

Dear Casa Ybel Owners,

The roof repair is on its way (see pictures below). As soon as the roofs are installed, we anticipate applying a preventive termite treatment to the trusses and framing.

Additionally, we have a First Onsite supervisor at the resort every day to get all the interior repair materials identified and quantified, with specifications sorted. This process is very close to completion, and the report will be sent to the insurance company for evaluation.

The resort staff, the board of directors and Hilton Grand Vacations will be working closely on the approved materials and finishes, and we're also working to soon have power reinstalled in the FGH building.

Each association's board of directors has drafted a letter, which you can expect to receive in the mail. For your convenience, I have also included the letters below:

- If you're a Casa Ybel (FGH) Owner, please click [HERE](#) for a letter from your board of directors
- If you're a Casa Ybel (IJK) Owner, please click [HERE](#) for a letter from your board of directors.

Across both Casa Ybel associations, we continue to apply for the necessary permits needed, which has been a time-consuming process due to the number of permits the City of Sanibel must sort through.

In other news, maintenance fee credits have been applied to the accounts of those Owners who were unable to use their 2022 week(s) because of the lasting impact of Hurricane Ian. 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.

In addition, Owners who are unable to use their 2023 week(s) due to the property closure will also receive a credit, which will be processed within 60 days after the end of each quarter. 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.

If you're an existing HGVClub Member, you may trade your fixed- or flex-week reservation for HGV 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. As well, all rental contracts have been canceled, and new contracts will be accepted as soon as a reopening date is set.

Finally, please keep in mind that 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







