

INVERNESS AT SOUTH PADRE

INVERNEWS (NOVEMBER 2023)

FROM THE HOA PRESIDENT (Eva Day):

We can essentially label this past year, "The Year of the Improvements". It wasn't exactly planned that way but given some of the delays that resulted, that is kinda how it worked out. As you may or may not know, the elevators have been a process that has been long coming and after several years of planning and prepping, the work on the elevators started in or around October of 2022, and that project has finally wrapped up earlier this November. We now have two fully revamped elevators with beautifully new interior cabs. Additionally, the north wall was totally repaired on all floors, and once that was completed we were able to bring in the new hot tub and have since completed a new deck and pergola. They have repainted that area and ordered new lounge seats and chairs. On the other side of the building, the new pool cool decking is getting finished, along with the new pool plaster and coping. The awnings have finally been completed and the color matches the rest of the building, and it too is looking so very nice. We have added new couches and chairs, as well as new decorations within the timeshare units, and our guests have been complementing our staff on the outcome. We have ordered new beds, as we are trying to go away from the taller cushioned beds and that is work that is still in progress. All this work and the other improvements were made possible by proceeds generated off the sale of some of the timeshare units. We thank those timeshare owners who have assisted with this process, but also everyone as you all are contributors in this process. The property is looking beautiful and we are proud to say that the Inverness at South Padre shines again. Oh, and I need to mention that the Beach Improvement Project this past summer has really added to things. The timing of the project couldn't have come at a worse time, being in the middle of the summer, but we all survived. Sadly, many of our owners and guests felt that we helped orchestrate the timing of the event, however we had nothing to do with the project, it was all scheduled through the City of South Padre and done with little to no notice to us. Unfortunately, it affected our summer guests, and the beach was a total mess for several weeks, but our beach front has doubled in size and it is so very nice. The sand is a little warm when you try to get close to the water, but I think the pros outweigh the cons, in that this preserves the beach and better protects our building.

Last month we had a great Annual Meeting at the South Padre Convention Center (new location). Everyone expressed their enjoyment of the new location so much that we booked it again for the 2024 annual meeting. The Annual Meeting for next year will be Friday, October 11, 2024, so please take note of this date. We had a good size crowd show up; and we had some great communication, not only from the timeshare owners, but great input from our whole owners as well. In the election, I was blessed to be re-elected for another three (3) years and as I have always stated, I will do whatever it takes to make sure our property is in the best condition possible, and work to assure that our staff is always ready to greet you on your arrival.

Speaking of our front desk staff, during the daytime hours we are back to three lovely ladies in the office, Ms. Norma Coleman, our wonderful Property Manager, Ms. Maria Beltran, (who had a beautiful baby boy this summer, named Oscar), and our newest staff member, Ms. Isabel Aguilar. Isabel is doing great and

though she is new to the Inverness, she has worked in the hotel business for six (6) years and is familiar with the industry. On our night crew (5pm till 1am) we have Ms. Wendy Brittanica and Ms. Katie Holland, who have both been with us for several years and are very reliable. I wish to thank all you ladies, along with all our other ICS staff.

As you should have received, ICS has sent out the 2024 maintenance fees. The fees have gone up this year, which unfortunately is common with everything. Fortunately, the increase is small but do know that it was also to help replenish our common reserves, given that we have recently spent so much money on improvements. We are looking at options to continue to reduce the annual fees, and for the timeshare side that means looking at sales options for timeshare weeks, but also timeshare units that are not being utilized. Without these options, annual fees will likely increase however we will pursue all options to avoid this.

If you are one of the timeshare owners who pays your fees in advance, we ask that you don't forget to pay the difference in what you previously paid and what the annual billing statement provided. Remember, you must pay the difference by the due date listed on the maintenance fee statement or you run the risk of losing your future booking.

I hope this newsletter is informative as I think it sums up most of The Year of Improvements but gives you all some general information. I feel that 2024 will be a good year for the property as the building looks great and I think our guest and owners are going to be pleased with the work that occurred. We look forward to seeing you all, if not by the end of 2023, then we hope to see you in 2024. I pray you have the merriest Christmas and joyous New Year.

As one final point, we ask that you join the Facebook page that was created for the Inverness at South Padre members. Your board member, Mr. Roger Scott, has set this up to help better inform our owners of what is going on at the property. We are getting lots of likes, and hope you join and do the same.

Sincerely,

Eva Day

The Board of Directors want to announce a new program offered at Inverness at South Padre, it is called "The Friends and Family Sales Program." If you have a relative or friend who is interested in purchasing a timeshare unit/week we have new prices for this program alone and they are listed below. All prices below have the 2024 maintenance fees included, **Yes, I said maintenance fees included in these prices.**

Red Season: Weeks 1-16, 25-38, 50-52

Two Bedroom - \$1,700.00

One Bedroom - \$1,500.00

White Season: Weeks 17-24, 39-44

Two Bedroom - \$1,500.00

One Bedroom - \$1,200.00

Blue Season: Weeks 45-49

Two Bedroom - \$900.00

One Bedroom - \$600.00

AND....there is an incentive program associated with these sales; we will forward \$100.00 for each owner that refers the friend or family member. YES, a \$100.00 Referral just for having someone you know sign up and pay for a unit/week. We will send out the \$100 Referral Fee within fifteen (15) working days of receipt of the form and funds. You can obtain a form by contacting Debbie Sansom at 713-378-6447 x 123 or Inverness at 956-761-7919. Completed forms will need to be returned to Debbie Sansom at dsansom@icsmanagement.net.

BASIC INFORMATION:

How to go online to change your address, pay maintenance fees or make a reservation.

First you need to know your owner ID#

Then go to Icsmanagement.com

Then click on "owners corner"

Then click on "maintenance fee payments"

Then log in the owner ID# for the user id

Then log in the same number for the password (or if you changed the password to a personal number log that number in

Then you can change address, phone number and email address, pay dues or click on make a reservation for our Weeks (non-points) Owners

2024 BOARD OF DIRECTORS ELECTION:

The elections will be held at the annual meeting on October 11, 2024. If you are interested in running for a Board possession you need to send a 200-word resume to dsansom@icsmanagement.net by August 1, 2024 in order to be listed on the voting proxy.

FOR OUR WEEKS (NON-POINTS) OWNERS:

Remember the reservation weeks open 13 months in advance every Sunday night at 10:00 pm CT. You no longer need a calendar to book the week you want to reserve as the software system will give you the date that the week reservation opens, just log in as above and put the dates on the calendar and it will say when you can reserve that week. You will also need to have a one year's maintenance fee credit on your account to book the thirteen (13) months in advance.

If you have any questions, please contact the property at 956-761-7919 x 0 or 713-378-6447 x 123.

FOR POINTS TIMESHARE OWNER'S:

Just a reminder if you are wanting to come back to your home resort (Inverness at South Padre) you must reserve the week thru RCI no less than eleven (11) months in advance for the number one (1) priority. After eleven (11) months the inventory is open for the other two million owners with RCI. Example: Say it is December 1, 2023, you will have number one priority for any week in November 2024. You can try to get earlier dates, but you will compete with the other two million owners within RCI for those spring, summer, early fall weeks. So be very aware of this deadline, there are no exceptions to the RCI Rules. In case you

did not know this but to come back to your home resort the fee is only \$50 with RCI, if you book eleven (11) months in advance. If you are no longer interested in traveling through RCI and want to just come to Inverness at South Padre, you can contact Customer Relations at 713-378-6447 x 123 for RCI cancellation process.

Phone Numbers:

Inverness at South Padre Property Front Desk: 956-761-7919 x 0

Customer Service: 713-378-6447 x 123

Credit Card Payments: 956-761-7919 x 0, 713-378-6447 x 123, 713-378-6447 x 125.

Forward maintenance fee checks to: P.O. Box 2409, Pearland, TX 77588

NOTICE: On holidays we will have reduced hours in the office so if you are checking in on Thanksgiving, Christmas or New Year's Eve or Day, you will need to call 24 - 48 hours in advance to advise if you are checking in on one of those days as the office may be closed and you would need to find accommodations for the night until the office opens back up. This is for all timeshare check-ins and Whole owner check-ins.

NOTICE: As of January 1, 2024, the front office will cease to handle key delivery or receipt for guests of whole owners. If the service is required, there will be a fee that will be applied for each check-in, and those fees will be the responsibility of the Owner of the unit. A more in-depth correspondence will follow regarding this matter.

NOTICE: Now that we have these new elevators and new inside cabs we need to remember to take care of them. If you are moving furniture, appliance, building materials you must cover the inside cab with the "moving material tarps." We cannot allow for the inside of the cab to become as they were before with nicks and scrapes which were from heavier items than carts and luggage. Just be aware ALL OWNERS are responsible for protecting all our property.

NOTICE: All complaints, suggestions or advice from owners need to be in writing and forwarded to ICS Management. We ask that such matters be submitted in writing and sent to the following: If mailed, please mail to: P.O. Box 2409, Pearland, TX 77588 or if by email, then to: management@invernessatsouthpadre.net. If any question or concern cannot be answered by our onsite staff, then the matter will be sent directly to ICS Management who will then provide a follow-up response. It is our goal to respond to all emails within 10 business days, if not sooner. Please note that if the matter needs board attention, then the correspondence will be added to the board packet for the next board meeting. Meetings are generally held quarterly; however special meetings may be called in the incident of an emergency.