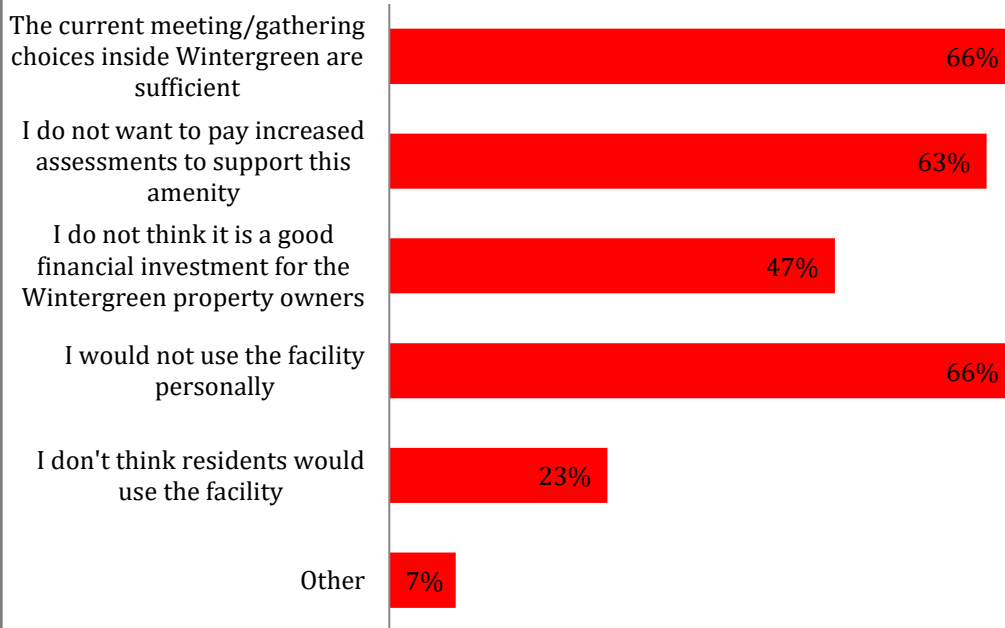
**Q19. For what reason(s) have you visited the Tuckahoe Clubhouse in the past? (Select all that apply)**



**Q20. Do you see a need for a Mountain Community Center/Clubhouse like the Tuckahoe Clubhouse located in Stoney Creek?**



**Q21. Help us understand why you feel a Mountain Community Center/Clubhouse is unnecessary? (Select all that apply)**



Note: sample size = 383

## V. Covenants and Rules

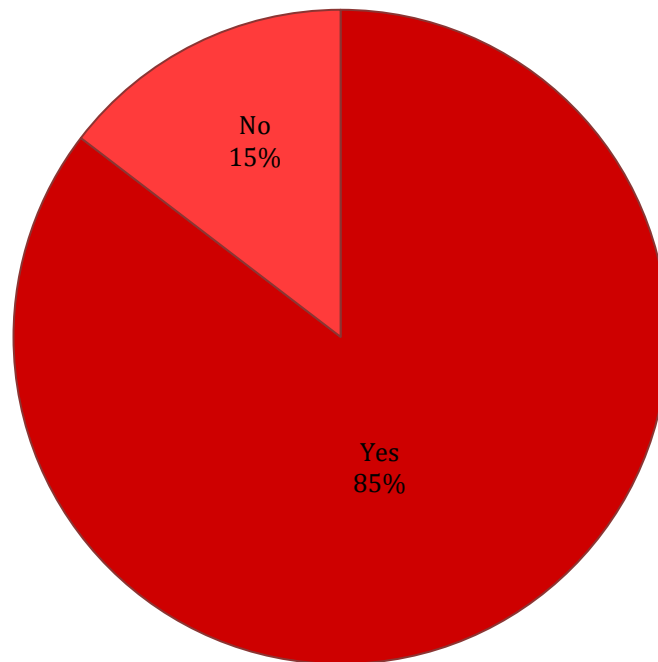
A vast majority (85%) of surveyed owners have, at some point, read Wintergreen Covenants and Restrictions. Nearly a third of those (29%) would like to see some restrictions changed or added such as restricting short term rentals, fewer restrictions on tree pruning and trimming and outdoor fireplaces, and guest and dog policies. Valley property owners (91% have read Wintergreen Covenants and Restrictions at some point) and primary residents (91%) are more likely to have read Wintergreen Covenants and Restrictions than are mountain property residents (83%) and non-primary residents (83%).

Approximately one third (31%) of owners have, at some point, read WPOA ARB publication Maintenance of The Natural Environment at Wintergreen; of those 15% would like to see some restrictions or requirements changed or included, such as policies related to tree cutting and light pollution. Valley property owners (38% have read it), primary residents (37%) and especially those who own undeveloped lots (47%) are more likely to have read Maintenance of The Natural Environment at Wintergreen than mountain property residents (28%), non-primary residents (28%) and condominium owners (21%).

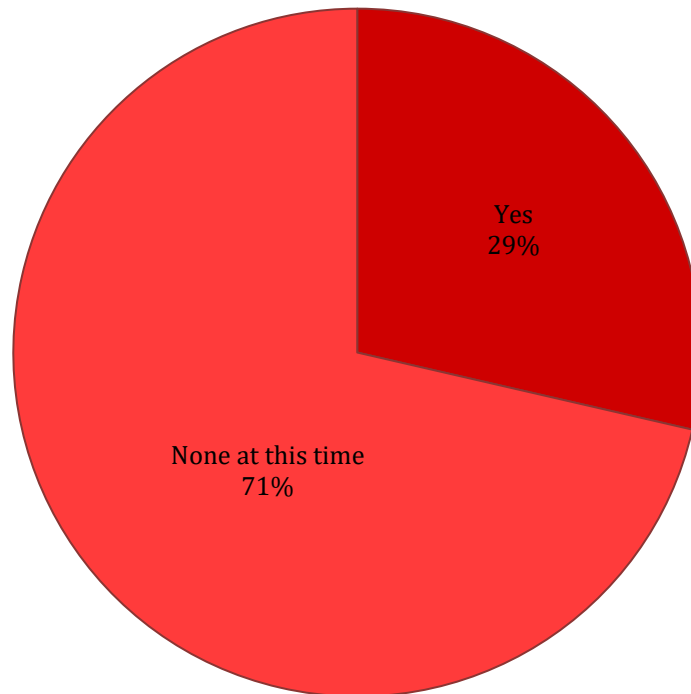
Finally, 41% of owners have, at some point, read WPOA ARB publication Building or Modifying Your Home at Wintergreen. Nearly a quarter (23%) of the readers would like to see at least some restrictions or requirements changed or added such as policies related to paint colors and, fencing, as well as see a better and more consistent enforcement of existing policies. Again, valley property owners (52% have read it) and primary residents (50%) are more likely to have read Building or Modifying Your Home at Wintergreen than are mountain property residents (36%) and non-primary residents (36%). Sixty-four percent of survey respondents who own undeveloped lots have read this publication.

Majority of survey respondents (58% 'strongly oppose' and 'somewhat oppose' combined) opposes changing mountain motorcycle policy to allow guests to arrive and depart by motorcycle. This number varies little among different demographic groups, including mountain and valley property owners and primary and non-primary residents.

**Q22. Have you ever read the Wintergreen Covenants and Restrictions?**



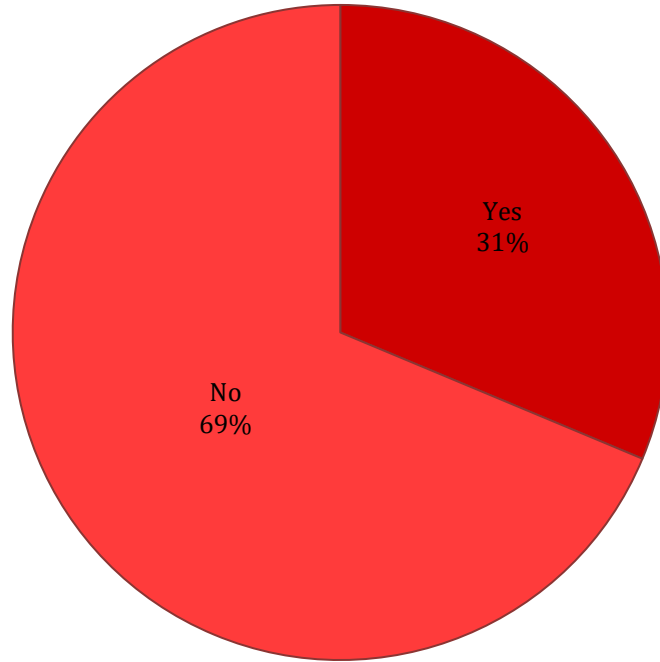
**Q23. Are there restrictions within the WPOA Covenants that you would like to see changed or new restrictions added?**



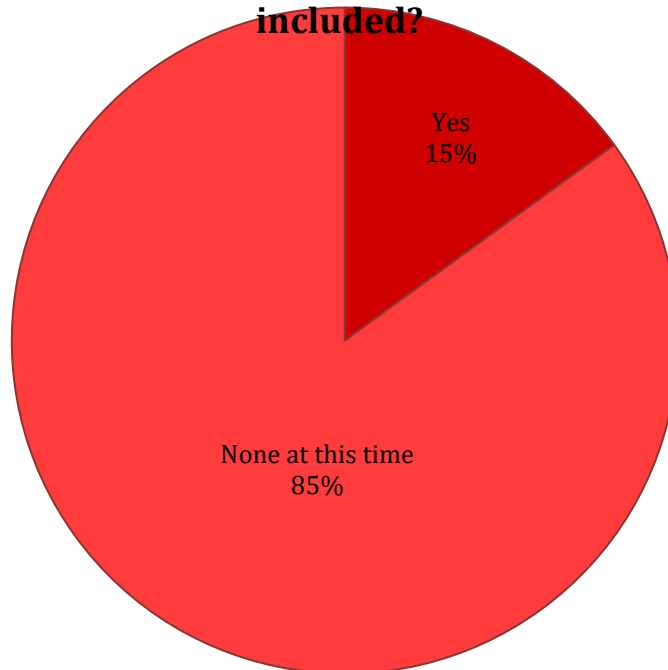
Note: sample size = 1,477

WPOA

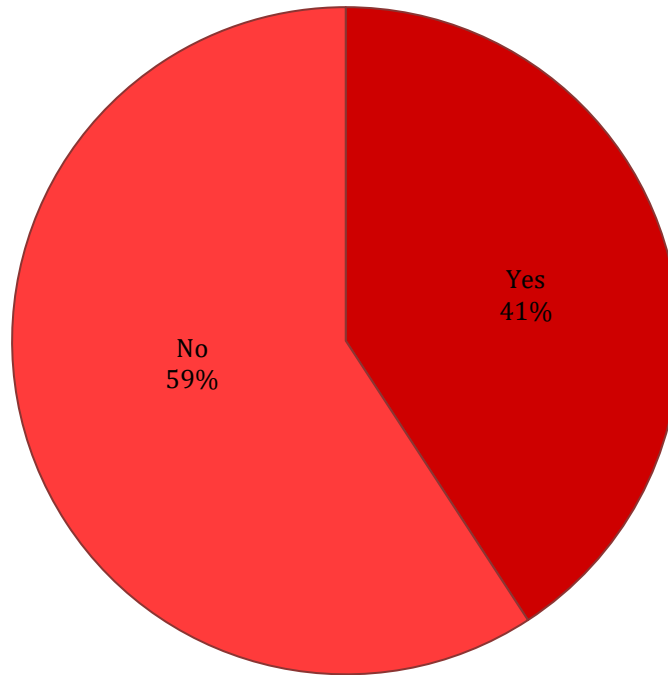
**Q24. Have you ever read the WPOA ARB publication  
Maintenance of The Natural Environment at  
Wintergreen?**



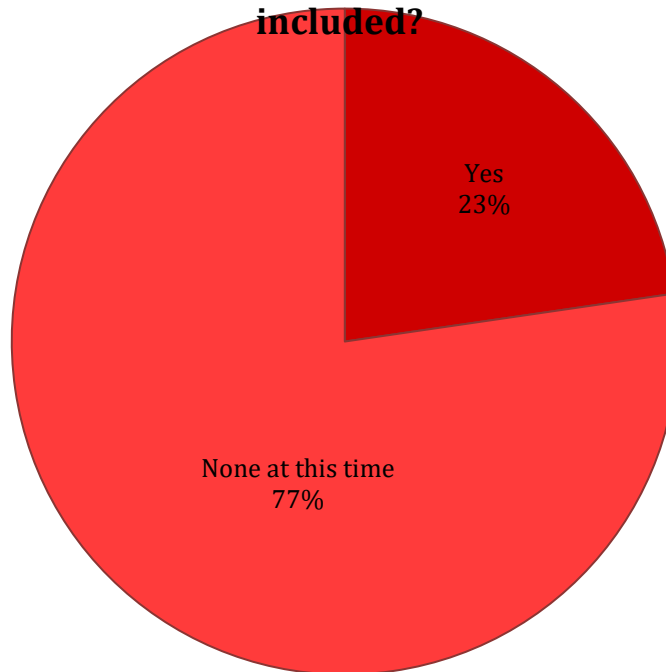
**Q25. Are there restrictions/requirements within  
the Maintenance of The Natural Environment at  
Wintergreen that you would like to see changed or  
included?**



**Q26. Have you ever read the WPOA ARB publication  
Building or Modifying Your Home at Wintergreen?**

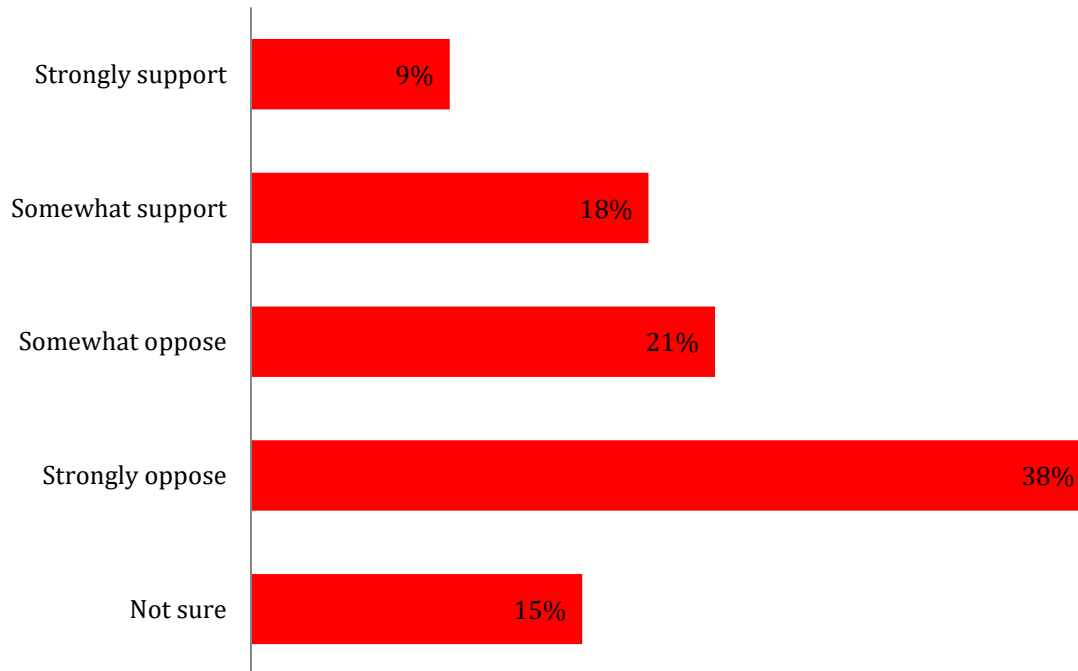


**Q27. Are there restrictions/requirements within  
the Building or Modifying your Home at  
Wintergreen that you would like to see changed or  
included?**



Note: sample size = 706

**Q28. Currently, motorcycle use is restricted on the mountain to only owners going to and from their residences. Would you support or oppose allowing guests to arrive and depart by motorcycle?**



## **VI. WPOA Operations**

Overwhelming majority (88% ‘very likely’ and ‘somewhat likely’ combined) of Wintergreen owners are likely to recommend purchasing a property at Wintergreen to a friend or colleague. This includes more than a half (56%) who are very likely to make this recommendation.

Overwhelming majority (93%) of survey respondents read and subscribe to the WPOA News & Update Newsletter, and nearly all of them (95% ‘very satisfied’ and ‘somewhat satisfied’ combined) are satisfied with the information they find there.

Nearly all survey respondents (94%) subscribe to the Alert Wintergreen notices and all but 10 (out of 1,630) are satisfied with the information contained in the texts, emails and voice they receive.

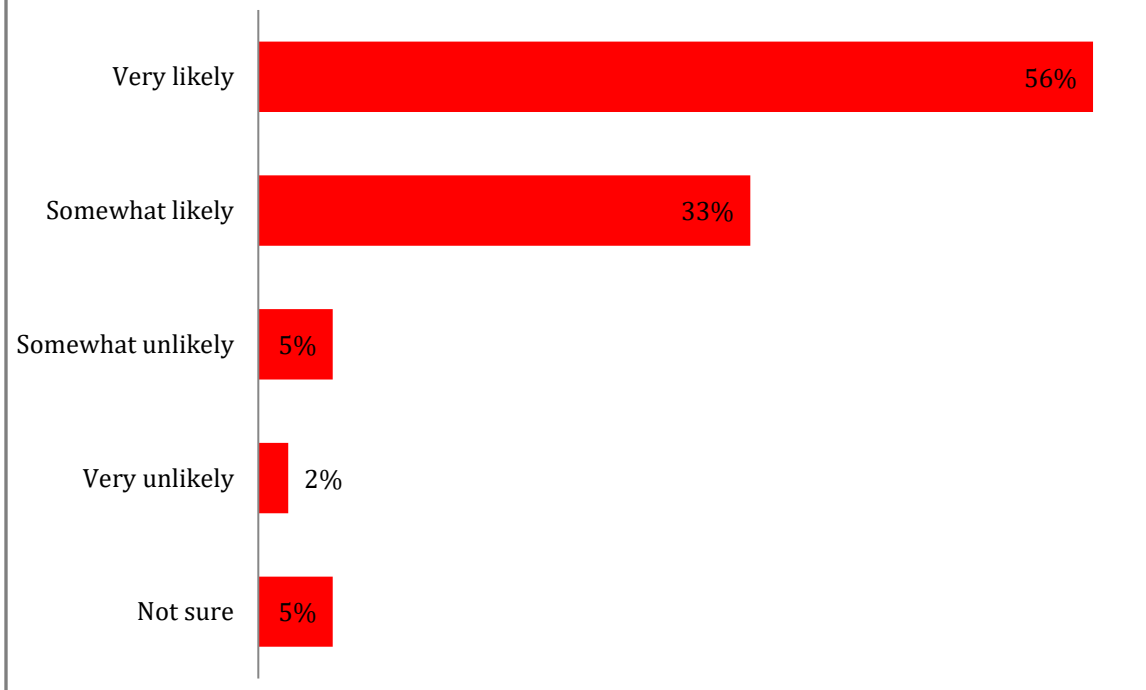
Finally, about three out of four (71%; 84% among those who have owned property in Wintergreen for less than one year) survey respondents use WPOA website wtgpoa.org and those who visit it are overwhelmingly (94% ‘very satisfied’ and ‘satisfied’ combined) satisfied with the information they find there.

Large numbers of respondents believe that website and newsletter coverage of the differences between WPOA and Wintergreen Resort (80%), community rules and regulations (61%), community groups (45%), Architectural Review Board process and procedures (44%), wildlife (39%), trash (38%), Wintergreen Police (37%) and Fire and Rescue Services (36%) would improve their ownership experience at Wintergreen. Mail and package delivery (37% mountain vs. 16% valley), weather (33% mountain vs. 20% valley), and trash (42% mountain vs. 28% valley) are topics of greater interest to mountain than valley property owners, while community rules and regulations (68% valley vs. 58% mountain) and ARB process and procedures (54% valley vs. 39% mountain) are topics that interest more valley than mountain property owners.

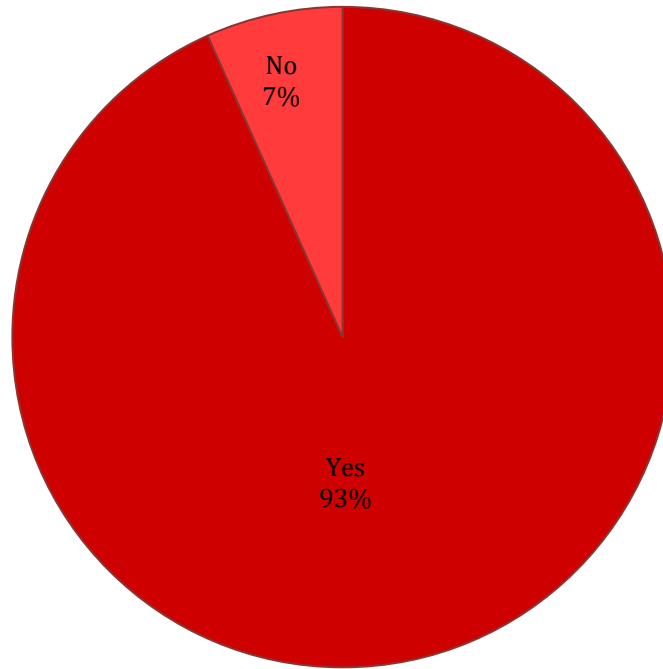
Wintergreen owners believe that WPOA is the most effective in managing roadway snow removal (84% rate it as ‘very effective’), road surfaces (80%), mowing (76%), roadway storm clean-up (74%), and road signage (71%). Administering the Architectural Review Board (ARB) was seen as comparatively less effective (27% rate it as ‘very effective’), while also including the largest percentage (40%) of “not sure” responses. WPOA effectiveness is perceived similarly among valley and mountain property owners – the only notable difference is maintenance of WPOA parks and pavilions where 89% of valley property owners (compared to 78% of mountain property owners) consider WPOA to be at least somewhat effective. In most categories, primary residents rate WPOA effectiveness higher than do non-primary residents, most notably maintenance of WPOA parks and pavilions (91% of primary residents rate it as at least somewhat effective compared to 76% of non-primary residents), WPOA administrative support (78% primary vs. 66% non-primary), ARB (57% primary vs. 46% non-primary) and WPOA facility conditions (79% primary vs. 69% non-primary).



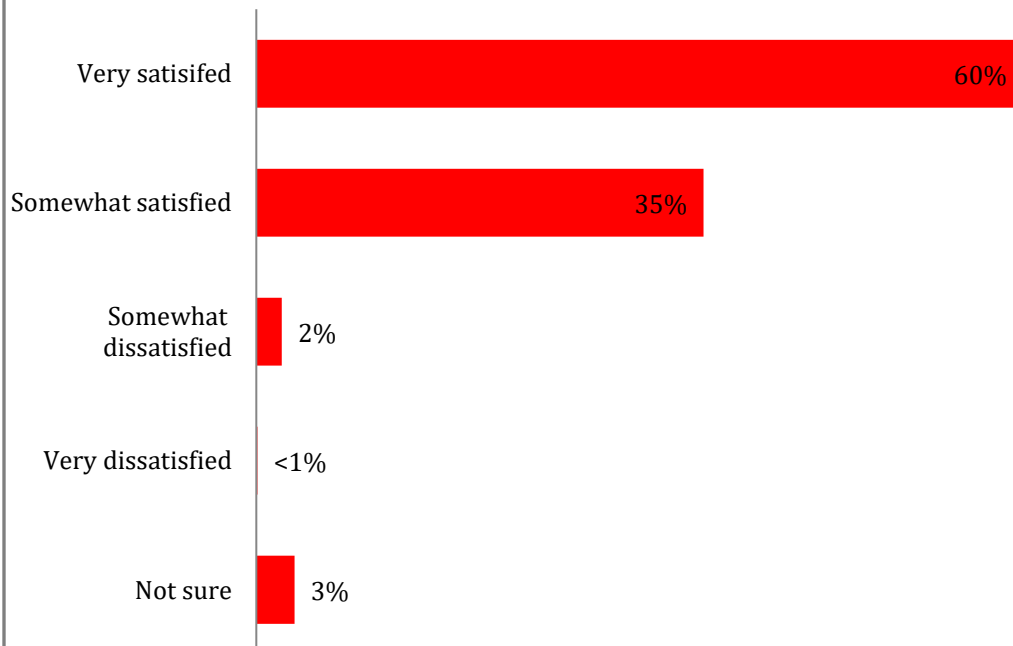
**Q29. Based on the WPOA amenities, maintenance, operations and governance, how likely are you to recommend purchasing a property at Wintergreen to a friend or colleague?**



**Q30. Do you read and subscribe to the WPOA News & Update Newsletters?**

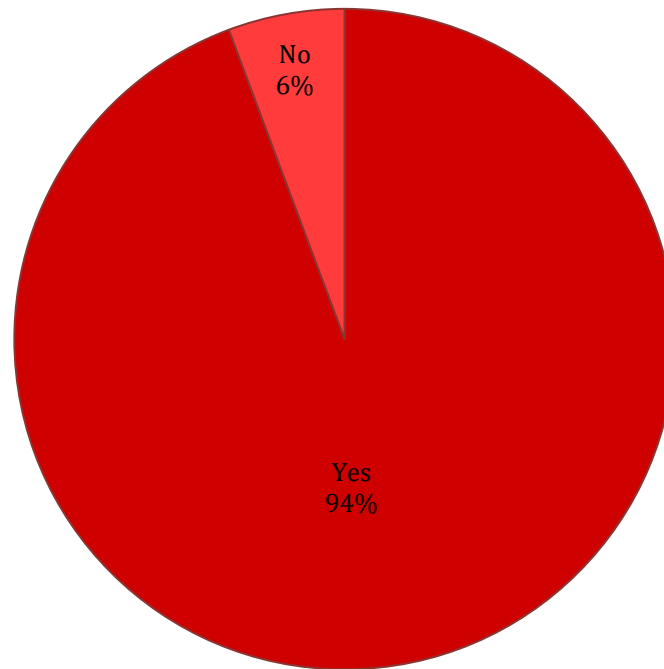


**Q31. How satisfied are you with the information in the WPOA News& Update Newsletters?**

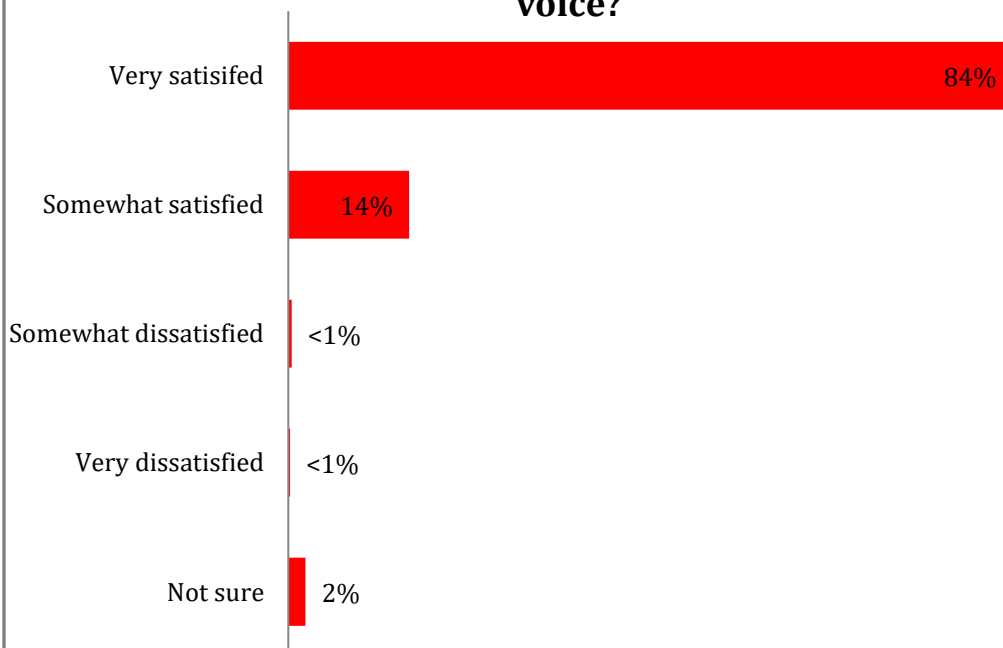


Note: sample size = 1,613

**Q33. Do you subscribe to the Alert Wintergreen notices - texts, email, voice?**

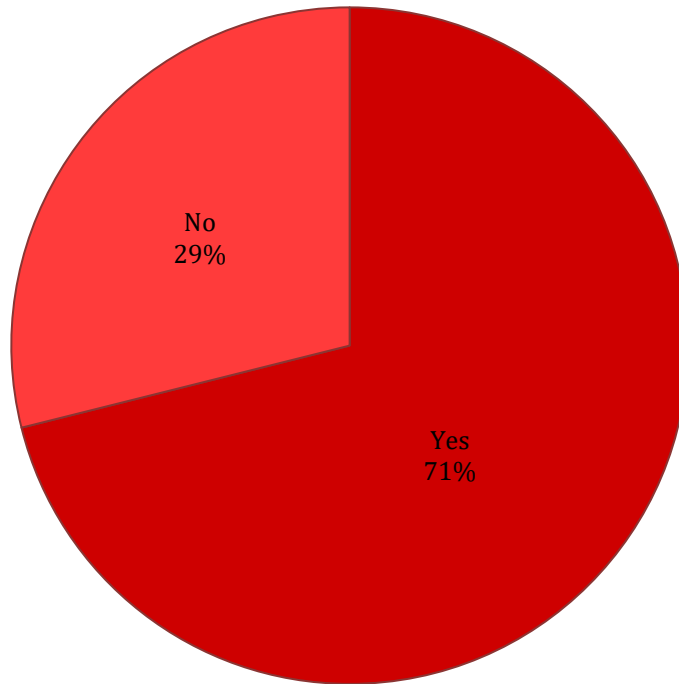


**Q34. How satisfied are you with the information from the Alert Wintergreen notices - texts, email, voice?**

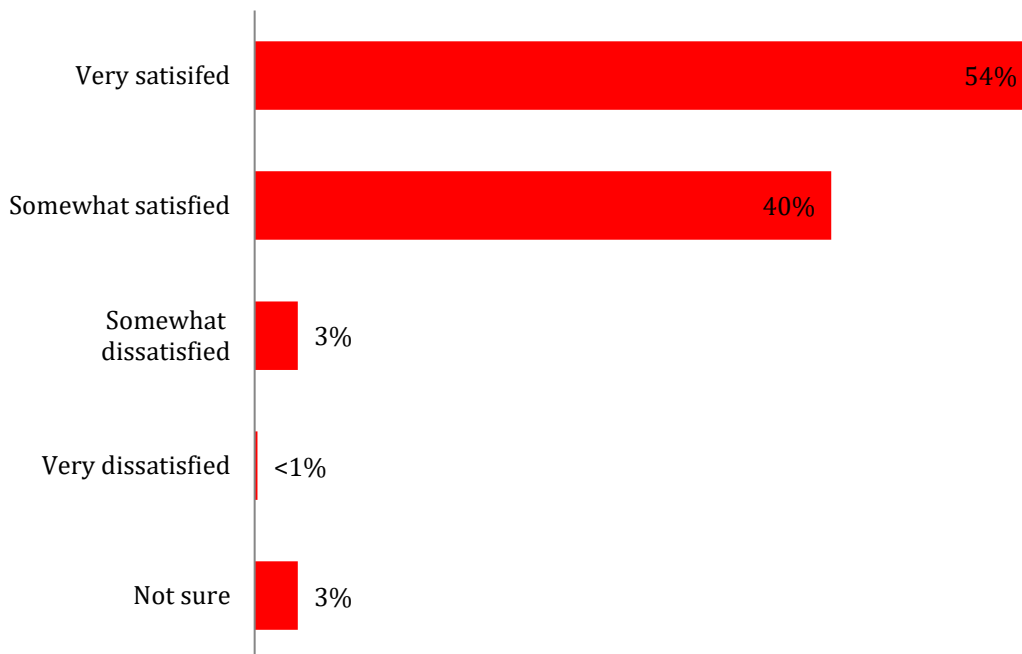


Note: sample size = 1,630

**Q36. Do you use the WPOA website wtgpoa.org?**

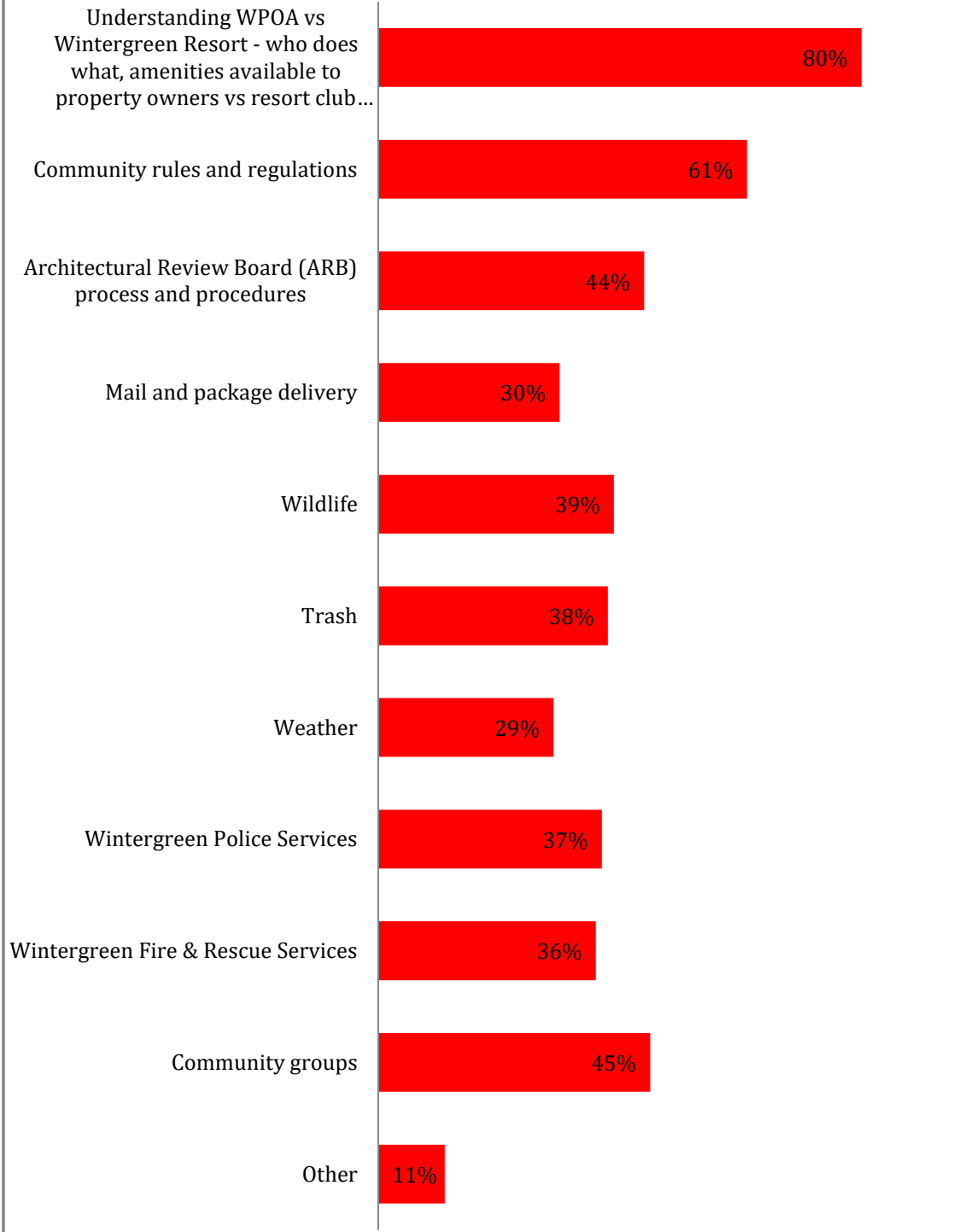


**Q37. How satisfied are you with the information from the WPOA website wtgpoa.org?**

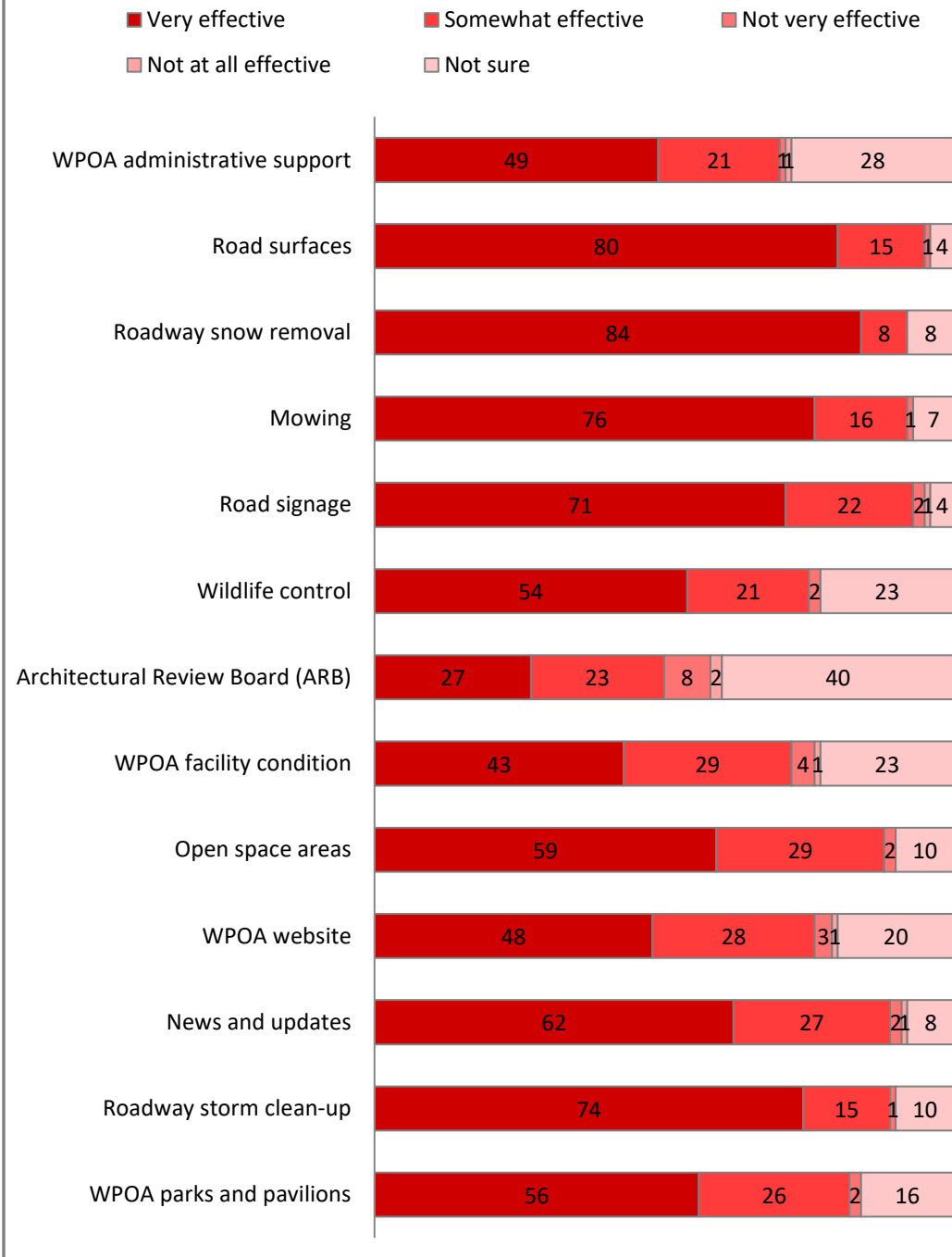


Note: sample size = 1,229

**Q39. What website and newsletter topics would help make your ownership experience better at Wintergreen? (Select all that apply)**



**Q41. How effective is WPOA in administering and/or maintaining the following services/amenities:**



## VII. Short-term Rentals

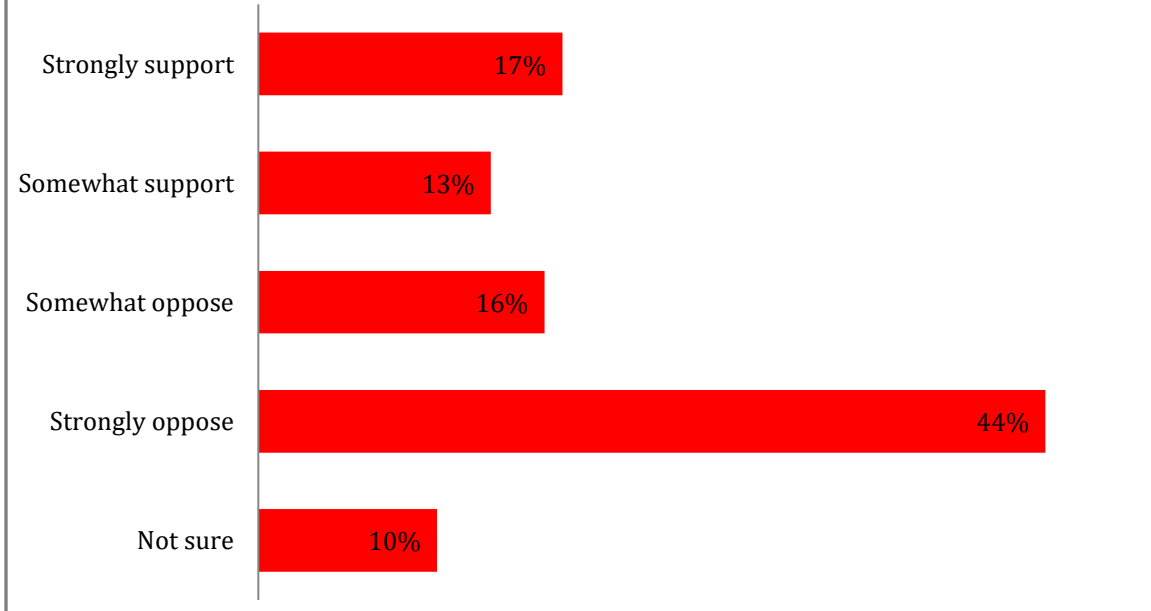
Majority (60%) of surveyed Wintergreen owners would oppose changing the Covenants to prohibit short-term rental use on their property, including 44% who would strongly oppose such change. Support to prohibit short-term rental use is much higher among valley property owners (52% at least somewhat support it) and primary residents (52%) than among mountain property owners (21%; 53% strongly oppose the change) and non-primary residents (19%; 56% strongly oppose the change). It is also higher among those who did not vacation at Wintergreen before buying property (44% at least somewhat support it) than those who did (24%).

Also, only a quarter (27% ‘strongly support’ and ‘somewhat support’ combined) would support changing the Covenants to prohibit short-term rental use in Stoney Creek only. Again, support to prohibit short-term rental use in Stoney Creek only is much higher among valley property owners (52% at least somewhat support it) and primary residents (47%) than mountain property owners (15%) and non-primary residents (16%).

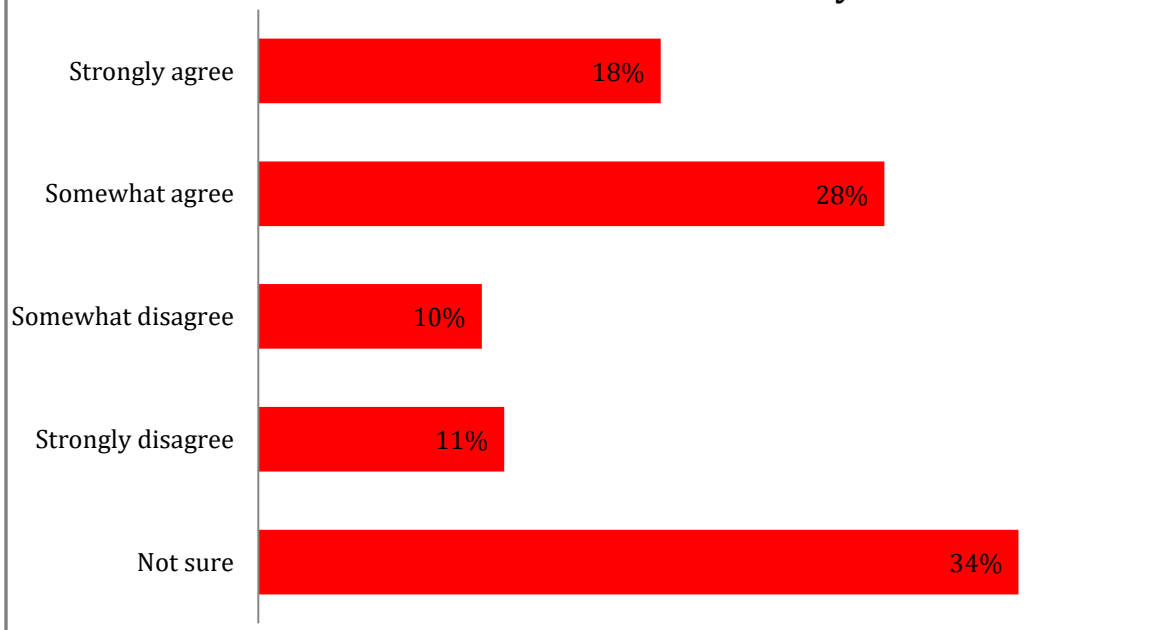
Majority (59% ‘strongly oppose’ and ‘somewhat oppose’ combined) of Wintergreen owners would oppose changing the Covenants to give WPOA legal authority to increase oversight, place limits on short-term rental use and establish additional rules for their individual property. The support for this measure is higher among valley property owners (41% at least somewhat support it), primary residents (42%) and those who do not rent their Wintergreen property (33%) than among mountain property owners (20%), non-primary residents (18%) and those who rent their property (3%; in this group 87% strongly oppose it).

Finally, nearly half of respondents (46% ‘strongly agree’ and ‘somewhat agree’ combined) believe that the August Board Resolution placing new rules on short-term rental use along with WPOA recent efforts to educate owners and their guests, are adequate to address current needs of the community. Mountain and valley property owners, as well as primary and non-primary residents, gave very similar answers to this question.

**Q44. Would you support or oppose changing the Covenants to prohibit short-term rental use on your property, recognizing this change will directly impact your use, as well as future owners' use?**

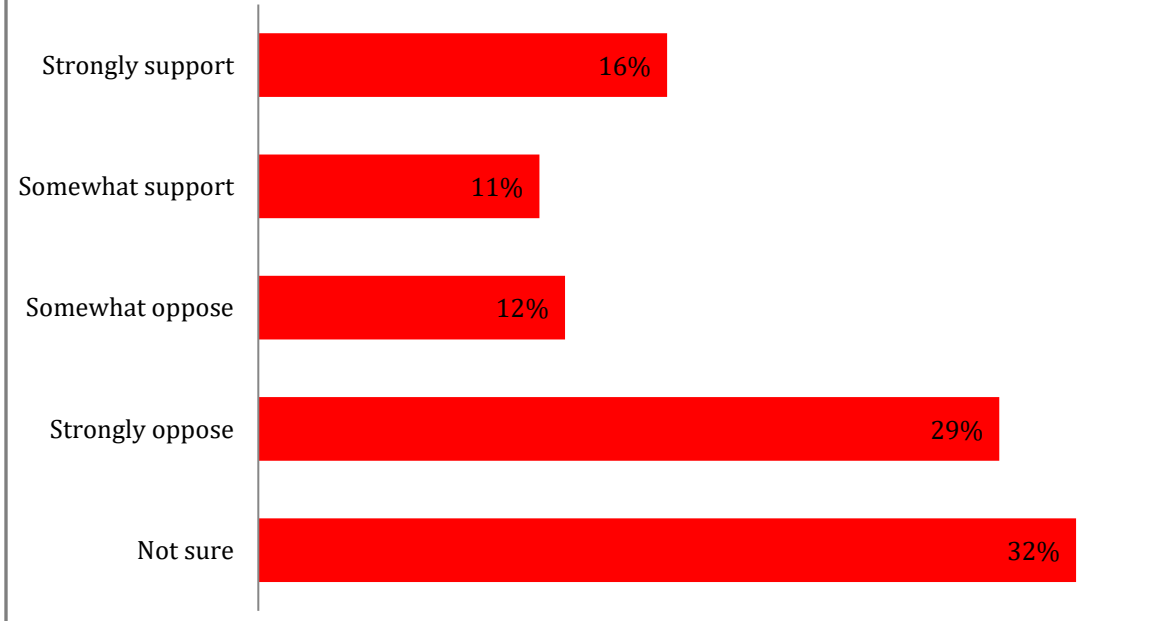


**Q45. Do you agree or disagree that the August Board Resolution placing new rules on short-term rental use along with WPOA recent efforts to educate owners and their guests is adequate to address current needs of the community?**

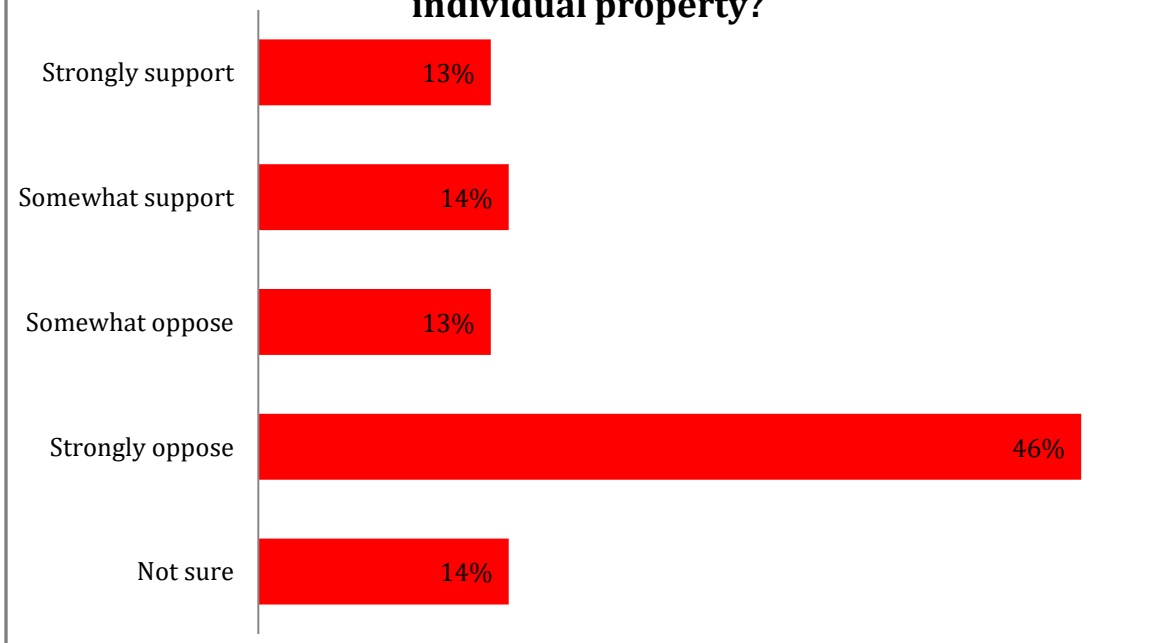




**Q46. Would you support or oppose changing the Covenants prohibiting short-term rental use only in Stoney Creek?**



**Q47. Would you support or oppose changing the Covenants giving WPOA the legal authority to increase oversight, place limits on short-term rental use and establish additional rules for your individual property?**

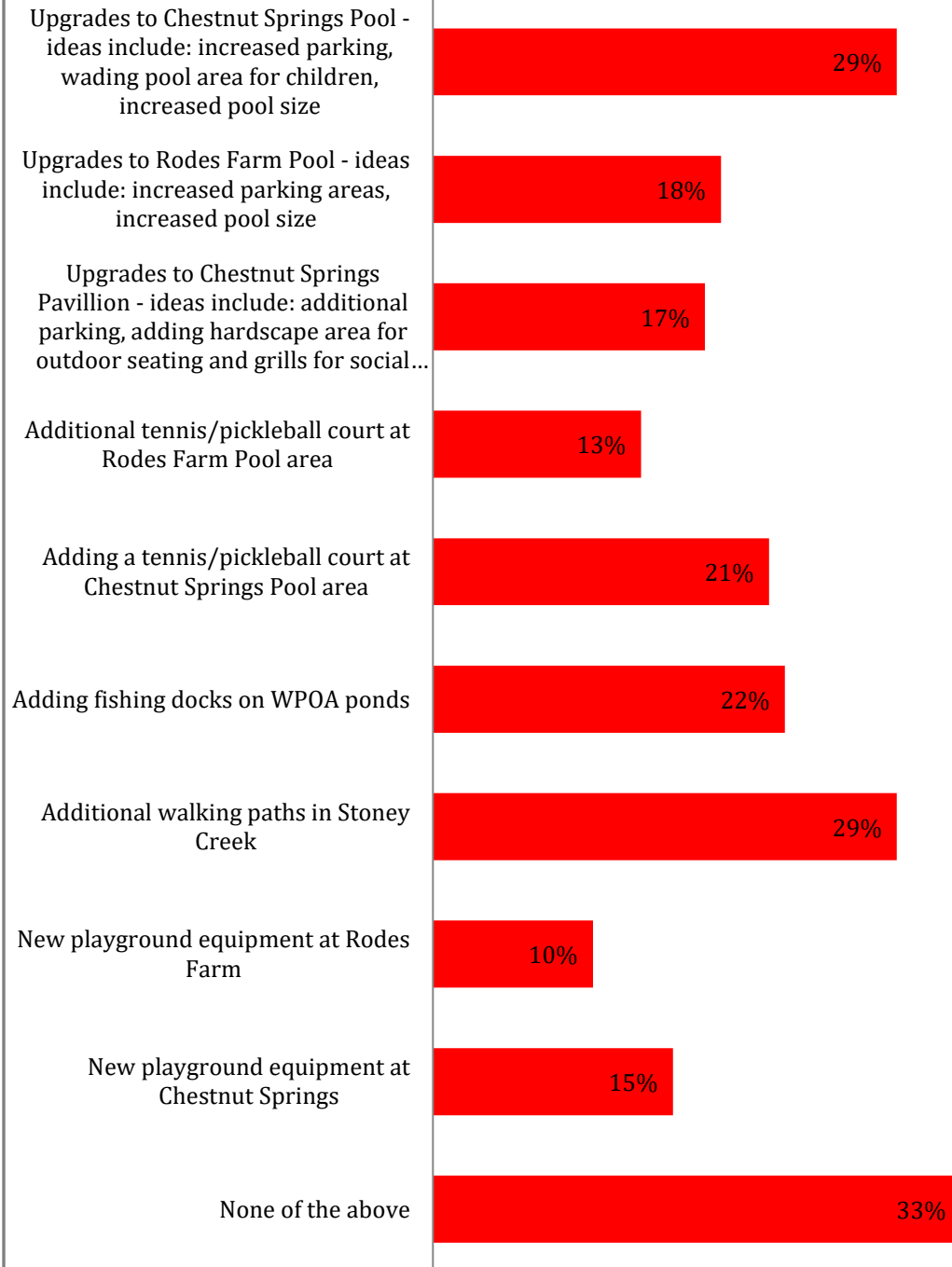


## VIII. Amenity Upgrade / Improvements

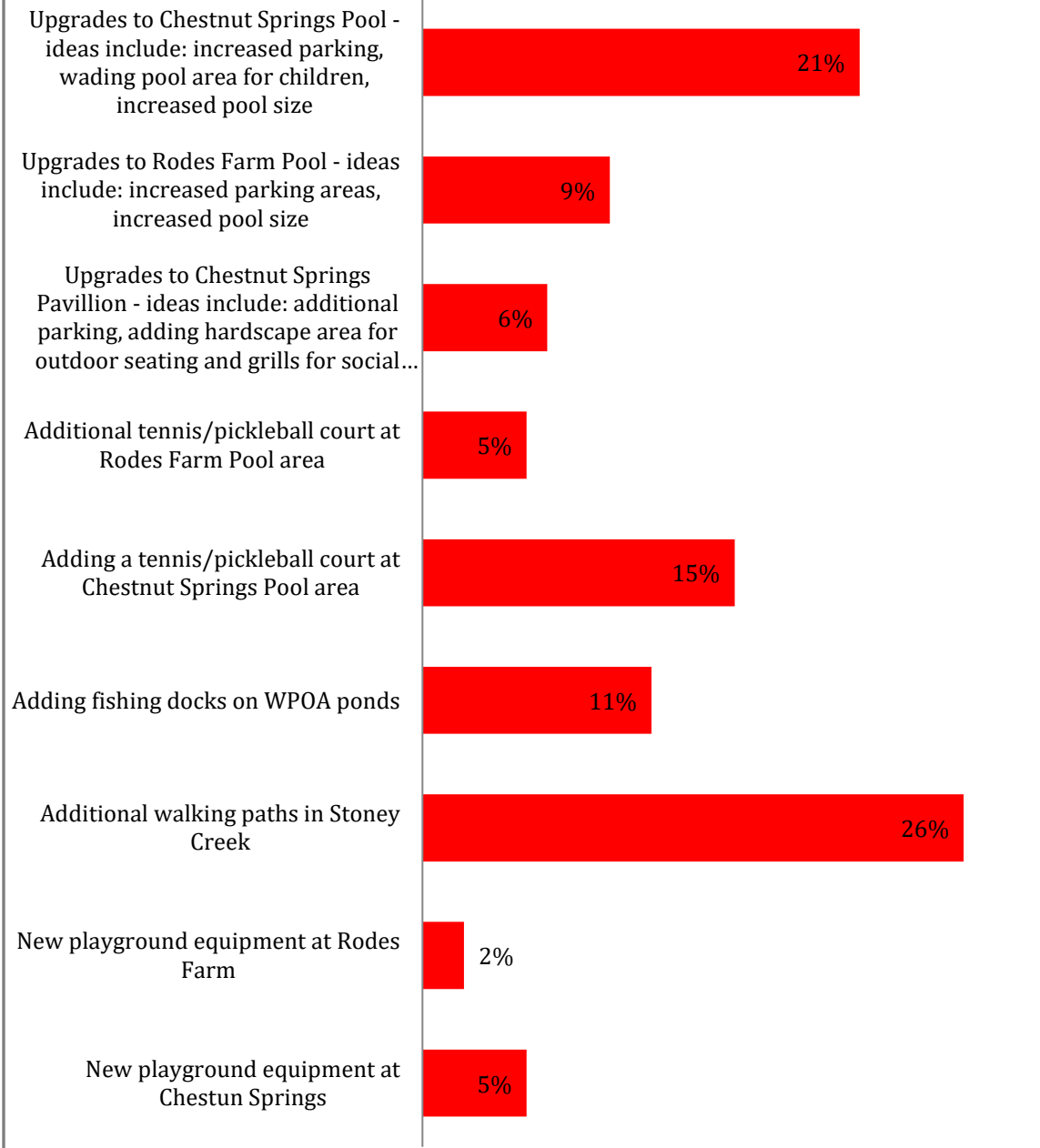
Upgrades to Chestnut Spring Pool (29% supports WPOA investment in this project despite likely increased assessment) and additional walking paths in Stoney Creek (29%) engender most support among surveyed Wintergreen owners. However, most (33%) does not support any of the proposed projects. When those respondents are set aside, additional walking paths in Stoney Creek (26%) comes on top followed by upgrades to Chestnut Springs Pool (21%). When comparing mountain and valley property owners, the most significant differences are in support for additional walking paths in Stoney Creek (64% of valley property owners support it, compared to 12% of mountain property owners), upgrades to Rodes Farm Pool (39% valley vs. 9% mountain), upgrades to Chestnut Springs Pool (8% valley vs. 39% mountain) and adding additional tennis/pickleball court at Chestnut Springs Pool area (5% valley vs. 29% mountain). Adding walking paths in Stoney Creek is a clear favorite (55% support it the most) among valley property owners, while upgrade to Chestnut Springs Pool (33%) is the most popular project among mountain property owners. Similarly, additional walking paths in Stoney Creek (51% of primary residents support it, compared to 17% of non-primary residents) and upgrades to Rodes Farm Pool (30% vs. 12%), are most popular among primary residents, while upgrades to Chestnut Springs Pool (15% primary vs. 36% non-primary) and additional tennis/pickleball court at Chestnut Springs Pool area (10% primary vs. 27% non-primary) are most popular among non-primary residents. Support for proposed projects is very similar among Wintergreen Resort Club members and non-members, as well as owners of undeveloped lots and the rest of the owners.

Approximately a quarter (24%) of survey respondents made additional suggestions for improvements and amenities such as additional restaurants and eateries, electric car charging stations, dog parks, additional hiking and biking trails, more/better/indoor pools, recycling bins, a gathering place at the mountain, a package delivery facility, arcades, archery, basketball courts and more.

**Q48. Recognizing that improvements are likely to include increased assessments, which of the following projects under consideration would you support WPOA investing your money in? (Select all that apply)**



**Q48a. Of the following projects under consideration  
you selected, which one would you support the  
most?**



Note: sample size = 1,167

**Q49. Recognizing that these suggestions could come with increased assessments due to increased costs, are there other improvements or additional amenities that you believe would benefit WPOA owners and guests?**

