



**Holiday RV Park Owners Association
Board of Directors Meeting
September 8, 2018**

Board of Directors

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

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

Owners Present

22

Meeting was called to order at 9:02 am by Charles Nunes

Flag Salute by Meredith Oates

President's Address

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1. Please turn off all cell phones.
 2. This meeting is restricted to Members 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. Members may participate in meeting during the Member'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 August 11, 2018 and August 25, 2018 meetings was made by Fernando Da Silva and seconded by Tom Barcellos.

Correspondence - Leroy Laird (Absent) - Mark Schieber (Representing)

Well, Leroy does this way better than I do, I hope we all understand that! I have a few comment cards here, most with the usual complaints about the spaces being tight to get into when it's crowded. However, these guests still have some nice things to say like the Park is both clean and quiet. That's about it.

Committee Reports

Management - Fernando Da Silva

I always like to begin my report by reminding everyone to please speak with Julie if you have any questions about the Park, and she will do her best to get your questions answered. The Ad-Hoc Committee will report on this in detail later today, but just keep in mind that our office staff will be very busy with ballots to mail out this next week, so please have patience with them as they work to get the ballots out on schedule. The office is also working to get all the Snowbird agreements signed and finalized this week.

Collections -Tom Barcellos

Collections are moving along quite well, we are down to about \$4,500 left outstanding in past dues. There are more 2 shares that are not responding to requests to pay past dues, so we may start the foreclosure process soon if payment is not

received. The staff has been working to settle with Members that are not in good standing before any reservations are issued, which gets them to pay their dues promptly.

Park Maintenance – Charles Nunes

Right now, we are continuing with basic daily maintenance for the summer. We are going to revisit the piping underneath the restrooms after the busy season winds down and try to contain the amount of reoccurring odor.

Financial Report: Brenda Critzer (Absent) – John Watkins (Representing)

Accounts	Balance
Rabobank – Operating	\$182,061.24
Rabobank – Laundry	\$12,5272.11
Rabobank – MM	\$0.00
Rabobank – Dues	\$45,141.29
Morgan Stanley Dean Witter	\$149,471.54
Mission Bank CD	\$105,970.74

Item	Aug 2018	Aug 2017	Difference
Income	\$112,225.69	\$68,657.15	\$43,568.54
Expense	\$76,498.52	\$85,909.06	-\$9,410.54
Net Income	\$35,727.17	-\$17,251.91	\$52,979.08

In looking at the profit & loss comparisons, I would like to point out that our Jan – Aug income is stronger than last year, and a lot of that has to do with our staff doing their best to control expenses and get paying customers in the Park.

John Watkins made a motion to pay bills in the amount of \$24,856.64 and payroll in the amount of \$10,940.48 seconded by Brien Carlson.

Rules and Regulations – Mark Schieber

Julie and I did a walkthrough of the Park yesterday to perform some site surveys, and the overall appearance of the Park is improving. Julie is working with a few folks to make sure that any violations of the rules are coming back into compliance. I was very pleased with how the Park is looking; I would rate it about a 9.5 out of 10!

Public Relations/Publicity – Leroy Laird (Absent) – Mark Schieber (Representing)

I think if Leroy were here today he would want everyone to know that the Board is working very, very hard on a variety of difficult subjects. As a relatively new Board Member I was initially critical of some decisions that the Board has made in the past, but now I have come to appreciate the reality of being in this position and just how much responsibility there is to make sure the Park remains a successful business.

Park Use – Brien Carlson

Park occupancy for August 2017 was at 84.70%, compared to 84.45% this year.

Manager’s Report – Julie Hill

Thank you to everyone that attended the meeting on August 25th; I know it was not very comfortable to have the meeting outside, but overall, I thought the meeting went very well.

As Fernando mentioned, I will be very busy through next week with drafting, printing and mailing the new ballots to every Member. Please bear with me and the office staff, we may not be as available as we usually are due to the ballots and the start of the Snowbird season.

In revisiting the parking space in front of the office that is marked for disabled persons, I know there has been a question of how long a person can stay parked there. Our ADA representative at the State Dept., Liz Savage, was able to clarify the situation. Her determination was that because the parking spaces in front of the office are for laundry or office use only, the Park may set any time restrictions that it wants to, regardless of whether the persons have a disabled parking pass or not. The Park offers space on site next to your RV for vehicle parking. The spaces in front of the office are not for guests to park their vehicles in just because they want more room next to their RV or cannot fit their tow vehicle on site.

Old Business

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

Our BBQ on Labor Day weekend went very well, we had a sell-out. The big raffle prize, the Yamaha generator, went to a first-time camper named Will. He said that he would be staying in our Park again! The Beach Social Club has been redecorating the clubhouse a little bit to try and spruce things up. Also, we still have some landscaping improvements in the works, so look forward to that!

Comment from Lorena Lemus – I wanted to take a moment to thank the Beach Club, and everyone that donates countless hours to make sure that we have so many successful events in the Park. We can see your hard work and effort coming back into the Park; I think the clubhouse looks beautiful. Mrs. Couchman would be very proud to see that you are carrying the Beach Club on in her tradition, we all really appreciate it.

2. Special Assessments – Charles Nunes

Topic covered under New Business – Ad-Hoc Committee Report.

3. Snowbird Reminder – Julie-Hill

Topic covered under committee report.

4. Advertising/Commercial – Julie Hill

Topic deferred until next month.

New Business

1. Annual Meeting – Daytime Party & BBQ – Brenda Critzer (Absent) – Glennita Miles (Representing)

The Beach Club is in discussions to host a BBQ lunch and party over at the Moose lodge next year instead of renting a large hall for an extended dinner and dance like we usually do. The price should be much cheaper over hosting a dinner and the location is ideal, folks can basically just walk straight to the party from the Park. We are trying to lock down availability for the weekend we would need from the Moose lodge.

Comment from Julie Hill – I think we need to defer the topic until next month when Brenda is here to discuss, but just to let everyone know the general idea; we are trying to host a fun party for our Members while saving money in comparison to the Annual Dinners of the past few years.

2. Beach Club Contributions Thank You – Lorena Lemus

Topic covered under committee report.

3. Ad-Hoc Committee Report- Charles Nunes

The Ad-Hoc Committee to review the special assessment, and the comments received during the special meeting on August 25th was convened on Sept 1st. I would like to invite the Committee members to share their thoughts at this time, starting with Lorena Lemus:

Comment from Lorena Lemus – The Committee that met on Sept 1st was comprised of Brenda Critzer and myself representing the Board, and Kip Hayes, John Souza and Mitch Coonce representing the Membership. We spent several hours reviewing the project list, the cover letter to the assessment proposal and the ballot itself. At the August 25th meeting, many Members requested that the project list be prioritized so we went through that and remade the list in a

numerically prioritized fashion. For the cover letter, we did our best to ensure that there was nothing about the language that could be interpreted as offensive or intimidating. The Committee hopes that the new letter will not make any Members feel like there are being bullied into voting, as some indicated previously. We presented all our work to the Board today for review, and further refinement will continue after the adjournment of today's meeting. The Committee hopes that everyone should receive their new ballot very soon!

Thank you, Lorena; the new ballots should be going out in the mail by September 17th, and the Park office must receive all ballots returned no later than 5pm on October 19th. The Ad-Hoc Committee will then meet on October 21st to count the ballots and determine the results. I see our 3 other Committee Members here today. Gentlemen, I invite you to let us know your thoughts and opinions on how things went:

Comment from John Souza (Locker 227) – Lorena's statement was accurate, and we will see where it goes.

Comment from Mitchell Coonce (Locker 297) – No comment.

Comment from Kip Hayes (Locker 366) – The meeting went well, I think we had some good back-and-forth discussions. We eventually came to a consensus and we have presented our suggestions to the Board.

Well, I wanted to thank Lorena, Brenda and everyone on the Committee for volunteering their time. I know the meeting ran over 3 hours and I really appreciate all your hard work. The Board of Directors voted during executive session this morning to take the Committee's recommendation to assess the Membership \$23.50 per month, over a period of 48 months or until the project list has been completed, whichever comes first. The motion will be included in a new ballot sent to each Member in the coming weeks, and we will see where the voting process takes us.

4. Review Rates, Fees and Dues for 2019 – Charles Nunes

Topic deferred until next month.

5. Assign Board Members to 2019 Budget – Charles Nunes

Topic deferred until next month.

6. Assign Board Member to 2019 Rules and Regulations – Charles Nunes

Topic deferred until next month.

Member's Comments

Justin Fornaro (Locker 601) – Just to clarify, will the new ballot still have the condition that if an Owner does not return their ballot to the Park then the Board will count that as a “yes” vote?

Response from Charles Nunes – No, the Board made the decision not to add those conditions again.

Valerie Lee (Locker 804) – What are the consequences to the Park if the ADA improvements are not made? Can the Park be closed?

Response from Charles Nunes – Yes, unfortunately that is a possibility if we are not in compliance.

Response from Fernando Da Silva – It will also depend on what facility is not in compliance. As an example, if the elevator stopped working before the new lift is installed that means the Park would not have an accessible clubhouse and we would have to lock up this building until it becomes accessible again.

Response from Julie Hill – The Park would still be open to litigation; in fact, one the contractors I was working with showing the restrooms to personally knows someone that is paid to investigate ADA violations for a living!

Response from Mark Schieber – Let us not forget that the most important reason for this work is to take care of our guests that are in need. If there is a guest in a wheelchair staying in our Park that can't use our facilities, shame on us.

Christine Steiner (Locker 794) – Are these new issues with the ADA? Why has this never brought up before?

Response from Charles Nunes – The Board has been working on ADA compliance for over a year now, and our discussions about assessments have been over the past 6 months because we came to realize there was no way for us to fund the final improvements needed in a reasonable timeframe.

Response from Julie Hill – There was an inspector that visited the Park in March 2017 and he provided the Board with a detailed report of what improvements the Park needed to make to be compliant. This was requested by the Board at the time because they wanted to be proactive rather than let the Park remain out of compliance. There were around 50 total improvements, and most of that work was completed in-house by our staff. What we have left to do it is the big-ticket, major projects that will require architects, contractors, plumbers and electricians. Why wasn't this done earlier? I really don't know; why weren't the restrooms remodeled years ago? These decisions were made by the previous Boards and we left with the consequences of those choices.

Mitchell Coonce (Locker 297) – According to the ADA inspector, we should have 3 handicap-accessible RV spaces in our Park. What are prepared to do about that? I was informed during the inspection last year that we need 2 more ADA sites.

Response from Julie Hill – The report from the ADA inspector states that we only need to keep our single accessible space, which is site 206. Mitch, I started working here after the inspection was completed and I understand that he may have said things to you that do not appear in his report, but ultimately, we must follow the recommendations as written and not go by what was said.

Dom Fornaro (Locker 601) – I support the assessment and I understand we have a lot that needs to be fixed around here, but I still disagree that new laundry machines should be an immediate concern. I also see projects on the list like more roadwork, but I thought we just did that?

Response from Charles Nunes – Well, there have been some adjustments to the project list, and the laundry improvements are no longer a part of the assessment. The roadwork is continuation from studies performed years ago that informed us that the 400s & 300s side of the Park could withstand weather and traffic conditions longer than the side of the Park that was newly asphalted last year. We still need to collect funding to make sure that we can afford to repair the roads when the time comes in a few years.

Kip Hayes (Locker 366) – Because the Ad-Hoc Committee suggested smaller monthly payments over a longer period, that means it will take the first two years to finish funding the restroom and elevator lift construction. Years 3-4 should run smoother based on the more focused nature of the electrical and road repairs, but our money should not be sitting in the bank for very long before it is spent on one of projects.

John Souza (Locker 227) – Please also keep in mind that depending on the actual cost of each project, there might be money coming back to the Owners. If the restrooms cost only \$300,000 to remodel instead of \$400,000 we should see a return.

Response from Fernando Da Silva – I want to stop you for a moment to just make a correction, if one the of big projects comes in under budget, then the funding from that rolls over to the next project until it is completed. Then, if all the projects are finished and we still have money left over from Members that have paid in advance, that will be returned to them as needed.

Bryan Eget (Locker 298) – Are we going back to the practice of getting 3 bids in writing for each job? I know a lot of projects over the past few years were only bid out once or maybe twice before the Board decided to pay for it.

Response from Charles Nunes – Yes, we are going to get 3 bids in writing for each project. I understand the Board was not as diligent in previous years, but we going to change that moving forward.

Steve Scrottish (Locker 39) – Are we going to give contractors a set of plans to make sure that we are getting bids from professionals that are working with the exact same information? I’m talking about architects and engineers drawing a *real* set of plans.

Response from Julie Hill – Absolutely, yes. Once we have allocated the money needed for those kinds of plans I will be getting those drafted first before receiving any serious bids. The conversations I have had with architects thus far have been very preliminary, but I am working to build that relationship to make sure we get the plans we need to get the job done right!

Response from Fernando Da Silva – I think what you are saying speaks to Mr. Eget’s point; we are trying to steer clear of jerry rigging and rushed repairs because we can all see where that has gotten us. Based on the seriousness of this assessment and the strictness of State standards we must make better plans than ever before.

Bryan Eget (Locker 298) – Instead of building a new elevator, why don’t we remodel the mobile home in the back of the Park to allow for that to be our clubhouse? It could save a lot of money; the home is already one-story and anyone that wants to use it can walk down there. I know the home is rented now, but has anyone investigated a remodel? What were the results?

Response from Charles Nunes – Yes, that has been suggested to the Board several times by other Members. Our findings were that the cost of remodeling the home prohibited the Board from pursuing that.

Response from Tom Barcellos – All the rooms in the mobile home are built using loadbearing walls so it would be very costly to reinforce the roof on that double-wide home if we started knocking down walls to open the building up to hold a meeting for the 53-person capacity we already have now.

Response from John Watkins – Bryan, you must also keep in mind the fact that if the Park chooses to make the mobile home our clubhouse, we are choosing to close this clubhouse down once the elevator stops working. It is only a matter of time until the elevator is unserviceable, and the Board would like to continue using the clubhouse rather than relocate our recreational facilities to the back of the Park.

Response from Mark Schieber – Going back to our ADA obligations, we have a responsibility to provide equal opportunity to use this clubhouse. Your suggestion precludes the people who enjoy this clubhouse from using it should the elevator stop working, which we all agree is inevitable. This clubhouse is a valuable piece of our property, and I personally enjoy using it and I think other people do to. Having a place to gather together and entertain in view of the ocean is a key amenity of the Park.

Justin Fornaro (Locker 601) – How much are we receiving in rent per month from the mobile home?

Response from Julie Hill – The mobile home rent is \$2,250 per month and we currently have the house leased until next summer.

Dom Fornaro (Locker 601) – What kind of elevator are we looking at building here to replace the old one?

Response from Charles Nunes – Well, the new elevator would be a lift. This would save a tremendous cost versus building a brand-new elevator, while still meeting our ADA needs. Long-term maintenance would be much more affordable too.

Board Member’s Comments

Tom Barcellos (Locker 504) – I mentioned a few meetings back about how impressed I was with the current Board and how we all have the Park’s best interests at heart; and I still feel that way. However, there is something that is very disturbing, to me, and that is the BS rumors that are spread around this Park. I heard a rumor that I was going to resign during today’s meeting. I would like to know where that came from. I just don’t understand why this keeps happening; if you have a question for me, please ask me. Quit spreading shit, because that’s all it is.

There's Board Members up here that work their tails off to do the best that they can for the Park and they are open to sharing information. We are forming Ad-Hoc Committees, trying to educate Members on what is happening in the Park and why decisions are being made, but these rumors are still flying around. It needs to stop!

I have a lot of respect for the people here in this room, but there are a lot of people out there that don't get respect. I continue to hear many comments that are way off the mark; a perfect example of this was back in August when my family and I were staying here in the Park. Another Member started mouthing off about the Board to my niece, whom he did know I was related to. Everything he had to say was incorrect; why does it have to be this way? Someone undoubtedly fed him a line of BS, and then it continues to the next person and so forth.

Again, if you have a question for the Board, please ask us. If we are unavailable, then please talk to Julie. The rumor mill has got to stop; all it does is aggravate people because they start to think what's being said is true.

Comment from Virginia Delmage (Locker 73) – If you know who is spreading rumors, why don't you speak that person directly and ask them to stop instead of telling us about it. We don't know anything about these rumors; we're not spreading them.

Response from Mark Schieber – It is not the Board's position to "school" our Members. What we are asking is for people to trust the Board and ask us questions instead of taking what is said out in the Park as gospel. Tom was not demanding a specific person to stop spreading rumors, he was requesting that everyone try and squash the rumors rather than repeat them.

Comment from Elsie Metzler (Locker 828) – I have no problem speaking to the Board during or after the meetings, I have asked several of you direct questions on lots of occasions. However, I think that asking everyone to bombard Julie with questions if the Board is not available is not fair to her; it can be overwhelming.

I'm leaving the Park for a year. Now, I love it here and I have been a Snowbird for 7 years, but I cannot endure what is going on in this Park any longer. I hope and pray that things will be better when I return next year, but I can tell you that you will never stop the gossip around here. That's just the way it is.

Response from Fernando Da Silva – Everyone here has been through a lot, I have been on this Board over five years now. I got on the Board because I observed back then, as many of you have, that there used to be a lot of manipulation happening in the Park. We used to have free days being given away, which is basically subleasing. There were many other accusations thrown at the Board back then.

After five years, I am very grateful to all of you. This Board has come a long way from where when I joined. Granted, we are not where we want to be just yet. Sometimes progress takes longer than we would like because so many people are involved with this Park; I remember some very long discussions just about the color of the laundry room!

I think Tom was asking for your help in keeping the rumors to a minimum; we can't do this by ourselves. Just like with the assessment, the Board needs everyone to come together to make the positive changes needed for the Park.

Response from Mark Schieber – A quick comment regarding Julie and the Board; please remember that the Board of Directors is a unit. If you want to speak with one of us individually that is great, but individually we cannot speak for the entire Board. You are welcome to ask us individually for clarification on statements that we personally make; that's fair. The reason we ask Members to speak with Julie about their questions or concerns is so that we follow the established chain of command. If there is an issue that needs to be addressed Julie can present it to the Board and invite Members to discuss it with us at the meeting. That is how the Board is supposed to operate. Outside of these meetings, Julie is the Manager of this Park and is trusted to speak on our behalf as our representative.

Comment from Dom Fornaro (Locker 601) – I hate to hear that someone is leaving the Park, but I agree that to a certain extent there will always be rumors and gossip moving around the Park. People will always have something to gripe about. I have a saying, "If someone won the lottery on a Sunday, they would bitch because they couldn't cash the check until Monday."

I still think that all the Snowbirds paying \$473 per month is far too little rent to be able to live so close to the beach, and I know that is not a popular opinion. That is a lot of money being left of the table, this is supposed to be a business. We've all got to make sacrifices to survive, including the long-term residents.

John Watkins (Locker 559) – When I was elected to the Board I thought that I was going to be able to enact a lot of changes. I was long-time naysayer, sat in a lot of meetings just as a Member and listened to what was going on. But once you get onto this Board you suddenly have a realization of what is achievable and what is just wishful thinking. I took a year off from the Board after my first term, and I am glad that I did that; I wanted to be a part of the solution and not a part of the problem. Members must understand that this Board is crossing every “T” and dotting every “I” to make sure that the right things are being done for the Park. We have engaged with the rest of the Members and gotten you more involved in our decision-making process than ever before.

Some of the decisions we've made we don't necessarily like, but legally we had to make them because it was the right thing to do. We are trying to do things right again, as Mr. Eget mentioned earlier, by getting 3 bids for all our projects, by drafting specs and plans, by requiring a project manager walkthrough; everyone will be singing from the same hymn book. The Ad-Hoc Committee did a hell of a job, and their work is far from over. If the assessment passes there will be continued financial oversight and careful recordkeeping until the whole process is done. That Committee is an integral part of our assessment process moving forward.

I agree with Tom; the rumor mill must stop. It is not doing this Park any good, in fact, it's dividing us. We don't need that; we should be totally unified in moving forward.

Charles Nunes (Locker 438) – Before we adjourn, I just wanted to thank everyone today for their comments and consideration. Val, it's nice to see you back!

All Motions

Fernando Da Silva made a motion to approve the minutes from the August 11, 2018 and August 25, 2018 meetings, seconded by Tom Barcellos. Roll Call: Brien Carlson, Lorena Lemus, Charles Nunes, Mark Schieber and John Watkins voted yes. Brenda Critzer and Leroy Laird absent. Motion carried.

John Watkins made a motion to pay bills in the amount of \$24,856.64 and payroll in the amount of \$10,940.48 seconded by Brien Carlson. Roll Call: Tom Barcellos, Fernando Da Silva, Lorena Lemus, Charles Nunes and Mark Schieber voted yes. Brenda Critzer and Leroy Laird absent. Motion carried.

Meeting adjourned at 10:15 am

Respectfully Submitted,

Lorena Lemus

Board of Directors – Secretary

CC

Aaron Cartwright

Senior Reservation Agent