



**Board of Directors**

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| Fernando Da Silva – President                        | Brien Carlson – Rules and Regulations (Absent) |
| Lorena Lemus – Vice President                        | Charles Nunes – Maintenance                    |
| Joyce Aldrich – Secretary                            | Brenda Critzer – Management (Absent)           |
| John Watkins – Treasurer (Absent)                    | Tom Barcellos – Collections                    |
| Mark Schieber – Park Use & Public Relations (Absent) |  |

Members Present – 27

Meeting called to order at 9:04 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.

**Charles Nunes made a motion to accept the minutes of the July 11<sup>th</sup>, 2020 meeting, seconded by Lorena Lemus.**

Comment from Fernando Da Silva – There are several Board members absent due to prior obligations, *not* because of COVID-19 or other illness.

**Correspondence – Mark Schieber (Absent)**

Nothing to report.

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

**Committee Reports**

**Financial Report – John Watkins (Absent) – Fernando Da Silva (Representing)**

Park Accounts	Balance (7/31/20)	Monthly Comparison	July 2020	July 2019	Difference	% Change
Mechanics Bank–Operating	\$234,858.09	<b>Income</b>	\$205,087.39	\$130,583.31	\$74,504.08	57%
Mech. – Laundry	\$8,381.16	<b>Expense</b>	\$64,646.03	\$73,681.23	-\$9,035.20	-12%
Mech. – Dues	\$124,524.34	<b>Net Income</b>	\$140,441.36	\$56,902.08	\$83,539.28	146%
Mech. – Emergency Reserves	\$100,441					
Mech. – CIM Reserves	\$252,574.16					
Morgan Stanley Dean Witter	\$175,946.83					

It truly is unbelievable how much the world has changed because of the pandemic. We may end up having one of our best years ever financially. This Park is packed, and many of those people are customers. As a result, our July revenue

increased tremendously over last summer. The Board will be transferring over \$100,000 to the Construction Improvement & Maintenance (CIM) account very soon.

**Lorena Lemus made a motion to pay the bills and payroll, seconded by Joyce Aldrich.**

**Management – Brenda Critzer (Absent)**

Nothing to report.

**Collections – Tom Barcellos**

Collections remain in good shape. Since last month there was no change on the amount of past due payments, but the balance due from the July assessment continues to decrease. \$2,650 is past due (over 90 days) and \$7,565 is due as of July 31<sup>st</sup> from the recent assessment.

**Park Use – Mark Schieber (Absent) – Fernando Da Silva (Representing)**

Our occupancy last month was 90%, compared to 92% in July 2019. However, as I reported earlier, our revenue was much greater this year. Most of that is attributed to the amount of paying customers renting spaces this summer. It's truly amazing how many people are travelling.

**Park Maintenance – Charles Nunes**

The summer remains busy for our maintenance staff. Their attention is focused on keeping the Park clean, helping RVers back up their units, and sanitizing the facilities to reduce the spread of COVID-19. It has been hectic keeping up with how many RVs check-out and check right back in daily. If you see a maintenance issue, please bring it to the office's attention since the outside staff has been so busy.

The Holiday RV Park welcome sign has been repaired and updated with LED lighting. It looks brighter and will last longer than before.

**Rules and Regulations – Brien Carlson (Absent)**

Nothing to report.

**Occupancy / Public Relations – Mark Schieber (Absent)**

Nothing to report.

**Manager's Report – Julie Hill**

First off, I want to introduce everyone to Angela Pereida, the newest addition to our office staff. She's worked here over a month now and been a great help so far.

Speaking of the office, I would like to talk about reservations. It has been difficult make reservations this year because of the pandemic. RVers are flocking to the Central Coast and reserving any place they can, even if just for a night. As a reminder, members can book up to 90 days in advance of arrival and enjoy priority over other guests. Non-members can make reservations 30 days in advance, sometimes only 14 days in advance. Keep in mind that when the Park is full with both non-members and members, our members had an additional 60 days to book reservations before others. Our policies have been questioned recently, so I wanted to make sure it was clearly stated that members *do* enjoy priority booking over the public. Also, if a member calls last minute and expects the office staff to cancel the reservations of a non-member to accommodate their request, that is something will *not* do.

It remains a busy summer, and we are booked solidly through August and well into September, barring last-minute cancellations.

Snowbird application day went very well on August 1<sup>st</sup>. Virtually every person in line had all their paperwork completed and ready to submit.

The hot water heaters for the restroom and showers were serviced since last meeting, just in case you've noticed a shortage in hot water recently.

The shower drains were backing up last month. Those lines were cleared out and now drain normally.

Comment from Stephen Simon (Locker 725) – Is there any update on the Wi-Fi upgrades? Where we stay in the Park, we don't receive any signal whatsoever. In fact, the signals from Pismo Coast Village and Pismo Creek come in stronger!

Unfortunately, there is no update on the Spectrum Wi-Fi upgrade as of today. I wish that I had a specific timetable to say when the new service will be live, but that has not been possible based on the unique upgrades scheduled. I am aware that the housing for the 36 or so brand-new Wi-Fi transmitters has been installed. I believe that at this stage we are only awaiting installation of those transmitters and setup of the network. Please be patient, we are almost at the end of this long journey!

### **Reportable Actions – Joyce Aldrich**

The following motions were approved last month in executive session:

The Board unanimously approved a motion to obtain 2 additional bids for the restroom and clubhouse construction project.

Comment from Tom Barcellos – For transparency, Julie sent proposals to another 5 construction companies after the July meeting. We received a single inquiry and no bids.

The Board unanimously approved a motion to obtain bids for possible pool repairs, consisting of tying lines to a new building following construction, up to a limit of \$5,000.

The Board unanimously approved a motion to obtain bids for fire suppression, up to \$25,000.

### **Old Business**

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#### **1. Beach Social Club Events & Announcements – Glennita “Nink” Miles**

Our next event will be a BBQ for Labor Day weekend on Saturday, September 5<sup>th</sup>. If we need to make it socially distant and prepare to-go orders, then that's what we'll do!

There will also be a raffle for a Traeger BBQ grill, please be sure to purchase a ticket for \$5 in the office or with a Beach Club member.

Comment from Julie Hill – My initial reaction to the suggestion was not to host a BBQ because of COVID-19, but when I stopped to consider that Pismo Beach is transitioning to safely allowing outdoor dining, I figured it should apply to us too!

#### **2. Architect / Construction Improvement Committee – Robertson Builders – Balloting –Tom Barcellos**

Once again, we have Chad Robertson and Ryan Ledbetter here from Robertson Builders. They provided some great information about the upcoming construction at the last meeting, please review the minutes from July at your convenience. They are available for follow-up questions, or to answer questions from anyone that could not attend last month.

Comment from Chad Robertson – If you missed the introduction last month, Robertson Builders has been in business on the Central Coast for 40 years, and we specialize in residential and commercial remodeling. A notable project we've completed is the Great American Melodrama in Oceano. We are here to answer questions and listen to your thoughts about the project. The more input we have from you, the better!

Comment from James Brandon (Locker 221) – What is your license number? How many employees do you have? Do you subcontract out lots of job? Are you union, or non-union? What is the largest project (dollar amount) that you've completed?

Response from Chad Robertson – Great questions, you know your stuff! Our license number is 858644. We previously had a smaller number in the 1980s when my father started the company; we updated our license number in the mid-90s when the company transitioned from new builds only to remodeling. Robertson Builders is a company of 10 employees, and we do utilize a network of subcontractors for certain tasks. However, we're not a paper contractor, and don't sub everything out. We do a great portion of our work by ourselves, but that varies with each project. I have carpenters, laborers, framers, painters, etc. that are W-2 employees, receiving a paycheck every week. We sub out for plumbers, electricians, roofers and masons. Robertson is non-union. Our largest project in scope was \$3,500,000, but that was not necessarily the most difficult job.

Comment from Mitchell Coonce (Locker 297) – You've said in the past that the second floor of the updated clubhouse will be used for storage, but the blueprints on display right now list the area as an office space. Which is it?

Response from Tom Barcellos – That has been talked about a lot over the years, but right now that floor space is designated for storage use, not for offices. The poster with blueprints was supposed to list storage on the second floor. Thank you for clarifying.

Comment from Meredith Oates (Locker 91) – Why is there a bathroom planned on the second floor if it's just for storage?

Response from Tom Barcellos – Well that is to be determined. It is placed there at the suggestion of our architect. I can't speak for him, but part of his vision is thinking about the needs the Park might have in years to come. When the maintenance shop was constructed there was a bathroom and an office built that rarely see use, but if needed, it's there.

Comment from Rodney Gagne (Locker 279) – Is there an estimate on what the Park's monthly payments would be if we borrowed the money for construction?

Response from Tom Barcellos – We've estimated monthly payments of \$7,000, which is more than doable thanks to increased revenue resulting from updated business practices. That is an old figure though, we already deposit that much money into our construction reserves every month.

Comment from Monika Harris (Locker 423) – Is there a start date for this work?

Response from Chad Robertson – There are many of facets to the project start date. I'm going to defer to the Board on that question. Just to be clear, we are ready to go to work when you want us to!

Response from Tom Barcellos – A huge factor in determining our start date is whether the Park can afford to rebuild both the restroom and clubhouse this year. The Board is going to mail out another ballot to request approval from the Association to get a loan. We hope to have ballots in by August 25<sup>th</sup> and the results will be announced at the September meeting; at which time a decision will be made on when construction starts and how extensive it will be. Meanwhile, the Board will shop around to see if we can get financial offers from banks and lenders. I think that an October or November start date is not out of the question.

Response from Ryan Ledbetter – Just to let everyone know, we are not expecting delays because of COVID-19. We are an essential business and other than a few manufacturing shortages from the plumbing supply industry we have not been affected by the pandemic.

Response from Chad Robertson – We are really looking forward to working on this project for you. The work that makes a significant impact on people’s lives is the most rewarding to us. Seeing the vision of what the “before” and “after” will be in terms of aesthetics and curb appeal is very exciting.

Comment from Tom Barcellos – As a final note, I would like to say that we are here to listen to your feedback at the monthly meetings. If this project is something that you are not in favor of, please let us know why and help us try to understand where you stand on this topic.

The way I see it, this project will be the next step in the remarkable turnaround that our Park has made since Julie was hired, and Aaron has been overseeing reservations. We are finally making money again, and we’re putting that money in the bank like never before. There were leaks in our revenue stream that got patched up; being able to give free days away to anybody lost this Park a lot of money. We’re talking about more than \$50,000 every year given away for free, for decades. If the Park was managed for 20 years like it has been the last 3 years, we could have easily paid for construction and probably lowered everyone’s dues.

### **3. Transformers – Julie Hill**

I do not have an update; we are still waiting on parts. These are minor repairs, so it’s not a pressing concern.

### **4. Street Sign Repairs – Julie Hill**

Covered under Committee Reports – Maintenance

### **5. Electrical Vehicle Charging – Brien Carlson (Absent) – Fernando Da Silva (Representing)**

Brien is absent today, but he is encouraging the Board to start thinking about the future of our Park and what that will mean for RVers that charge electric vehicles using our facilities. Right now, the Board is only in discussion. I’m not going to say that there will be a surcharge coming tomorrow, but it is a possibility.

## **New Business**

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None.

## **Member’s Comments**

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Stephen Simon (Locker 725) – The smell from the dog run is deplorable. I think it’s been getting worse with so many pets in the Park recently. Is there anything we can do to better sanitize it, like using lime? I would be happy to research the subject more since I know you’re very busy. Also, it would be nice to see more RVers clean up their dog’s mess instead of leaving it there to set in and stink.

Response from Julie Hill – The dog run is something that has been a problem since the beginning of time. I agree that it does get worse when the weather is warm and there are more dogs in the Park. A noticeable eyesore is that metal pole that is simply degraded from dog urine. Yuck! We use Simple Green to sanitize the dog run area daily, but I would really appreciate if you could find out what other safe-to-use products are out there, thank you. I agree with you 100%; if more dog owners cleaned up their mess, I don’t think the smell would be nearly as bad.

Response from Joyce Aldrich – The size constraints are a huge factor in how much our dog run smells. Many campgrounds and RV parks I’ve stayed at have larger dog runs that we do, and smell is not an issue. The urine odor is very hard to mask once it has set in, so spraying down soiled areas with water is *critical*. I agree with Julie, dogs love to aim for that post back there, mine included!

## Board Member's Comments

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Fernando Da Silva (Locker 439) – Thank you to everyone in attendance today. Please be safe so that we can see each other again in another 30 days!

**Charles Nunes made a motion adjourn to executive session, seconded by Fernando Da Silva.**

## All Motions

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**Charles Nunes made a motion to accept the minutes of the July 11<sup>th</sup>, 2020 meeting, seconded by Lorena Lemus.**

**Roll Call: Joyce Aldrich, Tom Barcellos and Fernando Da Silva voted yes. Brien Carlson, Brenda Critzer, Mark Schieber and John Watkins absent. Motion carried.**

**Lorena Lemus made a motion to pay the bills and payroll, seconded by Joyce Aldrich.**

**Roll Call: Tom Barcellos, Fernando Da Silva and Charles Nunes voted yes. Brien Carlson, Brenda Critzer, Mark Schieber and John Watkins absent. Motion carried.**

**Charles Nunes made a motion adjourn to executive session, seconded by Fernando Da Silva.**

**Roll Call: Joyce Aldrich, Tom Barcellos, and Lorena Lemus voted yes. Brien Carlson, Brenda Critzer, Mark Schieber and John Watkins absent. Motion carried.**

Meeting adjourned at 10:00 am

Respectfully Submitted,

Joyce Aldrich

*Board of Directors – Secretary*

Cc

Aaron Cartwright

*Senior Reservation Agent*

## Guest Survey Comments from July 2020:

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- “Our happy place”
- “Your maintenance guy, Luke, was excellent. He went above and beyond to help us get set up. He made all the difference. – Michael Stoff
- “Sites way too small. Cannot relax outside the trailer. Cannot even BBQ outside. Make sites bigger and charge a little more. Not relaxing when you’re cramped.”
- “I love this Park - great staff and great location. Just wish the spaces were a little bigger and the wi-fi and cable worked a little better.”
- “We love you guys!”
- “The staff was excellent in helping us get into our spot and also in giving us direction!!!!”
- “Please, please, please do something about the smell of the dog run! We could smell it 10 spots down!”
- “Our site had cigarette butts and Band-Aids mixed in with the dirt. The spaces are WAYYYY too close together. You should eliminate 25% of spots and charge a bit more so that people have enough space to enjoy and park. Also, it would be nice if you had things for kids to do. There is no grass or trees so it feels very much like camping in a dirt parking lot.”

- “The pool hours state open until 10 pm however the pool was closed at approximately 9 pm.”
- “This is a parking lot - no trees or grass. Parking is not available. Loose golden retriever near dog area threatened my small dog. Doesn't anyone follow the rules? Won't be back.”
- “Park is too crowded - our spot was so small that when sitting at our picnic table we were inches from the next RV's sewer line. Dog run was far away at the other end of the Park and smelled really bad. The Park location was good though - very close to the beach.”
- “The parking is an issue ~ one car barely fits.”
- “Spaces are incredibly tight. The very old trailers & RVs are an eye sore. Staff is very nice and professional.”
- “The maintenance guys are always helpful in getting us in our space quickly I feel they need to be told their appreciated. They do a great job helping everyone out and keeping everything maintained.”
- “Wonderful staff!”
- “Each site (we had 409) is very tight!”
- “I will remember as a place where parents and grandparents were willing to sacrifice their loved ones on the altar of ideology. We are from a hot spot; we have lost two friends to this disease and others have been hospitalized with permanent heart damage. Residents at your parked mocked us for asking for six feet and for wearing face masks. Maybe the large a Trump flags can be draped over coffins. It's coming and there will be tears in the future for some of your residents because of your policies. Below is a note from my friend who is a nurse in Palm Springs: ‘Your willingness to put health works at risk is monstrous. Healthcare workers all across the county are exhausted, beyond a normal state of anxiety and above all completely frustrated. Some of us haven't left our house since March unless we have gone to work. We stay out of the public to protect you. We face COVID each and every day. We wake up in the middle of the night anxious, we go to sleep at night not knowing if we will have enough equipment in the coming days to

continue to provide the protection we need. Many of us, including myself, have contracted the virus just by being a healthcare worker, not by being irresponsible or dismissive of proven guidelines and recommendations. The national guard is now providing support at our local hospital because we are overwhelmed and over stretched. However, while some decide to go shopping, eat at a restaurant, visit a closed beach, hang out at house parties, put money in a slot machine and enjoy the great outdoors without social distancing and wearing a mask, we healthcare workers are locked in our homes, petrified of getting critically ill ourselves or infecting the loved ones around us. This is not about you, this is not about me, this is about respect for humanity. If you could look a stranger in the eye and tell them ‘I don't care if you live or die’, then continue doing you, but know in the end, only the selfless and loving will prosper.”

- “The first night the woman's bathroom was very clean. The second night the bathroom did not get cleaned. The floor was dirty with debris and toilet were full of toilet paper etc. The bathroom was not sanitized every 4 hours for COVID-19 precautions as posted in the bathroom. Maybe someone called in sick. I'd stay there again though.”
- “We enjoyed our stay we will be back; we may also consider buying a share.”
- “Was disappointed we were so far from our families' trailers. They were 336 & 346. We were 111. Find the front spaces are way too noisy!”
- “Spots too tight. Maintenance had to help us get out. He couldn't have been nicer 😊 This Park is our first choice to stay in Pismo.”
- “The bathrooms definitely did not get cleaned 4 times a day, but I understand the maintenance guys are rather busy.”
- “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.”

- “Spaces are too tight and narrow.”
- “Don’t really feel like this is an RV park. It is more like a RV storage facility that lets you stay in your RV. Way too small of spaces. Actually saw awnings of one site going over the slide-out of the neighbor’s slide-out.”
- “Not enough parking. We are packed like sardines. There is a lot of noise and traffic. People are upset and arguing with employees due to lack of parking.”
- “Too noisy late at night...fireworks being set off...too many screaming kids.”
- “While the service and cleanliness were very good overall, the park in spots are far too small and is essentially a storage lot that allows sleeping. You would do better by increasing the size of spots, adding landscaping, and charging more.”
- “Space was too tight couldn’t put out overhang. Need a little more space don’t mind paying for to make wider.”
- “The reservation process is very time consuming as you need to complete an extensive online questionnaire before anyone will return your call. Otherwise great!”
- “My only negative is the size of the space, it’s pretty tight”
- “Hi Guys, you guys are just great. – The Franks Family”
- “Sites are too small. I could barely fit my truck and trailer in my spot. No room for anything else. Neighbor was a resident and very rude.”
- “The showers were freezing cold. ZERO hot water. I stood there for 25 minutes, naked in the shower waiting for the water to warm up (allowing time according to the signs), but no hot water. The other 2 stalls were occupied, and they confirmed ZERO hot water. This happened on the evening of Saturday July 25th. On the morning of July (Sunday) 26th, my husband confirmed he too had ZERO hot water, even after checking all 3 shower stalls and waiting a fair amount of time for the water to warm. This is the main reason I was not 100% happy with the stay. After leaving the Park, I called the office to speak to someone and only got the voicemail, left a message asking for a call back and no one called.”
- “Residents and campers should be in different areas. The resident next to us was rude with parking causing us to have to crawl through the passenger side to get out of our car even though he had about six feet on the other side of his car to park. Sometimes he was right over the line for spite. We could not even open our motorhome door without hitting our car. The sites are too small. Fewer residences and enlarged sites would be helpful.”
- “Spaces are too small we could barely open our trailer door because we had to back our truck into a tight spot.”
- “We love Holiday!”
- “We love, love, love this Park - just wish the sites were a little bigger. The Wi-fi is too slow to use if the Park is full, it gets worse. But staff are always very helpful and knowledgeable.”
- “Full-time RV sites should be kept cleaner; some look pretty bad.”
- “Seems to have mostly long-term tenants. Kind of got the feeling of being stacked in between spots. Not enough room!”
- “The spaces are the smallest I have ever seen anywhere and are just not big enough.”