

**THESE MINUTES ARE SUBJECT TO BOARD
APPROVAL**

**HOLIDAY RV PARK OWNERS ASSOCIATION
BOARD OF DIRECTORS MEETING
NOVEMBER 9, 2013**

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

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

Flag Salute by Joe Mikles

Brien announced that Joe Da Silva passed away on Saturday, November 9, 2013
Brien did a moment of silence for both Joe Da Silva and Carolyn Couchman.

Brien asked for a motion to approve October 12, 2013 minutes Linda Toledo seconded, Roll Call,
Motion Carried.

COORESPONDENCE

John Watkins read one letter that was from Lou Garrett.

Brien stated that the board has had their differences but they have come together and are working really great together and as a board. Today is going to be a unique day there are going to be some things that are going to be brought up and we are open for discussion, I am just going to be keeping it at two minutes per person.

COMMITTEE REPORTS

Financial Report: Terry Redwine

Rabobank – Operating Account	\$39,474.76
Rabobank – Laundry Room Account	\$10,052.78
Rabobank – MM	\$5,363.24
Rabobank – Dues Account	\$43,793.73
Morgan Stanley Dean Witter	\$132,189.45
Pacific Western – CD	\$29,803.94
Mission Bank Capital BF	\$13,463.68
Mission Bank CD	\$104,651.80

October 2013 Income	\$50,115.79
October 2012 Income	\$52,134.43
YTD TOTAL EXPENSE 2013	\$712,667.05
YTD TOTAL EXPENSE 2012	\$751,141.17
Difference	-\$38,474.12

The profit and loss for the month of October the income was only down \$2,000 and the bad news is the year to date we are down about \$40,000

The reason we are down is because of the rents.

Motion to approve \$66,793.93 for bills and transfer from the dues account \$33,641.58 to operating account. Seconded by John Souza, Roll Call, Motion Carried

Terry made a motion to not renew the Morgan Stanley CD at this time, Seconded by John Souza, Roll Call, Motion Carried.

Management: Linda Toledo

The office is running smooth, everyone is pleasant. They are doing cross training. I have had a lot of nice remarks about the girls in the office. Just remember to take any complaints to Gene or a member of the board and not the girls in the office.

Brien Carlson stated that Janae is on medical leave and doing well and will be back soon. She had some issues after surgery but is doing better now.

Collections: Jon Mackenzie

There are 20 past due assessment dues from July 2013. There is going to be a letter going out stating if the payment is not made their account will be going to collections. Last month there were about 79 people past due and now it is down to 20.

Brien Carlson thanked Jon Mackenzie for getting all the deeds cleaned up. We also had an issue with our water taxes and Jon went and took that upon himself to look into it.

Park Use: John Souza

There is a lot of owner time that is being given away. There was 1941 days used by owner guests. I am proposing a fee with giving away owner days, because we are losing out on that site and the fee of that site.

Park Maintenance: Tony Damiano

We finished phase 5 of the electrical project, changed the door in the laundry room bathroom and painted the speed signs on the street. There was a security camera installed in the office.

Rules & Regulations: Mary Halberg

The sub-committee met last Saturday on November 2, 2013.

Mary passed out the minutes. (See Attachment)

Mary shared at the meeting that last month's recommendations were shared with the Board and they are going to review them.

The pool and spa hour changes are still being discussed by the Board.

Mary spoke to Michael Gruver, Associate Planner Pismo Beach Planning Department, Gruver verified that the 8 month move is not necessary. (See Attachment)

Mary also spoke to the Department of Housing and Community Development - State of California, Steve Leach who is seconded in command, and he stated that the 8 month move is not in the Title 25 and is not in statutes and not in regulations. (See Attachment)

Public Relations: Bill Couchman

Gene is getting the March meeting ready and we are all set up for it. We are going to have Tri-Tip and chicken for dinner. There will be an open bar that is not provided by Holiday RV Park. The bar will be for no more than four hours.

John Watkins stated that Janae has the birthday cards so we will be mailing them out.

November Birthday Shout Outs

Jack Toledo – 3rd
Joyce Daffern – 4th
Larry Fairbanks – 4th
Tom Lind – 4th
Ruth Costa – 5th
Mary Jo Sawyer – 5th
Wanda Jones – 6th
Lynn Coleman – 6th
Jim Jackson – 7th
Oleta Martin – 11th
Ernie Weeks – 12th
Janet Kabral – 18th
Bob Haley – 21st
Joy Clark – 22nd
Ed Aldrich – 25th
Eddie Teixeira – 29th

OWNER COMMENTS

Joe Mikles #37: I talked to Joe many times and he assured me he was not afraid to pass away. He is now in a better place.

Lou Garrett #313: I want to say something about Terry's report, I think it is interesting about the non-paid days compared to last year because the rent and off street fee has not gone down. So that means there are only two things that are going on the first one is we are not getting the occupancy we should have from off the street. The second thing is when we have sites blocked off for maintenance; of course, you can't rent them. When the girls were all new in the office, they were having trouble making reservations and I had people tell me it took them 19 days to get a reservation. We should be doing more marketing to get the occupancy up and that is by making things look nicer. Also we do have a hazard here. The magnolia tree needs to come out because it is lifting the pavement in front of the laundry area and someone is going to fall and we will have a lawsuit. I would like to ask the Board to have it taken out right away and don't put it off for a month and another month.

Ed Aldrich #440: I don't know if you have read the reviews of the park online but they are pretty negative. They are mostly about how hard it is to get in and out of the sites and how no one is there to help them. I would recommend that we have employees here on Thursday, Friday, and

Saturday till 10pm to help them.

Brien Carlson stated that we are going to work on promoting our park.

Anna Brown #422: The 8 month move I like because it refreshes the look of the sites, it gets it cleaned up. Also the internet we are not able to get on the internet.

John Souza: Stated he is able to get on every morning.

Brien Carlson: Stated Tony is up and running on the internet on his new tablet

John Watkins: I got on easy and checked with others and they were on to

Tom Sloan #766: I could not agree more with Anna Brown and the internet is bloody pathetic.

Pat Mittan #138: Some online reviews are also how there is no parking for vehicles. Also I have been here for a while and the internet is iffy. Everything is good but the parking.

Virginia Delmage #171: I hear the park was going to add ten more spaces. I just moved into a space that I asked for. The space was bigger before I moved in and now it is smaller.

Gene Souza: The space is not smaller.

OLD BUSINESS

Macky & Macky: Jim Macky

The good news is the rates went up only on one policy and that was workers comp. I found it interesting on the online reviews because the insurance agencies go online and read the reviews and the park is rated an A rated park. We do have an offer on the table for health insurance; they will give you a 14 month policy and lock in the rates till December 31, 2014. I do need a signature for that policy. Open enrollment for new employees is a guaranteed issue.

1. Electrical Project

Right now we still have to determine on what we are going to do for the rest of the electrical. Phase five is finished.

2. RMS

We are going with a new reservation system, it is all paid for. We are just waiting for Janae to get back to start training.

3. Office – Cameras

We have a camera in the office now.

4. Election 2014

If you want to run, please get your resume into us before December 14, 2013.

5. Compensation Term Limits

Two policies will be on the ballot. The term limits will be no more than 3 terms per Board member.

6. Charter

We are talking about going with Direct TV or Charter. It won't be happening till the end of 2014

7. TBD – Annual Dinner

We will be having Tri-Tip and Chicken

8. TBD

Financials: Terry Redwine

We have had two meetings on increasing the rates and fees. We have looked at the rates and fees of other parks around the area. We generally tend to fall on the low side as far as rates and fees which is a good thing, but now with the increase of the cost of living and power. We were not able to contribute to our reserve this year with having to do improvements and repairs in the park. We can do one of two things the first one is cut expenses by cutting down on our employees. That means we can only have one or two in the office and one or two outside. Another thing is we can cut on doing repairs in the park and / or we can raise the rates and fees of the park.

OWNERS	CURRENT RATE	NEW RATE
Daily Non Prime	\$24.00	\$27.00
Daily Prime	\$28.00	\$30.00
Snowbird	\$380.00	\$400.00
Snowbird Pull Thru	\$605.00	\$625.00
Monthly	\$360.00	\$380.00
Monthly Dues	\$156.00	\$186.00

NON OWNERS	CURRENT RATE	NEW RATE
Daily Non Prime	\$38.00	\$44.00
Friday & Saturday	\$44.00	\$56.00
Daily Prime	\$52.00	\$56.00
Daily Pull Thru Non Prime	Double	Double
Daily Pull Thru Prime	Double	Double
Weekly	\$242.00	\$300.00
Snowbird	\$665.00	\$900.00
Snowbird Pull Thru	\$999.00	\$1350.00
Group Rate	\$31.00	\$35.00

Terry made the motion to increase the rates and fees, Linda seconds, Roll Call, Motion Carried

Brien Carlson: I am going to open this up for discussion

Marie Mecchi #679: What about all the free spaces that owners are taking up by using their time.

Fernando Da Silva #439: I just want to say thank you to everyone for what they did for my brother

Park Use: John Souza

Owners get 42 days a year per share.

During a survey on why the income was down and the usage was up is because owners are giving out free days. There was 1941 free days given to guest and other owners by owners. This is very impacting to the park because there is ongoing cost to each site such as water, electricity.

John Souza proposed that 1 share you get 1 site or use the 42 days.

John Souza proposed that if an owner gives out days then the person using the time pays \$10.00 per day for Non-Prime and \$15.00 per day for Prime.

Bryan Eget #298: How much money is being lost when we have 11 month snowbirds and can't occupy to off street people?

John Souza made a motion to charge \$10.00 per day for Non-Prime for owner guest and \$15.00 per day for prime for guest to go into effect on January 1, 2014, and the only people who get the free use is the primary owner. Mary seconded, Roll Call Tony Damiano said No, Motion Carried.

Larry Miles #: I will seconded that motion

Tony Damiano: amendment to Terry Redwine motion to go into effect January 1, 2014
Seconded by John Souza, Roll Call, Motion Carried

SECOND OWNERS COMMENTS

Lou Garrett #313: Putting the minutes on the website only five days before the meeting is not soon enough for owners to read them and make plans to come down. The minutes should be out on the 15th of each month.

John Souza: Janae has been out for two weeks that's why they were not on the internet.

John Watkins: The minutes were supposed to be on there the 15th of each month. Janae will have seven days to get them out to the board for approval.

Jerry Brown #1: I think there should be no term limits because the board is excellent. We have everybody that has been here and they have all done an outstanding job. They are like a family, I appreciate everything. Save the trees, mark it with a safety hazard.

John Watkins: People can vote how they want to.

Anna Brown #1: I agree with Jerry on the term limits. The current board is great.

Linda Laird #152: I don't understand that as a monthly we are not allowed to use our 42 days a year, so is it going to cost us to give our guest the days.

Eldon Garrett #313: I just want to say that at \$10 and \$15 a day it is a lot less than full price. It is great for the park.

Anna Brown #1: On the owner fees, consider it a "resort fee".

Pat Mittan #138: I would like verification on the increased rates for snowbirds.

Motion to go into executive session by Tony Damiano, seconded by Bill Couchman, Roll Call, Motion Carried.

Meeting adjourned at 10:50am

Respectfully Submitted,

Janae Price
Senior Reservations Clerk

