



Board of Directors

John Watkins–President
Charles Nunes–Vice President, Park Maintenance &
Rules and Regulations
Brenda Critzer–Secretary
Terry Redwine–Treasurer (Absent)

Tony Damiano–Management (Absent)
Jon Mackenzie (Absent)
Leroy Laird–Public Relations
Fernando DaSilva–Park Use
Tom Barcellos–Collections

Owners Present

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Meeting was called to order at 9:10 am by John Watkins

Flag Salute by Teena Griffith

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'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. Jon Mackenzie and Terry Redwine submitted their resignation to the Board of Directors, and the Board accepted. Per the 2018 election results, Mark Schieber and Brien Carlson were contacted by the Board and asked if they would accept each position respectively; both accepted.
10. Motion to accept the minutes of the February 10th 2018 meeting was made by Fernando Da Silva, seconded by Tom Barcellos. Motion to accept the minutes of the March 9th meeting was made by Tom Barcellos, seconded by Leroy Laird.

Correspondence – Leroy Laird

This month's survey results were compiled from the last 30 days of responses, so hopefully there will be no repeated comments. Please allow me to share some with you today:

- “Very tight parking.”
- “Thank you to the staff for guiding and helping me park my RV! Made life a whole lot easier!”
- “Extremely dissatisfied with how close the spaces were. If it wasn't for the helpful maintenance man, we would not have been able to park. Thankfully we had two entry doors to our trailer because we could not use the front one and park our truck next to it. We will not stay here again because of the space sizes.”
- “Firepits would have been nice, but other than that everything was fine.”
- “I feel the shower stalls could be better, the plastic handles have mold and the grout appears moldy. It would be nice if the curtain wear wider to prevent the cold draft while you are showering. But other than that the bathroom was clean.”
- “TV problems most of Wednesday. Lots of speedy in the park. Not good.”
- “Wondered about the number of pets allowed, saw a pet owner with 3 dogs. I have 3 dogs but have only brought 2 since I was told that was the limit.”
- “We love it there!! We will be back.” – The Finns
- “Excellent, but prices for non-members was too high for the value, and nowhere to park your truck during high season due to size of each space. Staff is excellent, keep up the good work.”
- “Spaces are too small. Trailer and pick up will not fit. No room for anything else in space. Tables or chairs.”
- “Bath shower rooms need updates. Tiny old showers but clean. Sites are really tight.”

- “I am in the Pismo/SLO area several times a year for business mixed with fun and usually always stay at your property and will be back again! Great place at a very good bargain.”
- “New dog area with fake grass STINKS terribly!! Made my eyes water. My dog didn’t know what to do on cement side. Use bark!”

Committee Reports

Management – Tony Damiano (Absent) – John Watkins (Representing)

Tony is not here, but I spoke with him briefly this morning. I’m pleased with Julie’s operation of the Park, and she will discuss current affairs in more detail during her Manager’s Report. However, I would like to take a moment to talk about the staff; our staff is second to none. We have great leadership from Julie, and I think we are blessed to have the staff we do. This Park may not have control over the small size of our spaces, and some of our guests are not pleased with the lack of room. However, the one thing we *can* control and we do excel in is good customer service. I think it is important to recognize how the staff takes care of our guests and makes them feel welcome here.

I would also like to thank John Souza and everyone that oversaw the March elections, there were no doubts about the validity of our elections this year and I think everything went very well.

On a related topic, the Board will be investigating some information received from Terry Redwine recently. Please note that Terry Redwine did resign from the Board, but he is continuing to support the Park and be helpful in any way that he can. It appears that during the March 1999 elections, an amendment was passed that stated the bylaws may be amended anytime by a majority of members of the Association, not a 66.66% majority.

Now, we are going to investigate the matter further and reach out to previous Board Members that were in position during the ‘99 election; but it is possible that if this was amended previously both of the amendments *this* year would have passed since we did receive an affirmative vote from the majority of Owners. We will discuss this again soon, but this is huge if it turns out to be a reality. That means Owners would be permitted to share time with their immediate family and the Board of Directors positions would have term limits for the first time ever.

Collections –Tom Barcellos

On collections we have improved slightly, and our Owners that are past due over 90 days owe \$4,120. Also, I am working with the Park’s attorney on serving foreclosure notices on at least 3 shares, and those should get auctioned off within the next 3 months according to our schedule. The Park’s legal fees will be reimbursed from the auction proceeds and we will do our best to notify everyone when the auction is.

Park Maintenance – Charles Nunes

Right now our maintenance focus is on the day-to-day operations of the Park for the time being. Some scheduled projects (ADA improvements, elevator lift install, restroom remodel etc.) must remain on hold temporarily for lack of funding. Another goal is work with our ADA-compliance representative to request an extension to our deadline based on financial hardship.

Per last month’s discussion, the staff and I did trench and lay down new conduits to setup the Park for future electrical improvements down the line. The project was completed quickly and all the staff worked very hard to get the trenching done so that it could be asphalted and cured before the slurry seal on May 1st.

Financial Report: Terry Redwine (Absent) – Fernando Da Silva (Representing)

Accounts	Balance
Rabobank – Operating	\$48,621.23
Rabobank – Laundry	\$1,115.70
Rabobank – MM	\$0.00
Rabobank – Dues	\$451.36
Morgan Stanley Dean Witter	\$147,996.49
Mission Bank CD	\$105,970.74

Item	March 2018	March 2017	Difference
Income	\$71,070.67	\$67,238.92	\$3,831.75
Expense	\$85,538.94	\$62,657.79	\$20,881.15
Net Income	-\$12,468.27	\$4,581.13	-\$17,049.40

From January through March this year the Park has collected \$242,040.20, compared to only \$217,080.01 last year during the same quarter. That is an increase in revenue of 11.5%, or \$24,960.19. Looking at net income, January – March 2018 is \$23,678.64 compared to a 2017 quarterly net income of \$19,152.65. So we are up \$4,525.99, or an increase of 23.6%.

Tom Barcellos made a motion to pay bills in the amount of \$ 65,436.00, seconded by Charles Nunes.

Rules and Regulations – Charles Nunes

I have not received any comments or complaints about the rules and regulations during the past month, and Julie has begun the process of inspecting Snowbird and Monthly spaces for any non-compliance with the new rules that need to be corrected.

I was aware that last month during Easter Break we did have quite a few guests and Owners parking outside their lines and in empty or otherwise reserved sites. The staff had to take charge and continually notify offenders and get the vehicles moved.

Public Relations/Publicity – Leroy Laird

Based on our survey data, the overall satisfaction rating from our guests that took the survey last month was right at 75%. Of course, the complaints I read were almost all related to the small sites or lack of parking spaces.

I did receive two comments from our Owners; one is a suggestion that the staff should take down any notices that are posted to a trailer belonging to a Snowbird or Monthly after a month, since it is obvious they are not in the Park.

I also received a “negative” comment about the Beach Social Club, that they gave away *too many* gifts during the Annual Dinner & Dance!

Beach Social Club Report – Glennita (Nink) Miles

The Beach Club would like to thank all of the Owners that have been supporting us by attending our events and BBQs last year. That support made it possible for the Beach Club to host the Annual Dinner this year and it was really quite a success. We are planning some improvements to the Park like sail-type shades for the Magnolia Center, new umbrellas for the pool and a new outdoor sign for Park events, this is thanks in part to our success last month with the Dinner.

We are beginning to plan our summer events and our kick-off is on May 26th; we will be serving burgers, John’s beans, macaroni salad and root beer floats. If anyone has ideas for cook-offs or events please let us know!

The Beach Club is also planning for next year’s Annual Dinner, and just as a *hint*, be sure to bring your hats and boots next year!

Park Use – Fernando DaSilva

It was very surprising to arrive this morning to discover that our occupancy last month was right at 73.33%, compared to 73.70% last year during March. So literally, no tangible difference in occupancy! I was expecting maybe a dip in usage just based on appearances so I was definitely surprised. Very nice to see.

Manager’s Report – Julie Hill-Taylor

Since arriving to Holiday last June, I have noticed a terrible smell that emanates from the restrooms periodically. Our new maintenance crewmember, Ron, quickly identified that the smell originates from the sewer line under the bathrooms. It is basically years’ worth of crud and waste that has solidified inside the pipes, and Ron’s recommendation was to blast the pipes clean by a pressure washing crew. The sewer was hydroblasted last month, and I believe the smell greatly improved. However, the cleaning did reveal some damage to the pipes that would need to be repaired after our busy season.

I was lucky enough to be asked by the Board to attend a RV management seminar in February and I have not had a chance to report on my experience there. For me, this was a huge deal because I am completely new to the RV industry. I learned a lot about other types for RV park management software besides RMS, which gave me lots of ideas. On the second day of the seminar, the entire focus was on disaster preparedness. This was definitely eye-opening and everyone there had to roleplay and act out a disaster. My focus for the Park is going to be about safety and preparedness; as an example, before digging the trenches a few weeks ago I made sure to have our utility companies inspect every single dig location first for gas lines, phone lines etc. I was not going to take the risk of our staff endangering themselves or our guests. So the knowledge I have brought back with me from the seminar is already being utilized in the management of the Park.

I want to move forward on safety when it is possible to form a committee of Owners and further expand upon the existing emergency plans made by Lou Garrett. We should have the goal of hosting safety seminars for all our Snowbirds and Monthlies.

Old Business

1. Annual Dinner & Meeting – Brenda Critzer

We sold 148 tickets for the Annual Dinner this year and the Park's revenue from tickets and beverage sales was over \$3,000. The Beach Social Club was commissioned for their work based on that revenue, and I just wanted to make everyone clear that there was a mistake on the check cut to the Beach Club. I will report on the correct amount due next month. That commission will go *back* to the Park as Nink Miles mentioned the various improvements to the Park that the Beach Club will purchase and donate based on our success. However, the goal of purchasing a new ice machine will likely have to wait until next year unfortunately. We had a wonderful time and it went great, but next year we will have to revisit the clean-up arrangements since it was exhausting for our team to clean after such a long day and evening of work.

2. Spectrum – Julie Hill-Taylor

Unfortunately the fiber optic upgrade is on hold due to inadequate equipment. I'm sure you have noticed that last month Spectrum's maintenance crews were out in the Park trenching and getting the sites prepped for the installation of approximately 38 new wireless access points to be housed in pedestal enclosures. It was brought to our attention that these enclosures did not meet Spectrum's standards based on our needs for weather-resistant equipment. So it has gone back to the redesigning phase with the manufacturer.

At this point, the Board and I are working with our IT team, Clever Ducks, to strategize on how we can improve our existing WiFi network for the summer since Spectrum will not be ready until the end of the busy season. The challenge we face is that any improvements will basically be a stop-gap solution because the fiber optic WiFi will be a brand-new setup. I am very sorry for the disappointing news on the WiFi, but please be patient and know that we are doing everything possible to improve the situation.

3. Roads – Charles Nunes

The final phase of the road work is almost here; May 1st and 2nd. Our expectation is to also plan on May 3rd as being part of this work just in case there are delays. Julie and the staff are in contact with any Owners that will need to either move some carpets or dismantle their RV skirting so Ramsey Asphalt can get the slurry right up to the edge. We have made great efforts to limit RVs from coming in during the work so we can be assured that the new seal will not get cracked or damaged.

To all the Owners that plan on staying here through construction, please park your vehicles outside of the Park for those days and plan on having limited access to your RV while the slurry is drying. Of course, there will be about half the roadway open each day for emergency vehicles but otherwise the plan is to have all other cars, RV and golf carts off the street.

4. Website Update – John Watkins

Website advertising sales is on hold until we figure out how Clever Ducks is planning to fix our WiFi; that is priority. However, my goal is to turn the Park's website into a money making ad business soon.

5. IT / Clever Ducks – Julie Hill-Taylor

Several members from our IT team, Clever Ducks, were out here in the Park last week taking measurements and testing our current WiFi network to see if there are any affordable, temporary solutions to our WiFi problems that can be implemented before summer.

6. Electrical Conversion – Charles Nunes

As part of the trenching the staff and I did last week, we laid in new conduits for future electrical improvements. I would like to note that I tried to provide the required amount of lines, and then some. So if the trench called for 3 conduits, I put in 4 conduits. This should facilitate the upgrades and it provides options for different conduit width if needed. I did not want to trench across our new roads in another 5 years just because we didn't have a little foresight.

New Business

1. Line of Credit with Morgan Stanley – Terry Redwine (Absent) – John Watkins (Representing)

Right now this credit inquiry is on hold, pending the appointment of our new Board members and the position of Treasurer, we will revisit this topic again soon.

To let everyone be aware, due to Terry Redwine's resignation, the Board passed a motion during executive session that provides the Board of Directors President, Treasurer or Secretary to be the sole authorities to deal with our banks. This is a prudent business practice, since I recently was told that I was unauthorized by Mission Bank to review accounting information.

2. Park Security – Julie-Hill Taylor

There was an incident recently during which a group of people pulled up the bathrooms in a van and all started using the facilities, but they were definitely not guests here. We do the best we can to control misuse from happening, like changing the codes every month for the restrooms doors and the pool gates.

I can recall another incident last month during spring break when a group of girls staying at Pismo Coast Village were continually using our pool, but the staff was not notified after-hours when this was actually happening. So the next day, there was really nothing I could do when I received multiple complaints because there was a lack of communication. Eventually these girls *did* walk in to use the pool while I was here so I asked Ron to send them up the office and I told them to leave the property. She did not leave in fact, so I had to call the Pismo Beach Police and they were promptly escorted out of the Park; that is our right.

In both instances, it is evident that our registered guests shared the codes with these persons or let them into the pool when asked. So, please notify someone on staff or call my cell if you see something or someone after-hours that looks out of the ordinary. If it is very late in the evening, please call the Pismo Beach Police if you notice a disturbance and they are happy to drive through the Park and check it out.

Comment from Valerie Lee (Locker 804) – Some of the other Owners and I were wondering if the bouts of theft a few months back were resolved and if that person was still in the Park? One of my friends has a jar of seashells taken from her site and it reappeared a week later. Our concern is about a young man that is staying the Park and does not appear to be all there, so to speak. Is this man dangerous?

Val, I can tell you that only one instance of theft was confirmed to have been a result of a Park guest. That person's mother was notified directly and she was given a first and final warning about her son's behavior. She replaced the stolen item and was very upset and apologetic over this incident so I felt like it was resolved properly.

All other instances of theft must be reported to me *in writing* or the Pismo Beach Police must be called out to take a report, otherwise there is really nothing I can do to help resolve the problem.

The young man in question is mentally disabled to a certain extent, according to his mother. I notice he tends to walk around the Park in the evening and smoke a cigarette out of view from his mom's RV, maybe she doesn't enjoy him smoking. He is definitely different, but I have not seen any behavior as being dangerous. The Police were notified but they explained to me that there has been no interaction between him and the Pismo PD.

Oh! On an unrelated note, I just remembered to let you all know that I attended a Pismo Beach Chamber of Commerce mixer this week and I won the grand prize raffle for a free commercial for the Park. I am really excited about this opportunity and I am looking for input so please let me know if any of you have ideas on what the commercial should cover. It was nice to meet other local business owners and make a few new connections, so I will definitely be going to more of these mixers in the future.

Owner's Comments

Teena Griffith (Locker 15) – I am very concerned about the speeding going on in the Park, it has been getting worse. Leroy mentioned taking down old notices on the Monthly trailers and I think that's a good idea. I want to say that the clubhouse looks the cleanest it's been in years. I was also wondering about the status of the mobile home and if there will be anyone renting it soon.

Jean Bureau (Locker 511) – In regards to the conversion of 30 amp electrical boxes to 50 amp, where are we standing with this project? It has been pushed back so many years now. I have also noticed that a few boxes have been upgraded to the 50 amp service, why is that?

Responses from Charles Nunes – The project is on hold for financial reasons because this will be a big expense in terms of equipment, labor and loss of revenue from closing off sites for rent or moving trailers around during construction. The amount of the other expenses the Park faces is also based on the urgency. That is not to say that the electrical improvements are not important, but other projects like the ADA-requirements have a deadline involved so they are a higher priority.

To your second question, we have learned that over these 8 to 10 years this project has been ongoing only a small portion of the Park was upgraded to 50 amp service, at many different locations. Our concern is also whether or not these boxes were installed safely.

Dan York (Locker 225) – Two things; often times when I travel I notice that it's not unusual for RV parks and campgrounds to have good WiFi service only in a common area like a clubhouse so maybe that is something we can look in to for the summer. On a related note, if you are here monthly it is really worth it to rent a cable modem from Spectrum for personal WiFi service. Also, about the 1999 amendment it seems like there was a time between then and now that it must have been applied, can that be investigated? Lastly, the Park is looking great!

John Souza (Locker 227) – Is the Board considering, with regards to our finances and possible assessments, what I had briefly instated during my Board tenure; a \$10 usage fee for any Owner's guests that were staying in the Park using their free time? For us to get out of this bind, dues really doesn't cover it because of the property taxes.

Response from Fernando Da Silva – John, the Board is going to discuss our financials heavily during executive session, and just to make you and everyone else aware, our goal is form a committee between the Board and other owners to work together on creating a financial plan for the Park which may include additional assessments and other fee increases. The Board would like as much input from the Owners as possible.

All Motions

Fernando Da Silva made a motion to approve the minutes from the February 10, 2018 meeting, seconded by Tom Barcellos. Roll Call: Brenda Critzer, Leroy Laird, Charles Nunes and John Watkins voted yes. Tony Damiano, Jon Mackenzie and Terry Redwine absent. Motion carried.

Tom Barcellos made a motion to approve the minutes from the March 9, 2018 meeting, seconded by Leroy Laird. Roll Call: Brenda Critzer, Fernando Da Silva, Leroy Laird, Charles Nunes and John Watkins voted yes. Tony Damiano, Jon Mackenzie and Terry Redwine absent. Motion carried.

Tom Barcellos made a motion to pay bills in the amount of \$65, 436.00, seconded by Charles Nunes. Roll Call: Brenda Critzer, Fernando Da Silva, Leroy Laird and John Watkins voted yes. Tony Damiano, Jon Mackenzie and Terry Redwine absent. Motion carried.

Meeting adjourned at 10:48 am

Respectfully Submitted,

Brenda Critzer

Board of Directors – Secretary

CC

Aaron Cartwright

Senior Reservation Agent