



Dear Marriott's Fairway Villas Owners:

Greetings from your home resort! We are having a fantastic 2019 and are delighted to report the events that shaped our year, as well as share several upcoming initiatives for 2020.

Leadership Update

2019 has brought several management changes to the resort Leadership Team. In April 2019, Dennis Nau, General Manager, accepted the role of General Manager at Marriott's Ocean Pointe in Palm Beach Shores, Florida.

I'd like to take the opportunity to introduce myself as your new General Manager. I have been with Marriott Vacation Club and Marriott International for the past 20 years in various roles. Most recently, I held the position of Director of Operations at Marriott's Canyon Villas in Phoenix, Arizona. I joined the Fairway Villas team in August and am excited to call New Jersey home.

We are pleased to announce promotions and new members to our Leadership Team:

- Ria Ygana, Activities Supervisor, was promoted to Activities and Food & Beverage Manager.
- John Scioli, Manager on Duty, was promoted to Chief Engineer.
- Tony Ji recently joined the team as Front Office Manager.
- Amanda Hagan, our former Front Desk Manager, has returned as Safety and Security Manager.
- James Metro joined our resort as a Director of Operations.

2019 Project Update

- In August 2019, the playground area was enhanced by removing the existing mulch and adding three inches of rubber mulch.
- Installation of new smart televisions in the villas was completed in September 2019. Along with this upgrade a new line-up of high definition channels are available as well as the capability to access your favorite shows through your personal subscription(s) to Netflix, Crackle and YouTube. As part of this enhancement, DVD players are no longer offered in the villas.
- A new, convenient texting option to relay special requests during your stay is available. At check-in, opt-in for this feature to stay connected.

Owner and Guest Satisfaction Scores

Our team takes a tremendous amount of pride in the job we do each and every day to exceed the expectations of all Owners and guests who visit Fairway Villas throughout the year. The measurement of our efforts are shown through the Guest Satisfaction Survey results. We finished November 2019 with an Overall Satisfaction score of 90.5%. I would like to thank all Owners for completing the Guest Satisfaction Survey after your visits.

Elizabeth Arden Red Door Spa Update

The Elizabeth Arden Red Door Spa and Marriott Vacation Club made a joint decision to terminate the lease resulting in the spa closure on November 3, 2019. There is no plan in place as of yet for the space, but I will certainly keep you informed of any updates regarding the space. The following amenities are still available to Owners and guests: fitness center, day use

locker rooms, indoor pool and hot tub, Juice Bar and, in season, outdoor adult pool and hot tubs.

Spirit to Serve

The Fairway Villas team are proud to support Marriott Vacation Club's spirit to serve philosophy throughout the year by volunteering with various organizations in the community. The resort team accepts unused, unopened food from Owners and guests in our Lobby basket, which is then donated to the Community Food Bank of South Jersey. There are other ongoing events to raise money for the Children's Miracle Network throughout the year, with the annual Golf Tournament being our biggest fundraising event. Over the last eight years the resort has raised over \$100,000 thanks to your continued support.

Board of Trustees and Annual Meetings

On October 3, 2019 both the Board of Trustees and Annual Meetings were held. During these meetings the resort Management team reviewed operational highlights, year-to-date financials, including the proposed 2020 budget and related maintenance fee.

Your Board of Trustees approved the 2020 Operating Budget as follows:

- Operating Fee of \$9,663,776.00
- Reserve Fee of \$3,475,639.00
- Property Tax of \$928,202.00
- Total 2020 Budget is \$14,067,617.00
- Total 2020 Maintenance Fee is \$1,517.52 for each 2-Bedroom unit

Operating Fees are the funds used to cover the cost of all resort expenses incurred on an annual basis and include electricity, utilities, phone, pool, maintenance and departmental costs.

Reserve Fees are the funds used to cover the cost of capital replacement expenditures. This includes future villa renovations, added amenities for the resort, large item replacements such as villa furniture, carpeting, pool resurfacing, televisions, air conditioning units, roofing, windows, facade resurfacing and road and parking lot resurfacing.

Upcoming projects for 2020

- Effective January 1, 2020, panic alert devices will be worn by all associates who work alone in rooms, as mandated by a new New Jersey State law.
- Upgrade of Wi-Fi equipment.
- Update of the fire alarm system in the Amelia, Breakers and Congressional Buildings.
- Modernization of the elevator in the Amelia and Breakers Buildings.
- Painting of the exterior of the Amelia and Breakers Buildings.
- Replacement of water heaters in the Eagle Building.
- Villa renovation will begin in October 2020 and completed in February 2021.

2019 was a very positive and exciting year for Fairway Villas. It was a year filled with challenges, but among those challenges have been many successes and learnings. I am extremely proud of the efforts of each member of our team and very thankful for their dedication and consistent hard work to deliver wonderful vacation experiences to our Owners and guests. On behalf of the team, I thank you for your continued support and look forward to welcoming you again in the future to your home away from home!

Sincerely,

Yaroslava Vasylyk
General Manager
Marriott's Fairway Villas