

Desert Breezes

2018, Issue 1

"A Resort of International Distinction"

Owner's Journal

President's Message



I've always said "it's the best kept secret in the Desert."

To start the year 2018 off right, we are now rated a "Gold Crown" resort. Those are very large shoes to fill, but I feel your Board of Directors and our Staff are up for the challenge.

Here are a few of examples;

1. The **front desk** keeps getting positive feedback from you, the owners. We just conducted an internal audit on operations and front desk on safety practices and cash handling. We received an outstanding report card.
2. The **maintenance department** will continue to "take care of business." They're learning new skills every day. When you see them say hello and compliment them if you feel the urge.
3. Yes, we have had our share of pitfalls too; a cricket infestation and also those pesky little ants show up every year. Remember we're in the desert and this will

continue. We need you to notify us IMMEDIATELY of any issue that pops up.

4. Let's not forget our **housekeeping**. Even though they are under a contract with us, they are a big part of our family and are doing a fantastic job.

I want to share with you (the owners) my thinking.

The owners are the axle of the wheel. There are seven spokes to make the wheel strong and a rim to keep everything in place.

They are (1) Your Board of Directors, (2) Trading Places International Headquarters, (3) Our Director of Resort Operations, (4) Our on-site Manager, (5) Front Desk, (6) Our Maintenance Department, (7) Our Housekeeping. The steel rim, that's our team. The wheel will not turn if all are not working together to hold the rim in place.

LET'S WORK TOGETHER TO MAKE DESERT BREEZES EVEN STRONGER.

Thank you,
Brian Bowcock, President

Your Desert Breezes Timeshare Board of Directors

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



GENERAL MANAGER'S MESSAGE

As we close out another year, it is time to reflect and give thanks on the achievements we've accomplished in 2017.

- One of our most recent accomplishments was the paving of the parking lots along Calle Las Brisas S. including the RV parking (see photos).
- During the repaving, we also added two ADA accessible ramps in the parking lots and two more by the front lobby area and walkway between buildings 8 and 9.
- We finished replacing damaged kitchen cabinets in all units.
- We also solved the issues of waiting for hot water by replacing shower valves in all the units.

We achieved Gold Crown Status for 2018 from RCI, we were at Silver in 2014, 2015 and 2017. I would like to take this opportunity to thank my team for all their efforts: Front desk - for their warm and friendly welcome to owners and guests upon check-in; Maintenance - on repairing and maintaining our units in tip-top shape, and to Jani King - our Housekeeping company that cleans our units to our standards. They all did an outstanding job in achieving this award. It is our goal to maintain Gold Crown status for 2019.

As you know, we hired several key management positions this year. Emily, my Front Desk Manager, joined us in December 2016 and Alfredo replaced Jeff, our Maintenance Manager, in April 2017. It is because of their leadership and commitment and the team they built that helps us accomplish our objectives.

It is also a time to look ahead, make plans and set new goals for 2018.

- We have already begun to install new TVs in the 2nd bedroom of all the two-bedroom units.
- Fabric selection and sofa style will be reviewed and

approved at our February meeting. I am looking forward to replacing one-third of our sofas this summer.

• We also made repairs to the basketball hoop by replacing the pole as it was damaged this summer by players dunking and hanging on the hoop. (See photo)

• California lifted the water restrictions they had on the state and the desert so that we can water the grounds again. (See photo)

• This summer, we will be installing new carpet in all upstairs units and finish installing shower valves in just a few more buildings. The Board approved a thicker pad to improve the noise issues from units above. This work will begin in May and will finish in October 2018.

I am coming up on a personal milestone as January will mark my 1-year service at Desert Breezes Resort. I want to thank all the owners who have welcomed me during this time. You helped me make the transition easy. You have a great resort here with a fantastic staff and a supportive board of directors.



STAFF SPOTLIGHT

EMILY PANGILINAN

I was born in the Philippines, and have lived in the Coachella Valley since 2006. I graduated with an Associate degree in Computer Science at System Technology College in Baguio City, Philippines. I have two older brothers, and feel very fortunate to have a twin sister who's also my best friend. I love traveling with my family and friends.

I've always felt comfortable in the hospitality industry since I enjoy connecting with and helping other people. I started in the hospitality industry in 2006 at Wyndham Vacation Ownership as a receptionist, and worked my way up to the Sales and Marketing Administrative Manager for Indio, Palm Springs, and Oceanside CA.

In 2013, I moved to Dubai and lived there for almost a year. In 2015, I moved back to the Valley, and joined Westin Desert Willow and Westin Mission Hills teams as a Contract Timeshare Specialist. In 2016, I then joined the Desert Breezes team as your Guest Services Manager.

I look forward to welcoming our owners and guests at this beautiful resort.



CONGRATULATIONS TO OUR EMPLOYEES OF THE YEAR FOR 2017!



Pictured: Al Hippe, Valerie Arellano, Emily Pangilinan, Nancy Galean and Raphael Aguirre.

Congratulations to our Employees of the year for 2017.

I want to thank the owners for voting at the Annual meeting for our employee of the year. We handed out special coins to each owner for them to vote and we then added your votes to the associates' votes for our annual employee of the year. And the winners are:

- Valerie - Employee of the year from the front desk
- Emily - Manager of the year, Front desk Manager
- Nancy - Supervisor of the year from Housekeeping

DANIELLA PREBOT



Daniella joined us in April of last year and in September she gave birth to Sophie Bella. Sophie Bella was 6 lbs. & 12 oz. and 19" long. She was born very healthy. She is a very strong little one that already does tummy time and her favorite thing to do is sleep and eat. She is a perfect baby for a new mother.



UPCOMING EVENTS AND RESORT ACTIVITIES

Upcoming events and resort activities:

This will serve as a reminder of the following special events

BNP Paribas Open Tennis at Indian Wells - from March 5th – 18th

Coachella festival – Weekend One from April 13th – 15th and Weekend Two from 20th – 22nd

Stage Coach from April 27th – 29th.

Don't hesitate to check with the front desk when you arrive. to see what is happening during your visit. We are always willing to do the research for you.

Golf

We added a new Golf course for our owners and guests to play.

- Woodhaven County Club – Price depends on weekday, weekend, time and season.
- Palm Desert Country Club - \$60.00 from 6:00 a.m. – 1:00 p.m. pay at resort. After 1:00 p.m. pay at golf course.
- Palm Royale Country Club - \$23.00 pay at resort for golf between 6:00 a.m. – 4:00 p.m. after 4:00 p.m. pay at golf course.



GEORGE & IRENE EICHEL



Winners of a Trading Places “No Fee Exchange” certificate at the Annual owners meeting.

BONUS TIME

What is “*Bonus Time*”? Bonus Time is additional resort time, subject to availability, which you can use to enjoy even more days at Desert Breezes!

Here is a summary of how it works:

- Requests for Bonus Time must be received no more than 60 days in advance of your desired arrival date
- Reservations are made on a first-come, first-served basis
- The cost for the unit is \$70 (mini), \$85 (1 bedroom), or \$100 (2 bedroom) per night plus tax (prices are subject to change at any time)
- You must be current on your maintenance fees
- Subject to availability of space
- Stay must be a minimum of 2 nights – but there is no maximum stay

BREEZES TIME

What is “*Breezes Time*”? Just like Bonus Time, Breezes Time allows you to stay longer at the resort – but for an additional 7 nights instead of just a night or two.

Here is a summary of how it works:

- Requests for Breezes Time must be received no more than six months in advance of your desired arrival date
- Reservations are made on a first-come, first-served basis
- The cost for the unit is its maintenance fee, plus \$10 non-refundable reservation fee
- You must be current on your maintenance fees
- Subject to availability of space
- Stay must be for 7 consecutive nights

All revenues generated from Bonus Time and Breezes Time go directly to your association, so this is a great way to support your resort. For more information, please contact the Trading Places Owner Services department at 800-817-4653 extension 1.

Deposit
and receive
**2 BONUS
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Contact us anytime with questions about our Classic and Prime exchange programs. Trading Places representatives are available Monday-Friday from 7:00-6:00 and Saturday from 8:00-4:00 PT.

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***Deposit Promotion Terms & Conditions**

Use Promo Code: DBRNL18. Deposit use week by 2/28/2018 and at least 120 days before start of reserved use week, and receive two bonus weeks. Valid for new deposits only. 2017 deposits not eligible. Bonus Weeks are subject to a \$229 service fee and is valid for a reservation in a unit up to the same size as the unit deposited. The Bonus Weeks expire one year from the arrival date of week deposited. The reservation using the Bonus Week must be made within 45 days of travel. Offer is based on availability, not combinable with other offers, and is subject to change without notice.



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



Front Desk: 760-345-2637
Resort Fax: 760-345-9718
Desert Breezes Sales: 866-898-7413
E-mail: dbr@tradingplaces.com
Website: www.desertbreezesresort.com

The Desert Breezes Resort disclaims any responsibility for claims made or the performance of goods and services advertised in this newsletter.

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. We hope the new year is off to a good start and want to remind you to reserve your 2018 owner use week if you haven't done so already. 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 e-mail 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 e-mail ownerservices@tradingplaces.com.