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**Board of Directors**

John Watkins–President  
Charles Nunes–Vice President & Park Maintenance  
Lorena Lemus–Secretary  
Brenda Critzer–Treasurer  
Fernando Da Silva–Management

Mark Schieber–Rules and Regulations  
Leroy Laird–Public Relations  
Brien Carlson–Park Use  
Tom Barcellos–Collections

**Owners Present**

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Meeting was called to order at 9:06 am by John Watkins

Flag Salute by Danette Counce

**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 meetings 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 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. Tony Damiano resigned from the Board of Directors, Lorena Lemus was accepted to the Board as Secretary and Brenda Critzer was appointed as Treasurer per unanimous Board decision.
10. John Watkins shared his concern for Tony Damiano's health; Tony was admitted to the hospital recently and John asked all Owners present to keep him in their prayers.
11. John Watkins also provided an update to Terry Redwine and Jon Mackenzie's condition; Terry is still unwell and Jon Mackenzie is recovering.
12. Tom Barcellos made a motion to accept the minutes of the April 14<sup>th</sup> 2018 meeting, seconded by Charles Nunes.

**Correspondence – Leroy Laird**

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We had mostly positive comments this month, but a few complaints were noted. There was multiple complaints about the WiFi, which is Board is working on so please be patient and give us time to fix this problem. I would like to share some comments with you:

- “Thanks Julie, Aaron, and Staff for securing our spot at the last minute and for ur hospitality! Hope to see U again!” – Sincerely, Bob & Donita Gibbs.
- “We had a great experience at your Park. Thank you.”
- “Have loved it since 1979.”
- “Excellent Staff.”
- “We had a very good stay. We liked the pool and hot tub and the distance to the beach and restaurants. So much that we extended with two nights. We really appreciated it that we got the 4th night for free according to a special discount. Also the Park was clean and there was nice and friendly staff. Thanks for that!”
- “Aaron was very helpful, Luke was very helpful, Mike was great with our dogs, feel very accepted in the Park, have met a lot of wonderful people”
- “Great value and location. Staff very nice, helpful and efficient! Well-kept facility.”

Overall, I'm pleased with the feedback from our survey last month. We seeing lot of returning guests that are happy with our facilities and the value for their money.

## Committee Reports

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### Management – Fernando Da Silva

Management is a new position for me, and I'm looking forward to working with Julie and the staff this summer. I would like to stress one key point to start with; the Board is working very hard on trying to be more transparent than previous Boards have been in the past. So if anyone has a question, about the Board or the Park or anything at all please go talk to the Manager. Her door is open from morning to evening to all of us that are Owners. As Management, I would like everyone to get the proper information from the proper source.

### Collections –Tom Barcellos

Collections are moving right along, our long-term outstanding dues are down to less than \$1,500. Those Owners are in foreclosure and that expense will be recovered once those shares have been auctioned off. Things are well under control and just a reminder to everyone; any Owners with an outstanding balance will not be permitted to make reservations until their account is paid in full.

### Park Maintenance – Charles Nunes

To begin, I received a question about the motion that was carried a few months back to convert a portion of site 704 (next to the dog run) to a vehicle washing station. It was determined after closer inspection that the site would not drain adequately without major renovations and expenses so that plan was canceled.

Next, the Board has been discussing several major projects that are scheduled from 2018 – 2023, and how finance them. To give everyone more information; we are looking at a lot of improvements, starting with a bathroom remodel of up to \$500,000, since we are required by law to make modifications to accommodate disabled guests (Americans with Disabilities Act – ADA). There is also restroom plumbing that urgently needs to be replaced later this year, which we estimate at \$5,000. Next, we have the ADA-required lift for the clubhouse which is now estimated at a total cost of \$90,000 (high-end). The Park also desperately needs to upgrade the electrical infrastructure to support 50 amp service at all of our spaces and repair deteriorating utility panels, estimated at a cost of \$200,000. Future roadwork that should take place around 2022-2023 will require grinding, repaving and resealing the other half of the Park that was not in such a dire state last year, at an estimated \$200,000. Other ADA improvements to build handrails and lower the grade of ramps for wheelchair accessibility for the clubhouse, pool area and laundromat are estimated to cost \$10,500. We are also hoping to replace the Park's IT security systems and network servers at an estimated cost of \$6,000. Lastly, the Park should always retain at least \$252,000 in reserve accounts as a safe business practice in case of any unforeseen emergencies.

So the total estimated cost for all of these improvements and repairs projected over the next 5 year is over 1.2 million dollars; we are not talking pennies here. Certain projects like the ADA improvements are on a higher priority since the Park has an actual deadline to complete that work, but we are looking into receiving an extension based on lack of financial resources. The ADA project also includes the bathroom remodel too, so it will be costly to finish. The Board is working against 20 years of neglect.

*Comment from John Watkins – The issue is very simple for this Board and any future Board; we have to perform our duty to protect the Owners, and to enhance and maintain the value of the shares. We can no longer rely on makeshift solutions to improve our 30 year old facilities. This Board is trying to find a solution to improve these facilities in a meaningful way that will last. The restroom project alone will be very expensive and very difficult to manage, but it has to get done. As Charles mentioned, the electrical plugins on some sites are in terrible shape and potentially hazardous; mine is nearly shorted out and I know Mitchell Coonce's pretty much blew up on him recently. I know that 1.2 million dollars sounds like a lot, but it is realistic. In fact, it's perfect for the amount of benefit our Owners and guests will receive once everything is completed.*

*In order achieve our goals I am appointing an ad-hoc committee composed of Charles Nunes and Brenda Critzer representing the Board, and I would like 2 other Members to work with them hand-in-hand together to discuss and plan for the collection of funds for these improvements. Just like with the amendments; the Board and the Owners are working together.*

*John Souza and Larry Miles were chosen to sit on the ad-hoc committee.*

## **Financial Report: Brenda Critzer**

Accounts	Balance
Rabobank – Operating	\$31,393.06
Rabobank – Laundry	\$2,150.86
Rabobank – MM	\$0.00
Rabobank – Dues	\$808.84
Morgan Stanley Dean Witter	\$148,201.03
Mission Bank CD	\$105,970.74

Item	April 2018	April 2017	Difference
Income	\$56,672.84	\$77,949.76	-\$21,276.92
Expense	\$56,599.43	\$58,589.87	-\$1,990.44
Net Income	\$73.41	\$13,439.72	-\$13,366.31

Based on the profit & loss comparison from Jan – April 2018, our total ordinary revenue was \$286,070.26, compared to \$277,000.49 during the same period in 2017. This is a total gain of 3.3%.

Total income for Jan – April 2018 is \$349,992.50, compared to \$330,571.51 last year; a gain of 5.9%.

Total expenses were \$327,715.18 for 2018, compared to \$275,941.29 last year. A total increase in expenses of 18.8%.

This leaves the Park with net income of \$22,449.86 in 2018 compared to \$32,592.37 last year; a loss of 31%

*Brenda Critzer made a motion to pay bills in the amount of \$59,382.30, seconded by Fernando Da Silva.*

## **Rules and Regulations – Mark Schieber**

Good morning, as you know I am used to attending Board meetings and participating regularly, but this is my first meeting as a Director. There are a few items pertaining to the Rules and Regulations that I will need a little time to work on with the Board and Julie. I am very vocal and I don't take sides so there may be times that some of you may disagree with the rules that the Board adopts, but please understand I am all about trying to do what is right according to the documentation that every Owner is supposed to abide by. The days of the "good ol' boys" running the Board are gone and I will make sure this Board does not backslide.

If you have any questions or concerns about the Rules and Regulations please notify Julie; she has my email. You are all very welcome to contact me anytime. Thank you.

*Comment from Brenda Critzer – Last month the Board was made aware of a potentially passed amendment to the bylaws in 1999 that lowered the voting requirements for Owners to amend the bylaws, which could have ramifications for the amendments that did not pass this year in March. I have researched the matter and it does appear that the Park's attorney at the time did draft an amendment in fall 1999 that states that the bylaws may be amended anytime by a majority of all Shareholders that vote. The key difference being that a majority is counted by those actual voting Shareholders only. As an example, if only 500 Owners out of 875 vote, then a majority consists of 251 owners that vote to change the bylaws. Those Owners that choose not cast their votes will no longer withhold other Owners from enjoying their voting rights. So this year a total of 548 Owners voted on the amendments, and 505 Owners voted "yes" to changing the bylaws to allow Owners to share their time with immediate family, only 43 voted "no." For Board term limits, a total of 547 Owners voted; 465 voted "yes" and only 64 voted "no." According to the rules set by the 1999 amendment to the bylaws that means each amendment passed this year.*

*Continued discussion from Brenda Critzer – To switch gears for a moment, I wanted to take some time to ask everyone here to keep some of our Owners in their prayers that have been ill. In addition to Terry Redwine, Jon Mackenzie and Tony Damiano, whom John Watkins mentioned earlier, William Storm (Stormy) has been in the hospital. Darlena Alexander and Ken Johnson have also been very ill as well. Please try to keep these fellow Members in your thoughts and prayers, we all hope they get well very soon.*

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

Well I didn't have many questions or concerns brought to my attention last month, but I did want to take the time to point out that I personally feel that the roadwork was the first step of a change in the Park towards the direction of improvement. I'm pleased that the Board is striving to involve the other Members more in this process of improving the Park far more than previous Boards have.

## **Park Use – Brien Carlson**

Park occupancy was down 13.51%, at 66.37% last month compared to 79.88% during April 2017.

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

To add to what Fernando was talking about during his report, I encourage everyone to please come in and talk to me if you have any questions or concerns about the Park. Even if I am very busy, the office staff is happy to help answer your questions and check on when I am available. If you can't stop by the office please call or email me.

Snowbird season ends May 15<sup>th</sup>, and all of our Owners are scheduled to begin using their free time between May 15<sup>th</sup> and September 15<sup>th</sup>. Please check in with the office staff to review your specific reservations and when payment is expected since it will be different based on the amount of free time each Owner may have. We are already preparing for the new Snowbird season this fall and the office will have applications ready to pick up starting tomorrow. This year I want everyone to follow directions and prepare in advance. On August 1<sup>st</sup> at 7:00am, all applications must be turned in completed, along with a copy of RV insurance, registration, photo ID and a picture of your RV attached. If someone turns in an application without all that information then I will not be accepting it. If you need help making copies or printing out a picture of your RV please ask the office staff for assistance in advance, not on August 1<sup>st</sup>. I will discuss more details next month on the topic of Snowbirds.

Last month I spoke about the delays to the fiber-optic upgrade to the WiFi in the Park, and today I have an update on that project. We are still on hold until September for a complete changeover in service to fiber-optic internet and 32 all-new wireless access points, but per our most recent conference call, Spectrum is agreeing to install about 10 access points, similar to the units we are going to receive later, and that should improve current WiFi service in the common areas of the Park and a few surrounding sites. This will be completed by May 21 to help improve our service for the summer. Spectrum is not charging the Park for this work, which is greatly appreciated since our IT team (Clever Ducks) was planning on making some improvements on their own at an estimated cost of \$10,000.

The sealed bid auction process went very well. The Park received 11 bids in total, and Brenda Critzer, Chasity Thompson and I verified the amounts and noted each bid in a ledger. Bids ranged from \$500 to \$10,001, and the winner of the auction was Fernando Da Silva.

*Comment from John Souza (Locker 227) – What will happen if an Owner cannot be here on August 1<sup>st</sup> to turn in their Snowbird application? Will the Park still accept faxed or emailed applications?*

The process will work the same as last year. The office will open one hour early on August 1<sup>st</sup>, at 7 am, and all persons waiting in line to turn in their Snowbird applications will have priority over those persons that fax, mail or email an application to the Park on the 1<sup>st</sup>. As long as someone is in line before 7 am they will have priority over those that line up after 7 am. John Watkins will take his place in line right at 7 am so we can make that determination, same as last year. Please do not feel like it is necessary to wait overnight or at 2 am or at 4 am; that is not our intention.

## **Old Business**

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### **1. Summer Events & Announcements – Glennita Miles (Beach Social Club)**

The Beach Club is planning our first event for the summer, which is a BBQ on Memorial Day Weekend, Saturday May 26<sup>th</sup>. From 3pm – 5pm, we are serving hamburgers, chili beans, macaroni salad and a root beer float for \$10. There will be a 50/50 raffle and we are hosting a bake sale too; we would love volunteers for the bake sale if possible!

We are also selling raffle tickets for a Traeger BBQ, which will be raffled off on July 7<sup>th</sup> during our Chili Verde cook-off. You do not have to be present in order to win the Traeger because there is space on the raffle ticket to write your contact information.

The Beach Club purchased new umbrellas for the pool and spa area, which look beautiful and will hopefully be enjoyed by all of our Owners and guests this summer. We are still working on shades for the Magnolia Center, but we can't quite figure out what will work best over there in terms of staying up and supported during high winds.

### **2. Roads – Charles Nunes**

Topic was covered under Committee Report

### **3. Ad-Hoc Committee – Mark Schieber**

Topic was covered under Committee Report

### **4. Park Funding for Projects – John Watkins & Charles Nunes**

Topic was covered under Committee Report

## **New Business**

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### **1. Line of Credit with Morgan Stanley – John Watkins**

We are not pursuing a line of credit with Morgan Stanley for various reasons, we currently have over \$100,000 in the Mission Bank CD and the Board has authorized me to deal with Mission Bank as the President and CEO of this company. Right now the plan is for me to take out a loan on Monday with Mission Bank against our CD, so the Park Owners will be paying themselves back with a very low interest rate. Holiday has done this before in the past for big dollar improvements like the mobile home, and we will make monthly payments until it has been paid off.

## **Owner's Comments**

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Gene Bureau (Locker 511) – I would like to voice my support for John Souza's idea that was suggested previously; that is to charge a \$10-\$13 usage fee for persons using the free days. I would call it freeloading, since it costs the Park at least \$10 per day to accommodate RVs based on usage of water, electricity, cable, etc. The Board should really take this seriously, it would be an effective way to recoup lost revenue and help the Park pay for future improvements.

Response from John Watkins – Gene, I thank you for your suggestion and I am going to refer that to the ad-hoc committee for their discussion.

Don Smith (Locker 90) – I have a request of the Board, my name was at the top of the waiting list for a Monthly spot in the Park and when I was asked if I wanted that space I naturally said yes. I have been communicating with Julie back-and-forth via email trying to work things out, but my concern is that during the 17 years it took to get to the top of the waiting list my life has changed. Back in 1999, my ex-wife and I were on the share together but I was placed on the waiting list under my name only. Now, I am remarried and I would like to take care of my current wife by making sure she is on the Monthly rental agreement. I would like to notify that Board that nothing in writing exists stating that my current wife cannot be added to the agreement, and just as a common courtesy the Board should respect the fact that people's lives may change over many years of waiting for a Monthly spot. I'm not asking for special treatment, but as Owners ourselves now, I would this consideration based on the intention that a Monthly spot is for a husband and wife.

Response from Julie Hill-Taylor – My understanding, based on our conversations, was that you were not married at the time I called to inform you that a Monthly was finally available. Since you are now remarried I will invite you discuss the matter with the Board after the meeting today in a closed session.

Wayne Norton (Locker 478) – I would like a little clarification on the \$10,000 bid with Spectrum, is that for the WiFi improvements? Also, I understand the parking fee has increased from \$2 to \$5 recently. I was told this was partly to combat the amount of unauthorized parking in empty spots, but how is this achieved?

Response from Fernando Da Silva – There were two items discussed today that were \$10,000. The Park was planning on Clever Ducks IT to temporarily upgrade our existing WiFi for the summer at an estimated cost of \$10,000 for the work, but Spectrum agreed to install some wireless access points for free instead due to the delay of the complete fiber-optic upgrade. Also, the winning sealed bid for the auction of the Locker for sale was \$10,001. So the two number were tossed around, but unrelated.

Response from John Watkins – In terms of illegal parking, I got to tell you, it falls on the staff to be diligent and issue citations to cars parked in empty spots that do not have their paid parking tags clearly visible. Raising the fee from \$2 to \$5 is not excessive when you take into consideration the expenses that the Park must recover.

Teena Griffith (Locker 15) – I have several questions today; starting with the proposed removal of the elevator and installation of a lift. This is estimated to cost the Park up to \$90,000, but we also own a mobile home that is currently unoccupied. Could that \$90,000 be spent instead to build a nice clubhouse in that spot? I think we should try thinking outside the box because this clubhouse is not very large anyways and a lift will continue to incur maintenance fees yearly.



The next question I have is related to the office. I notice that the office often closes for lunch, is that going to be a continued practice, or was that because we were short-staffed?

Lastly, I know that the Park is working hard to save money and build revenue for improvements, we might be able to cut back on incidental things like Holiday RV logo rugs, Board of Directors nameplates, shirts and jackets.

*Response from John Watkins – It would not be possible to renovate or replace the existing mobile home in the back for use a clubhouse for less than \$90,000. Building a lift and continuing to use the clubhouse we have now is sounder.*

*Response from Julie Hill-Taylor – So the office has been closed for lunch because since September we have only had 2 employees working, Aaron and Katya. Several days per week it would be only one of them and myself working so at lunchtime sometimes we did have to close the office if I was unavailable to cover the front desk while they were out. Now, we do have Jennifer training to be in the office alongside Aaron and Katya, but the on the day in question Katya was not working due to illness. Ideally we will not be closed for lunch once Jennifer is fully trained, but illness or vacations will always necessitate scheduling compromises.*

*On the topic of the rugs, to be a little clearer, the Park was paying Ameripride \$40 per week for the rugs we have to be changed out and “cleaned,” which was the minimum cost. This has always bothered me since assuming management here, so I researched the matter further. I discovered that we own these rugs outright and should have never been paying to have them changed out every week. So I closed the account, had all rugs returned to the Park and terminated services with Ameripride. This will save the company \$2080 annually. If you have questions, please ask me to get the full story.*

*Response from John Watkins – These shirts are basically “hand me downs” between Board Members. Mine I purchased at cost 4 years ago, and as an example, Charles Nunes is wearing Kevin Costa’s old shirt I believe. Be that as it may, the shirts allow me or any other Board Member to conduct business in a professional manner. So when I go to Mission Bank on Monday I can proudly represent the Park’s interests. This Board has been very expense conscious and revenue driven; we are trying increase the values of your shares.*

*Response from Fernando Da Silva – From a management perspective, I was unhappy with the previous uniforms worn by the office staff and the dress code when there were no uniforms in place. I think the office is a reflection of the cost of doing business while representing the Park in a clean and professional looking way that benefits the Owners and other guests.*

*Andrea Gregory (Locker 718) – I have a question that is related to Don Smith’s. My husband and I have two shares and on one share I am listed first and my husband is listed first on the other. Of course society as a whole still puts the man first in many respects, but as Shareholders here my understanding is that the listed order of names on a deed does make a real difference. So does my husband have to be the person that submits our Snowbird application or can I turn it in since I am the primary Owner on one of our Lockers?*

*Response from Fernando Da Silva – Per the bylaws, the first person listed does have voting rights exclusively. I think that part of that notion may trickle down to other Park, like Snowbird and Monthlies.*

*Response from Julie Hill-Taylor – In terms of applying for a Snowbird space, it does not make a difference which Owner turns in their application. However, only one Snowbird is allowed per deed. For the Monthly waiting list, Park policy does require that any persons listed are the primary shareholder and their spouse, but both husband and wife must be Owners in order to qualify.*

*Meredith Oates (Locker 91) – I have heard that every Owner is going to be assessed so the Park can make all the improvements planned, is this true?*

*Response from John Watkins – That is still up for further discussion; specifically by the ad-hoc committee that I appointed today. The Board will report the details of that meeting next month and discuss the matter further, but that is one option that is currently on the table.*

*Elsie Metzler (Locker 828) – I just wanted to say that I am very, very impressed and very proud of Julie and what she has done here at the Park. I’m pleased with her politeness and courtesy and anytime that I have a question that needs answering she is always willing to take the time needed to get answers for me.*

*Response from Julie Hill-Taylor – Thank you Elsie. One thing I really strive to do is create a work atmosphere where I can wake up in the morning and say to myself, “I’m proud to go to work today.” I also want the Park to be something that every Owner here and can be proud of as well.*

Teena Griffith (Locker 15) – To return to the restroom remodel for a moment, is it necessary to have the restrooms be so large, or is it possible to have just two family bathrooms and save a lot of space?

Response from John Watkins – Any time a remodeling project requires tearing down the walls or the roof and redesigning a brand new building it greatly increases the costs. My sincere hope that but gutting the floors and remodeling the existing building as it stands will save the Park money and still facilitate the improvements that we have to do.

### **All Motions**

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***Tom Barcellos made a motion to approve the minutes from the April 14, 2018 meeting, seconded by Charles Nunes. Roll Call: Brien Carlson, Brenda Critzer, Fernando Da Silva, Leroy Laird, Lorena Lemus, Mark Schieber and John Watkins voted yes. Motion Carried.***

***Brenda Critzer made a motion to pay bills in the amount of \$59,382.30, seconded by Fernando Da Silva. Roll Call: Tom Barcellos, Brien Carlson, Charles Nunes, Leroy Laird, Lorena Lemus, Mark Schieber and John Watkins voted yes. Motion carried.***

Meeting adjourned at 10:39 am

Respectfully Submitted,

Lorena Lemus

*Board of Directors – Secretary*

CC

Aaron Cartwright

*Senior Reservation Agent*