

June 6, 2018

Dear Marriott's Harbour Lake Owner:

It is my pleasure to present the [Spring 2018 Harbour Lake Herald!](#) In this issue, you'll learn about the latest developments taking place at your home away from home in Orlando, Florida, as well as information on an opportunity to serve on the Board of Directors.

Please contact me with any questions you may have by telephone at 407-465-6298 or by email at [Melissa.Fritsche@vacationclub.com](mailto:Melissa.Fritsche@vacationclub.com).

Best regards,

*Melissa Fritsche*

General Manager  
Marriott's Harbour Lake



## HARBOUR LAKE HERALD

### Spring 2018

Dear Marriott's Harbour Lake Owner,

If the trees are blooming, the tulips are poking through the soil surface and you are making plans to plant your vegetable garden, then it must be about time for the Spring Board Meeting at Harbour Lake. Your assumption is correct. The Spring Meeting of the Harbour Lake Board was held on Friday, May 4, 2018. It was a very positive Board Meeting.

Suffice to say that each year brings an array of new projects to keep your second home at Harbour Lake bright and shiny. There are also some activities that reflect yearly adjustments to conditions that impact your second home. While all this proceeds, we are ever watchful of maintaining our financial health.

I hope you enjoy this Spring Edition of the Harbour Lake Herald, and I wish you and your family a wonderful, safe and healthy 2018.

#### **Financial Facts and Tasks**

During the Spring Board Meeting there was good financial news despite only having completed First Quarter. There were also some interesting financial observations. I would like to highlight just a few items as follows:

- Based on our yearly independent audit of Harbour Lake's financials by PricewaterhouseCoopers, LLC (PwC) for calendar year 2017, the facility is in solid financial shape and PwC issued an 'unmodified opinion' which is the highest level of assurance an auditor can provide. PwC stated they would make no changes to how the Board and our Marriott Management Team is handling the finances. All three funds that are managed (i.e., Operating, Reserve and Tax) are adequately funded and appropriately managed.
- Wells Fargo assists the Board and our Marriott Management Team to identify/manage our short-term investments for all three of the previously mentioned funds. As I have mentioned in past editions of the Harbour Lake Herald, the Board has always invested your monies conservatively. We have never lost a single owner dollar in our investments. As interest rates have been rising, the Board's investments are returning higher yields. This increase in dollars is certainly helping our budget projections for 2018 and will also help our investment positions in the future should these conditions continue.
- There are also declining outstanding receivables from delinquent owner accounts. This has both positive and negative repercussions. It helps our cash flow, but it reduces the interest payments from these same delinquent accounts.
- Harbour Lake's financials are in good order through the end of the First Quarter of 2018. The Board and Marriott Management will continue to closely monitor this as always but particularly as we head toward major facility renovations later this year and into 2019.
- The Property Tax Assessment that we are contesting with Orange County for Tax Years 2015-2017 continues to march forward. We are presently in a monitoring period while we await the outcome of another similar trial that is being heard in a different jurisdiction in Florida in June 2018. The outcome of that trial will likely determine the future course for us.
- An interesting line item that is in our 2018 budget and one that is requiring some additional funding is "Pest Control". The heavy development occurring around Harbour Lake resort coupled with the increased population density seems to be displacing some of the local animal population. This situation is requiring us to focus increasing resources on removing these unwanted interlopers from the facility.

Thus, as we collectively watch the sometimes unsettling gyrations in the investment markets, rest comfortably knowing your owner dollars invested in the three funds mentioned above are secure and doing well.

*Tom Lawson*

Board President

### **Harbour Lake Haiku**

Slowly lights come on  
Muffled sounds of waking up  
Welcome the new day

Games played on the lawn  
Water splashing all around  
Pink hibiscus sees

Busy or relaxed  
Three generations hang out  
Thinking what comes next

Sunset pink water  
Laughter and fun at the pool  
Turtle lifts his head

*Sally Leahey*

Board Vice President

### **Board of Directors Noteworthy News**

Harbour Lake, The Definition of Florida Fun!

People come to central Florida to have fun. Visitors, guests and owners know that no place is “more fun” than Harbour Lake. Marriott’s team and your Board understand the value of Harbour Lake fun ... and so the fun continues to grow here!

If it’s been awhile since your last visit, you’ll be happy to see the improvements around the water park and splash pad. New jets and sprays are here to keep us cool and laughing. A giant orange octopus now “roams” the sea between the two dumping buckets. And, you’ll enjoy it all from the comfort of the new, bright orange lounge chairs.

However, we don’t play by pool alone. The range and number of activities at Harbour Lake is astounding. Each week, there are some 98 activities to choose from. Yes, that’s right – 98. They start at 9 a.m. and continue to 9 p.m. There are options for tots, kids, teens and adults ... and most important, there are plenty of fun endeavors for families.

But, hey, a scheduled activity may not be your thing. Maybe your thing is basketball, volleyball, foosball, grilling, bag toss, mini-golf, ping-pong, billiards, etc. Tons of options that make fun ready and easy.

Put it all in perspective. We all know that the big amusement parks are the main attraction in Central Florida. And they’re fun, too. Knowing that a family of four is going to spend a considerable amount of money to walk through the entry gates at any park. Staying and playing at Harbour Lake for just three days of the week will keep money in your wallet! Why exhaust yourselves and your savings? Come for great fun for less at Harbour Lake!

*Arnie Biondo*

Board Member

### **Amenities and Activities**

Easter Sunday is THE busiest day of the year here – 100% occupancy at the resort with a zillion kids anticipating the Easter fun. Forget the theme parks: when it comes to fun, Harbour Lake IS Easter! For the next few moments, pretend it’s all up to YOU to provide organized fun for everyone from babies to grandparents.

Here's your "To Do" List:

- Get 6,742 plastic eggs from supplier for children 10 and under
- Buy another 2,000+ plastic eggs from local chain superstores
- Buy another 800+ "specialty eggs" for use as special prizes
- Purchase 12 dozen "light-up" eggs with tiny LED lights for teen egg hunt
- Get a bunch of mylar balloons and a large amount of colorful cardboard for signs
- Arrange for a professional Magician and have three (yes, 3) associates ready to dress as the Easter Bunny
- Buy six 5-gallon buckets and soak plastic eggs in them (so they will sink)
- Procure 600 Easter Hunt bags for Easter morning, and get some more for later in the day
- Buy hundreds of "race ducks" to put on sale to benefit the Children's Miracle Network
- Don't forget to have tables, stakes, chairs, bright "caution-type" tape, etc. on hand
- Make sure all associates and staff know that Easter is an "all hands on deck" day
- Create a schedule that organizes and specifies staff duties for each event

All that just scratches the surface of what goes on behind the scenes. My wife and I experienced it this year with three of our grandchildren (15, 13, and 11) – incredible!

Each year, the Recreation Department is tasked with creating order from what would otherwise be chaos. And even though everyone at the resort worked together to make it happen, the main responsibility for designing the day fell upon four dedicated leaders: Cheri Wemhoff, Purchasing Manager; Josh White, Director of Recreation; Graham Nolan, Recreation Manager; and Abby, Recreation Supervisor. They each deserve solid gold Easter Bunny Badges for their Herculean efforts and meticulous planning.

While preparations for this year started months ago, the pace hit full-on "Quick Like A Bunny Speed" as the sun went down on Saturday. Egg Hunt areas were taped off; prize tables were set up; eggs were soaked in buckets overnight for the Underwater Egg Hunt; prizes were organized for distribution; and every box on the list was checked and re-checked. Bright and early on Easter morning, thousands of eggs were distributed in four Egg Hunt areas for the children under 10 (spread across the property to keep the crowds of kids separated). At 10:00 a.m., all the children under 10 met at the Shipwreck Landing for a special Magic Show, which doubled as a holding area from which the groups were sent to their hunting fields with Easter bags distributed during the show.

After the four simultaneous hunts were concluded (special recognition to Katrina and Joanne, who joined Cheri and Graham in conducting these), the Great Charity Duck Race began. Nearly 200 ducks were sold, raising \$475 for the Children's Miracle Network. (Many thanks to Josh, Abby, and a squadron of associates.) After three preliminary heats were conducted at the Florida Falls Pool Slide, the championship race yielded three "big winners." But, really, everyone won, as all were permitted to reclaim their "race ducks" later in the day to take home for their own future bathtub races.

At 2:00 p.m. at the Shipwreck Pool, the Underwater Egg Hunt was staffed by 14 associates in and around the pool, who released 3,600 eggs into the wild with Graham and Abby overseeing the venture. Later, Josh managed the Adult Egg Hunt with over 60 special eggs that provided gift cards and adult beverages as prizes.

To conclude the day's activities, it was incumbent to provide "an interesting activity for teens." If you have or have had teenagers, you know how tough that assignment is. Abby started turning on the LED lights in 144 "Glow Eggs" at 8:00 p.m., and they were distributed across the recreation field at 8:30 p.m. Three associates patrolled the field until the 9:00 p.m. start. Looking at a field of 144 large eggs glowing in the dark is an impressive sight, and the teens were wowed by it! The Teen Egg Hunt was a great success and a fitting finish to Easter at Harbour Lake.

But the work wasn't over. Cleanup began immediately, along with one more important task: plotting the course for Easter, 2019!

*Les Holliday*

Board Member

### **General Manager Update**

Driving into the resort, color abounds as more flower beds have been added to the resort and the never-ending refresh of the landscaping continues. With more than 180 associates to "welcome you home" and take good care of your family while on site, we look forward to helping create memories of fun, laughter and togetherness. It is a

joy to come to work and witness the family fun that occurs daily at the resort. I hope you have plans to bring your family to Harbour Lake, so that you too can experience the fun that I get to see each day at the resort.

### **Guest Satisfaction Survey**

The Guest Satisfaction Survey, which is emailed to you after your visit, allows the management team to reinforce the positive comments and reward associates for having their name mentioned. Any opportunities are reviewed, and appropriate action is taken. When scoring the survey, an 8 is great but a 9 or 10 means you had a great time and will hopefully visit us again! In April one of our associates was awarded his 200<sup>th</sup> Way To Go Award. Manny, who can be found at The Patio Bar and Grill, was the recipient. For Marriott Vacations Worldwide, this is a big deal and to have our very own Manny receive this distinction is awesome! We look forward to seeing you on site as well as reading the survey about your stay.

### **2018 Reserve Projects**

The water park enhancements are now complete and upon reading the newsletter so is the rubber flooring. Understanding there is never a good time to have any of our amenities closed, the safety of everyone and coordination with our vendors necessitates it may happen during your visit. Communication will be provided once approved by the Board and scheduled with the vendor when amenities need to be taken out of service. There are not any anticipated closures for the remainder of 2018. The large reserve project for 2018 is the interior renovation for Building 30 and 31 villas. Getting back to the light and airy Key West feel is what the designer and Board have been striving for. As units are completed throughout October we hope you request these Buildings and provide us your comments.

### **Resort Enhancements**

At the recent Board Meeting, the Board approved the purchase of a Lightning Detection System that will alert occupants of the pool areas when lightning is near the resort and requires the staff to close the swimming pool areas. Mostly occurring in the summer months, the pool needed to be closed almost 100 times last year, some a couple times in one day. By having this system, occupants will be alerted which will assist the Loss Prevention and Recreation staff to quickly inform and clear out the areas. The other approval that was made at the Board Meeting was to move forward with removing the kiddie pool at the Shipwreck Landing pool and providing more room for lounge chairs.

### **Upcoming Election**

At the next Annual Meeting, Owners will elect two members to serve on the Board of Directors. If you are interested in serving on the Board, please complete and return a [Volunteer Form](#) by the deadline of July 6, 2018. If you prefer, you may request a Volunteer Form by contacting me by email at [Melissa.fritsche@vacationclub.com](mailto:Melissa.fritsche@vacationclub.com) or by telephone at 407-465-6298.

### **“Go Green” and Save – Opt-in!**

You can choose to receive notice of meetings, voting materials and other required Association mailings via email. When you opt-in to receive these required communications electronically, you're not just helping the environment – you are directly reducing your Association's mailing expenses as well as your personal maintenance fee. Log on to [marriottvacationclub.com](http://marriottvacationclub.com) and opt-in today!

### **Owner Services – On-line or by Phone**

Did you know the multitude of things you can do by logging on to [marriottvacationclub.com](http://marriottvacationclub.com)?

- Update your personal information, including email address
- Explore destinations
- Book your vacation
- Modify your reservation
- Understand how Vacation Club points work
- Travel Insurance and assistance

If you need additional assistance, contact **Owner Services at 800-845-4226** to speak with a representative.

Warmest regards,

*Melissa Fritsche*

General Manager  
Marriott's Harbour Lake

**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 meet at least twice 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 will meet to select candidates for the vacant position(s). The list of candidates to be elected will be included on a Limited 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 JULY 6, 2018**

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 attending at least two (2) 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's Harbour Lake  
Attn: General Manager  
7102 Grand Horizons Boulevard  
Orlando, Florida 32821  
Email: [Melissa.Fritsche@vacationclub.com](mailto:Melissa.Fritsche@vacationclub.com)  
Fax: 407-465-6226

\*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 JULY 6, 2018**