

POINTS WEST RESORT NEWSLETTER

June 2009

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Greetings PWR Family! The start to our summer is a bit slow this year due to an extra cold and long winter creating challenges for the park opening once again. Please read on to find out how these concerns are being addressed along with other items of interest.

Board of Directors

Your 2009 Board Members are:

Tony Suberlak	Lot #52
Al Rosnau	Lot #115
Wes Worobec	Lot #114
Rob Frank	Lot #30
Dave Warren	Lot #112

2009 Board meetings – 10:00a.m.

May 17 th	August 9 th
June 14 th	September 13 th
July 19 th	October 11 th

** dates are subject to change at the discretion of the board members*

President's Message

Tony Suberlak - President

Welcome back to Points West Resort! We're looking forward to another great season with warm weather.

Last year brought significant changes for the park with the transition from an owner-managed park to become professionally managed by Sunreal Property Management Ltd. Personally having a background working in the legal and real estate industries, I think it is important to convey to owners how valuable this is in ensuring the integrity, efficiency and consistency in the management of PWR now and in the years to come.

Your Board has worked very hard throughout the winter spending countless personal hours in meetings, dealing with emails, etc. We continue to be heavily involved in working with Sunreal to oversee the ongoing issues and development for PWR. The most visible result of our activities in the past year (the washroom renos) is a testament to the hard work of the outgoing and incoming board members, the management team and the trades that were engaged. Thanks Team!!!

Your Board remains committed to enhancing the PWR lifestyle and protecting our investments for years to come.

Condo Fees

A reminder for anyone who has not paid their Condo Fees for 2009 – they are \$1,275 per unit. Fees were due June 1, 2009 and can be paid at the AGM, or mailed to Sunreal Property Management Ltd. Please make cheques payable to Sunreal Property Management Ltd. Interest charges of 12% per annum are applied for late payments.



Pool Schedule

In June the pool is open daily from 9 am to 8 pm and will be closed from time to time for regular maintenance. In July the pool will be open from 8 am to 10 pm daily.

Please respect our maintenance personnel when they are on-site as they work very hard at keeping our pool clean, safe and operational.

It has been observed that some people using the pool are propping open the coded door. We want to remind everyone that THIS DOOR IS TO REMAIN LOCKED AT ALL TIMES to ensure only PWR residents and guests are using the pool. If you notice the door open, please feel free to close it. If there are people there who aren't proper guests of our park, the best thing an owner can do is introduce themselves and ask who they are there with and let the manager know if you think they don't belong. The NEW combination for the pool door for this season is **209**.

Internet Hot Spot

No... it's not just the lining of your swim trunks!!! An Internet "Hot Spot" is now available to all owners around the pool area.

SSID: Points West Resort
Key: summerplace

Clubhouse Rentals

The clubhouse rental contract is posted on our website. Please check availability on the event calendar located on our website and with Sunreal Property Management prior to booking.



Spring Opening Challenges

As has happened in the past, our spring thaw did not cooperate notwithstanding the water lines were blown out last fall and much preventive action was taken to avoid the issue. Many people question how we could have ice if the lines were blown out. After consulting with other similar resorts, several are experiencing these same problems. Also, consider the scientific explanation - if we have frozen ground around our non-insulated, yet dry, water line, and then push the limits of our water system by turning on the water before thawing, we allow ice to form in the lines. We believe this is what happened based on the results of our investigation of specific problem areas using a special probe camera to determine ice was still the problem as late as June 11, 2009.

In the context of the investigation and remediation of park opening water issues, Maple Bay Maintenance monitored the availability of water service at each lot, and we can now confirm that every lot has water as of June 17th.

We have identified a couple of factors contributing to the frost / ice issue in our water and sewer lines:

1) Opening Too Early – with May long weekend being a week earlier this year, we as owners convinced ourselves that it was an appropriate time to be at the lake.

2) Cold Winter – Central Albertan weather is likely the most unpredictable on the planet! Notwithstanding the weather seemed nice enough for people to be out at PWR on May long weekend, we had a particularly long and cold winter this year. The frost penetration was particularly deep in the ground and our shallow water and sewer lines were vulnerable.

3) Slow Thaw - Our road ways are serviced a couple of times during the winter. When a grader drives over the road, it drives the frost deeper into the ground, including areas where our water lines cross the roads. We might be experiencing warm weather but the frost in the ground takes much longer to thaw out where ambient heat cannot reach those areas (under asphalt, under trailers and other shaded areas).

Action Plan - As we need to identify all of the issues contributing to the deficiencies and allowing ice to form in water supply and sewer systems before taking action and have directed Sunreal to hire an expert to examine and identify the deficiencies and provide recommendations as to how we might be able to improve our systems. Given the age of our system, we are likely to see some shifting in lines and potentially other factors putting strain on pipes such as tree roots.

Use Your Manager - Sunreal Property Management Ltd.

Sunreal has been retained to take care of all financial, corporate, administrative, security and management aspects of running the Park. We as a Board feel the need to communicate to everyone that Sunreal are to be your first (and most likely ONLY) point of contact in relation to issues you have in the park. All concerns should be expressed in writing, via email or by placing a call to the manager. This is particularly critical for maintaining PWR records. This is valuable in identifying repeat issues in the park, repeat offenders (yes unfortunately there are some), and most importantly creating a history for the next generation of owners, and board members identifying the challenges we have encountered and how they were overcome.

If you have an issue with someone on our property, a trade, or another owner, please advise the manager who will then address the issue accordingly with the Board's direction. We appreciate input and feedback from all owners, however, we have a manager and a board in place to address any issues or concerns.

We as a Board want to limit the face to face confrontations we know owners have had with Board members and even trades completing work on site – **RESPECT** of our hard working team and your neighbours is the most critical element to maintaining a positive morale we have all grown accustomed to at PWR. We remind you that your board members are all volunteering a great amount of time to maintain PWR as the great community it is. If you have an issue, please communicate it with the manager and if the manager cannot address it on the spot, they have the Board at their disposal via email to discuss and provide further

direction. Sunreal also provides a 24-hour on-call **emergency** service and may be reached as follows:

Sunreal Property Management Ltd.

4945 - 49 Street
Red Deer, AB T4N 1V1
Phone 403-343-0200
Attn: Ms. Tamara Hancox
Email : thancox@sunrealgroup.com
24 Hr Emergency Pager – 391-5700

Points West Resort online
www.pointswestresort.ca

More Power!

Your Board is taking steps to towards upgrading the power grid for PWR to 50 Amp service with individual metering on lots. This is a direct result of requirements of newer park model trailers and how we push the limits of our current power transformers on hot days in the summer when everyone is using air conditioning and other electrical items. There are also owners experiencing frequent breaker failures which must be addressed.

We are looking for the most inexpensive and least invasive approach to achieving that end and are hoping for the transition to take place at the end of the 2009 season (during down time). We will need to communicate more information to garner owner support. This is a significant, positive change to the park that will keep us competitive and up-to-date with other, newer parks. Please stay tuned as more information will be circulated in the coming months.

In the mean time, we want to encourage energy conservation from owners. In particular, we remind owners to turn off their air conditioning units while not using their trailers as this is one of the heaviest drains on our power supply.

We are also investigating an option that would include improvements to our water system at the same time as the power if the cost and the scope of the project warrant it.

Playground Committee

The Playground Committee is seeking volunteers to assist in light maintenance work to make the park a pleasant place for kids to play in. Please contact Sunreal property Management if you have some time and skills to donate to this worthwhile project.

Social Committee

The Social Committee really needs your help! If you can give some of your time and talents to making events such as the kids breakfast, golf tournament or the pig roast a success please contact Sunreal Property Management Ltd at 403-343-0200.

Thank you to everyone who has given their time and efforts in making PWR an extra special place to spend summers!

NEW Saturday jam sessions
Stay tuned for more information from Wes at Lot 114. You will have a "rockin" good time!

Bottle Returns

Please take your bottles to the "Camp Kitchen" in the Back Forty. Money raised pays for social events. Careful sorting of bottles and cans ensures maximum return from the bottle depot. Please remove all bottle caps.

2009 SOCIAL EVENTS

PANCAKE BREAKFAST
JULY - TBA

KIDS DAY
JULY - TBA

GOLF TOURNAMENT
July 11th

FAREWELL TO SUMMER
SEPT 7th Labour Day

THANKSGIVING
OCTOBER 12th

Have a Safe & Happy Summer!

