

DECEMBER 2025

ARROYO ROBLE NEWS

Meet GM Jolene Moya



I joined Arroyo Roble as GM in March, so many of you are still getting to know me. As I've gotten up to speed over the past nine months, I've become aware that owners' concerns often weren't acknowledged or addressed in the past. I assure you that I have been listening — carefully — and I take your feedback seriously.

My commitment is long-term. I am here for the hard work, the difficult conversations, and the steady progress it will take to rebuild confidence and move Arroyo Roble forward. Trust is not earned in a single newsletter or one decision; it's earned through transparency, consistency, and follow-through. That is exactly how I intend to lead.

This resort has 40 years worth of owner memories. That's quite a legacy — one that I will help protect, while ensuring the next 40 years are even stronger. I'm committed to this community, and I will continue listening, responding, and working diligently every day to support the future you expect and deserve.

2026 Is Around the Corner

With the new year approaching quickly, I want to draw your attention to the following:

- **Billing:** Your maintenance statement is enclosed. Paying on time is quick and easy with **Vacatia Clubhouse**, your online owner portal. Just go to **vacatia.com/clubhouse**, select **Payments**, and pay by credit card or ACH. Of course, if you prefer to pay by check or over the phone, you can still do so. Instructions are on your statement.
- **Usage:** Once your account is current, you can also submit your float week usage request in Vacatia Clubhouse.
- **Meetings:** As in previous years, there will be a board meeting each quarter, in addition to the annual owners meeting:
 - January 20 | 10 a.m. | board meeting
 - April 15 | 10 a.m. | board meeting
 - July 15 | 10 a.m. | board meeting
 - September 30 | 10 a.m. | board meeting
 - November 4 | 1 p.m. | annual owners meeting

In addition to these meetings, special board meetings will be scheduled as needed to conduct board business. Agendas will be noticed to owners prior to these meetings in accordance with our bylaws. Happy holidays. I look forward to seeing you in the new year.

Board President's Message

We've come a long way in just a few short months. I know more work is needed to fully regain both our financial footing and the trust of all owners, but I strongly believe we are on the right path, and the future is bright for Arroyo Roble Resort.

- Jolene, our new GM is committed to developing a deep understanding of our owner community's needs.
- Vacatia has been a true management partner from the start. They've been transparent and communicative, and are clearly committed to improving Arroyo Roble's financial health.
- Your board pledges that we will partner with Vacatia and Jolene, to drive our resort's future success. Just as important, we will listen to you, our fellow owners.

Closing with very good news: After reviewing the special assessment funds that we have received, the board has determined we have sufficient funds to move forward with the renovation of the final 32 villas. We also have enough to fund reserves, emergency repairs, and operational shortfalls. The remaining renovations will be performed by PPD Construction Services, a national contractor, at no incremental cost over the original bid. Vacatia will work with PPD and Jolene to ensure renovations are completed in a timely manner.

— Steve Scarpulla