



Thank you for your commitment and dedication to the positive changes at Hiawatha Manor West Resort (Hiawatha Manor Resort). Let's stay engaged!

We encourage you to read all the Frequently Asked Questions to facilitate a successful communication exchange. Should the below does not address your question, please feel free to email us at hiawathawestreimagined@lemonjuice.biz or <https://hiawatharesortwest.info> for regular updates.

The Front Desk team will manage reservation and exchange-related questions, while any questions related to restructuring must be sent via the email address provided in the document. If a phone call is more convenient, please leave a valid phone number, and a member of the Owner Support team will return your call when time permits.

Frequently Asked Questions

Budget Questions

Q: Why are my maintenance fees increasing?

A: Maintenance fees are increasing by 4%, which aligns with the Consumer Price Index (CPI). This increase is modest and is permitted under the governing documents without a full owner vote. It helps address rising operational costs while maintaining essential services.

Q: How much will I owe in total?

A: You will be responsible for 2025–2026 Maintenance Fee: \$624 per interval.

Q: What happens if I pre-paid Maintenance Fees last year?

A: Please contact HiawathaWestReimagination@lemonjuice.biz to provide proof of payment and to pay the \$24 balance.

Q: Will the maintenance fee be used for improvements?

A: The maintenance fee covers operational expenses such as staffing, insurance, utilities, and routine upkeep.

Q: If the resort is sold, will I receive a share of the proceeds?

A: If you are an owner in good standing (i.e., all fees are paid and you have not deeded back your interval), you may be eligible for a share of any net proceeds from a potential sale, based on your ownership interest and applicable terms.

Q: When will the vote to amend and remove the units happen?

A: We are preparing the legal documents and logistics for the vote. You will receive advance notice, a full explanation of the process, and voting instructions in the coming weeks.

Q: Which of the units have been identified to be sold?

A: All units in buildings 1, 18, 19, 20, 21, 22, 23, 24, 25, and 26 located on Cochise Trail and White Wolf intersection.

Q: Who can I contact with questions or for assistance?

A: Please reach out to our Owner Support Team at:

HiawathaWestReimagined@lemonjuice.biz

We're here to help and are committed to keeping all owners informed and supported throughout this process.

Bankruptcy Questions

Q: Why are we taking this route?

A: The purpose of this bankruptcy is to obtain a federal court order to oversee the sale proceeding and also ensure that everything is carried out adequately regarding the sale of Hiawatha West up to and including distribution of the net proceeds of any sale amount to the current owners.

Q: How will the bankruptcy process affect me as an owner?

A: Bankruptcy is an association-level process aimed at selling the Hiawatha West property to maximize its value for all owners. It will not affect your personal credit.

Q: How long is this process going to take?

A: The entire process can take up to 1 year. The auction will occur after the Court approves the sale of Hiawatha East.

Q: Will I need to appear in Court?

A: You will not be required to appear before the Court. If the Judge approves the sale, you will receive your due share of the sale proceeds at the time of distribution.

Q: What if I am behind on my fees?

A: Any delinquent fees and related expenses owed to Hiawatha West will be deducted from your proceeds after the sale. The remaining funds will be distributed to the owners after all accounts have been settled.

General Questions

Q: Why did Hiawatha Manor West Resort close temporarily?

A: Hiawatha West was temporarily closed due to the unexpected layoff of essential resort employees. These layoffs were made without prior notification to Hiawatha Manor Association Inc. or Lemonjuice Solutions, leaving the resort unable to maintain the staffing levels necessary for operation.

Q: How will I be informed about updates?

A: Updates will be posted on the Frequently Asked Questions page at <https://hiawatharesortwest.info>. Additionally, owners can email hiawathawestreimagined@lemonjuice.biz for more information.

Q: Will there be any impact on my ownership or reservations?

A: The team is working to ensure all guests and owners are informed and any questions regarding ownership or reservations will be addressed directly. Please contact us if you have specific concerns.

Q: What is Lemonjuice Solutions?

A: Lemonjuice Solutions (LJS) provides strategic planning, restructuring execution, investment capital, and professional management to legacy timeshare properties. The company has extensive experience in the timeshare industry. One of our specialties is assisting distressed timeshare properties and proposing options to resolve financial issues, a process done through its Resorts Reimagined™ program.

Q: Is Lemonjuice Solutions affiliated with Hiawatha Manor West Resort?

A: Lemonjuice Solutions has been chosen by the Board as the new management company for Hiawatha Manor West Resort. It's important to note that Lemonjuice Solutions is independent and not affiliated with any of the Board Members or Developers associated with Hiawatha Manor West Resort.

Q: Why would the Board contemplate filing bankruptcy?

A: The nature of timeshare, with multiple co-owners within each condominium dedicated to a timeshare usage plan, generally exceeds any state court's ability to resolve partition related questions. Hiawatha Manor West Resort is further complicated by the buildings that were removed decades ago that still are believed to have rights associated with non-existing intervals. Some of those deeds are still held by individuals.

Q: What will happen to future reservations?

A: This transaction is not expected to affect 2025 reservations. If you currently have reservations deposited with the exchange company, they will remain in full force and effect, as will any other benefits you have of record in your existing ownership. Hiawatha Manor is committed to ensuring that all owners continue to have the quality vacation experience that all owners deserve.

Q: What are the plans for the property?

A: The goal is to provide a course of action that will protect all owners and provide value for their timeshare ownership.

Q: Why is this happening to Hiawatha Manor West?

A: As shown in the letter, Hiawatha Manor is currently facing financial hardship. Furthermore, after years of diminishing ownership and deferred maintenance, Hiawatha is unable to collect sufficient maintenance fees to sustain its operations. Increasing maintenance fees would likely lead to more owners discontinuing payments. This is the principal reason the Board enlisted the services of Lemonjuice Solutions.

Q: Who should I contact with other questions?

A: For Reimagination and Owner Support related questions, please call the resort at 931-444-1394. If email is a preferred option, please email at hiawathawestreimagined@lemonjuice.biz. You may also review <https://hiawatharesortwest.info> for regular updates.

Q: Where do I mail correspondence?

A: Hiawatha Manor Resort West

Hiawatha Manor West

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