

May 23, 2019

Dear Custom House Owner:

It is my pleasure to present you a letter from your Board President, Arthur Surabian, as well as an opportunity to serve of the Board of Directors.

Your Board of Directors works closely with the Resort Management Team to ensure that the Association's financial goals are met and it is our pleasure to announce some savings were realized in 2018. A copy of the Association's 2018 Audited Financial Statements are available by contacting Ginger James, Director of Finance, at 617-310-6326 or by email at Ginger.James@vacationclub.com.

Please contact me with any questions by phone at 617-310-6330 or by email at Walid.Nagda@vacationclub.com.

Best regards,

Willie Nagda

General Manager

Marriott Vacation Club PulseSM at Custom House

Custom House Leasehold Condominium Association, LLC
May 2019 Board of Directors Newsletter

Dear Custom House Owner:

We hope that you had a pleasant winter. The winter in Boston was a disappointment to snow lovers, but a welcome to those who cherish mild winters. April was the 5th warmest in history and also the wettest, with 21 of 30 days having a measurable rainfall. Let's hope that the beautiful spring and summer weather that Bostonians enjoy each year returns. The city has so much to offer and Custom House, your home away from home, is looking forward to making the Spring/Summer 2019 a memorable one.

Election Results and the slate of officers for 2018-19

At the November 7, 2018 Board of Directors meeting, Larry La Chance was elected to serve a three-year term on the Board of Directors.

The Board met at the conclusion of the November 7th Annual Meeting and voted its officers for 2018-19:

President-Arthur Surabian
Vice-President-Larry LaChance
Treasurer-James Young
Secretary-Philip Lynch
Director-Stephanie Sobeck Butera

The Board also appointed Hugh Drummond to serve as an advisor.

Resale of Owners Week(s) Program Underway

The Resale of Weeks Program is underway. During the first quarter, owners who had listed their weeks over the past few years were notified by mail asking if they wanted to keep their name on the resale list. Every owner who opted to maintain their listing is on the Active List. We spoke with the Director of Resale and he anticipates that sales will be brisk.

As we reported earlier, Custom House Gold weeks are being listed at \$6,400 and Platinum weeks at \$9,100. As reported in the January Newsletter, the commission structure has changed. Effective January 1, 2019, Marriott Resorts Hospitality Corporation ("MRHC"), as broker, increased their commission structure from 40% to 50% for all resale listings. However, MRHC will honor the 40% commission for Custom House owners registered with Resale Operations prior to January 1, 2019.

You can contact MVCI's Resale Operations Department directly for answers on selling your week(s). You may contact them with your resale or deed-back questions at: Phone: 866-682-4547 Monday thru Thursday 9:00 a.m.-5:00 p.m.; Friday 10:00 a.m.-5:00 p.m.

If you prefer to email, their email address is: Resale.operations@vacationclub.com. Please note that all Resale Operations programs remain subject to change at any time, so please contact the Marriott Vacation Club Resale Department for more information at your convenience.

2019 Will Be a Very Busy Year

General Manager Willie Nagda says that 2019 will be a very intense period for projects and feels that by year end, most of what needs to be done will have been completed.

The following is a recap of 2019 Projects

Fire Alarm System Upgrade

In 2018 the infrastructure and wiring phase of the project was completed. This project has had many twists and turns as a result of mandates of the City of Boston's fire codes.

During the winter of 2019 the connections for the upgrades were installed in all 84 villas. This month, work will begin to change all of the detectors in the common areas. Upon completion of this final phase, three to

four months of intense, rigorous testing will be conducted. Once all systems have met Marriott Vacation Club's approval, the City of Boston will be notified to conduct its final inspection.

Installation of the 3 Air Handlers

Because of the historic structure of Custom House, this project has become more costly. In order to install two of the air handlers adjacent to the dome, the construction crews had to cut a hole in the concrete to accommodate the air handlers. It is the only way of access. Now that the area has been prepared, welders are cutting the old air handlers into pieces prior to their removal. Then with a sophisticated pulley-system, the new air handlers will be hoisted into place and installed. It is anticipated that this project will be completed by early June.

Clock Arm Painting and Refurbishing

Knollmeyer Building Corp, the firm that was hired to do the façade repairs, has been selected for this project. Currently the permitting and scheduling phases are being addressed and the work is anticipated to begin in August with completion by year-end.

Exterior Lighting

The management team is working with Phillips Lighting and the City of Boston to coordinate the replacement of all of the exterior lighting with new LED bulbs. The anticipated useful life of the replacements is 10-11 years. It is being projected that this project will be completed by winter.

Cooling Tower Replacement

The Management Team is consulting with MSS Solutions to determine what work is necessary to complete the project.

Façade and Roofing Repairs

Façade repair work is an annual budgeted item. The Board took a position three years ago that the work recommended by our engineering firm, SGH, must be reviewed each year and that the work needs to be performed in a timely manner in order to avoid problem areas from worsening. In 2019, the waterproofing of the flooring of the Eagle suite balcony and Observation Deck will be addressed as well as the lower roof.

Television Replacements

New state of the art 43 inch, LG-Smart televisions have been installed in all 84 Villas. The televisions are larger than the replaced units and offer more options and a beautiful vibrant picture and sound.

Sidewalks

The sidewalk on the State Street side of Custom House is in need of repair. The walking conditions have worsened and permitting is in process. It is anticipated that the repairs will be finished by the end of the summer.

Wharf District Council Report-Harbor Garage and Hook Lobster

As of May 1, neither the city nor the developer have taken any further steps on these two projects as a result of two pending lawsuits. Harbor Towers is suing Donald Chiofaro, the developer of the proposed Harbor Garage project, on the grounds that their rights for the use of the garage have been violated. They are also suing over the height of the project.

In a more significant suit, The Conservative Law Foundation is suing State Environment Secretary, Matthew Beaton, for approving the Master Harbor Plan which supports the plans for the Harbor Garage and Hook Lobster projects. The suit is based on the fact that the CLF claims Mr. Beaton broke a state law in approving the Master Harbor Plan since the Plan is in violation of Chapter 91.

The WDC and our community are working with professionals to create a video aimed at decision-makers, government officials and developers in determining the future of our neighborhood.

Opportunity to serve on the Board of Directors

This year there will be two positions that need to be filled. Being on the Board of Directors is an honor and with it comes the need for a commitment by its members to represent our owners with diligence and

dedication. Our Board works extremely hard and we invite those of you who would like to serve to consider applying.

Any Owner desiring to become a candidate for election to the Board of Directors must complete and submit a [Volunteer Form](#) to the Association by **June 26, 2019**.

To access the form, click on the link in this letter and you will be directed to MarriottVacationClub.com where you will be prompted to log in using your MarriottVacationClub.com User Name and Password. If you do not have an account, click "Create a New Account." If you have an account and encounter challenges logging in, click "Forgot User Name or Password" on the web site. For technical support accessing the Volunteer Form on MarriottVacationClub.com, please contact Owner Services at 800-845-4226.

A Volunteer Form can also be obtained by contacting Joanne Darland, Executive Administrative Assistant, by phone at 617-310-6315 or via email at Joanne.Darland@vacationclub.com.

The Volunteer Forms submitted will be reviewed by the Nominating Committee, which is made up of two current Board members who are not running in this election. A minimum of two candidates per open position will be selected to appear on the ballot.

How to Maximize Your Rewards Points

At the November 2018 Custom House Annual Board Meeting, Mr. Tim Hamilton of the sales office discussed how owners can maximize their Marriott Rewards® points. Since then Marriott Rewards points have been renamed "Marriott Bonvoy™ points." Perhaps one of the most beneficial uses of the Bonvoy points is the "Hotel and Air Travel Package." These packages are offered as either a 5 or 7 night hotel stay with variations of hotel categories and choice of 50,000 or 100,000 air miles. The 5-night package is only available to MVC enrolled owners. This package includes 4 nights at the standard per night point rate with the 5th night free. The air miles are included in the package at a greatly reduced price per mile as compared to the usual cost or value. Below is a chart listing the options and points required. To book the package call MVC Owner Services at 1-888-MVC-4VOA (1-888-682-4862)

Marriott Rewards® Owner Specials					
Redeem for 4 nights and get the 5th night free					
It's really that simple. Use your Marriott Rewards points to stay at Marriott hotels for 4 nights and get the 5th redemption night free.					
No Blackout Dates					
You're free to redeem Marriott Rewards points at more than 6,500 Marriott hotels worldwide. Now, you have more flexibility to vacation when & where you want.					
5-Night and 7-Night Travel Packages					
We have 5-night and 7-night travel packages that include your hotel stay and airline miles that is only available for Marriott Vacation Club Owners who are members of the Marriott Vacation Club Destinations Exchange Program. Travel to more than 6,500 Marriott hotels worldwide and choose how you get there.					
Marriott Rewards Points 5-Night Vacation Package			Marriott Rewards Points 7-Night Vacation Package		
Category	+50,000 Miles	+100,000 Miles	Category	+50,000 Miles	+100,000 Miles
1-4	195,000	270,000	1-4	255,000	330,000
5	235,000	310,000	5	315,000	390,000
6	315,000	390,000	6	435,000	510,000
7	355,000	430,000	7	495,000	570,000
8	475,000	550,000	8	675,000	750,000

Congratulations to the Custom House Management Team

We are pleased to inform you that the Custom House team won the 2018 World Class Leadership Award. The management team at Custom House and each and every associate is like no other in the industry. The Board is

so proud of their execution of duties and admires the passion and dedication that they bring to the table every day.

We thought we would share a summary of the Guest Satisfaction Scores for 2018 and YTD 2019.

2018 (Full Year)

- Overall Satisfaction was 96.2%
- Villa Cleanliness was 98.3%
- EIWO (Everything is in Working Order) was 95.1%
- Friendliness of Front Desk Staff was 95.8%

2019 YTD

- Overall Satisfaction is 95.3%
- Villa Cleanliness is 98.6%
- EIWO (Everything is in Working Order) is 94.4%
- Friendliness of Front Desk Staff is 96.2%

Congratulations to the 1st Quarter Associate Award Winners

Each quarter the management team recognizes two employees for outstanding performance. The winners for the first quarter of 2019 are:

- Barbara Hugo-Front of the House
- Saeed Ahmed-Heart of the House

Barbara and Saeed always have a friendly smile and treat our guests above and beyond expectations. These two very special individuals are extremely worthy of this well-deserved recognition. Congratulations Barbara and Saeed.

The next Newsletter will be sent during the month of August.

Sincerely,

Arthur Surabian

President

Board of Directors

Custom House Leasehold Condominium Association, Inc.

Board Members:

Larry LaChance, Vice-President

James Young, Treasurer

Philip Lynch, Secretary

Stephanie Sobeck, Director

VOLUNTEER FORM TO SERVE ON THE BOARD OF DIRECTORS

At the next Annual Meeting, Owners will elect member(s) to serve on the Board of Directors. Board Members convene at least four times annually with the management of Marriott Vacation Club® International to conduct the business of the Association. Board Members are reimbursed for actual expenses incurred for travel, lodging and meals. A Nominating Committee, appointed by the President and composed of members of the Board, will meet to select candidates for the vacant position(s). The list of candidates to be elected will be included on a Proxy sent with the Notice of Annual Meeting. Please complete this volunteer form if you have an interest in serving on the Board of Directors for your Association.

To be considered, your form must be received by June 26, 2019

Name: _____

Address: _____

Occupation: _____

(If retired, list primary occupation prior to retirement.)

Contact information: (Telephone) _____ (Email) _____

If nominated, your name and occupation, along with a brief profile, will be included with the Notice of Annual Meeting. To assist in this effort, please provide a summary of no more than 150 words of your experience and why you would like to serve as a Director. Your summary will be published exactly as stated. Please do not abbreviate words or company names, print clearly or type, attach additional paper as necessary.

Signature: _____

Note: Please be sure that you can commit to attend and/or participate in at least four (4) meetings per year before volunteering to serve. Elected directors will have their names listed in Association publications. This will permit other Owners to contact you regarding the operation of their Vacation Ownership property.

COMPLETE AND MAIL, EMAIL OR FAX TO: Marriott Vacation Club PulseSM at Custom House
3 McKinley Square
Boston, Massachusetts 02109
Attention: Joanne Darland
Joanne.Darland@vacationclub.com
Fax: 617-310-6301

*The submittal of a volunteer form is not a guarantee of being selected as a candidate. Information submitted is proprietary and will be used only by the Nominating Committee, with the exception of your profile, which will be included with the Notice of Annual Meeting, should you be selected as a candidate.

THIS FORM MUST BE RECEIVED BY JUNE 26, 2019