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Villas of Palm Springs Frequently Asked Questions- Post Town Hall Edition

Thank you for your commitment and dedication to the positive changes at Villas at Palm Springs Resort. Let's stay engaged!

You are encouraged to read all the Frequently Asked Questions to ensure the smoothest possible communication experience. If the below does not address your question, please email us at VOPSreimagination@lemonjuice.biz or visit <https://villasofpalm Springs.info> for regular updates.

This FAQ summarizes key owner questions discussed during the town hall and combines related topics to avoid duplicate answers. Owners should continue to monitor the information site and email the project team with account-specific questions.

Resort Management & Operations

Q: When will Lemonjuice Solutions begin managing Villas of Palm Springs?

A: Lemonjuice will officially assume management of the day-to-day operations of Villas of Palm Springs effective September 1, 2026. Owners will be able to contact the new management team beginning at that time for reservations and other resort needs.

Q: Why is management changing?

A: Gracie elected to retire, and Lemon Juice offered to assume management of the resort while the Association moves through the reimagination and potential termination process. The goal is to provide additional operational resources, increase rental revenue, improve efficiencies, and support the property during this transition period.

Q: Is the Villas of Palm Springs name changing?

A: No. There are currently no plans to rename Villas of Palm Springs.

Q: What improvements are being made to the property?

A: Recent and planned efforts include new pool furniture, pressure washing, landscaping improvements, deep cleaning and inspection of units, professional photography, improved rental marketing, and evaluation of the resort's Wi-Fi system for a potential upgrade.

Rental Program

Q: When will the new rental program begin?

A: The rental program is expected to launch beginning September 1, 2026.

Q: Where will the units be advertised?

A: Available Association-owned inventory will be marketed through online travel agencies (OTAs). The Villas of Palm Springs website is also expected to be redesigned to allow direct bookings.

Q: Why is the Association expanding its rental program?

A: The goal is to generate additional revenue from Association-owned inventory that might otherwise remain vacant. Rental revenue can help offset operating expenses and support the financial stability of the Association while the property moves through the reimagination process.

Q: How much of the rental revenue goes to the Association?

A: Lemon Juice stated that it will receive a 35% rental commission for its expenses, with the remainder of the rental proceeds going to the Association.

Q: Could rental revenue help reduce maintenance fees?

A: Potentially. Management hopes increased rental income will reduce pressure for future maintenance fee increases and possibly allow for a decrease. However, no reduction has been guaranteed, and several months of rental performance will be needed before the financial impact can be evaluated.

Q: Will renters take priority over owners?

A: No. Owners are the primary consideration and will be prioritized over rental guests. Because Villas of Palm Springs operates with floating-use inventory, owners are encouraged to make reservations as early as possible.

Owner Reservations & Usage

Q: Can owners still use their weeks in 2026 and 2027?

A: Yes. Until the Association is terminated, owners may continue using the property under the existing ownership structure, subject to availability, reservation requirements, and account obligations.

Q: Can I make a 2027 reservation before receiving my 2027 maintenance fee invoice?

A: Yes. Reservations may be made in advance; however, applicable maintenance fees must still be paid when due. Management advised that failure to remain current could potentially affect a reservation.

Q: Are reservations first come, first served?

A: Yes. Villas of Palm Springs is a floating-use property. If the requested time is already occupied, an owner may need to select another available period.

Q: What if I have unused 2026 time?

A: According to the information provided during the Town Hall, unused 2026 time may be rolled into 2027. However, usage may only be rolled over for one year. If it is not used during 2027, it will be forfeited.

Q: What if I own summer time and was unable to use it because the resort was closed?

A: Management acknowledged this issue and stated that affected owners should contact the team. Management will work with the Board and the individual owner to identify an appropriate solution.

Q: What happens if I pay my 2027 maintenance fee but the property is sold before I can use my week?

A: Management stated that, in similar reimagination projects, owners who paid a maintenance fee but were unable to use their week because of a property sale have typically received a refund. The specific procedure for Villas of Palm Springs will ultimately be determined as the process progresses.

Property Taxes

Q: What is the current delinquent property tax issue?

A: Delinquent owners have accumulated approximately \$850,000–\$857,000 in property tax debt. Management is working with Riverside County to determine whether that amount can be reduced before the eventual termination and sale of the property.

Q: Why does delinquent owner tax debt affect the Association?

A: California allows property taxes associated with timeshare interests to be billed directly to individual owners. When owners fail to pay those taxes over many years, the unpaid balances can become an issue when attempting to terminate the timeshare structure and sell the property.

Q: How many intervals currently have power of sale attached to them?

A: Management reported approximately 394 intervals with tax delinquencies that have reached the point where Riverside County has power of sale.

Q: What should I do if I owe Riverside County property taxes?

A: Owners with outstanding property taxes are strongly encouraged to contact Riverside County and bring their accounts current. Delinquent taxes continue to accrue additional fees and may reduce or eliminate any distribution an owner might otherwise receive following an eventual property sale.

Q: Will delinquent owners receive proceeds from an eventual sale?

A: An owner must have a current account with the Association to receive a distribution. Any outstanding amounts owed to the Association would be deducted from the owner's potential distribution.

Management indicated that many of the highly delinquent intervals have accumulated substantial balances and may ultimately have little or no remaining distribution after outstanding obligations are satisfied.

Voluntary Tender Offer

Q: What is the voluntary tender offer?

A: The voluntary tender offer is an opportunity for eligible owners who do not want to wait through the full termination and sale process to sell their timeshare interest sooner.

Participation is completely voluntary.

Q: When will tender offer letters be sent?

A: Management stated that individualized offer letters are targeted for approximately mid-September 2026.

Q: Why were the offer letters delayed?

A: Management explained that the planned tender offer was delayed while the team focused on transitioning management of the resort and preparing the property for the new rental and operational programs.

Q: How much will owners be offered?

A: Management indicated that offers are expected to be approximately \$2,000, although the actual amount may vary depending on the season and circumstances associated with the individual interval.

Each eligible owner will receive an individualized offer.

Q: Do I have to accept the tender offer?

A: No. The program is entirely voluntary. Owners may accept the offer and transfer their ownership or decline the offer and remain an owner while the Association proceeds toward the eventual termination and sale process.

Q: Do my maintenance fees have to be current to participate?

A: Yes. Management stated that maintenance fees must be paid before an owner can participate in the tender offer.

Individual circumstances involving other outstanding obligations may require additional review.

Q: What documents will I receive if I accept the tender offer?

A: The transaction will include a deed transferring the ownership interest. The deed will then be recorded with Riverside County, providing documentation that the ownership interest has been transferred.

Management stated that documents used in the process will be legally reviewed for compliance.

Reimagination, Termination & Sale

Q: Is Villas of Palm Springs definitely being sold?

A: The Association is currently proceeding toward the eventual termination of the timeshare form of ownership and marketing of the property for sale. However, the process has not yet reached the point where a sale can occur.

Q: Why can't the property be sold now?

A: Management stated that the Association needs to wait until at least the May 2027 Riverside County tax auction before moving forward with the next stages of the termination process.

The delinquent tax situation is a significant issue that must be addressed as part of the process.

Q: What happens after the May 2027 tax auction?

A: Management anticipates that additional steps will be required before termination can be finalized, including an Association meeting and an owner vote.

The process could take several additional months after the tax auction.

Q: Will owners vote on the termination?

A: Yes. Management stated that the termination process will require an owner vote and that the appropriate meeting will be formally noticed.

Q: How much will owners receive when the property is eventually sold?

A: It is too early to determine.

The eventual distribution will depend on factors including the property's future sale price, market conditions, outstanding expenses and obligations, taxes, individual owner account balances, and other transaction-related costs.

Management specifically stated that it cannot currently provide a reliable estimated payout per week.

Q: Will an appraisal be completed?

A: Yes. Once the Association reaches the appropriate stage of the termination process, management anticipates obtaining an updated appraisal as well as a Broker's Opinion of Value (BOV) from a local broker.

That information is expected to be shared with owners when available.

Q: How will the property be marketed?

A: Management anticipates aggressively marketing the property to maximize interest and value, including potentially marketing it as a hotel, condominium opportunity, or through other appropriate configurations.

Q: What is Lemonjuice's fee related to the eventual sale?

A: The reimagination fee is 35% of the gross sales price. Management explained that the fee includes title and legal costs advanced as part of the reimagination process.

2027 Maintenance Fees

Q: Will there be a 2027 maintenance fee?

A: Owners should anticipate at least one additional maintenance fee because the Association is expected to continue operating well into 2027.

Q: How much will the 2027 maintenance fee be?

A: The amount has not yet been determined.

Management is preparing the 2027 budget for Board consideration. The 2026 budget will serve as a starting point, with adjustments made for inflation, cost increases, operational needs, and anticipated rental revenue. Management stated that its goal is to keep any increase to a minimum.

Q: Will there be a special assessment?

A: Management stated during the Town Hall that there is no special assessment anticipated at this time. One purpose of the expanded rental program is to generate additional Association revenue and reduce the need for additional owner funding.

Fees & Resort Policies

Q: Is the bonus-time rate changing?

A: Yes. Effective October 1, 2026, bonus-time rates will increase by \$10 per applicable unit/rate category:

- \$90 will increase to \$100.
- \$105 will increase to \$115.
- \$112 will increase to \$122.

Q: What is the new lockout fee?

A: The lockout fee will be \$75 per occurrence/night when someone must return to the property to provide access after an owner or guest locks themselves out.

If the charge is not paid during the stay, it may be added to the owner's account.

Owners and guests are strongly encouraged to take their keys with them whenever leaving their unit.

Q: Are pets allowed at the property?

A: No. Management stated that the current restriction is related to the property's insurance policy and that pets cannot presently be accommodated even with payment of a pet fee.

Owner Rentals

Q: Can I rent my own week if I do not plan to use it?

A: Yes. Owners may independently rent their deeded interest through platforms such as vacation-rental websites.

At this time, Lemon Juice's rental program is focused on Association-owned inventory.

Q: Will Lemon Juice eventually rent individual owners' weeks?

A: Possibly. Management stated that it would need to review California requirements regarding third-party rental transactions before determining whether an owner rental program could be offered.

Ownership & Deed Transfers

Q: What if my ownership needs to be transferred because an owner has passed away or the deed needs to be placed in another family member's name?

A: Management has a list of owners requiring deed-transfer assistance and expects to work through many of those cases by approximately mid-October 2026.

Each situation must be reviewed individually. Transfers involving a deceased owner may require specific legal documentation, and title issues may result in additional processing time.

Owners with pending transfer issues should contact Owner Support for assistance.

Communications & Staying Informed

Q: How often will Town Hall meetings be held?

A: We anticipate Town Hall meetings approximately every two to three months as the reimagination process continues.

Q: Will Town Hall recordings be available afterward?

A: Yes. Recordings will be posted to the Villas of Palm Springs information site, generally shortly after the meeting.

Q: Where will important information be posted?

A: The Villas of Palm Springs information site will serve as a central resource for:

- Town Hall recordings
- Frequently Asked Questions
- Owner letters
- Reimagination updates
- Other important communications

Q: How can I make sure I receive future notices and offers?

A: Owners should ensure their mailing address, email address, telephone number, and other contact information are current with Owner Support.

Formal Association meetings will be properly noticed. Town Hall announcements and other updates may primarily be distributed through email.

What Owners Should Do Now

Owners are encouraged to:

1. Update your contact information so you receive important notices and communications.
2. Remain current on maintenance fees.
3. Bring any delinquent Riverside County property taxes current.
4. Watch your mail and email for the voluntary tender offer and other important notices.
5. Make reservations early if you intend to use the resort in 2026 or 2027.
6. Review the Villas of Palm Springs information site regularly for recordings, FAQs, letters, and updates.
7. Contact Owner Support with questions specific to your ownership, account, deed, or tender-offer eligibility.

Important Note

The reimagination and termination process is ongoing. Certain dates, costs, owner distributions, maintenance fees, and procedures have not yet been finalized. Information in this FAQ reflects what was communicated during the Town Hall and may be updated as additional information becomes available.