



### Board of Directors

Lorena Lemus (2019 – 2022) – President  
Mark Schieber (2020 – 2023) – Vice President  
Charlie Weeks (2021 – 2024) – Secretary  
John Watkins (2020 – 2023) – Treasurer  
Brenda Critzer (2021 – 2024) – Management  
Charles Nunes (2019 – 2022) – Maintenance

Tom Barcellos (2021 – 2024) – Collections  
Joyce Aldrich (2020 – 2023) – Park Use & Public Relations  
Fernando Da Silva (2019 – 2022) – Rules and Regulations

Members Present – 13

Meeting called to order at 9:05 am by Lorena Lemus

Flag salute led by John Watkins (Locker 559)

Lorena Lemus called for a moment of silence to observe the passing of Bob Salazar (Locker 211)

Lorena Lemus thanked Brien Carlson (Locker 134) for his many years of service on the Board of Directors and welcomed Charlie Weeks (Locker 7) to the Board for his first meeting with the members.

**Charlie Weeks made a motion to approve the minutes of the February 13, 2021 meeting, seconded by Joyce Aldrich.**

### Correspondence – Joyce Aldrich

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Last month we received 36 responses from guests that submitted a guest survey online. Our overall scores were very good, and a few guests left excellent scores. Most guests indicated that they will likely return to our Park again. We are going to work soon on revising the questions on our survey, as recommended by members. Small spaces remain a common complaint but compared to other RV parks across the county that I've stayed at we're really not *that* small, but of course RVs continue to get bigger and bigger.

**March 2021 Guest Survey Comments:** *Please refer to the attached comments at the end of this document.*

### President's Address

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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 a 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.

## Committee Reports

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### Financial Report – John Watkins

Park Accounts	Balance (3/31/21)	Monthly Comparison	Mar 2021	Mar 2020	Difference	% Change
Mechanics Bank-Operating	\$118,739.44	Income	\$94,598.88	\$75,224.14	\$19,374.74	26%
Mech. – Laundry	\$20,233.87	Expense	\$61,568.68	\$37,028.02	\$24,540.66	66%
Mech. – Dues	\$87,093.93	Net Income	\$33,030.20	\$38,196.12	-\$5,165.92	-14%
Mech. – Emergency Reserves	\$100,526.62					
Mech. – CIM Reserves	\$143,227.60					
Morgan Stanley Dean Witter	\$228,595.18					

Julie is going to share the financial sheets onscreen for everyone to view at home, but while she's doing that, I would like to remind everyone that the Paycheck Protection Program grant for small business due to COVID-19 was finalized at no additional cost to the Park. In case you weren't aware, this was emergency aid provided to business during the pandemic to help pay employees and keep their doors open. The money received from the Small Business Administration was \$55,000, it helped the Park tremendously with payroll and it came with no setback to us.

I would like to make special note to the fact that the office was able to make an additional \$18,000 this March in non-member revenue compared to last year. Their aggressive pursuit of additional reservations from customers will help drive the future of this Park. We still honor the 90-day policy for members, and while it has become more important to make your reservations on time, we are not going to let money slip through our fingers when demand for RV sites is high.

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

### Management – Brenda Critzer

Julie and I would like to remind everyone that the Park has a variety of ways to get ahold of the Board, starting with our comment boxes in the Park, which are relayed to Julie and Joyce Aldrich as Public Relations Director. The Park also welcomes emails and phone calls if you need a line of direct communication; the office staff and Julie are there to answer your questions. If you feel like a matter is of importance for the Board, I recommend sending Julie an email with your concerns so that it can be forwarded to the Board for review.

### Collections – Tom Barcellos

We have an outstanding balance on member's dues and fees of \$10,735. Of that, a total of \$2,980 is from July 2020 and prior. We are still collecting payments from those specific parties and we have seen a positive response from a few members. Those shareholders that do not respond promptly will have a lien filed against their share and it will eventually wind up at auction if left unpaid.

### Park Use – Joyce Aldrich

In comparing our March 2021 and March 2020 occupancy, it is interesting to see a greater increase in the number of non-members renting spaces at the Park over last year. As Mark has mentioned before, RVs are flying off the dealerships as fast as they're made, and more people are enjoying RVs as a safe way to travel to Pismo. We are seeing the benefits of that here at the Park and I hope it continues since we're off to a great start. It is also noteworthy that the Park has fewer Snowbirds than last year, but our bottom line has not suffered because of that during these winter months.

### Park Maintenance – Charles Nunes

Our maintenance staff is well and continue to keep the Park clean and orderly. I'm pleased to see some high praise in the guest survey regarding our maintenance crew. I know they will keep making great effort to take care of the Park.

## **Rules and Regulations – Fernando Da Silva (Absent)**

*Nothing to report.*

## **Public Relations – Joyce Aldrich**

I spoke with Brenda earlier and I was informed that the Beach Social Club is hoping to start back up again after taking a sabbatical due to COVID. The plan is to have a hot dog cookout after next month's in-person meeting and foreclosure auction. It will be great to welcome them back to the Park after a long and challenging year off!

## **Manager's Report – Julie Hill**

I'm pleased to see participation from members at these Zoom meetings that are generally unable to attend in person, I really appreciate having you join us online. Lorena and I are eager to figure out a way to continue using Zoom during in-person meetings once we can resume hosting those. It might be more like a broadcast than an interactive session like today, but we'll figure out all the technical details in time.

To add to Brenda's points earlier, another important avenue for members to interact with the Board is to attend the meetings and ask your questions directly if you prefer.

Spring Break this year was like a preview of what summer will be like, and it appears things will be busy again and maybe returning to more normalcy than last year. Keep in mind that vehicle parking remains an issue when we're busy and maintenance will do their best to keep on top of it. Construction means that we have less sites to offer than last summer so please be understanding if the office staff cannot get your reservation booked due to other members enjoying the Park as well.

Speaking of the office, we have a new employee named Abigail Etchison. She's a little spitfire and leaning the job very quickly. Please make her feel welcome!

## **Reportable Actions – Charlie Weeks**

*None.*

## **Old Business**

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### **1. Beach Social Club Events & Announcements – Joyce Aldrich**

I'm very happy for "Nink" Miles and the other Beach Club members to hear that things are going to start up again. I think we all need to enjoy a good summer at the Park this year!

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

The progress of construction continues a great pace, March did not suffer inclement weather setbacks like January and February did. We are challenged with a few guests that find the noise disturbing but work will continue at a brisk pace so we can get past the phases that are most disruptive. Lumber prices are higher than usual, but thankfully most of our boards were purchased last year at a much better price.

*Comment from John Watkins – A few members have let me know that they're pleased with the cleanliness and organization of the construction sites at the Park, something I've noted previously. I want to echo Tom's sentiment that it's a very good thing we started construction when we did because costs are skyrocketing on new development.*

### **3. Transformers – Julie Hill**

*Nothing to report.*

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

Thank you so much to all those that attended the Zoom meeting last month, and the Board for taking the time to make an onsite presence for our members to see at home. I loved to see the participation and some very nice comments after the fact!

#### **5. Auction on Foreclosure Share – Set for May 8, 2021 – Tom Barcellos**

The auction that was scheduled for December 2020 but postponed due to stay-at-home orders will now be held on Saturday, May 8<sup>th</sup> following the Board meeting. Julie will have all the necessary details posted around the Park, online and in the local San Luis newspaper in a timely fashion.

I would like to work with Julie on the possibility of conducting business for the auction via Zoom in case a member is interested in the share but cannot attend due to circumstances. I'm open to taking a deposit if needed and a full payment within a set timeframe, that's fair to me.

#### **New Business**

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##### **1. Monthly Tenant 7-Day Occupancy Requirement per Quarter (COVID-19) – Julie Hill**

As we've discussed previously, the normally occupancy requirement for Monthly tenants to be here at the Park for 7 days per quarter has been waived since last year due to COVID. It is about 10 days into the second quarter of this year, and I would like the Board to decide on whether we are going to resume the occupancy requirement or not.

*Comment from Charles Nunes – I don't think the time is right to start requiring our Monthly tenants to be at the Park again. Governor Newsom is expecting to lift a lot of restrictions in June this year, but I believe there are enough folks that are not vaccinated yet nor comfortable travelling to warrant another exclusion on this particular topic for the time being.*

**Charles Nunes made a motion to waive the Monthly 7-day occupancy requirement for the 2<sup>nd</sup> quarter of 2021, seconded by Joyce Aldrich.**

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

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Kim McKenzie (Locker 107) – Who is the loan from and what is the interest rate?

*Response from Tom Barcellos – The loan is through Central Valley Business Bank in Visalia; the interest rate is unknown because there is a delay with the title company and while the bank has approved the loan, there is nothing we can do proceed without that title company's assistance.*

Don Smith (Locker 90) – Julie, I emailed you (to pass forward to Construction Committee) and asked my letter to Tom regarding the construction permit which has gone unanswered for over a week be read and addressed. Tom, why aren't you acknowledging my correspondence to you to the Board?

*Response from Tom Barcellos – Regarding the permit, it was issued long ago, I don't see a problem with that. About the email, I apologize for not responding sooner. I receive somewhere around 65 emails daily so I must have missed the follow-up email from you that Julie sent me. Much of that mail is marked as spam unless I approve it, so I will look for it today. I had originally responded to Don's concerns in a previous email about the concrete slab for the clubhouse. Our contractors assured us that the slab was ready for use within a few days and having poured a lot of concrete myself I can say that I've operated heavy trucks on day-old concrete. A lot of that is thanks to calcium-based curing solutions. I cannot understand Don's concerns entirely, but I have complete confidence in Robertson Builders and the work being done for the Park.*

Don Smith (Locker 90) – Julie, please forward my email to the Board, thanks. Let’s just stick to the permit requirements and facts and please provide the requested information. Once you read my letter I’ll look forward to your reply.

*Response from Tom Barcellos – Thank you, that will be responded to in due time.*

*Response from Lorena Lemus – I would like to invite Robertson Builders to join us at our next in-person meeting to provide an update for our members and field any questions they might have. Don, please feel welcome to email Julie if you have anything to ask at that time or join us in person if you can!*

## **Board Member’s Comments**

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None.

## **All Motions**

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**Charlie Weeks made a motion to approve the minutes of the February 13, 2021 meeting, seconded by Joyce Aldrich.**

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

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

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

**Charles Nunes made a motion to waive the Monthly 7-day occupancy requirement for the 2<sup>nd</sup> quarter of 2021, seconded by Joyce Aldrich.**

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

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

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

Meeting adjourned at 9:50 am.

Respectfully Submitted,

Charlie Weeks  
*Board of Directors – Secretary*

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Aaron Cartwright  
*Senior Reservation Agent*

## Guest Survey Comments from March 2021:

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- “I was very disappointed with Wi-Fi couldn’t go online and couldn’t use my fire stick because and I feel with no pool, no club house, no Wi-Fi we should be getting a discount or an extra day just not a pretty picture!!!”
- “Spaces are a bit tight but other than that it's a great place to stay.”
- “Nice restrooms and showers in portables. Get club house done so we can use pool and spa areas.”
- “Always a pleasure to stay at this Park. The staff is friendly and eager to help.”
- “The permanents need to keep their place a lot clean to make the Park look good.”
- “As always, Luke and Aaron are the best! They are both always very helpful and an asset to the Park! Very unhappy being next to the portable bathrooms, the smell was horrible! Also, we couldn’t find any trash bins to put our trash in!”
- “Thanks for a great weekend. Thanks to the maintenance guy who help with sewer hose connection. We will be back.”
- “Ongoing construction is a MESS!”
- “Rates are a bit steep considering Park is in state of construction. The gentleman who checked us in and guided us into spot was so helpful!”
- “Neighbor’s dog barked all day long. Bad news!!!!!!”
- “Had a very nice first stay! Even though the Park was under construction we had a great time. Thank you. Would like to know more about shares or what not. If you can please give me a call, I would appreciate it. Thanks for hosting, Mike.”
- “1st time in a crowded cramped RV park, not what we are used to, too close together and just gravel, almost better off in a Walmart parking lot. With that said staff was great, Park was clean and pretty quiet and in a nice location. Guess you have to pack them in to be able to keep prices reasonable.”
- “This is the first park that we have visited that offered parking assistance. It was a nice touch, considering how tight the space is.”
- “This Park was great for a weekend getaway. I just wish we could have used a wood burn pit to enjoy our weekend. It was clean and very Friendly people. Thanks again.”
- “Too tight, too much waiting on traffic within Park. Feels more like RV storage people can live in. We travel full-time and advise: remove half the spaces, double the cost, enforce a 10-year rule, require greater cleanliness and with the renovations, you would have one of the best RV parks.”
- “We were contacted about our vehicle not being parked in our space when we CLEARLY had the pink parking pass that we’d paid extra for.”
- “Aaron is always very pleasant and eager to help make our reservations. Mike and the maintenance guys are always around, making sure that we get parked safely and keeping the Park running smoothly.”
- “I think some individuals have too much clutter around their outside area and should try to improve their area so does not make Park look bad.”
- “Pet area has an awful smell that traveled into our motorhome. The artificial turf was a good idea in theory but not practical as it retains the smell. It gets a lot of use for a small area. The hose inside the run is a great idea if everyone used it. Bless the people that are permanent near the run. Looking forward to the remodels. This has been needed for a very long time!”
- “Really need to provide more space to packed to even park vehicle, very claustrophobic.”
- “Very nice stay. Tight spaces but staff did an excellent job helping get our trailer backed in Temporary shower facility is first rate. Great location. Came here because everything else in the area was full but would certainly consider coming back. Had a great two-night stay.”
- “We had a good time during our stay. We are looking forward to the clubhouse and pool. Improvements needed are the addition of a play structure and some grass and larger spots.”
- “Can’t wait until the construction work gets completed. I would like to use the pool and jacuzzi again.”
- “Our site was awful. We could not open the door on the motorhome very far and had to squeeze in.”
- Our visit was great! Considering the construction, the temporary facilities were great. My only complaint about them was that the shower water was lukewarm which was not very desirable on a cold morning/evening.”