



**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                   | Brenda Critzer (2018 – 2021) – Management           |
| John Watkins (2020 – 2023) – Treasurer                    | Tom Barcellos (2018 – 2021) – Collections           |
| Mark Schieber (2020 – 2023) – Park Use & Public Relations |   |

Members Present – 7

Meeting called to order at 9:11 am by Fernando Da Silva

**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.

Comment from Fernando Da Silva – Good morning everyone and thank you for participating in this virtual meeting today. Please bear with us, as this is new for this Board to host an online meeting with our members. We’re going to run through the agenda like a regular meeting. If you have questions, please type those into the chat window and Julie will save those for the Member’s Comments section of the agenda. Until COVID-19 restrictions ease up, we will probably conduct future meetings using Zoom.

**Correspondence – Mark Schieber**

We have correspondence in the form of guest survey responses; I did not receive any correspondence otherwise from our members and guests. I would like to review those survey comments as part of the Public Relations report.

**December 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 (12/31/20)	Monthly Comparison	Dec 2020	Dec 2019	Difference	% Change
Mechanics Bank–Operating	\$81,305.62	<b>Income</b>	\$70,710.24	\$103,418.53	-\$32,708.29	-32%
Mech. – Laundry	\$16,936.87	<b>Expense</b>	\$72,517.48	\$75,829.16	-\$3,311.68	-4%
Mech. – Dues	\$36,721.33	<b>Net Income</b>	<b>-\$1,807.24</b>	\$27,589.37	-\$29,396.61	-107%
Mech. – Emergency Reserves	\$100,501.83					
Mech. – CIM Reserves	\$345,231.50					
Morgan Stanley Dean Witter	\$220,795.21					

We are in extremely good shape financially and we continue to generate revenue from off-street customers. That is crucial to our finances, so I thank Julie and the office staff for grabbing those dollars. There will be another influx of revenue shortly from the dues assessment. I see no red flags at this time, and we are looking set to have another good year.

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

### **Management – Brenda Critzer**

As members in the Park have seen, construction demolition has started on the restroom building. Out with the old and in with the new! I would like to thank Aaron and Julie for setting up this new forum today; I think using Zoom will allow for greater communication with our members. I look forward to interacting with a larger audience than just those folks staying in the Park.

Julie, are members able to view this recording on our website after the meeting?

Response from Julie Hill – That is being looked at right now, but our concern is that the video recording would be a very large file size. Our website is built to share smaller files, like text documents or photos.

### **Collections – Tom Barcellos**

As of today, there is \$2,377 in outstanding dues and late fees from 2020. The first assessment of 2021 just went out in the mail last week, so I expect to see a large return to report on by the next meeting. The outstanding amount will likely require additional foreclosure notices; we aren't seeing any response for payment otherwise. The auction that was scheduled after the December 2020 Board meeting was postponed due to COVID-19 restrictions on public gatherings. I am investigating the possibility of hosting that auction after the March meeting, via Zoom if needed.

### **Park Use – Mark Schieber**

Our occupancy in December was nearly 87%, compared to 77% in December 2019. I think it speaks volume to our commitment to making sure sites are being rented when construction is not scheduled. The office and Julie are doing a great job collecting those extra dollars.

### **Park Maintenance – Charles Nunes**

As mentioned, the restroom building has been demolished and our portable restrooms and showers have been in service for at least a month. There was a problem with the heating element to the shower trailer, but Tom Barcellos was here in the Park and assisted the maintenance staff with getting that resolved. We are down a maintenance employee due to illness, but he should be back to work soon, and our crew remains busy with cleaning the portable facilities and maintaining the Park as always.

### **Rules and Regulations – Brien Carlson**

I don't have any specific issues related to the rules and regulations since the last meeting. I know that COVID-19 has put a brake on some site cleanup efforts. We can't demand that members leave the safety of their homes for Park concerns that are not emergencies. You will receive the 2021 edition of the rules with your annual mailing very soon.

### **Public Relations – Mark Schieber**

We received a smaller amount of survey responses than usual, and it is a mixed bag of good and bad feedback. Several guests wished the Park had bigger spaces, which is an ever-present response. One guest had a great first-time stay, and another noted that the portable showers were not working. I understand there was a problem with the water heater, but as RVers, I think we all understand that sometimes RVs don't work perfectly right out of the factory. Overall, it has been very quiet, and our survey data remains positive.

## **Manager's Report – Julie Hill**

Thank you for joining us in our first virtual meeting with members in attendance. One quirk is not having the standard packet of information available, including financials, park use, minutes to the previous meeting, etc. We are researching what our options are in presenting that information securely on our website, but in the meantime, you can always visit the office the afternoon before or the morning of the meeting to receive a packet. If you have any thoughts on what the Board and I could do to improve these virtual meetings, please let me know.

We are working on the annual mailing next week, our deadline to mail is January 20<sup>th</sup>. We'll hand deliver as many as possible to the members in the Park. Also keep in mind that our staff will be focused on completing this lengthy task, so we might be delayed in responding to phone calls or door knocks next week.

Some new protocols have gone into effect because of COVID-19. I know this has been a trying time, and not being able to enter the office and have access to better information has been difficult. Because cases of COVID are continuing to rise in our community, I am respectfully asking that members and guests wear a mask when interacting with the office and maintenance staff. If they choose not to, I will instruct the staff to maintain a safer distance from those persons, in addition to wearing a mask themselves. While I don't assume that everyone refusing to wear a mask is potentially sick, I have to make sure that I am doing everything I can do to protect the staff until safety is less of a concern.

## **Reportable Actions – Joyce Aldrich**

The following motions were carried by the Board during executive session meeting on November 14, 2020:

**The Board carried a motion to waive the 7-day occupancy requirement for Monthly tenants in the 1<sup>st</sup> quarter of 2021 due to COVID-19.**

**The Board carried a motion to approve signing notice of intent to accept a construction loan. Fernando Da Silva signed on behalf of the Board, as President.**

The following motions were carried by the Board during a virtual meeting on December 12, 2020:

**The Board carried a motion to accept the minutes of the November 14, 2020 meeting.**

**The Board carried a motion to pay the bills and payroll.**

**The Board carried a motion to issue a series of prizes for early-bird voting.**

**The Board carried a motion to issue a gift card to the Pismo Beach Police Department.**

**The Board carried a motion to issue gift cards for Giuseppe's restaurant to the staff, in lieu of a Christmas dinner due to COVID-19 restrictions.**

The following motion was carried after the December virtual meeting:

**The Board carried a motion via email to approve the draft of the 2021 rules and regulations.**

The following motion was carried yesterday evening, January 8, 2021:

**The Board carried a motion via email to proceed with applying for the California Small Business COVID-19 Relief Grant.**

The window to apply for this relief was extremely limited, so we had to move quickly!

## **Old Business**

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### **1. Beach Social Club Events & Announcements – Brenda Critzer**

I have a Beach Club announcement related to the March meeting, but let's save that for a moment until Julie's presentation.

### **2. Construction Improvement Committee – Construction Update / Loan Update – John Watkins / Tom Barcellos**

Construction is well underway, and the restroom building has been demolished. Crews are working to clean that up right now and get everything prepped for pouring a new foundation. We anticipated some heavier rain that did not materialize, so things are moving along a quicker pace than expected. Our financing package is looking great, Fernando handled that bit of business as President. There was a substantial water line repair that took place, but it had to be done. Another discovery was a gas line that was repaired some years back using PVC pipe, far from code!

Comment from Julie Hill – Tom, I received a question in the chat from Kim McKenzie (Locker 107) on whether the Park has secured a loan yet, would you like to answer that?

The Park had an appraiser inspect our property and he determined that our Park is valued considerably higher than previous estimates. We are still signing and returning paperwork back and forth with the lender, so the short answer is: No, the loan is not secured as of today, but its approval is almost a formality at this point. That should be finished by the next meeting.

### **3. Transformers – Julie Hill**

Nothing to report.

### **4. Annual Meeting Planning – Julie Hill**

Because we are unable to predict what COVID restrictions on public gatherings will be like in March, the Board has decided to make the annual meeting a virtual event. However, if there is a way to safely host an in-person function, I think the Beach Club will offer to assist. Is that right Brenda?

Comment from Brenda Critzer – Absolutely, I just got a message from the Beach Club members that expressed their eagerness to host a lunch, if it is possible. While the Beach Club had previously mentioned that they were planning on taking a year off because of COVID, they are happy to help entertain if things start to let up.

### **5. Auction on Foreclosure Share – Tom Barcellos**

As I mentioned earlier, the public auction was canceled last month because of the stay-at-home order. I would like to reschedule that business to follow the March meeting, and I will share more information on that at a later date.

## **New Business**

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None.

## **Member's Comments**

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Teena Griffith (Locker 15) – Can the Park reevaluate the questions on the guest survey?

Response from Julie Hill – Yes, those questions and survey topics are several years old and could be open for discussion and reevaluation. In case anyone is unaware, guests that stay in the Park and provide an email address are sent a survey for feedback on their stay.

Kim McKenzie (Locker 107) – Is there a projected date for the completion of construction? Are we on time for that date?

Response from Tom Barcellos – We are still on schedule, and August 1, 2021 is our completion date, weather permitting.

Teena Griffith (Locker 15) – For a first-time, this Zoom meeting was a learning experience, but I feel this could be very good for all members!

### **Board Member's Comments**

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Joyce Aldrich (Locker 42) – Thank you to Julie and the staff for organizing this Zoom meeting today. I've attended many virtual meetings over the last 10 months, and it can be a complete disaster the first time. Everyone did an excellent job making sure we're all connected and able to communicate.

Lorena Lemus (Locker 809) – I agree with Joyce wholeheartedly, thank you Julie and Aaron. I also wanted to take a moment to thank the members that chose to run for the Board openings this year. We'll see what happens in March, but I appreciate you folks volunteering your time and showing a commitment to helping the Park.

**Joyce Aldrich made a motion adjourn to executive session, seconded by Charles Nunes.**

### **All Motions**

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**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.**

**Joyce Aldrich made a motion adjourn to executive session, seconded by Charles Nunes.**

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

Meeting adjourned at 9:49 am.

Respectfully Submitted,

Joyce Aldrich  
*Board of Directors – Secretary*

Cc

Aaron Cartwright  
*Senior Reservation Agent*

### **Guest Survey Comments from December 2020:**

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- “I would've appreciated being closer to the office instead of boxed in on site 102, which was so cramped that to get into my trailer I had to use the back door only so after 2 days of that inconvenience I went ahead and spent an additional \$25.00 to park closer to the office where no one was anyway. I can appreciate that these are uncertain times, but I would've appreciated having my trailer closer to the office where I parked my car.”
- “Thank you, Aaron, for your professional and friendly assistance always.”
- “The staff need to wear masks.”

- “Showers were not working.”
- “Very nice Park.”
- “Kim in maintenance was very helpful in a small project I asked for assistance. Thankful for his help.”
- “Dog park needs some grass :) ”
- “Maintenance guys are always helpful and top notch.”
- “Way too packed and no fire pits, what’s the point?”
- “Thank you for a pleasant first day stay. 😊 ”
- “Would be really nice if spaces were more spacious seems like you’re on top of each other. Fire pits would be a great attraction.”