

Desert Breezes

2018, Issue 2

"A Resort of International Distinction"

Owner's Journal

President's Message



Welcome again to the best kept secret in the Desert.

At the start of 2018, I said we're **Gold Crown** and we are still maintaining that standard which is a great accomplishment.

The reason we're maintaining Gold Crown is because of **our entire team.** "Our Staff and

Board working together." We need your help, "**when you see something wrong, say something.**"

If you get or have access to the magazine "**Vacation Industry REVIEW**", check out the article on pages 20 and 21. A link is also provided on your Owners Corner of the Desert Breezes website. See what others think of our resort. Let your friends and neighbors know what they're missing out on. Get them to RENT a week or two or even become an owner.

You will see from the Manager's report, we're not sitting around.

1. We continue to upgrade the units with new living room furniture (thanks to board member, **Dorothy Fazio**, and her eagle eye for getting the right product and color) for each unit.
2. We continue to train our maintenance staff so they can do an even better job. I would like to have ALL staff start wearing a name badge, with large enough letters so that even an old guy like me can read it. If you forget their name, there will be a large picture board in the lobby to remind you. Remember, when you're out walking around, say Hi and call them by their first name.

3. We keep our staff certified with the State Health Dept. on pool maintenance.
4. We're working with staff to become even more proficient in maintaining the A/C.
5. We continue to come up with new ideas on how to save on water.
6. Another area of concern to most owners is the rental program. We have a great rental program, which keeps the maintenance fees "reasonable".
7. We will be continuing with improvements in 2019 while also focusing on the need to continue building a healthy reserve fund balance. **NEVER OVERSPEND.**

MASTER ASSOCIATION

I personally am working very closely with the Master Association as I am the board member representing the timeshare owners. We will be working on finishing all the roads this year. Our goal is to make the entire area of Desert Breezes **the best of the best.** When you come through the gates you just want to say "WOW" it looks great. This includes the tennis courts, Clubhouse and pool at the Clubhouse.

Remember you are a part owner of all these facilities and can use them during the normal hours of operation while you are staying at Desert Breezes.

2019 BUDGET NOTES

1. **Staff Salaries.** The Board will bring all staff members up to a salary that is competitive in the area as well as ensuring we are exceeding State minimum wage guidelines. I'm a BIG believer in "**happy employees are great employees.**"

Continued on Page 2

2. **Furniture.** The Board approved the new living room furniture and the first phase will be here in the Fall. The 2nd phase will continue in our 2019 fiscal year.
3. **ADA Compliance.** We are continuing to focus on the common areas, including sidewalks and ramps, and have set aside \$35,000 for ADA compliance in 2019. Over the next few years, we will also start working on five accessible units. We estimate these costing approximately \$120,000 each to be paid from your reserve funds. Obviously, this project will be accomplished over several years to ensure that funds are not depleted

4. **No one likes surprises.** Your board approved a 5% increase in maintenance fees after a line by line review of the budget and much debate. This was accomplished on July 25th when it was 120 degrees on property. This increase allows us to maintain the standards you expect while continuing to build your reserve fund.

ALL OF US WORKING TOGETHER MAKES DESERT BREEZES EVEN STRONGER

Thank you,
Brian Bowcock, President

GENERAL MANAGER'S MESSAGE

We have taken steps to invest in the growth of our property. First, we started to change out 25 living room sofas and chairs - see photos of fabric and current carpet selection. The first set of rooms with new sofas and chairs will be buildings 1 -4 and one room in building 5. We also finished up the carpeting project in all upstairs units. We added a thicker pad hoping it will limit the sound from above.

Below is the complete list of 2018 accomplishments:

1. New sofas and chairs in 25 rooms. (see a sample of fabric)
 - a. 25 more units of sofas and chairs will be done in 2019 and finish up the sofa and chairs in 2020.
2. Upstairs carpet in all rooms. Remember last year we did all the downstairs rooms.
3. We finished adding 2nd TV's in all two-bedroom units.
4. We added a new poolside shower that is also ADA accessible.
5. Maintenance is making repairs to living room sliding glass doors by replacing their rollers
6. We added an accent wall behind the new sofa. (see Photo)
7. We added décor to 12 two-bedrooms with a bookcase. (see

photo)

8. We added new glass top stoves for building 10.
9. We replaced the patio set for building 1.
10. We purchased a new cart to help housekeepers to get around the resort better and improve their service.
11. We finished installing new shower valves in the last remaining building, 10, 9, 7 and half of building 8 this year.
12. This is not part of any physical upgrade to the rooms, but our internet provider completed a system upgrade and moving forward you no longer will be kicked off for inactivity when visiting the resort. Our new upgrade will keep you logged on.

This list tops well over \$250,000 in resort improvements. We will continue to improve our resort from the services we offer, the activities we hold, to new furnishings we have in our rooms. I hope to see you in the fall and at our annual homeowners' meeting on November 3rd at the resort.



New accent wall with bookcase only in 12 2-bedrooms



New accent wall for new sofa and chairs arrival



New housekeeping cart



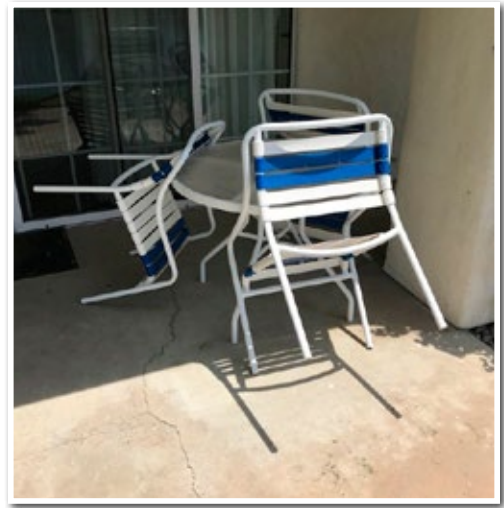
New pool side shower (Main Pool)



Fabric (from left to right: sofa fabric, chair with ottoman, accent chair only)



New stoves for Building 10

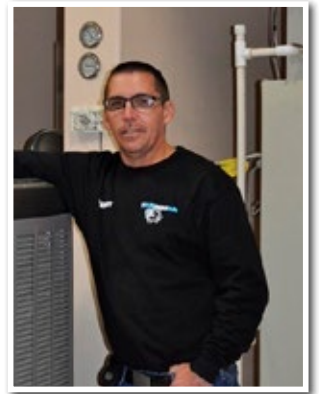


New patio set for Building 1

STAFF SPOTLIGHT KEN CHAVEZ

Meet Kenny Chavez; he is our newest employee and new Maintenance supervisor. Kenny is a Navy veteran who served in the 1st Gulf War in Operation Desert Storm. He served as a medic during his tours of duty. After he left the military he became a nurse for 15 years in the Coachella Valley. He opted for a new career in 2010 so he used his GI bill and enrolled in College of the Desert to study HVAC. Due to his hard work, dedication and top grades he beat out over 700 applicants for a prestigious Hilmore Scholarship worth over \$10,000 in A/C tools. They flew him and his wife to New York City to present him with his award at their annual awards celebration.

We are so pleased to have Kenny as part of our team. He has started a maintenance program on our air-conditioners and in doing so has reduced the number of AC service calls during the summer months. His hard work before our hot season is paying off. We are seeing fewer rooms off line due to AC issues. Please welcome Kenny to the resort.



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



MEMBER/GUEST SPOTLIGHT

FERGIE KLOCK & LOREN EDGE

Fergie Klock and her sister, Loren Edge, have been coming to Desert Breezes Resort since it was built in the 1980's. Both Fergie and Loren are impressed with the new management and the changes they have seen recently on the property. New management Includes: Al Hippe, GM; Emily Pangilinan, Front Desk manager and Alfredo Maldonado, Maintenance Manager. Since we arrived just over a year ago, we made changes for the better. We improved policies, procedures and most importantly the attitude around the resort. We want to focus on our owners and guests and giving them the memories for a lifetime. Fergie and Loren have seen the changes. They felt welcomed when greeted by our team and pleased that we hired such nice and compassionate staff members. They love the grounds, the pond and all the life that calls it their home. If you look closely by the lily pads in the pond you will see baby turtles about 2 to 3 inches in size.

During their stay, I told them that we would be getting new sofas and chairs for the living room. They loved the fabric that we picked out for the furniture and can't wait until they arrive.

They visited us in December of last year and again during the 4th of July week. They could tell we improved the internet system because it no longer kicks you off the site if you are not active. The new improved system will keep you logged on after signing in. During the week they met and made many new friends. Their day was filled with getting as much sun as they could from morning to dusk. When it came time to take a picture for our newsletter they included their new friends Jennifer and Kim in the pool.

You can also see this photo on Facebook and Instagram.



HAPPY OWNER COMMENTS

"Daniella provides professionalism & ability to handle anything with a smile."

"Amazing, best in town"

"Wendy went above and beyond to accomplish every need possible."

"Jamie was wonderful to both my wife and I."

"Emily rocks very accommodating! Valerie was awesome!"

HAPPY GUEST COMMENTS

"I stayed a weekend here in a studio unit. The place was clean and well maintained. The complex was nice and quiet. The center pool was nice and clean, as well as the spas. I found the staff to be friendly and had no problem checking in even though I arrived at 10:15 p.m. the best thing was their beds, in that they were amazingly comfortable."

"The Desert Breezes resort was very beautiful. Staff very friendly and always helpful and enthusiastic resort is close to many fun things to do. Shopping, Zoo, gardens, casinos, something for everyone."

UPCOMING EVENTS AND LOCAL ACTIVITIES

City of Palm Desert

<http://www.cityofpalmdesert.org/>

Greater Palm Springs Convention & Visitors Bureau

<https://www.visitgreaterpalmsprings.com/>

BNP Paribas Open (Tennis) March 4 – 17, 2019

Indio: City of Festivals

- Cabazon Indio Pow Wow / November 23rd -25th , 2018
- Indio International Tamale Festival / December 1st & 2nd , 2018
- The Southwest Arts Festival / January 25th – 28th , 2019
- Riverside County Fair and National Date Festival / February 15th – 24th, 2019
- Rhythm, wine and Brews Experience / March 2nd, 2019
- Coachella Valley Music and Arts Festival / April 12th – 14th and 19th – 21st, 2019
- Stagecoach Country Music festival / April 26th – 28th, 2019

If you can't find the activity you are looking for we will be happy to help you search. Just call and speak with one of our associates at the resort.

760-345-2637

THE 2018 ANNUAL DESERT BREEZES MEETING

The 2018 Desert Breezes Resort Annual meeting will take place at 10:00 a.m. on **Saturday, November 3, 2018**, on-site at the Desert Breezes Resort. Please mark your calendars and plan to attend!!



SPLIT WEEKS

Do you know that you can split your week?

You are welcome to split your seven days into a weekend stay and a mid-week stay. There is a \$35 fee to split your week, but you then have the option to stay with us twice. Please call the Owner Services department if you are interested.

YOUR DESERT BREEZES TIMESHARE BOARD OF DIRECTORS

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

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
WEEKS!***
Promo code:
TPINL18

TRADING PLACES CLASSIC

Exclusive Benefits for



Managed Resorts Owners

Trading Places Classic Benefits:

- Free Membership
- Low Exchange Fees
- Hundreds of Resorts
- Season/Unit Upgrade
- Access to Hot Deals - Weekly Rentals
- And More!

Want more out of your
exchange membership

Join
TRADING PLACES
PRIME

Prime Members enjoy all the
benefits of Classic, plus these
benefits:

- Discounted Exchange Fees
(Save \$25)
- Discounted Unit Upgrade Fees
(Save \$40)
- Discounted Season Upgrade
Fees (Save 50%)

FREE!

Trading Places Classic Membership.

Enjoy checking availability and exchanging your week with zero membership fees.

2-for-1!

Bonus weeks. Earn a bonus week with each deposit and double your vacation.

FREE!

Guest certificates. Give the gift of travel to your family and friends. (\$39 value)

WOW!

Resorts-to-Ports. Leverage your timeshare week towards the perfect cruise.

Take advantage of your exclusive benefits today...

Call your Vacation Specialists!

800.365.7617

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.

www.tradingplaces.com • exchange@tradingplaces.com

*Deposit Promotion Terms & Conditions

Use Promo Code: TPINL18. Valid for new deposits only. Deposit your Unit Week by 12/31/2018 and at least 60 days prior to your Unit Week arrival date to receive two Bonus Weeks, for a total of three weeks of usage. Each Bonus Week is subject to a \$229 service fee and valid for a reservation in a Unit up to the same size as the original Unit Week deposited. Each Bonus Week expires one year from the arrival date of original Unit Week deposited. Offer is based on availability, not combinable with other offers, and is subject to change without notice.





HOW OUR EXCHANGE PROGRAM WORKS

- + Week for week exchange
 - No trade power or points
- + Deposits must be made at least 60 days in advance for guaranteed credit
 - 120 days to receive your exclusive 2-for-1 benefit
- + Deposits are valid for 2 years
 - Extensions are available if you cannot travel within 2 years
- + You can request a unit/season upgrade at anytime
- + Waitlist request are highly recommended for any location
 - No charge to request
 - Once a match is found, we will contact you
 - Request can be placed up to 24 months in advance
- + Exchange fee is not collected until we confirm your exchange

*Looking to deposit your week?
Call your Vacation Specialists!*

800.365.7617

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

www.tradingplaces.com • exchange@tradingplaces.com

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

EXCHANGE

800-817-4653 ext. 3 | exchange@tradingplaces.com

- Low exchange fees & great destinations
- ONLINE exchange option 24/7

www.tradingplaces.com/EXCHANGE

TRAVEL & CRUISE

800-817-4653 ext. 6 | travel@tradingplaces.com

- Air, car, hotel, cruise, and vacation packages

www.tradingplaces.com/TRAVEL CST # 1008862-10

RENTAL

800-817-4653 ext. 4 | rentals@tradingplaces.com

- List your DBR unit for rent
- Rent additional nights at DBR, or other TPI resorts

www.tradingplaces.com/RENTALS

- Up to 70% off last-minute vacation rentals

www.tradingplaces.com/HOTDEALS

- Great weekly rates... Plan ahead!

www.tradingplaces.com/SUITEDEALS

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 would like to remind you to reserve your 2018 and/or 2019 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 contact us to confirm your reservation plans for your week(s), 800-817-4653 ext 1 or 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.