

THESE MINUTES ARE SUBJECT TO BOARD APPROVAL

HOLIDAY RV PARK OWNERS ASSOCIATION BOARD OF DIRECTORS MEETING February 8, 2014

BOARD OF DIRECTORS PRESENT

Brien Carlson - President
Linda Toledo - Vice President & Management
John Watkins - Secretary
Terry Redwine - Treasurer
Tony Damiano - Park Maintenance
Mary Halberg - Rules and Regulations
John Souza - Park Use
Jon Mackenzie - Collections
Bill Couchman - Public Relations

MEMBERS IN ATTENDANCE

18

Meeting was called to order by President Brien Carlson at 9:05am

Flag Salute by Eldon Garrett

The Board has added an addendum to the January 2014 minutes by adding Robert Sheue's comments to the minutes. It was as follows; Are there any other parks that use a property management company. Also property management companies almost always choose their own employees. I also have worked with a lot of property management companies and they all have their own employees for the outside and inside of the company.

Motion to approved minutes from January 11, 2014 meeting by Terry Redwine, Seconded by Linda Toledo, Roll Call John Souza abstained, Motion Carried.

COORESPONDENCE

There were no comment cards this month.

PRESIDENTS ADDRESS

I would like to thank everyone for coming out today. Next month we are having our annual meeting.

COMMITTEE REPORTS

Financial Report: Terry Redwine

ACCOUNTS	BALANCE
Rabobank - Operating Account	34,989.44
Rabobank - Laundry Room Account	12,244.78
Rabobank - MM	5,351.87
Rabobank - Dues Account	30,835.15
Morgan Stanley Dean Witter	136,155.29
Pacific Western - CD	29,803.94
Mission Bank Capital BF	11,871.28
Mission Bank CD	104,879.48

PROFIT & LOSS: CURRENT / PREV. YEAR MONTHLY COMPARISON

ITEM	JANUARY 2014	JANUARY 2013	DIFFERENCE
Total Income	59,964.80	57,725.69	2,239.11
Total Expense	62,831.26	53,854.17	8,977.09

Terry made a motion to pay bills in the amount of \$14,895.81, Seconded by Bill Couchman, Roll Call, Motion Carried

Management: Linda Toledo

We are starting to set up QuickBooks, there was a camera installed in the office. Girls are working great together.

Brien Carlson: I want to thank Linda for serving on the Board and everything she has done for the park.

Collections: Jon Mackenzie

As of February 1, 2014, we have 84 people that still owe.

Park Use: John Souza

You can see that in January we started the owner's guest pay when they give time.

I am going to wait till we get to the \$10 / \$15 topic to go over it.

John Watkins: I would like to see what the income would be on the people who cancel their reservations.

Park Maintenance: Tony Damiano

The new office door is in and it looks very nice. The handicap showers drain got fixed. Also the maintenance guys are a real good crew.

Brien Carlson: If you know of a constant problem that is happening with pets please let Gene know so it can get solved.

Rules and Regulations: Mary Halberg

We had a good meeting last Saturday, February 1, 2014; we had some new members attend. (See Attachment)

Public Relations: Bill Couchman

Everything is set up for the March meeting. We are getting a pretty good list of donations. We need volunteers to help set up for the March meeting on the Friday night before which is March 7 from 4pm to 8pm. Also tickets need to be purchased at least seven days in advance. The March meeting will start at 10am.

February Birthday Shout Outs

Jackie Neudek 2nd
Sandi Prudhomme 3rd
Linda Toledo 5th
Stan Stockdale 8th
Lem Hair 9th
Loyetta Aukstkaus 9th
Garry Jones 13th
Louise Jackson 14th
Joseph Prudhomme 16th
Suzette Petterson 16th
Bob Krum 21st
Gary Roderick 21st
Lesley Horton 22nd
Shirley Brady 24th
Allan Bedford 25th
Fern Kindell 25th
Mary Andrade 26th

OWNERS COMMENTS

Lou Garrett #313: Can we get another bulletin board in the laundry room please.

Anna Brown #1: We do have a couple of sites that need to be cleaned up. Also where are we at with Charter and Direct TV and the IT issue?

Allen Bedford #344: I have a list of a few things;

- I don't really understand the park use report.
- The changing of the codes should be done during the non-prime time season.
- Can you let the owners see the rough draft minutes?
- If you allow more than two dogs it might be a problem, since we are already have an issue with people not cleaning up after them and or keeping them on a leash.
- There are about 200 opportunities where rules get broken.

Jim Horton #104: This giving someone time and them having to pay, does everyone have to pay?

Lou Garrett #313: The minutes should say exactly what was said in the meeting. It should not say what you wished you had said or what you wished you had not said. It should be an accurate record of what was said in the meeting.

OLD BUSINESS

1. Tech Smith Contract

Terry Redwine: Last meeting I provided a copy of Tech Smith's proposed contract, and we need to go forward with that if we are going to approve it.

John Souza: I was not here last meeting but I recall we were going to review three bids. Also I don't recall seeing a motion saying Tech Smith got the contract. What happened to the selection process?

Mary Halberg: I also recall that Tech Smith did not want to renew their contract and that they were not going to submit a new proposal.

Terry Redwine: I recall they did want a new contract after the Board made a decision in March. Also they work at an hourly rate of \$100 from November 2013 to March 1, 2014.

John Souza made a motion to review and submit new IT bids at the March meeting, seconded by Mary Halberg, John Watkins calls for discussion. Roll Call Bill Couchman, Terry Redwine, Jon Mackenzie, Tony Damiano,

John Watkins voted No, John Souza, Mary Halberg, Linda Toledo voted Yes. It was 5-3, Motion Denied.

Anna Brown #1: This is a good motion to at other companies. The only reason we have not had had any complaints about the internet is because we went to Comcast and got our own box, because we had a lot of problems getting on the internet. Also I have been in the office when people have been in there with their laptops and tablets trying to get on the WIFI.

Bob Sheuw #92: Do we have a secure network?

John Watkins made a motion that we accept the proposal from Tech Smith with the following; that we have a 30 day notice from either party and it is at will. Seconded by Terry Redwine, John Souza calls for a discussion before roll call. John Watkins withdraws his motion.

John Souza: In the past when we had Tech Smith this Board released them at one time of all duties because of some situations that came up. Which I am not able to speak of those. Some of the Board members voted to pay them \$5,000 to get them out of contract. I think there are too many problems here. Currently, I am hearing that there are owners that are scared of Tech Smith.

Brien Carlson: Without full disclosure of that it is not proper to discuss and it releases a negative thing.

John Souza: I don't agree with that because it cost the owners \$5,000, and I think there was a reason for that. Whether it was something they did or the owners not being happy.

Brien Carlson: We paid them the \$5,000 because we told them the integrity of the wire system was good and the wire system was not good. The \$5,000 was less then what they spent to correct the problem.

Jon Mackenzie: What about the \$9,000 dollars that we wasted on Rick Maxwell.

John Souza: The investigation was never completed because the Board did not want to pay the money to continue it. Also, Tech Smith did not submit a bill for six months for hours only.

John Watkins: I would like to say that when this happened Mary Halberg and I were not on the Board.

Linda Toledo: Do Matt and Curtis own a share to the park?

Jon Mackenzie: Yes, they do.

Linda Toledo: Then it is a conflict of interest for them to be hired.

Brien Carlson: I would suggest we put this on a 30 day hold and we discuss this in executive session. Also I think we should discuss whether we should even keep WIFI in the park.

John Watkins: In our Portfolio Management packet there is a statement that talks about conflict of interest and what it entails and I think everyone should read it.

Linda Toledo: There is no way you can own shares in a business and work for them. I have been sitting on this Board and I know you are all friends but there are things that don't come up because no one wants to discuss them.

John Souza: The past practice of the park was that if you worked for the park you could not own a share of the park.

Linda Toledo: We are a Board of nine; we are supposed to be a team. There are things that go on that are done by just one or two people that should be done by the whole Board. I thought we were all friends, I don't think this Board is being run properly.

Jon Mackenzie makes a motion to cancel the WIFI in the park. John Watkins seconds, Roll Call, (It was never address on what happened with this motion.)

Jim Horton #104: If there are so many questions about Tech Smith, then why do we keep them and continue the havoc we have right now? There are so many questions about them having their fingers in our business so why keep them around? Also, has anyone from Tech Smith ever changed anything in the reservation system outside of the office?

Anna Brown #1: If people are able to get on the internet then that's great. I have been in the office where people have come in and have said they can't get on the internet that was months ago though. Also I think it could not hurt to look around at other IT Techs and see what they have to offer.

Robert Sheue #92: Do we have any idea how long it will take to get the new reservation system up?

Allan Bedford #344: I don't think the WIFI is perfect, regardless of the problem, Tech Smith should have the answers. Also the biggest problem is a transparent problem and the Board is not working together as a team. They have trust issues with each other.

Al Miller #545: I think we've got to get the new system up and going.

Brien Carlson: Rick Maxwell could not find anything wrong with Tech Smith and I can't convict anyone without any evidence. The only issue I found against them was not related to work. The one thing was that people just did not like them and the reason is not a secret. I have seen some things going on in the office that we can't explain. Until I have concrete evidence on who is behind it I can't make a decision. And if I could vote I would make a motion to drop the WIFI. We have spent way too much money on it, but I can't vote.

Jon Mackenzie wanted to play a recording but was told no by Brien Carlson, John Watkins and Tony Damiano.

Steve Scottish #39: Don't say a word to the current IT guys and get on Google and look for a new IT Tech.

Allen Bedford #344: Are we the only RV Park using this new system?

Mary Halberg made a motion for John Souza to go out and get three new RFP's and bring them to next Board meeting, Seconded by John Watkins, Roll Call Jon Mackenzie abstained Motion Carried.

John Souza made a motion that the Board bring in Rick Maxwell as a backup till we get a new IT Tech in here. Mary Halberg seconded, Roll Call Bill Couchman, Terry Redwine, Jon Mackenzie, Tony Damiano voted No, John Souza, Mary Halberg, Linda Toledo, John Watkins voted Yes with a stipulation that there is a 24 hour cancellation notice, it was 4-4 President Brien Carlson broke the tie and voted No, Motion Denied

2. Laundry Room alarm bids

Got put on a 30 day hold to contact with the three companies to get more detail on their bids and clarification.

John Souza made a motion that Integrity Systems install the alarm system, Seconded by John Watkins, Roll Call. Terry Redwine asked if we are still using Tech Smith. Since the price difference is not that much different why not just go with them? John Souza withdrew his motion. Gene was told to clarify all three bids.

3. Portfolio Management Contract

If we go with Portfolio Management it would cost us around \$100,000 per year.

Jon Mackenzie made a motion that we don't use property management, seconded by Linda Toledo, Roll Call Mary Halberg said No, Motion Carried 7-1.

4. Charter Update-Options

Charter will be having a representative come out to look at the sites to see what they can do for us in the next couple weeks. We will go from there.

5. Audit update

We may not have the audit report at the April meeting.

6. Manager Interviews

We are down to two people and will be interviewing them on March 1, 2014 in the clubhouse. The females name is Jennifer Robertson and the males name is Richard Treece. It will be an interview so owners can come up and meet them.

7. New Website

Watkins said it is on hold till we figure out what IT company we go with.

8. Compliance Audit

We can look into a compliance audit and consult with our attorney to see what their input is on this.

9. \$10 / \$15 Charge for time

Jon Mackenzie made a motion to put it on hold till we can talk with our attorney to see if it is even legal to charge the owners guest. Seconded by Tony Damiano, Roll Call, Jon Mackenzie withdrew his motion. Brien said next president will contact the attorney to get a ruling on this issue as well as other issues.

NEW BUSINESS

1. March meeting review

The only thing that needs to be paid for still is Bingo.
Everything else is good.

2. IRS standard mileage allowance

January 1, 2014 the cost of mileage went up to \$.56 per mile from \$.50 per mile.

John Souza made a motion to change the cost of mileage to \$.56 per mile, Seconded by Mary Halberg, Roll Call, Motion Carried -unanimous.

3. Telephone follow-up on ballot mailing

The ballots are all mailed out. We will be having the girls do follow - up calls. Also, any owners that want to volunteer to help them do the follow - up calls would be great.

SECOND OWNERS COMMENTS

Allen Bedford #344: The amount of water pressure in the showers is too much; it needs to be changed to a fine spray.

Motion to go into executive session by Tony, seconded by John Souza, Roll Call, Motion Carried.

Meeting Adjourned at 12:25pm

Respectfully Submitted,

Janae Price
Senior Reservations Clerk