

A message from the Director of IT, Bruce Holden

December 16, 2025

Dear Canyon Springs Resort Property Owners,

As your new Director of Information Technology, I want to begin by expressing my sincere gratitude for the opportunity to serve our community. Canyon Springs Resort has recently faced challenges that have placed a strain on our Association, particularly the financial difficulties highlighted during the bankruptcy process. Although the case was dismissed, it reminded us of how important it is to work together to strengthen the long-term financial health of our POA.

Despite these challenges, one thing has remained constant: the resilience and dedication of our property owners. Our community has a long history of stepping up when it matters most, and I truly believe we are entering a chapter where thoughtful communication and steady collaboration can help us move forward with confidence.

Rebuilding Through Thoughtful Communication

A strong community begins with clear, respectful, and transparent communication. To help every property owner stay informed and engaged, I will soon be implementing online access to our board meetings, running alongside our in-person meetings at the clubhouse. This will give all owners, whether local or out-of-state, an easier way to stay connected and participate.

To further strengthen communication, we will also begin a community-wide effort to update and verify owner contact information. Many owners have outdated mailing addresses or rely solely on their property address within Canyon Springs Resort, which can delay important notices and limit participation. By collecting accurate mailing addresses and email contacts, we can ensure that every owner receives timely information, including meeting notices, financial updates, and community alerts. This will also allow us to expand electronic communication options, which are faster, more cost-effective, and greatly improve transparency. We will be reaching out soon with a simple postcard to help gather this information, your participation will make a meaningful difference in keeping our community connected.

I also want to encourage a positive, constructive use of our community forum. When used purposefully, it becomes an invaluable resource for sharing ideas, asking questions, and building understanding. Your voice matters, and together, our shared input can shape meaningful improvements.

A Collaborative Approach to Financial Stability

Moving forward, one of our greatest opportunities is working together to rebuild the Association's financial foundation. Many owners are already aware that the bankruptcy proceedings revealed significant financial strain. We still carry unpaid legal bills of \$23,078, and other contingent liabilities. We have established a line of credit for insurance which has allowed us to continue operations. Addressing these and other challenges thoughtfully, and with community guidance, will help ensure Canyon Springs Resort remains strong for years to come.

To support this effort, I would greatly appreciate your feedback on a few important topics:

- **Would you consider supporting a voluntary contribution or assessment** to help begin replenishing our reserves and addressing operating immediate needs?
- **If our community were able to achieve the required 67% vote**, would you support an increase in the annual assessment (*for example, to \$75–\$100 or possibly \$100–\$125*) to help the Association recover financially and maintain essential services?
- **Long term options:** If our financial situation were ever to limit our ability to operate effectively, what are your thoughts about the long-term direction of the POA?

This is not a proposal - These questions are meant to start a conversation, and your responses will help the board plan responsibly. All of your board members, including myself, are committed to maintaining and improving the Association.

Moving Forward Together

Canyon Springs Resort is at a moment where unity and steady collaboration can make a tremendous difference. By working together, we can:

- Strengthen our financial stability
- Restore and maintain essential services
- Rebuild confidence in our Association
- Create a more engaged and connected community

I truly believe in what this community can accomplish when we move forward together. This is a time for constructive dialogue, shared problem-solving, and a renewed commitment to one another.

We continue to operate because of the volunteers who give time and effort to the community. We have work ahead of us to get our clubhouse in good order. This will help us with rental income in the coming year.

Thank you for your time, your involvement, and your care for the future of Canyon Springs Resort. I look forward to working with all of you to support a stronger, more stable, and more connected community.

With appreciation and optimism,

Bruce Hollen

Director of Information Technology
Canyon Springs Resort Property Owners Association