



**Holiday RV Park Owners Association
Board of Directors Meeting
August 11, 2018 – Regular Session**

Board of Directors

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

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

Owners Present

40

Meeting was called to order at 9:08 am by Charles Nunes

Flag Salute by Mary Halberg

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. Motion to accept the minutes of the July 14, 2018 meeting was made by John Watkins and seconded by Fernando Da Silva.

Correspondence – Leroy Laird

Here are the written comments from our Members and guests from the past month:

- “Very clean facility, will return again soon.”
- “Jennifer had a very complicated Owner in the office. She was very knowledgeable and set her straight kindly. She’s a keeper!”
- “Kudos to Jennifer in the office. She had a situation that could have gotten out of hand. Jennifer spoke professionally and with respect. She asked the person to check with the manager.”
- “I was wondering where guests that live here can park their golf carts when using the pool or clubhouse. We now have a lot of red zones, but little places to park. Please be considerate of other’s needs.” – Annette Bianco (Locker 854)

Committee Reports

Management – Fernando Da Silva

Thanks to everyone in the Park for doing their part to make the Snowbird application process run smoothly. I was not able to attend but Julie reported to me that things went well and everyone in line had their paperwork prepared in advance so there was little follow-up work needed. The Board is working with Julie this weekend to finalize the list of approved Snowbirds. We are going through the applications as quickly as we can!

Again, if you have any questions or concerns please go speak with the Manager. Let’s try to keep Park rumors to a minimum.

As you may have noticed, the daytime maintenance staff has been closing the Park every evening since we are down an employee. We are working to hire someone to work the evening shift as soon as possible.

Collections –Tom Barcellos

Current outstanding dues are \$12,083.25, \$9,806.50 of which can be attributed to the current assessment that was due last month. \$3,535.75 is considered past due and we are working with certain Owners to rectify their delinquency and a few shares will be auctioned off by the County of San Luis Obispo in the coming months.

Park Maintenance – Charles Nunes

As Fernando stated, we are down a maintenance employee right now but the staff is working hard to stay on top of cleaning and maintaining the Park during these final busy weeks of summer.

Earlier this week a clog was reported at the Men's showers and we will have a plumber coming out to the Park to fix that promptly. It is likely related to the work that was performed last year to clean all the old sludge and gunk out of the pipes. We will focus our attention on that long-term problem again in October once business has slowed down.

Also, we have noticed an intermittent leak that is seeping moisture through the exterior wall in the restroom building so a plumber is also coming out ASAP to inspect and fix that leak.

Financial Report: Brenda Critzer

Accounts	Balance
Rabobank – Operating	\$157,706.48
Rabobank – Laundry	\$9,975.11
Rabobank – MM	\$0.00
Rabobank – Dues	\$43,619.29
Morgan Stanley Dean Witter	\$149,471.54
Mission Bank CD	\$105,970.74

Item	July 2018	July 2017	Difference
Income	\$107,823.18	\$147,726.62	-\$39,903.44
Expense	\$74,665.92	\$64,075.11	\$10,590.81
Net Income	\$33,157.26	\$83,651.51	-\$50,494.25

The Park's total income was \$107,823.18 last month and our total expenses were \$74,665.92. Our net income for July 2018 was \$33,157.26. This is a substantial drop from last year, around 60%. The reason for this can be attributed to the semi-annual dues being paid in July last year as opposed to this year; they were mostly paid in June 2018.

Brenda Critzer made a motion to pay bills in the amount of \$48,497.95 seconded by Fernando Da Silva.

Rules and Regulations – Mark Schieber (Absent) – Charles Nunes (Representing)

Julie performed a few site inspections last month and issued notices to a few Snowbirds and Monthlies to correct violations of the rules within the next 30-45 days. This work will continue next month, so please do not be alarmed if you happen to see Julie walk around your lot and take some notes.

Public Relations/Publicity – Leroy Laird

I have some comments from the online survey that our guests reply to after their stay:

- “The sites are just not large enough. The back where the perms are still needs cleaning up, their places are cluttered.”
- “The "need improvements" are stated because there is no "not applicable" available. There's no pool area, which is a pity. Security was not particularly spotted by us, but I felt very safe alright. Service is very good. We have a pleasant stay at your Park. But again. Swimming pool would be nice.”

I don't really understand this...maybe they stayed way in the back of the Park or drove in during the middle of night? Somehow they did not see that we have a swimming pool!

- “First time there...we had a tight spot but made the best of it, thanks.”
- “Parking continues to be terrible. We also noticed a couple of sites that looked like they were being used as more than a campsite with all kinds of bags and clothes piled up and hanging clothes all over their tent camper sites. Not a positive look for the Park as a whole!”
- “I loved it, enjoyed the pool and spa very much and so did my grandchildren. Thanks for being so helpful with everything, we will be back!! :)”
- “Sites are generally too small for today's RVs.”

- “We absolutely love Holiday, we will never stay anywhere else. Your staff is exceptional, and go above and beyond to hell and make us welcome! Thank you for being kind and as always, amazing!”
- “Need more dog runs.”
- “We spent about 30 minutes trying to get the gas BBQ to work and finally found Luke to help us. He said he had to turn the gas on. When I checked in 30 minutes prior, I asked the check in guy to tell me where the BBQ was. It would have been helpful if he told me that I needed to get the maintenance guy to turn on the gas if we wanted to use the BBQ.”
- “Plant grass for the dog area. It just smells awful.”
- “Enjoyed the stay but the only thing we didn't like, the lot sizes are too tight.”
- “Great Park keep up the good work.”
- “Dog area is pretty bad. Smelly. Carpeted area feels like you are walking in urine. We understand space is at a premium and were grateful parks were so nearby.”
- “I saw 5 people use the pool that walked out of the Park and down the road past the Blue Seal Motel”
- “Everyone has been very nice and friendly to my family feel very welcomed.”
- “Didn't use the clubhouse as locals were in there all the time blocking it with their golf carts. Sad we were told the fire pit could not be reserved anymore. Always enjoyed doing that one night during each of our visits.”
- “The girl at check in desk was super nice, very helpful and friendly. The guy who followed us to our site, not so much.”
- “This is WAY too crowded and make it very uncomfortable to enjoy your time there. There is NO grass and the dog run is disgusting! Dogs need some grass to do their business! The full time residents are rude to people here for vacation. I will never be back and we actually left a day early because I couldn't relax.”

Park Use – Brien Carlson (Absent) – John Watkins (Representing)

Our July occupancy was within 1% of July 2017, which is great. Pull-thru usage was down significantly this year compared to last year, but otherwise our off-the-street revenue is up and Julie will share more information about that during her report.

Manager's Report – Julie Hill-Taylor

As Fernando mentioned, thank you to everyone here for being so well prepared for Snowbird application day. I hope everyone had a good time and we will most likely organize everything the same way next year. Again, we are working on getting a list of approved Snowbirds out to everyone shortly, please be patient!

On a related note, if you want to Snowbird but might be interested in a moving to a different space then please come and talk to me. I am hoping to fill some of the gaps in the back of the Park that have been open sites for the past few years so any volunteers to move to those spaces would be appreciated. It's hard for Members and off-the-street customers to try back-in their RVs between two Snowbirds on a daily basis; I know it has been very trying for our maintenance staff to get all these RVs parked this summer.

Last year I arrived to the Park in June and I was definitely aware that most weekends the Park was not completely full, but since I was so new to the business I did not understand why that was. I have come to realize that some of the office staff at that time were not working to their full potential with regards to making reservations. I feel like right now Aaron and the rest of the girls in the office are being far more aggressive and diligent in booking all our unreserved spaces to non-Members this summer. They are taking waiting lists and calling customers back to rebook any canceled reservations. We are also encouraging guests that may not be able to stay Friday or Saturday night to stay Sunday or Monday instead. That kind of dedication was not being encouraged before.

According to our records, in the month of July alone our revenue from off-the-street business increased over \$20,000 from last year. That is definitely attributed to our office staff making the extra effort and going the extra mile to make sure we are staying booked. Please also keep in mind that our non-Members pay more than double what our Members do.

To follow up on a Member's comment from last month, there are concerns about our guests parking their cars or golf carts in the handicap area next to space 206 or the perimeter wall around the pool area. Previously we have allowed our guests to park in those areas but after discussion with the Board, we have determined that it is a safety concern. When RVs are trying to maneuver around the front spaces by the pool the risk of collisions has become very high. All the curbs surrounding the pool have now been painted red to designate a no-parking zone and the area next to site 206 is also designated as a no-parking zone.

If you need additional parking for a short time and the parking spaces in front of the office are full, please stop in the office and ask permission to park temporarily in employee parking. We are happy to work with you and help out if we can, but communication is essential!

Old Business

1. Summer Events & Announcements – Glennita “Nink” Milles

We've had a good summer so far and our breakfast burritos were a big hit on August 1st. The last major event was our BBQ in July and that was a sell-out as well. Thanks to everyone for participating! We have a meatloaf dinner planned for this evening so please join us for a great time.

The Beach Club's goal is use our proceeds to fund new landscaping for the Park to enhance its beauty. We are planning to donate \$1,300 to make these improvements a reality.

There is another raffle and luncheon planned for Sept 1, the big prize is a really nice Yamaha generator/inverter so please purchase your raffle tickets before they sell out!

2. Special Assessments – John Watkins

When we sent the ballots out, we sent them out based on the best knowledge we had at the time. Since then, we received a letter from a former Board Member that was not privy to us. This letter, dated from 2014, addressed the concern over what to do about the large portion of Owners that do not vote regularly. The Park's attorney was asked point blank if the Board could count those unreturned ballots as affirmative votes; the answer was “no.”

In view of that information, we have decided that there is no special assessment election; it is canceled effective immediately. We will not be opening any ballots before the upcoming special meeting on August 25th, instead we will destroy them after the meeting is adjourned. This Board will proceed with the best plan of action to improve the Park as required. In case this was not clear to our Shareholders, the first part of this plan is to fund the necessary improvements to make this Park accessible to guests with disabilities. Our next priority will be to rebuild our reserves; this is required by state law. All other improvements like road work or electrical upgrades will come last.

We look forward to working with everyone here on August 25th and beyond to improve the Park together. I know that nobody likes to talk about money, as a business owner myself I can tell you I don't enjoy paying taxes or assessments. But I think together we can come to an agreement that should work for the good of the Park.

This assessment was started under my supervision and I am not above admitting that the Park truly does have a dire financial need for the Board to ask our Members for an assessment. Just looking at the profit and loss reports from this summer so far we are netting a modest profit, but it is far and away from being close enough to fund a single major improvement from the project list.

I appreciate everyone's comments and your concerns; I received phone calls and I received emails from you guys. I forwarded these to the Board and there were some valid points raised. For instance, we were dead wrong about counting unreturned ballots as affirmative votes. Again, we're willing to admit that we are not above making mistakes. But not one of you can accuse us of not trying to do what is best for the entire Park; not one of you.

3. Snowbird Update – Julie-Hill Taylor

Topic covered under committee report.

New Business

1. Annual Dinner Celebration – Brenda Critzer

Given the current financial situation the Park is in and appealing to our Owners to dig deeper into their pockets to pay assessments for needed repairs, it has been discussed that maybe the Annual Dinner should instead transition to a nice luncheon that follows the Annual Meeting as a way to help mitigate the costs to our Owners over time.

I think we could make it a wonderful event, have lots of great door prizes and everyone will have a great time. This year the Annual Dinner cost the Park about \$7,000 so we are strongly considering finding a way to eliminate most of that expense to better fund repairs and improvements that benefit the whole Park.

The Beach Club will continue to work hard to help serve the guests and Owners of this Park and create fun memories together. But just to make you all aware, this is a topic will be discussing seriously over the coming months to try and help get the Park back on its feet.

2. Beach Club Announcement (Landscaping Upgrades) – Beach Social Club

Topic covered under committee report.

3. Advertising and Commercial – Julie Hill-Taylor

The free commercial for the Park is completed and I have already posted it to our Facebook page. I would like to advertise more in the Bakersfield and Fresno areas so I will ask a friend of mine that works in publication to see if there is anything she could do to get a discount on some ads for the Park.

Owner's Comments

Joyce Aldrich (Locker 440) – It would be great if the Park could further utilize social media aside from Facebook as an effective, free way to help the spread the word out about our Park and save money in the process.

Danette Coonce (Locker 852) – Are these tent trailers going to continue staying around the restroom area? There is one in particular that is in very poor condition.

Response from Julie Hill-Taylor – *I am very aware of the trailer that you are referring to and it will be leaving the Park next week; the situation is under control.*

Mitchell Coonce (Locker 852) – John, last month the Park had to borrow over \$90,000 against our Mission Bank CD to pay our bills; that is illegal as hell. You'd better read your CC&Rs.

Response from John Watkins – *Mitch, I was permitted by the Board to go down the bank and do that based on our financial needs. It was cleared by the Board and I'm not going to argue the legality of it but you need to understand that I did not personally decide to close that account; I was asked by the Board to do it so we could pay all our bills on time, plain and simple.*

Dean Clifford (Locker 444) – I am glad the current assessment has stopped, I believe that it was wrong and illegal to state that all unreturned ballots would be counted "yes." The Board should instead focus on fixing the problem we have with voting and not receiving enough ballots to be counted first before tackling assessments again. It is a continued waste of time and money.

I think the Park should consider installing meters to the electrical panels to help reduce our costs on utilities. We could all afford to pay for the electricity that we use.

Response from Tom Barcellos – *The Board attempt to amend our required voting majorities down to 50% in a prior election, but the problem again was in getting the 66.66% majority just to do that! Definitely a Catch-22 situation. I think we can try to propose a similar amendment next year with different wording and see where it goes.*

Art Meade (Locker 705) – I usually only stay once or twice a year, and I enjoy staying in the 300s row where the spaces are angled for more room. However, this time my trailer was pulled out of storage and parked straight into the spot instead of with the angle so during my entire stay I have had to constantly move my truck every time someone else parked next to me; 13 times by my count. Is there anything the Park can do to get these drivers to park the trailers correctly?

Response from Julie Hill-Taylor – Art, we are happy to ask your particular tow driver to come in and adjust your trailer and how it sits in the RV Lot. Next time, if you feel that the trailer was not parked at the angle please stop in the office and ask us for a list of towing services or simply call the person that brought you in and get them to come back and fix it for you.

Mitchell Coonce (Locker 852) – I think instead of assessing close to \$1,000,000 worth of improvements at once, the Board should assess per job as needed.

Response from Brenda Critzer – Mitch, the ad-hoc committee decided that the total costs should be projected over a 5-year period based on restrictions. We are working within the set boundaries.

Ed Aldrich (Locker 440) – Adding electrical meters to all our sites will be very expensive, so if that is something we pursued I think it should be subsidized in cost by some kind of small, nominal daily fee like 50 cents to quickly get a return on the investment.

Joyce Aldrich (Locker 825) – Perhaps the Park could look into installing solar panels on our buildings to help lower our utility fees over time. Another comment on social media; if Julie can post the Park's new ad on our Facebook page then everyone here can start to share that with all their friends. Because of the way Facebook sharing works that could really spread the word quickly!

Dean Clifford (Locker 444) – My opinion is that installing electrical meters would actually encourage our guests to be conservative with their electricity use, but just adding usage fees to reservations will not dissuade folks from using more electricity since they are not paying for the true cost.

Eldon Garrett (Locker 313) – I know that the Board will eventually be sending out another notice when it comes time to vote on an assessment again. I would strongly suggest that any future letters be worded differently. A little more sugar instead of so much salt would be nice! The previous letter actually angered me very much, to be honest.

Mark Gregory (Locker 205) – I notice Leroy reading many complaints about the dog run area, and I know the Park has spent a lot of money trying various ways to reduce the smell back there. I feel that the small size of the current dog run is the biggest cause of the odor. If we contact Cal Trans, might it be possible to request to use a little extra space behind the current dog run so we can increase the overall space?

Response from Charles Nunes – I think we can attempt to open a conversation between us and Cal Trans to see if that would be possible. Usually those areas next to large sections of freeway are considered easements.

Bill Couchman (Locker 784) – As a result of a recent site inspection on my Monthly space, I am being asked to remove a small gate that I use to let my dog in-and-out because I use a wheelchair. There is also a room built outside of my RV that I have had there since 2005, and I being asked to take that down as well. A lot of people have enjoyed using that room over the years, including Board Members. The other day I was asked not to come to the meeting today, but I felt like I had to come here and speak with you. Why I am being asked to remove my gate and the extra room?

Response from Fernando Da Silva – To clarify, there was a site inspection conducted on Bill's Monthly space here at the Park, and the Manager found several infractions that needed to be corrected based on the Park's rules and regulations. Julie sent Bill a letter listing several corrections and provided a 45 day deadline to take care of everything. I went down to Bill's place yesterday with Julie and Charles to speak with Bill and try and make sure that we were all on the same page, and to see if Bill needed any additional time to work on the corrections. We looked at the gate in question and were trying to figure out an alternative to suit Bill's special needs but also comply with the rules. We did not tell Bill that he was not welcome to come here today; every Owner is welcome here.

Response from Julie-Hill Taylor – Bill, the current rules and regulations state that no one can install a cabana on their site or any other permanent structures. Your outdoor room has more than 3 sides to it so it falls under the definition of a cabana. There are other accommodations that you place on the lot that are 2-sided only and therefore okay to enjoy.

Shirley Brady (Locker 253) – Is there any concern for the fact that many of the yellow poles along the 100s and 400s spaces have been removed to allow for longer trailers to fit in those spaces. I remember those being needed to establish a fire lane about 3 feet away from the perimeter walls. Is that no longer a requirement?

Response from Charles Nunes – Several Owners have brought that to our attention and I believe that we should work with the Fire Department to see if those lanes are required or not.

Pete Brandon (Locker 221) – Regarding the requirement that I reside at my Monthly space at least 7 days per quarter, how did that come up and why? I'm sure you are aware that I live in Baja California and you must understand what a pain it is to drive 1,600 miles north just to be here for the week.

Response from Julie Hill-Taylor – When the Monthly rental agreements were drafted, it was decided that Park usage should be considered a higher priority than before. The whole point of Holiday RV Park is for people to come and stay here and enjoy the Coast! After the 7-day requirement was implemented we started seeing more of our Monthlies stay here than ever before. In fact, a few admitted to not having stayed in their RV for several years; this is the misuse we were trying to avoid. Pete, I'm sorry that it's difficult for you drive from Mexico to be here, but if you choose to live so far away that you cannot abide by the requirements of your rental agreement then you may need to reconsider renting a Monthly space in the Park.

Board Member's Comments

None

All Motions

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

Brenda Critzer made a motion to pay bills in the amount of \$48,497.95 seconded by Fernando Da Silva. Roll Call: Tom Barcellos, Leroy Laird, Lorena Lemus, Charles Nunes and John Watkins voted yes. Brien Carlson and Mark Schieber absent. Motion carried.

Meeting adjourned at 10:30 am

Respectfully Submitted,

Lorena Lemus

Board of Directors – Secretary

CC

Aaron Cartwright

Senior Reservation Agent