



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 (Absent)

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

Members Present – 27

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

Flag salute led by Lesli Leigh (Locker 88).

Lorena Lemus asked for a moment of silence in remembrance of Tony Damiano's recent passing.

Charlie Weeks made a motion to approve the minutes of the April 10th, 2021 meeting, seconded by Mark Schieber.

Correspondence – Joyce Aldrich

The Beach Social Club is transitioning to new membership, and they are hosting a free BBQ for Mother's Day after today's meeting. There will be a special gift for all mothers too! The previous Beach Club purchased a new picnic table for the Magnolia Center, thanks so much to them for that. The new leadership of the Beach Club will be Don and Mildred Tischmacher, Cindy Wilson, Elsie Metzler, Gayle Rock, Kari Olafsson, Virginia Delmage and Brenda Critzer; please give them a round of applause!

The guest survey the Park utilizes to gauge customer satisfaction is several years old and could use a little review. I will work with Julie and Aaron on that shortly and we'll provide an update on that new survey in the next few months.

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

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 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.
9. Lorena Lemus wished all the Holiday RV Park mothers a very happy Mother's Day.

Committee Reports

Financial Report – John Watkins

Park Accounts	Balance (4/30/21)	Monthly Comparison	Apr 2021	Apr 2020	Difference	% Change
Mechanics Bank–Operating	\$149,782.23	Income	\$100,530.04	\$76,695.92	\$23,834.12	31%
Mech. – Laundry	\$22,982.87	Expense	\$73,305.90	\$76,189.56	-\$2,883.66	-4%
Mech. – Dues	\$89,059.53	Net Income	\$27,224.14	\$506.36	\$26,717.78	5280%
Mech. – Emergency Reserves	\$50,096.19					
Mech. – CIM Reserves	\$2,099.20					
Morgan Stanley Dean Witter	\$228,595.18					

As you can tell by our profit and loss statement we are in pretty good shape. Our balance sheet is exceptionally good for April 2021. Last year the Park received an emergency payroll stimulus due to COVID, so our actual income is up quite a bit excluding that. We are seeing more and more travelers visit the Park, which will boost our revenue stream.

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

Management – Brenda Critzer

It is nice to see such a great turnout this morning; thank you for joining us today. There has been a lot of heavy equipment moving around the Park during construction, and I would like to remind everyone that there is no parking available in the lots used by the construction crew. Please refrain from entering gated areas as well; I've seen people let their dogs inside to use the restroom, which is not okay.

Collections – Tom Barcellos

Collections are in great shape. We only have \$3,445 left outstanding from member's dues and fees. \$1,266 is from charges prior to 2021 and we are working diligently to get our owners to come current on those payments. The proceeds from today's auction will actually clear up a large chunk of that balance.

Park Use – Joyce Aldrich

It amazes me how much our occupancy has improved despite construction and the loss of rental sites. We're up 20% from April 2020, which is very good news. It is shaping up to be a great summer, and the contractors have accommodated us renting additional sites on the weekend when construction slows down.

Park Maintenance – Charles Nunes (Absent)

Nothing to report.

Rules and Regulations – Fernando Da Silva (Absent)

Nothing to report.

Public Relations – Joyce Aldrich

I would like to draw your attention to the Park's Facebook page. Our new office employee, Abigail, is doing a fantastic job posting information about the Park regarding special events like today's BBQ, or construction progress reports. There's a lot of great PR being posted where people can see it; it makes more sense than a newsletter given how many people use Facebook daily.

Manager's Report – Julie Hill

We are nearing the end of the snowbird season, May 15th. Shareholders that would like to stay through the summer will begin using their free days beginning May 15th. It is your responsibility to check with the office and find out when your time expires because daily fees (\$36 – \$39) will incur depending on how many shares you own.

The next snowbird application due date will be August 1st, as usual. We plan to have the updated application for the next season available mid-June, which gives everyone well over a month to get all the required paperwork in order.

Thank you for your patience during construction, I know it has been difficult at times but now it been exciting to see each new coat of paint or drywall go up as the project nears completion. I hope everyone else is excited too!

Reportable Actions – Charlie Weeks

None.

Old Business

1. Beach Social Club Events & Announcements – Joyce Aldrich

Covered under Correspondence.

2. Construction Improvement Committee –Tom Barcellos

We have some interesting things to share today, beginning with efforts to get a loan to finance the project. Way back in the planning phases of construction the Board approached several banks with the numbers and what we wanted to do and secured a letter of commitment from a bank for a loan of \$650,000 as approved by the members. After getting all the paperwork and approvals squared away, we reached an impasse when the bank sent their information to the title company. We have tried working with five different title companies on this and all turned down the request to do a title search because they did not have time nor ambition to investigate 875 deeds that comprise Holiday RV Park Owners Association. We finally got one of those companies to agree to do the work required at a cost of \$250 per deed, which would cost a total of \$240,625.

All that being said, the bank was unable to provide the Park with a loan given the legal restrictions they had on lending that sum without a title company's inspection of the deeds. The Board has shifted focus to look at private financing instead. Our interest rate should remain about the same, near 5% and the total amount required has lowered based on the strength of Park business since last year. We're looking to borrow between \$300,000 – \$400,000 instead of \$650,000, and we have several interested parties that we are working with to get this thing done.

I expect to report back next month with good news on this front, and the Board looks forward to securing those funds and finishing this project soon.

3. Transformers – Julie Hill

Nothing to report.

4. Auction on Foreclosure Share – Tom Barcellos

At 1:00 pm today we are hosting an auction right here at the Magnolia Center for a share that was foreclosed in 2020 for lack of payment on assessment dues. We hope to recover all fees from the auction proceeds, which include dues, late fees, attorney's fees, SLO county fees, newspaper advertising fees, etc. It sounds like Zoom may not be an option today, but we will contact those persons via phone instead. Be ready, it won't take long!

New Business

1. Park Laptop Computer – Brenda Critzer

Julie uses a workplace laptop computer when working from home or during Board meetings and that computer has reached the end of its usable lifespan. I presented the Board with a few offers on new laptops but the market for consumer electronics is drying up quickly due to supply shortages so it would nice if the Board could act today.

Brenda Critzer made a motion to purchase a new laptop for Park business use, at a total cost of \$1,614, seconded by Mark Schieber.

2. Venmo Account for Holiday RV Park – Julie Hill

Last week I setup a Venmo account for the Park. This will make it easier to collect payment for future auctions, member assessment dues, rental fees, etc. If you would like the Park's Venmo, please let me know and I will send the QR code to you. It is now an accepted form of payment that we are caught up on.

Member's Comments

Don Smith (Locker 90) – Regarding the previous loan offer from a bank, you mentioned that the interest rate would be approximately the same through a private lender. What was the interest rate that the bank offered, or the difference in cost to the members will be over the years that the Park will owe?

Response from Tom Barcellos – We did not have a finalized interest rate from the bank, but the Board was told informally a rate between 4.5% -5% would likely be offered. The private offers we are considering would be right around 5% on a 5-year note. In terms of the difference in cost, we are saving money by going private since those outlandish title fees are not applicable.

Andrea Gregory (Locker 205) – I was curious about the upstairs floor of the new clubhouse; if the upstairs is for storage, why is there a bathroom and windows? Also, are we not required to have an elevator to access that floor due to ADA requirements?

Response from Mark Schieber – ADA requirements for an elevator do not apply to our clubhouse due to the square footage and the lack of a third story. A goal of the Construction Improvement Committee was future growth; hence the upstairs will feature a restroom and two large “flex” rooms with a divider between them. If the Park has need of storage, or an extra office area for Board/Park business that will be an available option available.

Mark Gregory (Locker 718) – If ADA requirements are not a factor, can the upstairs be open to the owners that paid for it?

Response from Mark Schieber – I don't have an answer for that question today since no plans for that have been discussed but let me elaborate on what I was saying previously. At some point the Board will replace the Park Office building, eventually. Now that the clubhouse features those multipurpose rooms and a restroom that space could serve as a temporary business office when it comes time to replace the main Park Office building. The Board discussed that specific use of the new clubhouse but otherwise we are open to input from the members if they feel like it is something that should be available to them. Please remember that the intention was to reverse the floor plan of the clubhouse so that the guest accessible facilities were ground level, eliminating the need for an elevator.

Brien Carlson (Locker 663) – Being on the Board and seeing this project come to fruition, I fully understand how much time and energy certain Board Members have spent on this work, out of their own personal lives. I want to thank the Board for navigating all the hurdles along the way; with special recognition to Tom Barcellos. I know that you have spent a lot of time working on the financial issues, which has taken away from running your business. I really appreciate how much everyone has put in.

Response from Lorena Lemus – We could not have done it without you too Brien, we thank you as well!

Teena Griffith (Locker 15) – I did not hear discussion about the transformers today, but it is on the agenda. Is that still in the works?

Response from Julie Hill – We are still waiting on replacement covers for a few transformers. However, all of them were painted and protected but a few parts are not available as of today because of COVID manufacturing shortages.

Don Smith (Locker 90) – From a communication standpoint, when I sent an email to the Park with the instructions to forward to the Board it seemed like during the meeting no one had even seen my correspondence. I recall a Board Member saying “Oh, I would like to see that letter.” So, if we are told to send notices to the Board in a certain fashion, why are those comments not addressed during the meeting? I know for a fact that Robertson Builders violated their permit with the clubhouse foundation pouring, which I can prove in writing. You disregarded my email about this issue; they poured one day and started building on it the next day, with no time for tensile strength or structural slag tests as required in the permit. I have asked for a copy of the permit card, which is supposed to be posted but I am not getting any information. I would like this violation addressed. Why are communications, whether good or bad, not getting to you or being read during Board meetings? How can we have open communication when these items are not discussed, short of going to the San Luis Obispo County Recorder and getting a list of home addresses for the Board Members to send you a certified letter?

Response from Tom Barcellos – I reviewed your email after the previous Board meeting, and we looked it over as a Board. As I’ve stated before, Robertson Builders is licensed and bonded and I can’t speak to the work they are doing everyday at the Park. That’s what I can tell you; I have another job that requires much of time, so I rely on the contractor to do their work professionally. Their reputation speaks for itself and I don’t see a reason to question their working process.

Response from Mark Schieber – The email you sent was discussed during our second executive session meeting. It was disseminated, discussed and resolved at that time. We did not choose to converse on that email during the next general session. I would not call it a lack of communication, it is more a matter of timing on when the Board chose to review that topic, executive session vs. general session. I think we’ve responded to your concerns.

Response from Lorena Lemus – We are being transparent, and your email was addressed between the Board. I’m sorry you feel that’s not the case, but anyone is welcome to run for the Board and volunteer their time if they would like to help manage operations of the Park in the manner which they see fit. I understand your concern about communication and the note is taken; we will work as a Board on better satisfying the needs of our members. If anyone has questions about construction, please refer those to the Board or to Julie and not the contractors. We get billed for their time, and we have been billed because of member’s direct inquires. Robertson Builders are professionals and they are liable for their work. As a reminder, you can send correspondence to the Board to Holiday RV’s business email address, Julie’s work email address or a physical letter to the Park Office for our review.

Response from Julie Hill – To Mr. Smith’s concern that emails for the Board are not being forwarded I would like to clarify something. As an employee I have certain obligations, as does the staff. We do our due diligence and send correspondence to the Board as asked. It is not mine nor my staff’s job to follow-up or coax the Board to respond. These 9 people are my bosses, and information is collected and relayed to the appropriate Board Member as required. I don’t hold on to anything after that point, it’s not our business. The Board makes the determination on what to discuss and how to deal with issues, not Julie or the staff. As Lorena said, the Board and I see you concerns about the process; duly noted, we will do better. But as a paid employee, I want to be clear that I do my job. Mine is not a volunteer position. The Board has their job, which is to report business at monthly meetings.

Board Member’s Comments

None.

All Motions

Charlie Weeks made a motion to approve the minutes of the April 10th, 2021 meeting, seconded by Mark Schieber.

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

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

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

Brenda Critzer made a motion to purchase a new laptop for Park business use, at a total cost of \$1,614, seconded by Mark Schieber.

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

Mark Schieber made a motion adjourn to executive session, seconded by Joyce Aldrich.

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

Meeting adjourned at 9:50 am.

Respectfully Submitted,

Charlie Weeks

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from April 2021:

- “Staff was great! Great service the whole time we were there.”
 - “Too tight and cramped not recommended to anyone.”
 - “Awesome X 10.”
 - “Trailer restrooms need to be cleaned on a regular basis.”
 - “I liked that the maintenance people help me backup trailer. I was really pleased and happy they help me park. Thank you so much for everything. I will be back; we had a great time.”
 - “Please hurry and finish the pool and restrooms/showers.”
 - “We had a great stay and will be back again. Everyone was so nice and helpful. It's going to be very nice once the pool and everything is finished. Thank you, Pamela Bangloy.”
 - “Temporary restrooms are great! Love the staff...super friendly and always helpful!”
 - “Need more dog areas with substantial size.”
 - “I realize that they are in the process of many upgrades, however I was quite disappointed that the construction crews started hammering & using nail/staple guns at 7am.”
 - “Sites way too small. Really impressed with cleanliness of dog run. Best I've seen. Temporary showers were unsafe! No holding bars in shower. No holding bars just outside of shower in private dressing area. No shelf in shower to rest shampoo, soap, etc.”
 - “A HUGE THANK YOU to Mike and Luke for helping me parking and exiting with my 5th wheel.”
 - “Everyone is wonderful, and the Park is as clean as can be expected. I am worried about the roses though. I would suggest you put this product on the roses: BAYER CROP SCIENCE 043929293566
- Bayer Advanced 701110A All in One Rose and Flower Care Granules at regular intervals and spray the roses with soapy water. Thanks, you guys are awesome!”
- “All of you are just great folks.”
 - “Even though there are no amenities at this time I paid over 200 dollars more per month than I did last time when at least the pool was open. Right now, it is like staying in a parking lot. Also, the permanent residents seem to be able to fill their spaces up with "stuff" which makes the Park look messy. People also seem to be able to park anywhere including jutting out into the roads. I am going to look elsewhere to stay next outage.”
 - “Great management.”
 - “When I arrived, I found my spot to have dog poop all over it. I had to pick it up myself... just did not start my trip off right . the people next door had a big dog. It was just gross.”
 - “Thanks for the good service.”
 - “Construction made it impossible to answer many questions. We are always amazed by your staff!! We always enjoy our stay and look forward to our next trip.”
 - “Saw too many dogs off leash in Park and a pit bull charged at my dog that was not on a leash but fortunately, owner was able to grab the dog. A large dog was off leash several times by the dog park. Not safe for children or other dogs. Don't understand why breeds that are known to be aggressive are allowed in the Park. Don't get me wrong I'm a dog lover but everyone needs to be extra safe when in a public/private place.”