



Board of Directors

Fernando Da Silva – President
Lorena Lemus – Vice President
Joyce Aldrich – Secretary
John Watkins – Treasurer
Mark Schieber – Park Use & Public Relations

Brien Carlson – Rules and Regulations
Charles Nunes – Maintenance
Brenda Critzer – Management
Tom Barcellos – Collections

Members Present – 31

Meeting called to order at 8:58 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 Bob Begley (Locker 168).

Lorena Lemus made a motion to accept the minutes of the August 8th, 2020 meeting, seconded by Charles Nunes.

Correspondence – Mark Schieber

There's quite a bit of correspondence from our guests because August was so busy. As you can see, much of the criticism received was about the small RV spaces, limited parking, poor Wi-Fi, etc.

Thankfully, not to steal Julie's thunder, there is a brand-new Wi-Fi solution coming very soon to the Park. I had the opportunity to speak with the installers and it sounds amazing in terms of speed and coverage. Hold on to your hats!

Overall, our ratings remained above 80% across the board. Outside of the survey, I received a few complaints about the dog run odor and a couple of night owls that kept other RVers up at night, but nothing out of the ordinary.

August 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 (8/31/20)	Monthly Comparison	Aug 2020	Aug 2019	Difference	% Change
Mechanics Bank–Operating	\$133,560.45	Income	\$140,668.61	\$112,535.50	\$28,133.11	25%
Mech. – Laundry	\$9,987.37	Expense	\$65,036.10	\$78,771.86	-\$13,735.76	-17%
Mech. – Dues	\$125,144.13	Net Income	\$75,632.51	\$33,763.64	\$41,868.87	124%
Mech. – Emergency Reserves	\$100,453.80					
Mech. – CIM Reserves	\$409,620.33					
Morgan Stanley Dean Witter	\$175,946.83					

Our financials are looking good. The P&L report for August confirmed a \$28,000 revenue gain over last year, a \$13,000 drop in expenses and a net income of \$41,000. Other than increased utility costs on electricity based on additional usage, we are in great shape.

We are seeing quality management from Julie and her staff to help control our expenses and increase our income.

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

Management – Brenda Critzer

While the Park has transitioned back to the non-prime season, it remains very busy this September. Normally, this would be the time that additional parking is offered for a \$5 daily fee. However, the rules state that we need more than 15 vacancies to rent extra parking. This has not been an option because we've been so booked with RVers. There is also upcoming construction planned for the fall, winter and spring; additional parking may not be available for months based on these constraints.

Collections – Tom Barcellos

As of August 31st, 2020, there is \$7,102 outstanding from assessment dues and late fees. \$1,349 of that amount is overdue past more than 60 days. Most of that can be attributed to a few Lockers only, which are moving through foreclosure as we speak.

Park Use – Mark Schieber

Our occupancy has hovered consistently around 83% this year, and there are still many RVers out on the road. Some are first timers just needing to get out of quarantine for a bit, others are displaced by wildfires. The Park's overall capacity will be lowered by construction, but I don't see demand for RV spaces waning anytime soon. We'll make sure to capture every dollar we can, even last-minute reservations.

Park Maintenance – Charles Nunes

It's great to have the Park so full in September, but this does put a greater strain on the maintenance staff to keep the Park clean. In addition, we are down a maintenance employee. Pedro resigned about a week ago, for personal reasons. Julie will have more to say about that in a moment. Until we hire a new employee, our staff will be working more hours and a bit of overtime.

Rules and Regulations – Brien Carlson

The rules will be under review soon, to make sure that things remain be fair and clearly understood. There will be more details to share at a later meeting.

Public Relations – Mark Schieber

As a reminder, if you have something that you would like the Board to address, it is important to start this process by notifying the front office. If you are not comfortable speaking with the office, please ask to speak with the Board privately. However, please ask someone in the office to schedule an appointment. If you are unable to do that, send an email. You can also use the comment box as well, but keep in mind that anonymous comments aren't taken into great consideration, especially if the comments are vague.

Manager's Report – Julie Hill

Snowbird rental agreements must be signed by September 15th. It's very important to sign those soon; we do not process rent until a renter signs their agreement. If you would like a copy of an agreement, please ask the office.

As Charles mentioned, Pedro quit about a week ago. In case anyone was not aware, Holiday RV was Pedro's second job, and in addition to working full-time elsewhere, he just became a father recently and was trying to juggle a new baby and several jobs. He was disappointed to leave us, but I understand his reasons for doing so. We will miss him!

Reportable Actions – Joyce Aldrich

There are just a few motions to report from last month's executive session:

Tom Barcellos made a motion to send a ballot to the Association asking for approval to acquire a loan (up to \$650,000) to finance construction on the restrooms and clubhouse, seconded by Lorena Lemus. The Board voted unanimously in favor.

Tom Barcellos made a motion to approve Snowbird applications as submitted by management, seconded by Charles Nunes. The Board voted unanimously in favor.

Old Business

1. Beach Social Club Events & Announcements – Glennita "Nink" Miles

The hamburger cookout for Labor Day last weekend was a huge success; we sold out of burgers. The Traeger BBQ was raffled off and won by Jon Mackenzie.

We are having a Beach Club meeting at Dale and Brenda Critzer's trailer, this Monday on September 14th. All are welcome to join us and help plan events for 2021. Bring an appetizer!

2. Transformers – Julie Hill

Nothing to report.

3. Electrical Vehicle Charging – Brien Carlson

The Board is planning to conduct a study on electrical vehicle energy draws, to better understand what is going on in terms of usage. Utility rates will continue to climb, so we would like to stay ahead of the curve and make sure the Park's rates are priced responsibly.

New Business

1. Striping of Lot Numbers & Speed Markers – Charles Nunes

After the last Board meeting, a member approached me with their concerns about how much the road markings have faded since the last painting. I agree with them; it has become a safety issue. An emergency vehicle could be driving

aimlessly around the Park at night because the site numbers aren't visible, or a RVer could be speeding down the street because the 5mph speed limits are all but weathered away.

Julie and I have checked with Ramsey Asphalt, our preferred vendor, to get a quote on restriping all the site numbers and speed markings. Their price comes to \$3,555, which is reasonable based on my experience. We can't put a price on safety, so I would really appreciate the Board considering a motion to get our roads clearly marked again.

Charles Nunes made a motion to retain Ramsey Asphalt to restripe the Park's site number and road safety markings, up to \$3,555, seconded by Lorena Lemus.

2. Property Tax 2020 / 2021 – John Watkins

The Board has adopted a policy, in recent years, of paying the Park's property taxes in full as soon as its due. If we do that, it can be reflected on our P&L reports. This year's property taxes cost the Park roughly \$82,551. I would like the Board to continue to pay our taxes upfront and keep this practice going.

John Watkins made a motion to pay Holiday RV Park Owners Association's 2021 property taxes ASAP, seconded by Charles Nunes.

3. Year End Tasks – Julie Hill

As we approach the end of the year, there are a number of important tasks that the Board must finalize in advance of the annual mailing. Some topics are being discussed this month, like rates, fees and dues. The Board will update everyone as needed.

4. Monthly 7-Day Occupancy Requirement (4th Quarter 2020) – Julie Hill

All Monthly tenants sign rental agreements that require the renter to actually visit the Park at least 7 days per calendar quarter and stay in their RV. Previously, those spaces were allowed to go unoccupied for any length of time, sometimes years. This newer 7-day occupancy requirement has been enforced for nearly 3 years now, but COVID-19 has given the Board a lot of concern over the wellbeing of our members. Many of these Monthly tenants are in a higher-risk age group or have preexisting health conditions.

The Board has requested that any Monthly tenants avoid staying in the Park, unless they feel like that is something they would like to do. The 7-day occupancy requirement was waived each calendar quarter this year because of COVID-19, and my feeling is that it would be irresponsible to enforce it now, since the pandemic has not left the Central Coast.

Lorena Lemus made a motion to waive the Monthly 7-day occupancy requirement for the 4th quarter of 2020, seconded by Tom Barcellos.

5. Architect / Construction Improvement Committee – Balloting Results – John Watkins / Tom Barcellos

Comment from Fernando Da Silva – I asked to move this item to New Business. In case we have comments about the topic, it segues right into Member's Comments.

Comment from Tom Barcellos – As you know, the Board sent another ballot to our members to request approval for a construction loan. The due date was September 9th, and yesterday evening a committee of volunteers met to count the ballot received thus far. If there are any ballots received in today's mail that are postmarked by September 9th, they will be added to the final count. That will not affect the outcome, which is as follows:

A total of 593 shareholders voted "yes" to approve getting a loan. This meets the requirement of a 2/3rds voting majority of all 875 shareholders to approve the Board of Directors borrowing money, as stated in the Park's Conditions, Covenants and Restrictions.

A total of 69 shareholders voted “no” to the request for a loan. A total of 2 shareholders did not mark their ballot.

In the interest of transparency, I would like to explain the tabulation process. Beginning with the moment a ballot was received, a staff member checked the return envelope to verify the name of the member matches the Locker number on file. The sealed envelope was then dropped into a ballot box. Yesterday evening the ballot box was unlocked and Julie brought all the unopened ballot return envelopes to the clubhouse for sorting and counting.

Lorena Lemus was the chairman of this election, Julie Hill served as the election secretary, Lesli Leigh (Locker 686) and Danette Coonce (Locker 297) served as inspectors of elections. Liz Cuccia, the Park’s bookkeeper served as the election calculator, and Aaron Cartwright tabulated the individual ballots.

After verifying, for the second time, that the return envelopes matched each member’s Locker number, the envelopes were opened by the volunteers and the ballots were set aside into indiscriminate piles. The volunteers included Debbie Kindell, Angela Pereida, Charles Nunes, Mark Schieber, Ben Perkle and Joyce Aldrich.

Once the ballots were removed and piled together, the volunteers separated the “yes” and “no” ballots across several tables, and each ballot placed into stacks of 10. Aaron counted every stack and confirmed the number of each ballot cast.

I want to thank every member that participated and supported the Board with the improvements we’re trying to make for the Park.

Member’s Comments

Ed Aldrich (Locker 440) – The Board of Directors is supposed to set an example for the rest of the Park members. Every one of you, save a single Board member, is breaking the law right now. You are supposed to be wearing masks; it’s a state requirement. Apparently, you are in denial of COVID-19, or too ignorant to recognize the importance of it. I’ve taken pictures of you, and I will submit those to the San Luis Obispo Tribune and the state. You need to get it together or get out.

Response from Fernando Da Silva – Ed, some of the Board members have conditions which inhibit use of masks. My understanding is that California’s facial covering ordinances allow for that exception. Your comments will be duly noted in the minutes.

Board Member’s Comments

Fernando Da Silva (Locker 439) – The Board is now responsible for acquiring a loan to make our plans a reality. This process will continue, under our supervision. We welcome your feedback at each meeting.

John Watkins (Locker 559) – Thank you to everyone for participating in this momentous decision. I’m excited to move the Park into a new era, with new facilities. The hard work is just beginning, and it will take a lot of teamwork to get through this process. I would like to see updates posted to our website so the members can keep an eye on what is going on.

Thanks to Steve Scottish (Locker 39) for helping the Board on the Construction Improvement Committee; you can’t back out now!

Lorena Lemus (Locker 809) – I want to welcome a pair of brand-new members to the Park, Frankie Maciel and Maribel Valencia!

Thanks again to our members for supporting the Board with their vote. It was devastating to get *so* close to success each election, but we could not have finally achieved this without your help. We are invested in this Park long-term, same as you. I am really looking forward to seeing this property improve.

As John just mentioned, Steve has been a great helper in this process. I would also like to thank the volunteers that offered their time yesterday evening to organize and sort the ballots.

Fernando Da Silva made a motion adjourn to executive session, seconded by Tom Barcellos.

All Motions

Lorena Lemus made a motion to accept the minutes of the August 8th, 2020 meeting, seconded by Charles Nunes.

Roll Call: Joyce Aldrich, Tom Barcellos, Brien Carlson, Brenda Critzer, Fernando Da Silva and Mark Schieber voted yes. John Watkins abstained. 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 Ramsey Asphalt to restripe the Park's site number and road safety markings, up to \$3,555, seconded by Lorena Lemus.

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

John Watkins made a motion to pay Holiday RV Park Owners Association's 2021 property taxes ASAP, seconded by Charles Nunes.

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

Lorena Lemus made a motion to waive the Monthly 7-day occupancy requirement for the 4th quarter of 2020, seconded by Tom Barcellos.

Roll Call: Joyce Aldrich, Brien Carlson, Brenda Critzer, Fernando Da Silva, Charles Nunes, Mark Schieber and John Watkins voted yes.

Fernando Da Silva made a motion adjourn to executive session, seconded by Tom Barcellos.

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

Meeting adjourned at 9:37 am

Respectfully Submitted,

Joyce Aldrich
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent

Guest Survey Comments from August 2020:

- “Park is way too small. Everyone is on top of each other. No room to do anything. Pool area is small.”
- “We just wanted to say thank you to the gentleman that helped us park our trailer when we arrived. He was very helpful with backing our trailer into our spot. It was nice after a long day in the car.”
- “Excellent staff & accommodations!”
- “The people who work here are amazing! Thank you for being so fast, helpful, warm, welcoming and kind!”
- “This place and all staff are amazing!”
- “Parks are a little too tight, making it hard to move around the table always bumping into trailers and tight for storing tow vehicles.”
- “The dog run area smells. The residents in the back of the Park don't follow the leash rule and allow their dogs to roam free and I even saw a large brown dog pooping and peeing in an RV space that was occupied. The owner left the poop as he didn't see it since he was busy talking to a neighbor and not watching his dog. We would like to try and give Holiday RV another chance but will request a spot towards the front instead of on the oversize wall.”
- “Please don't take out any more trees. Leave the beautiful rose bushes and geraniums - encourage Monthlies and Snowbirds to beautify their sites. And PLEASE get garbage picked up more often. The areas around them REEK!”
- “We have 27' trailer and dually pick-up. Space assigned was too tight for truck to fit. Even with many empty spaces, staff denied my request to park in an empty space adjacent to us and told me to look for parking on the street. The space was still empty when we left, so they could easily have accommodated our request if they were so inclined. Unfortunately, that is the state of customer service at this Park.”
- “I liked it when there was a night guard more times than not, since people don't recognize the quiet time hours.”
- “Overall, it was a great stay.”
- “Great staff. The dog run area is pretty small so we would just go over to the park next door.”
- “We plan on coming back as soon as we can.”
- “Would like to feel valued as a member of the Park. Can see COVID has taken a toll on the employees and their reaction to the members. Have concerns about the safety and liability of the Park!”
- “The Park is totally overcrowded. There is not room to park your RV, much less your automobile. We were told to park our vehicle on the street. There is not room for two cars to pass each other. I would not recommend this Park.”
- “Very, very tight spots. Barely fit with our SUV on top of our picnic table.”
- “The only thing that we could say is a little negative is the very tight spacing. The staff is the best of all we have dealt with. We appreciate getting a late reservation opening, to be there to celebrate all 3 grandkids birthdays with them.”
- “Great stay.”
- “Maintenance staff was very accommodating with assisting in parking my travel trailer. Went as far as to get the forklift to place the trailer in its final location.”
- “Have no problems at the Park with any of my stays there.”
- “The Wi-Fi could use improvement. It would be great to have an extra "grey and blue" bin during the summertime. They are always way too full. The dots that I did not fill in are because I did not use or visit. This Park along with maintenance and staff are

wonderful people. Very easy to talk with. Thank you!!!” – Lesli & Jerry

- “We had the worst spot in the entire Park. View of the dumpsters and house in the rear. The dog park was pathetic! Stinky! Too many rules and signs, too restrictive. The only positive, we were motivated to leave every day.”
- “Wish there was a closer dog area, maybe in the middle.”
- “We love this Park!”
- “Spaces were a little tighter than I imagined but the Park was very quiet, and it met our needs.”
- “Noise is horrible. 2 days of parties after hours 10 pm to 3 am and no one to call. We should be refunded the last 2 days.”
- “Sites too small, crowded atmosphere.”
- “Loved the stay.”
- “A member of your staff assisted my husband in getting into our spot as it was his first time parking our motorhome. He was so helpful! I couldn’t believe he stopped his golf cart and offered to help when I told him it was our first time.”
- “Everything was fine! Kim and the crew were very helpful when we arrived, and it took us no time to set up. Thanks so much!”
- “The staff was very helpful and nice. There is mold growing on the ceiling of the women’s shower area. It needs to be removed.”
- “Sites were too small. The dog run at the extreme end of the Park was inconvenient.”
- “Tight quarters.”
- “Usually the sites have been raked...this time mine had debris and peanut shells all over around the table

...maybe an oversight or just because the Park is full.”

- “It’s a clean Park. Our only issue is everyone is packed in like sardines. It’s just too crowded for us. Exit safety is a big concern. If we were not parked near the front, I would have passed on staying there.”
- “Though the staff was wonderful, the Park was super clean, well maintained and felt very safe the actual spaces are way, way too small. We felt like we were staying in an RV storage facility, not a park that charges more than \$75 per night. We drive a 3/4-ton ram and tow a 30’ Jayco trailer. When parked “legally” our truck was literally 2 inches from the RV steps. The positive: The other RVers were very friendly and we were a 5-minute walk to downtown and the beach. I guess that’s what we paid for. Sadly, we won’t return.”
- “Spaces are way too small. Trailers are packed in. Sewer hookups right next to picnic tables.”
- “Very, very happy with everything.”
- “In this day and age, high speed internet is a must, more important than having cable TV.”
- “The spaces are so small if your neighbor sleeps late you will be leaving late as there is no room to get out. There is no room to sit outside your RV unless you don’t have slide-outs. This Park is there purely to see how many units they can get into the space.”
- “Internet is not good.”
- “Park is very noisy and when making reservations; you do not know your site number. Computer system slow when checking in. No place to park your rig while checking-in. People would park in your way, forcing you to wait for them to do their business. Dogs barking; called office and was told they could not do anything because the owner was with their dog. Owner was in the pool swimming? Had a confrontation with a neighbor at 7:30 am revving their truck. Apparently was trying to be a backyard mechanic and fix his truck. Woke us up and we were lucky that we were not flooded with carbon monoxide. Location is good but the spacing

is very tight. It's a nice Park where it looks like there is a large population of permanent residents. We stayed in Lot 102, where the next time it will be in the back away from traffic and service trucks. We appreciate the Park and the hard work it takes to run it."

- "Our problem was not with the Park. We had neighbors that had a lot of dogs that barked constantly, so we left."
- "Love all you guys, it's great." – Chris Franks
- "Our stay was really nice just the spaces are very close together and small. It would have been nice to have more area to hangout outside and BBQ, play games, have a fire pit. All the staff was very helpful and friendly and made the stay easy and enjoyable. Most Park goers were friendly and accommodating. I would stay again!"
- "I was locked out of my trailer no keys, purse or phone. The maintenance man helped me by trying to open the trailer and calling the storage company to get my extra key. The time and care he took to help me made all the difference. You have an excellent employee with excellent customer service, as he went above and beyond. You are fortunate to have him on staff!! The Park was nice and quiet, even though it was packed with travelers very nice unlike other parks I have stayed in with loud music, smoke, and dogs and kids everywhere."
- "The spaces are very close together. We would have liked a little more room. But the staff was helpful and friendly, and the Park was quiet and safe. The other Park guest were friendly, and the Park had a happy feel about it."
- "Your sites are way too small (width) for ANY RV/Camper to have a good experience. That's what camping is all about. Your sites are more like storage unit. At least storage units have a concrete pad. All you offer is dusty dirt to carry into the trailer. Shame on you."
- "Over the years the Monthlies have increased. These campers are not keeping up with cleanliness and one was on the boundary of hoarding (lots of old dirty stuff piled around). Also, parking over the line and multiple cars in the spot, lurching out into the street

has increased. I was surprised they were allowed to get away with it. Would like to see that enforced and the Monthlies clean their areas."

- "We did not have any use of Wi-Fi, laundry, pool, etc. and there wasn't an N/A response, but for the check- in, cleanliness, quietness etc., we were very happy and will return!"
- "It was a great experience; I just wish there was a little grass and a touch more space between sites."
- "Sites are very small."