



Board of Directors

Charles Nunes – President & Park Maintenance
Fernando Da Silva – Vice President
George Johns – Secretary
Mark Schieber – Treasurer

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

Members Present – 27

Meeting called to order at 9:07 am by Charles Nunes

Flag Salute by Mike Hodges (Locker 749)

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.

Fernando Da Silva made a motion to accept the minutes of the July 13, 2019 meeting, seconded by John Watkins.

Correspondence – Brenda Critzer

In case you are not familiar with our online guest correspondence, the Park uses a service called SurveyMonkey to send a short questionnaire to guests that provide us with an email address. This survey allows them to leave comments and feedback about the Park. I'm happy to say that over 86% of guests rated us as "excellent." The written criticisms break down to 3 main points: the sites are very small in the Park, the staff is excellent, and the dog run stinks!

Just as a reminder, there are hoses in the dog run area to rinse off the ground a little bit after your dog has relieved them self; it does help reduce the smell.

Guest Survey Comments from July 2019:

Please refer to the attached comments at the end of this document for your reference.

Committee Reports

Financial Report – Mark Schieber

Park Accounts	Balance (7/31/19)	Monthly Comparison	July 2019	July 2018	Difference	% Change
Rabobank – Operating	\$131,970.07	Income	\$130,583.31	\$107,823.18	\$22,760.13	21.1%
Rabo. – Laundry	\$12,150.72	Expense	\$74,691.23	\$77,446.82	-\$2,755.59	-3.5%
Rabo. – Dues	\$71,957.51	Net Income	\$55,892.08	\$30,376.36	\$25,515.72	84%
Rabo. – Emergency Reserves	\$100,207.69					
Rabo. – CIM Reserves	\$120,561.17					
Morgan Stanley Dean Witter	\$141,321.12					

Fundamentally, there is nothing out of the ordinary with our finances compared to the previous year. We are sitting on more money in both our operating and reserve accounts than last summer, and we did not receive any unexpected expenses last month. While we await the results from the new reserve study, we are working on collecting more money for Park improvements and setting aside additional capital into our reserve account.

Mark Schieber made a motion to pay the bills and payroll, seconded by Fernando Da Silva.

Management – Lorena Lemus (Absent) – Julie Hill (Representing)

I don't have much to discuss today, but I will cover a few things during my Manager's Report.

Collections – Tom Barcellos

Collections are proceeding a little better than usual. As of July 31, 2019, we have around \$7,500 left outstanding, primarily from the July assessment. We currently have 64 Members that need to pay, but in the last week alone we received payment from 24 of those Members. If you count those payments, then the outstanding balance drops to \$5,636. Out of the remaining 40 Members that are not current, 5 of those are an issue, an on-going issue. We are moments away from notifying them that they are in default, filing a lien against them and auctioning off their Shares later this year.

Park Use – Brien Carlson

Park use in July was up to 92.55%, from 91.91% last year. While we are scheduled to slow down a bit now that schools are starting up soon, it is nice to see our summer occupancy improved and the Park collected more revenue than last year.

Park Maintenance – Charles Nunes

I have one item to talk about today; Hart Electric is due to visit the Park and inspect the outer covers on our electrical transformers. The transformers are rusting and looking weathered, so we want to make sure our equipment stays protected. By the next Board meeting we should have an estimate on that cost.

Comment from John Watkins – Is it our responsibility to maintain those transformers or is that on PG&E?

The transformers belong to the Park, so we must maintain them.

Comment from Brien Carlson – There is a large, green transformer by the restroom that does belong to PG&E. That unit features a stainless-steel housing, compared to the mild steel covers on the units that the Park owns.

Rules and Regulations – John Watkins

The review process for the rules and regulations continues, as does the process of reviewing the CC&Rs and bylaws for discrepancies. We are consulting our attorney on that; and just to remind everyone, any approved changes to the bylaws or

CC&Rs must be voted on by the Membership. The Board wants *all* the rules to make sense, so that Members can look at the rules and regulations, bylaws and CC&Rs and see that everything is in agreement.

Public Relations – Brenda Critzer

I wanted to take a little bit of time to sincerely thank all our Members that have volunteered their time to hosting Park events like crafting classes, knitting lessons and potlucks. It has been a big success and I have noticed comments on Facebook by folks that attended saying that this a *fun* Park to stay at! That is thanks to their help and dedication; they are making this a fun Park.

This afternoon we are having a taco bar, many thanks to the Beach Social Club for prepping everything for today's event!

Manager's Report – Julie Hill

I see a few new faces today, since it is summertime and we are full. It is great to see you here!

Snowbird application day went off without a hitch, and everyone enjoyed the breakfast burritos served by the Beach Social Club. The Board and I are in the process today of reviewing every application, and we should be notifying all applicants within the next 7 – 10 days.

Parking continues to be a problem this summer. The rules and regulations state that extra parking spaces are not available when there are less than 15 unreserved RV spaces on any given day. During summer, nearly every day is too busy with RVs checking-in to issue additional parking. A Member berated Jennifer and I about this rule a few days ago; which is uncalled for. The rules set in place by the Board are made to facilitate making money selling RV sites, not to provide extra parking for every person that asks. If you have a problem with the policies set by the Board, please attend a meeting and let them know how you feel or write them a letter addressing your concerns. Make an effort to participate instead of taking out your frustrations out on the staff.

We've had a few instances of someone using the spa late at night or very early in the morning, when our staff is not present. It is very obvious because this person left the spa uncovered after using it. The gates surrounding the pool are locked every night, so this individual is hopping over the fence just to get in. I am documenting and investigating the issue and I will report back if I find out who is doing this.

Reportable Actions – George Johns

None.

Old Business

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

The Beach Club would like to thank everyone for purchasing and enjoying the breakfast burritos for Snowbird day. We are having a taco bar today, and our next big event is a BBQ on Labor Day weekend. Its going to be a fun-filled day, starting with a craft sale and ice cream, then dinner and raffles, including the Traeger BBQ grill!

2. Architect / Construction Improvement Committee –Tom Barcellos

I'm going to tie this report with the reserve study because of how they are related. Julie, Fernando and I met recently with our reserve analyst to walk around the entire Park several times and critically inspect all our facilities to see how much depreciation has occurred. One of the facilities that was scrutinized a few times that day was the clubhouse. The Board did not have the clubhouse on our mind while planning future construction improvements in recent years. This analyst brought to our attention the age and deterioration of the pool equipment inside the clubhouse, the clubhouse roof, the

clubhouse floor, the balcony, etc. This all goes well beyond our anticipated replacement of *only* the elevator to the building.

Based on all this new information from the inspection, Julie has contacted our architect to request an evaluation of what it would take to construct a single-story clubhouse to efficiently install new pool equipment, solve our ADA-accessibility issue, eliminate any future elevator costs and still provide a nice place to gather and entertain.

To be clear, we are not committing to anything at this time, or putting off the planned elevator replacement. This investigation is more about doing our due diligence as a Board to research cost-efficient options for our Park.

3. Website – ADA Compliance (MorePro Marketing) – Julie Hill

This stays on the list of old business until it is completed, but we are anticipating our website being ADA-compliant by the end of September. Otherwise, I have no updates on this matter.

4. Reserve Study – Fernando Da Silva

To continue what Tom was staying, it was important to conduct a new reserve study in order to successfully budget our income to account for depreciation costs. We are factoring in the costs we paid for equipment and facilities along with the estimated life expectancy before repairs or replacement are needed. So now the Park can set aside enough money each year to pay for replacements out of our reserves as needed.

Take a moment to look at your balance sheet to see how we have reorganized the Park account listings; we now have all our reserve accounts distinguished from the operating accounts. You will see that we have \$362,000 in reserves. That may seem like a lot, but keep in mind the upcoming construction plans and how the new reserve study will help guide the Park to save enough money to keep up with improvements. Also keep in mind that this money is allocated for major improvements and not for regular maintenance; that is what our operational accounts are for.

5. IT – Phone System – Julie Hill

Our upgraded phone system is partially installed, we are experiencing a delay in porting our 800-number over to the new system. We should be completely operational in about a week, but otherwise the system is working very well. Be aware that the voicemail has changed if you were used to hearing the same message the past few years!

6. Vendor Rules and Regulations – Julie Hill & John Watkins

We are creating a set of rules for vendors in order to protect the Park, and our Members. This policy was recommended by our attorney to mitigate our risk of liability in case problems or accidents occur. We removed a lot of legalese and tried to keep everything common-sense. I think the Board is very happy with how everything turned out, and I would like a motion to adopt the vendor rules and regulation as written so that we can get this information to the people that need them in a reasonable time frame.

John Watkins made a motion to adopt the Rules and Policies for Vendors, seconded by Tom Barcellos.

1. Year End Tasks / Duties – Charles Nunes

The Board has a list of certain business items that we need to discuss and adopt within in an established schedule each year. For example, next month the Board must begin reviewing rates and fees and dues for 2020, reviewing the rules and regulations for changes. In October the Board must review the employee handbook for changes, etc. We are planning on doing what we need to do, I just wanted to communicate to the Members what the process is.

If you are interested, the timeline and list of items is available here at this meeting today or in the office.

2. CampCalNow Seminar in Sept. – Julie Hill

We work alongside an advocacy group for the RV industry that used to be named the California Association of RV Parks and Campgrounds (CalARVC). CalARVC is rebranding their name to Camp California Now (CampCalNow). This organization has been crucial to our success over the years, providing us with help on occupancy regulations, special discounts and referrals to new vendors, legal assistance with evictions, etc. We also like to attend their seminars each year to learn about the latest industry updates and workshop with RV and camping specialists that lecture at these events.

I would like a motion from the Board to allow myself and 1 staff member to attend the next seminar in September. Ideally, I would be able to take more staff, but I don't have the same coverage as last year.

John Watkins made a motion to pay for Julie Hill and an employee to attend the CampCalNow in September, with expenses limited to \$500, seconded by Fernando Da Silva.

Member's Comments

Shirley Brady (Locker 335) – A few weeks ago there was a backflow issue with the fresh water going into our trailer. There was a very foul sewer smell and discoloration. Was there a cause or a solution to this situation? Is the Glacier water machine hooked up to our water? Does the Park have a water quality sample on file?

Response from Julie Hill – A few of our Monthlies towards the back of the Park experienced some backflow a few weeks ago, and after speaking with a Monthly who experienced the same problem but is a retired plumber that set my mind at ease. He let the faucets run a few minutes, which cleared the bad water out of his trailer. Many of the Monthlies use park model RVs, which typically do not have holding tanks for water and sewage, so the problem with the water in his trailer was coming directly from the city somewhere and not from within the Park. Because other RVs in the Park utilize holding tanks for their water, the smell would not have been noticeable unless it was on-going issue within our system.

The vending machine for Glacier water is operated and serviced by a vendor each week, but it does use the city water as a source before it is filtered within the machine.

Water quality samples for our city water would come from Pismo Beach, presumably they have reports available online or in their offices.

Response from Charles Nunes – Unfortunately we do receive backflow problems due to the amount of new construction happening in Pismo Beach in recent years. For instance, the Park has a fire hydrant that is operating with a very low pressure because of how much debris is coming in with the city water. Julie and I are still working on that. Please follow the advice given and run your faucets for a bit if this happens again, and let the office know.

Response from Mark Schieber – If you use one of those white, water hoses for your RV, they tend to grow algae if left sitting in place for long periods of time. Be sure to shake your hose loose every few weeks to avoid a nice stream of green water! Flushing a small amount of bleach through your hose bibb is also advised if you experience any unpleasant water buildup.

Teena Griffith (Locker 15) – I've been unable to attend a meeting recently, and I haven't met George Johns yet. George, I was wondering if you could tell me a little but about yourself? On the timeline of Board tasks and duties, I noticed that employee bonuses and Christmas dinner are listed for this month, but it was not discussed today; is that not happening? Lastly, I see that our payroll taxes last month were than double than last year; do we know why?

Response from George Johns – Well, I'm from Taft and I was a sergeant working at the correctional facility there until I moved to the central coast. Currently I am an operator for the Phillips 66 refinery over towards Nipomo.

Response from Julie Hill – Any matters related to personnel are discussed during executive session, such as wages, raises, bonuses and staff appreciation events like the Christmas dinner. Those items you mentioned were taken care of by the Board during executive session.

Response from Mark Schieber – Teena, I need to take a look at the payroll taxes specifically to get a better answer for you on that. Perhaps there was an additional payroll period in July this year versus last year, something along those lines.

Response from Julie Hill – Please also keep in mind that last year’s bookkeeping was managed by a different company, whose accuracy we questioned. But we have a much better bookkeeper now!

Board Member’s Comments

John Watkins (Locker 559) – I saw something this morning that I was very proud of. I happened to see a person walking their dog down the street when the dog happened to go the bathroom . This person stopped, went back to tell their husband and he came right over and picked up the mess, sprayed some water and sprinkled a little bit of gravel down to make sure everything was clean. This is *everyone’s* Park, and I am thankful to see that someone did their part to take care of it.

Brenda Critzer (Locker 166) – I forgot to mention during my PR report that Julie and I attended a South County Chamber of Commerce mixer a few weeks back at the Clark Center. It was a well-attended event and the Park donated a gift certificate for a 2-night stay, which was warmly received! Julie and I connected with some great entertainment vendors, and their business cards are available in the office if you are interested.

Also, a big kudos to Kim Hutten on our maintenance team for creating a fun new concept for the Park. He suggested to Julie that the staff could give out a little goody bag with a small toy and candy to any of the kids staying in the Park that we notice having a good time while observing the rules, or cleaning up their site or walking their dog for their family, etc. He suggested calling it a “Happy Camper” award to help build a positive customer experience. If you see any children that deserve recognition, please the staff know!

All Motions

Fernando Da Silva made a motion to accept the minutes of the July 13, 2019 meeting, seconded by John Watkins.

Roll Call: Tom Barcellos, Brien Carlson, Brenda Critzer, George Johns, Charles Nunes and Mark Schieber voted yes. Lorena Lemus absent. Motion carried.

Mark Schieber made a motion to pay the bills and payroll, seconded by Fernando Da Silva.

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

John Watkins made a motion to adopt the Rules and Policies for Vendors, seconded by Tom Barcellos.

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

John Watkins made a motion to pay for Julie Hill and an employee to attend the CampCalNow in September, with expenses limited to \$500, seconded by Fernando Da Silva.

Roll Call: Tom Barcellos, Brien Carlson, Brenda Critzer, George Johns, Charles Nunes and Mark Schieber voted yes. Lorena Lemus absent. Motion carried.

Meeting adjourned at 9:59 am

Respectfully Submitted,

George Johns
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent

Guest Survey Comments from July 2019:

- “Your staff was so friendly and very accommodating! I was on a wait list and they called as soon as there was a cancellation!”
- “Too many little children in the spa, they had to close it twice. It would be nice to have some quiet and now so many little ones in the spa at all times.”
- “Spaces are way too close for our liking; besides that, the place was clean & staff was exceptional!”
- “A lock on the laundromat door (key code) like the pool has.”
- “Everyone was very kind. We even had help backing in. For our family and our needs at this time, it would have been helpful to have an easy way to cross the road to go to the beach. Thank you for making our stay very pleasant.”
- “We enjoyed the park and how quiet it was. We loved the short walk to the beach and the village of Pismo Beach. Wish we'd stayed longer.”
- “Friendly people and staff. Will come again!!”
- “Needed more space to be able to hangout outside my RV.”
- “Dog run is well equipped, but stinks! I suggest that the carpeted side be sprinkled with Arm & Hammer pet carpet deodorize. It's cheap, and really works.”
- “Kim in maintenance went out of his way to make sure we were able to get our TV /Cable-Satellite service working in our trailer. This may not seem like a big deal, but it was to my wife. The connection at your site was working but we did not know how to connect our TV up correctly. Kim did. Thank you.”
- “The facilities are quite cramped. Too close to the people next door. No place to comfortably park the car. There were no fire pits. Would've been nice but as it's quite close it makes sense. I'd still stay here though.”
- “First stay here. No room to enjoy outside sitting, no extra parking so we had NO ROOM at our site to even be able to open our awning. No table space, I am sure I will not come back. Staff was really nice and helpful.”
- “The office staff was so helpful and very nice to accommodate our needs.”
- “The dog park stench was disgusting. The Astro turf needs to be removed and the place properly cleaned.”
- “Wi-Fi improvements soon.”
- “Dog run towards the front of the RV park.”
- “Nancy was very pleasant checking us in and she was also helpful throughout our first stay at Holiday RV Park. We will be sure to visit again in the future. Thank you.”
- “My only area for improvement would be the dog area. Grass for them to use would be wonderful!”
- “The staff was amazing! “Great customer service.”
- “Office and maintenance staff were awesome! Very friendly and helpful with our reservation and parking our large rig. Spaces are too close together though so there is no privacy and hard to park a large rig. That said, our neighbors were friendly, and the park was very quiet during the quiet hours. Very clean as well. We would stay again if we could find a space to accommodate our larger rig. Thank you to all of the friendly staff for making our stay there a good one!”
- “Spaces are too tight and close to neighbors. Fire pit would be nice. Better Wi-Fi reception.”
- “This was our first trip with our travel trailer. So glad we came here! Everyone was so helpful! Could not have asked for more! Staff was great as well as our camping neighbors!”
- “This comment is meant to be constructive...On the dog area, the smell is pretty bad. Our dog refused to enter this time. We've stayed in many parks and don't notice this problem. Hope that you can figure out a way to improve this area. Otherwise, everyone is great!”
- “Aaron in office is very helpful, so is the manager.”
- “Need to fix the cable TV on space 238.”
- “Parking. We couldn't fit our one vehicle in the spot with our pop-out...couldn't back trailer all the way in due to green elec. box, so had to back under gooseneck and block neighbor. We should be able to park trailer and one vehicle.”
- “Price a bit high for the little space you get.”
- “Office staff lady manager is rude and unprofessional.”
- “The laundry room could use some additional TLC in cleaning. There were webs all over the lights and a colony of dust bunnies between the high capacity washers that could easily be taken care of with a Swifter duster. I didn't use the bathroom area.”
- “All staff are great!”
- “Appreciate friendly office staff including when I called for reservations. At the Time only 300 area was free I asked if anything comes up, we like 100 & 400 spots. Pleasantly surprised we got in 400's.”