

# OWNER CONNECTION

A NEWSLETTER FOR WAVE CREST RESORT HOMEOWNERS

## Reserve Dollars at Work



**Bill Bradford**  
General Manager

Dear Wave Crest Owners;

Since starting at the resort on December 12th, 2016, which is the exact day that the first phase renovations began on the property, it has been challenging to say the least! I am happy to say that with all that has taken place in my first (8) eight months of managing this magnificent property, it has been a joy to see the

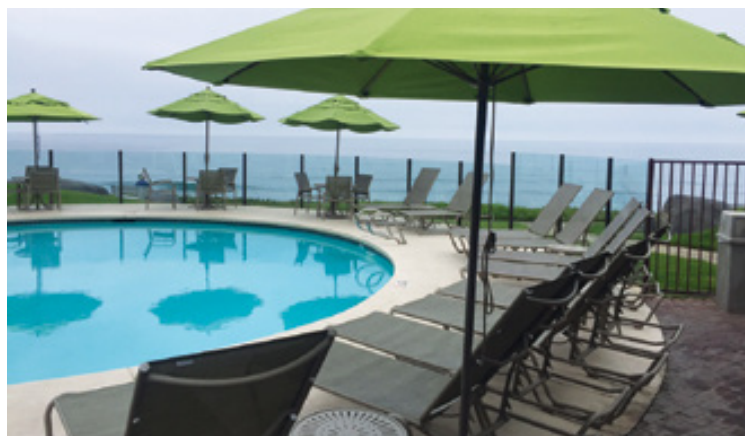
smiling faces of so many Owners I have met and to hear about the amazing journey they have had since purchasing here at Wave Crest. Your property still remains unique with the same appeal it had from its inception.

My entire resort team and those at Grand Pacific Resorts would like to thank all of our Owners and their guests for their patience through the renovation process. It is our hope that the results outweigh any interruption you may have experienced during your visit this past year.

With that said, I would like to recap the major projects that were accomplished during Phase 1 of the renovation. All units, regardless of size, received the same upgrades to ensure that everyone could experience the changes this year. This will be consistent throughout the future phases as well.

- Replacement of all the major kitchen appliances (refrigerator, stove, microwave and dishwasher) took place

*(Continued on page 2)*



## President's Message

On behalf of your Board of Directors, I am happy to report that our resort is doing well.

We have received positive feedback from many of our Owners on the Phase 1 interior updates. If you haven't been to Wave Crest recently you are in for a treat in the units as well as around the pool. More details are elsewhere in this newsletter.

Phase 2 of the interior update is scheduled to be complete by the end of this year and includes new carpet, floor tile and fresh paint in all units. Thanks again to Grand Pacific Resorts, our management company, for working hard to make this happen.

At our summer board meeting, GPR presented a five-year financial plan that provides for the continuation of our unit updates, including kitchens and bathrooms toward the end of the five years. The board is committed to ensuring our infrastructure and interiors are well maintained while keeping within our financial capabilities.

I am also happy to report that a new Wi-Fi system is being installed. We are upgrading our Internet capability based on your feedback that Wi-Fi is an important part of the resort experience.

During my recent July/August vacation at Wave Crest, I saw many Owners enjoying the weekly get-togethers; waffles,

*(Continued on page 6)*



## Reserve Dollars at Work (Continued from page 1)

with a change in color from black to white. This was based on your input from Model Unit #8 that the black appliances really made the unit look too dark and did not blend well with the rest of the decor. In addition, as a result of upgrading to energy efficient appliances, we have seen a significant decline in our monthly electric bills!

- The living room furniture has been replaced to include new sofas/sofa beds, sitting chairs, coffee tables and lamps (both table and standing). This was long overdue and the new furnishings are more sturdy and appropriate for the beach atmosphere.
- Much of the furniture was refinished in the bedrooms to match the color of the other furnishings. Some items will be replaced during the Phase 2 renovations when the remainder of the built-in furniture is removed from the bedrooms.
- All of the furniture on the pool deck was replaced and includes new umbrellas, tables and chairs and chaise lounges. We have since brought back several filtered umbrellas that were requested.

Another major undertaking has been a WI-FI upgrade. We

have already increased the bandwidth and the new wireless system will have the capacity to take advantage of the new speed unlike the current wired version. Antennas will be placed at the top of each building that will move the signal throughout the property creating a dynamic system that allows our Owners and guests to remain connected as they travel around the property. We believe we have come up with a solution that will make everyone happy and put this WI-FI challenge behind us once and for all.

Phase 2 renovations are set to begin the end of September and are scheduled to be completed by the middle of December. This particular phase was very difficult to schedule given the scope of work which includes all flooring, both carpet and bathroom/kitchen tile. We will also be painting the units in their entirety, which requires additional resources given the height and angles throughout the one-and-two bedroom units.

Future phases will not be as demanding and we will do our best to schedule them around our January maintenance weeks.

Any questions or concerns about the renovations past or future, please don't hesitate to give me a call, send me an email or stop by the office while staying at the resort.



# Come Celebrate Your Ownership With Us

## Notice of Annual Meeting and Election

The Wave Crest Board of Directors and Management Team would like to invite you to attend our Annual Homeowners Association Celebration. The meeting will be held on October 21, 2017, at 11am at the Hilton San Diego/Del Mar, Del Mar, CA.

Registration and a light continental breakfast will be served starting at 10:30am. The meeting is scheduled to begin promptly at 11am and will include updates from your Board of Directors and a presentation by Grand Pacific Resorts. The Organizational Board meeting will take place immediately following the Owner Meeting.

You will also have the opportunity to learn more about the benefits of your Ownership with the knowledgeable representatives from RCI, ResorTime, GPX and Grand Pacific Vacation Services who will be on hand to answer all your questions.

### The Agenda for the Annual Meeting is as follows:

- Approval of the minutes of the previous annual meeting
- President's Report
- Election of three members to the Board of Directors
- Management Report
- Owner Forum

You are urged to fill in, sign, and return the postage-paid proxy card included as an insert in this newsletter whether or not you plan to attend the meeting. Such action helps establish a quorum, and will not affect your right to vote in person

should you decide to attend. If a quorum of the membership is not present at the meeting, either in person or by proxy, the Association may be required to adjourn and reschedule the meeting at an additional expense to the Association, which is paid from your assessments. Therefore, you are urged to complete, sign and return the proxy card immediately.

By signing and returning the proxy card, you, as an Owner and Member of the Wave Crest Vacation Owners Association, appoints The Board of Directors as Proxyholder, unless an alternate proxyholder is named. With full power of substitution, they will represent you at the Annual Meeting on October 21, 2017, and at any reconvening thereof. The Board will vote your membership as fully as you would if you were personally present, upon such business as may properly come before the meeting.

You may revoke this proxy, in writing, at any time and it will not be used if you attend the meeting and vote in person. The proxy will be voted as you indicate and, if no indication has been made, it will be voted as the proxy holder deems advisable on the matters set forth above. *(Note, checking the blank marked "withhold" will ensure that your proxy will not be voted, but will still count toward the quorum requirement).*

RSVP with Grand Pacific Vacation Services today by calling 888-477-6967 or by emailing at [GPVSpecialist@gpresorts.com](mailto:GPVSpecialist@gpresorts.com).

We look forward to seeing you soon.

## Don't Miss out on Important Information

To ensure you receive important communications that are sent via email, please call Grand Pacific Vacation Services at **888-477-6967** to provide us with your current email address and updated contact information.

## Upcoming Meeting Dates

### **Saturday, October 21, 2017**

10am PDT  
Hilton San Diego/Del Mar,  
Breakfast and Owner Expo

### **Saturday, October 21, 2017**

11am PDT  
Hilton San Diego/Del Mar,  
Annual Owners' Meeting

### **Saturday, October 21, 2017**

Board of Directors'

Organizational Meeting  
to immediately follow  
Annual Meeting

### **Saturday, January 13, 2018**

10am PST, Wave Crest Resort

### **Saturday, April 21, 2018**

10am PDT, Wave Crest Resort

### **Saturday, July 21, 2018**

10am PDT, Wave Crest Resort



# Scam Alert: Don't believe the hype about timeshare relief

## Thinking about selling your timeshare?

KNOW THE FACTS FIRST...!... we have important information you need to know about 'timeshare relief' companies that may sound promising, but are really just scams to 'relieve' you of your money.

### Top 5 Red Flags

- #1 - **NEVER** pay any money up front – NEVER!
- #2 - **AVOID** companies that offer to buy your week for a large fee.
- #3 - **DON'T BELIEVE** it when you hear the market is "hot," buyers are lining up or you will get a BIG return.
- #4 - **BEWARE** of unsolicited contact by companies promising to sell your timeshare or eliminate your maintenance fees.
- #5 - **STEER CLEAR** of companies that promise legal help to deed back your week, or that state they can transfer your ownership to another party.

### For Legitimate Resales

Grand Pacific Vacation Services is committed to YOU and will walk you through the options available – call us at (888) 477-6967. There is also an option to pass down your asset to your family – for help with succession planning, call (800) 234-6222.

### SELLER BEWARE!

'Timeshare relief' is an old scam that is evolving as con artists get craftier. The best advice – always keep your radar up because "scams have become very sophisticated," says Sam DePoy, VP of Federal and Regulatory Affairs for the American Resort Development Association (ARDA).

Both ARDA and the Federal Trade Commission (FTC) take this seriously and have plenty of resources for consumers available at [www.arda.org](http://www.arda.org) and [www.consumer.ftc.gov](http://www.consumer.ftc.gov).

## Grand Pacific VACATION SERVICES

### Wherever You Want to Go, We'll Make It Happen

Grand Pacific Vacation Services is here for you! Get the most from your ownership by calling a vacation specialist at (888) 477-6967. We can help you book your use week, make an exchange, find a Bonus Week, and more!



GPX has always been your exclusive exchange network – giving you access to more resorts – without a membership fee. Are you ready for vacation planning made easy? Go to the new GPX website! You'll find that booking rental weeks, deposits, and exchanges has never been easier. Visit [GPXvacations.com](http://GPXvacations.com) to discover your next vacation.



ResorTime gives you owners-only savings at more than 1,000 resorts. It's perfect for shorter stays or adding nights to your use week. [ResorTime.com](http://ResorTime.com)

## Stay SOCIAL!

We're here to make your vacation planning easy and enhance your ownership with exclusive benefits. Did you know that we're also here to help keep you connected to your home away from home? Staying in-touch with your home resort is easier than ever!

Follow your resort on  
Facebook and Instagram!



# Resort News

We have been busy building our resort team and training our staff to be as informative as we can when Owners are calling in with questions.

There have been many inquiries regarding the reservations process and I feel we have learned so much this past year that will be very helpful in smoothing out the routine for the upcoming year. We are looking forward to a much easier process for both Owners and the team next year.

While you're in Del Mar you will no doubt continue to enjoy the beach and local shops and restaurants in town; however, please also check out our activities right at the resort during your stay.

We are finding that the food-oriented activities are becoming more popular. Our top three events are the waffle breakfast, root beer floats and wine/cheese at sunset. It is a great time to get together and enjoy the food and beverages while reminiscing with other Owners/guests... hope to see you there!

The entire Del Mar community is excited to host the upcoming Breeder's Cup which is being held at the Del Mar Thoroughbred Club in Del Mar this November 3rd and 4th. You can see plenty of reminders about the event throughout the village, i.e., the colorful statues of horses located on the four corners of Stratford Square at 15th Street and Camino Del Mar. Just about every business in town is displaying information about the race which is being held here for the very first time... truly exciting.

Have a great remainder of the year and we all look forward to your next visit at the greatest location on the bluff!

Best regards,

**Bill Bradford**  
*General Manager*



## 2016 BE EPIC Champion of the Year

The thrill of walking down the red carpet while everyone cheers you on; this is what our 2016 BE EPIC Champion of the Year, Gustavo Mejia, experienced during this special night. Each year this Best of the Best event honors the top Associates from each resort within Grand Pacific Resorts. Held at the Sheraton Carlsbad Resort & Spa, the Executive Team and Resort Managers along with guests from Grand Pacific Vacation Services and Accounting gathered together for this celebration to honor these outstanding Associates.

It was a perfect evening with cocktails and appetizers out on the patio. Beforehand, Gustavo attended a private reception where he had the opportunity to meet with Executive Management. After a wonderful dinner, Co-Presidents, David Brown and Tim Stripe and Chief Operating Officer, Nigel Lobo, accompanied by a slideshow, presented the awards.

Gustavo has become our icon for one of the key values of our BE EPIC culture and that is "Consistency". He joined the team in the housekeeping department when GPR took over and he has consistently met all challenges with a positive and open-minded approach. He showed leadership stepping in to reorganize the department and performed all the job duties of each position while never complaining about the workload, remaining, energetic and setting the example for his staff to follow. He is responsible for developing our current housekeeping department, which has come a long way in providing excellent service and establishing better standards for our Owners.

On a personal note, Gustavo has past experience as a pilot and proudly displays his picture behind the wheel of a plane while in flight. We are so proud of him!





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Carlsbad, CA 92008



## President's Message

*(Continued from page 1)*

sangria, root-beer floats, etc. If you haven't taken part, be sure and stop by the rec room, it's a great way to meet other Owners.

Based on a recent survey of Owners, two of the top issues identified were the reservation process for Surf Owners and access to beach break. The board will be working on both of these issues in the coming year. We will be forming an Owner committee to identify any improvements that can be made to our reservation process, so if you are interested in participating, let us know. Management will be implementing new procedures to better inform Owners of beach break opportunities. Please contact the front desk if you are interested.

On behalf of Wave Crest Owners, I would like to thank our full board, Scott Gray, Bob Brosius, Patricia (Trish) Krusee, and Jean DeVaney, and the Grand Pacific team on-property for their hard work this last year. I look forward to working with them on your behalf in the coming year.

I hope you continue to enjoy your vacation holidays at Wave Crest and please feel free to contact me or any board member at any time with feedback and suggestions.

**Stuart Rosenberg**  
408 221 3383 | [stuartr52@gmail.com](mailto:stuartr52@gmail.com)



**Wave Crest Resort**  
1400 Ocean Avenue  
Del Mar, CA 92014  
858-755-0100

[wavecrestresort.com](http://wavecrestresort.com)  
Wave Crest Resort

**Grand Pacific  
Vacation Services**  
5900 Pasteur Ct., Ste. 100  
Carlsbad, CA 92008  
888-477-6967

*\*International Owners 760-827-4100*

**Grand Pacific  
Resort Management**  
5900 Pasteur Ct., Ste. 200  
Carlsbad, CA 92008  
760-431-8500  
[gprgmt.com](http://gprgmt.com)

**Assessment, Billing  
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800-234-6222  
[advancedfinco.com](http://advancedfinco.com)

**ResorTime**  
*Your Exclusive Access to Nightly Rentals*  
877-GPR-RENT (877-477-7368)  
[ResorTime.com](http://ResorTime.com)

**Grand Pacific Exchange**  
866-325-6295  
[gpxvacations.com](http://gpxvacations.com)



# Board of Directors Statement of Candidates

**Robert M. Brosius, Jr.** *(Incumbent)*  
Grants Pass, OR

## RELATED EXPERIENCES, SKILLS AND EXPERTISE

- Certified Public Accountant / Attorney
- Wave Crest director for four years.
- One of five directors of a Homeowners Association for more than 10 years.
- Experienced in all phases of Financial Statement Audit, Compilation and Review.
- Familiar with the Davis-Stirling Act, the California law regulating Homeowner Associations.

## WHY DO YOU WANT TO SERVE?

- Continue the work we have begun.

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**Scott W. Gray** *(Incumbent)*

I have been on the Wave Crest Board for 8 years. I practiced law for over 30 years and was a Vice President in the Del Webb Corporation, a national real estate development company. I am a licensed Arizona real estate agent, own and manage apartment properties and am familiar with the proper and efficient operation of quality residential property.

My efforts have always been to assure that Wave Crest is managed in the best interests of the owners that value Wave Crest and that we operate at a high standard in an efficient cost effective way. As President for 2 years, I kept you informed of the many things our Board was addressing, appointed Committees to assure our owners had input on important decisions and worked hard to assure that those working for us were held accountable. We were also able to adopt improved CC&Rs to protect Wave Crest for our families. I want to continue my attempts to have a first class resort at lower operating costs and to preserve Wave Crest for us now and for future generations when we are gone. Thank you for your consideration.

**Stuart Rosenberg** *(Incumbent)*  
Saratoga, CA

## RELATED EXPERIENCES:

I have been a Wave Crest owner for over 25 years and have served on the WCOA Board for 6 of those years; the last 2 years as President. Because of my knowledge of our resort operations and procedures, I have been able to work with my fellow board members and our management to improve Wave Crest. We have finally initiated a long overdue multi-year interior upgrade plan, without adding special assessments. Phase 1 (furniture and appliances) was completed in 2016/17 and we are on track for phase 2 (floors and painting) in 2017/18.

My background includes managing small and large organizations in the hi-tech industry. I have proven skills in financial oversight, budgets, and project management. My business experience has trained me on the importance of understanding key problems and then focusing on the right way to solve the problems and/or improve the situation. I have served on other boards working with vendors and employees, and my approach to getting the best results is to treat everyone fairly and with respect; something I will continue to do at Wave Crest.

## OBJECTIVES/CANDIDATE STATEMENT:

My family and I have vacationed at Wave Crest for over 25 years. It is our home away from home. We love the Southern California location and the people who make up our resort family. We have seen many improvements in our resort over these past few years with a focus on a family vacation destination. If elected, I will continue to work with the Board and Management, listening to owners, and focusing on those things most important to ensuring Wave Crest remains a great place for all of us well into the future.

I work hard to represent your views and take the time to talk with you, the Wave Crest owners, to hear your input and to explain what the Board is doing on your behalf. I am never too busy to hear about owner concerns/issues or suggestions, and I respond to all communications

I will ensure that our limited resources are directed at the most important projects. Effectively managing the costs for our needed upgrades and maintenance must be done with all owners in mind. We must balance the need to keep our assessments reasonable while keeping our property in great shape. My accessibility to owners, combined with my board experience, allows me to represent all owners' views in these difficult decisions. I look forward to spending the next 2 years keeping Wave Crest the amazing place we all love to call our "beach home".



# We Need Your Vote

This is a postage-paid proxy card. Just fold the card in half, tape closed and drop it in the mail once you have completely filled it in. This proxy must be received no later than **5pm PDT October 19, 2017.**

## 2017 PROXY – WAVE CREST

The undersigned acknowledges receipt of the notice for the Annual Meeting of the Wave Crest Vacation Owners Association to be held on October 21, 2017, and appoints The Board of Directors as Proxyholder with full power of substitution, unless an Alternate Proxyholder is named. This proxy will be voted as indicated.

## OWNER INFORMATION

Date \_\_\_\_\_ Number of Memberships \_\_\_\_\_

Print Name \_\_\_\_\_ Signature \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email Address \_\_\_\_\_

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(PLEASE FOLD)

Alternative Proxyholder \_\_\_\_\_ *(Alternative Proxyholder must be present at the Annual Meeting)*

**Yes, I WILL BE ATTENDING THE ANNUAL MEETING** # Adults: \_\_\_\_\_ # Children: \_\_\_\_\_

## BOARD OF DIRECTORS ELECTION

Three (3) candidates will be elected. You may cast a total of three (3) votes for each interval you own. Cast them all for one candidate or divide them among as many as you wish. Please print clearly. Unreadable numbers and names will not be counted. Do not cast fractional votes.

Fill in the **NUMBER of votes** you want that candidate to receive.

\_\_\_\_\_ Robert M. Brosius, Jr. ***(Incumbent)***

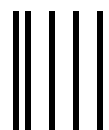
\_\_\_\_\_ Scott W. Gray ***(Incumbent)***

\_\_\_\_\_ Stuart Rosenberg ***(Incumbent)***

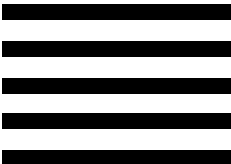
\_\_\_\_\_ Proxy Only *(I do not wish to vote for any candidates, but want my proxy counted toward a quorum.)*



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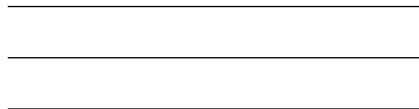
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**2017 PROXY**



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