



ARROYO ROBLE RESORT MANAGEMENT

2025 Board of Directors Election!

It is time again for the annual election for the Arroyo Roble Resort Board of Directors. There will be **2 positions** to fill this coming election. If you are interested in running for the Board, please write to the resort Attention: Nominating Committee, PO Box 2264, Sedona, Az. 86339 or email your interest to Ms. Esther Goff, Director of Owner Services at egoff@arroyoroble.com. Please include some biographical information, qualifications and your thoughts on the priorities of the Board for the next few years. Please be sure we receive your information no later than **June 18, 2025**, so the nominating committee may consider you. You will be contacted by members of the nominating committee after we receive your information. The slate and election ballots will be sent to all homeowners in the fall issue of the newsletter and via email. The election results will be announced at the next Annual Homeowners meeting to be held on **November 5, 2025 at 1:00 pm in the Roca Room.**



Jolene Moya
General Manager

Announcement from Board President David Brown

A New Chapter for Arroyo Roble Resort

Dear Valued Owners, Guests and Team Members,

As the Board President of Arroyo Roble Resort, it is my privilege to share with you some significant news about our leadership team. It is with a mix of gratitude and nostalgia that we announce the retirement of our General Manager and Director of Operations, **Mr. Ralph Woellmer**, who has dedicated over 26 years to shaping the Arroyo Roble Resort into the esteemed establishment it is today.

Ralph's tenure at Arroyo Roble has been marked by his innovative spirit and ability to connect with both guests and staff, an unwavering commitment to excellence, has left an indelible mark on our community and has earned Arroyo Roble Resort a reputation for outstanding guest service and creating unforgettable and cherished experiences for all who visit.

However, this is not a farewell but rather a celebration of Ralph's illustrious career and the beginning of a new chapter for our resort. Ralph will remain on staff as **Director of Operations** to ensure a smooth transition and to act as the coordinator of our resort's Renovation Program. His invaluable expertise and deep understanding of our resort's unique character will continue to guide us as we embark on this exciting transformation.



Ralph Woellmer
Director of Operations

Welcoming Jolene Moya

Please join us in extending a warm welcome to **Jolene Moya** who has stepped into the role of **General Manager**. Jolene brings with her a wealth of experience in the hospitality industry, a proven track record of leadership, and a passion for creating exceptional guest experiences. She is particularly enthusiastic about enhancing our guest activities program, further integrating sustainable practices, and strengthening our community partnerships. Jolene is committed to building upon the incredible legacy that Ralph has created and to continuing to provide exceptional experiences for our owners and guests.

We invite you to join us in celebrating Ralph Woellmer's remarkable career and welcoming Jolene Moya to the Arroyo Roble Resort family. We are confident that Jolene's leadership will guide us to new heights while preserving the cherished traditions that make Arroyo Roble so special. Jolene was previously employed at Cliff Castle Casino Hotel since 2019 and most currently as their Operations Manager. Her passion for guest satisfaction and her strategic vision makes her the perfect fit to lead Arroyo Roble into its next chapter. We look forward to sharing this exciting transition with you during your next visit to Arroyo Roble Resort. Together, let us embark on this new chapter with enthusiasm and anticipation for what lies ahead.

Warm regards,

Dave Brown
Board President

NEW General Manager!

Hello! My name is Jolene Moya and I am very excited to join the amazing team here at Arroyo Roble Resort as the new General Manager. I have gained a tremendous amount of knowledge and experience over the years as a business owner and by managing other hospitality properties. My most recent role; Hotel Operations Manager at Cliff Castle Casino Hotel, where I managed both the Hotel and Lodge properties as well as the Casino gift shop.

I was raised in Flagstaff, Arizona and moved to Camp Verde in 1994. I have been married to my wonderful husband for almost 28 years; we have three amazing children (18, 23 & 25 years old) and we just became grandparents to an adorable grandson.

I am really looking forward to meeting everyone and to all the great things we will accomplish together as a team here at Arroyo Roble Resort!

2025 Villa Modernization/Renovation Project – Beginning in JULY 2025

We are looking forward to the start of the Arroyo Roble Resort Villa renovations this July. The entire 1100's building will be the first section of the resort to get the many upgrades that were discussed in previous newsletters. Some of the upgrades include the following:

Bathroom upgrades:

- Replacement of cabinet fronts and vanity tops in all villas.
- Replacement of all jacuzzi tubs with a smaller soaking tub

- Retiling of all master bathrooms
 - Replacement of all shower doors
- Other scheduled upgrades include:
- Installation of Back splashes in kitchens
 - Replacement of kitchen cabinet doors (soft close)
 - Replacement of front doors with energy efficient doors
 - Interior painting of downstairs areas
 - Replacement of sofa beds with new sectionals
 - Replacement of patio furniture
 - Addition of various decorative items

Once the 1100 buildings are completed, the renovations will continue into the 1200 villas as well. We anticipate completing 29 villas in the 3-month period from July – September of 2025. The remaining 32 villas renovations will start in March 2026 with the anticipated completion by May 2026.

This project was partially funded by the special assessment of \$975.00 per villa which was sent out to all the homeowners in 2024.

Reminders for all homeowners and guests

UNPAID Maintenance Fees = Cancelled Reservations

Per the Arroyo Roble Resort CCR's, if you have not **paid in full** your yearly maintenance fee (MF) or your special assessment (SA) for the year, which was due in January of this year, you will be unable to use your time here at the resort. You will be unable to book online as well if you have any unpaid fees or charges.

If you have any outstanding MF or SA, not only will you be unable to make reservations for this year, **but any outstanding reservations you have will be canceled by April 20, 2025.**

As a reminder; the Special Assessment was sent out to all homeowners in 2023 with the option to pay in one payment of \$925 (with a discount) or in three yearly installments of \$325. The installments are due as follows:

1st Installment was due June 2024

2nd Installment was due January 2025

3rd Installment is due by January 2026

If you are in an overdue status, please contact Diane Randel, Director of Accounting at 928.282.7777 ext. 1148 or via email at accounting@arroyoroble.com

- Mailing Address: PO Box 2264 Sedona, AZ 86339-2264
- Phone: 928-282-7777
- Fax: 928-282-0738
- E-mail: accounting@arroyoroble.com

BOOK EARLY!

As you know, we accept reservations 12 months in advance which means we fill up very quickly. Please be sure you mark your calendar and set a reminder to book in advance so you can get your preferred dates/villas. Remember that you must have all your Maintenance Fees and Special Assessments paid in full in order to book your reservations.

ONLINE Reservations

We encourage all homeowners to use the new online reservations system. This system is available 24/7, please use the resort website www.arroyoroble.com and go to the reservations page to make your reservations. *There is also a PDF listed for instructions on how to make your reservation.*

Recreation Facility Access

All access to the recreation facilities and pool area is through the front desk only.

Everyone is required to sign in at the front desk. The Arroyo Roble Resort continues to have an unprecedented amount of “non-owners” attempting to use the facilities of the resort in increasing numbers over the past few years. All access to the main recreation facility building will be through the front desk area. This includes the pool gate area which will **remain closed**. This enables the front desk staff the opportunity to have everyone sign in prior to using the facilities, giving our homeowners a better experience knowing that those that are in the facility are fellow homeowners or guests. If you have guests accompanying you, please check in with the front desk to pay the additional person fee of \$5 per person with a maximum of 6 people in the party. We ask that you do not let people in through the other doors in the recreation facility at any time. Unauthorized access to the resort facilities without signing in at the front desk will result in immediate removal.

Service Animals ONLY – Pets are not permitted; exceptions will not be made!

Federal Law requires the Arroyo Roble Resort to accommodate service animals as defined by law. Please do not attempt to bring your personal pets or emotional support animals to the resort as they do not fulfill the federally mandated requirements of training and specialization. If you do arrive with a trained service animal, please notify the front desk immediately upon arrival or you may be asked many times during your stay about the legality of the animal’s service. Please also be aware that you are required to clean up after your service animal, those that do not clean up after their service animal will be charged additional costs payable upon departure of your stay.

- Only dogs are recognized as service animals under titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.
- Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.
- All service animals must be under control – Harnessed, leashed or tethered unless the persons disability prevents the use of these devices.
- All service animals must be under the control of voice, signal or other effective controls
- All service animals must be house trained.

- All service animals must not be a nuisance either by barking. Bothering others or being aggressive.
- Service animals must always stay with their disabled owner and may not be left alone in your villa at any time.

Stairlift Removal in 2025

As you know, it's been around eight years now since we installed the stairlifts to the upper-level single level villas. Unfortunately, they have been very problematic and unreliable with increasing problems over the past two years. Currently, 3 of the 5 stairlifts are inoperable while we wait for replacement parts. The replacements parts can take anywhere from 6-9 months or longer to receive (*when they can be found*) and the manufacture of the parts has not been very helpful in the process. With that being said, we will be removing all 5 stairlifts this year and we will look at other alternatives in the future. While we understand that some of you desire the ability to use the upper-level single level villas via the stair lifts, this operational issue has become a detriment to everyone and we are unable to guarantee the lifts are usable at any time. Therefore, the BOD has agreed that the lifts will be removed from the resort until another option becomes available. The staff is working diligently at finding other options for the upper villas such as an exterior lift platform or a newer version of the stair lift. We will keep you informed on options in a future newsletter.

Book Donations for our Library

We would love to be the recipient of any books you no longer need or want; it's always nice to have a new selection for our owners and guests to enjoy reading!

For Up-to-date info on the resort, please go to www.arroyorable.com
Please click on the owner info tab and then click on what's new!

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