



ARROYO ROBLE RESORT MANAGEMENT

Summer 2025



Jolene Moya
General Manager

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. Joselin Ruiz, Director of Owner Services at ownerservices@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 **August 15, 2025**, so the nominating committee may consider you. You will be contacted by members of the nominating committee after we receive your information. If you do not receive confirmation from us, please reach out. 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.**

Announcements

A New Chapter for Arroyo Roble Resort

As we are embarking on this new Chapter for Arroyo Roble Resort, two of our long-term Directors will also be embarking on new ventures of their own. Esther Goff, Director of Owner Services who has dedicated over 24 years to Arroyo Roble Resort has decided it is time to retire and spend more time with her family, especially her grandchildren. Esther has been an asset to Arroyo Roble Resort and we will all miss her very much; we wish her all the happiness and longevity in her retirement.

Cesar Larrazolo, Director of Housekeeping, has also decided the time is right to venture out and start his own business. Cesar has also dedicated over 28 years to Arroyo Roble Resort. Cesar will be missed by all, especially the owners who have known him for many years. We wish Cesar all the success and happiness in his new endeavors.

We have also decided to split the Maintenance and Grounds Departments as they had been previously. With a 9 ½ acre property we really need a dedicated department just for the grounds, as I'm sure most of you will agree. Erik Sousa, who has been with the Arroyo Roble Resort for almost 12 years has accepted the Director of Grounds position. We are very happy and excited; we know he will do an amazing job! With Erik taking on the Grounds Department, we have hired a new Maintenance Director; Joseph Morrison.

Welcoming our New Directors

Please join us in extending a warm welcome to our New Directors!

Joselin Ruiz:

Hello! My name is Joselin Ruiz and I am excited to now be a part of the Arroyo Roble Resort team as the new Director of Owner Services. I am excited for the growth, the opportunities to learn, and the privilege of being of service to our owners. I completed my Bachelor of Science degree in Hotel and Restaurant Management, as I am very passionate about the hospitality industry. Previously, I was part of the management team at Cliff Castle Casino Hotel and Lodge, as well as Hotel revenue analyst. These roles have provided me with many learning experiences. I was raised in Artesia, California and I moved to Cottonwood in 2017, and I have enjoyed exploring Sedona and all Arizona has to offer. I am excited to continue to learn and grow at Arroyo Roble Resort!

John LeDoux:

I am John LeDoux, new Director of Housekeeping here at Arroyo Roble Resort. I was born/raised in Southern California and became a resident of Cottonwood, AZ in January of 2014. My move to the Verde Valley was triggered by the need to be closer to my aging parents. I have studied business as well as kinesiology. I have worn many hats in my career past which includes working for 13 years with Price Club/Costco, 13 years as a Corporate Event Planner (Director of Production), 4 years as an Executive Admin Assistant at Mattel, 8 years at Cliff Castle Casino as Housekeeping & EVS Manager. I enjoy traveling along with indulging in great food and spending quality time with good friends. I also like to participate in activities such as skiing, white water rafting, horseback riding, and some hiking. Joining the Arroyo Roble team is an exciting new opportunity that I am excited to take part in.

Joseph Morrison:

I am Joseph Morrison; I am excited to be part of the team here at Arroyo Roble. With a background in business, hospitality and maintenance. I have spent most of my career making things run smoothly. I enjoy rolling my sleeves and finding practical solutions to keep everything operating at its best. I am truly grateful to serve everyone here.

RENOVATIONS HAVE STARTED!

2025 Villa Modernization/Renovation Project

We have started on the 1100's buildings which 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 sofa bed sectionals
- Replacement of upstairs patio chairs
- 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.

Reminders for all homeowners and guests

SEWER Issues/Concerns

We have been having issues with the sewer lift pumps getting clogged and ceasing the motors, which has become a major issue and expense. We would like to please remind everyone that you should not be flushing anything other than toilet paper; this includes “flushable” wipes. These items (mostly wipes) are very damaging to the sewer lift pumps. Each time the sewer lift pump ceases we are forced to call out a vendor to fix and have the sewer lift station pumped; this is getting very costly. Due to continued damage, we will be getting quotes for new sewer lift pumps and the necessary reconstruction of the lower lift station. This construction project will require the resort to be closed for a minimum of 3-7 days.

New 2025 Special Assessment

Regrettably, another special assessment is required. A letter was sent to all owners explaining the new 2025 Special Assessment needed. Despite our diligent efforts to manage expenses and forecast budgets accurately, the resort is currently facing significant **cash flow constraints** due to a combination of factors:

- **Rising operating and maintenance costs** across utilities, insurance, and labor
- **Escalating costs related to planned and in-progress renovations** to preserve and enhance the resort's infrastructure and amenities
- A substantial number of **delinquent or defaulted ownership intervals** (currently approximately 300 intervals), which has created an ongoing and long-term gap in assessment income
- **General inflationary pressures and unexpected repairs** that exceeded prior year projections

Assessment Amount and Deadline

The Special Assessment amount is \$1,500 per interval week owned, and payment is due by August 22, 2025. If this Special Assessment is not paid in full by August 22, 2025, OR your Account is Delinquent, any existing Reservations will be canceled promptly on September 1, 2025. This Notice is being mailed and emailed.

We understand that assessments are a serious matter and do not take this request lightly. Your continued support and stewardship are what allow us to protect the long-term vision for Arroyo Roble Resort.

We know there will be a lot of questions and so we have listed below some information we hope will be helpful:

- **Why is the special assessment necessary?**

As most of you already know, we received 179 intervals back from Waypoint by foreclosure which was the first thing that started our setback by losing those maintenance fees each year. We will soon be foreclosing on 80 more intervals due to delinquency, which will bring the current ARR owned intervals to over 300 this year. In addition to those, we still have more outstanding delinquent accounts that if not paid we will be looking at foreclosing on those in early 2026 as well. With rising operating and maintenance costs, escalating costs related to planned and in progress renovations, the substantial number of delinquent or defaulted ownership intervals, general inflationary pressures and unexpected repairs we do not have the funds to keep operating as the yearly maintenance fees are just not enough to cover the expenses.

- **How was the amount of the special assessment determined?**

We looked at the cost of renovations, short cash flow due to unpaid and/or loss of maintenance fees, foreclosures and upcoming repairs needed.

- **Why is there no installment payment option being offered?**

We still have not collected all the installments from the previous assessment, and we need the funds now to continue operation and renovations of the resort.

IMPORTANT NOTICE

Arroyo Roble Resort will not be accepting intervals back, it is the responsibility of the owner to sell their intervals if they no longer want them. Intervals are deeded property; ARR will follow the legal foreclosure process on all delinquent accounts which is also reported to the credit bureaus.

UNPAID Maintenance Fees/Special Assessment fees = Cancelled Reservations

Per the Arroyo Roble Resort CCR's, if you have not **paid in full** your yearly maintenance fee (MF) or your 2025 special assessment fees (SA), which is due by August 22, 2025 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.

NOTICE: Any existing reservations with a delinquent account will be canceled.

As a reminder; the previous 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

The new 2025 Special Assessment in the amount of \$1,500.00 per interval owned is due in full by August 22, 2025. There will be no installment options on this assessment.

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@arroyorable.com

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

SENDING PACKAGES AND LEAVING ITEMS

If you are sending packages to ARR with items for your upcoming stay, please do not send these more than 7 days prior to your arrival as we do not have room to store this long term. We have also had owners leaving items behind that they want us to store until their next visit, due to limited storage we will no longer be allowing owners to leave their items behind. If you currently have items here at ARR, please plan ahead as you will be required to take them with you on your next visit. Thank you for your cooperation.

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

We are still receiving owner requests to open the pool gate, so we have heavily considered the pros and cons and have decided that all access to the recreation facilities and pool area will remain 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 so all access to the main recreation facility building will continue to 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 discussed previously, we will continue removing the stairlifts. 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 replacement 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!

Arroyo Roble Resort Management

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We're on the Web!

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