

Dear Casa Ybel Owners,

- After the fire inspections are complete, the drywalling in IJK can start.
- The sewer and water drains are cleaned out.
- The damaged stucco is being replaced.
- All soffits are repaired and painted.
- The stands for the condensing AC units are almost all installed.
- New skylights are being installed on the IJK units.
- The new AC ductwork and air handlers are being installed.
- All dead landscaping is being removed.
- All old appliances are removed.
- The damaged vinyl siding and soffits are being replaced on all buildings.
- The restoration of the office building is underway.

Owners who were unable to use their 2023 week(s) due to the property closure from week 1 to 13 have received a credit which is being processed now. The insurance company requires Owners to make a payment before reimbursement, and you'll have the option to be refunded or apply the credit to your 2024 maintenance fees.

To accompany these credits, Owners can expect to receive a credit statement in the mail with the next steps. Upon receipt of these credit statements in the mail, Owners have the choice to leave the credit in their account and apply it towards the 2024 maintenance fees, or they can call the phone number on the statement (choose option 2) to request a refund, which will be reimbursed using your original payment method.

If you're an existing HGVC Club Member, you may trade your fixed- or flex-week reservation for HGVC ClubPoints. To trade your week, call Club Member Services at **800-932-4482** (toll-free, U.S. and Canada) or **407-613-3141** (worldwide). Please note that if you trade your week for points, then you will not receive a maintenance fee credit.

On a side note, all RCI and Interval International deposits for 2023 are on hold until we have a reopening date confirmed. All rental contracts have been cancelled. New contracts will be accepted as soon as a reopening date is set.

In addition, the resort is still closed. For everyone's safety, please do not attempt to visit the property until we reopen.

Thank you,

Klaus Zingraff
Resort Director

(7 PICTURES BELOW)













