

Chair Report from Kate Britton



As announced at the end of April, an agreement has been reached with the owner of the commercial centre for our check in desk & staff offices to be re-located back into the centre. While staff have been preparing for another busy summer serving our Owners and guests, the transition of offices was completed. We thank everyone for their understanding and support throughout this challenging process.

The PSOE Board are very happy that Nikii Morrison accepted the PSOE Resort Manager position in February. Nikii has been a part of the Pacific Shores community for many years and is very knowledgeable of our community and the timeshare industry. Nikii is also very familiar with our Owners and many of our guests. We are very fortunate to have her expertise at our lead. Nikii has shared a newsletter Manager's report updating everyone on current events at Pacific Shores.

Nikii has an incredible Management support team, beginning with TPIMC Director of Resort Operations, Joanne Hallert, and including Ajit, front desk operations, Erik, maintenance & Blake, housekeeping. Together with their wonderful staff they are running a very efficient, responsive system and providing great service.

Pacific Shore's two independent business operators, David, of Smoke & Water Restaurant, and Patrick & Brenda, of Aquaterra Spa, are very excited to have the front door of the commercial centre open again and welcome everyone to enjoy their services.

**Kate Britton, Chair
PSOE Board of Directors**



Staff Spotlight - Christine Cote

Christine Cote is the Housekeeping Assistant Manager for Pacific Shores Owner Enterprises Ltd. She has worked at Pacific Shores for 4 years. She started as a Housekeeper, and then moved into a supervisor roll. Christine took on a temporary roll of Assistant Manager while the last assistant, Chantel, was on maternity leave. This became permanent when Chantel decided to spend more time with her family. She enjoys hiking and being outdoors. She loves animals, photography and she also enjoys traveling. She would like to go to Europe and Australia as well as other interesting places. Some of her goals are to go back to school and take some university courses for something new, but she is still deciding on what to take. She would also like to start a family.

Christine feels that Pacific Shores has the greatest scenery and location as the seclusion on the bay makes it a phenomenal place to be. The guests from around the world make this location interesting and new every day. It is the best work environment with great employees and staff.

It has been great working with Christine. She is a wonderful assistant who is positive and polite. She knows her job and does it well. She works hard and gets all that is asked of her done on time and with full conviction. She is very good at working with the housekeeping team and keeping them focused on their deadlines. It is an asset that she has been a housekeeper here because she can relate to the operations at the ground level, relating to the employees in their environment.

Christine plays a leading role for the housekeeping team and does it will. Thank you, Christine, for being a corner stone to our success!

-Blake Bridges, Housekeeping Manager



Strata President's Report

If you have been onsite recently, you will have seen a lot of activity, such as removal of problem trees, spring cleaning of eaves, troughs & gardens and replacing the roofs on some units. The biggest project, the first phase of replacement of the sewer lift station, is now complete. The hydro seeding of the grass has just been completed and should be ready to enjoy in early July. Thanks for a great year,

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 be accepted; however, any remaining balances will continue to be processed as in accordance with this ABC policy.*



Manager's Report

from Nikii Morrison

Hello from Pacific Shores Owner Enterprises Ltd (PSOE). Many of you may already know me, Nikii Morrison, as I have been with Pacific Shores for the past 16 years. I started at the front desk, moved into accounting, and then I took over for Jacquie White as Executive Assistant until I finally joined the PSOE & TPI Management Canada Inc. team in 2014 as Assistant General Manager. I moved onto Executive Assistant again and then, earlier this year, I became your General Manager. I have seen the changes and challenges over the years, and each time I have seen us come through them. In each position, I have gained a wealth of knowledge and now I can share what I have learned with the team while gaining yet another perspective.

2016 has reminded us that we had more challenges to tackle. In mid-February we were advised that we had a couple of days to leave the resort centre and move into two units in the 700 block. Although it was not ideal to have a pool offsite, we were able to team up with the Travelodge so that we had a pool to offer our Owners and guests. The relationship with them has been great. During this time we also reimbursed those guests who chose to visit Nanaimo Aquatic Centre or Ravensong. I want to thank you all for your support during this time as it made the transition much easier for the staff and guests. Many thanks to the Board of Directors as well, for with

their hard work, early May saw us back in the resort centre! I am also happy to share that the indoor pool, hot tub, sauna and gym are open for those guests who are staying onsite. We are in the process of having the Rock Hot Tub and Kiddie pool opened as well. With the facilities being shut down for almost three months, it has taken a while to get them back into working order. We have continued our relationship with Jim's Gym as well, because they offer more options for those guests who are looking for more than the strength training that the onsite gym provides.

Although our winter was mild this year, March was anything but dry. We had some torrential rains which caused flooding in a few units. Between Strata and the whole owners who were onsite, action was taken in order to minimize the damage. We were not the only location in the Oceanside area that received damages and therefore local restoration companies have been working non-stop. This means that two of our units are still being restored; however, your amazing front desk team have been able to make sure that every reservation to date has been relocated so that we didn't have to turn anyone away.

With our management now concentrating on PSOE exclusively, it has allowed the departments to concentrate on the units. Your Housekeeping department has heard your comments and Blake Bridges, Housekeeping Manager, re-evaluated his team and changed their procedures. Where there were teams cleaning the units we now have individuals who are responsible for their own assignments. The results are already being seen through the comments received by guests. We are also in the process of completing a "small-wares" list that will be located in your kitchens and will be available very soon. Your Maintenance team has been doing room inspections in-between reservations and taking care of issues that may have had to wait in the past. We have found that by doing this, the calls from guests regarding maintenance concerns have dropped by at least 90%.

We have changed the Front Services hours: Monday through Thursday 8:00am to 9:00pm and Friday through

Sunday 8:00am to 10:00pm. For any guest checking in after hours or in the event of a unit emergency, we still have someone available 24/7. For any medical or safety emergency you are to call 911.



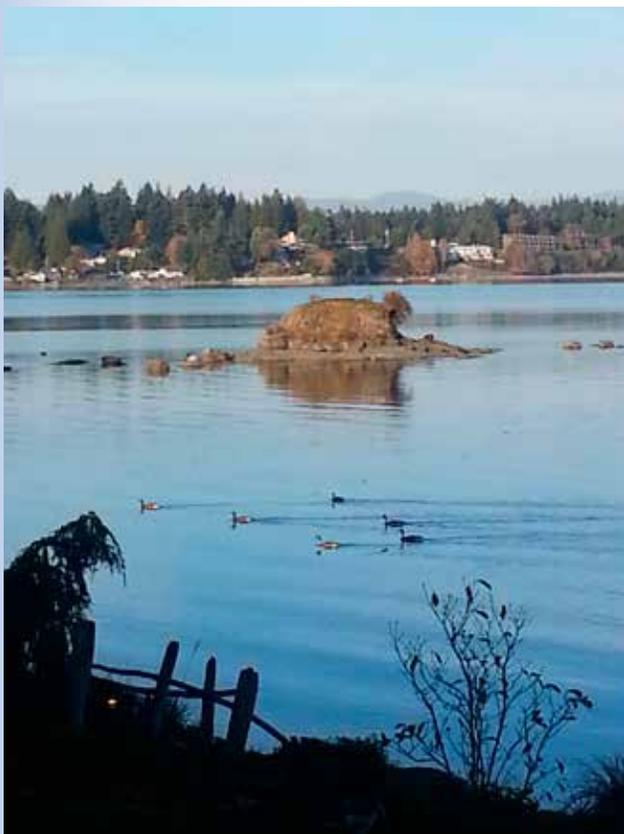
A reminder that PSOE owners have access to Bonus Time rates as long as their maintenance fees are current. This special, fixed rate is for PSOE owners only and the owners must be the ones staying in the unit. Reservations may be booked up to 15 nights in advance of check-in and are subject to availability. As we are only managing the PSOE units, all inbound rentals we receive go into PSOE units in the rental program and therefore availability will fluctuate more than it did in the past. Initially you can reserve up to 3 nights and you may book additional nights once checked-in, for a total not to exceed 6 nights. Bonus Time reservations are paid in full at the time of booking and are non-refundable. The Bonus Time rates, before taxes, are currently: \$49 for a hotel, \$79 for a 1 bedroom and \$99 for a 2 bedroom.

Walk on Water is back again this year and will be working out of the resort centre starting May long weekend. If you are looking to rent a kayak or paddle board, you won't have far to go.

I would like to thank the Front Services, Housekeeping and Maintenance teams here at PSOE. They have been able to increase our customer service and improve the guest experience by embracing the changes made by the management team during a challenging time. I encourage you to continue sharing your gratitude, concerns and comments in regards to the resort, staff and your units. You can do this by completing a comment card or contacting me directly at 250.586.7262 or via email at nikii.morrison@tradingplaces.com.

Yours Truly,

Nikii Morrison
General Manager
Pacific Shores Resort & Spa



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Important Maintenance Fee Information

Regular association dues are billed annually and are due and payable per your ABC policy. A statement is mailed to you as a courtesy; non-receipt of a statement does not relieve you of your financial obligation. Pay Online at www.pacificshoresbc.com/pay

Questions about your Maintenance Fees or Assessment Billings? Call the Accounting Department at 800-365-6480 ext. 7 or e-mail billings@tradingplaces.com

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Get to know your Trading Places Team!

Hello from your Pacific Shores Owner Services Department!

If you haven't already confirmed your plans for 2016 or 2017 – 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:



www.pacificshoresbc.com/reservationrequest

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

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 Joanne Hallert at 25510 Commercentre Drive, Suite 100, Lake Forest, CA 92630, or email to joanne.hallert@tradingplaces.com.

BOARD MEETING DATES

2016

Friday, July 15, 2016
Budget Meeting

Saturday, July 16, 2016
Board Meeting

Saturday, October 15, 2016
Board Meeting

Sunday, October 16, 2016
Annual General Meeting

2017

Saturday, January 7, 2017
Board Meeting

Saturday, April 1, 2017
Board Meeting

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

Username: **psoe**/password: **craigbay**

