

# **THESE MINUTES ARE SUBJECT TO BOARD APPROVAL**

## **HOLIDAY RV PARK OWNERS ASSOCIATION BOARD OF DIRECTORS MEETING May 10, 2014**

### **BOARD OF DIRECTORS PRESENT**

Terry Redwine – President  
Brien Carlson – Vice President & Park Maintenance  
John Watkins – Secretary  
Fernando Da Silva – Treasurer  
Mary Halberg – Rules and Regulations  
John Souza – Park Use  
Tony Damiano – Collections  
Bill Couchman – Public Relations

### **MEMBERS IN ATTENDANCE**

14

Meeting was called to order by President Terry Redwine at 9:05am

Flag Salute by Jon Mackenzie

Our new Board member Fernando Da Silva is here with us today.  
New Recorder: Charlene Reed

**Motion to approve minutes from April 12, 2014 by Brien Carlson, Seconded by Bill Couchman, Roll Call, John Souza abstained, Motion Carried.**

### **CORRESPONDENCE**

Comment cards were read.

### **PRESIDENTS ADDRESS**

This is an owners meeting, with that said you must be listed on the deed to participate and or be a board guest. This is a volunteer Board; no one is paid for their time. For those members that do commute mileage allowance is paid. There are times where issues get discussed that get heated in a moment of passion, but everyone needs to be treated with dignity and respect.

Owners may participate in these meetings, during the two owner comment section of the agenda. Each owner is limited to 3 minutes. Questions, ideas, complaints, comments and suggestions will be referred to Steve Seufert as appropriate and then they will be taken into consideration by the Board. After research is completed, the issues and or comments or ideas will be placed on next month's agenda for discussion. That means there will be no answers until after the following months Board meeting.

Holiday RV Parks procedures and meetings are governed by our By-Laws and CC&R's and rules adopted by the Board.

## COMMITTEE REPORTS

### Financial Report: Terry Redwine

ACCOUNTS	BALANCE
Rabobank – Operating Account	26963.39
Rabobank – Laundry Room Account	11446.52
Rabobank – MM	45.00
Rabobank – Dues Account	65700.39
Morgan Stanley Dean Witter	136777.27
Pacific Western – CD	29826.24
Mission Bank Capital BF	3094.04
Mission Bank CD	104968.77

### PROFIT & LOSS: CURRENT / PREV. YEAR MONTHLY COMPARISON

ITEM	MAY 2014	MAY 2013	DIFFERENCE
Total Income	292964.14	293935.45	-971.31
Total Expense	257063.15	276791.14	-19727.99

**Motion to approve bill and pay bills in the amount of 34,019, payroll of 7,754.52 and transfer from the dues account to the operating account of 13,937.78, motion by Jon Mackenzie, Seconded by Fernando Da Silva, Roll Call, Motion Carried.**

### Management: Jon Mackenzie

There are changes in the office. There is now a IPAD with the Rules and Regulations, and the WIFI rules that everyone signs to get a WIFI code. It is working out great. Mary Halberg asked if the way it read has been fixed, Jon Mackenzie answered and said everything is fine and they could talk about it afterwards.

The attorney is very happy with it, its about liability and everything is working we need to do.

The girls are acting a lot better in the office. The pressure is off. They enjoy working here and enjoy working with Steve, they feel relieved.

Things are happening, we made some changes. Reservations are basically the girls job, not bookkeeping. They get the information to the bookkeeper and the bookkeeper turns it out. There is a new girl in the office, she is from the park two doors down where she was at for 8 years, and she will do a fine job.

### **Collections: Tony Damiano**

We have six owners in the arrears for the January 2014 dues.

### **Park Use: John Souza**

This year we only had 7 paid parking in April. Last year we had 52. I am not sure why we had such a severe difference.

**(Correction to the number total for paid parking there was a typo on the park use report it was supposed to be 70 not 7.)**

Snowbirds this year we are showing 52 people that still birding, last year we had 68 snowbirds. We have 60+ sites. Snowbirds are very important to the park financially, keeps it going.

New RMS system, we are having some issues of clarity. Issues are being worked on. Copies are not printing correct information. Different copies, different information. Financial information not printing correctly. Snowbird information not reliable. Cannot rely on information from RMS.

John Souza and Jon Mackenzie and the office girls will work together to receive truer numbers from RMS.

### **Park Maintenance: Brien Carlson**

Main Business right now is redoing the spa. We have chosen a new contractor, we are in the process of discussing spa issues with the health department and determining when the spa will be installed. Steve Seufert indicated that it will be three weeks downtime to install the spa once the health department gives its approval. Therefore, installation will probably take place in fall season.

### **Rules and Regulations: Mary Halberg**

Last week we were talking about the question: Are children of owners still living in the trailer when they (parents) are deceased? Jon Mackenzie was going to check on that to see if it is true. Do new have that happening in the park? It was decided this matter needs a little more work. Tony Damiano will look into it.

Another question: Are people making decisions in the background of taking a park spot so that the person who is actually on the list in office getting left out? This should not be allowed since it is not in the Rules and Regulations.

The Board needs to make a decision that if a permanent spot opens on the monthly side if the person next on the list in the office gets the spot.

Steve and Mary will write a policy and present it to the Board.

Tags on cars continue to be a problem. Steve says that this issue is being monitored. Some questions are;

- Should there be different tags for park visitors, owners, snowbirds.
- Where the tags should be displayed at?
- Should they be plastic or some other material?
- Colored or clear?
- Do we leave notes on cars and if so where if tags are not displayed?
- Can the tags be tracked?
- Will tags solve the problem of unknown email permission exchanges between parking participants?

Steve has a catalog showing different tag items available to peruse.

Jon Mackenzie reports that our bylaws indicate we are supposed to issue a membership card / tag to every new owner that comes into the park.

Skateboards continue to be a problem.

Consensus: There will always be problems that we have we don't really have control over, for example on if people put their car tags in the windows or parents don't follow the skateboard rules.

### **Public Relations: Bill Couchman**

Barbecue we need volunteers. Can't do any event by myself.

### **May Birthday Shout Outs**

Tom Babagian  
John Borba  
Anna Brown  
Danette Counce  
Linda Cross  
Norma Driver  
Roland Gendron  
Bob Haley  
Don Hixon  
Ken Jack  
Robert Liddell

Buffi Lloyd  
Henry Miramontes  
David Moats  
Wayne Norton  
Gary Privett  
Tim Revions  
Ed Roberts  
William Storm  
Patricia Vevea

### **DIRECTOR OF OPERATIONS – STEVE SEUFERT**

We had a new water heater installed; it will save a lot of energy. Took less than 40 minutes to heat the water to temperature.

We have a new restroom code card - codes will be changed every month (six months on each card). The cards are available in the office.  
You should have received a letter about the WIFI, if not stop by the office and get a new WIFI code. As of May 15 your current WIFI code will not work, unless your code is your name and site number.

On July 4<sup>th</sup> we will be having a Chili Cook Off!!! Bob Begley has agreed to head that again, and Steve will be doing the cooking. The menu will be hamburgers and hot dogs. The chili that is judged will be available as well as other things.

Within the next 2-3 weeks we will be carrying RV accessories in our store. No reason to go to Walmart or down the street to purchase chemicals, or toilet paper or whatever. Items will be in our store for a much better price. The store will be located in the office, Jon Mackenzie suggested in carrying condiments like ketchup, mustard, relish, in case you want to barbecue.

Over in the magnolia center are two gas grills for barbecuing.

The alarm in the laundry room has been installed.

Extended summer hours – TBD

Mary Halberg inquired about the gas company selling propane. Steve says there is nothing available. At one time there was a private company but there number is disconnected.

### **OWNERS COMMENTS**

Loyetta Aukstkalnis #25

Do you allow anonymity? Complaint cards should not be read at Board meeting if not signed. It would be nice to post the Board meeting minutes on the park web site

because some of us, who are not at board meetings feel they are important and enjoy reading them. Do the monthlies have their own government? This list, I've never heard of it before.

Shirley Torres #759:

Regarding the monthly trading spaces – they should go on the list in our office and wait their turn. If they don't like the space, then get on the list and change. Some have sold their trailer with their space to the first on the list. I don't know if that would be legal or not. To me it doesn't seem legal. I know for years prior to a space that everybody wanted but, yet, the people sold it to the next person on the list. And the trailer stayed with the space.

## **OLD BUSINESS**

### **1. Tech Smith Contract**

There is a difficult issue that the Board has been reviewing for seven months at least. At this point the Board is thinking about establishing a Board committee to review the existing contract we have with Tech Smith. We do not have a contract at this time, we only have a month to month billed at an hourly rate.

**Fernando Da Silva made a motion to;**

**A) Review the RMS contract with an attorney.**

**B) Prepare a cost analysis of the contract**

**C) Choose three Board members (Fernando Da Silva, John Souza, and John Watkins to prepare a recommendation within 60 days to the Board of what to do. ( Steve will be a de factor member of this committee)**

**Fernando Da Silva will head the committee, John Souza seconded, Roll Call, Motion Carried.**

### **2. Charter Update-Options – Jon Mackenzie**

We have two different options that the Board is reviewing.

### **3. Audit update – Jon Mackenzie**

We had some problems with June, July, and August. I am working on depreciation right now.

## **NEW BUSINESS**

### **1. Merchandise for store – Parts – Fernando Da Silva**

Are we as a Board going to allocate a specific dollar amount because inventory is one of my pet peeves? Also are we going to allocate an amount that store will be maxed out? We had an approval last month of \$1500, are we going to do sales tax? Yes we are going to sales tax.

### **2. Budget Information – Fernando Da Silva**

Different things you might do for budget forecast.

We use Quickbooks, I would like to see the numbers behind the numbers on a monthly basis in categories we have in our P & L.

So we show a budget for 2015, we have members' dues per month, it would show that revenue (7200 code); then you take 7200 (daily rents) and you project monthly what your anticipated revenue should be. Just like a business a plan, is that feasible. I mean we are a million dollar business.

Yes, there is enough software we don't need to buy anything.

I don't believe we need Quickbooks in this office. We need to train the girls to do their jobs. Steve should review the girls paperwork, and then fax it in to the bookkeeper. It's not complicated. By the third week, no reason not to have needed information on our desks, if we do it weekly we can catch mistakes. You have nine people looking at the checking account.

Jon Mackenzie suggests daily that the girls scan receipts to the bookkeeper.

I want an intermediary between the girls and the bookkeeper, which in this case would be Steve. This would be a method in place that all of us who are absent can track. (If items are scanned, Steve does it – a method of proofing.)

Steve will have the responsibility; every morning information will be scanned to the bookkeeper. Every Friday, I want to see a report. When an email comes out, everybody on the gets an email from the bookkeeper, and everybody knows the numbers to this place. If something comes up or we need cash, were up to task.

Jon Mackenzie: In Quickbooks, you have access to modify everything. In Quickbooks there are different levels of invitation - limited levels where we can

see (i.e. P/L, checking accounts, deposits made, etc.). If the bookkeeper is doing her job, she should be able to email this information without you having to log in.

Fernando Da Silva: That's where I want to go. We have this information reduced to a week - every week checks are cut and we can all review it. Then this updated information should be posted for every owner (bulletin board near bathroom). We need these reports weekly. It will be more manageable and we will have more access to it.

## **SECOND OWNERS COMMENTS**

Lesley Horton #695:

No need for people to be disrespectful to each other – and that includes Board members. Comments like “go jump in the lake and that will take care of problems” are inappropriate. [Apology made and accepted between Board members]

Larry Miles #82:

Designing a cable system is not a complicated IT business. Why do we want to pay someone \$30k to install something that a mechanical person can install? As far as engineering, I cannot believe that the cable company does not work with you.

Mrs. David Dixon #44:

I would like to say something about the cable company. We lived next door – and this cable company is very difficult to work with. We have been working for over a year with Charter trying to get changes and we are finally, after almost a year, having someone to talk to and that is responding to us - but they are very difficult to work with.

Motion to go into executive session by Brien Carlson, seconded by Jon Mackenzie, Roll Call, Motion Carried.

Meeting Adjourned at 12:35pm