

**Holiday RV Park Owners Association  
Board of Directors' Meeting  
October 13, 2012**

**Board Members Present**

Bob Begley - absent  
Brien Carlson  
Bill Couchman  
Tony Damiano  
Jon Mackenzie  
Susan Magee - absent  
Terry Redwine  
John Souza  
Linda Toledo

**Members in Attendance:**

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Meeting called to order by President Jon Mackenzie at 9:02AM.

Flag Salute by Gene Allen

Moment of silence for John Edmunds

Motion to approve the September 2012 minutes as distributed was made by Linda Toledo; seconded by Bill Couchman; Roll Call: Motion carried.

**Correspondence**

Three comment cards read.  
One email read.

**Committee Reports**

**Financial: Terry Redwine**

Rabobank – Operating Account	\$35,069.88
Rabobank – Laundry Room Account	\$24,227.47
Rabobank – Money Market	\$5,359.15
Rabobank – Member Dues	\$49,258.36
Morgan Stanley Dean Witter	\$126,832.30
Pacific Western Bank – CD	\$29,680.90
Mission Bank Capital BF	\$68,679.75
Mission Bank CD BF	\$104,030.21

Motion to pay the bills (\$39,563.82) , payroll (\$6,853.46) and transfer (\$11,347.40) from the Rabobank Member Dues account to Rabobank Operating Account was made by Terry Redwine; seconded by Tony Damiano; Roll Call: all Board Members yes; Motion carried.

The Board of Directors received the Reserve Study this morning for review and it will be discussed at the next board meeting. The first Reserve Study was completed in 2009 and periodic updates of the Reserve Study are completed every three to four years. A total Reserve Study update will be completed next year.

Jon Mackenzie said the Reserve Study is a very good tool to help run the park. Holiday R.V. Park is one of few R.V. parks that have a qualified audit for a reserve study.

Brien Carlson said we will be heading into the winter months soon. It is the most expensive time of the year for electricity use. Please turn off indoor electric heaters before leaving your R.V. and do not use infrared heaters outdoors. Please exercise as much control as you can to keep the park bills down. Your cooperation is appreciated.

Terry Redwine said the Morgan Stanley Investment (FDIC insured) account is currently drawing .01% interest. He suggested turning the monies into a multiple stair step CD accounts. The current rate for a one year CD account is .5%. The current rate for eighteen months is .556%. (All FDIC insured)  
He recommended three CD accounts; Two \$50K and one \$27K to avoid penalties for potential early withdrawal.

Terry Redwine said there was a \$14K increase for the 2012/2013 property taxes. There was a \$2K increase in fixtures and equipment (transformers, etc.) and \$12K for Pismo Water Tax. The City of Pismo Beach changed/upgraded their computer software and in the process reviewed all client accounts. In 1997, Holiday R.V. Park's E.D.U. (Equivalent Dwelling Unit) factor was rated at .55, in error. The E.D.U. factor was supposed to be rated at .79. The City of Pismo Beach readily admits their error and oversight. There is no appeal process and no reassessments to be paid.

Motion to appoint someone to review the city water tax assessment, call surrounding R.V. parks to see if they are being assessed the same rate and contact the Association for additional information. The appointed person will report back to the Board of Directors via email or the next board meeting was made by John Souza; seconded by Terry Redwine; Roll Call: all Board Members yes; Motion carried.

**Management: Tony Damiano**

Everything is going good. No problems.

**Collections: John Souza**

Past due accounts total approximately \$800.

Second notices have been mailed.

John Souza will look into finding the owner or next of kin.

The auction money will be distributed when estate information is received.

**Park Maintenance: Brien Carlson**

Park maintenance is going well.

Items will be covered in Old Business.

**Rules & Regulations: Bill Couchman**

Prime Time Dates will be covered in Old Business.

**Park Use: Linda Toledo**

Motion to approve the September 2012 Park Use Report as distributed was made by Linda Toledo;

seconded by Brien Carlson; Roll Call: all Board Members yes; Motion carried.

**Public Relations: Jon Mackenzie for Bob Begley**

Bob Begley is on a trip this month.

**Beach Social Club Birthdays: Carolyn Couchman**

Birthday cards were handed out.

**Wi-Fi**

Curtis Dimof, owner and sales representative and Matt Smith owner and IT person attended the board meeting to answer owners' questions and concerns regarding the new Wi-Fi. The Wi-Fi is not censored; some websites are being blocked for illegal content, adult websites, websites where you can illegally download websites, music, movies, anything that has to do with copyright infringement and bandwidth issues. If everyone is watching movies and listening to music it will bog down the internet connection. Guests trying to check their email and check the top stories of the CNN website (for example) will not be able too.

The Board of Directors has decided (originally by the Board President) to create those restrictions because someone in the park was illegally downloading a movie. Paramount pictures caught the illegal act and

contacted Charter Communications. In turn, Charter Communications contacted Holiday R.V. Park and said if we do not put a stop to it there will be legal action taken against us.

Since Holiday R.V. Park pays for the internet connection, the park is responsible for the actions of all the Wi-Fi guests in the park.

Curtis Dimof said the old Wi-Fi password was received at the antenna level. The problem with that is only one password/login per antenna is allowed. The current (new) system authentication is at the server. Guests connect to the network, than connect to the antennas which are not blocked. The login screen requires a user name and password which is a secure connection. The network may say it's unsecure but your connection is secure. An individual user account (user name and passwords) have more accountability and is easier to catch illegal activity. If someone has your password they have the ability to get any information from someone on the network. The current (new) system has more accountability and is restrictive for guests on the serve. The software looks for interior network issues. If someone is trying to attack another computer within the network, the new system will catch it.

The recommendation is all short term guests have individual user names and passwords for the total night's stay only. Charter Communications has admitted their equipment is outdated. They are selling packages that they cannot provide. Charter customers are signing up with the knowledge requested bandwidth may not be available. Charter Communications is the only business class communication company in the area.

The biggest issue the park has is the speed coming in the park. Charter Communications will not bring new fiber opts lines in because the population is not here. It looks like we will be stuck with the current internet connection for a long while. Five people watching a YouTube video is like hundred people checking their email. It's a matter of equality and fairness.

The Board of Directors will decide how much they will put the park at risk. Tech Smith IT can restrict individual websites, entire categories and specific key words.

After fifteen minutes of nonuse the system will kick the Wi-Fi user off the network. This will help keep the internet speeds up.

Curtis Dimof recommends all guests sign/check box for terms and conditions for use of the Wi-Fi. He recommends filtering websites that are considered illegal by the federal government; spyware, malware, hacking sites, audio, video sites and all adult content.

Matt Smith said Tech Smith IT Services wants to be Holiday R.V. Park's service provider for the Wi-Fi and office equipment and they are fully certified for phone systems too. Three service packages are offered, the Bronze, Silver and Gold. Each package upgrade provided additional services. The Bronze package is the minimum annual service required by any IT Holiday R.V. Park hires for service. The Bronze package (\$3,900.00) provides working with administrative staff and training. A annual physical cleaning and tune up of all company computers, wipe and restore, tri-annual system software updates, 24/7 tech support, Bi-annual printer service and host annual server backup. If the server crashes and goes off line the server backup will enable the IT to restore and be back online within a few hours. It will take a couple of days if there is no server backup.

Jon Mackenzie said the computer service expense cost was \$4,600.00 in 2011. The park insurance company quoted \$4,000.00 per year for a computer/internet liability policy.

Motion to accept Tech Smith IT Service recommendations for current Wi-Fi website blocks and may relax some restrictions based on bandwidth availability in the future. At this time, Wi-Fi will be focused on email/communication only. Individual user names and passwords will be given to guests for accountability and liability protection was made by Brien Carlson; seconded by John Souza; Roll Call: all Board Members yes; Motion carried.

Motion to require Release of Liability/Terms and Conditions, (for Wi-Fi), to be signed with all monthly, snowbird contracts and same (sign/check off box) at first login. All daily check- ins will be required to sign a Release of Liability/Terms and Conditions form and same (check off box) at each login was made by John Souza; seconded by Brien Carlson; Roll Call: all Board Members yes; Motion carried.

Motion to accept the Bronze service contract with the amendments, twelve months hassle free (managing all accounts) and tri-annual software updates for \$4,750.00 was made by Brien Carlson; seconded by Linda Toledo; Roll Call: all Board Members yes; Motion carried.

### **Owners' Comments**

#313 Eldon Garrett commended the Board of Directors for a very good board meeting. You let us know how you feel and you know how the park members feel about the Wi-Fi. Jon you did an excellent job and we appreciate it.

#37 Joe Mikles said he thinks the Board of Directors should get information from the people at the meeting because the members asked more questions than the Board of Directors. He thought some Board Members were against the Wi-Fi. He said he did not care one way or the other, he doesn't even own a computer. He believes it is a necessity in this day in age, but it does not run the park.

### **Old Business**

#### **1. Reserve Study**

See Terry Redwine's committee report.

#### **2. Operating Budget**

Jon Mackenzie said Terry Redwine will present the budgets in a couple months.

#### **3. Capital Budget**

See Operating Budget.

#### **4. Park Rates**

Jon Mackenzie recommended the Board of Directors not raise the park rates. He suggested a possible review in June, July or August 2013. Several improvements have been accomplished this year within YTD net income of \$59K.

Motion to not increase park rates at this time and revisit this item in six months was made by Brien Carlson; seconded by John Souza; Roll Call: all Board Members yes; Motion carried.

#### **5. Prime Time Dates 2013**

Motion to accept first proposal for prime time dates 2013 was made by Bill Couchman; seconded by John Souza; Roll Call: all Board Members yes; Motion carried.

#### **6. Slurry Seal – Road**

Jon Mackenzie said slurry seal was postponed due to the rain. Slurry seal is rescheduled for Monday, October 29<sup>th</sup> and Tuesday, October 30<sup>th</sup>.

#### **7. Sump Pump**

Jon Mackenzie said the Board of Directors would like to order one sump pump now and keep one sump pump on hand.

Gene Souza said four bids have been received. Brien Carlson's friend, in the sump pump business, recommended we accept the Mello & Sons bid. Mello & Son's has provided good service in the past. The motors were switched and it was discovered it was not the motor. First option was the submergible pumps with a life span of six years. Second option is to replace the sump pump with the same kind of pump we have now. The cost is approximately \$16K. It will take five to ten weeks for delivery out of Texas.

Gene Souza suggested we wait until after the first of the year before the second motor is rebuilt.

Brien Carlson said the reserve motor should be wrapped up and stored in the shop to avoid moisture.

Jon Mackenzie said the sump pump will be put on a thirty day hold.

#### **8. Pull-Thru Sites**

Gene Souza suggests adding fewer pull-thru sites than previously advised. As discussed with Brien Carlson, two more pull-thru sites could be added without the electrical box interfering with the width of site.

Jon Mackenzie said we need to seriously look into adding more than two pull-thru sites.

Brien Carlson said adding more than two pull-thru sites will be looked into and discussed next month.

#### **9. 50-Amp (R.V. Site) Pedestal Electrical Project**

Jon Mackenzie said the project will start in January 2013.

#### **10. Monthly Waiting List**

Jon Mackenzie said a major letter campaign was mailed out. The monthly waiting list has been cleaned up and updated.

#### **11. Board of Directors Resumes**

Jon Mackenzie said resumes are due by the December board meeting.

### **New Business**

#### **1. Pool & Spa Replaster/Tile**

To be discussed at the January 2013 board meeting.

#### **2. Wi-Fi**

See first owners' comments.

#### **3. Thanksgiving Dinner – Thursday, November 22<sup>nd</sup>, 2012 @ 3:00PM**

Bill and Carolyn Couchman (who normally host the dinner) will not be here for Thanksgiving this year.

Gene Souza said he will volunteer this year. Hopefully, Carolyn will give me a few recipes.

#### **4. Christmas Party and Potluck – December 8<sup>th</sup>, 2012 @ 5:00PM**

Jon Mackenzie requested a theme by the November board meeting.

### **Second Owners' Comments**

#395 Gene Allen asked why they are waiting on the slurry.

Gene Souza said Golden State is booked until the 29<sup>th</sup> of October.

#37 Joe Mikles said this is not Holiday city, this is Holiday R.V. Park. You are representing the owners and everyone in here that has an ownership is an owner.

Motion to adjourn to Executive Session was made by Linda Toledo; seconded by Terry Redwine; Motion carried.

Meeting adjourned to go into Executive Session at 11:10AM.

Return to Board of Directors' general meeting at 12:10PM.

Motion to adjourn by Tony Damiano; seconded by Terry Redwine at 12:12PM

Respectfully Submitted,

Linda Toledo for  
Susan Magee  
Secretary  
Board of Directors  
LT: sm