

Dear Kimball Owner,

August 2018

Greetings! This mailing includes the following documents:

- 2018 Summer Resort Update
- 2018 Board of Trustee Candidate Resume
- 2018 Annual Meeting Proxy/Ballot
- 2019 Dues Invoice

RESORT UPDATE:

Rooms. If you have been to The Kimball lately, you may have noticed the furniture and room upgrades we have completed. Several of our one-bedroom units have been upgraded with King Beds, new nightstands, and new headboards and all one-bedrooms have new dining room tables! We have replaced all twin bed mattress on the timeshare side of the building. This process has also given us an opportunity to do some redesign on the rooms. **The feedback from our Owners has been very positive and we will continue to upgrade and replace mattresses and furniture over time in all units throughout the building.** *NOTE: Furniture and other room supplies in your unit are unique to that unit. Please do not move furniture between units during your stay.*

Spa. We are happy to report that the hot tub was re-surfaced and should keep the Spa in beautiful working condition for some time. Come soak and see for yourself!

Boilers. We have Nine boilers and water tanks plus an array of connected accessories on each. These provide *almost continuous hot water* to owners and guests. Major HVAC upgrades *eliminated the need* to use, and the load on, our boiler system for Room Heating. They are a continual challenge and part of the heartbeat of our building. This year hot water circulation on the first floor was affecting some units. We installed new pumps, new holding tanks, and isolated a slow leak in the seal of the drain. Hot water issue fixed but it left exposed brick at the very end of the hallway. When we are certain the wall is dry enough it will be sealed. Thank you for your understanding.

Building Security. The safety and security of our owners and staff is a priority. We are switching out our older security camera system to HD video = broader coverage and clearer pictures day and night. Exterior lighting in the parking lot is now bright front to back.

WiFi/Fiber. *The transition to High-Speed FIBER internet is complete!* We now have a synchronous 500MB Line. Our speed has been above-average up to now, this line will not be throttled back in the same way as Comcast did during high traffic. We are very excited to be able to offer this upgrade to our Owners!

Reservation Software Changes. *Last Winter we mentioned that that we are moving to an ENTIRELY new reservation system. We began in January, finished in March. This transition has not been easy, and we continue to refine it. Ultimately, it will offer more efficiency and provide some online tools for owners to manage their accounts. We are excited about this. More announcements to follow as we adjust to the new system!*

RESERVATIONS and AUTHORIZED USERS: It is the policy of The Kimball that only verified owner(s) of The Kimball may make reservations. Should you allow others to reserve on YOUR account, you must submit a written request to The Kimball. Please include ALL contact information for each person. This applies to all owners including trusts, LLC's, etc.

NON-OWNER GUESTS: Should you let a guest use your time at The Kimball, remember that the **owner is the responsible party** and must make the reservation for them. Any issues or damage caused by your guest becomes the Owner's issue. PLEASE alert the Front Desk with complete contact information for the guest to include their CELL PHONE #. As a reminder, we do not provide daily maid service nor a bedding changes regardless of how many different guests come during a given stay. Linen exchange is offered once a week as always.

PARKING: Free parking is a HUGE benefit to our owners given our downtown location. Please remember: **One parking space per reservation regardless of party or unit size.**

EXCHANGES: When Exchange weeks are not arranged early in the year (i.e. before end of June) you will have difficulty getting a week to deposit or may even lose the ability to deposit your week due to availability issues. Always book your time early! Exchange value for your deposit is determined solely by the Exchange Company and not The Kimball.

ANNUAL MEETING: Scheduled Wednesday, September 5, 2018 on site at The Kimball at 1:00 pm.

DUES: 2018/19. Other than a standard cost of living adjustment we are pleased to announce NO dues increase for the coming year.

DUES STATEMENT AND PROXY: We have provided a postage-paid addressed envelope to assist with the return of your dues and proxy papers. Drop it in the mail and easily get it out of the way—we need your proxy to establish a Quorum!

IMPORTANT TO NOTE: Consider a check! Your check saves your HOA thousands of dollars in credit card fees each year—money we can invest in resort improvements.

The Board remains committed to each owner and to maintaining a fiscally sound resort. The Kimball staff and Management continue to exceed our expectations. For questions or more information about reservations, the Rules and Regulations of the Kimball, Kimball Promotions, 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.

Thank you for keeping The Kimball a wonderful place to vacation for many years to come!

WEEKS AVAILABLE!
We have foreclosure inventory
ON SALE NOW!
Call Lisa 801-891-3198
for custom pricing for you or a friend!

Sincerely,



Katherine Hawkins
President
KCOA Board of Directors