

VICTORIA PALMS

ACTIVITIES AND COMMUNITY FUN

Quarterly Newsletter – Q3 2026

As we reach the end of the summer season, we are eagerly anticipating the arrival of cooler temperatures and the return of our Winter Texan friends. It has certainly been the dog days of summer, and with little to no rainfall for several months, our staff has worked tirelessly to keep our community looking green and beautiful.

As we continue preparing for our Winter Texan guests, I would like to share some of the exciting updates and improvements that have been taking place here at Victoria Palms.

AROUND THE RESORT

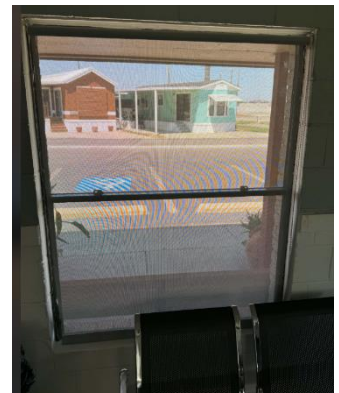
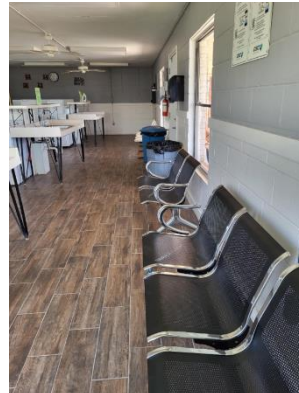
Billiards Room has seen several upgrades over the summer, helping make it even more comfortable and enjoyable for our residents. New additions include two bulletin boards, nine new chairs, a new desk, and four billiards table covers.

We are excited about these improvements and hope to have the remaining three chairs and additional table covers in place by November, just in time for residents to begin tournament play. We appreciate everyone's patience and look forward to another great season in the Billiards Room!



Large Laundromat has received several updates this summer to improve both comfort and appearance. The facility has been freshly painted, a new entrance door has been installed, and the seating has been upgraded with new modern chairs.

We are also replacing the older horizontal blinds with new solar blinds, which will help keep the room cooler during the early morning hours while providing a cleaner, updated look. In addition, the mini-split air conditioning system installed earlier this summer has done an excellent job keeping the laundromat comfortable throughout these hot summer months.



These improvements are part of our ongoing efforts to enhance the amenities and experience for all Victoria Palms residents.

We have replaced the old Home Depot shopping cart with a new utility cart. With its heavy-duty locking wheels and improved weight distribution, the new cart is easier to maneuver and provides better stability on the ramp, making it safer and more convenient for residents to use.



Lighting

The new pathway lighting project is now complete, and the results are outstanding. The new fixtures have replaced the existing lights along the pathways at the entrance to the ballroom, the pickleball courts, and the restaurant parking lot.

The upgraded lighting has significantly improved visibility and safety while creating a warm and welcoming atmosphere throughout these areas. We are excited to see this project come to life and appreciate everyone's patience during the installation process. The difference is remarkable, and the lighting looks amazing!

We're excited to share that our Exterior Lighting Upgrade Project is continuing throughout the community. The older lantern-style fixtures are being replaced with modern LED lights that provide improved visibility, safety, and a fresh updated look.

Installation around the post office, pool entrance and up to the restaurant has been completed, and work will continue in additional areas, including the ballroom and Activity Building. We look forward to continuing these enhancements throughout Victoria Palms.



POOL WALKWAY

The walkways around the pool, ballroom, and main Activity Building entrance have been refreshed and completed. After some initial issues, the contractor returned to redo the finish in several areas and applied a protective sealant to help improve durability and appearance.

We're hopeful that these improvements will provide a longer-lasting finish and help prevent the chipping that had occurred previously.



INDOOR RC RACING

Our Summer Indoor RC Racing program has been a real highlight of the season, bringing lots of fun and friendly competition to Victoria Palms. The event even attracted racers and spectators from several sister parks, making it a great way to connect with others.

A special thank you to Arnie and Jeannine for organizing the Wednesday lunches and keeping them affordable for everyone. We would also like to recognize Don Burton, whose dedication, coordination, and outreach to other Encore resorts and Sun Racing helped make this event such a success. Don, hats off to you!



Thanks to the positive response, we hope to continue this event in the summer of 2027 and are exploring options for a winter location so the fun can continue during peak season.

SUMMER NEWS

Our 2nd Annual Baby Shower benefiting Sunny Glen Children's Home in San Benito was another huge success this summer. Residents came together to play games, enjoy each other's company, and support a wonderful cause that makes a difference in the lives of children in our community.

This is one of my favorite events each year because it shows the generous spirit of Victoria Palms and our commitment to giving back. I also always enjoy having the opportunity to cook for this special event. Thank you to everyone who participated and helped make it such a memorable day!



I am pleased to announce that residents at Victoria Palms have come together to begin forming a Neighborhood Watch program. While the initiative is still in the planning stages, great progress is being made thanks to the dedication and leadership of Rosalie J., who has been coordinating with neighboring sister resorts and gathering valuable ideas and information.

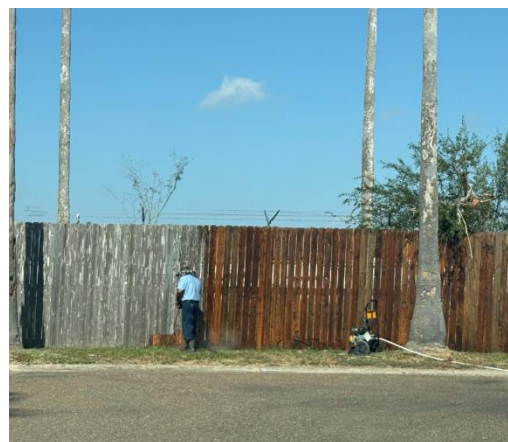
This program reflects the strong sense of community that makes Victoria Palms such a special place to live. We appreciate everyone who has volunteered their time and look forward to sharing more updates as plans continue to develop.

ON GOING PROJECTS

As with any business, we experienced a few challenges this summer with HVAC systems and pool heaters. We are happy to report that the HVAC unit in the Fitness Center has been repaired and is operating properly. Work is currently underway on the upstairs Craft Center unit, with completion expected by the end of September. We have also replaced one of the spa heaters, while one pool heater remains out of service. Fortunately, with the extreme summer temperatures, the impact has been minimal. Replacing the pool heater is a larger project and will take a little more time, but we are hopeful it will be completed by October.

As part of our ongoing improvement projects, staff continue to power wash and stain the wooden privacy fencing throughout the community. The fencing between the 5000s section and the Dog Park has now been completed, and crews are currently working along Thatcher, with plans to continue toward Snowden in the coming weeks.

We are also evaluating the stain color currently being used and plan to switch to a darker shade to provide a richer appearance and better overall results.



The library has received several improvements this summer, including a fresh coat of paint, table was refurbished and some much-needed decluttering to create a more organized and inviting space for residents.

Additional enhancements are planned, including the purchase of proper signage and a new book drop to improve the overall library experience.

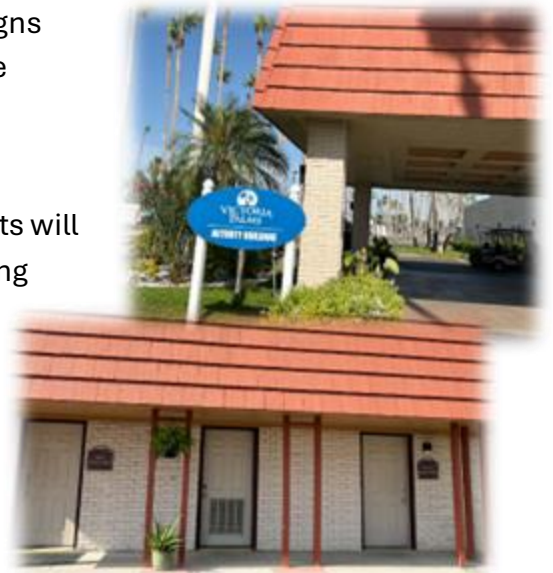
To better accommodate both residents and staff, the puzzle table has been relocated, allowing easier access to the utility closet without disrupting those working on puzzles. We are hopeful this new layout will provide a more comfortable and functional space for everyone during the busy season ahead.



Another ongoing project is our signage upgrade program. New signs identifying roads, buildings, and key amenities will continue to be installed throughout the resort, making it easier for residents and guests to find their way around.

With a community as large as Victoria Palms, these improvements will help newcomers navigate the resort more easily and make locating buildings and amenities much more convenient.

We appreciate everyone's patience and understanding as we work through these improvements and continue to enhance the amenities our residents enjoy.



POOL NEWS

The Pool Decking Project is finally moving forward, and the delays are behind us. We have been scheduled to begin work within the next few weeks and hope to have the project completed by the first week of October.

Before the paver work begins, a few additional leaks that were recently identified will be repaired to ensure a more complete and long-lasting solution. Thank you for your patience as we work to improve the pool area for everyone to enjoy.

GATE PROJECT

We are pleased to report that the new swing-arm-style gates have been installed and are operating properly. The YELP access system is now functioning at all three gate locations, including the main entrance and the hotel gates.

While the new system has improved access control, we continue to experience issues with tailgating. Unfortunately, this is something that technology alone cannot prevent. We ask all residents, visitors, and vendors to help by not following vehicles through the gates and by ensuring each vehicle uses proper gate access.

We are also working on updating the vehicle identification stickers for residents. New front windshield stickers are currently being developed, and we are exploring the possibility of providing rear vehicle stickers as an additional identification option. More information will be shared as it becomes available.



PALM TREE TRIMMING

Project began in July and, as with any new contractor, there have been a few unexpected challenges along the way. Despite some scheduling and equipment delays, the crew continue to make steady progress throughout the resort.

We anticipate the project will be completed by October 1st. As work continues, we kindly ask residents to be patient and avoid work areas whenever possible to help ensure the safety of both residents and contractors.

CRAFT CENTER RAMP

The Craft Center Ramp Project is currently on hold as we evaluate options for replacing the canopy that was damaged during recent high winds.

While the project has stalled temporarily, improvements already completed include the upgraded lighting and a portion of the ramp railing. Once a decision has been made on the canopy replacement, work on the ramp improvements will resume.

UPCOMING SEASON REMINDER

Get Ready to Dance! As we welcome another exciting season at Victoria Palms, we're looking forward to bringing even more fun to the dance floor with our themed dances. This past year's Ladies Night Out, Glow Dance, and Beach Party were resident favorites, and we have plenty of new ideas planned for the months ahead.

Have a creative theme you'd like to see? We would love to hear it! Share your ideas with the Activities Department as we continue making our dances a fun, memorable part of the Victoria Palms experience. Let's keep the music playing and the good times rolling!

MANAGERS Corner

As always, my goal is to keep Victoria Palms moving forward in a positive direction and to ensure our community remains a place we're all proud to call home.

I truly enjoy meeting residents, hearing your ideas, and listening to your concerns. While I'm always happy to chat around the resort, the best way to address questions, concerns, or action items is by scheduling a meeting or contacting me through the proper channels. This allows me to give your issue the attention it deserves and helps ensure that nothing gets overlooked.

For work orders, please contact the Front Office at 956-464-7801 or email victoriapalms@equitylifestyle.com. For after-hours emergencies, please call 956-532-5832.

If you would like to submit a suggestion or provide feedback through our Suggestion Program, please visit the VRP Advisory Council page: <https://vpractivities.com/advisory-council/>

I understand that delays, unexpected issues, or concerns can sometimes be frustrating. However, I ask that everyone remember to treat our staff with courtesy and respect. Our team is here to help and will provide information and updates as soon as they become available.

Please keep in mind that disrespectful behavior or raising your voice toward staff does not help resolve an issue and often causes situations to escalate unnecessarily. My team works hard every day to serve our community, and I am committed to maintaining a respectful environment for both residents and employees. I appreciate everyone's patience, professionalism, and understanding as we work through concerns together.

Thank you for your continued support, feedback, and involvement in our community. I look forward to seeing everyone around the resort and working together to make this another great season at Victoria Palms.

Chris Silva

Resort Manager

Victoria Palms Resort