

January 2018

Dear Kimball Owner,

We hope your holidays were enjoyable and that you are settling into a comfortable winter with lots of exciting plans for travel in 2018!

RESORT UPDATE:

Brick Repointing. Last Fall, we had portions of our building surrounded by the Repointer people for about three weeks replacing mortar deep between brick courses. These continued efforts will keep our historic building in good shape for years to come.

Parking Lot. Maintenance on the parking lot to oil seal the cracks in the lot as well as replace over a dozen parking bumpers also occurred in the Fall. The parking lot was closed for a day and every effort was made to keep our owner's inconvenience to a minimum including arrangements with the LDS Church for guest parking in one of their lots just around the corner.

Boilers. We have Nine boilers & water tanks throughout the building & an array of connected accessories with each one that work to provide continuous hot water to our owners and guests. Our major HVAC replacement 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. We keep them certified at least twice yearly and replace and repair them and all the related mini systems in between certification.

These kinds of improvements largely go unnoticed by owners, but they take a lot of our time and resources to keep our 100-year-old building in good condition. We are thankful for the efforts of the Management Company to continually maintain and IMPROVE the building & all of its systems to keep things as smooth as possible.

Carpet. If you have been to The Kimball lately, you probably have noticed that we have NEW CARPET in the Lobby, the main floor elevator landing and through to the main floor center hallways. If it passes muster, we will add all the landings and around stairwells on all floors. This will help with 'dimpling' in some heavily trafficked areas.

Furniture and Room Upgrades. While we are replacing some of the Queen beds with Kings, we have decided to use this as an opportunity to do some Redesign on the rooms. We are starting with a couple of rooms as 'experiments' to create an updated Look that still retains the 'flavor' of The Kimball. We will be using earlier furniture designs...'traditional' mostly and some carpet changes in rooms to see what works.

WIFI/Fiber. We have contracted with a High-Speed FIBER provider to install a synchronous 500MB Line. This line should not be subject to slowdown in the way that our Cable company throttles back our current lines during high traffic times.

Reservation Software Changes. *We are moving to an ENTIRELY new reservation system in early 2018 that will offer more efficiency and be more error free as well as offer online tools to assist owners in managing their accounts. We are excited about this. More announcements to follow!*

PARKING: Free parking is a HUGE benefit to our owners given our downtown location. Please remember:

ONLY one parking space is available per reservation regardless of party or unit size.

NON-OWNER GUESTS: If you let a guest use your time at The Kimball remember that the Owner is the responsible party and must make the reservation themselves. 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 including their CELL PHONE #. As a reminder, we do not provide daily maid service nor a bedding change regardless of how many different guests come during a given stay. Linen exchange is offered once a week, which has always been the case for all Kimball owners.

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.

USE YEAR: Reminder that your weeks do not carry over & 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.

A WORD OF CAUTION. Offers you receive for the purchase of your Kimball timeshare, selling your week for you, or saving you from ever having to pay maintenance fees—some even mentioning The Kimball by name—are SCAMS. You could lose hundreds, even thousands of dollars. **Call us for validation of any such offers you receive especially if they are claiming to represent The Kimball.**

For questions or more information about 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.

As always, We love our owners and want you to know that we are here to help and actively work to ensure your time at The Kimball is enjoyable.

Happy New Year and HAPPY TRAVELS!

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