

June 13, 2018

Dear Marriott's Cypress Harbour Owner:

It's my pleasure to introduce you to the [Spring 2018 Newsletter](#) from your Board of Directors. In this issue, you'll learn about the latest developments taking place at your home away from home in Orlando, Florida.

Best regards,

*Herbert Vogt*

General Manager  
Marriott's Cypress Harbour

*Deb Gammon*

President  
Cypress Harbour Condominium Association, Inc.

# Marriott's Cypress Harbour Newsletter

Spring 2018

## TIME TO CELEBRATE!

As you read this newsletter and see the informational updates ranging from a strong financial picture to the newest amenities and all in between, know our resort management team and staff have been recognized for all of their successes with various awards.

The continued commitment to guests and to excellence in all endeavors is seen when you visit your “home away from home” and affirmed yet again in all of these honors awarded by Marriott Vacations Worldwide for 2017:

- World Class Resort – Recognizing financial achievements, as well as guest and associate satisfaction.
- Engineering Excellence Award
- World Class Achievement in Guest Satisfaction – Recognizing outstanding guest satisfaction survey scores.
- Florida & Caribbean Region Service Index Excellence – Recognizing achievements in guest service.
- Florida & Caribbean Region Engineering Excellence

In addition to these fantastic achievements by the Resort Team, Marriott's Cypress Harbour also finished 2017 as TripAdvisor's number five top Orlando area property, out of 343 choices.

## AND LAST BUT NOT LEAST - CONGRATULATIONS TO THE MARRIOTT VACATIONS WORLDWIDE 2017 GENERAL MANAGER OF THE YEAR!

Herbert Vogt, the General Manager here at Cypress Harbour received this prestigious award. Since joining the Team in 2015, Herbert led Cypress Harbour to achieve an Overall Guest Satisfaction of over 96% in 2017. Under his leadership, the team has continued to deliver exceptional financial results across the board. Herbert walks the property daily to identify opportunities for “innovation” which will enhance the guest experience or operational excellence.



He is active in the Central Florida Hotel and Lodging Association and the Marriott Worldwide Business Council (Central Florida), and he is an outstanding representative of Marriott Vacations Worldwide and Cypress Harbour.

Please share your thanks and best wishes with Herbert. He's a 29-year Marriott Vacations Worldwide Associate and we are very fortunate to have him at Cypress Harbour.

## OWNER ACTION ITEM AND ANNUAL MEETING UPDATE

Did you know...99% of Cypress Harbour Owners have an email address on file, but only 22% of Cypress Harbour Owners have opted-in to receive electronic mailings from the Association? Please consider opting-in to receive electronic mailings from the Association, helping to not only reduce mailing costs, but to ensure the timely delivery of important Annual Meeting and Budget information.

To ensure you receive information regarding the 2018 Annual Meeting and 2019 Proposed Maintenance Fee Budget via email, click on this link

<https://www.marriottvacationclub.com>, login to your Owner Account using your Username and Password and complete the following steps by July 13, 2018:

- Select "Owners Association" and then "Register for Online Document Notification".
- Under the tab titled "Communication Settings", select "Edit Settings", and then select "Register" from the drop-down menu.
- Click "Account"
- From the drop-down menu, select "Profile"
- Click "Register for Online Document Notification"
- Click "Edit Settings" near "Online Owner Association Document Notification"
- Select "Register" under "Opt-In"
- Click "Save Changes"

Note: If you have already opted-in to receive COA documents electronically, your Owner Account will show as "Registered" under the column of "Opt-In"; therefore, you have no further action to take.

Additionally, if you need to update your email address, you can do so online at <https://www.marriottvacationclub.com> or you can contact Owner Services at 800-845-4226.

Please be assured that our intent for Owners to opt-in is to help reduce association mailing costs, as well as ensure the timely delivery of Association related documents.

This year's Annual Meeting will be held at Cypress Harbour on Friday, October 19, 2018 at 4:00 pm, and while we welcome all Owners to attend, we know it will not be possible for everyone to make the trip to Orlando.

***The Annual Meeting Notice, proposed 2019 Maintenance Fee Budget (reflecting fully funded Reserves), and Limited Proxy allowing you to elect two members to the Board of Directors as well as to vote on waiving fully funded Reserves, will be mailed at the end of September. This will be the only mailing you will receive this year regarding the Annual Meeting and the proposed 2019 Maintenance Fee Budget, making our request for you to opt-in even more important.***

As always, the Board recommends you vote “yes” to waive the fully funding of Reserves.

In recent years, we found the multiple mailings confusing with many owners not knowing when or how to vote. Our goal is to simplify the process – and having TIMELY access to the information is more critical. Thus, please consider “opting in” for all electronic communications. Your entire Board has.

## FINANCIAL

Financially, 2017 ended even better than expected. Over the year, our management team attained excellent results in terms of expense control. Income from the Dockside Market Partnership reached \$244,927, and the significant investment made in energy saving projects continues to pay off. The Dockside Market Partnership income has primarily been used over the years to fund diverse resort enhancement projects, without requiring additional contributions from our owners or annual fee increases.

Based on these great results, we are delighted to report the Operating Fund had a surplus of revenue over expenditures totaling \$753,508, which included a surplus return of \$18.00 per unit week or \$468,180. The Board anticipates reviewing this surplus during budget time this fall and will determine the best use of these funds.

Our annual financial audit was conducted for the year ending 2017 by PricewaterhouseCoopers LLP, Certified Public Accountants. Cypress Harbour received an unqualified opinion (the best result) afforded by the firm. Should you wish to receive an electronic copy of the audit, please contact the Cypress Harbour Director of Finance, Chris Cawthorne at [christopher.cawthorne@vacationclub.com](mailto:christopher.cawthorne@vacationclub.com)

Based on the financial results for the first quarter, we are off to a great start and, although it is too early in the year to determine how the year will end, we are confident the management team, working with the Board, will continue toward the goal of ending the year under budget.

After reaching a settlement agreement with Orange County of our assessed property tax value for years 2012 thru 2016, the Board decided to initiate a challenge of our assessed property value for the year 2017. The first step of the process was to submit a value adjustment petition, but the petition was denied by Orange County. In April 2018, after careful consideration, and with the guidance of our attorney, the Board decided to continue with the challenge process during 2018. We expect to have further discussion on this matter during the fall 2018 Board Meetings.

## SPIRIT TO SERVE

2017 proved to be Cypress Harbour’s most successful year serving our community in the Resort’s 27-year history, and we were recognized as Marriott Vacations Worldwide’s “Site of the Year” for our efforts. Associates volunteered over 630



hours of their time held over 130 events, and raised \$52,000 for Children's Miracle Network Hospitals. Associates, owners and guests also donated 4,000 pounds of food to Second Harvest Foodbank, including 1,826 pounds collected during our one-month Harvest for Hunger food drive in November.

So, as owners, how can you support these efforts to SERVE?



Consider purchasing a reusable key band at the Front Desk during your next check-in. All proceeds benefit Greater Orlando Children's Miracle Network Hospitals. Or donate your unused non-perishable food items in the lobby food basket before you depart, so they can be collected by Second Harvest Foodbank.

Not visiting the resort in 2018? Consider a lasting legacy on Cypress Harbour's Memory Lane with the purchase of a personalized engraved brick. For more information, contact [Jessica.McCann@vacationclub.com](mailto:Jessica.McCann@vacationclub.com).

## WHAT'S NEW AROUND THE RESORT?

### Clubhouse Pool Band Shelter

The Board was able to see the band shelter in use in April. It is really great; not only does it provide cover in case of a passing shower (and protects the band's equipment), but it provides relief for activities by the pool when the sun is streaming down. The line dancers appreciated the cover while dancing mid-day, for example.



### Island Pool Bar

The Island pool bar is very inviting with its beach colors of yellow and blue. At busy times, it will be staffed for ease of Island pool guests to get a cold drink, a snack or to order food for pick up at the Galley Grill.



### Pickleball Recreation Area

This is the newest addition to the resort's activities. Of course, there is the pickleball court, nestled amongst the landscaping. At any given time, there is a fitness class on the plush artificial turf or kids throwing a ball or doing summersaults. The fire pit is a great place to relax with new or old friends and families are dining at the tables near the grill. Come check it out – there is something for everyone!



## PICKLEBALL RECREATION AREA DEDICATION

The April 17, 2018 Owner's Reception was held at the new Pickleball Recreation Area. Owners, resort management and the Board shared conversation and laughs, and the court was officially dedicated that evening with a ribbon cutting.



During the week, there was a match between Board representatives (Bob Soltys, husband of Patti and Jay Cooper (life partner of Deb) vs. resort management (Todd Sowder, Director of Operations and Ryan Deuel, Director of Activities). It was a spirited set with fans cheering on the players. Please email Patti Soltys at [psoltys@aol.com](mailto:psoltys@aol.com) with your suggestion to caption this photo. The most clever caption will be recognized in our fall newsletter!



## OWNER QUESTIONS

You may remember our last newsletter asked you for your thoughts and suggestions for replacing the jetted tubs in the master bath. We appreciate that so many of you replied, and we have charted your ideas and suggestions for future project discussions. As you can imagine, this will not be a simple endeavor and there is much to consider.

This newsletter, we have a different question to pose to you. Below is a list of all activities currently available at Cypress Harbour. Of course the Pickleball Recreation Area and activity area is the latest addition to the list. As time goes on, we continue to consider other activities which owners and guests might enjoy.

Please look at the list and if you have any ideas about our resort activities or if you would like to recommend additional activities, please email Patti Soltys at [psoltys@aol.com](mailto:psoltys@aol.com). We thank you in advance for your thoughts and suggestions.

Basketball	Minature Golf
Pool Tables	Ping Pong
Shuffleboard	Bocce Ball
Human-sized Chess	Foosball
Playground	Tennis
Bicycle Rentals	Fishing Equipment Rentals
Boat and Kayak Rentals	Pickleball

Alas, we cannot consider a “lazy river” due to the manpower required to run it, the amount of space it takes and the fact there are several water parks available within close proximity of the resort.

## GO GREEN/ENERGY CONSERVATION

In 2017, we recycled 88.4 tons of materials. This is up 29.7 tons, or about 34%, over the previous year. Wow – see what working together can accomplish? With the marked dumpsters at various locations throughout the resort, recycling collection bins in each trash room and blue recycle containers in each villa, our success in “going green” has skyrocketed.

In addition to our strong focus on recycling, the resort continues to identify ways in which we can reduce both our energy and water consumption. Starting with the refurbishment of villas in Phase IV (Buildings 60, 62, 73 and 74), we will be installing under-counter LED lights in the kitchen. Our goal is to have under-counter LED lights installed in all villas by the end of 2019. We have also begun the transition of all villa building emergency lights to LED.

As for the reduction of water consumption, the resort continues the replacement of all villa building boilers (which are original to the buildings) to Camus Boilers, and is also in the process of installing circuit setters to aid in circulation of hot water throughout the villa buildings.

As many of you know, the resort installed its first electric car charging station in 2017, and we are looking forward to installing additional car charging stations to provide the option of securing guest payment for the use of the resort’s electricity.

Thanks to our Owners and guests returning their key cards; we saved \$7,614 in 2017 by recycling 28,197 keys. Please note, there is **NO** personal information stored on the key card, and no way to identify who previously used it. Please drop your key cards at the Front Desk, in the box near the elevator on floor one of each building or at the gate as you exit.



## ASSOCIATE NEWS

Leslie Thomson was promoted to Food and Beverage Manager in February 2018. Originally starting her MVW career as Cypress Harbour's Assistant Activities Manager in July 2015, Leslie brings to the department many new ideas to enhance our food and beverage offerings, thus increasing the satisfaction of our owners and guests.

Taking the position left vacant by Leslie is Will McDonald. Will joins the team with over eight years of hospitality experience, and has held positions with both Walt Disney World Resort and Universal Studios Volcano Bay Water Theme Park.

Logan Carson, who originally joined the Cypress Harbour Team as an Engineering Intern during the summer of 2016, and rejoined the team as a part of the manager development program during the summer of 2017, was promoted to Assistant Chief Engineer in February 2018.

In January 2018, the Front Office Team was excited to welcome Steve Camilleri back to the Cypress Harbour family as Front Desk manager. Originally a part of the Front Office in the late 90's, Steve's Marriott/MVW career spans over 27 years, where he has served as Front Desk Manager, Front Office Manager, and Director of Customer Experience. Steve brings with him a wealth of knowledge for our operating systems and a strong focus on customer service. It was Steve's love for the owners and guests of Cypress Harbour that brought him back, and we couldn't be happier for it!

## FINAL NOTES

When completing your guest survey sent to you after you leave the resort, if any staff members made your stay especially memorable, please call them out and explain how they helped you. You may not know, but these "way to go's" are recorded for all employees and can easily make someone's day.

From all of us at Cypress Harbour (associates, management and board), please have a safe and fun summer. We look forward to seeing you on your next visit!

Warmly,

Patti Soltys, Vice-President, for the Board of Directors [psoltys@aol.com](mailto:psoltys@aol.com)

Deb Gammon, President

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