



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
Tom Barcellos – Collections

Members Present – 20

Meeting called to order at 9:04 am by Charles Nunes

Flag Salute by Brenda Critzer

President's Address

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 the meeting during the Member's Comments section of the agenda.
7. Questions, comments or suggestions will be referred to 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 meetings and procedures are governed by our bylaws, CC&Rs and rules adopted by the Board.

Tom Barcellos made a motion to accept the minutes of the January 12, 2019 meeting, seconded by Leroy Laird.

Correspondence – Leroy Laird

I would like to call your attention to some of the positive comments this month. While we have a few complaints about the staff and the amount of weeds in the Park, overall things are looking good:

- “Maintenance new guy was rude, not Mike, Mike is an excellent person.”
- “You guys are truly the best. – Chris & Terrie Franks”
- “We inherited our Locker. We would not have bought our Membership due to the small size of the spaces. We cannot fully open our main slide out. We cannot park our tow vehicle in our assigned site and generally must park it offsite. I realize that our situation is not universal, however I also realize that it is not unique to us. The inconvenience that this presents is the main reason we do not visit the more often.”
- “Great Park and staff, thanks – Gene Parks”
- “Holiday RV has always been a great family place to vacation, everyone from office staff to maintenance staff to others staying at the Park make you feel like family.”
- “Spaces are tight and difficult to get into. I was fortunate that another visitor who happened to arrive at the same time was willing to trade sites or I would not have been able to park.”
- “We had a "never ending" RV repair problem and had to keep canceling our reservation. The office staff was outstanding in acknowledging my RV problem and kept my reservation open until we finally got our RV back and stayed 2 nights, as planned. Thank you to all.”

- “We love Holiday RV, its home away from home!”
- “Very noisy at 12:30 am, someone kept driving through with a very loud muffler.”
- “Always enjoy our time here.”
- “To all staff members: Please accept our extreme gratitude for making us feel welcome and always being available to help us. We really appreciate all you've done for us!”
- “I was disappointed in the amount of weeds in the flower bed around the pool area.”
- “The dog run needs improvement. It smells really bad.”
- “Our happy place.”
- “The office and maintenance staff are absolutely wonderful!!”
- “Great experience setting up. Your staff was helpful, and I have never had that great of service anywhere else. Thanks so much.”
- “Great experience. Commendations to the young man who helped me park my trailer when I arrived.”
- “Would like to see the Park remove a couple of spaces and make the lots a bit wider. Trailers and trucks are bigger now and need the space. Stop granting / allowing permanent residence. This Park is turning into a mobile home park. Not good...this is for families to enjoy not to retire in.”

Committee Reports

Financial Report – Brenda Critzer

Park Accounts	Balance (1/31/19)	Monthly Comparison	Jan 2019	Jan 2018	Difference	% Change
Rabobank – Operating	\$129,124.65	Income	\$164,382.76	\$149,788.11	\$14,594.65	9.7%
Rabobank – Laundry	\$22,701.86	Expense	\$107,032.99	\$75,928.97	\$33,104.02	44.8%
Rabobank – Dues	\$58,685.64	Net Income	\$57,349.77	\$69,813.18	-\$12,463.41	-17.9%
Morgan Stanley Dean Witter	\$151,689.50					
Mission Bank CD	\$105,970.74					

Last month our gross profit increased nearly 10% compared to last year, that is very strong growth. This month we are paying our property taxes, a \$37,000 expense, but that also means overall expenses were down year-over-year. Our net income *after* bills have been paid is \$57,349.77, again showing strong growth.

Brenda Critzer made a motion to pay bills in the amount of \$107,032.99, including payroll in the amount of \$22,694.70, seconded by Tom Barcellos.

Management – Fernando Da Silva

First and foremost, Julie is on vacation through next week, so please be patient with the office staff if it takes a little bit longer than usual to receive help. The annual mailing went well, and you should have received your voting information by now. Please notify the office if you have not received that mailing yet. Remember, if you have any questions or concerns about the Park, please direct your attention to the office staff or Julie for assistance.

Collections – Tom Barcellos

The current accounts receivable for our Membership dues is \$44,637, so payments are rolling in promptly. In terms of outstanding dues, we are around \$2,480 because of the January dues invoice. The Board and I will evaluate what to do with these delinquent Members within the next 30 days. Our new bookkeeper, Liz, is already providing us with better reports than before, and I think her work will only continue to improve.

Park Use – Brien Carlson

Last year we booked 415 reservations during the month of January, for a total occupancy of 76.13%. We were down this year to 351 reservations for a total occupancy of 71.66%. This is not any cause for worry because the revenue generated

from reservations was \$96,301.85 instead of \$77,328.39. It is nice to see some of the policies the Board worked towards implementing last year have such a beneficial effect for our business.

Park Maintenance – Charles Nunes

Hart Electric was here last week to repair the lights surrounding the pool & spa area, and to terminate an open electrical connection that was exposed underneath the office. As Leroy mentioned, we've received a few complaints about weeds growing around the spaces. Because of the weekly rainfall this winter I have directed Julie to have the maintenance staff focus more on cleaning inside the shop, restrooms, clubhouse and laundry rather than work outside when the weather is rainy. Once we get a break in the rain they can start pulling weeds and clean up outside.

At a previous meeting it was mentioned that the heater in the main restroom seemed to be running very late at night, which was wasting a lot of energy unnecessarily. I'm pleased to report that was repaired by the electrician as well. Just a matter of resetting and reprogramming the thermostat rather than a replacement. I've been told it's not as hot in the restrooms at night now.

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

I don't have much to report, but an issue was brought to my attention last month was vehicle parking. There was a party of guests staying here during the Martin Luther King Jr. weekend and their site was blocked by an illegally parked vehicle when they arrived after-hours. The problem was resolved the next morning, but I must remind our Members to show a little consideration for our other guests by not parking in empty spaces without asking the office staff first; you might wind up parking in a reserved space without knowing it.

Public Relations – Leroy Laird

Other than the online survey, I have not received additional comments from our guests, so my previous report covered last month's public relations too.

Manager's Report – Julie Hill (Absent) – Fernando Da Silva (Representing)

Our new bookkeeper has started working in the office a couple days per week on our books, and everything is going very well during this transition. If you happen to see her working be sure to say hello and make her feel welcome. Julie's next goal will be to make sure everything is ready for the annual meeting and elections, so that work will continue after she returns from her vacation.

Reportable Actions – Lorena Lemus

This section is a new addition to our committee reports, and while I don't have any items to report from last month, the basic idea of this section will be to list actions or motions made by the Board that were not a part of the general meeting, but nonetheless important to report on at the next meeting.

Old Business

1. Beach Club Events & Announcements – John Souza

As you may have noticed in your annual mailing, the Beach Social Club is pleased to host a luncheon for our Members following the annual meeting on March 9. By changing the venue and time of the function from dinner to lunch, the Beach Club and the Board are doing their part to help reduce expenses this year. We are still planning for a great event; we are serving tri-tip sandwiches with sautéed toppings, beans, coleslaw, chips and a drink. Social hour begins at noon and we lunch begins at 1pm. Tickets are \$10, and they are available in the office, so please RSVP in advance. That ticket will include entry for some great door prizes that we plan to give away!

2. Annual Meeting – Transportation – Brenda Critzer

It was suggested that the Park should rent a van to shuttle Members to-and-from the annual meeting and luncheon, since parking is so scarce around the Moose Lodge. Our staff will run transportation from 9am until 4:30pm, every 15 minutes. We are pleased to offer this complimentary transportation as a convenience to you.

3. Architect – Charles Nunes

Our architect is working on several options for the restroom remodel and other projects, and the Board is currently reviewing those options. You might have noticed the architect surveying the Park last week, that work was required to complete his drawings. We will be discussing the available construction options with the Membership at a later date.

4. Shop Door – Charles Nunes

It was approved last month to replace the shop door with an automatic door, and we are currently waiting on our vendor to come out here and install the new door. That work should be completed soon.

5. Electrical Lights – Charles Nunes

I reported earlier that Hart Electric completed some repairs to our lights around the pool and spa area, but we still have several lights in the center of the Park that need to be replaced too. Last month the Board approved to replace the broken lights with new LED units, but we are again awaiting our vendor to come here to install them.

6. Member Family Rate – Ideas / Suggestions – Tom Barcellos

Last month I opened discussion about introducing a discount for Member's guests that stay in the Park with them. Our research concluded that the Board can implement something like that, according to the CC&Rs, but for the time being we are shelving the topic. It doesn't seem like there is a lot of appetite for the idea, but if we receive more demand from the Membership, once they review the minutes, we can open that discussion again. Our business has been on an upward trend since last year, so it might not be the best idea to start chipping away at our potential revenue unless we know there is an overwhelming demand. It makes more sense next year to try and amend the CC&Rs, bylaws and add verbiage that allows additional privileges for Member's guests.

7. Elections – Balloting Committee – Tom Barcellos

I will be the chairman of elections this year, and just to provide more details on our election process let me explain how everything works. When ballots are received at the office, your locker number is recorded to make sure that participation is noted. Then your sealed ballot is placed in the ballot box, which is locked until the day before the election. On March 8, myself, Julie, Mary Halberg, Frank Polehonki (non-Board Members), and our bookkeeper will meet in the Park to open the ballot box and begin verifying that ballots are filled-out correctly and tabulated. The results will be kept confidential until the annual meeting the next day.

New Business

1. Construction Improvement Committee – Charles

As I mentioned before, our architect is already working on drawings and plans for new construction improvements for the Park. Julie has been providing those plans to me as they come in, and we have been sharing our ideas with the architect. However, after careful thought I have decided to form a committee to assist the Board with making decisions regarding this matter moving forward. I think it will benefit the Park to have Steve Scottish work with Tom and John, so I have invited him to join this committee. He has regularly made great suggestions to the Board on this topic over the past year, and I very much appreciate him accepting the offer. Also, his work history and background in construction makes him ideal for the task. The committee will review the architect's work and research our options; we look forward to hearing their findings in the coming months!

2. Cal-ARVC – Brenda Critzer

Holiday RV Park is a member of the California Association of RV Parks and Campgrounds (Cal-ARVC), and Julie brought to my attention that a conference is coming up in April. Julie attended the spring event last year, and one of the things that she learned about was aggressive booking strategies. I think our financials demonstrate how useful that information was to Julie as our business manager. When running a business like ours it becomes mandatory to attend seminars to stay informed on what is happening in the RV industry. This year's topics include electrical systems and reserve polarity, customer service and customer experience, tax roll initiative, landscape maintenance, California Dept. of Housing & Community Development updates, and methods to improve our Park's online presence. Julie would like to attend with a member of the office staff too, which I am inclined to agree with; every person absorbs and utilizes information in their own way. It is nothing but a benefit for our staff to attend, since knowledge is power, and we need our staff to be informed.

Brenda Critzer made a motion to approve sending Park staff to attend the April 2019 Cal-ARVC conference, seconded by Tom Barcellos.

3. Laundry Room – Proposal – Charles Nunes

We have several washing machines and dryers that are nearly out of service, they break down on a regular basis. It has been many, many years since they were installed, so we have gotten our usage out of them. The dryers would cost \$22,335.35 for 6 new, larger-capacity units, and the washers would cost \$24,019.08 for 5 new, larger-capacity units. The laundry account has enough funds right now (\$22,701.86) to purchase new dryers, which is Julie's recommendation based on the lower usability of our old units. These funds earned from use of the laundry room, so the proceeds are being used to maintain and improve those services, simple as that.

Tom Barcellos made a motion to replace the dryers in the laundry room, seconded by Brenda Critzer.

Member's Comments

Rodney Mattas (Locker 457) – I noticed that you only mentioned a single vendor for the laundry room improvements; do we have other companies offering bids, or are we working with a single company on this? My understanding was that the Board usually receives 3 bids before spending this amount of money.

Also, my thoughts on Member's family or guests receiving discounts is that those persons should be expected to pay the fees necessary to stay in our Park. It would benefit the Park *more* to receive that income than the \$5 or \$10 it would save the person staying. We should be doing everything we can to take care of the Park.

Response from Charles Nunes – Because this work to replace existing machines, it falls under the category of Park maintenance. Bidding out falls more under the category of capital improvements.

Response from Tom Barcellos – The company that services our laundry room, Nunes Appliances, has been working with the Park for a long time. They are based in Tulare and have come in under previous bids from local vendors here in SLO County. We also find the quality of their work to be spot-on, basically we are getting what we pay for with Nunes. The machines he put in years ago have really served us well, much longer than they should have.

Ed Aldrich (Locker 440) – Shouldn't we fine people that park their vehicles in empty sites without permission? It might do more to stop that behavior than just issuing a warning.

Also, on the Mission Bank CD loan, I think the Members should have an accounting of what the legal costs, interest fees and other miscellaneous costs are after arbitration is over, so that we know that error will not happen again.

Response from Charles Nunes – Park Maintenance does issue violations as needed, \$10 per offense. A guest staying in the Park was fined for a parking violation last week and I have been told that he now parks his SUV outside of the Park instead of in one of the empty sites across from him.

Response from John Watkins – There will be a full accounting on the Mission Bank litigation; on the profit and loss report you can already see a partial accounting under line item 9131 (litigation fees), \$8,071.50 as of 1/31/19.

Response from Tom Barcellos – For the record, I would not classify the line of credit as an “error,” that is someone’s opinion.

Mark Sunderhaus (Locker 368) – Will the new dryers in the laundry room be like the 2 big dryers we already have there? Those big dryers are very nice.

Response from Charles Nunes – Yes, the new units will be like the big machines we have right now. The new dryers are triple-capacity and should be more energy efficient too.

Board Member’s Comments

John Watkins (Locker 559) – Even though there are only 3 Members running for the Board, and you may think that means your vote doesn’t matter, please take the time to vote. If the Park does not receive a quorum, there is no annual meeting. It is critical that everyone turn in their ballots before the March meeting!

All Motions

Tom Barcellos made a motion to accept the minutes of the January 12, 2019 meeting, seconded by Leroy Laird.

Roll Call: Brien Carlson, Brenda Critzer, Fernando Da Silva, Lorena Lemus, Charles Nunes, and John Watkins voted yes. Mark Schieber absent. Motion carried.

Brenda Critzer made a motion to pay bills in the amount of \$107,032.99, including payroll in the amount of \$22,694.70, seconded by Tom Barcellos.

Roll Call: Brien Carlson, Fernando Da Silva, Leroy Laird, Lorena Lemus, Charles Nunes and John Watkins voted yes. Mark Schieber absent. Motion carried.

Brenda Critzer made a motion to approve sending Park staff to attend the April 2019 Cal-ARVC conference, seconded by Tom Barcellos.

Roll Call: Brien Carlson, Fernando Da Silva, Leroy Laird, Lorena Lemus, Charles Nunes and John Watkins voted yes. Leroy Laird absent. Motion carried.

Tom Barcellos made a motion to replace the dryers in the laundry room, seconded by Brenda Critzer.

Roll Call: Brien Carlson, Fernando Da Silva, Leroy Laird, Lorena Lemus, Charles Nunes and John Watkins voted yes. Mark Schieber absent. Motion carried.

Meeting adjourned at 10:09 am

Respectfully Submitted,

Lorena Lemus
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent