Chair Report from Kate Britton

Another busy year, with numerous changes, has brought us to the 2015 AGM. We are hoping for a great turnout this year for both the morning information session and the afternoon AGM.

Joanne Hallert, our TPI Director of Resort Operations, and Paul Dodds, Pacific Shores Resort Manager, will both be in attendance and will answer questions and update Owners on Pacific Shores operations.

Wendy Miron, RCI Accounts Executive, and Ryan Patberg, RCI Accounts Specialist, are joining us again this year as honorary guests. Your Board is very pleased that they have accepted our invitation to attend and will be available to answer Owners’ individual questions and concerns. This is a really invaluable opportunity to start planning your next great vacation or sort out any concerns.

PSOE and TPI are also excited to introduce Interval International, II, to our Owners. II has entered into an agreement with PSOE to provide new membership and exchange opportunities to all our Owners in their exchange program. Janie Beall from II will do a presentation outlining some of the features that they have to offer and to answer Owners’ questions.

Information in regards to the day’s AGM schedule on October 17, 2015, at Parksville Community Centre is detailed elsewhere in this newsletter.

Thank you everyone for your continued support and all the great feedback we have received throughout the year. If you cannot attend the AGM, please remember to send in your proxies and participate in your vacation investment.

Hope to see you all soon,

Kate Britton, Chair
PSOE Board of Directors

Strata President’s Report

It has been a very challenging year in regards to water throughout BC this year. It has been a record long hot summer starting very early. As many of you know, there have been major water restrictions throughout the province and beyond. Pacific Shores has the blessing of its own artesian well which provides a strong plentiful supply of this very valuable resource. Pacific Shores is not restricted in its water use due to having its own water source, however in the interests of protecting everyone’s water supply as well as being good neighbours and community citizens Strata Council, with the lead from Jim Reid, worked with RDN to put into action, reducing our water usage. The gardens were kept watered on a reduced scale, but the lawns were not watered during the heat of the summer months. Needless to say, it does not create the beautiful lush green lawns that we as Owners are used to seeing and enjoying. By late fall we should have that greenery returning, if we are fortunate enough to have some much needed precipitation.

This fall, the plans to replace the sewer lift stations in the centre of the property will begin. This will be a large project and we hope that disruption will be as minimal as possible. The Strata Council and our Strata Management Company are very excited to have our well past life system updated. There have been far too many alarm calls and issues due to an overstressed system. While it is not a glamorous renovation and will not be noticed or add beauty to our resort, it is certainly a necessary investment that is very important to our infrastructure, as was the completed work to bring the water system up to current code.

(continued on page 2)
Calling For Nominations for Directors!

The position of Director is an elected representative of Pacific Shores Owner Enterprises Ltd. (PSOE). In this role, the Director assumes the shared responsibilities to oversee the management, site condition, and operation of the Pacific Shores Resort and Spa (PSRS). Matters of finance, budget approval, Strata Corp. governance, and regular company liaison are also handled continuously. The Board of Directors consists of 8 members representing over 3,100 PSOE owners.

At the 2015 AGM, the election of four positions is scheduled – each position is a two year term. Board members must attend 4 or 5 meetings a year to carry out operational responsibilities. The meetings occur in 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 at the AGM, and you may advance your election process by contacting the following director:

Ken Chew
Ph: (250) 474-9341
Email: mdechew@shaw.ca

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

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

We Would Love to See You at the 2015 PSOE AGM

We look forward to seeing you this year at the 2015 PSOE AGM on October 17, 2015, if your travel plans allow, at the Parksville Community and Conference Centre, 132 E. Jensen Avenue, Parksville, BC.

Registration: 9:00 a.m.
Informational Session: 10:00 a.m.
AGM: 1:00 p.m.

For those attending this year’s AGM, lunch will not be provided; however, there are several local cafes & restaurants nearby.
If you are unable to make the AGM, please remember to send in those proxies.

(Strata President’s Report continued)

I would like to thank the Councillors: Jim Reid, Brian Scarfe, Len Aylward, Dave Aylard, Dave Hayward & Stuart Allen, who have all worked so hard this year. The dedication and volunteer time spent serving our Owners is greatly appreciated. Our team works very well together and are able to accomplish great things at our Resort. Being fiscally prudent, responsible and responsive as situations demand is very important to serve our many styles of Ownership at our very special Resort.

I would also like to thank Terry Kerr, The Kerr Group and TKG Maintenance & Repairs for an outstanding job throughout this year. Addressing the many issues in a professional timely forward thinking manner. The excellence in work quality will ensure many years of enjoyments and security. Terry has a great team of staff who go above and beyond each and every day, led by Kent & Sean and their teams. Contractor Jim Fyfe has our water & sewer systems running to the best of his ability, functioning smoothly and efficiently. Contractor Jake, of Jake’s Roofing, continues to work on redoing our roofs to ensure that we have no leaks in our units and we have professionally rebuilt roofs. These functions are not noticed by most of our Owners and guests, but certainly would be if they were not functioning well. Contractors Jay & Rebecca, of Sharp Design, continue to do an excellent job throughout the grounds and have been very supportive of the Grounds Committee and our goals. We certainly greatly appreciated all our TKG team. Shelley, Heather & Kelly do an outstanding job for us.

Thanks for a great year,
Kate Britton, President
Strata VIS 2036
Manager’s Report
from Paul Dodds

June and July have been bright and sunny with only a couple days of rain over the last few months. This has provided endless outdoor opportunities for guests. Walk on Water, the onsite paddle board and kayak rentals company, has been busy. You can regularly look out on the water and see families on the paddle boards and in the kiddie kayaks enjoying themselves. The pool and hot tubs have had extremely busy and we are happy to say that other than scheduled cleanings, they have remained open. This includes Strata keeping the Point Hot Tub open, with the amazing ocean views.

With this dry, hot season, the Oceanside area has been experiencing drought conditions. Although the resort well has not been adversely affected, we know that water conservation is important. Strata had been watering until recently, as they had fertilized the lawns and needed to water it in, but now we have cut back drastically and you’ll see that there will be more golden areas than green over the next while. It is important for Pacific Shores to work with the community in conserving water and protecting the environment.

We are happy to share with you some access changes to your units, the pool and the gym. The PSOE units are in the process of changing back to electronic key cards. With this, the resort centre is also installing key card locks on the pool change rooms & gym doors. This means you will only need to use your room key to access the pool and gym. If you require a locker for the change rooms, you can stop by the front desk on your way to the change room and they will be happy to assign one to you.

On a sad note, the AquaTerre Spa closed on July 10th. We are currently looking at leasing the space to a spa/wellness provider and we will make sure the announcement is on the owners’ website once a lease is in place.

Please remember that anyone attending the AGM who is interested in family portraits, our in-house photographer, Kristina, can be reached by emailing info@kyiahkristina.com or calling 250-937-1108.

The front desk has been extremely busy with owners and guests checking in and out as well gathering information on what’s going on in the Oceanside area. The front desk has extended their hours to 7am to 10pm so that guests and members can access the amenities as well as assist guests who wish to check out early or check in late. Please remember, we do have someone available 24/7 in case a guest is locked out of their unit or has a unit emergency. For any medical, safety or fire emergency, please call 911. I would like to thank the front desk team for providing our guests with the customer service that we ourselves would expect.

In the past, our high turnover days were Friday and Sunday; this year, we have found our peak season to have busier days all week long. This would more than likely be the result in the increase OTA (Online Travel Agencies) reservations which are usually only for a night or two long, and that means our housekeeping team has been very busy. Like any resort, we experience seasonal employee turnover and we have hired a number of temporary staff to assist with this busy time. I would like to thank Blake Bridges, Housekeeping Manager who joined us at the beginning of the year, for all his hard work. He has been working with his staff so that he can streamline procedures, reorganize the department and lend a hand. Blake is working to strengthen his core team so that we achieve a more consistent high standard of unit cleanliness.

Our maintenance staff is busy preparing our fall/winter unit maintenance schedule. I would like to thank maintenance for their constant hard work and for meeting the needs of our guests while making sure the special event tents are set up each Friday and down each Monday for scheduled weddings and events.

Please, I encourage everyone to contact me directly with any questions, comments or suggestions by either sending an email to paul.dodds@tradingplaces.com or by calling the resort at 250-586-7262.

Paul Dodds BSc CHA, General Manager
Pacific Shores Resort & Spa

Staff Spotlight – Rheanie Marco

Rheanie lives locally in Parksville and is presently 17 years of age. Her maturity and professionalism is well beyond her years. She is very pleasant and happy, and follows directives to their completion. When asked why she liked her employment here at Pacific Shores so much, she replied that the workplace setting is so beautiful and it’s a pleasure to please such nice guests that come from all over the world.

Outside of work, she plays the piano, sings and helps her aunty run her music studio in Parksville.

Rheanie has been an employee at Pacific Shores since January 2015. She started as a regular housekeeper as per her previous job as a hotel housekeeper. She quickly became a leader of the housekeeping team within 3 months in April of 2015.

When the opportunity was available for another supervisor, she was first to apply and was my first choice to take on the position. She has been a supervisor now for just under 2 months. She has proven herself as acting supervisor leading all the daily duties, keeping a close eye on productivity time and making sure inspections are completed in their entirety before anyone is checked in. She is eager to learn and demonstrates great leadership skills. She is an asset to the company and works hard to accomplish tasks that come with the supervisor position.

I commend her for outstanding performance in leading a team, being approachable, friendly and getting the job done.

Thank you Rheanie for all you do!

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Thank you Rheanie for all you do!
Hello from your Pacific Shores Owner Services Department!

Are you ready to book your 2017 reservation? Starting March 1st, requests for reservations for 2017 can be submitted in writing only to the Owner Services team. Request forms will be mailed in the beginning of 2016 with further instructions. Be sure to make your reservation plans early for the best availability. PLEASE NOTE: Requests received prior to March 1st will NOT be processed.

If you haven’t already confirmed your plans for 2015– please do so now! Call 1-800-365-6480 ext. 1 to speak with one of our friendly and helpful Owner Services agents today. Or make your reservations online:


Owners Corner ➔ Owner Tools ➔ Owner Use Forms

UserName: psoe  Password: craigbay

Please note that reservations are not valid until they are confirmed in writing by Trading Places International.

Can’t travel? We have options for you! Deposit your week today with Trading Places and receive a week of credit for exchange to a variety of locations. Please call 1-800-365-6480 ext. 1 or email ownerservices@tradingplaces.com for further assistance. If you wish to deposit a future week, please remember that the association dues must be pre-paid for the year you wish to deposit.

We look forward to hearing from you soon!
Your Owner Services Vacation Specialists

Happy Guest Comments

“We loved our stay here and look forward to coming back! The staff was so friendly & helpful.”
— RCI Exchange Guest

“Excellent stay. Exceeded our expectations. We look forward to coming again! The restaurant was also very good.”
— Timeshare Exchange Guest

“Our stay was delightful! Really loved the animal watching and classy furnishing. Place is great!”
— Timeshare Exchange Guest

“Beautiful grounds, nice walkway along beach. Good unit layout, well kept. Perfect resort retreat!”
— Timeshare Exchange Guest

“Loved the setting and grounds and offers very great food and some attractions.”
— Guest

Tell Us Your Story!

We’d love to hear from you. Will you share your comments and vacation photos with us?

Please send your story and fun and pretty (high-res) vacation shots to Trading Places, c/o Amy Strange at 25510 Commercentre Drive, Suite 100, Lake Forest, CA 92630, or email to amy.strange@tradingplaces.com.

LOCAL EVENTS*

9/04/15-10/02/15 (Fridays) – Parksville Museum Farmers Market
9/05/15-09/26/15 (Saturdays) – Errington Farmers Market
9/05/15-12/19/15 (Saturdays) – Qualicum Beach Farmers Market
9/19/15 – Knox United Church 11th Annual Fall Fair
9/19/15 – Old Time Fiddlers Jamboree

*TPI & Pacific Shores are not responsible for events operated by and information provided by third parties. The information is provided as a courtesy to help our guests and owners in planning their vacation experience while at the Pacific Shores Resort. For participation, updates or additional information regarding activities or events, please contact the provider directly.