



**Holiday RV Park Owners Association
Board of Directors Meeting
December 9, 2017**

Board of Directors

John Watkins–President
Brien Carlson–Vice President & 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

Owners Present

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Meeting was called to order at 9:05 am by President John Watkins.

Flag Salute led by Anna Brown.

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 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 thanked the Board, Julie and the Beach Club for their hard work; a list of accomplishments achieved this year will be mailed out to the owners in January.
10. Motion to accept the minutes of the November 11, 2017 meeting was made by Charles Nunes and seconded by Terry Redwine.

Correspondence – Leroy Laird

One survey comment from a guest stated that their family was not able to get all their RV spaces close together. As far as requests go, the office staff does their best to accommodate but there are times when we simply can't get everything perfect. A few picky complaints were related to the tight spaces and dog run area. However, the staff did receive some nice compliments from our guests.

Committee Reports

Management – Tony Damiano

Well, we had a good month in November and it was one of the quietest and smoothest running Thanksgivings I have ever spent here. Everybody had a really good time; our office staff and maintenance crew have been doing an excellent job.

Collections –Tom Barcellos

As of November 30th, 2017 there is \$3,867 in dues still outstanding, down from over \$4,200 last month. \$2,100 of that amount can be attributed to just five owners, so actually things are in pretty good shape. A lot of \$5 to \$15 late fees need to be cleared up before elections next year, otherwise these owners' votes cannot be counted per Park policy.

Park Maintenance – Brien Carlson

Last month we had suggestions about the dog run and what to do with the unpaved side and we are planning to build a leach field type of draining area on that side to try and hopefully reduce some of the smell.

Financial Report: Terry Redwine

Accounts	Balance
Rabobank – Operating	\$18,537.47
Rabobank – Laundry	\$21,116.66
Rabobank – MM	\$0.00
Rabobank – Dues	\$13,705.05
Morgan Stanley Dean Witter	\$143,421.05
Mission Bank CD	\$106,285.89

Item	Nov 2017	Nov 2016	Difference
Income	\$63,265.70	\$48,372.01	\$14,893.69
Expense	\$97,908.38	\$94,133.20	\$3775.18
Net Income	-\$34,642.68	-\$45,761.19	\$11,118.51

Our total checking and savings last month was approximately \$304,000, up over \$40,000 compared to last year. It's a move in the right direction and we are working to increase our savings next year. Gross income was up \$14,000 year over year, and our net income was not as great of a loss as last year. The year to date income is up \$40,000 compared to 2016, and that is encouraging. Expenses are up \$12,000 year over year, but overall net income is up \$28,000. We are making good progress!

Terry Redwine made a motion to pay all bills in the amount of \$28,879.20, payroll in the amount of \$11,311.23 and transfer \$12,861.64 from the Dues account to the Operating account, seconded by Tony Damiano.

Rules and Regulations – Charles Nunes

Overall, things are going well and I don't mean to sound like a broken record but Julie will be going out into the Park early next year to review and inspect more of our Snowbird and Monthly spaces. We are going to have some discussion about pet issues later in the meeting.

Public Relations/Publicity – Leroy Laird

Everything has been running smooth, I've heard a little grumbling but that is normal. No big issues from owners were brought to my attention last month. The value of our shares has been going up quite a bit thanks to all the improvements made this year.

Beach Social Club Report – Leroy Laird

We are in progress on getting an ABC license for next year's dinner and things are moving along on that project. We had really good participation for Thanksgiving and I thought that dinner went really well.

Park Use – Fernando Da Silva

This year November occupancy was right at 79.95%, and last year we were 82.22%. 80% is always our target so things are right about where they need to be.

Manager's Report – Julie Hill-Taylor

I have been here at the Park for 6 months now and I would like to update everyone on where I currently am. I appreciate the Board for having faith in me and treating this more like a business than it was in the past. I feel that the office is under control for the first time in years. I can't begin to explain how many loose ends were left over from previous staff and management. There were no paper trails left anywhere for any important business; as an example I could not find record of how much the forklift cost us, and that was a recent purchase. Right now I feel confident and in the office staff and I am looking outwards to the maintenance crew and starting to make some improvements outside.

To address a few concerns from last month, Valerie Lee reported a seat in the women's accessible shower stall that needed to be replaced. I purchased a new seat from a pharmacy supply store and Patricia Jones has been kind enough to donate a larger replacement seat as well. Kim Kenote-Conway brought a leaking sink to my attention and that has been repaired. Teena Griffith reported a flickering light behind her RV that I am still having difficulty noticing because it is intermittent but I will ask Joe to look into it this evening.

More progress was made for the annual dinner; the ABC license is getting handled, I ordered several decorative signs online and we have printed all the invitations in-house. We also printed actual tickets this year so the overall presentation will look much more professional.

We finally have a bid from Spectrum on their fiber optic service, and some of the benefits include a 500mb/s WiFi speed through the whole Park, nearly 30 modems placed strategically so that coverage is guaranteed to every space, a special toll-free help number that our guests can call if they are having difficulty connecting to the WiFi, and elevated troubleshooting status to the office computer systems.

Tom Barcellos made a motion to pursue a 5-year contract with Spectrum to install fiber optic WiFi service to the Park, seconded by Fernando Da Silva.

Our street sweeper needs to have the scrubber brushes replaced, at a cost of \$361. Also, the gaskets need to be replaced and resealed at a cost of \$555. Furthermore, the beacon strobe light and headlamps need to be replaced, but that work can be done in-house to save on labor costs.

Jon Mackenzie made a motion to pay for repairs and improvements to the Park's street sweeper up the amount of \$1,000.00, seconded by Tom Barcellos.

Old Business

1. ADA / Elevator – Brien Carlson & Will L'Heureux (Arrow Lift)

A representative from Arrow Lift, Will L'Heureux, made a presentation to the Board of Directors and owners present about the prospect of demolishing the current elevator, which is not ADA compliant due to size, and replacing it with a powered lift that is fully enclosed. He provided the Board with a few options in terms of enclosure (stainless steel, Plexiglas), construction materials and lift speed. The project entails demolishing the old elevator, constructing a new concrete pad for the lift and some construction on a wider entryway in the clubhouse. The current bid is right around \$43,000, which includes all the required permits from the city, 1 year maintenance warranty and 3 years parts warranty. Extended maintenance plans run \$695 annually. Safety features would include a battery backup, emergency phone and a button-operated bell alarm. Total length of the project would take less than 90 days from start date to installation. The Board was provided with a list of Arrow-made lifts in the Bakersfield, Fresno and Visalia area so they can view and try using them.

Comment from Julie Hill-Taylor – I have provided everyone a list of the accomplishments that our staff has already achieved by themselves for the ongoing ADA project; this includes new signage around the Park, our laundry room counters have been lowered, the clubhouse stairs have been secured and made compliant, the pool restroom fixtures were lowered and a new handrail was constructed at the office. However, we still have more tasks left to accomplish this winter before the elevator is replaced.

2. Annual Dinner & Meeting – Leroy Laird

Topic was covered under the committee report.

3. Spectrum – Julie Hill-Taylor

Topic was covered under the committee report.

4. Sweeper Repair Quote – Julie Hill-Taylor

Topic was covered under the committee report.

5. Board Candidate Applications Close

John Watkins announced to all owners present that if anyone is interested in running for the Board of Directors in 2018, they must deliver an application to him by the adjournment of today's meeting.

New Business

1. Website – Sales – John Watkins

I have received the analytics from our Park website and traffic looks good so I have decided to prepare a rate card so that we can start selling ad space on our website to local vendors in the Pismo area. I will present the Board with more information at a later date regarding ad sales.

2. Dog Fee – Charles Nunes

Last month we had a long discussion about what to do with guests that continue to allow their pets to urinate and defecate in non-permitted areas and simply walk away without cleaning it up. I propose that the Board amend the Rules and Regulations pet rules with a stipulation that if an owner does not adequately clean up after their pet's waste they will receive a written warning. If there is a second offense, that will incur a \$50.00 clean up fee and until that is paid all Park privileges will be suspended. If an owner repeatedly refuses to clean up their pet waste, than the third and every offense following will incur a \$200.00 clean up fee. This penalty must be strict otherwise I fear that guests will continue to violate the rules and leave a mess everywhere. We really have to get the point across that owners should be cleaning up after their pets when they stay in the Park.

Charles Nunes made a motion to amend the 2018 Rules and Regulations with \$50.00 and \$200.00 penalties for guests that do not clean up after their pet's waste, seconded by Terry Redwine.

Owner's Comments

Valerie Lee (Locker 804) – I would like to host a New Year's Eve party from 5pm to 8pm, and my plan is have bingo and a raffle. I want to make this a free event so I would appreciate any donations for raffle prizes if you could spare a little something. Last year we had a great time so I'm looking forward to another nice evening.

Robert Sheue (Locker 92) – The other day I was walking down the Park and about halfway I got a really strong sewer smell; do we know where that is coming from?

Response from Jon Mackenzie – All of the sewer waste from the restrooms sits in a holding tank underground and is pumped out of the Park through sewer lines, but depending on the wind conditions, you can definitely get a strong whiff of it.

Dan York (Locker 225) – I wanted to thank Julie and the maintenance crew for doing a good job of cleaning the pool & spa. I was in the spa yesterday and the state inspector came by so it was really good it all got cleaned beforehand!

Response from Julie Hill-Taylor – The pool and spa did pass inspection, and actually it was a brand-new inspector that came out instead of our usual inspector so we definitely did not get a free pass so to speak. One of the pool lights needed repair but otherwise we did perfect on the inspection.

Gerry Brown (Locker 1) – I spoke with Will from the elevator/lift company and he clarified that the amount of time it took for the lift to go up or down was almost 90 seconds. That sounds like a *very* long time to hold a button for some of our guests that in their 80s or 90s. He did suggest that a toggle switch could be installed in lieu of a button that someone has to press for such a long time. Maybe we should look into something like that based on our guests needs?

Response from Julie Hill-Taylor – Yes, it sounds like Will was responsive to our concerns based on the feedback he got from the Board and owners today. I will work with him to make sure these options are pursued.

Mark Schieber (Locker 155) – I noticed that we put some new LED spotlights on all the golf carts and the forklift too, but just as a reminder to the maintenance crew the lights are *really* bright to owners driving around in their cars. I was blinded in my rear-view mirror one evening so it might be courteous to only use them when it's necessary.

Lou Garrett (Locker 313) – I just have a minor concern, but I would like to request that Julie *not* remove any more of our bookcases in the clubhouse. If you don't like the looks, have them painted. Our books are now crushed down and two layers deep and you can't find what you want to read. Please don't take away any more of what we've got, thank you.

All Motions

Charles Nunes made a motion to approve the minutes from the November 11, 2017 meeting, 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 abstained. Motion carried.

Terry Redwine made a motion to pay bills in the amount of \$28,879. 20, payroll in the amount of \$10,334.60, and to transfer \$12,861.64 from the Dues account to the Operating account, seconded by Tony Damiano. Roll Call: Tom Barcellos, Brien Carlson, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Motion carried.

Tom Barcellos made a motion to pursue a 5-year contract with Spectrum to install fiber optic WiFi service to the Park, seconded by Fernando Da Silva. Roll Call, Tom Barcellos, Brien Carlson, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Motion carried.

Jon Mackenzie made a motion to pay for repairs and improvements to the Park's street sweeper up the amount of \$1,000.00, seconded by Tom Barcellos. Roll Call: Tom Barcellos, Brien Carlson, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Motion carried.

Charles Nunes made a motion to amend the 2018 Rules and Regulations with \$50.00 and \$200.00 penalties for guests that do not clean up after their pet's waste, seconded by Terry Redwine. Roll Call: Tom Barcellos, Brien Carlson, Tony Damiano, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine, and John Watkins voted yes. Motion carried.

Meeting adjourned at 11:14 am

Respectfully Submitted,

Jon C Mackenzie

Board of Directors – Secretary

CC

Aaron Cartwright

Senior Reservation Agent