



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 (Absent)
Brenda Critzer – Public Relations
Brien Carlson – Park Use
Tom Barcellos – Collections

Members Present – 21

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

Flag Salute by Rodney Gagne

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 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. Charles Nunes reminded everyone present that there is a vacancy on the Board and resumes are still being accepted until June 12, 2019 at 5:00pm.

Fernando Da Silva made a motion to accept the minutes of the May 11, 2019 meeting, seconded by Mark Schieber.

Correspondence – Brenda Critzer

The Park sends an invitation to take a guest survey to persons that stay in the Park and provide us with an email address. We received 25 guest surveys last month, and out of those only 6 persons were first-time guests, so it is nice to see lots of returning guests enjoying the Park. The majority of guests indicated that they are likely or very likely to refer the Park to their friends and family. The cleanliness of the Park received high marks from nearly everyone, and so did the overall value of staying in our Park. These reports give the Board a wide spectrum of feedback and are very useful to focus our attention to areas that need improvement.

Last week there was a report of a stranger walking around the Park; it is very important to call the police if you notice someone that does not belong here. This person was referred to in the survey comments as having entered the women's restroom, so again, it's crucial to notify the Pismo Beach PD when someone clearly does not have a reason to be here. Never approach anyone directly though.

Comment from Julie Hill – The police arrived very quickly to escort that person off the property for trespassing, but my understanding is that he was around the Park since the evening prior. We received a phone call to the office after-hours, which means there was no way to follow-up until the next day. In the future, just call the non-emergency police number and they will come out right away to take care of the situation.

Survey Comments from May 2019:

- “The spaces are entirely too close together. We could not even use the table because it was almost on top of our neighbor’s sewer. I felt like we were in a parking lot instead of an RV park. You need to take out every other space to ensure more privacy and much more comfortable camping. I will say the Park was quiet and very clean. The major problem is just that the spaces are so close together.”
- “This was a great Park. The pool is amazing, the bathrooms and showers exceptionally clean, and the maintenance staff was wonderful and very helpful. My only negative is how close together the spots are and the gravel. Other than that, everything was great.”
- “Showers and grout not clean, spaces are very tight and not enough room for tow cars. Second time we have attended and elevator not working. Luckily the weather was good enough to be in patio area. Several Members should not use stairs to clubhouse. Since the Park was not full it would have been nice to have a space or two to park our cars.”
- “A lady with a German Shorthair dog was letting her pet run free off leash. A very friendly dog but it is required that we walk our dogs on leash.”
- “Someone helped to guide me into my assigned slot even though it was after 5PM.”
- “Everything was great. Clean and lovely. Little high on price is my only concern.”
- “The only thing that gave us concern was a person who entered the woman's shower area and stood next to the shower my girlfriend was using. She said they stood absolutely still and did not make any noise. It looked like men's shoes and wranglers what she could see. She exited and would not go back without an escort. She was scared, and it appears she was right to be concerned.”
- “I always feel safe and the facility is clean. I am a single woman and feel the safest when I stay at the Holiday.”
- “I have stayed in another park and I didn’t feel as safe as I do at the Holiday RV Park. I brought my dog and used the dog run several times a day and it was always clean when I arrived.”

Committee Reports

Financial Report – Mark Schieber

Park Accounts	Balance (5/31/19)	Monthly Comparison	May 2019	May 2018	Difference	% Change
Rabobank - Operating	\$108,878.94	Income	\$66,864.52	\$53,009.27	\$13,855.25	26.14%
Rabo. - Laundry	\$6,942.01	Expense	\$103,949.15	\$68,207.67	\$35,741.48	52.4%
Rabo. - Dues	\$12,411.61	Net Income	-\$37,084.63	-\$15,198.40	-\$21,866.23	-144%
Rabo. - Emergency Reserves	\$100,082.20					
Rabo. - CIM Reserves	\$106,415.23					
Morgan Stanley Dean Witter	\$141,321.12					

In reviewing our total checking and savings, you will notice the Park has over \$477,000 spread out across our various accounts. We are saving to grow the Construction Improvement & Maintenance (CIM) account to at least \$200,000. This value is based on a reserve study conducted a few years ago, but the Board is trying to follow those recommendations.

Looking to our profit and loss comparison, you will see a greater loss of net income this year due to expenses like the new dryers for the laundry room, a 3rd payroll for the month of May, higher electricity rates from PG&E and litigation fees. I foresee the expenses leveling out next month, in addition to greater revenue rolling in as more customers visit the Park.

Mark Schieber made a motion to pay the bills and payroll, seconded by Tom Barcellos.

Management – Lorena Lemus

I would like to thank all the Members that have been visiting the office and speaking with Julie about their questions and concerns, I appreciate your cooperation in what the Board and the Manager are trying to do. Otherwise, summer is in full-swing and our staff is working hard to keep the Park running smoothly.

Collections – Tom Barcellos

Our current and past due collections are right on target, but the past due amount is up a little bit to account for the upcoming July dues assessment. I will be serving notices of liens to the Members which continue to avoid paying their dues on time. I tend to see the same names each time delinquencies are reported to the country of San Luis Obispo so hopefully this will reinforce the importance of their financial responsibilities to the Park. We are not their bank, and if they don't want to pay the Park will do what is necessary to rectify the situation.

Park Use – Brien Carlson

Thank you to everyone in the Park that expressed their condolences for the passing of my mother. It has been an emotionally charged time for my family and I, and your kind words were greatly appreciated.

In terms of Park usage and occupancy, May was a great month. Our total occupancy was up 5%, at 72% this year, compared to 67% in May 2018. The dollars attached to usage are up as well, so we are very much ahead of the game in that regard.

Park Maintenance – Charles Nunes

The fire marshal inspected the Park recently, and overall, we passed with flying colors. The one thing that we needed to do was install a special lock box for the fire department to use in case emergency personnel need access to a locked building. Management is working hard to keep us in line with all the state laws and ordinances that we must observe.

Our laundry room sewer line was plugged up again with palm tree roots like it was about 2 years ago. It was snaked as best it could be, but given the type of clay pipe that was installed back when the laundry room was built it needed to be replaced with a new, seamless pipe. That pipe was laid down earlier this week, and it is functioning perfectly. The roots from the palm trees will be unable to burrow into this new steel line.

Rules and Regulations – John Watkins (Absent) – Charles Nunes (Representing)

John Watkins wanted me to remind everyone not to forget about submitting their Snowbird applications on August 1st. They are available in the office, so there is plenty of time to complete them in advance.

John will be working with Julie and the office staff to review the rules and regulations, bylaws and CC&Rs for any discrepancies. The goal is to draft additional amendments for our Members to vote on next year in March.

Public Relations – Brenda Critzer

Thanks to Annette Bianco (Locker 854) for keeping the sign in front of the Park updated with the current events happening, and for adding nice comments and positive messages during the weeks without scheduled activities.

In addition to Beach Club-sponsored events, some of our other Members in the Park have been helping out and hosting some nice activities for our guests to enjoy. Elsie Metzler (Locker 828) is hosting a Mexican-themed potluck next week, Kim Reimer (Locker 328) is planning an arts and crafts class up in the clubhouse, and Anne Delmage (Locker 73) is teaching a knitting class, just bring some needles! Please sign up in the office to RSVP for all the upcoming events.

Manager's Report – Julie Hill

I hope you enjoy having a little bit more shade than last month's meeting, we will continue to work on making it more comfortable out here for everyone.

As Charles mentioned, August 1st is Snowbird application day. We will open at 7:00am, please line up before that time. However, there is no reason to line up overnight or extremely early in the morning. If you are here at 7:00am, or submit your application electronically according to our guidelines, then you are in the highest priority group. Anyone that arrives after 7:00am or does not have a completed application will be placed in the lower priority group, simple as that. Please be prepared; we are here to help you *before* August 1st!

Reportable Actions – Lorena Lemus

The Board approved a motion on May 22nd to move our website hosting company from Big Rig Media to MorePro Marketing. John Watkins made the motion, seconded by Tom Barcellos. Julie will have more details on that later on.

The Board approved a motion on May 30th to replace the sewer pipe under the laundry room. John Watkins made the motion, seconded by Tom Barcellos.

Comment from Charles Nunes – I want to thank Lorena for acting as both Park Management and Secretary since last month, I really appreciate her taking on the extra work to help us out while we are down a Board Member.

Old Business

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

Our BBQ on Memorial Day got rained out, so we rescheduled the tri-tip hoagie cookout for Saturday, June 15th up here at the Magnolia Center. We will be serving root beer floats too.

We have lot of fun planning and hosting our summer events, if you want to join in on the fun please ask to a Beach Club Member. We are always welcoming new friends into our social club!

2. Architect / Construction Improvement Committee (Civil and Electrical Engineer) – John Watkins (Absent) & Tom Barcellos

As you know, we've been working on a restroom remodel for some time now. We have spent approximately \$10,000 working with our architect and civil engineers on the plans thus far. You may have seen the conceptual drawings of the new restrooms, which is the fruit of that work. The Board is very pleased with them, and we hope you will review them at your convenience, copies are located in the office.

We now have some additional structural engineering, civil engineering and geotechnical work left to do, to the estimated cost of \$15,000. This work is required, to ensure that the soil and foundation of the ground underneath the restroom is stable enough for construction.

Steve Scottish (Locker 39) has kindly volunteered his time and expertise as a member of the Construction Improvement Committee. If you have a question about the restrooms or any of our plans, please visit the office and speak with Julie. She is here to answer your questions; Steve's RV is not the place to go for answers. He has the same privilege to enjoy his time in the Park without intrusion just like any other Member.

Comment from Steve Scottish (Locker 39) – Just to be clear, I'm not uncomfortable talking with anyone about the planned work. However, I am definitely a "chain of command" kind of guy, and there are questions that I cannot answer without first consulting with the rest of the Construction Improvement Committee. I don't have *all* the answers! We are

working on this together as a team and spending a lot of time together to do what is best for the Park. I want to make sure people are getting the correct information from the entire Committee.

Comment from Fernando Da Silva – I think we can all see that more work is needed to make sure our construction plans are executed the right way, but my question is where will the money to pay for the engineering and geo-sampling come from?

Response from Julie Hill – The funds will come from the Construction Improvement & Maintenance (CIM) account.

Tom Barcellos made a motion to retain Artisan Engineering, Geo Solutions and Engineer Design Professionals to complete the engineering and soil sampling work in preparation for the restroom remodel, up to a total cost of \$16,000, seconded by Fernando Da Silva.

Comment from Mark Schieber – I would like to remind everyone that a huge portion of the construction costs to our Park will be from lost revenue due to unusable RV spaces taken up by heavy equipment, materials, etc. However, we are taking those projections into consideration.

3. Morgan Stanley – Fernando Da Silva

This morning the Board met with a representative from Morgan Stanley, who went over the details of our investment account with them. The account is valued at \$141,321.12, and last year the account made \$202 in dividends, \$5,912 in capital and \$130 in interest. Roughly a 4% gain, \$6,244 total eared last year. \$92,000 of the account is actual cash, just sitting there. It is also comprised of a \$21,000 mutual fund and a \$27,000 mutual fund. If the Park wanted to close the account and cash out today, \$3,500 would be lost due to the capital gains we would have to pay.

Our representative gave the Board some new portfolio options, in addition to our current portfolio review. We would like to wait until the new Board Member is seated before making any big decisions regarding the Morgan Stanley account, but it was great to finally meet with someone and receive more information about how our money is doing.

4. Mountaineer IT – Julie Hill

The Park gave notice to Clever Ducks IT that we are no longer working with them and Mountaineer IT will be working next week to “onboard” their services with our current setup. Mountaineer is already stepping up to the plate and providing a lot of additional tech work beyond what we have paid them for to make this process easier. That is the kind of service that I knew we were going to get from them as opposed to the Clever Ducks.

5. Website – ADA Compliance; MorePro Marketing – Julie Hill

In a similar update, I will be discussing our transition from Big Rig Media to More Pro Marketing with regards to the hosting of our Park’s website. Please look for that under “New Business”.

6. Reserve Study – Julie Hill

I finally found another company to work with the Board on a new reserve study for the Park, it took nearly 2 months to receive a callback from any of the companies that I contacted. I just spoke with this company a few days ago, they are based out of San Diego, and their services are estimated at half the cost of our reserve study from several years back. I will have more detail next month after we correspond further.

7. Pool Heater – Julie Hill

The copper piping for the pool heaters was installed, and they *finally* stopped leaking. I apologize for anyone that was inconvenienced by the drop in temperature while the pipes were installed.

New Business

1. Spectrum – Cable/Video – Julie Hill

John Watkins mentioned that I should approach Spectrum to see if any improvements can be made to the quality of our cable TV, which Spectrum refers to as “video.” I investigated our options and spoke with the local Spectrum supervisor and their construction manager; we actually walked the Park together and I was able to point out a few glaring issues that needed their attention. Things like rusted cable TV connections, or RV sites that do not have a dedicated cable connection and are forced to run off an adjacent splitter. This entails tons of additional work on Spectrum’s part, but that is on them and not us. So, you will be seeing a lot of Spectrum trucks and vans, and another contractor, Sprouse Communications, doing some trenching and cable laying behind your RV or in many of the empty sites. If they need to access your site, I will do my best to let you know ASAP, so you can make arrangements. This work will take several months to complete because of how busy the Park is scheduled to be with reservations. Please bear with us!

2. MorePro Website Hosting – Julie Hill

In the process of contracting MorePro Marketing to make our Park website ADA-compliant, it was discovered that our previous host, Big Rig Media, owned and controlled access to the web code in such a way that MorePro could not do what they needed to do, nor could our staff. I requested that MorePro host our website from now on and make the ADA-compliance changes. It only cost us a fraction of what we paid Big Rig Media years ago, and I am happy to say that the Park has a brand-new website built by MorePro that is up and running as we speak. There are a few little bugs to clean up, but it looks and functions almost identically to our previous site already.

Member’s Comments

None.

Board Member’s Comments

Brenda Critzer (Locker 166) – Part of the value of my position is to be out in the community and sharing information about our wonderful Park to those people that pay to come and stay here. If you know of any trade shows or events going on that you think about be appropriate for Holiday RV to attend, please let me know!

Charles Nunes (Locker 257) – It was brought to my attention by a Member that there is a specific trailer in the Park that has had the electricity turned off a few times now, over the course of several months. While it is not causing any damage to this person’s RV, their fridge goes warm and they have to throw out all their food when then get back to the Park. Someone in the Park is deliberately turning this person’s circuit breaker off unfortunately, which is pretty sad to hear. If you know anything about this, please speak with Julie directly.

All Motions

Fernando Da Silva made a motion to accept the minutes of the May 11, 2019 meeting, seconded by Mark Schieber.

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

Mark Schieber made a motion to pay the bills and payroll, seconded by Tom Barcellos.

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

Tom Barcellos made a motion to retain Artisan Engineering, Geo Solutions and Engineer Design Professionals to complete the engineering and soil sampling work in preparation for the restroom remodel, up to a total cost of \$16,000, seconded by Fernando Da Silva.

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

Meeting adjourned at 10:08 am

Respectfully Submitted,

Lorena Lemus
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent