

June 26, 2025

Dear Owners of North Bay at Lake Arrowhead Homeowners Association, Inc.,

The North Bay Board of Directors has retained Lemonjuice Solutions (Lemonjuice) to help chart the best path forward for our resort. Lemonjuice is honored to partner with your Board and is committed to delivering practical, owner-centered solutions for every vested timeshare owner.

As you know, North Bay at Lake Arrowhead (North Bay) is approaching a critical crossroads. Owner attrition, the conditions of the buildings, and the loss of amenities have put long-term sustainability at risk. Lemonjuice understands the concerns this raises and is working diligently to design a strategy that protects owner interests and maximizes the value of your vacation ownership.

## Multiple Paths to Re-Imagine North Bay

Through our **Resorts Reimagined™** program, we will analyze and present several options, which may include:

- **Renovation and Repositioning** – Updating physical structures and amenities to meet modern guest expectations.
- **Rightsizing** – Lowering the number of declared timeshare units so that certain units can be sold or repurposed, making the association more sustainable over the long term.
- **Partial Redevelopment** – Converting a portion of the property to alternative uses (e.g., whole-ownership condominiums or hospitality) to generate capital for the Association.
- **Managed Exit Programs** – Offering qualified owners an orderly, fee-free path out of ownership when continued participation is no longer feasible.
- **Rental or Hybrid Ownership Structures** – Introducing flexible use or rental pools to increase revenue and reduce delinquency pressure.
- **Other Creative Approaches** – Leveraging partnerships or innovative financing to strengthen North Lake's financial foundation.

Our goal is to find the solution—or combination of solutions—that offers the greatest benefit to the Association and its owners.

## How We Will Serve You

### 1. **Comprehensive Property Strategy:**

Lemonjuice will conduct a full financial, structural, and market analysis of North Bay. Using this data, we will outline realistic scenarios, timelines, and projected owner outcomes for each potential path forward.

### 2. **Legal & Title Expertise:**

Our team includes specialists in resort governance, state-specific timeshare statutes, and title curative work. We handle the legal framework, clear any outstanding title issues, and ensure that all documents, whether deeds, amendments, or closing packages—meet regulatory standards and protect owner interests.

### 3. **Transparent Owner Communications:**

You will receive regular updates through your dedicated owner portal <https://northbayreimagined.info>. These updates will explain our findings, detail upcoming milestones, and provide many opportunities for owner input.

### 4. **Owner-Focused Outcomes:**

Whether the ultimate recommendation involves renovation, rightsizing, repurposing, or other strategies, Lemonjuice's priority is a fair, transparent process that respects your time, investment, and memories at North Bay.

We recognize that change can feel unsettling, and you may have questions. We aim to ensure all owners are informed as the process is ongoing. **We will be hosting a town hall event on Saturday, July 12<sup>th</sup> at 10 am PST to answer any initial questions.** The details of this meeting are included with this communication.

Please expect future communication from us. On behalf of the Board of Directors and Lemonjuice Solutions, we would like to express our gratitude for your patience and participation as we navigate these next steps. If you have any questions, please email us at [northbayreimagined@lemonjuice.biz](mailto:northbayreimagined@lemonjuice.biz)

For more information about Lemonjuice Solutions, please visit [www.LemonjuiceSolutions.com](http://www.LemonjuiceSolutions.com).

## Your Input Is Crucial

We value your perspective on how North Bay should evolve and your willingness to support the potential solutions. Please share your thoughts by completing the attached survey.

## Next Steps

- **Deadline:** Friday, July 11, 2025
- **One survey per unit/week owned.**
- If you have already responded online, there is no need to mail the paper survey unless you wish to update your response.

Your feedback will guide the Board's decisions as we work together to stabilize and revitalize North Bay. Thank you for your engagement and partnership in this important process.

Warm regards,

## Resorts Reimagined™ by Lemonjuice Solutions

To complete your survey, submit the form below.

To complete your survey, scan the QR code below using your phone camera, use the link or submit the form below.



You can take a photograph of this box with your phone camera and email it to [northbayreimagined@lemonjuice.biz](mailto:northbayreimagined@lemonjuice.biz).

**Or by mail:**

**North Bay at Lake Arrowhead  
c/o: Lemonjuice Solutions Reimagination  
7380 W Sand Lake Rd., Suite 130,  
Orlando, Florida 32819**

**Please complete below:**

Indicate all unit (s)/week (s) ownership details, and please print them clearly. Please also provide feedback on the requested information below:

**First Name:** \_\_\_\_\_ **Unit** \_\_\_\_\_

**Last Name:** \_\_\_\_\_ **Week** \_\_\_\_\_

## Section 1: Ownership Experience

1. How long have you been an owner at North Bay?

- ☐ Less than 1 year
- ☐ 1-3 years
- ☐ 3-5 years
- ☐ 5-10 years
- ☐ More than 10 years

2. How frequently do you use your timeshare at North Bay?

- ☐ Every year
- ☐ Every other year
- ☐ Every few years
- ☐ Rarely
- ☐ Never

3. Overall, how satisfied are you with your ownership experience at North Bay?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

## Section 2: Declining Ownership

4. Are you aware of the declining ownership at North Bay?

☐ Yes

☐ No

5. If yes, how does this affect your perception of the resort?

☐ Very positively

☐ Positively

☐ Neutrally

☐ Negatively

☐ Very negatively

6. If yes, what are the main reasons for your consideration? (Select all that apply)

☐ Financial concerns

☐ Decreased value of the timeshare

☐ Reduced availability of amenities

☐ Decline in resort quality

☐ Personal reasons

☐ Other (please specify): \_\_\_\_\_

## Section 3: Financial Situation

7. How concerned are you about the resort's financial situation?

☐ Very concerned

☐ Concerned

☐ Neutral

☐ Not concerned

☐ Not at all concerned

8. In your opinion, what should be the top priority to address the financial issues at North Bay?

- ☐ Increase maintenance fees
- ☐ Seek external funding or loans
- ☐ Reduce operational costs
- ☐ Terminate the timeshare program
- ☐ Other (please specify): \_\_\_\_\_

## Section 4: Terminating the Timeshare Program

9. Do you support the termination of the timeshare program at North Bay?

- ☐ Strongly support
- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Strongly oppose

10. If the timeshare program is terminated, what would be your preferred option?

- ☐ Distribution of sale proceeds
- ☐ Credit towards alternative travel options
- ☐ Swap interval week at North Bay for an interval at another property

11. What concerns do you have about terminating the timeshare program?

(Select all that apply)

- ☐ Loss of investment
- ☐ Loss of vacation opportunities
- ☐ Uncertainty about compensation
- ☐ Impact on the resort's future
- ☐ Other (please specify): \_\_\_\_\_

**Section 5: Alternative Travel Options**

12. Would you be interested in participating in alternative travel options if the timeshare program is terminated?

☐ Yes

☐ No

13. Which alternative travel options would you be interested in? (Select all that apply)

☐ Vacation club membership

☐ Discounted stays at other resorts

☐ Travel vouchers for hotels and flights

☐ Home exchange programs

☐ Other (please specify): \_\_\_\_\_

14. How much would you be willing to pay annually for an alternative travel program?

☐ Less than \$500

☐ \$500-\$1,000

☐ \$1,000-\$1,500

☐ More than \$1,500

☐ Not willing to pay

**Section 6: Additional Comments**

15. Do you have any additional comments or suggestions regarding the current situation at North Bay?

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## **Frequently Asked Questions**

Thank you for your commitment and dedication to the changes at North Bay. Please stay engaged!

We encourage you to read all the Frequently Asked Questions to facilitate a successful communication exchange. If your questions are not answered below, please email us at [northbayreimagined@lemonjuice.biz](mailto:northbayreimagined@lemonjuice.biz).

### **Q: Who is Lemonjuice Solutions?**

A: Lemonjuice Solutions provides strategic planning and execution, investment capital, and professional management to timeshare properties. One of our specialties is evaluating financially distressed timeshare properties and proposing options to resolve these financial issues through our Resorts Reimagined™ program.

### **Q: How do I contact Lemonjuice Solutions?**

A: Please email your designated reimagination team at [northbayreimagined@lemonjuice.biz](mailto:northbayreimagined@lemonjuice.biz) between 9 a.m. and 5 p.m. Eastern Standard Time. Our team members are happy to assist you with your request.

### **Q: Where do I mail correspondence?**

A: North Bay at Lake Arrowhead  
c/o: Lemonjuice Solutions Reimagination  
7380 W Sand Lake Rd., Suite 130,  
Orlando, Florida 32819



## Upcoming Virtual Town Hall – Submit Questions in Advance

A Virtual Town Hall will take place on **Saturday, July 12, 2025, at 10 A.M. Pacific Time, 1 PM Eastern Time** to provide key updates and respond to owner questions related to the ongoing process.

To ensure the session addresses the most important topics, **please submit questions in advance by emailing [northbayreimagined@lemonjuice.biz](mailto:northbayreimagined@lemonjuice.biz) no later than July 11, 2025.**

### Zoom Details:

**Date:** July 12, 2025, **Time:** 10 AM, PST, 1 PM, EST.

<https://us06web.zoom.us/j/85992846658?pwd=6CCWHl7JHqaZeWawlUOysrvFwHb7dB.1>

**Phone one-tap:**  
1-305-224-1968

**Webinar ID:** 859 9284 6658  
**Passcode:** 537053

For those unable to attend, the session will be recorded, and a summary will be posted on the owner's website: <https://northbayreimagined.info>.

The website also includes recorded documents, previous communications, and updated FAQs for reference throughout the process.

**Questions:** For questions about the North Bay at Lake Arrowhead, please visit the Info-Site, where FAQs are updated regularly. If you don't find the answer you need, email [northbayreimagined@lemonjuice.biz](mailto:northbayreimagined@lemonjuice.biz) and include your contact information if you'd like a follow-up.

## North Bay at Lake Arrowhead Owners Association – Zoom Meeting Decorum

To ensure a smooth and respectful experience during our virtual meetings, we kindly ask all Evergreen owners to observe the following guidelines:

- **Please join the meeting on time** and print your full name in the chat for identification purposes.
- **Keep your microphone muted** until the moderator acknowledges your raised hand during the questions and discussion section of the meeting. This will also help reduce background noise.
- **Enable your camera when possible**, and ensure your background is appropriate and free of distractions.

- **Minimize interruptions** by choosing a quiet location and staying focused on the meeting discussion.
- **Engage respectfully**—both when speaking and when using the chat feature.
- **Please use the “Raise Hand” feature** if you wish to speak during the question and discussion section of the meeting.
- **Submit your questions in the chat**; they will be addressed during the designated questions and discussion portion of the meeting.
- **Do not record or distribute any portion of the meeting** without prior approval from the Association.

Sincerely,

Brian Miller, Project Manager- Lemonjuice Solutions