



Board of Directors

Fernando Da Silva – President (Absent)
 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 – 20

Meeting called to order at 9:01 am by Lorena Lemus

Flag Salute by Bob Salazar (Locker 211)

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.

Mark Schieber made a motion to accept the minutes of the September 12th, 2020 meeting, seconded by Lorena Lemus.

Correspondence – Mark Schieber

Another busy month at the Park with lots of comments from members and guests. It’s a mixed bag, and while it is easy to focus on negative comments it is important to keep in mind that 84% of guests were pleased with their stay. There is a lot of *constructive* criticism, things we can improve on. The Board looks at those comments and thinks carefully about what can be done to make the Park better.

September 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 (9/30/20)	Monthly Comparison	Sep 2020	Sep 2019	Difference	% Change
Mechanics Bank–Operating	\$177,838.00	Income	\$122,299.03	\$150,858.06	-\$28,559.03	-19%
Mech. – Laundry	\$13,009.37	Expense	\$158,029.84	\$64,971.62	\$93,058.22	143%
Mech. – Dues	\$35,576.13	Net Income	-\$35,730.81	\$85,886.44	-\$121,617.25	-142%
Mech. – Emergency Reserves	\$100,466.18					
Mech. – CIM Reserves	\$416,671.23					
Morgan Stanley Dean Witter	\$175,946.83					

Looking at our profit and loss reports, the Park is in great shape place financially. Income was down in September, on paper, for two reasons. The Board didn't issue a special assessment this year because the loan vote passed; last year the Board issued a special assessment and \$50,000 was collected from that. Secondly, the Board paid property tax for 2021 early, an \$83,000 expense.

So, if you exclude that large expense, and factor out the income from a special assessment, we actually had a great September. The numbers always have a story behind them.

John Watkins made a motion to pay the bills and payroll, seconded by Charles Nunes.

Management – Brenda Critzer

I want to tell Julie and the rest of our staff how thankful I am for their efforts to keep this Park full. If you look around, you will see that we are still moving and grooving! And that is without our spa and clubhouse being open, but the grounds are being well maintained. We're booked every weekend for months, which puts more money in our bank for construction.

Collections – Tom Barcellos

There is currently \$6,563 outstanding as past due, of that \$1,405 is from assessment dues prior to July. \$4,963 is due from the July assessment. There is also additional \$195 in miscellaneous fees. A few payments were received since last month, so we're about \$500 better off than before.

Park Use – Mark Schieber

Brenda mentioned how busy weekends have been, and our occupancy for September was right on target. It was 83%, same as 2019. The difference this year is that we are renting more spaces to paying customers than ever before. Back in 2019 there was a lot of spaces rented for (\$5) vehicle parking in September, instead we rented those spaces to off-the-street RVers (\$55 - \$70).

In addition to greater demand for RV spaces, I see the Park's improved Wi-Fi as an avenue to attract more business. Prior to last month, we basically had one cable coming in to provide internet to the entire Park. Now, we have the equivalent of 32 internet connections coming in. Modern RVers want better Wi-Fi, and I think we are reaching a position to provide better service than other campgrounds on the Central Coast.

One addendum to the new Wi-Fi, if you have an older smart TV or a streaming device like a Roku, Amazon Fire TV, Apple TV, etc., you may not be able to access the new Wi-Fi connection without purchasing a newer version of those devices that is compatible with our services.

Park Maintenance – Charles Nunes

Reiterating what others have said, we are still busy going into the fall, and I want to thank our maintenance staff for keeping the Park clean and maintained during this "extended summer" season.

We have a new maintenance employee, Abel, who just started last week. I had a chance to speak with him the other day, and I think he will be a great asset to our team.

There were several electrical issues in the past weeks, some breakers tripping and a pedestal that was burnt out internally.

Rules and Regulations – Brien Carlson

There have been reports of small animals roaming the Park looking for food. If you see rabbits, raccoons or mice, please don't feed them! Leaving bowls of dog food or water outside will attract them, so please refrain from doing that. Lastly,

placing bags of trash outside also serves as an attraction, be sure to keep your trash inside of a closed can or utilize the dumpsters that the Park provides.

Public Relations – Mark Schieber

I mentioned earlier that the Board looks at constructive criticism and carefully considers what to do about it. I just want to elaborate and let people know that we are working on addressing problems that our members and guests comment on, but it does take more time to fix these problems than folks may like.

Manager’s Report – Julie Hill

There will be a flag raising ceremony next month, either on Veteran’s Day (November 11th), or before the Board meeting (November 14th). I am speaking with the Board and the Arroyo Grande American Legion to pin down the timing.

Reportable Actions – Joyce Aldrich

Following the September meeting, there were a few motions passed during executive session:

Brien Carlson made a motion to purchase Thanksgiving (\$50) and Christmas (\$100) gift cards for the staff, seconded by Charles Nunes. The Board voted unanimously in favor.

Mark Schieber made a motion to hold a company Christmas party, up to a limit of \$3,000 and based on availability due to COVID-19, seconded by John Watkins. The Board voted unanimously in favor.

John Watkins made a motion to send the Park’s rules and regulations, Snowbird and Monthly rental agreements to the Park attorney for review and update with current legal code, seconded by Brien Carlson. The Board voted unanimously in favor.

John Watkins made a motion not to raise member rates and dues for 2021, seconded by Charles Nunes. The Board voted unanimously in favor.

Joyce Aldrich made a motion to raise non-member daily non-prime rates (\$55 to \$57), non-prime pull-thru rates (\$110 to \$114) and non-prime weekly rates (\$335 to \$345) for 2021, seconded by Mark Schieber.

The Board had a teleconference meeting last week to plan for the upcoming construction and the following motion was passed:

Tom Barcellos made a motion to purchase restroom trailers (including an ADA-accessible unit) and a shower trailer at an estimated cost of \$115,000, seconded by John Watkins and Charles Nunes. The Board voted unanimously in favor.

Lastly, the Board passed the following motions from this morning’s executive session:

Tom Barcellos made a motion to donate \$200 to the Arroyo Grande American Legion (Post 136) for their service and assistance with the Park’s flag raising ceremony, seconded by John Watkins. The Board voted unanimously in favor, with Fernando Da Silva absent.

Tom Barcellos made a motion to accept Robertson Builders and the contract, dated September 15th, 2020, as the company for improving the Park’s facilities, having received no proposals from any other developers, seconded by John Watkins. The Board voted unanimously in favor, with Fernando Da Silva absent.

Comment from Tom Barcellos – I would like to inform everyone what the restroom situation will be when construction begins. The Park purchased brand-new trailers that are built to specification as restrooms and showers. We looked at long-term rentals, but because of hurricane and fire seasons there was nothing available to rent. However, every rental company

I spoke with said they would be *very* interested in purchasing our restroom and shower trailers when construction is done next year. The sellback value could be 70% – 80% of the purchase price. We will end up saving money after those trailers are sold, in addition to having nice, new facilities to use during construction.

Old Business

1. Beach Social Club Events & Announcements – Julie Hill

I want to start by thanking the Beach Social Club for their donation of the beautiful new picnic tables and umbrellas for the Magnolia Center. The Beach Club is taking a year off, due to COVID-19 and construction. It doesn't make sense for them to pay costly insurance premiums for a whole year, only to have each planned event cancelled because of situations out of their control. As an example, they could only host a few events this year because of the pandemic. They plan to be back stronger than ever in 2022!

Comment from Charles Nunes – I think everyone understands why the Beach Club won't be hosting events next year, but I just wanted to thank them for all their contributions to the Park and let them know that we're going to miss them!

2. Construction Improvement Committee – Construction Start Date – John Watkins / Tom Barcellos

As of today, we are targeting October 26th as the “start date” for construction. That does not mean you should expect heavy equipment or a wrecking ball to roll into the Park on the 27th. However, there might be staging areas or fences set up on that day.

We have a new wrinkle added to the project before it gets started. The Park only has one gas meter that comes in underneath the clubhouse. In order to keep the gas on inside the laundromat, there will be some additional work needed. This was discovered using our blueprints from 1969, thank goodness we kept those!

The brand-new restroom and shower trailers will be expected to be built and delivered in 6 – 8 weeks. We want to park those right around site 322, so the location is closer to where guests are used to.

By the next Board meeting there will be some activity to provide an update on!

3. Transformers – Julie Hill

Nothing to report.

4. Striping of Lot Numbers & Speed Limit Markers – Charles Nunes

Ramsey Asphalt was here earlier this month to paint and restripe all the lot number indicators and speed limit markers. It was a long day, from about 7 am to 5 pm, and I was onsite making sure the work was completed. There is an additional cost to add to the previous motion; I requested that Ramsey also paint the speed bumps and the “Stop” markers. Ramsey was kind enough to only charge for the additional labor and not materials too. It was \$775. It's a small price for the betterment of Park safety, especially at night when RVers are trying to park their rigs into the correct space.

Charles Nunes made a motion to amend the September 12th, 2020 motion regarding Ramsey Asphalt to reflect the charge of \$775 for additional work, seconded by Brien Carlson.

New Business

1. Finalize Rates, Fees and Dues – John Watkins

As Joyce mentioned, I made the recommendation not to raise member rates next year. I consider it a “thank you” to the members that supported the Board getting a loan for construction. You gave us what we wanted, what we asked for, so

this was our way of giving something back to everyone .We will bank more heavily on off-the-street income, which Julie and the staff have been doing an excellent job of securing. The Board raised non-prime rates for customers slightly for 2021 and eliminated group and RV club rates for lack of utilization.

2. Review Annual and Capital Budget – John Watkins

We are reviewing the budget and will have more to report next meeting. Overall, we are on *solid* financial ground. We're going to come out of construction with a lot of added value to our shares.

3. Review Rules and Regulations for 2021 – Brien Carlson

The Park's legal counsel, Hart King, is going to be reviewing the rules and regulations and the various rental agreements used for Snowbirds and Monthlies. The goal is to tighten things up and ensure that the rules reflect what is stated in the rental agreements, and vice versa.

4. Annual Meeting Planning – Julie Hill

With the announcement that the Beach Club is taking 2021 off, it begs the question "who will host the Annual Meeting?" We are keeping the Moose Lodge reserved just in case we are able to hold the meeting indoors and have a luncheon. If the COVID-19 situation has not improved by then and we will figure out a way to host the meeting elsewhere.

5. Announce Board Opening and Resume Submittal – Lorena Lemus

It's that time of year when the Board announces that there will be three positions available to run for next year. There is a resume of intent form that the office staff can provide to anyone that is interested in running.

I encourage everyone to consider running for the Board if you have strong feelings about the Park and want to help us guide its management. To the person that wrote on last year's ballot "poor section of candidates," I ask that *you* volunteer your time and run for the Board; we need all the help we can get.

6. Appoint Election Chairman – Lorena Lemus

Joyce Aldrich volunteered to be the chairwoman for next year's election, I would like to thank her for donating more of her time to oversee the election process in 2021.

Member's Comments

Charlie Weeks (Locker 7) – A few quick questions today about construction. Starting with the loan, what's the current status? I'm pleased to see a start date for the project, do we have an adjustment to the end date yet? How many restroom units are we purchasing for temporary use during construction?

Response from Tom Barcellos – Right now the Board is doing their due diligence and is awaiting response from several lenders and banks. We submitted a package of information about the Park as part of those proposals, and every bank asks for different things. By next meeting we should have more to say about where the loan is exactly.

The finish date of construction is still variable; it could be between 6 – 9 months. If we have a dry winter that should bode well for getting everything done sooner. As a dairyman, I don't *want* a dry winter! But we'll see what the season holds.

The description of the units that the Park will be receiving is a restroom trailer facility, with a men's restroom featuring 2 toilets, 3 urinals, 2 sinks and a women's restroom featuring 4 toilets and 2 sinks. Also, we purchased a shower trailer featuring 8 showers, 4 per gender. Lastly, we are reviewing what is available to purchase in terms of a handicap-accessible restroom. We'll arrange them in some RV sites on the 300s row in a practical configuration. Each trailer plugs into our existing facilities for water, electricity and sewage. The maintenance employees will keep them sparkling clean!

Board Member's Comments

Lorena Lemus (Locker 809) – I would like to take the opportunity to welcome a new member to the Park, Norman Hill (Locker 868)! On a different note, I wanted to remind everyone how important it will be to call 90 days in advance to make reservations while the Park is under construction. Availability is going to be very limited, but if we are fully booked the office staff will take requests to form a waiting list. If a reservation becomes available, the office will contact each member on the list ASAP.

John Watkins (Locker 559) – I've said this before, please keep in mind that we're all in this together during construction. There will be a lot of inconveniences along the way but remember that we are trying to improve our Park in a very big way. Just looking at the survey this month, you can notice a comment specifically about our dated, 1960s looking facilities. Well, its time to fix that! People are going to be amazed by what we will achieve together.

Charles Nunes made a motion adjourn to executive session, seconded by Mark Schieber.

All Motions

Mark Schieber made a motion to accept the minutes of the September 12th, 2020 meeting, seconded by Lorena Lemus.

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

John Watkins made a motion to pay the bills and payroll, seconded by Charles Nunes.

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

Charles Nunes made a motion to amend the September 12th, 2020 motion regarding Ramsey Asphalt to reflect the charge of \$775 for additional work, seconded by Brien Carlson.

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

Charles Nunes made a motion adjourn to executive session, seconded by Mark Schieber.

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

Meeting adjourned at 9:55 am

Respectfully Submitted,

Joyce Aldrich

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from September 2020:

- “Your office staff and your maintenance staff are wonderful.”
- “All of the permanent trailers need to be moved next to each other. No weekender wants to be put between to permanent spots. This is a serious problem that needs to be addressed.”
- “The only complaints we have is the cable was not clear at all, and maybe the sites could be a little wider. Other than that, we love Holiday RV. I think the staff and all the hard work they do; their big friendly smiles make it always such a pleasant stay.”
- “Very nice Park.”
- “Office and maintenance staffs are professional, kind and helpful. I was concerned about the drivers speeding through the Park while children were playing.”
- “Sunday maintenance guy older with mustache is an annoying POS. Kept bugging to move my truck it was 3 inches into road while other vehicles were as much as a cab length in the road. His BS tainted the whole weekend for us, and he bugged so much that he NEVER cleaned the women’s bathroom that day. We were on site 230 and stared at the damn blue cart for hours and then he took it away about 3:30 or 4:00. All other staff was excellent; no bubbles, no troubles but this guy you got to do something about.”
- “Compared to previous visits - there is an air of “aloofness” which is disturbing. The office staff are more distant - professional but not as engaging. The Park manager seems fake and phony. People can tell if staff truly care and we only felt that from the maintenance staff. It’s a shame as the Park used to be “like a family” and now it isn’t. Poor management? That’s what we’re thinking. It may be time for a change.”
- “All the staff are very helpful and friendly.”
- “The maintenance person was amazing.”
- “The Park is not designed to handle RVs with slide outs particularly 5th wheels with long bed pick-up trucks. I could not fit my truck into the spot and still utilize any of the outdoor area; it was difficult to open the slides and the overcrowded nature of the Park seemed to make it look cheap. Spaces in this Park need to be re-designed to fit the needs of a modern RV. Spots need to be wider and deeper. I would not really consider returning to this Park unless it was completely redesigned. The good part of the experience was the maintenance staff who assist in moving my rig in then out and into another site and then re-positioning it in that site so that I could least angle my pick-up truck into the space.”
- “Maintenance staff is excellent.”
- “The parking is terrible and people that bring other guests are screwed for parking.”
- “When we first arrived, we didn't care too much for original spot that was given to us. I went up to the office to see for other spots available, the staff accommodated my family, even being booked on a Labor Day weekend and gave us a better spot. For that, I applaud them and definitely have my business over and over again. Great place!!!”
- “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.”
- “People very friendly and welcoming. Maintenance staff was awesome!”
- “Excellent staff!”
- “Park is less than organized chaos. Vehicles parked everywhere , roadway congested from vehicles not parked properly, people with chairs in the roadway. Trash dumpsters overflowing. Maintenance crew traveling from one necessity to another appear to be fighting an uphill battle to keep up. Additional crew members, additional trash pickup days, enforcing the rules would seem to go a long way toward improving the Park.” – Ed Aldrich
- “Everyone is very helpful at this Park. From the time you get there until the time you leave.”

- “The Wi-Fi is very weak and not consistent.”
- “Office staff are GREAT.”
- “I get why there isn't more room, but I felt like we were packed in like sardines. Would be nice if there was more room.”
- “Park has become a parking lot - trees are gone and people are right on top of people. The office staff seem timid and afraid of their boss who seems extremely fake and phony. The mobile home in the back has five or six cars parked there! Has it become a flop house? Get rid of people who aren't bringing good vibes to everyone.”
- “Units are way too close together...had to use forklift to get our 26' Airstream parked and unparked. Not a relaxing environment.”
- “Worst time we have ever had could not wait to leave. Will never go back.”
- “The entire staff is nice, polite and very professional.”
- “Very noisy and the spaces are very tight. A lot of motorcycles through the Park all day and into the evening on Saturday.”
- “The RV spaces are a bit tight but overall, we were very happy with our stay we will defiantly return.”
- “I found it very uncomfortable that so many RVs were flying Trump 2020 flags. When vacationing I don't really want to know how you feel about politics. We seemed to have been surrounded by them, and we didn't like that at all. We also saw a maintenance cart flying a Trump flag and felt that it was very inappropriate for staff to be advertising their political opinion. Employees of a business should represent themselves as neutral. Perhaps you can't control your guests and members, but you might want to adopt a policy that recommends keeping this vacation park more neutral. We couldn't get to a different location fast enough and did go across the street as soon as we could get into that park.”
- “This Park was so overcrowded; our space was so tight we could barely open our front door to put our

steps down. Once we unloaded our 30' trailer and parked our truck there was no outside space to enjoy sitting out. We will not be returning 😞”

- “We've stayed before. Seems overall cleanliness has diminished. Facilities are generally dated and very weary appearance. Money needs to be spent to bring it up to the modern age. Looks very dated — 1960's trailer park. Sites are too close. Bathroom was rather old, and not kept up. Cleanliness was marginal. Too much dog poop. Too many barking dogs. Too many full-timers who find it an affordable place to live while working somewhere outside. These folks make the place look and fell second rate. Cheap. Slightly scuzzy. Those who work outside driveway too fast. They also are extremely loud. The Park is resting on its laurels from days of long ago. There's nothing there to entice our return. The only thing going is its proximity to town. The Park's front face looks ok. Designed to lure in visitors. The staff looks 'worn'. They certainly aren't happy. If I to take a guess, I'd say the owners are 'milking' it, squeezing out every dollar. Maybe they should hire an outside consultant who views the Park through different eyes. Or maybe the Park sold, and the new owners need to extract every cent to pay for it, City water and sewage, taxes and labor costs. I don't have an axe to grind. I want the Park to make a full turn around. There aren't that many good places to bring an RV that are within walking distance of food, stores, etc.”
- “The limited space was a downfall for this Park. We had to pull down the trailer stairs, then back in our vehicle to wedge it between the stairs and the trailer next to us. To enter the trailer, we had to climb onto the stairs from the side because of the limited the space. For this reason, we would not return to the Park.”
- “Poor internet. Cable TV is not important, get rid of cable and put in better internet. A little bit more space per lot would make the Park a better value.”
- “Those permanent residents need to get rid of grass carpet plus other stuff at their sites something I heard from others also.”
- “So tight and had to park outside Park!”
- “Dog run smells TERRIBLE and is not “a run.” Disappointed that there are no trees except in the

front area! What happened to the trees? Spaces are too tight you can hear your neighbors talking in their rig. Park manager was rude when we asked about the hot tub being closed.”

- “The maintenance staff is insane. How you found such an AMAZING crew is so encouraging. I stay here mainly because of how awesome they are. They are so friendly. Really the entire team is great, thank you so much for having great people.”
- “Always very pleased with everything at the Park, this is the only RV park we will stay at. You all are great.”
- “Everything was wonderful, and everyone was very nice. I'm glad my family and I had a great time staying there.”
- “I stayed in site 119, very tight to maneuver within, my pickup barely fit the availability width and when backed in I could NOT open one of my storage compartment and to keep from blocking my entry door the truck was 6’ to 8’ into the street. The Snowbirds in the adjacent sites were also on or over the line between sites. – Claud Chanley (Locker 79)
- “Very friendly, knowledgeable staff!”
- “Additional 2’ per site. Add some turf for doggies to walk and enjoy. Many campers do have pets and a grass area or turf area would be perfect. The guys working the maintenance are superb. Met 2 of them and very personable. Girls in the office need some customer Service training.”
- “Could have more green areas and Wi-Fi needs improvements with everyone working from home or RV now. But location is awesome, and staff is very friendly and helpful. We loved the heated pool! We will be back for sure!”
- “Very much appreciate the help guiding our rig in. The guy who helped us made it an easy process maneuvering it into our spot. Quiet and clean Park. We would for sure stay here again.”
- “We had a few concerns: we didn’t have parking and asked where we could park was told on the street somewhere. Also, the maintenance man drove around and around in his cart looking and looking at everyone’s campgrounds. I didn’t feel like I had

enough privacy. I didn’t even feel comfortable leaving my windows shades open. Felt a little violated and as if we were breaking some kind of rule. Overall, we made the best of it. Thank you.”

- “Julie, Thanks for your leadership! Your team continues to excel in serving. Thanks for all the seemingly small things that are huge like repainting the numbers, cleaning the pool tiles...and just keeping things so very clean.”
- “We love Holiday! It’s our go-to park in the area!”
- “Need to clean the picnic table and benches.”
- “Staff is just incredible, can't say enough good things about the team that works here. Maintenance guys are unreal, love them all thank you for finding great ones.”
- “A small grass area in the dog corner would be great.”
- “This was the first time we had noisy and disruptive people in the trailers. Loud noise all night and kept us up all night.”