



### Board of Directors

Charles Nunes – President & Park Maintenance  
Fernando Da Silva – Vice President  
Lorena Lemus – Management & Secretary  
Mark Schieber – Treasurer

John Watkins – Rules and Regulations  
Brenda Critzer – Public Relations  
Brien Carlson – Park Use (Absent)  
Tom Barcellos – Collections

Members Present – 10

Meeting called to order at 9:05 am by Charles Nunes

Flag Salute by Charles Nunes

### 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 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.
9. Linda Blanco has resigned from the Board, Charles Nunes asked Lorena Lemus to serve as the acting Secretary until a new Board Member has been appointed.
10. Charles wished all the mothers present a very happy Mother's Day.

**Tom Barcellos made a motion to accept the minutes of the April 13, 2019 meeting, seconded by Brenda Critzer.**

### Correspondence – Brenda Critzer

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I've reviewed our correspondence from the guests that responded using Survey Monkey. We received some of the usual feedback about our small spaces, tight parking etc. The weeds around the Park from all the rain this year were brought up too. Another person left a complaint about a sewer leak, which is something that is important to notify our staff about during your stay. However, we are still getting consistent data that indicates most of our guests are going to come back to the Park again.

I've drafted Park newsletter, and I am waiting for the Board to approve its content before distributing to the Members. A few things that are included are birthday congratulations, a welcome to our new Monthlies, notice of the Beach Social Club summer planning meeting, etc.

I also want to thank Elsie Metzler (Locker 828) for organizing the potluck last week, it was a great turnout!

### **Survey Comments from April 2019:**

- "Space 108 is too small for a 5th wheel 3/4-ton combo."

- “Great location. I did not like that if I wanted to eat outside I was eating next to the neighbors leaking sewer line. Perhaps a small fence or shrub like we have seen in many parks.
- “Space was too tight. No room to be outside and have your vehicle. Dog area insufficient and smelly. We enjoyed the hot tub and the staff were helpful and friendly.”
- “Grossly overpriced, undersized spaces ever experienced. Staff were very good and accommodating, the facility however and lot size were ridiculous for the price! Wouldn't stay there again or recommend to anyone. You should also put up signs in the restroom advising people not to smoke in there!!!”
- “Park is becoming neglected and has gone backwards in appearance dramatically.”
- “Our space was so tight, and a pole was in the very back to where we could not back up or RV all the way, so we could park our car in front we had to park our car very close to our RV and squeeze our way in and out we were very disappointed in our visit this time.”
- “Restrooms were not nearly as clean as normal.”
- “We really enjoy our time there. I would like to make an inquiry about Park rules. Are fires now permitted with their space?”
- “This time a lot more grass and weeds in empty spaces, I never saw maintenance this trip. Women RR cleaning schedule after 1:30 and at 7 pm. Short staff I guess I always enjoy my stay there.”
- “The spots are extremely small, no area for a car on site. Park should think about putting in trees for shade and grass area instead of all concrete.”
- “Once again exceeded expectations! Thanks to each of you for your heart to serve! Blessings.”
- “We love staying here very clean nice people!!!”
- “We are extremely happy with the professionalism of the office staff and the helpfulness of all the maintenance staff as we were setting up our RV for the first time. Thank you so much for making this our home away from home!”
- “Nice place for Pismo Beach we would definitely love to visit again.”

## Committee Reports

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### Financial Report – Mark Schieber

Park Accounts	Balance (4/30/19)	Monthly Comparison	Apr 2019	Apr 2018	Difference	% Change
Rabobank – Operating	\$140,239.49	Income	\$85,509.78	\$56,676.49	\$28,833.29	50.87%
Rabo. – Laundry	\$16,039.25	Expense	\$70,134.04	\$70,652.40	-\$518.36	-0.73%
Rabo. – Dues	\$10,847.81	Net Income	\$15,375.74	<b>-\$13,975.91</b>	\$29,351.65	190.89%
Rabo. – Emergency Reserves	\$100,018.49					
Rabo. – CIM Reserves	\$106,347.48					
Morgan Stanley Dean Witter	\$149,717.12					

I received a question from a Member after the last meeting that was about the financial reports. Just to clarify, the Mission Bank CD reads as a zero-balance this month because that account was closed, and the funds were temporarily deposited to the dues account. That money has since been distributed to the new Construction Improvement & Maintenance (CIM) Reserves Account and another new reserve account specifically for emergency use only.

The Mission Bank CD was listed as a negative \$300 balance in March because of previous interest that was miscalculated by the former bookkeeper, and our new bookkeeper was trying to account for that on the balance sheet until a journal entry was made by our CPA.

As of April 30, 2019, we have \$524,509.64 in our combined checking and savings. This is a *huge* improvement, nearly double from the same time last year. Much of this can be attributed to the hard work of our staff to fill the Park and keep customers coming back. In looking at this month's balance sheet, it is great to see a net income of \$15,000 instead of a \$13,000 deficit; we are on the right track.

**Fernando Da Silva made a motion to pay the bills and payroll, seconded by Lorena Lemus.**

#### **Management – Lorena Lemus**

Thank you for joining us again out here in the Magnolia Center, I'm pleased to see the weather is better this time around. As Charles mentioned, I wanted to wish all our mothers in the Park a very happy Mother's Day. Spring Break went well, the Park stayed busy all week.

I would also like to welcome Craig and Ashlee Gilkey, they are brand-new Members as of yesterday!

Please remember to speak with Julie and the office staff if you have any questions that need to be answered. Keep in mind that any rumors moving around the Park are just rumors unless you hear it from the staff or the Board.

#### **Collections – Tom Barcellos**

Collections continue to improve each month; our past due is right around \$2,700, and only \$1,006 of that is older than the January assessment. One item to notice on the balance sheet is a credit of \$1,965 because of the Members that prepaid for their July dues. Many thanks to the office staff and the bookkeeper for working hard to keep outstanding balances lower than ever.

#### **Park Use – Brien Carlson (Absent) – Fernando Da Silva (Representing)**

Our occupancy was up in April 2019, to 74.03% from 66.36% in April 2018. A busy Easter week definitely helped to improve that.

#### **Park Maintenance – Charles Nunes**

The weed situation will get handled shortly now that the rainy season appears to have ended. Another boon to start off the summer season is that we are back to a full maintenance staff during the day, and an additional maintenance staff member here every evening. The newer employees are almost fully trained and ready for the summer.

Julie has a few more site inspections to perform, and that work should conclude soon.

#### **Rules and Regulations – John Watkins**

The Board is in the process of reviewing the Conditions, Covenants & Restrictions and the bylaws to seek out a resolution to several conflicts between the documents. That will be presented to the Members and get voted on down the road.

As Charles mentioned, our Snowbirds and Monthlies received site inspections and notices to come current with the rules and regulations. I received a notice from Julie to clean up a few things on my lot, pull weeds, wash my 5<sup>th</sup> wheel, etc. It took a few hours, but we've all got to do our part to keep the Park looking good!

Comment from Elsie Metzler (Locker 828) – I really hope that people continue to keep their sites looking nice after these inspections, because the sites start to look junky and littered with belongings too soon afterwards. It is not a good look for the Park, and other people staying here talk about it.

### **Public Relations – Brenda Critzer**

Just to give you an idea of what my duties are as your Public Relations Director, I am supposed to oversee the promotion of Holiday RV Park and its social events. I plan to do exactly that, not only within our Park, but also out in the greater San Luis Obispo area. I want to make sure that more people are aware of our services and what we have to offer.

My position requires me to be familiar with the amenities of the Park and how to plan and host social events, both of which I am very familiar with. I will be working with the Beach Social Club to organize fun events this year, and I will be promoting the Park via the newsletter that I am working on. If you have any ideas about promotions, or if you have ideas for Park events please approach me with your feedback.

Elise, thank you for your comments; you raise a very good point. The cleanliness of our sites does reflect who we are.

### **Manager's Report – Julie Hill**

Some of you may have noticed that the elevator is working sporadically when the call button is pressed, let's address that. While I understand that we have people in the Park that are really hoping to use the elevator again, I cannot allow it until I know that a new working elevator is installed and operating 100% of the time. It is not worth the risk of having a guest trapped inside!

### **Reportable Actions – Lorena Lemus**

None.

### **Old Business**

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

We have a tri-tip BBQ planned for Sunday, May 26<sup>th</sup>. It's our first event for the summer, so please come and join us. The Beach Club is having a meeting on Saturday, May 18<sup>th</sup> to plan more functions, and everyone is welcome. If you are not a member of the Beach Social Club but have some ideas for events, just come on down and attend the meeting so you can share you ideas with the group.

#### **2. Architect / Construction Improvement Committee – John Watkins & Tom Barcellos**

Last month we presented the drawings for the restroom remodel made by our architect. He is currently working on designs for a new elevator as well. His recommendation is that the Park invest in building a new elevator instead of the powered lift that was researched by the Board last year. The cost would be greater than a lift, but the longevity for an elevator far exceeds that of a lift.

The architect is looking at one scope of work for the Park, rather than each facility at different times. This would save a tremendous amount of money. He is close to finalizing some hard bids for construction, and we are very pleased with the professionalism of his work thus far.

I want to give a big thanks to Steve Scottish (Locker 39) sitting back there, he has put in a lot of work as a part of the Construction Improvement Committee, especially in thoroughly researching the cost and installation of portable restrooms and showers, when the day comes for actual construction in the Park.

Comment from Elsie Metzler (Locker 828) – What is a hard bid?

It is an exact cost of how much construction will be, previously the Board was working on passing an assessment using only rough estimates. The message was clear that people were insisting on receiving hard bids for what their money was going to pay for before making a commitment to spend it.

### **3. Shop Door – Julie Hill**

The new garage door for the maintenance shop has been installed, and it works great. I can even use my iPhone to open it remotely!

### **4. Laundry Room Dryers – Julie Hill**

In addition to the shop door, the brand-new dryers were installed in the laundromat and they are amazing as well!

## **New Business**

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### **1. Morgan Stanley – Fernando Da Silva**

The Park's Morgan Stanley account has been a little bit of mystery to those of us on the Board that have not been here very long. Yesterday I was able to visit their office in San Luis Obispo and learn more about the account. Our representative from Morgan Stanley will be able to attend the June meeting to discuss in detail what our options are for the account and answer any questions you may have. The account was opened in 2002, and it has earned \$30,000 in value since then. This breaks down to \$2,000 per year, or a 2% return annually. The account has \$149,717.12 in it as of today, of which \$101,553.91 is in cash and the remaining \$48,162.21 is in mutual funds. We can withdraw the cash without penalty, whereas the mutual funds would require us to pay capital gains.

It was nice to meet someone face-to-face and get some answers to our questions and learn what this account was all about. We are looking forward to meeting with our Morgan Stanley accountant next month.

### **2. Mountaineer IT – Julie Hill**

About a year ago the Park changed IT companies from a one-person type of outfit to the Clever Ducks IT company out of San Luis Obispo. That has served our purposes well, they have done a lot of clean-up from the previous company's mistakes and we had a designated technician from Clever Ducks that handled most of this work.

At this point, the Clever Ducks management has not been meeting our needs to my satisfaction, and our designated tech is beginning a new position with a company called Mountaineer IT. Because of this person's knowledge and dedication to the Park's tech needs I am requesting that the Board leave Clever Ducks and go with Mountaineer IT instead. He takes a lot of pride in his work at our Park, just like we do, so I feel that working together with him and this new IT company is the right move to make.

Just to prove a point, Clever Ducks finally returned a bid several months late for a new printer, which they said would cost us \$7,000...for a table top printer. It is clear that the Ducks are not treating our business needs seriously.

**Tom Barcellos made a motion to give notice to Clever Ducks IT and retain Mountaineer IT for the Park's IT work, and purchase a new printer and point-to-point hardware, seconded by Mark Schieber.**

### **3. Website – ADA Compliance – Julie Hill**

Last month Aaron and I attended a CalARVC seminar and one of the speakers there gave a presentation highlighting the need for businesses to implement ADA-complaint changes to their websites. It was a revelation to learn that yes, websites must accommodate the needs of people that are deaf, visually impaired or unable to access the same information as others

due to a disability. The speaker's company, MorePro, is helping businesses to make the changes necessary to avoid litigation, because there are "legal advocates" out there suing website operators that are not ADA-compliant; this includes us!

Pismo Coast Village has already implemented ADA-accessible tools on their website following the CalARVC seminar, and I am strongly suggesting that the Board consider making the same effort soon. MorePro will discount their services from \$1,400 to \$900 because of our mutual CalARVC association.

**John Watkins made a motion to retain MorePro to implement ADA-complaint improvements to the Park's website, seconded Brenda Critzer.**

#### **4. Reserve Study – Julie Hill**

Our last reserve study was from 2017, and after review from the bookkeeper and I, certain aspects of that seem unrealistic and I would like the Board to request another study from a different company. I would like to have someone visit the Park and inspect our facilities so that we can have a better projection for what our depreciation costs might be. A new reserve study completed by October would be ideal, so that we can include the findings in the annual mailing.

**Tom Barcellos made a motion to conduct a new reserve study for the Park, up to a cost of \$2,500 and to be completed by the October Board meeting, seconded by Fernando Da Silva.**

#### **5. Pool Heater – Julie Hill**

The 2 units that heat the swimming pool are leaking consistently over the last 3 months. I am concerned that they are at the end of their life expectancy. The current vendor that repairs our pool has been called out many times to repair the same leaks they "repaired" the week before. I recently called a different vendor that I trust with other plumbing repairs to look at the pool heaters and immediately told me that a huge red flag is the lack of copper piping to diffuse the heat coursing through the pipes. The currently installed PVC pipes warp from the hot water and we get leaks, that makes sense. This other companies' failure or reluctance to recognize this cause to our leaks makes me want to pursue working with someone else as soon as possible.

I would like this trusted plumber to install a length of copper ASAP to our pool heaters in order to prevent further leaks. The bid is \$3,300 and I would like the Board to pay for these repairs before it gets busy this summer. I will contact other companies to bid out a pool heater replacement in the future.

**Fernando Da Silva made a motion to replace the pool heater pipes with copper as needed to repair leaks, up to \$3,300, seconded by Lorena Lemus.**

#### **Member's Comments**

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Elsie Metzler (Locker 828) – Is there a contingency in place if someone was to call to report the elevator being closed to ADA-enforcing agencies?

Response from Fernando Da Silva – The Park is not required by any ADA laws to have an elevator based on the size and number of stories of the clubhouse building. An elevator or lift would be required if the clubhouse was 3 or more stories, or greater than 3,000 square feet in size.

Response from Julie Hill – The Board intends to replace the elevator because they feel that it is the right thing to do for the Members and guests that stay here, not because they are bound to by law. In the meantime, we must host our meetings here in the Magnolia Center because we *are* bound by the bylaws to hold them in a place that all Members are able to attend if they choose to.

## **Board Member's Comments**

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None.

## **All Motions**

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**Tom Barcellos made a motion to accept the minutes of the April 13, 2019 meeting, seconded by Brenda Critzer.**

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

**Fernando Da Silva made a motion to pay the bills and payroll, seconded by Lorena Lemus.**

**Roll Call: Tom Barcellos, Brenda Critzer, Charles Nunes, Mark Schieber and John Watkins voted yes. Brien Carlson absent. Motion carried.**

**Tom Barcellos made a motion to give notice to Clever Ducks IT and retain Mountaineer IT for the Park's IT work, and purchase a new printer and point-to-point hardware, seconded by Mark Schieber.**

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

**John Watkins made a motion to retain MorePro to implement ADA-complaint improvements to the Park's website, seconded Brenda Critzer.**

**Roll Call: Tom Barcellos, Fernando Da Silva, Lorena Lemus, Charles Nunes and Mark Schieber voted yes. Brien Carlson absent. Motion carried.**

**Tom Barcellos made a motion to conduct a new reserve study for the Park, up to a cost of \$2,500 and to be completed by the October Board meeting, seconded by Fernando Da Silva.**

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

**Fernando Da Silva made a motion to replace the pool heater pipes with copper as needed to repair leaks, up to \$3,300, seconded by Lorena Lemus.**

**Roll Call: Tom Barcellos, Brenda Critzer, Charles Nunes, Mark Schieber and John Watkins voted yes. Brien Carlson absent. Motion carried.**

Meeting adjourned at 10:10 am

Respectfully Submitted,

Lorena Lemus  
*Board of Directors – Secretary*

Cc

Aaron Cartwright  
*Senior Reservation Agent*