



### 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

Members Present – 34

Meeting called to order at 9:02 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.

**George Johns made a motion to accept the minutes of the September 14, 2019 meeting, seconded by Fernando Da Silva.**

### Correspondence – Brenda Critzer

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The online surveys received last month from our Members and guests indicated that a vast majority of people found the Park to be extremely clean and a place worth staying at again. If you review the comments left by guests, you will notice a number of compliments received by our staff for their customer service.

### **Guest Survey Comments from September 2019:**

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

## Committee Reports

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### Financial Report – Mark Schieber

Park Accounts	Balance (10/11/19)	Monthly Comparison	Sept 2019	Sept 2018	Difference	% Change
Rabobank – Operating	\$130,750.01	Income	\$150,858.06	\$93,992.30	\$56,865.76	60%
Rabo. – Laundry	\$16,242.14	Expense	\$64,971.52	\$67,602.92	-\$2,631.40	-3%
Rabo. – Dues	\$91,437.01	Net Income	\$85,886.54	\$26,389.38	\$59,497.16	225%
Rabo. – Emergency Reserves	\$100,315.20					
Rabo. – CIM Reserves	\$191,294.27					
Morgan Stanley Dean Witter	\$141,321.12					

We are going to highlight a few items throughout the meeting which are related to our financials, such as rates, dues, the annual budget and the reserve study. Things are looking great on our balance sheets and profit & loss reports from September; net income is up significantly. The Board continues to work towards saving more money to fill our reserves, which are only 34% full according to the new reserve study. Please keep that fact in mind today when the Board discusses rates and dues for next year.

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

### Management – Lorena Lemus

I don't have any serious management concerns to discuss since last month, but I would like to take the opportunity to thank Julie and the staff for taking care of everyone as business remains steady through these early fall months when things usually tend to slow down.

### Collections – Tom Barcellos

Past assessment dues are steady at \$1,500, which is about \$800 less than where collections stood at last year. There are 3 shares in foreclosure because of nonpayment of dues. Those shares will be sold at another public auction in the Park, just like we did last year. We are targeting mid-to-late November for that auction to take place.

\$5,829 is left outstanding from the recent special assessment, which is about 10% of the total amount due. Any Members that do not pay the assessment will be unable to make reservations and enjoy use of the Park until that has been paid.

### Park Use – Brien Carlson

As Lorena mentioned, business is still booming for this time of year. Our occupancy last month was 82.44%, versus 76.27% for September 2018. I'm pleased to see the increase in business and to see the staff working hard to get more reservations booked.

### Park Maintenance – Charles Nunes

As you may have noticed, the Park is missing a few palm trees down the center row. There was an incident last month when a diseased palm tree lost its top section, damaging a nearby trailer. Upon further examination, it was determined that several more palms were showing signs of the same disease, so the Park is currently in the process of having all the trees down the center row removed for safety reasons.

We continue to have a number of the lights around the pool and spa area go out, so Julie has been contacting our repairman as needed to make repairs.

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

I've walked the Park a few times since arriving the other day and I want to thank everyone for making an effort to keep their sites clean, things are looking really good out there.

That being said, dogs and their waste continue to be an issue. We have a dog run for a reason; if your dog has an accident please clean up after them. I *don't* appreciate seeing a mess on my site when I arrived yesterday. I will ask the staff to be more diligent in issuing violations regarding this issue, but please do your part and notify the staff if you see someone allowing their pets to relieve themselves where they shouldn't.

Please be advised that there was an incident last month with a firearm that was discharged in the Park, damaging an RV. The Board has taken this matter very seriously and because our attorney is handling the matter with another person's council, the Board is not at liberty to discuss the situation in any detail. Please just note that we have been treating this incident as a very serious matter.

## **Public Relations – Brenda Critzer**

The petition to close the Oceano Dunes to vehicle access has been postponed until next year, it really shows that your voice and opinions do matter and help motivate decision makers to seek out more information. I'm glad to see this movement delayed, and it complements Pismo Beach's efforts to clean up the city and promote family-friendly activities.

## **Manager's Report – Julie Hill**

The other day a Member informed me that he almost backed up into a golf cart because the lights on the cart were not at nighttime, so visibility was very low. He had his lights off too, so his neighbors would not be disturbed, which did not help the situation. Please, make sure your golf carts lights are always on at night!

## **Reportable Actions – George Johns**

None.

## **Old Business**

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

Our next event is a BBQ on November 9<sup>th</sup>, to celebrate Veterans Day. There will be a flag raising ceremony before the Board meeting, then a hamburger lunch following the meeting. Food is free for all veterans, and a small fee for everyone else.

The Beach Club will host a Thanksgiving potluck on November 14<sup>th</sup>. We will provide turkey, dressing, potatoes and gravy. There will be a signup sheet in the office so folks can list what they are bringing for dinner.

Comment from Charles Nunes – Thank you Glennita for the update and thank you to the entire Beach Club for all the work you have put into events, and for contributing back to Park so much this year.

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

Progress continues towards the upcoming restroom construction. Design-wise things are set in stone, and those designs will be on the Park's website and in the office for reference.

Continuing on last month's discussion, we are evaluating a full remodel of the clubhouse to eliminate the need for an elevator and due to the amount of depreciation on the existing building. We have preliminary renderings for that design. It

is making more sense to move in this direction, based on the results of the new reserve study. Funding of this project should be a priority for the Board based on our future maintenance needs. We are still projecting over 1 million dollars in construction improvements, just as we did last year in anticipation of the special assessment ballot; those estimates are proving to be accurate.

In lieu of another special assessment charged to every Member, the Board is investigating our options to instead issue a ballot to approve a loan to pay for all the construction improvements needed. Our hope is that approach will be more agreeable to the Membership, since the business will be making monthly payments instead of every Member.

We are expecting to have our permits for the restroom project by the end of this year, you will see action very soon on this project. We look forward to sharing more information with you shortly.

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

The back-end work to our website has been completed, so I invite anyone that uses or knows someone that uses the special software designed to help persons with disabilities to test out the Park website to see if everything is working smoothly.

### **4. Reserve Study – Fernando Da Silva**

The Board just received the completed reserve study, which is a comprehensive tool that can be used to align our monthly savings goal with the rate at which our property depreciates so that we will (hopefully) always have enough money in reserve to pay for repairs as needed. All of this work was completed in a very exacting manner, literally down the cost per sq. ft on our buildings and the monthly cost per site.

As Mark stated earlier, the Park only has 34% of the recommended reserve funded based on this new report. The Board's challenge is finding a way to push that number closer to 100% without building an operational deficit. The Park is currently saving \$7,000 per month in reserve out of our net income, just to make everyone aware of the current plan.

When the Board continues to discuss money, construction improvements and reserves over the next year, please understand that we are thinking heavily about this report and the recommendations held within. We want to set the Park on a stable financial path for many years to come.

Comment from Joyce Aldrich (Locker 440) – Is it possible for the reserve study to be published on the Member's section of the Park website?

Response from Julie Hill – Yes, we will find a way to upload the report very soon. We will also have a copy available to review in the office.

**Tom Barcellos made a motion to accept the Trower reserve study, dated September 29, 2019, seconded by Mark Schieber.**

### **5. Vendor Rules & Regulations – Julie Hill & John Watkins**

Last month the Board implemented a set of rules and policies for vendors that work within our Park, and we are in the process of delivering those rules to each vendor. If you know of any folks that we might have missed, please ask them to call the Park office so we can get them a copy of the new rules. Moving forward, our local vendors must abide by our rules and provide their insurance and liability information.

## **6. 2020 Rates, Fees & Dues – Finalize – Mark Schieber**

The Board has reviewed 2 options for increasing next year's rates, fees and dues; a 5% and a 10% increase. Personally, I wanted to see those prices increase by at least 10%. However, I was outvoted by my fellow Board Members. I am concerned about our checkbook, but please note that this Board is trying to mitigate as much cost to you as possible.

Pricing for the general public will remain the same next year in order to stay competitive with the prevailing rates in our area. It was brought to the Board's attention that much of 2019 was spent charging public prices higher than Pismo Coast Village.

Again, look to that reserve study to gain more of an understanding of what the Board must do to keep our finances balanced.

**Mark Schieber made a motion to adopt a 5% increase for Member's daily and monthly rates and assessment dues for 2020, seconded by Tom Barcellos.**

## **7. 2020 Annual & Capital Budget – Finalize – Mark Schieber**

This topic is deferred until the next meeting because the Board is making an adjustment to the budget as drafted, but we will revisit the topic next month.

## **8. 2020 Rules & Regulations – Finalize – John Watkins**

We are going to adopt next year's rules and regulations, including small changes, updated rules for RV camping groups and for use of the clubhouse.

The 2020 rules and regulations will rescind the cleaning fee for use of the clubhouse; we expect it to be clean after use. Members will not be allowed to use their free days for extra vehicle parking. This has been a practice for many years, but the actual rules left some confusion when it came down to enforcement. Lastly, there will no longer be extra vehicle parking offered during prime days. Otherwise, all other rules remain the same.

Comment from Mike Higham (Locker 162) – If you look at the rules and regulations regarding pets, it appears that some of these rules are not enforceable. For instance, it states that when a pet is lost or dies you must receive permission from Park management before obtaining a new one. Is that not ridiculous?

Response from Julie Hill – Our rules and regulations were revised 2 years ago by Hart King, our legal team. This firm represents RV parks, mobile home parks and HOAs all over California. While I agree that a few of the rules might seem ridiculous to some, please note the rules were written to comply with state laws and cover any potential problems we might run into. You are correct in the sense that, yes, I am not running around the Park hoping to enforce every single rule as written; it goes beyond the scope of what I can do. However, if there is a *serious* problem then I have the support of the Board to handle the situation based on the rules as accepted.

**John Watkins made a motion to adopt the 2020 rules and regulations, clubhouse rules and regulations and rules and regulations for camping groups and/or clubs, seconded by Tom Barcellos.**

## **9. Annual Meeting – Rent Moose – Brenda Critzer**

We are renting the Moose Lodge again next year for the annual meeting and luncheon. The Beach Club is pleased to host the luncheon and party again. The lunch menu and the party will be St. Patrick's Day themed, along with live acoustic music for everyone to enjoy.

Comment from Mike Higham (Locker 162) – Parking is scarce at the Moose, is there any way that we can get a bus to shuttle everyone there?

Response from Julie Hill – Yes, the Park provided a shuttle at the last meeting and luncheon. Jennifer was kind enough to drive a rental van all morning and afternoon to take people to-and-from the Moose. It worked out great and it will be offered again next year.

**Brenda Critzer made a motion to rent the Pismo Beach Moose Lodge for the 2020 annual meeting and luncheon for a total cost of \$550, seconded by Mark Schieber.**

## **10. Transformers – Julie Hill**

The electrical transformers throughout the Park are scheduled to be sanded, sealed and painted to remove rust damage very soon, hopefully next week if our electrician is not too busy.

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## **1. Flag Ceremony (Veterans Day) – Brenda Critzer & Julie Hill**

The Park will observe the 3<sup>rd</sup> annual flag raising ceremony right before the next Board meeting to honor our veterans. We are pleased to invite the Arroyo Grande American Legion to perform the flag ceremony once again. Look forward to that on November 9<sup>th</sup>.

**Brenda Critzer made a motion to donate \$200 to the Arroyo Grande American Legion (Post 136), seconded by Mark Schieber.**

Comment from Charles Nunes – Thank you to the maintenance staff for replacing the rope and equipment housing for the flagpole in anticipation of the flag raising ceremony. There was difficulty last year because of the aging equipment and I appreciate their foresight this year.

## **2. Announce Board Openings – Charles Nunes**

It is time to announce that there will be 3 positions available on the Board next year, if you are interested in running for election be sure to visit the office or the Members page on the website for information on how to submit a resume of intent. Please submit your resume before the closing of the Board meeting on December 14<sup>th</sup>.

## **3. Appointment Election Chairman – Charles Nunes**

It is also time to announce that I have appointed Lorena Lemus to oversee the annual election next year as the official chairperson. She will work closely with Julie to make sure our election process remains transparent and unquestionable.

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## **Member's Comments**

Teena Griffith (Locker 15) – I remember the date for our Wi-Fi improvements was set for October, is there an update on that work?

Response from Julie Hill – I am not 100% sure where we are exactly, I have a conference called scheduled around the 23<sup>rd</sup> of this month. I should have more information then. I do rely on our IT department to handle a lot of this work because it is so technical it gets confusing.

Mike Higham (Locker 162) – I often experience channels 21 and 23 dropping out throughout the day as I am watching TV. Everything else is working fine though. Is there any reason why this is happening?

Response from Julie Hill – The Park pays for a single bulk video service, so if you experience any problems at your site be sure to call the office and report the issue. We try to troubleshoot the problem ourselves because many times the trouble lies with either the individual RV or its coax cable. If the staff is unable to fix the problem, then we contact Spectrum and request a service call. If it is during a service outage in our area, sometimes we must wait until that has been alleviated before Spectrum will dispatch a technician.

Response from Mark Schieber – Spectrum provides an internet-based HDTV app for those persons in the Park that pay for their own internet service already. The quality and convenience are great; please talk to me if you need information on how to download the app.

Mike Higham (Locker 162) – I really appreciate the Board being so helpful to me, personally. Sometimes I hear criticism out in the Park like “a monkey could do a better job than so and so.” I don’t agree with that one bit, I’ve been a Member since ’86 and I think this Board is working together in a positive manner. Things are much better than they once were, I love the Park and I hope to be here until the day I die...later rather than sooner!

Linda Caputa (Locker 754) – Do we have a plan on how to add some greenery to the Park now that the palm trees are gone? I remember when planter boxes were behind the sites before the palm trees were put in. I have many friends and family members that prefer to stay at Pismo Coast Village because their park is so beautiful and green. It seems like we are moving the opposite direction when you consider the lawn being removed, then the big magnolia tree and now the palms. Granted we had to do some of those things, but I am concerned that if you took an aerial view of our Park it would look like a cement parking lot.

Response from Julie Hill – I agree with you completely, but right now there is no answer to your question other than the fact that we have a lot of construction planned for next year. I don’t think the Board can reasonably think about what we want to plant in the Park until that work has finished. I can assure you that we will explore tons of options, whether that is planters, trees, or something different.

Response from Brenda Critzer – I thought the same thing at first, but then I stopped to consider that we are still surrounded by hills on one side and are so close to the ocean on the other side. We have a lot of natural beauty in our immediate area, if that is any conciliation.

### **Board Member’s Comments**

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Mark Schieber (Locker 155) – I am happy to see that the Board is working more closely with other business professionals, as opposed to doing things more on their own personally or overburdening the staff with work beyond their duties. One example was Steve Scottish’s insistence that the Board retain a professional architect to manage our upcoming construction projects. Another example was seeking out a talented reserve analyst to conduct the new reserve study. Decisions are being made according to our business needs, as recommended by pros, not according to the Board’s personal judgements.

Fernando Da Silva (Locker 439) – I forgot to mention previously that our account with Morgan Stanley was moved to the new investment portfolio suggested by our strategists there.

Charles Nunes (Locker 257) – I wanted to thank all the Members in attendance for their interest in the Park and our business, and I hope you feel that things are moving in the right direction with your comments and feedback. I think we can look forward to further improvement down the road.

Brien Carlson (Locker 134) – I recently saw some information online warning against plugging electric space heaters into power strips or surge protectors instead of a wall outlet. This is extremely dangerous and can overload those strips easily. Be sure to always plug space heaters directly into the wall outlets on your RV.

I helped Mike Higham replace the magnesium anode rod in his RV water heater, and I was surprised to see how much the hard water in Pismo had corroded that equipment. Please remember to check your heaters regularly for corrosion or consider paying for a water softening service like Culligan provides.

Tom Barcellos (Locker 173) – I too would like to thank our Members for being more involved with the Board and asking questions to better understand what we are trying to do. This Board works well together, and we are making a lot of progress on some major projects. It feels like Members are asking more questions to get the facts, instead of listening to the rumor mill.

Brenda Critzer (Locker 166) – I want to thank all our volunteers in the Beach Social Club and within the Park for their contributions to the social activities here. Thank you to Annette Bianco (Locker 854) for taking the time out of her day to program the LED welcome sign in the front the Park, a duty which got tossed into her lap. She is doing a great job! Thank you to Annie Delmage (Locker 73) for teaching classes on knitting, and Kim Reimer (Locker 328) for consistently hosting arts and crafts classes.

John Watkins (Locker 559) – I want to reiterate what Tom said; I think the interaction between the Board and the Members has been great. It is hard to define “transparency,” but that is exactly what you are seeing between us today. I’m happy to see Members being inquisitive and showing their concern over how things are going. We have a lot of big decisions to make in the next few months and we value your input. I encourage further good discussion like we’ve had today.

## **All Motions**

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**George Johns made a motion to accept the minutes of the September 14, 2019 meeting, seconded by Fernando Da Silva.**

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

**Tom Barcellos made a motion to accept the Trower reserve study, dated September 29, 2019, seconded by Mark Schieber.**

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

**Mark Schieber made a motion to adopt a 5% increase for Member’s daily and monthly rates and assessment dues for 2020, seconded by Tom Barcellos**

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

**John Watkins made a motion to adopt the 2020 rules and regulations, clubhouse rules and regulations and rules and regulations for camping groups and/or clubs, seconded by Tom Barcellos.**

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



**Brenda Critzer made a motion to rent the Pismo Beach Moose Lodge for the 2020 annual meeting and luncheon for a total cost of \$550, seconded by Mark Schieber.**

**Roll Call: Tom Barcellos, Brien Carlson, Fernando Da Silva, George Johns, Lorena Lemus, Charles Nunes and John Watkins voted yes. Motion carried.**

**Brenda Critzer made a motion to donate \$200 to the Arroyo Grande American Legion (Post 136), seconded by Mark Schieber.**

**Roll Call: Tom Barcellos, Brien Carlson, Fernando Da Silva, George Johns, Lorena Lemus, Charles Nunes and John Watkins voted yes. Motion carried.**

Meeting adjourned at 10:20 am

Respectfully Submitted,

George Johns  
*Board of Directors – Secretary*

Cc

Aaron Cartwright  
*Senior Reservation Agent*

## Guest Survey Comments from September 2019:

- “Loved your late check-in process. Very convenient when we arrived late. Luke was very helpful with parking our rig!”
- “Our stay was ok, but it is very crowded. Too many barking dogs. Laundry facility was great. Close to stores, shopping and eateries. The weather was excellent. We'd stay again.”
- “It's not a very active Park. The only thing we brought for our kids to entertain themselves were skateboards and they were not allowed to use them. It's a very quiet Park if that's what you're looking for, but we were not. Would like to have more fun and more of a nightlife around the Park.”
- “I love the way how people are so friendly and love the customer service.”
- “Bathrooms need updating. Bathroom stalls need to swing out, not in. RV spots need to be wider.”
- “Pet area needs to be cleaned more often. It smells of urine. I feel it should be sanitized and well washed down with soap or something to mask the odor. Other than that issue, great place to stay.”
- “Spaces are way too close together unless you have an end space“
- “As always, the "permanent" residents seem to not be required to follow the rules of the Park. Dogs not on leash, and when out on their golf carts they park wherever they wish. Golf carts are vehicles and should be required to follow same rules.”
- “RVs are way too close together. We didn't like the crushed granite and sand or dirt, it was very messy and tracked into the RV. The staff is awesome! They're very friendly & helpful! Pedro helped us when we first pulled in and Aaron in the office was very knowledgeable, friendly and encouraging!”
- “First, I want to compliment the staff. From the office to maintenance...everyone goes beyond their duties being helpful, accommodating and always cheerful. I would love to see the restrooms/showers updated. Sorry to say, they always smell moldy. Showers are cramped and each shower should have a place a small seating area. So many are elderly and/or a parent with a child, a small shower area/dressing area a seat would be helpful. Other than the restrooms/shower recommendations, it is always a pleasure staying at the Holiday. Thank you for your pleasant staff 😊”
- “Be upfront that parking an RV and your vehicle in the same spot is difficult. If you can park both you have absolutely ZERO room to sit outside and it's difficult to get in-and-out of the RV. Being told we can park across the street behind the 7-11 is not good. Would you park your \$60,000 truck behind a store for the night? Very disappointed. For a few dollars a night more we are staying across the street and we can actually walk around our site and have room to park. I'm happy to pay a few bucks more to have a real RV spot.”
- “Ice machines need to be re-installed for use of visitors to the Park. I'm sure it is still too expensive to furnish to Snowbirds that take up most of the Park, but 90 to 95% of all RV parks furnish ice machines.”
- “I appreciated being given the opportunity to be put on a waiting list.”
- “Great staff! Very helpful, friendly and professional!”
- “Only thing I would change is the space size. I Couldn't fit my truck and trailer at the same time.”
- “Place looks great!”
- “It's easy to enjoy relaxation and the friendly atmosphere.”
- “The only complaint was that the men's showers need to be cleaner. There was mold and it was not clean like the women's...other than that we love staying here. The staff is honestly the kindest people in the area! The pool, jacuzzi and laundry facilities are so clean and nice. Thank you for a wonderful stay as always and we will see you soon.”
- “Thank you for a wonderful stay. I would just suggest a replacement of the dog green area, it's pretty smelly LOL.”
- “The only negative thing is it's a very tight squeeze to get parked.”
- “I am an Owner and have been for many years, now that the RV's are getting larger it gets pretty tight. but the security is in need of help, so call me.” – Rosie Dias (Locker 335)
- “Ownership stickers with new logo, are they available?”
- “Loved our time at Pismo. However, we are quite disappointed at the cramped space for RV/vehicle provided by Holiday RV and the limited space to sit outside of RV. I found the daily rate to be excessive for the small ground space provided.” – Maribel Garza
- “Hopefully, we will see you soon!”