

Dear Kimball Owner,

January 24, 2016

We hope you had the warmest of the Holidays! Winter continues to bring storms to Salt Lake and needed moisture for our water table. Yay! Those of you who enjoy winter activities will not be disappointed ~

LET IT SNOW!

Our latest news is the upgrading of all linens—**this means all sheets, pillows, blankets**—in every room with various firmness' of pillows for your comfort and enjoyment. We have carefully selected the most cozy and softest materials for each room to accommodate all possible preferences. We are also adding more *king beds* that so many of our owners look forward to using! Linen upgrades will be completed by the end of February.

We have an update about some capital improvements that are not visibly evident but important nonetheless which include Phase II of the HVAC and boiler installations. Two of our four floors benefited from new energy efficient boilers installed late last year. Recently, we reviewed our ongoing HVAC status and are moving to Phase II earlier than planned due to impending price increases. These are the digital units we switched to less than two years ago. Taking care of this now will provide significant price savings and is now number one on our priority list for 2016.

PLEASE BE AWARE THAT THIS MAY HAPPEN IN FEBRUARY/MARCH AND WILL REQUIRE TWO VISITS BY OUR INSTALLERS A WEEK OR SO EACH TIME. THERE WILL BE SOME POTENTIAL INCONVENIENCE. ON THE PLUS SIDE, THESE UNITS, AS WE'VE SAID BEFORE, ARE STATE OF THE INDUSTRY AND WILL OUTLAST MANY OF US.

This HVAC installation will save thousands of dollars now and as we go along because it is so efficient. We will eliminate maintenance and repair of the old-style units and the endless frustration of owners who cannot regulate the temperature of the units to their satisfaction. **A good thing for everyone!** However, this also means that some of the other projects we were hoping to complete this calendar year will be put on hold. **We will keep you posted as we continue to make progress with this very important upgrade!**

As we look into 2016 here are a few items of importance to keep in mind:

EXCHANGES: If you are thinking about exchanging your week this year with one of our three Exchange Companies (RCI, II, and DAE), **call the Kimball front desk and reserve your week before mid-year.** Do not wait! If Exchange weeks are not arranged early in the year you may have difficulty getting a week to deposit or even lose the ability to deposit your week due to availability issues.

~ OVER PLEASE ~

USE YEAR: Just a quick reminder that your weeks do not carry over and must be used in the current calendar year. Requests to carry over weeks cannot be accommodated because it then makes it more difficult for all owners to use their week in the next Use Year.

SUPERVISION: We continue to have a problem with unsupervised children creating noise throughout the building and disturbing other guests. Please control your children and make certain they are supervised while staying at The Kimball for the enjoyment of all of our owners.

For questions or more information about the Rules and Regulations of the Kimball or how to Exchange your week, also available in your room binder onsite, please call the front desk at 801-363-4000 x 0 or visit our website: www.thekimball.com.

Sincerely,

A handwritten signature in cursive script that reads "Katherine Hawkins".

Katherine Hawkins
President
KCOA Board of Directors

P.S. A NOTE FROM OUR SALES MANAGER:

Foreclosure Weeks Available! We have sold much of our inventory but are acquiring others from foreclosed upon accounts in the current year. Requests for not only single weeks but multiple weeks have been received from our existing Owners. We are able to discount single or multiple unit requests when we do a foreclosure. Let us know what your needs are!

Call Lisa ~ 1-801-891-3198!