



Board of Directors

Fernando Da Silva – President
Lorena Lemus – Vice President
Joyce Aldrich – Secretary
John Watkins – Treasurer

Brien Carlson – Rules and Regulations
Charles Nunes – Maintenance
Mark Schieber – Park Use & Public Relations
Tom Barcellos – Collections
Brenda Critzer – Management

Members Present – 34

Meeting called to order at 9:05 am by Fernando Da Silva
Flag Salute by Lorena Lemus (Locker 809)

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 asked to observe a moment of silence for the recent passing of Larry Kindell (Locker 23).

Comment from Fernando Da Silva – I want to thank everyone for helping the Board get through this trying time. We've had to follow difficult orders from San Luis Obispo County, like closing the Park to arrivals. We would also like to thank Julie and the staff for handling this crisis so well. As President, I could not be prouder of this Board and their commitment to attending phone meetings, video meetings and finally meeting here again in person today with all of you. Our bills got paid, work was done on time and we did not miss a beat with all this insanity going on.

Mark Schieber made a motion to accept the minutes of the February 8th, 2020 meeting, seconded by Charles Nunes.

Correspondence – Mark Schieber

We've had a lot of correspondence over the last 3 months, and I've found that most negative comments or criticism fall into a few categories: space, parking and the dog run. The reality is that we cannot change these things. Our Park is 195 spaces built almost 50 years ago; they are what they are. The dog run will always smell if dogs are using it as a restroom, there's no fixing that. We will continually try to reduce that smell, but I don't think it will go away. Vehicle parking remains a challenge, especially in summer when we're full. I park my truck off-property. It is just something we must get used to.

Outside of those common complaints, our feedback has been pretty good. We have a lot of happy guests, a lot of returning guests. I think people either know what we about and love it, or they get here and look across the street at Pismo Coast Village and think otherwise. Well, I love here and hope everyone else does too!

June 2020 Guest Survey Comments: *Please refer to the attached comments at the end of this document.*

Committee Reports

Financial Report – John Watkins

| Park Accounts | Balance (6/30/20) | Monthly Comparison | June 2020 | June 2019 | Difference | % Change |
|----------------------------|----------------------|-----------------------|--------------|--------------|--------------|----------|
| Mechanics Bank–Operating | \$161,790.19 | Income | \$147,136.17 | \$136,415.16 | \$10,721.01 | 7% |
| Mech. – Laundry | \$5,016.16 | Expense | \$58,721.79 | \$73,814.33 | -\$15,092.24 | -20% |
| Mech. – Dues | \$116,380.34 | Net Income | \$88,414.38 | \$62,600.83 | \$25,813.55 | 41% |
| Mech. – Emergency Reserves | \$100,428.21 | | | | | |
| Mech. – CIM Reserves | \$245,542.45 | | | | | |
| Morgan Stanley Dean Witter | \$161,648.84 | | | | | |

Take the time to look at the financials, and you will see that we are in great shape. Profit from Jan – June is over \$250,000, more than \$130,000 over the same time last year. I credit the difference to Julie and her staff diligently bringing paying customers to our Park, which has been more difficult because of the pandemic. We're not only maintaining revenue but actually growing as a business. This should allow us to weather construction and come out on the other side with new facilities and greatly improved share value.

John Watkins made a motion to pay the bills and payroll, seconded by Tom Barcellos.

Management – Brenda Critzer

I want to commend Julie and the staff for handling the restrictions and challenges set forth by the State and San Luis Obispo County in response to COVID-19. They've managed this emergency situation with flying colors.

Julie is taking a well-deserved vacation next week and the staff will take good care of the Park in her absence. As a reminder, there is a dedicated phone number to call in case of after-hours emergencies; that number is (805) 423-9494. Please leave a message and someone will respond to the situation as needed. Of course, if there is a serious emergency like a fire call 911 first, then report it to the Park and notify us know that emergency services have been contacted.

Comment from Don Tischmacher (Locker 612) – Is the defibrillator in the Park checked to make sure it is working?

Response from Julie Hill – Yes, the batteries on the AED are inspected once a year to verify there is a charge.

Collections – Tom Barcellos

Collections are in great shape as of June 30th, with only \$1,300 left outstanding from previous assessments and late fees. A large portion of that can be attributed to 3 shareholders and the rest of that balance is more incidental and spread out across other accounts.

The next regular assessment is due this month, and those payments continue to roll in smoothly.

Park Use – Mark Schieber

While reflecting on construction plans and how it may affect our occupancy, I look at this year's usage and notice that we tend to average in the 80 – 85th percentile. Factoring in loss of 20% of available rental spaces because of construction shouldn't hurt this business too much because it is rare to have the Park 100% booked outside of Fridays and Saturdays in summer. We're working to provide as many spaces on weekends as possible, but I think we can generate enough revenue to keep our accounts healthy.

Anecdotally, I've worked in the RV sales industry for years and I have a lot of friends in the business telling me their dealerships only have about 20% of their inventory on the sales floor; RV are flying off the shelves. I imagine that we will see a greater demand for RV spaces as all these new buyers need destinations to stay at. I think that supply and demand will benefit the Park.

Park Maintenance – Charles Nunes

Hart Electric has nearly completed the replacement of all the RV electrical utility panels in the Park since our last meeting in March.

The maintenance staff is busy this summer keeping the Park clean and parking RVs, in addition to extra sanitization duties to help combat COVID-19. If you need assistance from the maintenance department, please be patient with them since they are that much busier this summer.

The swimming pool is open again with 50% capacity, and it's been great to see folks enjoying themselves. Thanks to everyone for cooperating with the new requirements for usage, and for patience with the spa closure, which is expected to last until the County of San Luis Obispo isn't recommending physical distancing between people.

Rules and Regulations – Brien Carlson

There have not been any changes to the rules and regulations since March, nor any major violations. I would like to remind everyone that is here in the Park long-term to check with Julie before making any site improvements like adding steps or some decorative features, to make sure that everything is in compliance with the rules before installation. We would like to avoid asking our members to remove something they've spent time and resources on after the fact.

On a more personal note, please be careful while enjoying the sunshine and be sure to protect yourself with sunscreen. I've had some skin cancer removal treatments since the last meeting, and I would like to remind everyone to be mindful of the power of the sun's rays.

Occupancy / Public Relations – Mark Schieber

Covered under Committee Reports – Correspondence and Park Usage.

Manager's Report – Julie Hill

To reiterate much of what the Board has said today; this has been a very trying time for me and my staff. I know that everyone is dealing with COVID-19 on many levels, whether someone is retired, or still in the workforce, or on unemployment. We're all feeling the pain of this crisis, but I can speak on behalf of my staff and let people know that it has been difficult on us. Our employees have been stretched to their limits over the last few months and endured a lot of negativity because people have been upset. I'm going to say this today, it is *not* acceptable to take out any anger, anxiety or depression over this pandemic on anybody else. Each staff member has been yelled at or accosted and that is just not okay. I placed a new message on our LED welcome sign which reads, "Kind words don't cost anything." I think we need to be a little more caring and understanding about what *everyone* is going through, including the staff and other neighbors in the Park.

If there is something we can do to help, or to answer your questions please stop by the office. I know that has been difficult these past months but call or email if you cannot visit in person. If you have a specific question for the Board, send me an email and let me know it is for the Board. I will take care of it; if you want to know something just ask!

The rules and regulations this year were changed to prohibit extra vehicle parking during prime time. As a reminder, prime time lasts from July 1st – September 8th. There is no parking, so please don't ask. Summertime is our biggest opportunity to sell spaces to RVers at \$70 per night. \$5 parking spaces should not be our concern.

Final reminder; snowbird applications are due on August 1st. Incomplete applications will not be accepted. Please make all preparations in advance and do not wait until the last minute!

Reportable Actions – Joyce Aldrich

There were many reportable actions between March and today, resulting from telephone and video conference meetings the Board held in April and May, in addition to meeting in-person last month.

March 3rd, 2020:

Mark Schieber made a motion to purchase fifty 30-amp electrical utility pedestals, seconded by Fernando Da Silva. The Board unanimously voted in favor.

March 12th, 2020:

Tom Barcellos made a motion to hire Ramsey Asphalt for skim patching on the roadways to preserve and protect the facilities, seconded by John Watkins. The Board unanimously voted in favor.

March 18th, 2020:

Tom Barcellos made a motion to waive the 7-day occupancy requirement for monthly tenants during the 1st and 2nd quarter of 2020 because of the COVID-19 pandemic, seconded by John Watkins. The Board unanimously voted in favor.

Mark Schieber made a motion to pay the bills for the month of February, seconded by Tom Barcellos. The Board unanimously voted in favor.

John Watkins made a motion to hire Mr. Rooter Plumbing to replace the concrete and drain located between the 300 and 400 rows west of the restrooms, in the amount of \$2,762, seconded by Tom Barcellos. The Board unanimously voted in favor.

John Watkins made a motion to repair the ADA-lifts for the pool and spa area, not to exceed \$3,700, seconded by Brenda Critzer. The Board unanimously voted in favor.

April 11th, 2020:

Tom Barcellos made a motion to approve the minutes of the February 8, 2020 meeting, seconded by Charles Nunes. The Board unanimously voted in favor.

John Watkins made a motion to pay the bills for the month of March and payroll for the month of April, seconded by Tom Barcellos. The Board unanimously voted in favor.

Tom Barcellos made a motion to participate in the Payroll Protection Program (PPP) for small business, seconded by John Watkins. I voted no on this motion, but the rest of the Board voted to approve. I hoped to reach out to the Association but there simply was no time to do so based on the enrollment deadlines. The Park received \$55,000 from the Small Business Administration, 100% of those funds were allocated for payroll. The PPP is written as a loan, but because the Park used that money for payroll only, it became a grant. We do not owe \$55,000 back to the Small Business Administration. This kept our staff employed and it does appear as a separate line item on our profit and loss sheets.

April 21st, 2020:

John Watkins made a motion to clean the tile inside the swimming pool, not to exceed \$3,700, seconded by Charles Nunes. I voted yes, with the caveat that any money spent on this repair would not result in laying off one of our employees because at that time we did not know the PPP was awarded. Otherwise, the Board unanimously voted in favor.

May 9th, 2020:

John Watkins made a motion to pay the bills and payroll, seconded by Lorena Lemus. The Board unanimously voted in favor.

June 13th, 2020:

John Watkins made a motion to pay the bills and payroll, seconded by Charles Nunes. The Board unanimously voted in favor.

Charles Nunes made a motion to repair the pipelines on the swimming pool water heaters, not to exceed \$4,000, seconded by Tom Barcellos. The Board unanimously voted in favor.

John Watkins a motion to send a \$500 gift card to Frank Borges for services rendered to the Park, seconded by Charles Nunes. The Board unanimously voted in favor. Mr. Borges couriered the construction plans from Pismo Beach to the Department of Housing and Community Development in Riverside multiple times without asking for compensation.

John Watkins made a motion to waive the 7-day occupancy requirement for monthly tenants during the 3rd quarter of 2020 because of the COVID-19 pandemic, seconded by Tom Barcellos. The Board unanimously voted in favor.

Old Business

1. Beach Social Club Events & Announcements – Brenda Critzer

Because of restrictions on large gatherings, the Beach Social Club has not held any functions since the annual luncheon in March, right before the sheltering mandates were issued in San Luis Obispo County. The Beach Club is planning to have breakfast burritos available on snowbird application day!

2. Architect / Construction Improvement Committee – Approved Plans from State – John Watkins / Tom Barcellos

Comment from Tom Barcellos – I want to introduce you to Chad and Ryan from Robertson Builders, a construction company out of Arroyo Grande that has been working with the Board on the Park's renovation project. They will present information today and are available to answer questions.

Comment from Chad Robertson – I own Robertson Builders, along with my brother, Dusty, and with me today is Ryan Ledbetter, the project manager on this particular job. Our company has been in business for 40 years, and we have specialized in residential remodels and renovations along the Central Coast, in addition to commercial projects. If any of you have seen the Great American Melodrama in Oceano; we built their new theater.

This is a big, expensive project; over a million dollars. We want to make sure we're managing the project effectively and working within the economies of scale involved with doing a pair of large projects at once. If we can only finish one project at a time, our timeline increases from 9 months maximum to 16 months maximum.

We've been involved with this project for 18 months, initially as a refurbishing of the restrooms, then evolving to a wider-scope improvement the facilities. We're excited to work with your Park, but today it is very important for us to understand things better from your perspective as the people that stay here. What are your concerns? What are you looking forward to? How can we keep from impacting your daily lives more than we have to?

Comment from Meredith Oates (Locker 91) – I would rather the Park build a new elevator to the existing clubhouse so we can still enjoy the ocean view rather than build a new clubhouse without a view. When I bought in, that million-dollar view was part of the appeal.

Response from Tom Barcellos – The cost of building an ADA accessible elevator to the existing clubhouse is almost 25% of the estimated cost of replacing the clubhouse with a nicer and newer facility. Yes, the ocean view will be lost but it will better meet the accessibility needs of the Park for decades.

Comment from Kim McKenzie (Locker 107) – There are affordable options out there for lifts that will allow for accessibility at a much lower cost than a new elevator. There is a property in Pismo that had a lift installed for about \$10,000. I agree with Meredith, a clubhouse with an ocean view is a big draw for the Park.

Response from Chad Robertson – Without getting too technical, there are some ADA accessibility challenges associated with building a lift or elevator to replace your existing unit. At a very early stage of this project it was determined that the requirements from the State of California made a lift prohibitively expensive compared to reversal of the floorplan on a new building to avoid need for an elevator altogether.

Comment from Kim McKenzie (Locker 107) – What are RVer's options for use of a toilet or shower during construction? There are people staying here that do not have those amenities in their RV.

Response from Chad Robertson – There are some very nice shower and toilet facilities the Park will rent and keep onsite during construction. Please try not to imagine a porta potty; the rentals will have sinks and vanities and be much larger than what you are probably thinking of.

Comment from Kari Olafsson (Locker 291) – Do you have an approximate start date?

Response from Chad Robertson – Your Park is very full right now, so at the Board's direction we are looking at late fall to start construction, between October and November.

Comment from Paul Gutierrez (Locker 63) – Looking at the safety of the Park, are there plans for where construction equipment and supplies will be stored onsite? Are we going to lose RV spaces during this project? Any plans for covering the buildings during teardown to reduce debris scattering?

Response from Ryan Ledbetter – Our goal is to minimize disruption for your Park during construction. Obviously, the traffic flow is one way in-and-out, so there are plans to block off sites in and around the work zone to maintain a safety buffer between our work and the guests staying. That includes staging areas and parking lanes too. We are here at your invitation, and we understand that losing spaces is revenue lost as a business. We have the project narrowed down to requiring a maximum of 36 RV sites through various stages. During demolition, there are precautions taken to make sure dust stays down, which include watering the area and keeping distance between guests and construction.

Comment from Charlie Weeks (Locker 7) – Are you blocking off spaces between the clubhouse and restrooms, your construction zones? I anticipate you having a high impact area around those buildings. Please set our expectations.

Response from Ryan Ledbetter – Yes and no. The gas service lines between the clubhouse and restrooms need to be replaced, so that will require use of the 200 numbered spaces for several weeks between those buildings. However, most of those closures are temporary and not to last longer than necessary.

Comment from Michael Higham (Locker 162) – We are going to lose a lot of revenue because of unavailable spaces during construction. I've estimated that we might be out \$400,000 if the project lasts 9 months.

Response from Chad Robertson – You're absolutely right there will be a significant financial impact to your Park. This naturally leads to the question of whether to split the project into separate phases to avoid taking as many spaces at once. Bottom line, we are here to work for you and we're going to do what you want. However, in looking at the time and cost of the project, if we cannot do everything at once it will stretch out the timeline and the economies of scale will drive the total cost up considerably.

Comment from Nancy Houck (Locker 349) – Will the swimming pool be closed during construction?

Response from Ryan Ledbetter – Yes, the clubhouse construction is invasive and will necessitate closing the pool.

Comment from Teena Griffith (Locker 15) – If the clubhouse is being demolished, why build a second story?

Response Chad Robertson – Those decisions were made by a design committee, to meet the needs of the Park. Any questions like that are better answered by the Board. We are responsible for the structure, feasibility, accessibility and aesthetics of making some nice and new buildings for you.

Comment from Mitchell Coonce (Locker 297) – You mentioned this project will cost over a million dollars. However, the Board said we needed a \$600,000 loan for construction. Which figure is accurate?

Response from Mark Schieber – Yes, the Board hoped that the members would approve a \$600,000 loan to cover the cost of the project based on the capital we have in reserve. The total cost of the project itself has not increased drastically since last year; it was expected to run nearly a million dollars back then.

Comment from Charlie Weeks (Locker 7) – Do you have a work schedule in mind yet?

Response from Chad Robertson – We are planning to be here 5 days a week, Monday through Friday, with hours varying between what will work best with the daily schedule of your business.

Comment from Brenda Critzer – Does your project timeline account for rainy days?

Response from Chad Robertson – Great question. In California we are fortunate to have weather that accommodates for construction year-round. Certainly, if there is a lot of rainfall it will prevent us from working but otherwise a few showers will not slow us down.

Comment from Don Tischmacher (Locker 612) – Thank you gentlemen for coming here to visit with us. I think we all look forward to working with you.

Comment from Tom Barcellos – There reason Chad and Ryan are here today is that when our architect on this project, Bryce Engstrom, went out to find construction firms most of them wouldn't give us the time of day unless we were willing to sign contracts. Robertson Builders was the only firm that was open and honest with us and were willing to give the Board a lot of detailed research and preliminary work. They have also been working with Spectrum, hand-in-hand, to get our fiber optic Wi-Fi project completed in a way that is efficient; that shows a lot of extra commitment on Robertson's part.

Michael, your estimate on lost revenue is valid, but I want you to know that the office staff will work diligently to fill as many spaces as possible with members or customers on days when Robertson is offsite; to get some of those weekend warriors in the Park.

Mitch, if you review the budget for 2020 that was prepared last year the expense listed for capital improvements was at \$987,000. Since then that estimate has become a hard bid and risen to over a million. The Board was expecting this and the new figure of \$1,130,000 is a legitimate number. The loan was intended to bridge the gap between our savings and the project cost. The Board is projecting that at the end of construction we will break even on expenses if a loan is approved.

Meredith, I understand your concerns about the view, and I appreciate your input. I'm glad you chose to bring it up at this meeting instead of out in the Park.

This brings me to another point; I heard a rumor in the Park that if we had taken the loan earlier this year that we would be broke; I've got to say that is a bunch of BS. That is false, false, false. If anyone wants to debate that, let's talk about it today. This Park is on solid financial ground and we have money in the bank. We plan to get another vote on this loan, get through this construction and remain a profitable business, which we have been for over 3 years now.

If the loan is approved, we can remain revenue neutral and cashflow all construction in a timely manner. If a loan is not approved, the Board will issue additional special assessments to help pay for improvements. We were so close to gaining approval last time that hopefully enough minds have changed on the issue to succeed this time. However, if the vote is not successful, that decision will be respected as it was the first time.

Comment from Chris Hope (Locker 112) – Will the new ballot reflect updated information that the entire project is going to cost \$1.13 million?

Response from Tom Barcellos – Yes, that is a hard bid for the total scope of work, new restrooms and a new clubhouse.

Comment from Meredith Oates (Locker 91) – What happens if the loan is not approved?

Response from Tom Barcellos – There will be another special assessment issued shortly. It is within the Board’s powers to do so once per fiscal year if there are capital improvements to be made and not enough money to pay for repairs. The assessment should cost \$120 per share, and that will be sent before the end of September. Lastly, we would have to resubmit our permits with the clubhouse redlined, that will take time.

Response from Fernando Da Silva – If the Board cannot take out a loan, we will build a new restroom using the reserves that we have. Special assessment will become standard until we can then save enough money to repair the clubhouse later. We’re out of time on the bathrooms; they must be repaired now.

Comment from Michael Higham (Locker 162) – Better presentation would be nice. The Park should make a video that outlines all this information and put it on our website for members to see.

Response from Fernando Da Silva – Great idea; I’ve had to make similar presentations to get approval to remodel my office.

Response from Tom Barcellos – Robertson Builders said they have the expertise to do something like you’re asking.

Comment from Jodie Faiman (Locker 474) – I think members might be concerned that the Board is not being diligent in getting more bids for other construction firms to do this work. Can the Board look to the central valley for more affordable options?

Response from Tom Barcellos – Our architect put out requests for bids to several other firms, but Robertson Builders was the company that took our offer. Other companies expressed their displeasure with the project and how they would be working in close quarters with our RVers.

Comment from Mark Gregory (Locker 205) – How long will the restrooms take to build? How many spaces are we losing during construction?

Response from Tom Barcellos – Construction will last approximately 8 months. We expect to lose a maximum of 36 RV spaces during that time, but 5 to 6 of those will be available occasionally.

Comment from Jodie Faiman (Locker 474) – The 36 lost spaces, is that if both the construction projects are happening simultaneously?

Response from Fernando Da Silva – Correct, if the clubhouse is not demolished and rebuilt, less spaces will be required than 36.

Comment from Charlie Weeks (Locker 7) – This is the first meeting that we have received actual information that seems to be valid. I’m not hearing a lot of “by golly” or smoke and mirrors. The loan idea has potential, but has the Board shopped around to see what banks are offering? I know you cannot get a loan with approval, but surely you can ask. You’ve got to be transparent and let people know what they are voting for. Transparency in this group *sucks*. We seldom get to hear the facts; hence members are out there spreading rumors. Go get more facts about a loan and present that to the members! People think that information is being held back, almost like it is a secret. If we give everyone valid information, you will get a vote back.

Response from Tom Barcellos – Yes, we can get financing. Since we have a hard bid of \$1.13 million, we know exactly how much money the Park needs to borrow. We have made casual inquires with banks that we work with in our own businesses, not just the banks that the Park uses. There are also financial packages available in the private sector.

Response from Fernando Da Silva – You can see that since you attended the March meeting and voiced similar concerns much has changed. Timing is everything, but since then we have our plans approved by the State of California, a total cost estimate from Robertson Builders, etc. The project itself has not changed, nor the financial side too much. Yes, we have work to do on presentation, and clarity is key.

Comment from Jodie Faiman (Locker 474) – The previous mailing had a lot of technical terms that I was unfamiliar with. More laymen’s terms would be appreciated!

3. Transformers – Julie Hill

This item remains on the agenda because it has not been completed yet. As a reminder, the Park is trying to repair the electrical transformers that we own because they are rusted and corroding. A few remaining transformers need new panels, which are on back order.

4. Electrical Improvements (Hart Electric) – Julie Hill

Covered under Committee Report – Park Maintenance.

New Business

1. Street Sign Repairs – Julie Hill

The street sign is not illuminated anymore, and it's been 6 years since it was installed. Our vendor, Santa Maria Sign, said the ballast is probably broken and recommended that LED lights be installed because they will last longer and provide better illumination. I would appreciate the Board making a motion to take care of this ASAP!

Charles Nunes made a motion to retain Santa Maria Signs to repair the Holiday RV Park street sign and install LED lighting, not to exceed \$740, seconded by Mark Schieber.

Member's Comments

Jodie Faiman (Locker 474) – LEDs will save the Park a lot of money on electricity!

Charlie Weeks (Locker 7) – I have a question about monthly rental agreements. The due date was July 15th, and are those agreements considered approved? Do they get sent back out with a signature?

Response from Julie Hill – If everything has been signed and turned in, then yes, approval is granted.

Charlie Weeks (Locker 7) – There we go; this is another example of something that we don't know about. We're told that we must have paperwork turned in, we did our job, and someone should be getting back to us. We're not getting any information, so we would like to discuss that today.

Response from Julie Hill – The Park offers monthly rentals to 40 tenants, and that has been a practice since the early 1980s. There is a waiting list that is over 200 entries long, and it takes nearly 20 years to make it to the top of that list. The rental agreements for monthly tenants were revised 3 years ago. Tenants must sign new agreements every 6 months, twice per year. If you've been a tenant since 2017 then you have been doing this consistently; no one is permitted to stay in the Park without signing a rental agreement. These matters have been discussed at meeting, sorry if you were not present. These matters have been brought directly to each monthly tenant's attention.

Are we challenged at this time because of COVID-19? Yes! This time everything with the rental agreements had to be done by mail. If you received a notice to sign a new rental agreement along with the agreements themselves, then you are approved for another 6-month rental. If there was gross neglect of a rental agreement on a tenant's part, the Park would have sent a much different notice! Otherwise, there is no other procedure to this topic, unlike the snowbirds that apply annually for space rental. To finalize these 40 agreements, I must sign no less than 160 pieces of paper. I apologize if it is not on your time, but copies are available in the office. You present your questions in an accusatory manner, and I don't find that acceptable in a meeting like this.

Charlie Weeks (Locker 7) – I'm not trying to accuse anyone here of anything, but there are members concerned that because they don't receive a copy or any follow-up about these agreements.

Response from Julie Hill – Just to be clear, I don't have the resources to copy 40 monthly rental agreements that will go uncollected every 6 months. When we first started using the revised agreements in 2017, I instructed the office to make

copies of *everything*. Those papers sat there for 6 months, so we no longer waste money doing that. If you need a copy, visit the office and get a copy.

Michael Higham (Locker 162) – Thank you to the Board for being understanding about the pandemic restrictions. I am a monthly tenant as well, I live in Bend, Oregon, and there was no way I could have been able to stay at the Park 7 days per quarter this year with everything going on that is preventing travel. RV parks in Oregon are booked all the way up and down the state; I know that demand will keep us busy too!

Board Member's Comments

Tom Barcellos (Locker 173) – Thanks to everyone for the good participation today, I think we made some strides here.

Brien Carlson made a motion adjourn to executive session, seconded by Charles Nunes.

All Motions

Mark Schieber made a motion to accept the minutes of the February 8, 2020 meeting, seconded by Charles Nunes.

Roll Call: Joyce Aldrich, Tom Barcellos, Brien Carlson, Brenda Critzer, Fernando Da Silva, Lorena Lemus and John Watkins voted yes. Motion carried.

John Watkins made a motion to pay the bills and payroll, seconded by Tom Barcellos.

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

Charles Nunes made a motion to retain Santa Maria Signs to repair the Holiday RV Park street sign and install LED lighting, not to exceed \$740, seconded by Mark Schieber.

Roll Call: Joyce Aldrich, Tom Barcellos, Brien Carlson, Brenda Critzer, Fernando Da Silva, Lorena Lemus and John Watkins voted yes. Motion carried.

Brien Carlson made a motion adjourn to executive session, seconded by Charles Nunes.

Roll Call: Joyce Aldrich, Tom Barcellos, Brenda Critzer, Fernando Da Silva, Lorena Lemus, Mark Schieber and John Watkins voted yes. Motion carried.

Meeting adjourned at 11:14 am

Respectfully Submitted,

Joyce Aldrich
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent

Guest Survey Comments from June 2020:

- “It's our happy place!!!”
- “Love the staff, service and amenities!!!”
- “Family oriented.”
- “Spaces are very tight - I would not want to stay unless I could get a spot in the 700s.”
- “My Family and I have been owners for nearly 40 years. I have seen many good and bad changes over the years and have normally just went with it. Now that I am older, I guess, I need to vent. First, I was very pleased to get a reservation during these crazy times. However, knowing we have a 29' trailer with one large slide you put us in 123, which is between two snowbirds. Both persons were over their designated allowed space and nearly kept us from parking our car in our spot. In the past, snowbirds were to be designated to the back of the Park only. The front half of was reserved for owners & walk-ins and could only stay two weeks at a time before having to move spots. Both sites (122 & 124) were a disaster in appearance and if you looked behind there trailers it was much worse. Meanwhile we watched both the 200s/300s rows with plenty of spaces that we could have been much happier in. Nonetheless we were glad to be in Pismo, just in a better spot.”
- “Maintenance staff very helpful with backing into our site. The Wi-Fi seems improved over our last visit, but still has issues, and we were directly across from a tower. Dog run is a misnomer; it is a potty place, no run at all.”
- “The staff members are very polite and professional. The dog run did smell but that's because dog owners are not cleaning up or watering down after use. If pet owners cleaned up after their pets that would help reduce the smell a lot. Can't wait until this COVID thing is over with, would have loved to use the pool & spa.”
- “Sites are too small. Need guest parking. Staff who assisted in parking RV were wonderful.”
- “The spaces are very narrow and that is our biggest complaint. They look bigger on the map.”
- “Absolutely the worst RV park we have ever visited. We were packed in so tight that I couldn't open the doors of my truck. Totally disgusting grounds with permanent renters' junk everywhere. You should be ashamed.”
- “Spaces are too close together.”
- “The only complaint I've ever had is the parking.”
- “Cramming in way too many trailers to enjoy our outdoor space. Too many small kids running amok all over. On the plus side, the staff was extremely helpful in getting our trailer in our spot.”
- “Spaces are not wide enough.”
- “Your maintenance staff is awesome and very helpful. Your office staff was not, she was rude.”
- “Extremely tight, parking lot-like RV park. Had to have a forklift put my rig in its space. Not enough remaining room to park my truck. Had to park on the street and down the road.”
- “You really need to open your pool and spa area. Really need to do something about parking.”
- “I am a paraplegic and need the option to rent a pull-thru (I'm willing to use 2 days per day). Although my trailer is only 26', I need 5' beside the trailer to get on the wheelchair lift. Our truck is 22' long so it cannot fit in the 37' x 20' spot and use the wheelchair lift. It is also too long to park across the spot. The front of the truck was into the neighbor's space by 2' and they were not happy about it. If the spot was 1' wider, I could fit the truck beside the trailer.”
- “Great experience, very clean. Just very tight spaces.”
- “The dog park definitely needs improvement. You should put one at the front as well, so people don't have to walk as far.”

- “Please fix the women’s restroom door! It slams shut making a very loud noise keeping us awake while trying to sleep in the space assigned to us next to the bathrooms. Maybe place a mechanism on it to slow the shutting process down so that it doesn’t slam shut! Also had a problem with other campers cutting through our spot to get to the restrooms, not sure if there’s anything that can be done about that by the Park staff, I think it’s just rudeness by fellow campers to cut through people’s campsites! Just a note that Aaron is always great to deal with in the office and there was a new girl in the office that was very friendly and easy to work with!”
- “We were very unhappy with how tightly crammed together you have the spaces laid out. The only usable space after parking our truck was the size of the picnic table and that had to be situated almost on top of the next site’s black waste hose/dump. Small children crowded the narrow driveway most times of day as that was the only room for them to play. What appeared to be a 12 or 13-year-old boy was driving a dune buggy through this chaos with three other young boys, lap after lap. Each time he passed he was steering with one hand and looking down to use his cell phone with the other. Our first night included a big police bust of some kind just inside the entrance of the Park. By the end of the second day, we felt we needed to leave our 5-night reservation. We were out by 6:30pm that second day.”
- “Nothing is open to use. Wi-Fi hasn’t improved at all. COVID has ruled the Park. Thank you for getting information on the website. Maybe some meeting recaps would be helpful!”
- “Spaces are a little tight/close together.”
- “Very small space for the trailer. Policy of 6 people maximum per space was not enforced. Too many kids in the road making driving dangerous. Too many vehicles parked outside their designated area. Too much noise in the late evening.”
- “We have our membership and continue to enjoy our days spent there. This visit we did have some loud music wake us up. The loud bass was unnecessary, and I felt bad for the other residents who are parked even closer. This same person allowed their large dog to use the bathroom near our trailer on three different occasions and did not pick it up. We had to call the office and then the maintenance personnel had to clean it up. If the other residents can follow the rules and be courteous, then this young man needs to do the same.”
- “Space 134 is 2 feet short to the right. The people to the right were OK with us stepping on their space *but* it was very uncomfortable for us. I’m also an owner & I feel It should be checked. Thank you.”
- “I think the artificial grass in the dog run holds in the odor. It is easier to pick up waste on the dirt gravel mix.”
- “Lady in office is not friendly at all. Has a chip on her shoulders. Not good for first impressions! Aaron is great.”
- “My rating for recommendations to others to use the Park are selfishly motivated. I want to be able to get a reservation when I want to visit the beach. Otherwise I’d do recommend HRVP.”
- “Loved the quietness of the park, staff so nice! Dog area deplorable, unacceptable. Had to go down the street.”