

## The Grand Residential Renovations FAQ

### What are we doing?

In September 2024 the HOA Board approved a 7-Year Capital Plan which included for 2025, 2026 and 2027 a phased renovation project to refresh residential units to enhance guest experience and maintain a competitive edge with an updated appearance. This project includes replacing carpeting, repainting walls a lighter color, replacing lighting fixtures and other accessories, and select bathroom improvements.

To minimize disruption, units will be taken out of order in segments, allowing work to be completed efficiently while maintaining overall property operations. The phased approach ensures that a portion of the property remains available for occupancy, balancing guest accommodations with the work activity.

This renovation responds to management's guest feedback that rooms are outdated. By upgrading key elements, The Grand aims to enhance aesthetics and overall guest and owner satisfaction. The recent addition of new case goods, initiated during the shutdown in 2024, was the first part the changes. In the next three years, the project will continue over multiple phases, including work during mud seasons with completion expected in 2027.

### When will I be affected?

The schedule for 2026 is as follows:

April 6, 2026-June 11, 2026: **Rooms 329-369**

April 28, 2026-June 25, 2026: **Rooms 301-328**

September 28, 2026-November 23, 2026: **Rooms 401-430**

October 11, 2026-December 19, 2026: **Rooms 431-471**

The TENTATIVE schedule for 2027 is as follows (**Subject to change**):

April 5, 2027-June 17, 2027: **Rooms 529-569**

May 3, 2027-July 1, 2027: **Rooms 501-528**

June 14, 2027-July 21, 2026: **Rooms 201-218**

September 27, 2027-December 3, 2027: **Rooms 219-258**

October 13, 2027-December 17, 2027: **Rooms 617-653**

October 25, 2027-November 23, 2027: **Rooms 601-616**

### I noticed the renovation dates for 2026 changed from the original dates. Why is this?

The original 2026 renovation dates were shared as preliminary estimates while we worked through the planning process and the ongoing 2025 blocks. All efforts were made to keep dates similar to the original projections; however, we have now finalized contracts and construction schedules with our partners which have allowed us to set confirmed timelines.

These adjustments ensure we can deliver the best possible results with minimal disruption to our guest and Owner experience. As a reminder, the room blocks in 2026 will receive updates to the bathrooms, mainly lighting and a lighted vanity; these bathroom updates will be completed on floors 2, 5, and 6 in 2027.

**What if I was scheduled to visit the Grand while my unit is being worked on?**

We hope our owners are always able to come visit the Grand and are currently working one-on-one with those who have reservations on the books. While there are no “company units” that we can give you for free (i.e. all units have another owner who would be impacted), we plan to use extensions of our existing programs to accommodate our affected owners.

As availability allows, affected owners will be given preference in using Space Available.

To avoid the last-minute nature of Space A or any dates that might sell out, we are also happy to coordinate an owner’s discount reservation. For those replacing an existing reservation with an owner’s discount stay, we are able to offer an additional 10% off of the already discounted owner’s rate.

If you have flexibility on your dates, consider cancelling or shifting your visit! Reach out to Owner Services to find out the best time to use Space Available or get a great deal.

**Why wasn’t this work completed during the 8-month closure?**

There were three main reasons the work was not completed during closure: limited management resources, restrictions from the contractors, and the additional cost burden for owners. With the amount of work being completed in the 8 months, management did not have the resources to manage additional projects with the team at hand. Haselden, the general contractor, also would not allow additional trades in the building. Lastly, while a majority of owners wanted to do residential upgrades based on the 2022 owner survey, the board felt the additional assessment would be too much for some owners. The 2022 owner poll and surrounding discussions indicated a strong desire to see residential upgrades.

**Can’t this be done during the “mud seasons?”**

Yes and no. While some work will be performed during the off-peak seasons, the scale and scope of the project require work to be done outside of that timeframe as well.

**Why are we doing this work? My carpet/paint/lighting is fine.**

To remain competitive in an evolving market, The Grand needs to update its rooms. Guest feedback has consistently indicated that the rooms feel outdated. Replacing carpet, refreshing paint, and improving lighting and accessories are essential steps to maintaining a high standard and ensuring guest satisfaction.

**Who is completing the work, and why were they selected?**

Four independent bids were received for the project. Haselden Construction, which successfully completed last year’s pipe project, was awarded the contract. They submitted the second-lowest bid and were chosen based on their previous positive track record with The Grand.

**I didn't see penthouses on the list—are they included?**

No, penthouses are not included in this project. Penthouses received upgrades in 2023 and 2024.

**Will any additional furniture be added to the rooms (e.g., storage solutions)?**

In response to feedback regarding storage space, we are converting select closets throughout the property to add drawers or other similar spots to put away folded clothes. These built-in drawers will enhance organization and provide more flexible storage options where space allows. Please note that this upgrade will be implemented only in certain units based on layout and available space. If you are curious to find out if your unit is included in this project, please reach out to Owner Services.

To weigh in on what you want to see, please fill out the survey here:

<https://form.jotform.com/ownerssteamboat/welcome-home-to-the-steamboat-grand>