

## Welcome to Aura!

We are thrilled to welcome you to Aura and the Snowmass Base Village community! In this document, Owners and guests can find helpful information on the property and amenities.

## Location

The building's physical address is: 180 Wood Drive, Snowmass Village, CO 81615

## Access

Access to the building entrances and to the elevators that lead to your residence is via LATCH. LATCH is an access control system that integrates door hardware and app-based software into a simple user interface. You can choose to lock and unlock your door using your phone by opening the app and holding it near the reader, or you can access with a door code entered directly into the interface on the door. You can also share access with guests, family members, and service providers via the app, which will issue a unique permanent or temporary access code, based on your accessibility needs. LATCH provides the ability to track activity to see who is coming and going. An introduction to the LATCH system can be found at [www.aurasnowmasshoa.com](http://www.aurasnowmasshoa.com)

Upon closing, please contact the HOA Manager, Rob Leisure at Snowmass Mountain Lodging, for an email invitation to set up your LATCH account: [RLeisure@eastwest.com](mailto:RLeisure@eastwest.com).

Your residence entry door also has a hard key. Please reach out to Rob Leisure at Snowmass Mountain Lodging to get your residence key if you did not receive it at an in person closing.

Owners or their property managers are solely responsible for access to individual residences. While the HOA has access to residences in certain limited situations, the HOA manager, developer, and/or contractor cannot be relied upon to let you, your service providers, or your guests into a residence.

## Mail and Deliveries

- **USPS Mail.** The Postal Service does not deliver mail to physical addresses in Snowmass Village. To receive mail, owners can obtain a post office box at the Snowmass Village Post Office, located at 0016 Kearns Road, Snowmass Village, CO 81615.
- **FedEx/UPS** – FedEx and UPS packages will be delivered directly to the Package Room at Aura. The concierge or loading dock staff will send you an email to alert you when a package arrives. Building staff can assist you in getting reasonably sized packages to your residence, but cannot deliver packages into your unit when you are not home.
- **Vendor Deliveries.** Please be aware that neither the building staff nor the HOA manager can coordinate or accept furniture or other large deliveries on your behalf. Those types of deliveries need to be accepted and transported into the residence by the owner or their property manager.

Packages should be Labeled as follows to ensure proper delivery and storage:

Aura  
Attention: "Name/ Unit #"  
180 Wood Road  
Snowmass Village, CO 81615

## Amenities

Aura features a collection of on-site amenities and Village experiences that make living a full mountain life easy. Perhaps the best amenity of all is Aura's direct connection to Snowmass Resort, with world-class skiing, endless hiking, Gold Level biking, and the acclaimed Lost Forest adventure park. A full-service medical clinic, and the Base Village ice skating rink/summer events lawn are just a short stroll away. The core of Base Village also includes access to shops, restaurants, The Collective community center, a massive climbing wall and a wide range of events/activities.

Within the building itself you'll find:

- **On-Site Concierge:** Aura will have a staffed in-building reception, subject to seasonality and operating hours. The on-site concierge will be staffed seasonally but will be backed up by the broader Snowmass Mountain Lodging Team located in the Village Core. At times when Aura is not staffed some check-in functions may occur at the Base Village arrival center in One Snowmass West.
- **The Grotto:** A private outdoor oasis extending directly from the Aura Lounge, located just off the Assay Hill ski trail, features two relaxing spa pools, water and fire features and comfortable seating clusters. Initial hours are contemplated to be 8am – 10pm, but these are subject to change. Please observe all posted signage regarding hours, closures, and rules & regulations.
- **Aura Lounge:** An indoor gathering space located on Level 1. This is also where the concierge desk is located and where you'll find the ski lockers, ski/bike storage, and fitness facility described below.
- **Ski Lockers:** Your assigned locker has a boot dryer and shelf space for gear like helmets, goggles, gloves, etc.
- **Ski/Bike Storage:** In addition to the lockers, there is a separate room that transitions seasonally from ski to bike storage.
  - Each residence will have its own dedicated ski cart on which to store skis, poles and boards. These carts will need to be placed in your garage outside of ski season to allow for the installation of seasonal bike racks in the storage room.
  - There will be rack space for approximately 40 bike racks within the storage room during non-ski season. Usage is initially first-come, first-served, but the HOA Manager may implement a program to administer usage if necessary.

- **Fitness Room:** A small fitness room is located adjacent to the Aura Lounge with windows looking out onto the Grotto.

In addition, access to shared, but private Base Village amenities include:

- **SBVfit:** An expansive fitness facility located in One Snowmass. Access will be provided via keycard to owners and guests who are in residence. Unit owners can get a keycard from the arrival center desk located in the One Snowmass West building. Renters and guests are required to get a keycard from the unit's Owner or their Property/Rental Manager. If you are going to rent or have guests in your residence, please plan in advance and obtain a keycard for them from Snowmass Mountain Lodging.
- **Village Pool:** A beautiful facility featuring a 25-yard saltwater lap pool, a waterslide for the kids, a spa pool, and an expansive lounging deck. The Village Pool is located directly across Wood Road to the south of Electric Pass Lodge, with a locker and shower facility inside of Electric Pass Lodge. Pool rules are posted on the HOA website. Please also observe all posted signage regarding hours of operation, closures, and rules & regulations.

**Base Village Car Share.** Base Village also offers a public car share program based in front of One Snowmass East. The program booking platform is being updated, but details will be posted on the Aura HOA website when available.

<https://www.aurasnowmasshoa.com/location/car-share-program>.

**Residence Manager (Concierge):**

Aura will have a staffed in-building reception, subject to seasonality and operating hours. The on-site concierge will be staffed seasonally but will be backed up by the broader Snowmass Mountain Lodging Team located in the Village Core. While this will be an excellent resource for Aura owners, please be respectful of the boundaries of this role. The attached matrix details what to expect, but here are some key reminders:

**The Aura Residence Manager Will:**

- Update owners on events and opportunities in the valley prior to arrival or during stay, as long as they are made aware with reasonable warning of your upcoming visit.
- Help coordinate reservations for dinner, tours, rentals, etc.
- Help arriving owners with luggage.
- Provide luge service to and from the Base Village core.
- Sign for and deliver reasonably sized packages to owners.
- Provide recommendations for babysitting or dog walking (but will not provide these services directly).
- Make fitness keys or coordinate Latch access for owners.

**The Residence Manager Will Not:**

- Serve as your property manager.
- Provide services to rental guests. Each property or rental manager should provide these services.
- Schedule or provide access for maintenance, housekeeping, etc. Please be aware that the Residence Manager is an employee of Snowmass Mountain Lodging. When not providing HOA contracted services for Aura owners, this person might wear other hats to assist with Snowmass Mountain Lodging Rental or Homecare obligations.
- Arrange transportation to and from airport or around Snowmass Village.
- Schedule vendors or provide unit access for furniture, deliveries, etc.

## SERVICE MATRIX

Description	Included in HOA	Additional Cost through SML (RMA or Homecare)	Provided at Aura	Provided from SBV Village Core	Notes
Front Desk (Check-In)	◆		Prime Season Only 7:00a - 8:00p	Year-Round 24/7	Off-season and after hours at One Snowmass arrival center.
Bell Service	◆		Prime Season Only 7:00a - 8:00p	7:00a - 8:00p	Luggage assistance from car to residence. Staff will need to come up from One Snowmass arrival center during off-season. After hours assistance may be possible but is not guaranteed.
Concierge	◆		Prime Season Only 7:00a - 8:00p	7:00a - 8:00p	Limited to making reservations for local restaurants, tours, spas, rentals and ski school.
Packages & Deliveries	◆		Year Round 7:00a - 8:00p		UPS and FedEx deliveries come directly to Aura into the package room. Front desk staff will sort into package room slots and notify owner if they have a package. Charges may apply for excessive package deliveries and/or long hold times.
Luge Shuttle to/from Village Core	◆		Prime Season Only 7:00a - 8:00p		Upon request with reasonable lead time and subject to working around other rides scheduled.
Self-Serve Coffee & Snacks	◆		Prime Season Only 7:00a - 8:00p		Coffee, granola bars, candy, etc.
Après Ski	◆		Prime Season Only Select Days & Times		Beer, wine, hot chocolate and snacks; monitored self-serve.
Fitness	◆		Aura Fitness Year Round 24/7	SBVfit Year-Round 24/7	
Grotto Spa Pools	◆		Year Round Times TBD		Subject to maintenance closures.
Village Pool	◆			Year-Round 7:00a - 10:00p	Preliminary budget plans call for year-round operation. However, seasonal closures and or seasonal reductions in service may implemented.
Unit Maintenance		◆		Year-Round	Additional charges apply.
Unit Housekeeping		◆		Year-Round	Additional charges apply.
Trash Removal from Unit		◆		Year-Round	No additional charge beyond Homecare cost.
Snowmass Village Transportation		◆		Year-Round	No additional charge beyond Homecare cost.
Airport Transportation		◆		Year-Round	No additional charge beyond Homecare cost.
Local Aspen Transportation		◆		Year-Round	Additional charges apply
Grocery Stocking		◆		Prime Season Only	Additional charges apply.
Rental Management		◆		Year-Round	Part of RMA only; no rental on Homecare.
Car Share				Year-Round	Located adjacent to the One Snowmass arrival center; available to the public.

**1) All offerings are subject to change.**

2) Ultimately the HOA board will dictate what is provided by the HOA.

3) The HOA budget assumes that the on-site services can be provided by three full-time equivalent, seasonal positions.

Whether or not this is adequate depends upon the demand for services.

4) "Prime Season" is estimated to be during ski season and from June 15 thru September 15.

5) The availability of all services is subject to the availability of staff. Reasonable advanced notice may be required.

## Property Management and Maintenance

**Rental Restrictions.** Owners may only lease or rent their residence in accordance with the Aura Declaration and the Rules & Regulations, which preclude rentals less than thirty (30) days, unless it is a consecutive extension of a rental that was at least thirty (30) days long. If a renter stays less than 30 days Owners may not rent to a different party until the thirty-day period has passed. In addition, the HOA Declaration states minimum requirements for third party rental agents. Please review the Declaration and Rules and Regulations if you are interested in renting your residence. It should be noted that the Town or HOA could elect to revise or impose new restrictions on rentals in the future.

**Property Management.** It is strongly recommended that you contract with a Property Manager to maintain and service everything inside the drywall of your residence. Please note, other than its duties as HOA manager, Snowmass Mountain Lodging will have limited ability and no obligation to provide any support to other Property Managers for in unit repairs.

**Maintenance.** Each Owner or Property Manager is responsible for general repairs, upkeep and maintenance within the residence (except any repairs which are covered under the developer warranty). They should be the first point of contact for owners and guests upon closing. They should be prepared to do any pre-arrival and post-departure checks to ensure all systems, appliances, etc. are operational prior to owner or guest arrival, and should conduct regular testing of all components in the residence troubleshoot any issues. While it is expected that property managers be available to the owner for issues requiring immediate response, please notify the HOA Manger immediately of leak or other issue that could cause potential damage to your residence or surrounding residences.

Each owner or property manager is responsible for providing access to the residence and for supervising all vendors and sub-contractors, and for providing access and any orientation to owner's guests.

If your residence has a hot tub, please remember that the owner or property manager is responsible for maintenance. If you want to outsource that scope, there are a few different hot tub service providers in the area, Ajax Pool & Spa or Colorado Poolscares, for example.

Snowmass Mountain Lodging (SML), the initial HOA manager, offers a rental management and homecare program to individual owners. Aura owners interested in such programs should inquire directly with Snowmass Mountain Lodging for the latest and greatest program offerings. Currently owners on program with SML have access to: concierge, bell service, housekeeping, maintenance, grocery stocking, regular home inspections, capital project management, move-in assistance, delivery assistance and full-service rental management. For more information or to sign up, please contact Monica Maldonado: [mmaldonado@eastwest.com](mailto:mmaldonado@eastwest.com).

## Warranty

Sometimes even the highest quality products and appliances can have issues. Aura Owners are covered by a one-year construction warranty that begins at closing. If you find an item within your residence that you believe to be warranty, please have your Property Manager send an email with a detailed description and image(s) to: [support@aurasnowmass.com](mailto:support@aurasnowmass.com)

When we receive your request, we will coordinate with your Property Manager to access the residence to make any necessary corrections.

If you see something in the common areas that requires attention, please contact Rob Leisure, the HOA Manager: [RLeisure@eastwest.com](mailto:RLeisure@eastwest.com)

**Long Lead-Time Punch List Corrections.** Please note that at the time of your closing, you may have some items from the Pre-Closing Walk-Through punch list that are still in process. These will be addressed after your closing and into the warranty period.

## Parking

**Garage Access for Owners and Guests/Renters.** Aura's private underground garage has two levels, with two separate entrances off Wood Road.

Each Unit will have an enclosed, assigned/dedicated garage with two spaces to be used for that Unit's Owners, guests, visitors or tenants. Owners and guests will need to park in the unit's assigned parking garage. As described in the Rules & Regulations, parking more than two cars on the property when in residence will be subject to the discretion of HOA Manager.

Owners must leave at least one (1) of garage parking stalls available for tenants when the residence is leased. Owners who keep one vehicle in their garage when not in residence and rent their Unit will only be able to offer renters the ability to park one additional vehicle. The HOA Manager has no obligation to accommodate tenants, guests or subcontractors who request parking for extra vehicles. Please clearly communicate the number of available spaces in any lease or rental agreement. Offering renters only one parking spot may disadvantage rental of this home compared to other Aura homes that are offered for rent with two parking spot

Owners and renters/guests will be able to open the main garage entry door with LATCH, and the door into their dedicated garage in the garage via a remote transmitter or a wall mounted keypad. It is the Owner's/Property Manager's responsibility to provide access codes to guests or service providers. The developer, concierge, HOA or contractor cannot provide access to private units or garage access.

Most spaces within the parking garage have clearance of 7'10", but heights vary throughout the garage and some soffits drop as low as 7'. The height should accommodate a full size SUV, but may not accommodate large vehicles with roof boxes or high profile ski racks, and will not accommodate roof mounted bikes.

If you have an oversized vehicle, please do not attempt to enter the garage. If your vehicle will not fit in the garage, the HOA Manager may be able to allow parking in the Aura autocourt, subject to availability and in their discretion. There is also a program in place within Base Village to accommodate oversized vehicle parking in the surface lot in front of One Snowmass West. Four spaces are available to all Base Village owners and guests through a reservation system. To request a reservation please email: [SBVOVERSIZEDVEHICLE@EASTWEST.COM](mailto:SBVOVERSIZEDVEHICLE@EASTWEST.COM).

**Visitor Parking.** There are a few short-term guest parking spots located on the surface auto court – the use of which will be administered by the HOA Manager. The Aura HOA Manager will have the ability to manage capacity within the building’s garage and surface lot and will be able to issue guest passes as they see fit.

Snowmass Base Village has two surface parking lots intended for short-term visitors, one off of Wood Road and one off of Carriage Way. These lots are intended for check-in, delivery, pick-up/drop-off, or other short-term visits that align with the posted time limitations. Practically speaking, a visitor is also able to utilize the commercial parking zones within the main Base Village parking structure, the valet parking offered in front of One Snowmass West (when available), the short-term surface lots within Base Village (subject to applicable and posted restrictions), or public transportation to the Base Village transit center, just as all other visitors to Base Village would do.

**Electric Vehicle Charging.** The autocourt will contain an electric vehicle charging station. Additionally, there is capacity for owners to add a charging station to their private garage, at their expense, if desired.

**Getting from the garage to your residence.** Three elevators provide access directly to each residence from the parking garage. Luggage carts will be staged in the garage. The Residence Manager may also be able to assist with luggage, based on availability and with advanced notice.

### Transportation

The Aura homeowners association will operate a “luge” shuttle (similar to the carts run by the Viceroy) between Aura and the Base Village Core for Aura owners and guests. Rides will need to be scheduled with reasonable lead times through the onsite Residence Manager (when staffed). Seasons and hours of operation of the Aura Luge Shuttle will be determined by the HOA Manager.

As required by the Base Village Parking Management Plan, airport transportation and any transportation outside of the Base Village Core will need to be requested and coordinated by the Owner’s Property Management company.

Airport transportation services can load and unload in the main autocourt in front of the building.



## Residence User Guide

**Heating and Cooling System.** Heating and cooling are provided through hydronic trench convectors located in the floor around the perimeter of each room and controlled with Nest thermostats. Each living and bedroom has its own thermostat for individual temperature control. Each residence overall has two zones, split north/south. That means that rooms with north exposure can call heat at the same time that rooms on the south exposure call for cooling. Rooms on the same exposure cannot make separate calls for heating or cooling.

There are two manifold panels where the hydronic lines enter the residence. These are located in closets. You or your property manager should familiarize yourself with the shut-off valves in these panels and be prepared to access them in case of emergency, but in case of an issue please call Snowmass Mountain Lodging immediately - 970-924-6000.

**Natural Ventilation.** Constant fresh air is circulated through a heat recovery ventilator (HRV) located within each residence. The HRV pre-cools / pre-heats the incoming air by using the temperature of the residence's outgoing air. While some setting adjustments may be desired on a seasonal basis, this is largely a set-it-and-forget-it piece of equipment. However, the control interface is located within the mechanical closet if you want to make your own adjustments. The HOA will conduct periodic filter changes.

**Bathroom Exhaust Fans.** The bathroom exhaust fans are tied to the HRV and they run automatically, constantly, and quietly. There is no switch for these fans.

**Domestic Hot Water.** Hot water is provided through a central building domestic hot water system located in the main mechanical room of the building.

**Water Shut-Off.** The water shut-off valve is generally located in an access panel above the primary closet, but the location varies per residence. You should familiarize yourself with the water shut-off location and be prepared to access it in case of emergency, but in case of a leak please call Snowmass Mountain Lodging immediately so that the HOA can respond right away - 970-924-6000.

**Induction Cooktop.** Your Wolf induction cooktop boasts increased efficiency, precise temperature control, and faster heating. The control panel is intuitive and easy to use. Note: induction cooktops require induction-compatible cookware. If no pan is placed on the selected heating element, or if the pot/pan is made of unsuitable material or is not the correct size, the element will not work.

**Primary Bathroom.** The primary bathroom includes electric in-floor heat. The thermostat to program and control this is pictured here. Please note that it can take some time to reach the programmed temperature so please avoid large increases if you don't feel an immediate change.

**Fireplace.** Aura residences feature revolutionary Opti-myst fireplaces. These electric units use mist and light to create life-like illusion of flames and smoke, and include a separate fan-forced element that can be used as a supplemental heat source. The fireplace is controlled by a remote. The power button in the lower left turns the fixture on. The row above turns on and off heat, and the top row adjusts the size of the flame. Please know that it can take up to one minute after you've pushed the power button for the flame to appear. There is a re-set switch within the cassette itself.

## Homeowner's Association

The HOA is responsible for maintaining common elements, including the Aura Lounge, Grotto, garage drive aisles, exterior skin, foundation, structural systems, roof, elevators, back-of-house spaces and building-wide mechanical systems. The HOA also provides certain services as summarized in the services matrix (see above).

Snowmass Mountain Lodging (SML) will initially manage the HOA at Aura under a management agreement. SML operates numerous other associations in Base Village. SML is operated by East West Hospitality which manages and operates a large number of homeowner's associations from Hawaii to South Carolina.

HOA information can be found at [www.aurasnowmasshoa.com](http://www.aurasnowmasshoa.com).

Login: owner | Password: auraowner

**Board.** The HOA Board will be composed of three directors. Upon stabilization, all three directors will be Aura owners that are elected by all of the owners that participate in the periodic election. If you are interested in applying please contact: [RLeisure@eastwest.com](mailto:RLeisure@eastwest.com).

**Billing.** HOA dues include the following: property insurance (but not internal residence contents – which owners need to purchase directly), HOA management, common area maintenance and engineering services, landscape maintenance, water, sewer, trash/recycling, basic phone, TV and internet, electrical service, heating and cooling and snow removal. The dues also include services described in the services matrix above.

You will receive an introductory email from the HOA after closing. It will introduce you to the SML team and their HOA management software. They'll give you instructions on how to access your account where you'll see HOA dues, assessments, account balances, etc. Please know that while this website has the capability for other features, it should only be referenced for accounting and dues. For example, if you dig through the links you might see a folder for Move Requests. This is not how you schedule your move. To do that please reach out to Rob Leisure: [rleisure@eastwest.com](mailto:rleisure@eastwest.com).

**HOA Access.** The HOA will need to periodically access your residence to maintain the HRV equipment and will need to access your terrace to maintain the planters. These planters are an integral part of the biophilic design at Aura and you cannot modify the planters or the plantings within them without written approval from the HOA.

**Residence Modifications.** If you plan on making any modifications to your residence, please remember that the Declaration and the Rules & Regulations require board approval and contain requirements related to construction activities. Some modifications may also require a building permit from the Town of Snowmass Village.

## Utilities, Trash and Recycling

**WiFi.** Internet service is provided by Xfinity as part of the HOA dues. You will receive an initial email from Snowmass Mountain Lodging upon closing with account information.

**Cable.** Cable service is provided by Xfinity as part of the HOA dues. The in-unit modem installation will be complete, but owners are responsible for installation of the digital box once your TVs are installed. To schedule professional installation, please call Comcast's Platinum team 5-10 days before needing the installation appointment. The Platinum contact is: (855) 307-8483 or [xfinity\\_platinum@comcast.com](mailto:xfinity_platinum@comcast.com). You will be able to upgrade the channel package for your residence by reaching out to Xfinity directly.

**Trash and Recycling.** A trash and recycling room is located in the parking garage at the west end of the building. Owners are responsible for taking their trash to this room.

**Television, internet, and phone services.** TV and internet services will be available from Xfinity and provided to each residence as part of the HOA dues.

### Pets

HOA rules allow for residents at Aura to have two pets. There will initially be no restrictions on renters having pets; each owner who rents their residence may determine if they would like to allow pets in their residence or not. There are no restrictions on breeds, but all pets must be safe, and their existence cannot create a nuisance to other residents. Of course, you must follow all HOA rules and regulations regarding pets and be diligent about picking up after your pet. Please note that HOA rules and regulations regarding pets are subject to change.

**Important Contacts:**

Here are some important resources and contacts to keep on hand:

<b>Owner Manuals</b>	To be provided via USB.
<b>Warranty Items</b>	Report via email to <a href="mailto:Support@AuraSnowmass.com">Support@AuraSnowmass.com</a>
<b>Aura Owners Association</b>	<p><a href="http://www.aurasnowmasshoa.com">www.aurasnowmasshoa.com</a></p> <p>Login: owner   Password: auraowner</p>
<b>Aura Owners Association Manager</b>	<p>Snowmass Mountain Lodging</p> <p>Attn: Rob Leisure: <a href="mailto:RLeisure@eastwest.com">RLeisure@eastwest.com</a></p> <p>This should be your primary contact for all operational questions and concerns related to common elements, parking, trash, utilities, moving and deliveries, residence modifications, etc.</p> <p>If you notice something that you think needs immediate attention, please call Snowmass Mountain Lodging, right away - 970-924-6000.</p>
<b>Aura Residence Manager (concierge)</b>	Introduction to be made separately.