

Desert Breezes

2017, Issue 2

"A Resort of International Distinction"

Owner's Journal

President's Message

Dear Desert Breezes Owners,

It has been a busy year at Desert Breezes as your board continues to work towards not only maintaining, but also upgrading, your resort. In July, we approved the 2018 budget with a modest 4% increase in maintenance fees. This allows us to continue to fund the reserves and ensure money is available for future projects.

There are many new faces at the resort! We have welcomed a new General Manager, Al Hippe, who started in January of this year, and a new Guest Services Manager, Emily Pangilinan.

I would also like to introduce your two new board members: Dorothy (Dottie) Fazio, who has been an advisor to the board, was appointed to fill the position left vacant after the passing of Bob Finn last year.

In April of this year, Barbara Slovak resigned from the board after more than 20 years of service and John Middleton was appointed to fill her position. We thank Barbara for her many years of dedication to Desert Breezes. Both Dottie and John will run for re-election in November.

We are looking forward to yet another successful year and thank you all for your support.

Clarke Schlabach
Board President

Owner to Owner Sales Program

This is a reminder that we have implemented an online Owner to Owner sales communication page. Simply go to our website (www.desertbreezesresort.com), click on the "Owners Corner" link on the top right hand corner of the home page, enter the login credentials, and on the following page under the "Owner Tools" drop down menu select "Weeks for Sale by Owner." You will notice a page with the name, contact, and comments by any Owner interested in selling their week. You may directly contact the Owner and upon agreement, subsequently contact our Ownership Transfer representative. If you would like to list your week for sale, simply contact the resort and provide us the necessary information to list your week.

2017 DESERT BREEZES ANNUAL MEETING

The 2017 Desert Breezes Resort Annual meeting will take place at 10:00 a.m. on Saturday, November 18, 2017, on-site at the Desert Breezes Resort. Please mark your calendars and plan to attend!



GENERAL MANAGER'S MESSAGE

Before I begin to tell you about all that has been accomplished this year, let me first take this time to introduce myself. I joined the Desert Breezes team in January and the employees and board were very welcoming. I have worked in the hospitality industry all my life, beginning as a waiter in a hotel while I attended Arizona State University. After graduation, I worked for Embassy Suites before I returned home and worked for Carlsbad Inn Beach and Tennis Resort which was a VRI property back then (VRI is TPI's sister management company). I worked for VRI for about 20 years. I started my career with VRI as a night auditor and worked my way to Resort Manager. In 2003, I joined WorldMark by Wyndham and worked for them until I joined Desert Breezes. Desert Breezes is a great property and I look forward to a long and lasting career with TPI, my staff, your board and you, the owners. I love living in the desert; this area still has a small town feel with a big city vibe. Lucky for me, Palm Springs also has a lot of golf courses, which I try to play as often as possible! If we have not had the opportunity to meet yet, please do not hesitate to drop by and say hello on your next visit.



Desert Breezes had another successful winter and spring season. Below is a list of what has been accomplished this year:



- The carpet was replaced in all lower level bedrooms. (Remember, last year we installed tile in the 1st-floor living rooms.)
- Spas 6 & 7 were resurfaced.
- Replaced/refaced damaged kitchen cabinets in most of the rooms. This project will continue into 2018.
- Installed vertical shower bars in tubs and showers where needed.
- Installed 4 ADA pool lifts in the two main pools and spas.
- Resort staff painted and touched up paint in most of the rooms. They are doing as much as they can to improve the rooms by adding new security locks, shower bars, and small items with an eye for detail.
- Purchased used utility golf cart for the maintenance department to aid them in their daily duties.
- New linens will be in place this summer. We added a new bedding package this year to give our rooms a fresh look and feel. (see photo)

In July, the board approved the following for 2018:

- Finish 2nd-floor rooms with new carpet.
- Twenty-five new sofas; type and fabric selection still needs to be determined by your board.
- Décor package for 1st floor two bedroom units – any with the large book shelves will have decorative pieces added to the shelves.
- Replacement of all shower valves. No more waiting for the cold water to get hot and no more hot water on the cold side!
- Installation of 2nd bedroom TV in the two bedrooms. Soon every bedroom will have a TV.

- Additional \$15,000 for ADA upgrades around the property and parking lots.

Management and the Board of Directors are heavily focused on enhancing the reserves and the resort by taking on needed projects each year. I look forward to seeing you soon and I am anxious to get your feedback on all the improvements.

Al Hippe



STAFF SPOTLIGHT

Alfredo Maldonado was our Maintenance Supervisor and was promoted to Maintenance Manager upon Jeff's retirement in April. Alfredo Maldonado was born in Mexicali, Mexico and has lived in the Coachella Valley since 1989. Alfredo graduated from Indio High School and went to flight school in Oklahoma. Sadly, he had to come back home after 9/11 as the flight school was closed due to the tragedy.

Alfredo started in the hospitality industry in late 2001, working at the Marriott Desert Spring Villas. He later took a position at the Westin Mission Hills Villas and became a father to a baby girl. For Alfredo, this was an exciting time! He was a new father and was learning a lot about hotels.

After a brief move to Phoenix, Arizona, Alfredo returned to the Coachella Valley and the hospitality industry in the late 2000's. He found that he had forgotten how fun it was to help people, talk to new people, and to have people he had interacted with for only a few minutes remember him by name. It was while working at the Hyatt that he met his wife. The following year he had a beautiful baby boy and came to work for us at Desert Breezes. With the opportunity to become our Facilities Manager, I can say he has done an outstanding job in planning and getting things accomplished. Thank you for your hard work, Alfredo!



SOLICITATION OF NOMINATIONS

We are always looking to add diversity to our Board of Directors. Can you bring something new and fresh to the table? Does your background provide perspective that might benefit the Board? Will your strengths make the Board stronger as a whole?

Serving on the Board of Directors is your opportunity to make an impact on the future of Desert Breezes Resort by becoming involved in the decision-making process. (You must be a member of the association in good standing to submit your nomination.)

If you have an interest in serving on the board of directors, please contact droadmin@tradingplaces.com or send your request and contact information to the address below. We will be happy to send you the form and consider your nomination for our next election.

Thank you!

US Mail: Trading Places International
Attn: DRO Admin
25510 Commercentre Drive, Suite 100
Lake Forest, CA 92630

Your Desert Breezes Timeshare Board of Directors

President:	Clarke Schlabach
Vice President:	Jacques Peeters
Treasurer:	Brian Bowcock
Secretary:	John Middleton
Director:	Dorothy Fazio

GUEST COMMENTS

"Thank you, beds are so comfortable, clean, fresh smelling units. Softer toilet paper, on-site massage. Front desk, pool guy, cleaning people all fantastic."

-Exchange Guest

"Loved it! Hope to come back want special room! Front desk is amazing – so personable!"

-Exchange Guest

"We love the Desert Breezes resort! The location is right across the street from the car show we attend every year and having a studio condo is perfect. The pool, jacuzzi and BBQ area are relaxing and low-key. We've told our friend about this resort and they now booked the Desert Breezes too!"

-Expedia Guest

"This is a first-class resort. We stayed in the time-shares that had two bedrooms, two bathrooms, full kitchen, and a large jacuzzi just outside the front door. The view of the lake with a beautiful fountain, and the snowcapped mountains was spectacular. The resort was highly manicured, and the landscaping was gorgeous (see picture) the grass looked so perfect, I had to feel it to see if it was artificial. The clubhouse has a gym for workouts, and there are 3 swimming pools and 11 jacuzzi spas. The best part was 75 degrees and sunny in December. Fabulous!"

-TripAdvisor Review

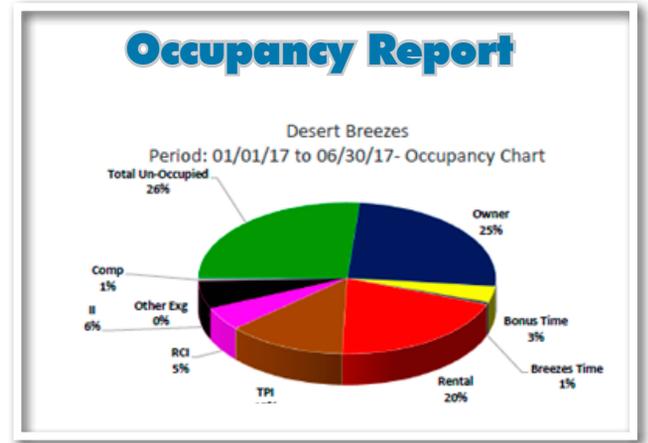
YOUR FRONT DESK TEAM



Pictured from left to right: Emily Pangilinan, Guest Service Manager; Wendy Cham, Guest Service Supervisor; Valerie Arellano, Front Desk Associate; Al Hippe, General Manager; Daniella Cordero, Front Desk Associate; and Jamie Rose, Front Desk Associate.

EMPLOYEE RECOGNITION PROGRAM

We have implemented a new employee recognition and appreciation program here at Desert Breezes! Our employees are awarded coins of appreciation for going above and beyond their call of duty. Employees receive coins if their name appears on a comment card, for covering someone's shift, working overtime when able, and when being observed working safely, amongst other behaviors that are considered going above and beyond.



RETIREMENT: ASSOCIATE AND BOARD MEMBER

Congratulations!!

Jeff Johnson, our former Maintenance Manager, retired on April 6th. Jeff was an outstanding associate and will be missed by all. We wish him well in the next stage of his life. The Board of Directors thanked him for his service and presented him with a token of their appreciation. Jeff also gave thanks to the board for the 10 plus years he worked for the resort.



We also want to thank Barbara Slovak for more than 20 years of service to Desert Breezes. She held every position on the board at one time or another! She should be proud of the many accomplishments she helped achieve for the resort. The board showed their thanks to Barbara by giving her a plaque and a token of their appreciation.



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Write to board members c/o TPI at the above address.



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Website: www.desertbreezesresort.com

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OWNER SERVICES

800-817-4653 ext. 1 | ownerservices@tradingplaces.com

- Book use time
- Bank your week (TPI, RCI, II)
- Book bonus time
- Inquire about your contract
- Learn booking rules
- Pay maintenance fees

Important Maintenance Fee Information

Regular association dues are billed annually and are due/payable per your ABC policy on November 1st. 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.desertbreezesresort.com/pay

Questions about your Maintenance Fees or Assessment Billings? Call the Accounting Department at 800-817-4653 ext. 7 or e-mail billings@tradingplaces.com

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PROPERTY MANAGEMENT

As your management company, Trading Places is dedicated to making your property the best it can be. Please feel free to contact us at any time.

PET POLICY

No animals or pets of any kind are allowed in any unit or upon any portion of the Desert Breezes Resort Timeshare property.

Hello!

We are your Owner Services Vacation Specialists and we are available to assist you in getting the most out of your vacation ownership. 2017 is quickly coming to an end and availability may be limited within your season. If you are not planning to travel on your week to Desert Breezes and would like to deposit it with an exchange company, make sure you plan early, as all reservations are subject to availability! Please call us to confirm your reservation plans for your week(s), 800-817-4653 ext 1 or email ownerservices@tradingplaces.com.

Did you know?

In order to bank/deposit a week, most exchange companies (TPI, Interval International, or RCI) require a specific lead time for unrestricted exchange terms. The earlier you deposit the better your chances will be to receive flexibility with your exchange options.

Steps to banking/depositing your week for exchange:

1. Call Trading Places International Owner Services department to request a reservation for deposit
2. Pay your corresponding maintenance fees for the week you want to bank/deposit
3. Contact the exchange company of your choice and give them your Desert Breezes reservation

Please note: An owner services representative is able to facilitate your deposit should you elect to use Trading Places Exchange.

4. Make sure you receive a confirmation directly from the exchange company in writing confirming your week has been successfully banked/deposited.

If you have any questions on this process or on other options for your week please feel free to contact Owner Services at 800-817-4653, ext 1 or email ownerservices@tradingplaces.com.