

**HOLIDAY RV PARK OWNERS ASSOCIATION  
BOARD OF DIRECTORS MEETING  
July 9, 2016**

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**BOARD OF DIRECTORS**

Tom Barcellos - President & Management  
Brien Carlson - Vice President & Park Maintenance  
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**

50

Meeting was called to order at 9:08 am by President Tom Barcellos

Flag Salute by Tony Damiano

***Fernando DaSilva made a motion to approve the minutes from June 2016, Jon Mackenzie seconded, Roll Call, Motion Carried.***

**PRESIDENT'S ADDRESS**

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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 - Leroy Laird**

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Guest Survey Results - See Attachment for comments

## COMMITTEE REPORTS

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### Management – Tom Barcellos

The 4<sup>th</sup> of July BBQ was very successful. Leroy is doing a wonderful job. We are hoping that the camera system will help eliminate the security issue.

### Collections –Kevin Costa

There is around \$1,000 in past dues. If you don't pay on time there is a \$5.00 late fee. Also until all fees are paid the owner won't be allowed to make reservations.

### Park Maintenance – Brien Carlson

Defer to Manager's report

### Financial Report: Fernando DaSilva

| ACCOUNTS             | BALANCE    |
|----------------------|------------|
| Rabobank – Operating | 10,822.09  |
| Rabobank– Laundry RM | 20,032.52  |
| Rabobank – MM        | 45.00      |
| Rabobank – Dues      | 14,065.37  |
| Morgan Stanley Dean  | 136,849.66 |
| Witter               |            |
| Mission Bank CD      | 104,968.77 |

| ITEM       | June 2016 | June 2015 | Difference |
|------------|-----------|-----------|------------|
| Income     | 72,303.96 | 54,472.37 | 13,831.59  |
| Expense    | 59,916.81 | 54,130.83 | 5,785.98   |
| Net Income | 12,095.63 | 1,519.97  | 10,575.66  |

*Fernando DaSilva made a motion to pay the bills in the amount of \$81,698.00; seconded by Brien Carlson. Roll Call, Motion Carried.*

### Rules & Regulations – Terry Redwine

Will discuss insurance in old business.

### Public Relations/Publicity – Jon Mackenzie

The 4<sup>th</sup> of July BBQ was great. There were a lot of people here.

### Park Use –tony Damiano

The occupancy was 91.01% in June 2016

The occupancy was 87.17% in June 2015

### Beach Social – Val Lee

The 4<sup>th</sup> of July BBQ was wonderful. It was a lot of fun, there were a lot of new faces.

The raffle brought in \$307.00

Prayer meeting: We say a short prayer for everyone who is sick or has cancer in the Park.

## MANAGERS REPORT

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**Maintenance:** The large Magnolia Tree was removed from the Magnolia Center and a company was hired to grind down the stump. The gentleman that removed the stump informed me that the root system was going under the concrete and was headed to laundry room. So removing the tree was the prudent thing to do. Maintenance staff is now prepping the Magnolia Center for new concrete, it should be done within a few weeks. The odor in the dog run is now being addressed. The gravel is being removed and a new covering is being laid down. We were going to try and save the gravel for landscaping, but it was so saturated with dog urine and feces we decided to depose of the gravel. After the dog run and Magnolia Center is done we will address the restrooms.

**Office:** The transition with the bookkeeper is still going well and new processes are being put into place. A new and improved time clock is being implemented to fine tune payroll more efficiently. Employees now sign on to i-pads and which goes directly to the manager and accountant.

**Manager:** The new camera system is almost complete. There will now be 14 cameras on premises. This will allow for more coverage of the park and tighten security. The manager's home will also have a monitor to allow the manager closer scrutiny of the parks activities. I have received a number of snowbird applications. Applications will be limited to 60 in total. There are still some available. The window for non-owners will open August 1<sup>st</sup>. Owners can still turn in their applications until July 31<sup>st</sup>. Please read and fill out the application thoroughly. Remember your insurance coverage should include liability coverage on your RV.

## **OWNERS COMMENTS**

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- Val Lee: I would like to submit a plan to the Board for the dog run.
- David Oates: Making reservations and not knowing your site I don't like.
- Brenda Critzer: I want the Board to consider a sports court for the children.
- Charles Nunes: The 400 - 100 sites for only 34ft to 36ft, why are smaller rigs not allowed on the wall. The staff is doing great.
- Rowland Gendron: I made a reservation, I requested the 400's and I got put in the 100's.
- Debra Olvera: The gentleman who works at night is going around the pool area and asking people what they are drinking and asking them to smell their drinks to confirm what they say are drinking is true.

## **OLD BUSINESS**

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1. **Cameras and Security**  
The camera system will be completed today.
2. **Gates**  
We are having someone come in talk with the Board today.
3. **Restrooms**  
Getting estimates on how much a acid wash is going to be.
4. **Pool Cover**  
Pool cover is \$25,000, Mike, Kevin and Jon went next door and looked at their pool cover. Final numbers will be emailed to the Board.
5. **Insurance**  
Snowbirds and Monthlies and people who stay over 21 days will need to provide liability insurance.

## **NEW BUSINESS**

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1. **Any items that may come before the Board**  
Looking forward to the restrooms



## SECOND OWNERS COMMENTS

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- Darlene Nunes: What are the security guards' hours? The office staff is great.
- John Watkins: On the financials the Morgan Stanly account was that transferred, also we have un-deposited funds?
- Andrea Gregory: The sand that is in the dog run is a mess.
- Mark Schieber: It goes either way as far as the size rig and the placement. It is not discrimination by placing rigs by the correct size. I think it is an accommodation.

Meeting Adjourned to Executive Session at 10:08am

*Motion to allow Jon Mackenzie and Mike Leming to enter into negotiations with AT&T for internet services to be presented at the August Board meeting by Terry Redwine, seconded by Fernando DaSilva, Roll Call, Motion Carried.*

Return to General Session at 12:58pm

Susan Magee makes the following motion to amend the June 11, 2016 Minutes of the Holiday RV Park Board of Directors' Meeting to include the following actions:

1. Motion by Jon MacKenzie to go with Tech Smith camera bid in the amount of \$10,650; seconded by Kevin Costa. Motion carried.
2. Motion by Brien Carlson to have a representative from B&R to come to the July meeting to go over his bid of \$27,000 for security arms for the Park; seconded by Jon MacKenzie. Motion carried.
3. Motion by Fernando DaSilva to get things going on getting the pool cover by obtaining pictures and email vote at a cost no more than \$25,000; seconded by Jon MacKenzie. Motion carried.
4. Motion by Fernando DaSilva to approve the three projects in the amount of no more than \$65,000 and use the rest of the \$15,000 on the account for the rest of the year, (Mike can use on the restrooms and Magnolia Center) and then look at it at the end of the year and then look at the \$45,000 electrical project; seconded by Jon MacKenzie. Motion carried.
5. Motion by Terry Redwine to cap the number of snowbirds at 60; seconded by Tom Barcellos. Motion carried.

Motion was seconded by Terry Redwine. Motion carried.

Meeting adjourn at 12:59pm

Respectfully Submitted,

Susan Magee  
Secretary  
CC  
Janae Price  
Reservations Supervisor

**Q10 Do you have any other comments, questions, or concerns? Please include contact information if you wish to be contacted.**

Answered: 293 Skipped: 324

| #  | Responses  | Date               |
|----|--|--------------------|
| 1  | The sand in the dog run is very messy.   | 7/17/2016 11:25 PM |
| 2  | reservation process need improvement. Need to know what site you are getting upon reservation. No reason not to give out that information.   | 7/17/2016 5:55 PM  |
| 3  | We made the mandatory reservations 90 days in advance and DID NOT get what we requested ! Very disappointed ! We booked two sights TOGETHER and they were NOT! When you come as a family you spend time together and meals together and this was NOT a convenient stay! This could have been done either next to ...behind... or across from each other. It was extreemly frustrating! We would appreciate it if you would consider this situation in the future.  | 7/16/2016 2:48 PM  |
| 4  | Loved how clean and quiet this park was. Everyone was so friendly! We'll be back for sure!!  | 7/15/2016 4:32 PM  |
| 5  | Office staff very nice. Bathrooms dirty. Not enough room in spaces. Noisy people, barking dogs, over priced.   | 7/15/2016 1:44 PM  |
| 6  | I feel that when I call for a reservation for 2 spaces we should be put next to each other and share holders should be able to pick a space no mater the size of trailer when you call 3 months ahead of time..  | 7/13/2016 3:57 PM  |
| 7  | Thank you!   | 7/13/2016 12:46 PM |
| 8  | Too loud from freeway noise. Could not sleep.  | 7/12/2016 8:23 AM  |
| 9  | Shelia seems lost & not responsible I don't trust her  | 7/11/2016 1:31 PM  |
| 10 | We need to be told what site we are getting when reservation are made. Not 24 hours before arrival. No reason not for this to happen. If site requested is not available you can request a different site.   | 7/7/2016 2:46 PM   |
| 11 | Was the best time we ever had staying there , the bath houses are clean but need to be upgraded , not sure what's going on with the paint color on the buildings but think they all need to match the office. We love the friendly staff to include all maintenance, office and new manager. Very personable. Great 4th of July party. Friends in other parks were jealous. Keep up the good work!   | 7/6/2016 5:04 PM   |
| 12 | We had a great time this visit! The activity director and volunteers did a fabulous job! I do not know that I have ever seen so many people enjoying the BBQ and festivities. The three bands were really good and everyone had a great time. Thank you all for putting so much thought and effort into this for everyone! The only disappointing part is seeing the tree being removed. It truly changes the look of the park completely and I understand the reason why, but it would be nice to see it replaced with something, if at all possible, other than concrete. Thanks again! Looking forward to our next visit.   | 7/6/2016 4:34 PM   |
| 13 | TO WHOM it may concern, I am VERY disappointed with my stay this last time. I've been a patron of Holiday RV Park since 2005 or 2006 and have never been treated like I was treated this last visit, I am not a member but I've never had a problem in being put in one of the spaces I have come to Love ! Spaces 404,405,406,408. The last visit I was stashed in the back space 243 where the Residence Live, the MOST BORING and Disgusting space ! I usually stay at least 7 to 14 days. This last visit the space I requested was empty the whole 7 days I was there and I was told that the association had changed the way spaces are rented out which doesn't make sense to if you running a business to make money, then you make a loyal customer happy when you have spaces that ARE OPEN and not rented. Just so you know I personally have never stayed at any other RV parks in that area because Holiday RV Park ALWAYS made me Happy, but not this last stay and I'm Not sure if I will ever come back again !!!!! THANK YOU for your time and do me a favor and make sure Holiday RV Park reads this ! Thanks Rick Skipper My E-Mail rickskipper57@yahoo.com | 7/6/2016 1:57 PM   |
| 14 | Restrooms in the pool area smelt of urine.   | 7/5/2016 3:46 PM   |

# Holiday RV Park Guest Satisfaction Survey

SurveyMonkey

|    |   |                    |
|----|---|--------------------|
| 15 | It seems that some of the rules, have either been forgotten or are no longer a concern...quiet time for one. Also, some of the people that are coming in are RUDE. It's always been a friendly place to stay up till recently. People allow their dogs to urinate and poop wherever without cleaning up after them, and don't clean up after themselves (allowing their mess to blow to other campsites), lastly, they are not looking after their children and allowing them to run amuck which means they are cutting through others campsites to get to where they want to go. Personally, this is unacceptable! All who stay here need to BE AWARE AND REMINDED UPON CHECK-IN about their pets and kids. I  | 7/3/2016 10:47 AM  |
| 16 | Hope to be able to come back to enjoy our little community of friends.  | 7/3/2016 8:04 AM   |
| 17 | As usual, we enjoyed our stay very much. Love the friendliness of office staff and maintenance staff. Lots of friends in the park and enjoy   | 7/3/2016 7:59 AM   |
| 18 | The moving of spaces during a stay needs to not happen. It interferes with our stay and it interrupts the people around and people we are moving by. No one understands why it has to be done.  | 7/2/2016 7:09 PM   |
| 19 | board of directors should listen to owners and their concerns. in the beginning it was a beautiful park; now it looks like an RV parking lot. the office staff and maintenance staff are very helpful and friendly.   | 7/2/2016 6:35 AM   |
| 20 | Kudos goes to the entire staff of Holiday RV Park; they are friendly and professional. I am a happy "Snowbirder". Thank you.  | 7/1/2016 9:45 AM   |
| 21 | Cable Channel 6 is all messed up. Came out to fix with no resolution.   | 7/1/2016 7:53 AM   |
| 22 | Couldn't get wifi on iPhone.  | 6/29/2016 10:32 AM |
| 23 | The park looked great for as crowded as it was! Very nice job!!!! MY only complaint is we really are not liking not being able to know which spot we will be in until 24 hours prior. If I had known we would have been so close to the dog run we could have brought our older disabled dog, but it was to late and we could not cancel our pet sitter. It would have been nice to have him with us (even though he only leaves trailer to potty) and saved us \$250 in pet sitting bills if we had only known. -- Members should be given advance notice of which spot they will be in so we can plan our visits. We work and do not use even half our membership time, so we have to plan well in advance every detail including getting a pet sitter well in advance with a large cancellation fee. We are however thankful for everyone's hard work and keeping the park up so nicely!   | 6/27/2016 10:15 AM |
| 24 | Front of the park was an improvement. Spaces are way to small   | 6/25/2016 3:07 PM  |
| 25 | I was pleasantly surprised by all the improvements in the RV park. I took a self-guided tour of the office, the laundry room, the pool area, and the club house. Amazing upgrades. I really enjoy the office staff, activity director, and maintenance crew. Always pleasant and helpful. I appreciated board members who were present sharing all the improvements past and future and seeing them pitch in to help with the fun BBQ activities, etc. It is very unfortunate that I witnessed the park manager not at his best. On more than one occasion, he was rude, demeaning, confrontational, and very much a bully. I cannot imagine I am the only one to bring this to anyone's attention. Maybe he is having a bad few days, but the way I saw him interact with owners and a like, he is NOT a people person. There is definitely a way to get results you want and to keep order, and the demeanor displayed of his way or the highway attitude was an eye opener. I hope you all read this and take this to heart as I am not a critical person, but this area truly needs improvement in public relations. Even the little things of getting to know your guests and owners, making eye contact, greeting people and saying hello versus the only contact guests have is: this is the rule, you're doing it wrong, you need to move your car, time is up, don't do that, etc. There is no personal relationship, no rapport, no finesse. Thank you for this opportunity to share my praise and suggestions for improvement. | 6/22/2016 8:30 AM  |
| 26 | Sometimes hard to get into RV camping spots, We enjoy camping @ Holiday RV park.  | 6/21/2016 7:53 AM  |
| 27 | The questions on the survey refer to the park, office staff and park maintenance staff. Where are the survey questions regarding the MANAGER? They definitely need to be added!!!!  | 6/20/2016 11:24 PM |
| 28 | the WiFi was off too many times and made it hard to contact our kids in Norway. To me there is no reason for us not to have a better system.  | 6/20/2016 3:58 PM  |
| 29 | Tight spaces and upon making reservation you are asked what site/ space you are requesting then when you check in you find out you have been assigned a space 100 +/- away and in an area least desired and away from family n friends who made reservations much later then you..???...  | 6/20/2016 2:34 PM  |
| 30 | I made reservations 90 days in advance, but i was put in the back. Did not enjoy my stay this time. As I walked towards front area, in space 405/406 there was a small trailer with a slide pull out in that space. Yet I was told spaces against wall are for the bigger trailers??? Everyone should be treated equally. Making reservations in advance as a member, what good does it do????? I felt like we weren't welcomed at all. It's a HORRIBLE, HORRIBLE feeling.  | 6/20/2016 1:48 PM  |
| 31 | Great Thanks  | 6/15/2016 9:31 AM  |