



Board of Directors

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

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

Members Present – 17

Meeting called to order at 9:08 am by Charles Nunes

Flag Salute by Fernando Da Silva

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.

Fernando Da Silva made a motion to accept the minutes of the November 9, 2019 meeting, seconded by John Watkins.

Correspondence – Brenda Critzer

We received great feedback last month from our guest survey, and most responses came from returning guests. Many compliments were regarding our cleanliness, the friendliness of the staff and our value compared to competing parks in the area. The comment cards I received were also very positive as well!

November 2019 Guest Survey Comments: *Please refer to the attached comments at the end of this document for your reference.*

Committee Reports

Financial Report – Mark Schieber

Park Accounts	Balance (11/30/19)	Monthly Comparison	Nov 2019	Nov 2018	Difference	% Change
Mechanics Bank–Operating	\$128,751.69	Income	\$73,642.20	\$80,975.45	-\$7,333.25	-9%
Mech. – Laundry	\$7,449.31	Expense	\$78,917.46	\$88,767.90	-\$9,850.44	-11%
Mech. – Dues	\$10,796.67	Net Income	(\$5,275.26)	(\$7,792.45)	\$2,517.19	32%
Mech. – Emergency Reserves	\$100,339.94					
Mech. – CIM Reserves	\$206,588.48					
Morgan Stanley Dean Witter	\$141,321.12					

I would like to highlight our growing reserve accounts, especially the Construction Improvement & Maintenance (CIM) reserve account. I know that I sound like a broken record sometimes, but please pay attention to *that* account because that is how we are going to pay for the big capital improvements we have planned.

There are also reserves just for emergencies and an investment account with Morgan Stanley, but please watch for the Board to make a big push in 2020 to fill that CIM account as much as possible.

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

Management – Lorena Lemus

The Board treated Julie and the staff to a Christmas dinner last night at the Sea Venture, and everyone had a great evening. We are very pleased with the staff that we have, and it was a nice opportunity to show our appreciation for them. I have unable to visit the Park for 2 months and I really missed it! The staff have continued to do an excellent job of keeping the Park clean and keeping our guests happy.

Collections – Tom Barcellos

Collections only continue to get better; we are down to 17 Members with outstanding assessments and fees. Most of that is from the recent special assessment, but a handful of folks are delinquent on the July dues, which will lead to foreclosures if it goes unpaid much longer. As a reminder, 3 shares have a lien against them, and we are on track to hold another public auction either in late February or right before the annual meeting in March.

Park Use – Brien Carlson

Occupancy in November was down ever so slightly this year, at 79% instead of 80% in 2018. Considering how much rain we had last month, it is very impressive how full we were. The office staff informed me that we received a lot of cancelations for Thanksgiving week because of the storms.

Park Maintenance – Charles Nunes

Our rainy season has begun, so please be patient with the maintenance staff while they work on pulling up weeds as they seem to spring up overnight.

Rules and Regulations – John Watkins

Be sure to contact the office staff and Julie if you need clarification on any rules and regulations; otherwise, I have not received any complaints from our Members.

Public Relations – Brenda Critzer

The Thanksgiving potluck was a great success, and I want to thank the Beach Social Club for preparing the turkey, ham, potatoes and dressing. We almost filled the clubhouse up to capacity, so it was wonderful to see such a big turnout. There was also a very nice Christmas potluck last week, including an ornament exchange.

I attended a series of events hosted by the Pismo Beach Chamber of Commerce this month, and it was great to get back in touch with the Chamber after being out of town during October.

Manager's Report – Julie Hill

We had reports about a group of men drinking beer in the restroom late at night, and our security guard caught these guys the doing it again to other day, so they were promptly told to leave.

This leads me to my next point; the Park does have a security guard on-site right now, 24 hours a day. The reason for this is because I was threatened by a former resident that was evicted from the Park last month. This included an attempt by this person to push the door open to my home while I was not there, my daughter-in-law had to push back against them with all her weight just to stop them from entering the house after they were told to leave. I am a strong woman, but I am

having a difficult time dealing with the situation. The Board made some decisions about this incident following a conference call meeting, and Lorena will have more information in just a moment. One decision was to hire Bomar Security for 30 day to make sure that this person does not come back and act on their threats towards me.

I really hope to be out in the Park more once things have settled down and my life goes back to normal.

Reportable Actions – George Johns (Absent) – Lorena Lemus (Representing)

The Board had an emergency meeting via telephone following an incident with a former resident. John Watkins made a motion to hire a security company (Bomar Security) for 30 days to protect Julie, the staff and guests, seconded by Tom Barcellos.

Please understand that the Board made a decision to protect everyone in the Park, not just one person.

Old Business

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

As Brenda mentioned, we had a great Thanksgiving potluck. There are no events planned until the March meeting because of how slow the Park is this time of year.

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

Our architect, Bryce Engstrom, is very close to finalizing all construction plans so we can secure permits before the end of this year. Our next immediate goal is to secure financing somehow. As we are aware, the special assessment measure failed, and maybe that was for the best. We are instead looking at another vote, but to instead secure a long-term business loan (approximately \$650,000) so the Park can attain the cashflow needed to pay for construction beginning next year.

Please look forward to receiving that ballot in the mail shortly.

Comment from John Watkins – We are crunching to get our permits filed with the state so that we can avoid costs associated with new building codes. Everything is in order, so those permits should be submitted next week. I cannot stress how important it is for every Member to take a long look at the loan proposal you receive in the mail. The Board needs your approval so that we can take care of this Park; our house is 40 years old and needs serious repairs. We are asking for your help!

Please remember that improvements to the Park help to protect your investment and raise the value of your shares. Now is the time to act, and I hope you are willing to approve the loan. Be sure to ask questions if you need more information, Julie and the office staff are always available to assist you.

3. Annual Meeting – Brenda Critzer

The annual meeting is fast approaching, March 14, and tickets are available in the office. The Beach Social Club is looking for volunteers for the luncheon and they would appreciate your help with the event. The theme will be St. Patrick's Day, and there will be live music in addition to lunch, raffles and other activities!

4. Transformers – Julie Hill

The transformers have been repainted and resealed last month, so now I can finally remove this item from our list of old business.

5. Laundry Room Revamp – Julie Hill

The new washing machines are going to be installed next week, and it is expected to close the laundry room for at least 2 days to make sure everything is in working order. I will begin the other approved repairs in the coming months, which will include replacing damaged windows, resealing the floor and tinting all the windows for comfort.

6. Pump Station – Julie Hill

I am still awaiting a call from Fluid Resource Management about an update on delivery and installation of the new sewage pumps. I was told previously it could take up to 5 weeks, and it looks like that is proving true.

7. Board Openings – Charles Nunes

At the October meeting I announced that there would be 3 positions open on the Board next year, and just to remind everyone, any letters of intent to run for the Board are due by noon today. Participation is greatly encouraged, we would really appreciate your help!

New Business

None.

Member's Comments

Ed Aldrich (Locker 440) – Will the special mailing for the loan proposal have an itemized list of what these projects will cost us? Is there a savings earned by completing all projects simultaneously?

Response from Mark Schieber – There will absolutely be a savings if we can finish all construction in a single scope of work. If you can imagine contractors, plumbers and electricians coming out here to rebuild the bathrooms with all their equipment, lumber, supplies etc., only to leave and come back again 6 months later you can see how that would greatly increase the cost to us versus the same work being done together at one time.

Response from Julie Hill – Obviously there is only so much we can convey in a mailing that needs to be concise and made into 875 copies for the entire Membership. If you have detailed questions, please take the opportunity to ask me and I will provide you with answers. The numbers listed on any literature we provide are based on the worst-case scenario set our architect and project master. I don't want to provide an itemized list that estimates \$400,000 only to experience construction delays and additional costs that will run that bill up later. I would much rather provide a total based on the highest estimated cost by the project manager.

Mary Halberg (Locker 661) – Is there any news on the status of our Wi-Fi upgrade? It seems like the previous due date of this fall has slipped by now.

Response from Julie Hill – We are still on track to receive that upgrade soon; I have seen emails sent between our IT company and Spectrum. At a glance, it looks like things are moving forward, but I will have to check with Nick, our IT specialist, since that kind of technical information is a little lost on me.

Nancy Borgman (Locker 857) – When I stayed last year during summer there was a big problem with unsupervised children being allowed in the pool area. I was unable to even use the spa when I wanted to because it was packed with very young children, about 8 years old. I apologize for not bringing this up sooner, but I was wondering if there have been any changes to the age limit on the spa?

Response from Julie Hill – No, there haven't been any changes to the pool area usage rules recently. To me, it sounds like you may have tried to visit the spa when our maintenance employees were tied up with other duties, like cleaning the restrooms or backing-in RVs. It is normally part of their duties to check on the pool area to make sure it's not too crowded or packed with unsupervised children.

Response from Mark Schieber – The pool rules state that children under 14 years old must be attended to by an adult, so that issue you had last summer was against the rules. However, children can be in the spa if they are supervised by an adult. At one point the Park did have rules stipulating that the pool could not be used by minors early in the morning so our adult Members could enjoy an exercise time undisturbed, but that was reported to the Board as being discriminatory. I believe you may be recalling that time, when there was an age limit in effect.

Board Member's Comments

None.

All Motions

Fernando Da Silva made a motion to accept the minutes of the November 9, 2019 meeting, seconded by John Watkins.

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

Meeting adjourned at 9:58 am

Respectfully Submitted,

George Johns

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from November 2019:

- “Love the improvements in the laundromat. Appliances very efficient & reasonably priced. Flower beds at entrance need some TLC. Bark maybe? Office staff are great as well as maintenance staff. Like everyone else we feel spaces are too small. Guests are on top of one another. Ours was ok, we had 402, but heard lots of complaints from other guests. One will not return! I also heard from other guests, that an elevator is much cheaper to build than a whole new clubhouse. We love staying @ Holiday & look forward to the improvements that are in the works.”
- “Staff was very friendly and helpful. Barbeque and pool area were the best! Thank you all!”
- “The RV spots are very tight.”
- “Wish the site was bigger. Unable to utilize site for anything other than parking vehicle.”
- “Thanks for allowing us to stay one night. The other park, across the street, we have stayed at one time before. The reservation agent was overtly rude and said she couldn't possibly book us for one night. You all met our transiting travel needs. GREAT CUSTOMER SERVICE. Thanks again, and we hope to visit again on another road trip.”
- “The women's bathroom could use updating, especially the shower stalls. Everything else was nice.”
- “I know the quality of the cable service in the Park has been an issue forever; however, the connection at space 310 was the worst ever. The channels would fade out, then no service screen would show. There has to be a long-term fix to this issue.”
- “Very good staff maintenance staff excellent. Very good management.”
- “Always amazing!”