



HOLIDAY RV PARK OWNERS ASSOCIATION BOARD OF DIRECTORS MEETING May 14, 2016

BOARD OF DIRECTORS

Tom Barcellos – President & Management
Brien Carlson – Vice President & Park Maintenance - Absent
Susan Magee – Secretary
Fernando DaSilva – Treasurer
Terry Redwine – Rules and Regulations
Jon Mackenzie – Public Relations
Tony Damiano – Park Use
Kevin Costa – Collections
Leroy Laird – Board Liaison

OWNERS PRESENT

25

Meeting was called to order at 9:05am by President Tom Barcellos

Flag Salute by Tony Damiano

Fernando DaSilva made a motion to approve the minutes from April 2016, seconded by Jon Mackenzie, Roll Call Brien Carlson Absent, Motion Carried.

PRESIDENT'S ADDRESS

1. Please turn off all cell phones.
2. This meeting is restricted to owners only.
3. This is a volunteer board. No one is paid for their time. Board members are reimbursed for out of pocket expenses.
4. Discussion of issues can become heated and emotional, but everyone deserves to be treated with dignity and respect.
5. Regular and special meeting of the board are open to all members of the association, Members who are not on the board may not participate in any deliberations or discussions unless expressly so authorized by a majority of a quorum of the Board of Directors.
6. Owners may participate in meeting during the 2 owner comment sections of the agenda.
7. Questions, comments, suggestions will be referred to the park manager, Mike, as appropriate or taken into consideration by the board for research, review and discussion, and placed on next month's agenda.
8. Holiday Parks procedures and meetings are governed by our by-laws, CC&Rs, and rules adopted by the Board.

CORRESPONDENCE

Guest Survey Results

	5 - Exceeds Expectations	4 - Very Good	3 - Good	2 - Fair	1 - Needs Improvement	Total	Weighted Average
Women's Restroom	26.12% 70	38.81% 104	18.66% 50	8.21% 22	8.21% 22	268	2.34
Men's Restroom	26.85% 80	41.28% 123	20.13% 60	7.38% 22	4.36% 13	298	2.21
Shower House	24.92% 79	34.70% 110	23.03% 73	8.20% 26	9.15% 29	317	2.42
Laundry Room	37.19% 119	48.13% 154	10.94% 35	2.19% 7	1.56% 5	320	1.83
Pool Area	40.63% 141	42.65% 148	8.36% 29	2.02% 7	6.34% 22	347	1.91
Clubhouse	36.52% 84	39.13% 90	14.78% 34	5.22% 12	4.35% 10	230	2.02
Office	41.33% 162	44.90% 176	10.20% 40	2.30% 9	1.28% 5	392	1.77
Dog Run	27.56% 62	32.00% 72	17.78% 40	12.44% 28	10.22% 23	225	2.46

	5 - Excellent	4 - Very Good	3 - Good	2- Fair	1 - Needs Improvement	Total	Weighted Average
Reservation Process?	55.88% 266	31.09% 148	10.08% 48	1.68% 8	1.26% 6	476	1.61
Appearance of Office?	49.15% 230	34.62% 162	14.10% 66	1.71% 8	0.43% 2	468	1.70
Safety and Security?	39.00% 179	30.94% 142	22.66% 104	5.01% 23	2.40% 11	459	2.01
Wi-Fi Quality?	10.54% 45	15.22% 65	19.20% 82	22.25% 95	32.79% 140	427	3.52
Quality of Cable Service?	22.60% 94	28.37% 118	22.84% 95	14.66% 61	11.54% 48	416	2.64
Professionalism of Office Staff?	59.24% 279	27.81% 131	10.62% 50	1.49% 7	0.85% 4	471	1.57
Professionalism of Maintenance Staff?	66.67% 308	27.49% 127	5.19% 24	0.22% 1	0.43% 2	462	1.40
Staff Knowledge and Helpfulness?	61.57% 282	27.95% 128	8.08% 37	1.97% 9	0.44% 2	458	1.52
Speed of Check-in Process?	62.45% 291	28.11% 131	8.37% 39	0.86% 4	0.21% 1	466	1.48

COMMITTEE REPORTS

Management – Tom Barcellos

I am hearing good things from Mike.

Collections –Kevin Costa

There is around \$1,000 in outstanding dues, from February 2016. There are still people who owe the \$5.00 late fee from July 2015 and February 2016. Owners that are past due will not be able to make reservations until balance is paid.

Park Maintenance – Brien Carlson - Absent

Tom Barcellos reported that everything looked good.

Financial Report: Terry Redwine

ACCOUNTS	BALANCE
Rabobank - Operating	12,972.79
Rabobank- Laundry Room	15,855.52
Rabobank - MM	45.00
Rabobank - Dues	13,263.37
Morgan Stanley Dean Witter	136,849.66
Mission Bank CD	104,968.77

ITEM	April 2016	April 2015	Difference
Income	71,405.27	61,682.36	9,722.91
Expense	68,426.17	50,931.84	17,494.33
Net Income	2989.10	10,917.12	-7,928.02

Terry Redwine made a motion to pay the bills in the amount of \$34,740; Tony Damiano seconded. Roll Call Brien Carlson Absent, Motion Carried.

Rules & Regulations - Terry Redwine

I will report under new business.

Public Relations/Publicity - Jon Mackenzie

The Luau is today. It is going to be a lot of fun. The Park will also be doing a October fest.

Park Use -tony Damiano

The occupancy was 83.75% in April 2016

The occupancy was 75.70% in April 2015

Beach Social Club

The Luau is today.

MANAGERS REPORT

Maintenance: Our maintenance crew has been very busy. The pool and spa are now complete. We have had a very positive response about the improvements. Also the crew has begun landscape improvements around the pool area. The curb on the south side of the pool has been relocated and moved 18". This allows rigs in the lower 100's to access their spots more easily. We also removed some of the vegetation and shrubs. While we hesitated in removing the juniper trees we felt it would be better for the longevity of our pool to do so. The juniper trees have buds during the spring that were being blown into the pool. The buds actually left stains on the pool plaster before our recent renovations. When the pool decking was removed we also noticed the root system of the junipers were moving into the pool area. Palm trees are being planted and bark is being spread in the bedding. The bark helps retain moisture and the palms are much more water friendly. A drip system is also being installed. We kept the rose bushes to help retain the color in the park. Lastly, Julio and Mike installed a vent fan in the laundry room to help with ventilation. When the temperature reaches a certain level the fan kicks in and sends the warm air outside. Please let us know if the temperature in the laundry room remains comfortable.

Office: QuickBooks 2016 has been uploaded to the computers. Remote access is now available for selected board members to access financial reports through QuickBooks. Our website is being updated and we will show you the prototype this morning. We are also in the process of scheduling 8 month moves. The office staff reorganized the office supply area. All financial records have been picked up from our former

bookkeeper and we are in the process of relocating those records in a safe and secure location. Our new accountant is Diane Enos and we are very excited to begin our relationship on May 16. Kristi Kimball gave notice and is no longer in the office. Kristi's replacement is Laura Selken. Laura is very professional and has caught on to our reservation system very quickly. Laura is part-time and will be working mainly weekends. We also have another part-time person Raissa Zoff. She is working through ECKERD Workforce Development. They will pay for Raissa's salary for 12 weeks. After that period, she will be on an on call basis to fill in during sickness or vacations.

Manager: I took QuickBooks training in Bakersfield for two days. It was very informative and will be beneficial in our transition of bookkeepers. Unfortunately, I had to evict two non-owner snowbirds the past few weeks due to rules and regulation violations. It's very important for all of our residents to follow the rules and regulations set down by our board of directors. They are in place to keep our park safe and enjoyable for everyone.

MAY BIRTHDAY SHOUT OUTS

Norma Driver	Donna Krum	Buffi Lloyd
Pat Vevea	Dave Moats	Henry Miramontes
Danette Coonce	John Borba	Gary Privett
Tom Babagian	Dean Clifford	Bob Haley
Don Hixon	Robert Liddell	William Storm
Susan Magee	Cathy Lamatt	Linda Cross
Anna Brown	Ken Jack	Wayne Norton
Curtis Dimof	Tim Revious	Ronald Gendron

OWNERS COMMENTS

- Gene Allen Locker 395: Is there any consideration into making an adult time for the pool.
Fernando DaSilva made a motion to have adult time at the pool, Monday through Friday from 9am to 11am, Jon Mackenzie seconded, Roll Call Brien Carlson Absent, Motion Carried.
- Chris Casey Locker 669: I think it is a great idea for employees to track what work they are doing. Also maybe have a job board for employees.
- Jean Bureau Locker 581: There have been people walking around the Park all hours of the night.
- Dan York Locker 225: Are the license plate cameras more expensive.

OLD BUSINESS

1. Cameras and Security

We have two bids so far for the cameras

We have two proposals for the gates. We are also looking into a railroad gate as well.

2. Restrooms

There is no leakage underneath. The smell is due to only having one vent.

NEW BUSINESS

1. Any items that may come before the Board

1. Insurance

Trailers staying a long length of time we will be getting proof of insurance.

2. Pool Cover

Let's get bids on both manual and electric pool covers.

SECOND OWNERS COMMENTS

Meeting Adjourned to Executive Session at 10:30am

Return to General Session at 12:32pm

Meeting adjourn at 12:33pm

Respectfully Submitted,

Susan Magee
Board of Directors
Secretary
CC
Janae Price
Reservations Supervisor

