



**Holiday RV Park Owners Association  
Board of Directors Meeting  
November 11, 2017**

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**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 Da Silva–Park Use  
Tom Barcellos–Collections (Absent)

**Owners Present**

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Meeting was called to order at 9:04 am by President John Watkins.

Flag Salute led by Tony Damiano.

John Watkins requested to observe a moment of silence for the passing of John (JT) Terrell.

**President's Address – John Watkins**

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 meetings of the Board are open to all members of the Association. Owners 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 the meeting during the owner's comments 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 the owners that attended the flag salute ceremony that preceded the meeting.
10. Motion to accept the minutes of the October 14, 2017 meeting was made by Terry Redwine and seconded by Brien Carlson.

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**Correspondence – Leroy Laird**

I would like to point out 3 to 4 responses from our recent guest survey results; starting with a comment from a first-time guest that said everything was great at the Park. Another guest requested that more shrubbery be planted around the Park and another complained about the odor from the dog run area. We had one suggestion to add a water shut-off feature to the showers so guests are unable to leave them running. Also, there were the usual complaints about the small spaces and the Wi-Fi service; those being larger, pervasive issues.

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**Committee Reports**

**Management – Tony Damiano**

I want to thank Julie for arranging up the flag ceremony today and thank all the owners that attended, I thought it turned out very well. Otherwise, I don't have any major issues to report since last meeting.

**Collections –Tom Barcellos (Absent) – John Watkins (Representing)**

A total of \$4,271.26 in dues is left outstanding from our owners. However, over \$1,800 in back payments have been made since last month so owners are working to resolve their delinquency.

## **Park Maintenance – Brien Carlson**

Additional progress was achieved last month towards our ADA compliance project: including a handrail for the office ramp and lowered shelving in the laundry room. The maintenance crew are set to add safety backing to the clubhouse stairwell this coming week. The golf cart for the night crew was improved with an extra set of lights to provide additional safety. I am also pleased with the tree trimming that took place in September, the guys did a great job.

## **Financial Report: Terry Redwine**

ACCOUNTS	BALANCE
Rabobank – Operating	\$17,708.43
Rabobank – Laundry	\$18,612.22
Rabobank – MM	\$0.00
Rabobank – Dues	\$21,972.14
Morgan Stanley Dean Witter	\$143,421.05
Mission Bank CD	\$106,285.89

ITEM	Oct 2017	Oct 2016	Difference
Income	\$70,779.54	\$63,717.39	\$7,062.15
Expense	\$65,663.43	\$63,533.64	\$2,129.79
Net Income	\$5,116.11	\$183.75	\$4,932.36

Total reserves across all Park accounts is \$309,299.73, down 4.5% compared to October 2016. October 2017 expenses totaled \$65,663.43, a slight difference from last year. For regular bills this month we are looking at a total of \$48,816.69 and payroll in the amount of \$10,334.60.

*Leroy Laird made a motion to pay all bills in the amount of \$59,151.29, seconded by Fernando Da Silva.*

## **Rules and Regulations – Charles Nunes**

Julie and I went through the Park and made a quick assessment of the site conditions and she will continue to evaluate cleanliness and compliance over the next few months. Some vehicle parking issues were noted but otherwise things are looking good.

## **Public Relations/Publicity – Leroy Laird**

I have not received any complaints or concerns this past month, but I would like to encourage our monthly guests to let me know if they have any questions about the changes we are planning to roll out.

*Beach Social Club Report – Brenda Critzer (Locker 166) I want to let everyone know that we are serving a complimentary hot dog & hamburger BBQ lunch today. The Beach Club made a proposal to the Board to cater and host the annual dinner next March. The theme is Mardi Gras, and the plan is to serve an excellent buffet menu to go along with that theme, including a prime rib and pork loin carving station, twice-baked potatoes, creole rice, ratatouille, beignets and cake. We are offering to do all this work at a commissioned rate of 30% and proceeds from the raffle & auction items as well. In appreciation for all the support we have received from owners this past year, a goal is work with the Board towards funding a brand new ice machine for the Park.*

*After several minutes of discussion, Jon Mackenzie made a motion to approve the Beach Social Club's proposal up to a total expense of \$9,500 and provided Holiday RV Park will receive all proceeds from ticket sales and beer & wine sales. Motion seconded by Terry Redwine.*

## **Park Use – Fernando Da Silva**

October 2017 occupancy was at 76.78%, down from 82.08% in October 2016. There was a noticeable drop in the amount of our 33ft spaces in the middle being used, which accounts for the loss in occupancy.

## **Manager's Report – Julie Hill-Taylor**

To follow-up on a comment from last month regarding the smell from the dog run area and issues with pets not being comfortable with using the cement portion, I did some research for the Board to look at with regards to a synthetic grass that could be added to the outer areas of the paved dog run. Total costs would be a little north of \$430 to install it and see if it would have a positive effect. To reduce the smell we are going to try using an enzyme eliminator, Nature's Miracle, but it's an expensive product to use on a regular basis.

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*Jon Mackenzie made a motion to purchase synthetic grass up to a total cost of \$500 plus tax, seconded by Terry Redwine. John Watkins directed Charles Nunes to review possible revisions to the rules and regulations for guests that allow their dogs to relieve themselves inappropriately and do not clean up afterwards.*

The street sweeper and the forklift have been serviced last month, and both machines are now set up on a regular maintenance schedule so I hope we will not have any unexpected breakdowns going forward.

We are set to start decorating for Christmas right after Thanksgiving and I would appreciate if any owners would like to volunteer to help the staff decorate the Park.

## **Old Business**

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### **1. ADA / Elevator – Brien Carlson**

We have a proposal for a new lift-style elevator, which would cost \$43,430 for the installation and permits. However, we would like to speak with this contractor next month before signing a contract since the Board has lingering questions on the cost and work required before installing, like demolition and foundation. ADA progress was covered under the committee report.

### **2. Annual Dinner – John Watkins**

Topic was covered under the committee report.

### **3. Rates Increase – Terry Redwine**

Last month I presented my recommendation to the Board to raise rates next year by 5% and annual dues by 10% in order to plan for expenses and improvements. Our goal as a Board should be to make sure that owners will never be required to ever pay for a special assessment on top of their normal dues and rates. Even with the proposed increase our fees would still be lower than other parks along the coast.

*Comment from Kim Kenote-Conway (Locker 107) – I would like to ask the Board before any decisions are made as to why monthly residents pay a lower rent compared to snowbirds, even though snowbirds are not allowed to use their time anymore during the snowbird season?*

The reason monthlies pay less rent than snowbirds is they are unable to utilize their 42 free days anytime of the year for their monthly space, as opposed to snowbirds that are still able to use owner free time between May and September if they choose to stay year-round.

*Fernando Da Silva made a motion to approve raising 2018 rates by 5% and member dues by 10%, seconded by Brien Carlson.*

### **4. Ad-Hoc Committee – Charles Nunes**

I want to thank Brenda Critzer and Kim Kenote-Conway for all their hard work and research for this committee, and we feel good about the proposals that resulted from our meeting last month. First, we are hoping to pass an amendment that will limit all Board members to a two-term limit. If an owner wishes to run for a third time that must be non-consecutive, so they will need to wait 3 years before running again. Our second goal is to amend the wording in the CC&Rs and bylaws so that instead of an owner's free time privileges solely being for their "household," it would instead be for their immediate family. Immediate family would be defined as spouse, parents, children and grandchildren only. This would increase the tangible value of an owners' investment, since their family could enjoy the Park for free, but still ensure that our spaces are not being given away for free to other persons that really should be paying for their own enjoyment of the Park.

*Comment from John Souza (Locker 227) – When I was on the Board I tried to instate a \$10 nightly fee for all guests staying on a shareholder's time based on the actual costs incurred by the Park for every rig that stays here, so in reality when owners give their time away to people aside from family it costs the Park that \$10 expense on top of the loss of revenue if they had been a paying customer.*

## **New Business**

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No new business was brought forth for discussion this month.

## **Owner's Comments**

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**Valerie Lee (Locker 804)** – The handicap shower in the women's restroom needs a new chair ASAP, it is close to breaking. Also a friend told me that the door to that shower stall needs to be repaired since she almost fell when trying to use it for support when closed.

*Response from Julie Hill-Taylor – I will get maintenance on that door ASAP, and I can purchase a new chair on Monday from a medical supply store.*

**Kim Kenote-Conway (Locker 107)** – I had called the office before to report that the 3<sup>rd</sup> sink in the women's restroom is leaking from the U-joint and it looks like that has not been repaired yet.

*Response from Julie Hill-Taylor – Kim, please send me an email next time you see an issue like that so that I can follow-up later on and make sure it gets fixed; sometimes the day gets so busy that our staff is not able accomplish everything and if I can keep them informed about repairs it will get taken care of.*

**Teena Griffith (Locker 15)** – The light behind my rig keeps going on and off. Also the fire pit in the Magnolia Center really needs to be repaired or replaced since it is barely giving enough flame to cook marshmallows.

*Response from Julie Hill-Taylor – I know that our staff cleaned and refurbished the fire pit last year after the magnolia tree was removed, but it appears that I will have to call in a professional service to see what the problem is and how much it would cost to fix it.*

**Dan York (Locker 106)** – I have noticed sand accumulating at the bottom of the pool and spa over time and I don't believe the debris is being vacuumed out. Also, there is a line of scum that has been building up on the tiles.

*Response from Julie Hill-Taylor – I will start chipping away at these issues, and just like with the sweeper and forklift my goal is to get a regular pool & spa maintenance schedule.*

**Holly Phillips (Locker 163)** – Will the proposed term limits become retroactive if passed? Also, what is the process to apply to run for the Board?

*Response from John Watkins – Term limits have to be enforced after they are passed and cannot be retroactively enforced.*

*Response from Fernando Da Silva – Any owner may run for the Board of Directors if they are in good standing with the Park; they cannot owe back payments on their dues. There is a standardized application that is available from the office and it must be turned in before the December meeting is adjourned in order to get on the ballot.*

**Virginia Delmage (Locker 73)** – Is there any way that the ballot box can be removed from the office and placed somewhere else like our attorney's office? I heard that last year someone went through the box before the ballots were counted, found out who did not vote, and called these owners up for their own purposes.

*Response from John Watkins – I was not on the Board last year during election season but I can assure you that in the past the staff and volunteers have called owners with a simple, friendly reminder to look at their ballots and take the time to cast their vote. I can't speak to the rumors that votes were counted ahead of time by an individual. This time around, we are working with the Park's attorney and Julie to ensure that everything is handled properly.*

**Andrea Gregory (Locker 718)** – Was the ad-hoc committee a one-time thing or will this be revisited again, so that owners have further opportunities to voice their opinions?

*Response from Charles Nunes – The ad-hoc committee will meet yearly to work towards seeing more changes to our aging CC&Rs and bylaws, and it may take many years to accomplish everything needed.*

**Teena Griffith (Locker 15)** – The meetings used to be recorded live on Facebook in a video format, and I understand why that information cannot remain up on Facebook in such a public forum. Is there any way that a recording could be uploaded to the owner's website for people to listen to?

*Response from Jon Mackenzie – I have a recorder going and so does the staff as well, the problem is that our meetings run so long (often over 2 hours) that it is not feasible to upload these large files to the website; it would be cost prohibitive.*

## **All Motions**

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***Terry Redwine made a motion to approve the minutes from the October 14, 2017 meeting, seconded by Brien Carlson. Roll Call: Brien Carlson, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Tom Barcellos absent. Motion carried.***

***Leroy Laird made a motion to pay bills in the amount of \$48,816.69 and payroll in the amount of \$10,334.60, seconded by Fernando Da Silva. Roll Call: Brien Carlson, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Tom Barcellos absent. Motion carried.***

***Jon Mackenzie made a motion to approve a budget of \$9,500 for the annual dinner and accept the Beach Social Club's proposal to cater and host the event, provided that Holiday RV Park will receive all proceeds from ticket sales and alcohol sales, seconded by Terry Redwine. Roll Call, Brien Carlson, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Tom Barcellos absent. Motion carried.***

***Jon Mackenzie made a motion to purchase synthetic grass for the dog run area, up to \$500 total cost plus tax, seconded by Terry Redwine. Roll Call: Brien Carlson, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Tom Barcellos and Tony Damiano absent (left the room for a moment). Motion carried.***

***Fernando Da Silva made a motion to approve a 5% rate increase and a 10% member dues increase for 2018, seconded by Brien Carlson. Roll Call: Brien Carlson, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine, and John Watkins voted yes. Tom Barcellos absent. Motion carried.***

Meeting adjourned at 10:40 am

Respectfully Submitted,

Jon C Mackenzie

*Board of Directors – Secretary*

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Aaron Cartwright

*Senior Reservation Agent*

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