

# PACIFIC SHORES OWNER ENTERPRISES LTD.

## SEPTEMBER 2014 NEWSLETTER

There are many exciting announcements from Pacific Shores this month.

We are winding down and preparing for quieter fall/winter seasons and as a result, there are a few changes taking place. The hot tub at the Point is now open from 8:00 a.m. to 10:00 p.m., seven days a week; the front desk will be open: Monday-Thursday 8:00 a.m. to 9:00 p.m., and Friday-Sunday 8:00 a.m. to 10:00 p.m.; the seasonal BBQ's have been put away leaving two BBQ's at the 700 building and one at the Point for guest use until next June.

In order to serve you better, we have added attractive name badges to our uniforms which will include our name and department. This way you will know with whom you are speaking when you come in contact with a staff member.

The hot tubs are a favoured activity here at the resort and in an effort to keep them in working order, our maintenance team performs scheduled weekly cleans. During these times, the facilities will be temporarily closed: the indoor hot tub is closed Tuesdays 8:00 a.m. – 4:00 p.m.; the mineral rock hot tubs and kiddie pool are closed Thursdays 9:00 a.m. – 4:00 p.m.; and the point hot tub is closed Sundays 10:00 a.m. – 6:00 p.m.

We are striving to keep our owners up to date on all the changes and activities here at the resort. There is now an owner information board featuring important updates available in the alcove by the front door entrance. Come and check it out as it is a great way for our owners to view current updates and changes while at the resort.

### **Exclusive Owner's Special during the 2014 A.G.M.**

As a reminder, our owners receive 15% off on regular priced services at Aqua Terra Spa – a great way to relax and unwind after a busy summer! Even more exciting the spa is also offering an exclusive owner's special during the 2014 A.G.M. The special includes an essential pedicure for \$45.00 (reg. \$70) or a 1 hour spa massage (non RMT) for only \$69.00 (reg. \$100). This offer is valid October 16 - 19 2014 and cannot be combined with owner's discount or any other coupon or offer.

We would like to extend a warm welcome to Kimberly Knorr as the Events and Revenue Manager at Pacific Shores Resort and Spa. She has done an amazing job with the weddings at the resort this summer and we look forward to the future events she has planned and will be managing at the resort throughout the year.

Have you heard, the general store has now been leased and there are many exciting changes taking place. The general store is now a gift store with more! Embracing Pacific Shores beautiful location on the Salish Sea with a west coast theme. It will feature convenience store items that support local producers as well as offer a mini deli with breakfast and lunch items such as soups, sandwiches and salads. There will also be local giftware and jewelry for sale. In the tea room there will be a kid's zone with kid's toys and games.

We have purchased new seats and paddles for the complimentary kayaks. This is very exciting because as you know the kayaks are very popular with our guests at the resort. Keep a look out for new kayaks in the future.

We welcome and are seeking feedback from all of our owners. We encourage owners to come forward with any ideas and opinions regarding activities that they would like to see onsite in the coming seasons at Pacific Shores. Please contact Tanya or Nikii with any of your feedback or opinions at: [tanya.ogmundson@tradingplaces.com](mailto:tanya.ogmundson@tradingplaces.com) and [nicole.morrison@tradingplaces.com](mailto:nicole.morrison@tradingplaces.com).

Tanya Ogmundson, General Manager  
Pacific Shores Resort & Spa

## **CHAIR REPORT**

September 2014

Another year has passed very quickly. We have gone through some further transitions this year and tackled some challenges.

The Board and staff are very pleased to be back at our Resort for check-in and amenities. We successfully transitioned early this year. All of our staff rose to the challenges of working numerous systems, i.e. computer software and phones, while moving offices. We are very lucky to have such a great positive team and great leadership.

As we approach our first full year on-site, things have calmed down and are coming together for a smoother operation. We thank all our Owners and guests for the great positive comments, support and patience.

As announced earlier this year, PSOE is working along with our sister Association, PSFRA, the Fractional Owners in the 200 block, to open a Canadian Corporation to hold the Commercial Centre. Pacific Shores Resort Centre, PSRC, ensures control of our front desk, access to our amenities and managing costs. The PSOE Board will be holding an Information Session, with a questions & answer section, at 10:30 a.m. on the morning of the October 18, 2014 AGM, at Parksville Community Centre, 132 Jensen Ave E, Parksville. All PSOE Owners are welcome and encouraged to attend.

During this past year, Dave Hillmer and Stuart Allen have done a tremendous amount of work on behalf of all our Owners to secure the Commercial Centre. I would like to take this opportunity to thank them for the many hours, meetings and travel commitments made to make this all a success. Both have families and full time jobs on their list of priorities. They have worked alongside Brent Barootes and Dave Aylard, representing PSFRA.

The PSOE Board and our staff would like to wish Tom Newman, our TPIMC Regional Manager, and his wife, Roxy, all the very best in their retirement. Tom has guided us and supported us through a very difficult and challenging 18 months. We will all certainly miss him.

We would like to welcome our new TPIMC Regional Manager, Walter Kohli. Walter comes to us fresh from Poets Cove on Pender Island, off of Vancouver Island. Walter brings international hotel & timeshare management experience. Pacific Shores is a complex and multifaceted community and he is already working diligently. We are all very excited to have him on board. We have a very busy year ahead of us and still a great deal of work to accomplish.

The PSOE Board is also happy to announce that PSFRA has joined us under TPIMC Management. Both Associations and TPIMC are focused on making Pacific Shores a cohesive and positive vacation destination for all our Owners & guests. One of our very important tasks is to be fiscally responsible and fully transparent. As there is so much work to do in our units, in Strata infrastructure and throughout the property, we continue to be challenged and we certainly appreciate our Owners support and patience.

The Board would like to thank Barbara Harrison for her 18 years of service on the PSOE Board. Barbara has spearheaded the refurbishment committee for almost all of her years of service. This has been a big job. We appreciate her dedication and her commitment to Pacific Shores throughout her many years. We wish her all the best in her well-deserved retirement.

Both the PSOE Board and Strata Council would like to thank Brian Scarfe for his commitment to Pacific Shores. Brian has done a massive amount of work on behalf of Strata as our Treasurer. To comply with BC Strata Regulations, our Strata required sectioning to Joint, Residential and Commercial. It was a huge project and involved very detailed financial understanding and dissecting. While Brian is stepping down from the PSOE Board due to other personal commitments, thankfully, he has offered to continue in his Strata Treasurer position for the coming year. Brian has also served on the PSRC Board as a Director in its inaugural year. These are big shoes to fill and we hope to find a PSOE nominee at the upcoming AGM with some accounting background, to shadow Brian in his Strata Treasurer position for the coming year. (Please see the newsletter note in regards nominations.) If this is your forte and you can commit to the important dedication & involvement required for Strata, please consider serving your Owners and Pacific Shores.

The Board and Strata would like to thank Barry Millar for his participation during this last year. Barry needed to step down during his term due to personal family health issues and we wish him and his wife, Gloria, all the very best.

Your Board has elected to reduce our Directors from 10 Directors to 8 Directors. While there is no remuneration for Directors, this will still reduce expenses and accommodation requirements. Due to the high volume of work with both PSOE and Strata, it will continue to require a solid dedicated commitment of involvement from all Directors.

We have also adjusted the quarterly meetings to improve the spacing and timing and to eliminate the need to hold meetings at Pacific Shores during the very busy summer resort months of July & August.

I look forward to seeing many Owners attend our October AGM. Please note the change in location for the 2014 AGM to Parksville Community Centre, 132 Jensen Ave E, Parksville!!

Kate Britton, Chair  
Pacific Shores Owner Enterprises, LTD.

*\*Please note that the Strata President Report is located in the Strata Residential Documents\**

### **REGIONAL DIRECTOR'S REPORT**

Dear Owners,

We had a beautiful, sunny summer season in Parksville and reached occupancy of 84% at Pacific Shores Resort. Challenges with the hot tubs and children's pool were resolved and housekeeping although much under-staffed, managed to present clean units to our guests.

Trading Places International Management-Canada (TPIMC) and your Board of Directors worked very closely together to remove hurdles and miscommunications to create a 'user friendly' resort experience. However, the recent acquisition of the Resort Centre by your associations, TPIMC's new contract with PSFRA and the Resort Centre, places us all on the learning curve and we ask for your understanding.

We all agree that Pacific Shores Resort & Spa is an outstanding property setting, but at the same time understand that refurbishment and upgrading is required. The pace of such improvements takes money and time; thus our resort will remain 'a work in progress'.

We would also like to recognize all of the hard work our General Manager, Tanya Ogmundson, has put into the resort. We are proud to announce that she has won two very prestigious awards this year – the Crystal Jade and Club Excellence awards. These awards are presented to outstanding individuals who are exceptional in making a difference in the lives of their customers and colleagues. This award also includes a trip to Miami Beach where the winners participate in an assortment of educational, recreational, and leadership activities.

TPIMC's technical team synchronized the resort's web pages under **[www.pacificshoresbc.com](http://www.pacificshoresbc.com)** placing owners' pages from PSOE and PSFRA and spa under one umbrella. Owners from both owners associations can now access their specific web pages directly from our resort website via the provided passwords.

The content of the owners' web page will evolve with your suggestions. For now, frequent questions such as: the rental agreement, TPIMC and RCI contact numbers, association help lines, Minutes of Meetings and important association dates will be posted.

To enhance unit bookings and guest services, TPIMC installed a new hotel system (TSW) in September and initiated a digital and conventional (new papers) marketing campaign. Specifically, we aim to attract more local and regional guests, in addition to long-stay guests from the interior and prairies to generate room revenue during the fall and winter seasons. The Events Department had a very successful summer contributing greatly to room sales, and plans to target corporate meetings and festive parties.

The new tenant of Smoke N' Water restaurant faced initial challenges and resort management did their utmost to support their operation to build a seamless guest experience. The Store has a new tenant, Kimberly Knorr, since the beginning of the month, offering breakfast, light luncheons, a jewelry and clothing line for guests to enjoy. Plan to enjoy a delicious morning in the Garden room.

The Resort Centre board has agreed to proceed with their Aqua Terra Spa under TPIMC's management; we are redefining the spa's market position and guest services. As an invitation to get pampered, owners qualify for a 15 % discount on treatments and 10% on spa retail items. The entire maintenance team has been working hard to rectify problems that arise with the property's aging and are dedicated to keep all resort amenities in good working condition. We, TPIMC and the Resort management will be present at the October AGM's to receive your recommendations and answer any questions you may have. Thank you for your continued support.

Walter Kohli, TPIMC Regional Director

### **CALLING FOR NOMINATIONS FOR DIRECTORS!**

The position of Director is an elected representative of Pacific Shores Owners Enterprises Ltd (PSOE). In this role, the Director assumes the shared responsibilities to oversee the management, site condition, and operation of the PSOE units at Pacific Shores Resort. Matters of finance, budget approval, Strata Corp. governance, and regular company liaison are also handled continuously. The Board of Directors represent over 3,100 PSOE owners.

For the 2014 AGM, the election of four positions is scheduled – each position is a two year term. There will be at least 4 regular meetings, and possibly others in this time of transition. The regular meetings occur at the Pacific Shores Resort area and consist of a full Saturday agenda with completion of content on Sunday. Board members are unpaid volunteers. Only minor meeting costs are provided to offset expenses. Accommodation is reserved at the resort for each director and family for each meeting period.

Please consider offering your name to be placed on the election ballot! Nominations will be taken in advance and also from the floor at the AGM. Please contact the following director to submit your candidacy:

\*\*Dave Hillmer – Phone (250)889-3513, email: [dave@victorialistings.com](mailto:dave@victorialistings.com)

\*\*Information required: Full legal name + Trading Places owner number.

\*\*To be eligible to run, you must be an owner of a unit with PSOE at Pacific Shores and must be in good standing.

**Would the owner(S) who made a payment using a cheque from K Mountain Produce please contact Harry Felsing, our Director of Finance, at 250-477-8913 or by email at [Felsing@telus.net](mailto:Felsing@telus.net)?**