



Board of Directors

Charles Nunes – President & Park Maintenance (Absent)
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 – 22

Meeting called to order at 9:15 am by Fernando Da Silva
Flag Salute by American Legion (Post 136 – Arroyo Grande)

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. All meetings of the Board are open to any 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.

John Watkins made a motion to accept the minutes of the October 12, 2019 meeting, seconded by Brien Carlson.

Correspondence – Brenda Critzer

Once again, the overall scores from our guest satisfaction surveys last month were very good. Many guests marked the Park’s cleanliness and customer service as being excellent. Of course, the tight spaces, depreciation of the bathrooms and the odor of the dog run continue to be a challenge for the Board to improve.

Guest Survey Comments from October 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 (10/31/19)	Monthly Comparison	Oct 2019	Oct 2018	Difference	% Change
Mechanics Bank-Operating	\$148,585.42	Income	\$102,325.74	\$79,844.66	\$22,481.08	28%
Mech. – Laundry	\$18,269.14	Expense	\$165,296.65	\$108,188.27	\$57,108.38	52%
Mech. – Dues	\$9,844.37	Net Income	(\$62,970.91)	(\$28,343.61)	(\$34,627.30)	122%
Mech. – Emergency Reserves	\$100,327.98					
Mech. – CIM Reserves	\$199,050.15					
Morgan Stanley Dean Witter	\$141,321.12					

Our account balances are looking good, our reserves continue to grow. The office staff is doing a great job of keeping the Park booked with paying customers to help fill our accounts in anticipation of major construction improvements. There is not much else to report from last month; business continues as usual.

Mark Schieber made a motion to pay the bills and payroll, seconded by Brenda Critzer.

Management – Lorena Lemus (Absent)

Nothing to report.

Collections – Tom Barcellos

Collection of payments has greatly improved since last month. There are only 18 Members that have not paid their special assessment; late fees have been added to their accounts and they are not allowed to make reservations until those charges have been paid. There is currently a little less than \$3,000 total in outstanding dues and fees, which is very low. The bookkeeper's diligence in working with the staff to lower that balance is remarkable. The assessment dues help build our reserves so that we can make improvements to the Park.

We are in the midst of foreclosing on 3 more shares, but the auction date is not set yet.

Park Use – Brien Carlson

Occupancy and collected revenues were both up for the month of October when compared to the previous year; October 2019 was at 80% occupancy with a gross revenue of \$118,000, compared to 77% occupancy and \$99,000 gross revenue in 2018. The employees are doing a great job of keeping the Park full during the slower months.

Park Maintenance – Charles Nunes (Absent)

Nothing to report.

Rules and Regulations – John Watkins

I don't have anything new to add since last month, when the Board approved the rules for 2020. You will receive them in the mail early next year, but if you have any questions please refer to Julie and her office staff for assistance.

Public Relations – Brenda Critzer

I was out of the Park for most of October, but soon I will be attending events with the Pismo Beach Chamber of Commerce to find out the latest information on local events and happenings in our community. I would like to thank the maintenance staff for working hard to keep the Park looking clean for our Members and guests, I think the amount of positive feedback that I receive each month deserves recognition.

Manager's Report – Julie Hill

Usually we like to paint the office and laundry windows for Christmas right after Thanksgiving, but with Thanksgiving being so late in November this year our window painter had to schedule us in for next week. Otherwise we would be looking at mid-December, which was too close to Christmas. We will also decorate the Park with lights the week before Thanksgiving.

As John mentioned, if you need assistance with something please come to speak with me. If there is an issue that requires the Board's attention, I can escalate that priority if needed.

Reportable Actions – George Johns

Between the October and November meetings, the Board authorized a payment of \$26,000 to replace the old single-load washing machines with brand new units.

The Board also made a \$250 donation to the Pismo Beach Police Department towards their Thanksgiving dinner for people in need.

Old Business

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

This afternoon we are cooking a hamburger BBQ for Veteran's Day; all veterans eat free! Our Thanksgiving potluck will be hosted on Thursday, November 21. The Beach Club is providing turkey, ham, potatoes, gravy and dressing. If everyone could bring a side dish with them, we should have plenty of food. Please be sure to sign up in the office so that we can order the right amount of food.

Thanks to Julie for purchasing that nice plaque affixed to the LED welcome sign that states the Beach Club donated it to the Park, it looks great.

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

I hope everyone will take some time to review the diagrams and renderings of the restroom and clubhouse remodel projects, those documents are available here today and on the Members webpage. We have a substantial amount of money in the bank already, but time is running out on our deadline to complete all the ADA-mandated improvements around the property. Of course, the restrooms are a big part of that; they are out of compliance with the ADA and a great number of our guests have complained about the condition of the facilities.

The Board is also challenged with deciding what to do with the clubhouse because a lot of Members and guests are not able to enjoy it since the elevator has been out of service. While it is not required by the ADA, we feel that something must be done to improve the usability of the clubhouse, address the elevator issue and remedy the depreciation of the building over the last 40 years. The solution we keep coming back to is remodeling the clubhouse so all the guest facilities are downstairs, that way everyone can easily enjoy them. The second floor will consist of a storage area, an office for the manager and a small meeting room for the Board to use for executive meetings instead of the main clubhouse area.

We do not have a final cost for all this construction just yet, but the Board is expecting to send out a ballot to the Members for their approval to seek financial assistance so that we can get this done. Permits will be pulled before the end of this year, and we will keep everyone informed on what the Board decides to do regarding Membership approval. We cannot afford to leave this situation alone for much longer; should the restrooms cease to be usable our business shuts down until we can open them again.

3. 2020 Annual & Capital Budget – Finalize – Mark Schieber

There is a small adjustment that was needed to the capital budget, which consisted of raising the expense for capital improvements (restrooms, clubhouse, electrical repairs, etc.) from \$960,000 to \$987,000.

I cannot stress enough how important it is that the Board do everything we can to increase our revenue next year so that we can afford to finance the planned improvements. We want this Park to look like a million bucks!

Mark Schieber made a motion to approve the 2020 Annual & Capital Budget, seconded by Tom Barcellos.

4. Annual Meeting – Brenda Critzer

Next year's annual luncheon and party will have a St. Patrick's theme since the meeting is a few days before the holiday. Tickets will be available in the office soon, and the Beach Club has a great lunch and good entertainment planned, including live music and door prizes. Please join us for a great time next year!

5. Transformers – Julie Hill

I don't have an update on the completion of our electrical transformer repairs; the Park's electrician has been working on a hotel project in Santa Maria and is struggling to meet deadlines there. He apologized and said they would be here ASAP.

6. Board Openings – Fernando Da Silva

As a reminder, there will be positions on the Board up for election next year. If you would like to run for a position in the election, please inquire in the office. Statements of intent are due by the closing of the December meeting.

New Business

1. Laundry Room Revamp – Julie Hill

George mentioned that the Board decided between meetings to purchase new washing machines; nearly half of the old washers are out of order, so the need is urgent. My thought is that if the laundry room is transitioning to all-new machines then we should take the opportunity to make some improvements to the building itself, so it remains attractive and pleasant for customers to enjoy. There are a few window panels that need to be replaced due to bullet holes, and I would like to add tinting to all the windows to help reduce the amount of heat that builds up inside the laundry room. Lastly, I would like to get the floor resurfaced and sealed, which should look nice for many years. I am waiting on a few bids, but I would like to request around \$5,000 from the Board to pay for these improvements after the new washing machines have been installed.

Tom Barcellos made a motion to authorize up to \$5,000 for laundry room repairs, seconded by John Watkins.

2. Pump Station – Julie Hill

Last month there was a power surge along Highway 1 that caused a malfunction with the lift station that pumps sewage from the restrooms. It took almost a day to reactivate and lift the sewage down to the normal level. I saw an alarming amount of waste rise in those hours, and this is our slow season. I insisted on calling our service provider, Fluid Resource Management, to inspect the sewer pumps because there was still a persistent error message on the control panel. It was determined that both pumps have deteriorating seals due to lack of maintenance, and it was recommended that we repair both pumps and purchase a backup to use for emergencies because these machines are not easy to come by.

None of this is cheap, so I would like the Board to carefully consider repairing the 2 pumps we have (\$8,000) and purchasing a new pump (\$5,000) as suggested by Fluid Resource Management. I would also strongly recommend that the Board retain Fluid Resource to maintain the pumps rather than our staff because they are not qualified to work them. We cannot keep this Park running smoothly without our lift station; if it fails that means I am calling trucks out here everyday to pump out raw sewage, which is obviously unpleasant for guests and very expensive to pay for.

After lengthy discussion, the Board reached a consensus that it made sense for the Park to purchase all-new equipment given how expensive repairs would cost, retain Fluid Resource Management for maintenance and utilize the existing pumps for additional parts as needed.

John Watkins made a motion to approve purchasing 3 new sewage pumps for the Park sewer lift station and retain Fluid Resource Management for regular maintenance, up to limit of \$20,000, seconded by Tom Barcellos.

3. Electrical Vehicle Charging – Brien Carlson

In light of what I am hearing from PG&E regarding potential rate increases of up to 12% on electricity, I am proposing that the Board entertain further discussion about whether we want to consider implementing additional fees for usage of electrical vehicles and outdoor appliances in our Park. I would like to defer the topic to John Watkins since the topic is intertwined with changing the rules and regulations.

4. External Ice Machines / Appliances – Brien Carlson

Topic deferred to a later date.

Member's Comments

Owen Thomas (Locker 618) – Is the Board considering installation of any solar equipment in the Park?

Response from Fernando Da Silva – The Board has not entered any serious discussion about solar, I remember Tom suggested it as an option for the clubhouse roof as a part of the remodel. We know it is an option, but we have not gotten around to discussing it yet. Our focus is on repairing the electrical problems we have at the individual site-level and less about solar.

Response from Mark Schieber – We must remember that California laws are moving us in a direction where the majority of cars available to purchase must be electric within a decade. One way or another, the Board will have to prepare for that.

Larry Brown (Locker 315) – To offset our energy costs, it might be beneficial to install solar parking area shades just like you see nowadays at public schools.

Response from Fernando Da Silva – Everything is on the table; that might a path that we pursue but it remains unclear if we have the room on property for something like that.

Response from Tom Barcellos – I am a little bit familiar with those solar shade projects, and they are not cost-effective without a large grant.

Danette Counce (Locker 297) – I noticed that our financials list a military discount as something offered by the Park. My husband qualifies based on his service, can't we get the discount?

Response from Mark Schieber – The rates that Members pay for extended stays are already significantly discounted compared to the rates for the general public. Military discounts are only offered to off-the-street customers paying the daily rate (\$55 – \$70) for their stay.

Board Member's Comments

John Watkins (Locker 559) – I wanted to clarify part of my report on the upcoming Park improvements. That is the point that any plans we come up with are going back to the Membership for their approval. I am just one vote on this Board, but I strongly believe that we can come up with a plan that avoids charging every Member additional assessments. I will do everything I can to push this Board in that direction.

Fernando Da Silva (Locker 439) – John, I think we all feel the same way about assessments; we have to pay them too! Please continue to provide your feedback to the Board, it really helps us out when it comes to making decisions.

All Motions

John Watkins made a motion to accept the minutes of the October 12, 2019 meeting, seconded by Brien Carlson.

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

Mark Schieber made a motion to pay the bills and payroll, seconded by Brenda Critzer.

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

Mark Schieber made a motion to approve the 2020 Annual & Capital Budget, seconded by Tom Barcellos.

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

Tom Barcellos made a motion to authorize up to \$5,000 for laundry room repairs, seconded by John Watkins.

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

John Watkins made a motion to approve purchasing 3 new sewage pumps for the Park sewer lift station and retain Fluid Resource Management for regular maintenance, up to limit of \$20,000, seconded by Tom Barcellos.

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

Meeting adjourned at 10:17 am

Respectfully Submitted,

George Johns

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from October 2019:

- “Dog park leaves a lot to be desired. Glad I had a space up front to easily walk my dog up the street. Spacing between spaces is good. Concrete strip along side of unit would be greatly appreciated. Super helpful staff.”
- “From the start our experience was great we had driven for 6 hours. When we arrived, maintenance was up at office and we were in the first spot. They helped my husband back in our rig. First time no arguing about the hands signals truly made my day. And maybe saved my marriage. Thanks so much.”
- “Look forward to staying again. Great staff. Thank you.”
- “Was great time, loved pool and jacuzzi.”
- “My fault for not checking but an all dirt parking lot is not how I like to camp. At least if there was a fire pit, we could have enjoyed the evening outdoors. I also didn't know there would be so many run down full-time residents in the back of the Park. Our pets had the worst of it. Not allowed to relieve themselves anywhere but the urine-soaked dog run. I didn't want them stepping foot in there. Not allowed on the grass in front either? The staff was good, no issues and the pool looked great, but we were looking for grass or parking pad. We are new to camping and have learned a lesson about choosing parks. Not our kind of camping 😞”
- “The spaces are too tight, and the power went out one night.”
- “Totally love your RV Park.”
- “I needed help with my aunt in one of your maintenance staff came and help me. I was so satisfied with this help I gave them a tip. Keep up with the good work.”
- “Thanks for everything. Aaron is always the best!”
- “I only wished someone had turned in my swimsuit coverup I left at the pool in June.”
- “The staff is polite, professional and very helpful.”
- “We do not generally pay that high of a rate for overnight parking since we're retired. Due to circumstances of friends being located nearby, we did. The spaces are very narrow, and thankfully we did not tow. The dog area was located so far away it was almost impossible to make it there before business was done. Kudo's on the location and I guess that's what your charging for! The staff was very helpful, no complaints there. The pool was nice, but it would have been nice to use the spa if it had not been full of kids. That was disappointing. Overall experience and convivence was good, price, and parking for tow would most likely be what will keep us away. Budgets 😊! Have a wonderful day!”
- “Bathrooms need to be bleached. Women's showered were gross.”
- “We love Pismo have stayed at other RV resorts. But we love Holiday RV Park. Its super clean, people are so nice and helpful It's close to everything. We will always stay here!”
- “I miss firepits and showers. Overall it is an excellent Park and the price was very reasonable!”
- “We were crammed in a space and could barely open our door to get in-and-out of 5th wheel. Those driving a full-size pickup need an area to park. Felt very claustrophobic.”