



**HOLIDAY RV PARK OWNERS ASSOCIATION
BOARD OF DIRECTORS MEETING
September 9, 2017**

BOARD OF DIRECTORS

John Watkins–President
Brien Carlson–V.P & Park Maintenance
Jon Mackenzie–Secretary
Terry Redwine–Treasurer
Tony Damiano–Management

Charles Nunes–Rules and Regulations
Leroy Laird–Public Relations
Fernando DaSilva–Park Use
Tom Barcellos–Collection

OWNERS PRESENT

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Meeting was called to order at 9:00 am by President John Watkins

Flag Salute by Valerie Lee

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 owner comment section of the agenda.
7. Questions, comments or suggestions will be referred to a Board Member, as appropriate or taken into consideration by the Board for research, review and discussion, and placed on next month’s agenda.
8. Holiday RV Park’s procedures and meetings are governed by our bylaws, CC&Rs, and rules adopted by the Board.
9. John Watkins expressed thanks to all owners & friends that wished his wife and him well during time of health emergency.
10. Motion to accept the minutes of the August 12, 2017 meeting was made by Fernando Da Silva and seconded by Charles Nunes

CORRESPONDENCE – Leroy Laird

I encourage all owners to read through the survey comments, there are several complaints about the odor coming from the dog run area recently. However, there are multiple compliments from non-owners stating Holiday is the best RV Park to stay at. Overall guest satisfaction for most survey questions remains between 75%-85%, which is very high.

Additional correspondence from Charles Nunes – An owner suggested that the Park could build some type of dedication or memorial for owners that have passed away, similar to a stone or brick that would feature an inscribed plaque.

COMMITTEE REPORTS

Management – Tony Damiano

Julie came to the Park with no RV knowledge, but years of management experience. She has done well during her first busy season and will continue to learn more as new challenges arise. We hired a new maintenance employee, Joe, and he should do well and be a great asset to the Park.

Collections –Tom Barcellos

Currently, only \$1,700.41 is past due over 90 days, which is good. However, \$9,511.50 is the amount due less than 90 days, mostly resulting from the July 2017 assessment, even down to forgetting to pay .50 cents here and there. That being said, the Park will have to assess an additional \$5.00 late fee on all outstanding owners and said owners will not be allowed to make reservations, per the rules and regulations.

Park Maintenance – Brien Carlson

Thanks to all owners for their patience in understanding the lack of time to focus more closely on daily maintenance, due to staff and schedule changes. The maintenance shop was recently cleaned and as we approach the slow season our crew

can begin work on reaching ADA compliance. Julie and I plan to visit a few RV parks in the area to view operations and get some fresh ideas for changes or improvements.

Financial Report: Terry Redwine

ACCOUNTS	BALANCE
Rabobank – Operating	\$16,914.74
Rabobank – Laundry	\$15,493.64
Rabobank – MM	\$45.00
Rabobank – Dues	\$61,867.07
Morgan Stanley Dean Witter	\$143,421.05
Mission Bank CD	\$106,285.89

ITEM	Aug 2017	Aug 2016	Difference
Income	\$68,657.15	\$77,333.85	-\$8,676.70
Expense	\$67,372.66	\$68,091.77	-\$719.11
Net Income	-\$3,624.76	\$11,173.65	-\$14,798.41

The Park is maintaining a healthy balance across all accounts, but there are some large expenses approaching such as the road construction project, property taxes and other miscellaneous costs that must be accounted for. I make a motion to pay the Park bills in the amount of \$33,042.27 and payroll in the amount of \$14,809.90. Motion was seconded by Tom Barcellos.

Rules and Regulations – Charles Nunes

The Board is set to review new rules and regulations that were drafted by the Park’s attorneys, but there does have to be some changes and refinements. Our goal is to have an approved draft within 10 – 14 days.

Public Relations/Publicity – Leroy Laird

The Beach Social Club’s account is currently over \$4,000, thanks to the support from owners and attendees of Park events. The Trager BBQ raffle was a complete success, all tickets were sold, and the Beach Social Club will consider another raffle for the annual meeting. Some events like ice cream socials do not generate large profits like cookouts, but they are important to the Park in the spirit of giving back to the owners for all their support and building a community here.

Park Use – Fernando DaSilva

August 2017 occupancy was 85.18%, compared to 89.46% during August 2016. Usage of the pull-thru spaces was down by 15%, which can lower overall occupancy since they are counted as two RV spaces. Also, there were fewer non-owners staying in the Park compared to August 2016.

OLD BUSINESS

1. Roads – Charles Nunes

Ramsey Asphalt has been contracted to grind and repair the street in the Park on September 14th and should only need one full day to complete the first phase of the project. A 72 hour reminder will be issued to all guests staying to move their vehicles and minor dust is expected to fall upon individual RVs. Julie has been permitted to allow our guests to wash their RVs as needed afterwards. Phase two is a slurry seal expected to take place in May 2018. Some guests will have to move their RV for this phase of the project only.

2. Assessments – Tom Barcellos

Topic was covered under the committee report.

3. Snowbird & Monthly Agreements – John Watkins

The Park’s attorneys have drafted new rental agreements for Snowbird and Monthly guests including an arbitration agreement, relocation due to imminent danger agreement, and a checklist for compliance with California Civil Code 1866. Furthermore, per the new storage agreement, Snowbirds will no longer be required to move their RVs every 8 months. Instead their RV will be stored by the Park for 48 hours every 6 months and guests will agree to physically vacate the Park for 48 hours and pay a \$25 daily storage fee, but their RV may remain where it is. This storage agreement will apply to Monthlies as well. In summary, there are more rules, but they are the right rules and they will be enforced; this Board is committed to legality.

4. Maintenance Issues – Brien Carlson

ADA compliance work was previously mentioned under the committee report, but the Park will be returning to some electrical improvements that have been on hold for a few years. There will be evaluation involved and the timing will be determined by revenue, but we need to start addressing some issues soon. Old wiring is still in place in certain spaces so the Park cannot arbitrarily start installing 50amp plugs at every pedestal just yet. Some electrical boxes are in worse shape than others and might fail, so I make a motion to purchase 5 boxes now as a backup should maintenance need to quickly replace one. Motion was seconded by Leroy Laird.

Comment from owner Mike Higham (Locker 162) – A big problem is that many uninformed guests are plugging their RVs in “hot” when they hook their electrical cables up to the pedestal instead of turning everything off before checking in or out. A solution could be to purchase adaptors to fit on the plugs so it would reduce wear and tear on the actual pedestals.

On a related note, HM Hart Electric Inc. was contacted to service the transformers in the Park, which is required every couple years to tighten and maintain our transformers.

Lastly, the Park was experiencing a plumbing issue in the laundromat restroom due to roots from the magnolia trees that were slipping underneath gaps in the piping and caused flooding. Galaxy Plumbing was contracted to work on clearing the roots out of the pipes using herbicide and trim additional roots as needed. Regular upkeep is scheduled to continue and the problem is solved for now. Further evaluation will take place next year and if the flooding returns it may come to discussion about removal of the trees, but I do not want to see that happen unless it’s absolutely necessary.

5. Rules and Regulations – Charles Nunes

Thanks to all owners for complying with the current rules, and keeping the Park looking as presentable as possible. Everyone seems to be doing their part and Julie is enforcing the rules, please let her know if you notice a violation that needs to be addressed.

Comment from owner Danette Coonce (Locker 297) – We have a rule that needs to be enforced, the neighbors behind our space were partying until 3am last night.

Julie will address the disturbance with the guest and make sure it does not happen again tonight.

Comment from owner Andrea Gregory (Locker 718) – Last weekend there were 3 large trucks that were parked into the street all weekend long. I don’t know why they never moved as Julie was here and all the maintenance staff.

Again, this is why I ask for all owners to bring issues to Julie’s attention, even if it may appear obvious at a glance. Our employees can issue citations for any violations and Julie will instruct the staff to take a direct approach next time a vehicle is obstructing traffic and write a citation.

Comment from owner Teena Griffith (Locker 15) – Julie, what is your number in case a problem or disturbance occurs after-hours?

Response from Business Manager Julie Hill-Taylor – My number is 805-556-5671. Please call for any after-hours emergencies that may occur, the number is also listed on the office door and on every guests’ check-in pamphlet.

NEW BUSINESS

1. Street Sweeper – Julie Hill-Taylor

Our sweeper is not working currently, at all. There might be a bigger issue than simply replacing a battery. I am asking permission to call Quinn (who previously serviced sweeper) to come out and take a look.

2. 2018 Budget/Capitol Budget – Terry Redwine

I would like to hand out to the Board the 2017 budget, 2017 year-end projections and the 2018 budget. This is provided pro bono for your review. I invite the Board to review it and email me if there are changes you would like to see. Tom Barcellos made a motion to tentatively approve the budget and then notify Terry if there are any objections. Motion was seconded by Charles Nunes.

3. Spectrum Survey – Julie Hill-Taylor

A Wi-Fi Survey Form was submitted to Spectrum (Park provider) on August 21, 2017 and we are expecting a response within 4 to 6 weeks. An engineer will continue their assessment on-site here at the Park after the initial evaluation from their end. I hope to have more information to relay to you for next month’s meeting. To end goal is provide better internet service than currently available to us.

4. Walkie-Talkies – Julie Hill-Taylor

We are experiencing a daily struggle with our radios, most do not function well and it is affecting staff communication. We have a couple of options for replacements; to replace the same units would be most affordable at \$33.80 each for a pack of six, and we would need eight radios total. However, these units have only last approximately one year and are not very durable. We have another, higher quality option at \$81 each, but those radios would still operate on an unlicensed frequency which is akin to what we currently use. My understanding is that Gene Souza had previously purchased radios that were licensed by the FCC and were reported to work much better due to lack of interference. However, these units cost \$400 each and the FCC license would have to be renewed as well. Tom Barcellos commented to the quality of the licensed radios and said his still work like new after 10 or more years. John Watkins instructed Julie to go with the cheapest option and keep her budget under \$500 total.

5. Electrical Conversion – Brien Carlson

Topic was covered under the committee report.

6. Snowbird Rules & Use of Time – John Watkins

Topic was covered under old business.

OWNERS COMMENTS

Richard McCorkle (Locker 126) – What is the best procedure when my neighbors are trying to park their RVs late at night and I have someone knocking on my door and asking me to move my truck? I am not parked over the line and I don't want to tell them to pound sand but is there any alternative? Can there be something written on their check-in information that states do not disturb your neighbors at night?

Response from Julie Hill-Taylor – That is an excellent suggestion and we are actually in the process of updating the check-in pamphlet that guests receive, we will find a way to convey this information clearly to guests that arrive late at night.

Michael Higham (Locker 162) – The forklift that the Park owns does not do the job because it is not heavy enough. It needs weights on the back end as it could not pull my 5th wheel. Once hooked up it was ready to tip forward and we really need it because we have so many RVs that take 30-45 minutes to park with a truck but if the forklift is equipped to pull them it can be done in 5 minutes.

Response from Charles Nunes – That work needs to be performed by the company that manufactured our forklift so we do not fall outside of safe calibrations and specifications, but maintenance will look into it.

Bob Begley (Locker 42) – It's nice to have maintenance here at night, but it's better to have someone here who can park RVs. I waited on our night guy to park an RV, it took over an hour and a half and he couldn't get it parked

Response from John Watkins – Bob, to your point, he is no longer here.

Joe Nunziato (Locker 115) – Switching subjects, thank you to the Board for the hours of work that you put into your positions. Secondly, it's amazing how many rumors you hear when walking around the Park and how these rumors change by the time you actually finish walking the entire Park. To put one rumor to rest; Pismo Coast Village is not for sale, did not sell, but Pismo Dunes Senior Park did. Secondly, there is no class-action lawsuit by any owner at Pismo Coast Village. Thirdly, is there any change to the amount of prime or non-prime days next year? I have heard conflicting rumors on the topic.

Response from Tom Barcellos – There will be no change in the amount of prime days for 2018. The confusion out in the Park might arise from the changes made to the 2017-2018 Snowbird season, which has been shortened.

Bryan Eget (Locker 298) – Last night I was at the swimming pool and I was watching a very large tractor trailer trying to park a RV for over 30 minutes and the driver was getting more frustrated with every attempt. Can a restriction be made on the size of the tractors trying to back rigs in?

Response from Charles Nunes – It's not clear what can be done about restricting the size of a tow vehicle parking an RV, it will require further discussion.

Andrea Gregory (Locker 718) – What about smoking on the job? Our employees smoke on the job and most employers do not allow that since it doesn't look professional.

George Lemus (Locker 809) – Who owns the green cable boxes that are on some of the spaces, the Park or the cable company?

Response from Julie-Hill Taylor – My understanding is that Spectrum owns those boxes; they are not Park equipment.

Mitchell Coonce (Locker 297) – I would like Jon Mackenzie to explain something to me, what is meaning of the amendment made to the Park's bylaws in 2006?

Response from Jon Mackenzie – The owners voted to amend the bylaws in order to restrict the amount of votes a single owner or group of owners could attain in the Park. At that time, there were owners that did own more than 5 shares of the Park and consequently had more voting power than other shareholders. It was decided that an owner will not be allowed more than 5 shares worth of voting power or Park usage regardless of how many shares they have purchased. Basically, no one can stop a person from buying as many shares of the Park as they want, deeds are privately owned property. However, any shares beyond 5 are purchased only for appreciation value and not voting rights or additional free time.

MANAGERS REPORT

Thanks to all our Snowbirds for their patience in waiting for new agreements. We are at the finalization stage now and I promise the office staff will be making calls in the next couple of days to each Snowbird to let them know when agreements are ready. I am also gauging interest in holding a CPR class here in the Park with a representative of the American Heart Association.

ALL MOTIONS

Fernando Da Silva made a motion to approve the minutes from the August 12, 2017 meeting, seconded by Charles Nunes. Roll Call: Tom Barcellos, Brien Carlson, Tony Damiano, Leroy Laird, Jon Mackenzie, Terry Redwine and John Watkins voted yes. Motion Carried.

Terry Redwine made a motion to pay bills in the amount of \$33,042.27 and payroll in the amount of \$14,809.90, seconded by Tom Barcellos. Roll Call: Brien Carlson, Charles Nunes, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie and John Watkins voted yes. Motion carried.

Brien Carlson made a motion to authorize the purchase of 5 electrical boxes for Holiday RV Park up to a limit of \$1,000.00, seconded by Leroy Laird. Roll Call: Tom Barcellos, Charles Nunes, Tony Damiano, Fernando Da Silva, Jon Mackenzie and John Watkins voted yes. Motion carried.

Tom Barcellos made a motion to tentatively approve the 2018 budget and notify Terry Redwine of any required changes as needed, seconded by Charles Nunes. Roll Call: Brien Carlson, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie and John Watkins voted yes. Motion carried.

Meeting adjourned at 10:20 am

Respectfully Submitted,

Jon C Mackenzie

Board of Directors – Secretary

CC

Aaron Cartwright

Senior Reservation Agent