As we approach another beautiful Vancouver Island autumn, your PSOE Board is preparing and looking forward to our Annual General Meeting, which will again be held at the Parksville Community Centre on Saturday, October 15, 2016 at 10:00 a.m.

We would like to invite all PSOE Owners to attend and actively participate in their timeshare.

This year we have focused on creating a future vision for our resort. As you all know, Pacific Shores is a beautiful Oceanside gem and both the Strata Council and your PSOE Board are working to develop strategic plans to address the many projects throughout our multifaceted community. This work includes addressing the need for physical upkeep of the PSOE buildings and interiors; the financial progress of our association and our access to all the recreational amenities at Pacific Shores.

To continue to be financially sustainable requires reducing our bad debt and increasing revenue by means other than raising the maintenance fee. Accordingly, the Board has been working with TPI to increase rental income for the association. The Board has also been consulting with its lawyers about taking ownership of vacation weeks currently held by Owners who haven’t paid their maintenance fees in past years. In addition, the Board has been cooperating with the lender who purchased the fractional interests of PSFRA in order to obtain a valuation of the entire property as a means to make informed judgments about the long-term future. As the timeshare industry throughout North America is changing, it is imperative that the Board look at what PSOE requires to stay financially viable and continue to provide affordable vacations for our Owners well into the future.

Trading Places International continues to provide transparent accounting, responsive professional management and a high level of quality services to our Board, Owners and guests. Our Director of Resort Operations, Joanne Hallert, and Resort Manager, Nikii Morrison, are working with the Board to ensure our Owners’ and guests’ satisfaction.

Hope to see you all soon

Chair Report from Kate Britton

Kate Britton, Chair
PSOE Board of Directors
Staff Spotlight

Sydney Schedel is a bright, 31 year old Housekeeping Attendant. He lives in Coombs and loves the location of his job at Pacific Shores Resort. The resort’s beauty makes it an Ideal place to work outside. Sydney enjoys the outside work as an attendant, whether it is cleaning decks or windows, or completing guest requests on the golf cart. He loves interacting with people and guests and enjoys making a positive difference around the resort, which he certainly does. He has a very strong work ethic that carries over from his general life style choices.

He likes living healthy by eating healthy, organic foods and being active and staying fit through exercise. He likes being mentally engaged in life, but likes to let things happen naturally. He enjoys drumming and used to play live with a few local bands.

The reason I have decided to highlight Sydney this month goes well beyond all his accomplishments around the resort. Sydney Schedel is an amazing role model for everyone here at Pacific Shores.

-Blake Bridges, Housekeeping Manager

Strata
President’s Report

Based on the priorities outlined in the Depreciation Report recently received by Strata, the Council, with the assistance and direction of Management, is currently focusing on developing a multi-year plan.

The new sewer lift station is more than halfway complete. After the hiatus during the busy summer months, the second portion will be started this Fall, with a completion date anticipated prior to year-end. Full remediation of the grass and grounds in this area will be done at that time.

Numerous trees have been removed or cut back from buildings and off eaves & rooftops. A project to remove all greenery within a meter of our buildings is underway, this will make future work on the sides of our buildings much easier and clean up the look of the property. Sharp Design Landscaping is focusing on pruning and removing bushes that have outgrown the areas they are in.

The 200 block fountain area has been redeveloped into a beautiful tiered garden; a project long overdue. Many community fountains have been rewired and new pumps have been installed.

We still receive great feedback from owners and guests regarding the grounds; however, the gardens are certainly a work in progress. The Council’s focus over the past 4 years has been on the infrastructure of our buildings, including roofs, decks, support beams, siding, perimeter drains, run off drains, and water and sewer lines. We hope in the coming years to redevelop many of the garden areas replacing overgrown plants and trees with younger smaller greenery and many more flowers.

Through the hard work of Brian Scarfe, past Strata Treasurer; Harry Felsing, current Treasurer; Len Aylward, Assistant Treasurer; Terry Kerr, Strata Manager; and Heather Kerr, Strata Accountant; Strata has built a positive contingency account for both our Joint and Residential Strata accounts. This is a fabulous accomplishment, especially considering the on-site work that has been undertaken and accomplished by Council & management over the past 4 years.

The Strata AGM is at Pacific Shores on Friday, October 14th.

Kate Britton, President
Strata VIS 2036

Maintenance Fees

As owners at Pacific Shores, it is all of our responsibility to pay our Maintenance Fees in a timely manner. This ensures a healthy and beautiful resort is awaiting us each time we return. Our fees are due on January 1st each year; you must pay in full to occupy your unit or to deposit a week into an exchange program, such as Trading Places or RCI. If you cannot pay in full, you do have other options, as noted within the Pacific Shores Owner Enterprises, Ltd. Assessment Billing and Collection Policy:

Monthly Payment Options:

i. Pre-Authorized Payments (PAP). Pre-Authorized payments can be deducted from your bank account monthly (equal parts of the maintenance fee) if a PAP plan is elected. A completed authorization form along with a voided cheque must be received by TPIMC prior to January 1. Applicable administrative fees will apply ($45 per contract).

ii. Personal Plans. For alternate payment plan options, please contact TPIMC. Applicable administrative fees will apply ($45 per contract). Please note: If you have not set up a formal payment plan, partial payments will continue to be processed as in accordance with this ABC policy.
Manager’s Report

Hello from beautiful Pacific Shores. The last couple of months have reminded us that the Island weather can change when least expected. We have had cool, heavy rains and hot, beautiful sunshine. The combination has brought growth into our gardens and challenges for our staff. In order to keep our linens dry, we have implemented the use of rubber containers to transport the linens as opposed to non-reusable plastic bags. Our housekeeping staff have some new, colourful shirts that are more comfortable and much cooler in the summer weather. The Front Services Agents look sharp in their new blouses as well.

The Maintenance Team has been busy tracking deficiencies and taking care of them promptly. Over the last few months we have:

- Replaced a number of range hoods that were working poorly or had rusted beyond repair
- Been replacing bathroom sinks that have begun to erode
- Repaired numerous bathroom fans
- Replaced some appliances and some mattresses
- Mended and replaced screen doors

We are in the beginning stages of pulling dining sets and refinishing any tables and chairs that require attention. We have also switched out the 700 block vanity chairs for the stools that had been purchased previously. We’ve continued our regular weekly unit inspections, which have reduced the number of calls from guests regarding deficiencies. Keeping on top of any problems or damages now reduces the tasks we need to tackle once the maintenance weeks arrive. A big thank you to Maintenance for their excellent work!

The Front Services Team has faced the challenges of a staff change over. If you have been by recently, you will have seen a number of new faces. Training in the middle of summer is not ideal; however, the team has been up for the challenge. We have appreciated the patience from our owners during this transition. It has been a busy summer with owners, exchange guests and the many rentals that have come through our doors. Thank you to Front Services for their continued commitment to providing great customer service!

The desk hours are Monday-Thursday 8am to 9pm and Friday-Sunday 8am to 10pm. While on-site, please call 911 for medical, safety or fire assistance. For an after-hours issue regarding your unit, such as being locked out, there is an emergency number which is made available to guests at check in.

Housekeeping has changed unit cleaning procedures. Our busiest day of the week here at the resort is Sunday and it was common to have units not ready until after 4pm. Because of the changes made within the department, we are happy to report that these units are increasingly ready before 4pm. We have also been hearing from guests and owners that they have seen improvement in the cleanliness of the units. I wish to thank Housekeeping for this tremendous team effort, for without their incredible hard work, we would not have been able to achieve such a great accomplishment!

We are happy to report that the Rock Hot Tub complex has been running since the end of July. Unfortunately, there had been mechanical issues and parts that had to be replaced in order to bring it back into operation. All the resort centre water facilities are being monitored to keep summer closures down to a minimum. Summer prompts increased use of all the water facilities, including the hot tub at the point, and so from time to time they may be closed for maintenance, thus ensuring enjoyment for all.

A reminder to all owners that in order to have use of your unit/week, in any given year, the fees must be paid in full; this includes owners on pre-authorized payment plans. The maintenance fees are due on January 1st of each year. Any fees not paid in full by the end of January are considered in arrears and unless they are paid in full no less than 60 days prior to the check in date of your unit/week, we cannot guarantee you access to your unit. For specific information regarding the billing and assessment policies, you can refer to your last maintenance fees package, you may contact me, or please feel free to contact TP1 Management Canada – Inc.

If you wish to rent your unit, please contact rentals@tradingplaces.com. They will forward you a rental contract which is to be completed and returned to them no later than 21 days prior to the start of your week. Alternately you can obtain a copy of the rental agreement online at http://www.pacificshoresbc.com/raa. Each rental contract is good for the unit/week and year it is written for. A separate contract is required for each unit/week you own and for each year you wish to rent.

A reminder that RCI comment cards are emailed to all RCI members each time they stay with us. Pacific Shores resort status with RCI is based upon the scores we receive on these comment cards. We strive to achieve a high status with RCI for the benefit of our owners and, therefore, we would like to address any issues that may adversely affect your experience at Pacific Shores. We would appreciate the opportunity to make certain your stay with us is a solid “5”. Please do not hesitate to contact me or any staff member should there be anything that we can do to make your stay at Pacific Shores one that you will want to rave about. We are proud of our resort and we want you to be as well!

We have an amazing team here at Pacific Shores. If you wish to recognize any one of our team members, please let me know. If you have any questions, comments or suggestions, please feel free to contact me at 250.586.7262 ext. 388 or by email at nikii.morrison@tradingplaces.com.

Wishing you all the best,

Nikii Morrison
General Manager
Pacific Shores Owner Enterprises Ltd.
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 of the units as well as financial and budget oversight. The Board of Directors consists of 8 members representing over 3100 PSOE owners.

At the 2016 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 usually occur in the Pacific Shores Resort area and consist of a full Saturday agenda. Board members are unpaid volunteers. Only minor meeting costs are provided to offset expenses. Accommodation is generally 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:

Dave Hillmer – Tel (250)889-3513; email: dave@victorialistings.com

- 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.

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 pretty (high-res) vacation shots to Trading Places, c/o Joanne Hallert at 25510 Commercentre Drive, Suite 100, Lake Forest, CA 92630, or email to joanne.hallert@tradingplaces.com.

BOARD MEETING DATES

2016

Friday, October 14, 2016
Board Meeting
Saturday, October 15, 2016
Annual General Meeting

2017

Saturday, January 7, 2017
Board Meeting
Saturday, April 1, 2017
Board Meeting
Friday, July 14, 2017
Budget Meeting
Saturday, July 15, 2017
Board Meeting

For past board meeting minutes, please visit your Owners Corner at www.pacific-shores.com/owners-corner

Username: psoe/password: craigbay