The GALLERYone Hotel

The latest local news

April 2026



Recently Completed Property Improvements

---------- OWNER RELATIONS TEAM

HVAC Chiller Rebuild

Over the past several months, our team has been focused on evaluating the best long-term solution for one of the building's chillers. After gathering multiple proposals and consulting with several vendors, we determined that a full chiller rebuild was the most financially and mechanically responsible decision.

This project required extensive coordination, including disassembly and off-site rebuilding of key components. We are pleased to announce that this work was successfully completed in March. As a result, we now have both chillers fully operational, positioning the property well for the upcoming spring and summer temperatures. This rebuild not only provided significant cost savings compared to replacement and avoided a possible special assessment but is also expected to extend the life of the equipment by an additional 10–15 years.

Hot Tub Heater Replacement

The heater that services the Hot Tub suffered a catastrophic failure where the internal heat exchanger ruptured. Considering the age of the heater, the cost of replacement for the heater, warranty and the cost of replacing only the heat exchange unit, it was decided that the best option was to replace the unit altogether with a new one. The new heater is of lesser BTU capacity which will allow for more efficient natural gas use while still maintaining the Hot Tub to proper temperature.

Air Handler Unit (AHU) Preventive Maintenance Program

To further strengthen system performance, we have entered into a contract for quarterly preventative maintenance of all Air Handling Units (AHUs) and the cooling tower. This program began this month and will help improve efficiency, reliability, and long-term equipment health.

Hotel Performance

--------- OWNER RELATIONS TEAM

Hotel Occupancy Performance

Q1 2026 saw a big increase in occupancy compared to both this year's budget and last year's performance. The hotel finished Q1 with an average increase of **8.4%** compared to budget and an increase of **11.5%** compared to Q1 of 2025.

We have seen a stronger market in 2026, which—combined with several key group and corporate relationships—has driven strong growth versus both budget and last year's performance.

Stay Score (Guest Experience)

The property experienced great success for Q1 of 2026 as it relates to our overall guest experience surveys.

Overall Stay Score **increased 10.00%** against same time last year.

Review site index which consolidates feedback from all 3rd party review sites **increased by 22.8%** against same time last year.

Problem incidence **decreased by 8%** against same time last year.

Service Quality **increased 7.2%** against same time last year.

Overall Cleanliness **increased 8.8%** against same time last year.

Room Quality **increased 11.9%** against same time last year.

We will continue to focus on our guest and Unit Owner feedback identifying common denominators. This will ensure we get the most out of our service initiatives.

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Guest Hallway Trash Receptacles

The team recently installed all new trash receptacles on all 11 guest floors elevator landings. These receptacles have a larger opening which should work better for when guests drop off their trash in this area.



Life Safety Updates

March was an exceptionally strong month for the property from a fire and life safety standpoint, with major systems performing as intended and inspections yielding very positive results.

City Fire Inspection

Major systems—including the generator, standpipe, fire pump, transfer switch, underground fuel tank, kitchen hood systems, and fire extinguishers—all passed inspection. Only minor deficiencies were identified and are currently being corrected.

Annual Fire Alarm Inspection

Out of 522 devices, only 7 required repairs, which are already in progress for correction.

Annual Fire Sprinkler Inspection

All major systems passed successfully, with only minor items such as caps and plates being addressed.

Frequently Asked Question and Reminders

Owner Relations Contact

For the timeliest response when contacting the Owner Relations Team, please use the Owner Relations email. This ensures your inquiry is addressed promptly, even when team members are out due to illness or PTO.

Galleryone.OwnerRelations@Hilton.com

Unit Owner Reservations

For all Unit Owner reservation requests, modifications to reservations, and cancellations please ensure all requests are submitted through the proper smart web form. Reservations cannot be processed without proper Unit Owner approval and consent.

Realtor Information

For unit sales, Unit Owners are responsible for providing all requested information to their realtor. The Owner Relations Team cannot share owner information with third parties and will only provide details directly to the Unit Owner. Realtors should not contact Owner Relations directly.

Behind the Scenes

Featuring: General Manager



---------- **Rafael Benitez**

Rafael joined the team as General Manager in December 2022**.** Since then, he has worked closely with the team to drive key performance indicators across all property departments. In his role, Rafael places a strong emphasis on guest feedback, identifying trends from both guest and Unit Owner input to develop standard operating procedures that address areas of opportunity. He continuously seeks ways to enhance property operations, with a particular focus on service delivery and overall property cleanliness.

Rafael began his hospitality career in Puerto Rico, assisting his father with the operation of a property that hosted small events such as corporate functions and weddings. After graduating high school, Rafael relocated to Providence, Rhode Island, to continue his education with a focus on hotel management. While living in Rhode Island, he worked across a variety of restaurants, hotels, colleges, private clubs, and banquet facilities—experiences that reinforced his passion for the hospitality industry and strengthened his skills across multiple food and beverage disciplines.

Since completing his studies, Rafael has built a diverse career across multiple markets, including Providence, Orlando, Puerto Rico, California, Miami Beach, Miami, Miramar, and most recently, Fort Lauderdale. Throughout his tenure, he has worked in a wide range of hospitality environments, including resorts, airport hotels, theme park resorts, short-term rental operations, long-term stay hotels, and condo-hotels. His experience spans both corporate and branded settings, as well as independent and family-owned properties.

Outside of work, Rafael enjoys water sports, running, working out, cooking, traveling, and spending time with friends and family.

When visiting the property, you will often see Rafael walking the grounds, speaking with guests, and working closely with the team. Please feel free to say hello and introduce yourself.



Upcoming Projects

Breaking news from your local trusted source

----------OWNER RELATIONS TEAM

Guest Hallway Carpet Deep Cleaning

All guest floor hallways are scheduled for professional steam cleaning during the second week of April. This service will help maintain clean, fresh, and well-presented hallway carpets.

Elevator Landing Lamps

To ensure consistency and a polished appearance throughout the property, 11 new lamps have been ordered to replace the existing fixtures at the elevator landings. Installation will take place upon delivery.

Guest Hallway HVAC Deep Cleaning

As part of the property's preventive maintenance program, all 22 hallway HVAC units will undergo coil and duct deep cleaning and disinfection during the month of April. This annual service enhances system efficiency, reduces the risk of issues such as condensation overflow, and helps maintain a fresh-smelling environment—especially important as we approach the summer months.

Upgraded Hallway Vacuum Cleaner

We have ordered a back-pack style vacuum cleaner for the houseman to use on our guest hallways. This vacuum is more powerful and has a larger capacity than the ones used in the guest rooms and will allow for more efficient cleaning and maintenance of the guest hallways.

GALLERY One
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