



**Holiday RV Park Owners Association  
Annual General Meeting  
March 10, 2018**

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**Board of Directors**

John Watkins–President  
Brien Carlson–Vice President & Park Maintenance  
Jon Mackenzie–Secretary (Absent)  
Terry Redwine–Treasurer (Absent)  
Tony Damiano–Management (Absent)

Charles Nunes–Rules and Regulations  
Leroy Laird–Public Relations  
Fernando DaSilva–Park Use  
Tom Barcellos–Collections

**Members Present**

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Meeting was called to order at 10:03 am by John Watkins

Flag Salute by Gene Allen

**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 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. Members may participate in the 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 March 11, 2017 meeting was made by Brenda Critzer, seconded by Ken Delmage.
10. John Watkins announced that there is a quorum of 63.09% this year for the election; one of the largest turnouts ever.  
He thanked everyone for voting and getting their ballots in early.

**Correspondence – Leroy Laird**

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One announcement before I start; we do have some negative responses on our survey and the Board must admit we're not perfect and have made a few mistakes here and there. But basically, I think the Park is doing better and certainly the mood is better. The Board has made some difficult decisions, but it's getting better. Allow me to read a few comments:

- “New dog area with fake grass *stinks* terribly! Made my eyes water. My dog didn't know what to do on the cement side. Use bark!”
- “Keep up the good work!”
- “The dog run needs serious improvement. They stink and dogs are reluctant to enter. The security is poor and needs improvement.”
- “Your staff is very personable and very helpful. Check-in was very quick and easy. Your location is very nice and convenient to many places in town.”
- “Spaces are tight. Everybody was really nice. We had a good time.”
- “Staff was excellent, especially maintenance staff. They were really helpful and friendly. The only negative experience was the restrooms, although they were kept up, they were old and smelly. I didn't feel clean after showering because the restroom smelled like old urine. If your restrooms were sterilized or better yet remodeled the overall rating would be a “10.”

We also have a letter from a Member, which was signed, so I will read that to everyone today:

“Not being notified of "secret meetings" of only part of the owners (guess I am not one of the selected few". Rules and regulations for the BENEFIT" of owners not being followed. After all, we paid lots of money to be able to use our 42 days, and the Board passes rules that we have to jump thru hoops to get in. Office staff not being able to tell us where we are going to be staying (not against the office staff--they are friendly, do what they are allowed to do under the directions they are given, and blamed for a lot of the problems). The Board goes outside the rules, regulations, and instructions covered under the by-laws that allowed us to be a non-profit organization and we can rapidly lose this status because they are not following them. Raising the costs of the laundry, sometimes as much as 100%, is unbelievable since the money that purchased these machines came from the owner's. Turning the water down in the machines so that it does not even cover the clothes that are being washed (and, no I did not overload the washer) in unbelievable. The Board has gotten to the point that there needs to be a "no faith" petition filed. Since I have left you my e-mail several times it probably won't matter but here it is: Wanda Jones, (*See note*). And of course, we will be coming back because we OWN the park and have put a lot of our hard earned money into it, although the Board seems to believe that they are the ones that own it.”

*Editor's Note – Email removed for privacy concerns. Mrs. Jones' email was given to the Board and Members present, but otherwise Mrs. Jones' letter is presented here unedited.*

## Committee Reports

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

I think this last year we have done a very good job, and I want to thank the Board for trying a new management idea for the Park. I talked them out of hiring another live-in manager and instead pursue hiring a *business* manager. This is to help control our finances, and I think this is going to work out for us. I must thank Julie and the staff for all their hard work and helping to turn things around and work to improve the Park.

### Collections – Tom Barcellos

We have a couple of foreclosures that are underway as we speak, for lack of payment and communication. We are slightly less behind in terms of dues than last month, right around \$2,700 remaining unpaid. Again, please note that nearly \$1,200 of that balance can be attributed to these shares that will be up for auction later this year.

### Park Maintenance – Brien Carlson

In the Magnolia Center you might have noticed some construction. The maintenance staff was replacing a gas line that went to the fire pit and in the process of doing that we were able to hook our barbeque grills to run off that natural gas so it will save money and time now that the crew no longer has to be replacing propane tanks.

Julie and I have been working on getting the elevator replaced with a powered lift, with Spectrum on installing a fiber-optic Wi-Fi service for the Park, and we are starting to revisit the electrical improvements that were started nearly a decade ago but not finished.

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

Item	Jan - Dec 2017	Jan - Dec 2016	Difference
Income	\$949,772.66	\$896,035.44	\$53,737.22
Expense	\$881,876.14	\$871,436.78	\$10,439.36
Net Income	\$4,393.14	-\$45,164.47	\$49,557.61

If you will compare year-to-year, the Park accrued \$949,772.66 in 2017, an increase of \$53,737.22 over the same period in 2016. Total expenses plus depreciation left the Park with a net income of only \$4,393.14 but please note that in 2016 the Park suffered a loss of over \$45,000 so we are on the right track.

*Dale Critzer made a motion to approve the annual financials, seconded by Lou Garrett.*

### Rules and Regulations – Charles Nunes

The Board did have to adopt some big, sweeping changes to the Rules and Regulations this year and a lot of that stems from the fact that the Park has been lacking strong management these past years and trying to keep an effective manager

in place here. Julie and the staff have been working hard to enforce the rules set forth by the Board and I have to thank all the Members for working together with them to make sure the Park runs smoothly. We have some amendments up for a vote today and we will see what the results are shortly and if there will be any changes to the Rules and Regulations based on that.

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

I covered guest feedback earlier, but I wanted to talk about the amendments the Board is hoping will pass today. We want to change the definition of guests permitted to use a Member’s free time from “household” guests to “immediate family.” 40 years ago that “household” ruling was so strict and out of focus that no one could even follow it, so nobody did. Now, things have swung too far in the other direction and the Park has been unable to pull together adequate revenue all these years. We had to draw a line, and the first few years after making big changes can be the most difficult. The Board is hoping that everyone will agree that the bylaws and CC&Rs should be amended, but it will come down to a vote.

### **Beach Social Club Report – Brenda Critzer**

Our Beach Social Club has done an incredible job and I want to thank them all for working so very hard on our Annual Dinner tonight. For all those that purchased tickets, *you are in for a treat!* We prepared a wonderful menu and we’ve purchased lots of amazing door prizes, raffles prizes and more. There are only 25 tickets left so please stop by the Office to buy yours soon! Thank you to Julie and the Board for supporting the Beach Club and helping us make this the best possible Annual Dinner we could.

### **Park Use – Fernando DaSilva**

Annual Park occupancy last year was down to 79.58%, compared to 83.91% in 2016. I pulled up the last 4 years of annual Park occupancy reports, and I know that it seems obvious to notice how slow it is *right now* and assume “Oh, the Park’s empty,” but in reality, we are still averaging 80% annual occupancy. It’s just a matter of a slight variance over the last 4 years, a little bit up or down each year. We always maintain our overall occupancy and the Park is still full during the busy season.

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

I must start by thanking the Board for going out on a limb and hiring a “business manager.” I knew that I met the qualifications based on the job listing and I was surprised to have John Watkins call me right after applying and ask so many questions about myself. Furthermore, it was a bigger surprise to arrive at the Park for the first time and have the entire Board waiting to meet me, which did make me feel a bit nervous. However, it turned out to be the beginning of something wonderful.

Since I have started, I spent time watching and evaluating the Park and its employees. I am big proponent of building teamwork and creating a family environment. I’ve been trying to make the staff and the Members understand where the Board going and what we are trying to accomplish in cleaning up a lot of messes from the past. We are fighting a battle of trust; and I hope that by now everyone knows me and what I’m all about. If not, *please* stop me when I’m around the Park or visit with me while I’m in the Office.

I hope that we can all see where the Board and I are going; in the forward motion of being transparent, supportive, trustworthy and trying show everybody what we can do with the Park *together*. Thank you.

### **2018 Election Results**

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| 1) <b>Tom Barcellos</b> – 336 votes (21.46%)  | Amendment #1 – Permitting Immediate Family usage of a Shareholder’s free days |
| 2) <b>Brenda Critzer</b> – 304 votes (19.41%) |   |
| 3) <b>Terry Redwine</b> – 272 votes (17.37%)  | <b>Yes</b> – 505 votes <b>No</b> – 43 votes                                   |
| 4) Mark Schieber – 257 votes (16.41%)         |   |
| 5) Brien Carlson – 243 votes (15.52%)         | Amendment #2 – Term limits for the Board of Directors                         |
| 6) Lorena Lemus – 154 votes (9.83%)           | <b>Yes</b> – 485 votes <b>No</b> – 62 votes                                   |
|   | <b>Neither Amendment passed.</b>  |

## Old Business

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### 1. None

## New Business

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### 1. 2018 Operating & Capitol Budget

Ken Delmage made a motion to accept the 2018 capital budget, seconded by John Souza. Please refer to the attached budget for reference.

### Member's Comments

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Andrea Gregory (Locker 205) – A few meetings ago, there was discussion about placing a larger advertisement in the 2018 Camp California magazine that we support. Has that happened? Also, how large was the ad compared to last year's? Has there been any increase in reservations based on that ad, or is it too early to tell? There was discussion about foreclosures on Members this year; what happens to those lockers?

Response from John Watkins – *The Camp California ad has only been circulated for about 3 months, so the jury is still out on whether we will see an increase in reservations based on that advertisement. The Park did go with a larger ad that features a nice photo of the Park's pool and clubhouse and expanded information about the facilities and a special 10% discount for mentioning the ad; this will help the Office staff track how much exposure the ad is receiving.*

Response from Tom Barcellos – *The foreclosed shares will go up for a public auction at the San Luis Obispo County Government Center; when that occurs, the Membership will be notified and there will be signs in the Office and the auction will be advertised on the Park's website and in the Tribune newspaper.*

Brenda Critzer (Locker 166) – The Beach Social Club is pleased to present our Board and our business manager, Julie, with a token of our appreciation for their many hours of volunteer work; a bottle of sparkling wine for each of you all. Thank you!

Michael Higham (Locker 666) – I went to last night's meeting, which was very constructive, and I think everyone that attended felt good about the discussion. However, there was a lot of big projects that were talked about, almost half a million dollars in improvements this Park must fund. We have got to find a way to pay for these projects or this Park will slip into bankruptcy. Now, I heard talk around the Park that we've got Members living here free of charge year-round; five shares here, five shares there. I have three myself and that amounts to a trivial sum once you figure out how much a day that costs me just based on my dues. And we have big upgrades that must get done; the elevator remodel, restroom remodel and the electrical infrastructure. The more I think about it, the only way to pay for all this work is an assessment to all the Members, there's no other way to do it. We've got to stop badmouthing the Board and get this figured out. I've been a Member for 30 years and I am not giving up on the Park, thank you.

Response from Fernando Da Silva – *What Michael is referring to is the Board meeting yesterday evening where we got together solely to talk about the upcoming projects that were mentioned. If you will notice on the 2018 capital budget it does encompass some of these costs already. The Board and other Members present yesterday did have a lengthy discussion about rates, how to build reserves for projects and other related topics. One point of discussion was the possibility of pursuing a special assessment, but Michael does an excellent point; we've got to maintain this Park. We cannot afford to kick the can down the road anymore, the can is broke! Many of these upgrades are a requirement of state law and we must become compliant or the Park risks closure.*

Jack Clark (Locker 477) – I have a suggestion for the Board and it is something I think the other Members that attend our meetings might appreciate. Would it be possible for the occupancy report to separate the off-the-street customers from the Members so that we might clearly see what income the Park is receiving outside of the Association?

Response from Fernando Da Silva – *Julie is working with RMS on expanding the information available from the occupancy reports, but to answer your question about off-the-street income, if you look to the profit & loss report provided today you will see the off-the-street revenue listed specifically.*

Andrea Gregory (Locker 718) – I was not aware that the Board held a meeting yesterday, how was that advertised? Also, we used to receive the minutes via email and I noticed that has stopped. What is the reason for that?

Response from Julie Hill – *The meeting yesterday was announced at the end of the February meeting, I made a post about it on the Holiday RV Facebook page and there were flyers posted around the Park itself and on the TV displays in the Office and laundromat.*

Response from Aaron Cartwright – *Regarding the minutes, for over a year the Park did not have a website that allowed the staff to upload the minutes, so I felt obligated to do what I could and sent each Member with an email on file the minutes. Now, the Park has new website that allows Members to login and view the minutes at their convenience.*

Allan Bedford (Locker 344) – Can you give us a definition of immediate family? Can my brother stay in the Park on my time? For Members that have large RVs and take a pull-thru do they still receive a discount on rent? Lastly, when there are questions I see raised during the meetings and noted in the minutes, where might I find the answers to our Members' questions? Would it possible to build a ramp that wraps around the clubhouse to avoid having to install a costly elevator lift?

Response from Charles Nunes – *The proposed amendments did not pass, so right now the definition of persons that may use a Member's free time remains as a "household" member. All other persons are responsible for paying the same rates as the public.*

Response from Fernando Da Silva – *All Members are now paying double when using two spaces; that was corrected last year. The cost used to be about the same as paying for one and half spaces.*

Response from Julie Hill – *The Board and I are working harder on providing more detailed responses to Members' questions and comments each month. We do our best to answer the question if possible, and Aaron will summarize that conversation in the minutes, so all Members may have a reference. If a question cannot be answered fully, it is part of my job to review the minutes, research outstanding topics and revisit them in-depth during the next meeting. Again, this information can be found in the minutes.*

*As far as a ramp is concerned, I am not positive that ramp could be built without losing an RV lot in proximity to the clubhouse. Unfortunately, we are bound by the CC&Rs to the 195 lots currently in the Park, so I cannot afford to lose one.*

Michael Higham (Locker 666) – I was a big proponent of the Park purchasing a forklift a few years ago, but the forklift that we bought is just too little. It can't even pick up my 5th wheel and I would really like the Board to consider buying some weights to load up the back end so that our staff can move heavier trailers safely.

Response from Charles Nunes – *Adding weights to the forklift to increase the lifting power could be done, but it would have to be taken care of by the manufacturer. In my opinion however, a forklift is not made for moving trailers around. It has been useful to the Park given our tight surroundings but it's not really the purpose that machine was built for.*

Anna Brown (Locker 1) – Congratulations to our new Board members, we're all happy to see you elected. Thank you to Julie and the Office staff; you guys are always top-notch, professional, welcoming and very capable of doing your job. I wanted to know, what is the current definition of a Snowbird? Also, how are we advertising our Snowbird specials to the public? Where is the rental of the mobile home reflected on our income?

Response from Julie Hill – *A Snowbird right now is defined as a guest that rents an RV lot for an 8-month term (September – May). Presently, we do not advertise Snowbird rates widely to the public because for the most part, all our Snowbirds are Members. We have a clientele base of seasonal workers that come to Park and work at Diablo Canyon for a few months every year, and those guests do pay approximately double the price per month that Members do.*

Response from Katya Goodman – *We did have less Diablo Canyon employees stay at the Park this year, and that could be a result of raising our rates 10% as well as requiring a security deposit of one month's rent, per the Park attorney's suggestion. It was not a popular policy change with our returning guests.*

Response from John Watkins – Anna, the mobile home rent is listed on the profit & loss report.

Brenda Critzer (Locker 166) – The ad in the Camp California magazine is great, but I think the Board should strongly consider reaching out to CalARVC and see if there is additional advertising that we could purchase on their website.

Response from Julie Hill – I attended a CalARVC (California Association of RV Parks & Campgrounds) conference last month and I was informed that they are also in the process of building a new website like we did. Holiday RV has information listed on their site too and I will be working with CalARVC to get that updated soon.

Larry Kindell (Locker 23) – Pertaining to the elevator and our existing clubhouse, when I look next door to Pismo Creek RV Resort I see a facility with a commercial kitchen and more than enough space to accommodate our meetings, dinners and other social functions. Our clubhouse is just too small for all our guests to enjoy. The Board could consider demolishing the old clubhouse and constructing a new single-story facility. Let's make it bigger and take the two lots directly east of the pool to expand the floorplan and leave room for a commercial kitchen and larger restrooms. Next, remove the Magnolia Center to replace the lots that were removed so we hit our required 195 lots. I think that if the Board takes the time to research and plan a little more, then we could all enjoy a new clubhouse that everyone will be proud of.

Response from Fernando Da Silva – I love the idea Larry, but the Board is tasked with taking a lot of projects into consideration each year so have we to assign the level of importance based on both the immediate need as well as future growth. Right now, the Board must focus on the ADA-required upgrades based on the 3-year timeline the State has given us.

Comment from John Watkins – Before we adjourn, I want everyone here to understand that I wanted an election that no one can second guess this year. I asked Julie to represent the Board, John Souza volunteered to represent the Members and our bookkeeping firm, Wapita, was gracious enough to take hours of time to count every ballot under Julie and John's supervision. This was the first election in recent memory that was taken out of the Secretary's hands and I feel that we did have an anonymous election. We are going to continue with this process going forward.

John Souza made a motion to adjourn to executive session, seconded by Brenda Critzer.

#### All Motions

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**Brenda Critzer made a motion to approve the minutes from the March 11, 2017 meeting, seconded by Ken Delmage. Members present unanimously voted yes. Motion carried.**

**Dale Critzer made a motion to approve the annual financials, seconded by Lou Garrett. Members present unanimously voted yes. Motion carried.**

**Ken Delmage made a motion to accept the 2018 capital budget, seconded by John Souza. Members present unanimously voted yes. Motion carried.**

**John Souza made a motion to adjourn to executive session, seconded by Brenda Critzer. Members present unanimously voted yes. Motion carried.**

Meeting adjourned at 11:16 am

Respectfully Submitted,

Jon C Mackenzie

Board of Directors - Secretary

CC

Aaron Cartwright

Senior Reservation Agent