

INVERNESS AT SOUTH PADRE

INVERNEWS

FROM THE HOA PRESIDENT (Eva Day):

This year started off with a lot of positive notes, as in 2023 we had a lot of work done around the building and we expected 2024 to go smoothly. Unfortunately, things have not been as smooth as we had hoped and in trying not to waste anyone's time, I am going to go straight to the number one complaint for the year, and that is these "darn" elevators. As most of you know, at the end of 2022 the modernization work started on the elevators, which was work to essentially totally renovate and revive our elevators. We paid a significant amount of money to have this work done and we were without 2 elevators for nearly 9 months, while this work was being conducted. Since the completion of the work, it has been a constant struggle while the elevator company (OTIS) is trying to work out all the bugs. Speaking frankly, it has been a nightmare, as we have tried to work with the elevator company to get all the problems resolved yet the problems keep occurring. It has got to the point where we were forced to get the attorneys involved. We have brought in our own elevator consultant to review the work completed, but also consult on his view of the various problems which keep occurring. Fortunately, the elevator company has been responsive, and they have brought in the main supervisor for our area, but also sent over their top maintenance engineer out of the San Antonio office. We are confident that we do have now got their attention, and progress is being made to rectify the issues at hand.

In speaking of these items, and the complaints that have come with this, I want to send a much needed "pat on the back" and "thank you" to our front office personnel as they are the "front line" employees who take the brunt of all complaints. Please be aware that these ladies are doing everything they can do to. They all know the procedure and if there is an issue, they immediately call in the issue to the OTIS maintenance line, who then coordinate the technicians to come out for the work. Our staff actually takes it a step further and call the technicians themselves to try and expedite matters. Unfortunately, we are at the elevator company's mercy when it comes to getting the technician onsite. Everyone needs those elevators, and our staff is often just as frustrated as the owners/guest, as the staff must hand carry up the stairs their cleaning supplies or maintenance equipment and these things just slow down progress. If an elevator should go down, we ask that you please take a few deep breaths, and try not to take out matters on the staff, as they are doing their best. Our manager has the process down, as does the rest of the staff, and they are working to get the matter resolved ASAP. We therefore thank you again ladies for all you do.

Another situation that is happening on the Northside of the building is the construction of the Walkway and upgraded showers. This is a city project and therefore the noise is out of our control. We do report the complaints and they in turn advise the contractors to make sure that they are abiding by the time restrictions of when work can be conducted, but we know this too has been a big issue. Per recent talks with the city on status, the walkway construction will continue until the middle of November, assuming there are no major weather delays.

Additionally, we ask that you all please remember to be diligent about picking up all of your pet's feces, and make sure they urinate at least one hundred feet away from the building. No one wants to smell unwanted odors when they enter the building, and the Northside Entrance has been an issue. To help

with picking up your furry friend feces, we have installed a "doggie station" that supplies plastic bags for "picking up" and a trash can to dispose. Please be considerate to all the owners/guests and do what you are responsible for, and that is picking up after your pet. We thank you in advance.

During our slower fall/winter reservation months we will be upgrading our online software system. You may notice a slight difference when you go online with color and information arrangement but all else remains the same. When you start reserving 13 months in advance, you will follow the same steps. We wanted to wait for the slower reserving season to give all the owners an opportunity to review their information. If you need help you can always call Inverness or Customer Relations.

Don't forget to join the Facebook page that we created for the Inverness at South Padre members. Your board member, Mr. Roger Scott, is the monitor for the site and he does an excellent job informing all of us. Thank you, Roger.

You should have received, or be receiving, your 2025 assessment/maintenance fees. As you will see or have seen, the fees have increased, which we are sorry for but unfortunately there is no way around it with the rise in cost. If you have credit in your account, all you will need to pay is the difference from what you previously paid and what is billed. We thank you in advance for all your prompt payments. We are trying to keep the fees as low as possible and in doing that we have been trying to supplement the budget with any profit from the sale of some units that the association has available. Sadly, we were only able to sell one unit this year, but we are working to have others made available in the near future. If we can get another unit or two sold, then the property will be doing well, and we can start looking at getting a few other items completed around the property. The Inverness Budget Committee is working on finalizing bids to get the property painted and so that is on the list of items we want to address as well. Assuming we can get these items all in line, but also get the elevators finished and at a reliable standard, the 2025 season should be good.

Thank you all for your support and looking forward to another year at Inverness. Hope to see y'all on the beach.

Sincerely,
Eva Day

TIMESHARE SALES:

The Board of Directors will once again offer you the opportunity to purchase weeks at a severely reduced price. This program is called the "Friends and Family Sales Program." This is a great time to have your relatives or friends become owners like yourself to vacation with on the island. The prices below include the 2025 maintenance fees.

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

There is also a Referral Fee of \$100.00 to the owner that refers their family or Friend. Please fill out the attached Referral Form and within fifteen (15) business days of receipt of the money for the property you will receive a check. Sounds great, and what a great money maker. Please return the form to Debbie Sansom at dsansom@icsmanagement.net. If you misplace the form, no problem just call Debbie Sansom at 713-378-6447 x 123 or the resort at 956-761-7919 x 0 and you will be emailed a form.

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 login the owner ID# for the user id

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

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

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 110.

Please forward maintenance fee checks to P.O. Box 4207, Dept#1110 Houston, TX 77210-4207.

2024 BOARD OF DIRECTORS ELECTION:

The three (3) board Positions will be voted on at the 2024 Annual Meeting on October 11, 2024. Please make sure if you will not be attending the Annual Meeting you send in your proxy,

2025 BOARD OF DIRECTORS ELECTION:

For 2025 Board Elections, if you are interested in running for a Board Position, please send a 200 word resume by August 1, 2025 to dsansom@icsmanagement.net.

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 through 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. If you are no longer interested in traveling through RCI and want to just come to Inverness at South Padre, you can contact Customer Service at 713-378-6447 x 123 for RCI cancellation process.

N O T I C E: On holidays we will have reduced hours in the office so if you are checking in on Thanksgiving, Christmas Eve or Day or Newyear's Eve or Day, you will need to call 48 hours in advance to find out what hours we will be in the office on those days. If you fail to notify the office in advance and show up when the office is closed, you will need to find your own accommodation for the night until the office opens back up. This is for all timeshare and whole owner check-ins. If the office is closed there will not be anyone to issue a key fob for entrance into the property/parking garage as well.

N O T I C E: As of January 1, 2024, we stopped handing out keys to the whole owner guests without imposing a \$50 fee which would be billed to the whole owner monthly. On the whole owner guests that do not have key fobs when they arrive, please advise your guests to be patient as the office staff cannot always immediately go and let them into the garage. If we have a line of people to check-in or are on the phone your guest may have to wait between 5 - 30 minutes before a staff member can walk away from what they are doing to open the gate, so please advise your guests to just be patient we are always willing to be of assistance whenever possible.

N O T I C E: 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 forward to: management@invernessatsouthpadre.net. If any questions 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 ten 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.