



Aloha,

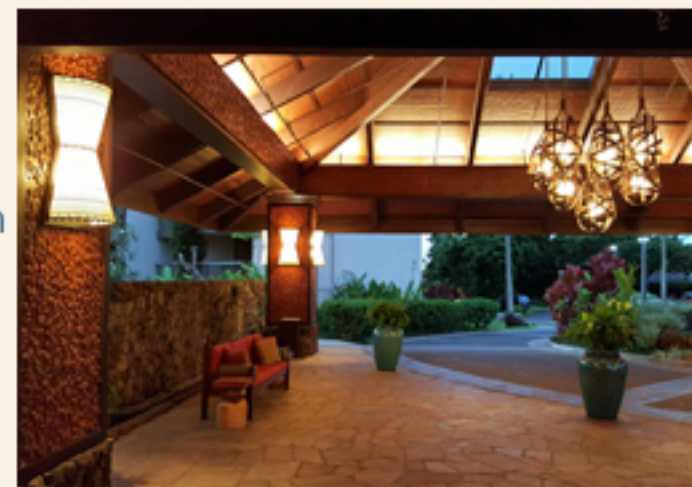
It is our hope that every Owner has a great holiday Season with their families. We also try to plan coverage so that our team can celebrate with all of their Ohana's this season. Our staff embodies the spirit of the season by donating extra canned goods to the food drive. The staff that does have to work during Thanksgiving will have dinner prepared for them by management.

Speaking of Ohana, I would like to announce our newest member to HBR, Karla Bailey. Karla is heading up our timeshare sales office located on the lower level of the clubhouse. A good many of you probably purchased your units from Karla when she worked down in Hanalei reselling intervals for owners. She has already made a huge impact at the resort with her never ending energy, ability to get to know all the owners and helping out with some of our social events.

"I am so happy to be a part of the Hanalei Bay Resort Ohana! I have lived on Kauai for over 38 years, and 30 years ago was fortunate enough to reside here at HBR in the Guava building for almost a year. My family and I relocated to New Zealand about 20 years ago to educate our high school children. What a wonderful country and experience. I currently live on a 10 acre citrus orchard on the north shore. I have been in the timeshare resale industry for over 14 years. Prior to that, I managed First Hawaiian Bank in Princeville. I love working with existing owners as well as new owners here on property helping make their dreams come true. I feel truly blessed working at the resort."



Karla Bailey



There is a lot to be thankful for at the resort while we continue to make strides to improve our service standards around the resort:

- *Pool bar roof is now on! We will try to have the pool bar open before the holidays, so keep your fingers crossed.*
- *New golf carts have been ordered with better suspensions and quieter mufflers, set to arrive in January.*
- *The mirrors for the two-bedroom kitchens have been ordered and will be installed as soon as they arrive on island.*
- *Work continues on the Bar and Restaurant, with two more containers of equipment arriving. TV's are in place in the bar. It is hopeful the bar will open in January and the Restaurant a few months later.*
- *We are looking for a new vendor to address our phone cable replacement as soon as possible.*
- *At the start of the year, the bandwidth for the resort will be increased to provide better connectivity to WIFI.*
- *There has been interest shown for the sundry shop, massage, and luaus for the pool deck.*
- *The ventilation project will soon be scheduled; therefore, AOA 2 & 3 bedroom owners, we will be calling you to see when we might be able to have the venting done in your units.*
- *We will also be contacting Owners in the 1500 building about lowering the tree line.*

This is a time to give thanks. We are most thankful for having such a great team as well as for the immense support we receive from all of you, our owners.

Many Mahalos,

Scott