



Board of Directors

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| Fernando Da Silva (2019 – 2022) – President | Brien Carlson (2018 – 2021) – Rules and Regulations |
| Lorena Lemus (2019 – 2022) – Vice President | Charles Nunes (2019 – 2022) – Maintenance |
| Joyce Aldrich (2020 – 2023) – Secretary (Absent) | Brenda Critzer (2018 – 2021) – Management |
| John Watkins (2020 – 2023) – Treasurer | Tom Barcellos (2018 – 2021) – Collections (Absent) |
| Mark Schieber (2020 – 2023) – Park Use & Public Relations | |

Members Present – 18

Meeting called to order at 9:00 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 October 10th, 2020 meeting, seconded by Brien Carlson.

Correspondence – Mark Schieber

We received about 34 comments since the last meeting, with some notes on the Park’s appearance and the dog run. Overall, the comments leaned positive. The staff received appreciation about the quality of their work.

October 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 (10/31/20)	Monthly Comparison	Oct 2020	Oct 2019	Difference	% Change
Mechanics Bank–Operating	\$183,419.53	Income	\$110,138.59	\$102,325.74	\$7,812.85	8%
Mech. – Laundry	\$14,818.87	Expense	\$91,593.91	\$166,901.10	-\$75,307.19	-45%
Mech. – Dues	\$35,576.13	Net Income	\$18,544.68	-\$64,575.36	\$83,120.04	248%
Mech. – Emergency Reserves	\$100,478.57					
Mech. – CIM Reserves	\$375,482.94					
Morgan Stanley Dean Witter	\$175,946.83					

We are in great shape financially; I spoke with our bookkeeper yesterday and she noted that our fiscal practices have not been this responsible in a long time, nor has our income been so fluid when looking back at the Park’s history. I think the Board deserves credit for getting us into a position of improvement.

John Watkins made a motion to pay the bills and payroll, and transfer \$75,000 from the Mechanics Operating account to the Mechanics Construction Improvement & Maintenance account, seconded by Brien Carlson.

Management – Brenda Critzer

I don't have much to report today. Julie has been busy with the beginning stages of construction, in addition to her regular duties. The buildings aren't falling down yet, but things are moving behind the scenes for that to happen soon. Thanks to all the staff for making sure things are running smoothly.

Collections – Tom Barcellos (Absent) – Fernando Da Silva (Representing)

Topic deferred to next month.

Park Use – Mark Schieber

Our occupancy last month was 82%, same as October 2019. In terms of gross revenue, income from non-member rentals was up over \$20,000 compared to last year. We're making every effort to capture that off-the-street dollar whenever possible.

Park Maintenance – Charles Nunes

The maintenance staff removed items from the clubhouse last month to get things ready for construction. They've since returned to their normal duties: cleaning the restrooms several times daily, weeding, etc. Some plants in front of the laundry room died recently; not sure what happened exactly, but those have been removed and we'll investigate replacing those plants eventually.

Rules and Regulations – Brien Carlson

Not to jump ahead too much, but we have the proposed list of member's prime days for next year available for presentation today. The Board will decide whether to adopt those days later this morning.

Public Relations – Mark Schieber

Looking back to our guest satisfaction surveys that we analyze monthly; we tend to see that roughly 80% of respondents are pleased with the Park. The Board's challenge to the figure out why those other 20% of guests aren't happy with the Park and see if there's something we can do to entice them to return. However, our Park is generally full on the weekends and most folks are very happy to be here.

Manager's Report – Julie Hill

Thank you at all those that attended the Veteran's Day flag raising ceremony on Wednesday, the Arroyo Grande American Legion came here to perform a nice dedication to all our veterans in the Park and abroad.

There is a foreclose that has been proceeding since March, but due to COVID-19 is only now coming to fruition. We have an auction for this single foreclosed share that is scheduled to take place after the Board meeting on December 12th, at 2:00 pm. This could change based on San Luis Obispo's pandemic restrictions since we could be moving into a greater tier of caution. But for now, December 12th is the current plan.

I've been asked recently about how the Board is required to report Park business. As outlined in our bylaws and CC&Rs, the Board hosts monthly meeting for all members to attend. This is the primary way that information about the Park's business is conveyed to members. Other important information is posted around the Park itself or to Facebook and our

website. If you are unable to attend the monthly meetings, the Park Office provides detailed minutes online. Please keep in mind, the minutes to each meeting are not approved until the following month!

Reportable Actions – Joyce Aldrich (Absent) – Fernando Da Silva (Representing)

Nothing to report.

Old Business

1. Beach Social Club Events & Announcements – Brenda Critzer

While the Beach Club is officially taking the year off, there is an individual Club member that is hosting a series of craft shows here at the Magnolia Center. Kim Reimer (Locker 328) will host craft fairs on November 21st and December 5th, from 10:00 am – 3:00 pm.

2. Construction Improvement Committee – Construction Update – John Watkins / Tom Barcellos (Absent)

As you can see, fences are up around the clubhouse and restroom construction areas. Preliminary work is being done to identify all the various utility lines and conduits underground. It might seem in earnest, but once the heavy-duty work starts the pace will pick up very quick. Julie and I are expecting things to really take off after the holidays.

3. Transformers – Julie Hill

Nothing to report.

4. Finalize Annual and Capital Budget – John Watkins

We have the annual budget that was outlined last month, with no changes. Next year we are again anticipating revenue to be over a million dollars, and our expenses are within \$4,000 of being balanced with that. There are no capital improvements scheduled for next year after the completion of construction, but we are eyeing further road work in 2022.

John Watkins made a motion to approve the 2021 Annual and Capital Budget as presented to the Board, seconded by Lorena Lemus.

5. Review Rules and Regulations for 2021 – Prime Days – Brien Carlson

The proposed schedule of member's prime days is available for the Board to consider; there were no changes made from 2020 aside from actual dates of specific holidays like Easter or Thanksgiving.

Brien Carlson made a motion to approve the 2021 Prime Days as presented to the Board, seconded by Charles Nunes.

6. Annual Meeting Planning – Julie Hill

Typically, we are well underway on planning the next year's annual meeting, but COVID has thrown everything out of sorts. The Beach Club is unable to do any cooking onsite since the clubhouse will be under construction and depending on local restrictions that we cannot predict there might not be a way to host an indoor gathering of our size.

If anyone has suggestions on what to do about the situation, I would very much appreciate your thoughts!

7. Announce Board Openings and Resume Submittal – Joyce Aldrich (Absent) – Fernando Da Silva (Representing)

As a reminder, there are 3 Board positions open next year. Those seats are currently held by Tom Barcellos, Brien Carlson and Brenda Critzer; if you would like to run for the Board, please submit your resume to the Park Office or to the Board before the adjournment of the next Board meeting.

New Business

None.

Member's Comments

Kimberly McKenzie (Locker 107) – Has a bank stepped up to help the Park finance construction? What has happened to the items that were in the clubhouse?

Response from Fernando Da Silva – We are talking to 4 banks right now. Mechanics Bank is our bank here in Pismo, but they do not offer construction loans. Discussions are still ongoing; the Board will let everyone know the outcome at a future meeting.

Response from Julie Hill – Certain items in the clubhouse were decommissioned by the Board due to age, and other items that were in good condition like the microwave and stove were sold. That money was deposited into the Construction Improvement & Maintenance account. Anything that wasn't sold but in usable condition has been stored at the maintenance shop, up in the rafters. After construction, the Park will purchase new items to furnish the clubhouse.

Nancy Houck (Locker 359) – Since the single load washing machines were replaced, I've noticed that the warm and cold cycles don't work. The small washers only run with hot water.

Response from Fernando Da Silva – Julie will call Nunes Appliances to figure out what the problem is.

Bill Couchman (Locker 784) – I've been a member of this Park for many years, and I wanted to thank the staff and Julie for helping me out with my recent RV move. I appreciate their hard work.

Response from Julie Hill – You're welcome Bill, thank you very much!

Board Member's Comments

Fernando Da Silva (Locker 439) – We are keeping an eye on the COVID status of San Luis county. I know that in Tulare county we just moved to "purple." I can drive 15 minutes to Hanford and eat inside a restaurant, but I can't do the same in Tulare. However, we have to look out for each other's health, it's all we've got!

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

All Motions

Charles Nunes made a motion to accept the minutes of the October 10th, 2020 meeting, seconded by Brien Carlson.

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

John Watkins made a motion to pay the bills and payroll, and transfer \$75,000 from the Mechanics Operating Account to the Mechanics Construction Improvement & Maintenance Account, seconded by Brien Carlson.

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

John Watkins made a motion to approve the 2021 Annual and Capital Budget as presented to the Board, seconded by Lorena Lemus.

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

Brien Carlson made a motion to approve the 2021 Prime Days as presented to the Board, seconded by Charles Nunes.

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

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

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

Meeting adjourned at 9:31 am.

Respectfully Submitted,

Joyce Aldrich

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from October 2020:

- “Had a GREAT time!”
- “The spots are VERY narrow. In order to get out, we had to ask our neighbor to move first. More space for larger RV's would really encourage us to stay again!”
- “Spaces are way too small.”
- “The dog run with the artificial grass stinks.”
- “You need to enlarge the pet area. Other than that, our stay was perfect and the staff went out of their way to accommodate us.”
- “Our site #12 was dirty, dripping water, ashes on picnic table. The people next to us (I think maybe full-timers) had Hispanic music playing loudly both days. It was disappointing.”
- “Patrons should be advised that spaces are extremely small and may not have adequate space for tow vehicles. If a motorhome is over a certain length with a tow vehicle, they should be assigned only to pull-thru spaces. Same holds true for large trailers/5th wheels.”
- “Julie was mean to me 😞.”
- “You have a great place with a very good staff.”
- “The Park was nice; however, the sites were extremely small. That would be my only complaint.”
- “Spaces were very small; Tight squeeze. Felt more like camping in a parking lot.”
- “Convenient location. Good for quick stop overnight. Not good for extended stay. Felt very cramped. Sites are too close (especially with vehicles), Wi-Fi didn't work.”
- “Spots are very tight. Wish the spa was open or was notified it was going to be closed staff was amazing. Dog park smells very bad, needs to be bleached or something. Compared to other parks and amenities offered thought the price was a little high.”
- “Your spaces are too narrow. We were in space #306, the people in the two spaces directly across from us partied very loudly well beyond 10:00 pm and no one from the Park staff came to shut them down. I called your “emergency “ number to complain and it was an answering machine, bull crap, no response whatsoever. I had to go out and confront the rude a-holes myself. They refused so I set off my car alarm until they ceased. No response from staff. They were also partially in the street with a fire pit, raising hell. I will be putting this on Yelp.”
- “We loved our stay and hope to return.”
- “Too crowded and too expensive.”
- “The Park is so big, and the dog run too far for us elderly not in good health to get to. We have to take my dog outside the Park if we can walk that far. It would be nice to have an open area up at the front somewhere if possible. My dog refused to use the run the one time I took him. He was afraid.”
- “Rules don't apply to everyone. Too many junky looking live-in spots. Park does not look inviting or professional. More of a stop for the night than a destination.”
- “Everyone is always very helpful and friendly.”
- “Overcrowded, too packed, hard to get in, hard to get out, too many dogs.”
- “When I arrived late it was dark and there was two gentlemen there ready to help find my RV spot they help me park and guide me in, very nice and helpful also when I called to make my reservation lady was very nice and helpful. I had read reviews and thought they were fake but I experienced it myself and they were very friendly and nice...I even seen them help a lady move her RV with a forklift and made her day she looked happy, don't know her situation but she looked happy afterwards.”
- “Parking was very tight and thank you for having someone help us back our trailer into the spot, very helpful.”
- “Did not appreciate the political flags.”

- “Spaces are far too close together. Also, I would like a campfire supplied.”
- “The sites were way too close together. If I was 10 pounds heavier, I wouldn’t be able to get to my trailer between my car and the trailer. I had to sidestep to get through. I saw cars that were almost touching their neighbors slide out. I didn’t feel my trailer was safe. The helper to get us in was very pleasant and helpful. The laundry room was new and nice. I liked the seating areas around that you could sit and wait for your laundry. Big plus was how close to the beach it is. Short 5-minute walk to a beautiful beach. Only place around with hookups that is so close to the beach.”
- “Where you take the dogs to go to the bathroom definitely can use major improvement.... most dogs like grass 😊.”
- “The staff is great!”
- “Great.”
- “The men that helped us park and leave were wonderful, friendly, and helpful. When asked, they even recommended a tire store to get our flat tire fixed.”
- “Good, and great help getting in, the guys are great.”
- “We had a wonderful time as guests of Mel and Janet Cabral. We are looking forward to coming back next year. Also considering purchasing a share at Holiday RV Resort! Thank you!” – Greg Stone and Mary Lou Bouchard
- “The front of the Park looks like crap with the dead plants. We go no information on what’s happening. Example water machine moved, and no note tell where is went. Board meetings are held but no information goes out to the owners. No one knows anything. Cable issues still are bad no improvement. Heard cable still has issues where you have to keep signing in? Hope that during constructions we are kept informed as to what is happening and when. Please wear your mask when around others!”