



**Board of Directors**

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| Lorena Lemus (2019 – 2022) – President       | Tom Barcellos (2021 – 2024) – Collections                          |
| Mark Schieber (2020 – 2023) – Vice President | Joyce Aldrich (2020 – 2023) – Park Use & Public Relations (Absent) |
| Charlie Weeks (2021 – 2024) – Secretary      | Fernando Da Silva (2019 – 2022) – Rules and Regulations            |
| John Watkins (2020 – 2023) – Treasurer       |  |
| Brenda Critzer (2021 – 2024) – Management    |  |
| Charles Nunes (2019 – 2022) – Maintenance    |  |

Members Present – 34

Meeting called to order at 9:04 am by Lorena Lemus.

Flag salute led by Don Smith (Locker 90).

**Charlie Weeks made a motion to approve the minutes of the May 8<sup>th</sup> 2021 meeting, seconded by Fernando Da Silva.**

**Correspondence – Joyce Aldrich (Absent) – Mark Schieber (Representing)**

Again, we received a lot of the same comments that we usually see from our guests: the sites are too small, dog run concerns, parking is difficult, etc. Nothing out of the ordinary, but it was nice to see great remarks about the staff last month.

**May 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 fathers in the Park a very happy Father’s Day.

**Committee Reports**

**Financial Report – John Watkins**

Park Accounts	Balance (5/31/21)	Monthly Comparison	May 2021	May 2020	Difference	% Change
Mechanics Bank–Operating	\$41,082.37	<b>Income</b>	\$76,885.39	\$82,254.09	-\$5,368.70	-7%
Mech. – Laundry	\$3,047.87	<b>Expense</b>	\$60,115.65	\$51,390.91	\$8,724.74	17%
Mech. – Dues	\$19,707.53	<b>Net Income</b>	\$16,769.74	\$30,863.18	-\$14,093.44	-46%
Mech. – Emergency Reserves	\$2,072.46					
Mech. – CIM Reserves	\$9,075.64					
Morgan Stanley Dean Witter	\$234,584.58					

Julie and I reviewed some reports that compared our income for the first half of 2021 to last year, in order to see how our revenue stream has been impacted by construction and loss of site rentals. I was pleased to see that income was up this year by nearly \$100,000 and expenses were down a little bit. Compared to the budget, our payroll and utility costs are spot-on. Our profit and loss for the month of May is well within the expectations set by loss of spaces from construction. It looks like we're on the right path!

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

### **Management – Brenda Critzer**

I want to bring everyone's attention to the official webpage available to members on the Park website. There you will find information like minutes to the previous meetings, current rules and regulations, rates, etc. Please contact the office if you would like login to the member's page.

### **Collections – Tom Barcellos**

Collections are in an excellent position, with only \$672 in past dues left outstanding prior to 2021. There is one share that still has payment owed from 2019 that will be foreclosed. I have not received any response to several notices, so it is time to proceed. Another share is at risk, and I have yet to see a response since 2020. When it goes on this long it warrants foreclosure and auction, per the CC&Rs.

### **Park Use – Joyce Aldrich (Absent) – Mark Schieber (Representing)**

Our occupancy is right around 85%, based on usable space. We are able to book more sites along the 100s row thanks to the construction entering a less intensive phase. I understand that the office has received a lot of questions about availability from our members, and there is frustration about how booked the Park is for summer. We have to realize that what is happening this year is a perfect storm; you've got RV sales through the roof, share prices have skyrocketed, demand for reservations is at an all-time high but our supply of spaces is low. I think this will be a trend, business will only improve after construction and demand to enjoy Holiday RV should remain high.

Part of keeping our share values climbing and the business liquid is reevaluating our rates. Julie created a worksheet for the Board that compares our current rates to the competing RV parks in the area. After review, it becomes clear that we are the Park that does what we do, daily and monthly stays for members and public availability. All the long-term programs that we offer don't have a basis in our CC&Rs, or our bylaws, but decisions were made decades ago to secure a constant revenue stream for the Park when business or the economy is slow.

Every other RV park in our area offers more expensive monthly rates than Holiday, and some parks restrict stay lengths to 6 months maximum. They charge between \$1,150 – \$1,200, and we average \$550 for member monthly rates. That is why demand is so high, it's such a great deal. I understand everyone's frustrations with not getting their reservations, but please be patient and wait for the office to contact you when openings become available.

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

There's a few items to report since last meeting, starting with the new coat of paint on our laundry building. Maintenance completed a deep cleaning inside the laundry prior to painting. I performed a site review with Julie the other day and there are no glaring maintenance issues to report. The Park received a notice from the City of Pismo Beach asking us to reduce water usage due to extreme drought. The maintenance staff will be instructed to limit our usage as best we can. Lastly, a complaint was received that toilet seat covers are no longer offered at the temporary restrooms. The reason is because maintenance had to unclog the sewer line twice because those seat covers were jammed down the drain, placing the restrooms out of service.

## **Rules and Regulations – Fernando Da Silva**

I will be conducting a Park inspection with Julie and Brenda Critzer on July 9<sup>th</sup>. Because of COVID, a lot of rules concerning site cleanliness were left outstanding. Now that things are slowly getting back to normal, it is time to ask our members to visit the Park and get their sites looking presentable.

## **Public Relations – Joyce Aldrich (Absent) – Mark Schieber (Representing)**

*Covered under Committee Reports – Park Use.*

## **Manager’s Report – Julie Hill**

Since 2019, the Board implemented special rules and regulations for vendors that do business here. A misconception I often hear is that member’s need to check-in with the office to get approval for vendors to work on their RVs. That is backwards, your vendor is supposed to register at the office when entering the Park to work. Vendors provide certain information to be considered welcome at Holiday, along with agreeing to the vendor’s rules.

There was an incident last month where a member was approached at their RV by a “vendor” claiming that there was something wrong with their car. This member paid for the repair, but the “vendor” began asking questions about personal belongings inside their RV and exhibited erratic behavior. After the incident was reported, I contacted the so-called vendor to inform him that he was not welcome to do business here and I received an erratic reply in kind. If something doesn’t feel right, chances are it isn’t. Please report any unregistered persons to the office.

Due to technical difficulties, we are unable to broadcast Board meetings via Zoom until the clubhouse is available for use. Dedicated internet connections are required on our laptops to stream video while outdoors, especially during summer when so many RVers are using our Wi-Fi. The clubhouse will feature those ethernet ports once completed. We’ll look forward to using Zoom again this fall!

## **Reportable Actions – Charlie Weeks**

There were a few motions carried during executive session last month:

**The Board approved a motion to acquire a private construction loan for \$450,000, payable over five years, with an \$8,000 origination fee (2 points) and an 11% interest rate through December 2021.**

**The Board approved a motion to transfer \$48,000 from the emergency reserves account to the operating account, to cover payment of an invoice from Robertson Builders of \$138,000.**

**The Board approved a motion to transfer \$220,000 from the Morgan Stanley investment account to the operating account, to fund construction costs.**

## **Old Business**

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### **1. Beach Social Club Events & Announcements – Mildred Tischmacher (Locker 612)**

The Beach Social Club has been busy; we served a free Mother’s Day luncheon last month and provided flowers to all the mothers in attendance. This was followed by a Memorial Day weekend BBQ with live music and a bake sale. It was a great turnout, and we give thanks to Frank Polehonki (Locker 450) and Kim Hutton from the maintenance crew for their musical performance. There is another free luncheon coming up on Father’s Day weekend. Thank you to all of our volunteers; if you would like to join the Beach Club, please contact Cindy Wilson (Locker 77) or myself.

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

Comment from Tom Barcellos – Construction is proceeding nicely, as you can see. We’re ahead of schedule and, contrary to the rumor mill, construction has not stopped because the Park ran out of money. I’ll say again, the Park is not broke! Those transfers of money that Charlie noted were expected, the only difference is that those contributions were scheduled later because the Park anticipated getting the loan earlier. As a reminder, the Board had approval for a loan last year and our building permits issued had deadlines to start; that’s why construction began in Fall 2020. It is a good thing we started then; prices on wood and materials are vastly more expensive today.

Realistically, construction has gone as we planned, as we hoped, and it is going quite nicely in spite of what some people would like to say. I think that construction has added a tremendous value to our shares.

The ink on the loan is not wet as of this morning, we are awaiting the broker and the lender’s attorney to get back from vacation. It looks very promising, and we hope to have everything completed in the next two weeks.

Comment from John Watkins – One thing I would like to point out is that when the Board asked members to approve a construction loan, it was for \$650,000. Because of our liquidity and the manner which we’ve managed money it is only necessary to borrow \$450,000 at a shorter term than expected. As of today, we’ve paid out \$898,000 out of our collective resources to make construction a reality.

## **3. Transformers – Julie Hill**

*Nothing to report.*

## **New Business**

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### **1. Snowbird – Joyce Aldrich (Absent) – Mark Schieber (Representing) / Julie Hill**

Comment from Mark Schieber – The Board is evaluating the snowbird application process for any adjustments needed. As I mentioned before, demand for RV spaces is higher than ever; this extends to snowbird spaces too. We do not anticipate having additional snowbird spaces available, unlike years prior. Applicants may not be able to snowbird because of demand. Please make sure your applications are in order and ready to submit on August 1<sup>st</sup>, by 7am!

Comment from Julie Hill – The applications should be available no later than July 2<sup>nd</sup>. Ideally, we’ll have them in office sooner. Please remember to line up before 7am on August 1<sup>st</sup> to have your application placed in the highest priority group.

### **2. Monthly 7-Day Occupancy Requirement – Julie Hill**

All monthly tenants are held to rental agreements, signed every six months. A condition of those agreements is that all tenants must stay in the Park and utilize their space at least one week per quarter. That requirement was excused for nearly all of 2020 because of the pandemic restrictions on non-essential travel. As we approach the date of California’s “re-opening” from COVID restrictions, the Board might consider returning to the requirements of the monthly rental agreement for the 3<sup>rd</sup> quarter of this year, which begins July 1<sup>st</sup>.

Comment from Lorena Lemus – Thank you Julie; the Board will discuss the occupancy requirement during executive session this afternoon.

## **Member’s Comments**

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Andrea Gregory (Locker 205) – I noticed that quite a few people are not cleaning up after their pets *inside* the dog park. There are signs located outside of the run, but perhaps a sign inside would deter people from leaving messes behind.

Talley Snow (Locker 703) – Could the Board clarify the terms of the construction loan?

*Response from Tom Barcellos – The principle started in January, and the interest rate is 11% until December. The remaining amount of the \$450,000 is payable over 5 years.*

Talley Snow (Locker 703) – Regarding the Payroll Protection Program loan taken out last year, there was mention in the minutes to a previous meeting about that loan being labeled a grant. Is the loan something that was presented to the members, in accordance with the CC&Rs?

*Response from Mark Schieber – The process started as a forgiveness loan for lack of better term; 10 weeks' worth of payroll was provided to the Park by the Small Business Administration last year and after submitting proof to the SBA that all funds were used for payroll everything was forgiven. Because we met the requirements, it was not a loan; there were no terms.*

Talley Snow (Locker 703) – The bylaws currently listed on the member's website are presented as amended in 2018, but I received previous information, dated 2006, that includes an amendment which references bylaws amended in 2010. Were the current bylaws approved by the current membership?

*Response from Mark Schieber – Those are recorded and signed after election results are tallied, but I would defer to Julie and the office for verification of any specifics.*

Talley Snow (Locker 703) – I believe that only the CC&Rs are recorded with San Luis County. Copies of the bylaws do not list recordation.

*Response from Fernando Da Silva – That is correct; only the CC&Rs are recorded. Original bylaws are submitted to the Secretary of State when corporations are founded. Those originals cannot be changed but can be amended through voting. Amendments to our bylaws should be reflected on the versions posted to the website, but I can't say for sure.*

Talley Snow (Locker 703) – Those amendments were attached to an older copy of the bylaws, but the current copy on the website does not have it attached. The document size was over 30 pages compared to 11 pages. Something has been omitted; I haven't cross-referenced but I don't believe the current bylaws posted are valid. Some sections might be valid but not the entire document as presented.

*Response from Lorena Lemus – Duly noted, we will research the matter.*

*Response from Mark Schieber – Not to interrupt you, just to make you aware, member's comments are generally limited to a few minutes.*

Talley Snow (Locker 703) – Thank you, I was not aware. I am communicating with others in the Park, so I am not only speaking for myself today. You've mentioned before that more spaces will opening up towards the end of construction. I notice many spots that are completely open, when will those be opening for reservations?

*Response from Julie Hill – There is an "empty" space behind the temporary restrooms, site 222. That is left vacant so that guests have a safe way to access the restrooms if they are entering from the 100s/200s rows.*

Talley Snow (Locker 703) – I was referring to the sites behind the bathroom building, not the temporary restroom area.

*Response from Julie Hill – The sites behind the bathroom are currently fenced for construction use; those sites and the sites behind the clubhouse will be available after the contractor releases them. Robertson Builders asked for those areas to park in while they're working.*

*Response from Mark Schieber – To their credit, Robertson asked for fewer spaces than we had originally anticipated. They've also allowed us to rent more spaces on the weekend. I think we all are looking forward to enjoying all our new amenities when construction wraps up!*

Talley Snow (Locker 703) – I noticed on Facebook and in the Park this week that trenches were dug in the ground between the clubhouse and the office. What was the purpose of that?

*Response from Mark Schieber – That was to place a conduit from the office to the clubhouse in anticipation of electronics and equipment being housed upstairs.*

Talley Snow (Locker 703) – I'm from Arizona, so I am not familiar with the laws in California but when you're building in Arizona there is to be building permits at the construction area. Where are our permits located?

*Response from Mark Schieber – I don't know where they need to be located onsite, but those permits were inspected by the State at various stages throughout construction. We're laymen here, so we rely on the contractor to handle the permitting process.*

Talley Snow (Locker 703) – Is the permit something we can see as members?

*Response from Julie Hill – That information is available from Robertson Builders at the Board's request. Please submit a written request to the Board if you would like them to ask the contractor for that documentation.*

Don Smith (Locker 90) – The permit is public information and is supposed to be posted at the job site or available for review. Owners should be able to see it anytime, along with the set of jobsite plans that have been stamped by the State. The Board stated previously that I had a question about the permit; I did not. My concern is that you violated the permit per the State of California. You started framing the clubhouse foundation the day after pouring the concrete, the State says 30 days. Normal contractors wait about 2 weeks, so I just want to make it clear to you that the permit was violated. The reason you're not in any hot water is because you did not get caught. You didn't have an inspector okay the work, there was no slag test or pressure test done before framing began. You're wrong; I just want to make it crystal clear to you.

Talley Snow (Locker 703) – When money is taken out of the laundry facilities, what does that procedure look like? My understanding is that it requires two people to do so. Also, are non-employees allowed to participate in that process? The bylaws state that all employees handling money should be bonded, is that the case?

Talley Snow (Locker 703) – I obtained a list of members from San Luis Obispo County to see who owns what share. It was at my expense, but I would be happy to share that information with anyone that's interested. I noticed that a lot of shares are in trusts. My business is lending, so I am familiar with trusts. For use of free time on shares owned in trust, is that limited to members on the deed, or does it include family in the trust?

*Response from Lorena Lemus – Talley, in the interest of time, please submit your questions to the Board in writing so that we can review those topics to make sure you receive a detailed response.*

Kari Olafsson (Locker 291) – A lot of people have concerns about the second story of the new clubhouse, whether it will be used for storage or an office. I thought the Board told everyone that it would never be an office. The proposal for the loan was also presented that way. It seems the updated plans now show that floor being office space. There is also talk about how the sliding glass door from the clubhouse to the pool does not open because it is not safe to do so. I would like some clarity because I feel like we were lied to; like the word "stupid" is written across our foreheads.

*Response from Mark Schieber – It is interesting sometimes how talk around the Park circulates, even if some information is coming from a Board member. As individuals, you are welcome to speak with a Board member as a person or as another owner. But if it's a specific question about a specific topic, like sliding glass doors on a construction project, that answer should come from the Board as a whole. To your question about the second floor of the clubhouse, there is a finite amount of space both upstairs and downstairs. In 100 years from now, it won't be there, but between now and then what will it be used for? We can make it an office, use it as storage, a game room, a poker hall, a bar, etc. The reality is that in all our discussions, the Board only had a suggestion to use the upstairs as an office for employees when it is time to replace the mobile home in front which remains our Park office.*

Joelyn Lutz (Locker 369) – Great job today, I manage a non-profit as well and I know how hard that work is. There is a pothole that I've nearly tripped on a few times towards the back of the Park. Is there some way to clearly mark that as a hazard?

*Response from Charles Nunes – The fixture you're referring to is not a pothole but a drain for excess water. It is a necessary feature to our drainage so we cannot remove it, but we'll see if there is some way to apply paint for safety reasons.*

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

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Mark Schieber (Locker 155) – Has anyone here attended the previous Board meetings via Zoom? If so, how was it? Is there something we could do to improve the experience?

*Response from Kim McKenzie (Locker 107) – It would be nice to see each other on Zoom, rather than seeing the Board only. The lack of visual feedback made it feel clinical and not very personal. A lot of members know each other and are friends.*

Lorena Lemus (Locker 809) – Mrs. Smith, I noticed your phone pointed at the Board earlier, are you recording us today? If you are, I think that we, as individuals, would appreciate knowing that beforehand.

*\*Although a response was not audible upon playback for preparation of these minutes, it is noted that Susan Smith (Locker 90) told Lorena Lemus that she was not recording the Board meeting with her phone.*

Tom Barcellos (Locker 173) – I wanted to share an anecdote from 2016, back when the Board was considering changing the rules and regulations to reflect the fact that in the CC&Rs it states that only owners on deed and members of their household can use free days. There was an audit conducted on reservations that year to determine whether privileges were being seriously abused. It was then decided that the rules should correspond with the CC&Rs. Since 2017, members have not been allowed to share their free time. The topic was brought up again by a long-time member that wrote a letter last week addressing her concerns about only sharing a little bit of her time with close friends, and the interest to do so again. As the Board shared with her, the reason goes back to that audit, which uncovered the fact that no fewer than 753 days were given away in 2016 to non-members, non-household members, or other owners. That many free days, when converted to our non-member rates, equaled over \$50,000 in lost revenue. That misuse of free time was common practice for many years, and I hope everyone understands how concerned the Board was about the financial damage being done to the Park.

Mark Schieber (Locker 155) – Some of the abuse committed back in those days was by Board members. This current Board is not giving away or receiving free time, nor running any side businesses. In the spirit of transparency, we want to follow the rules and guidelines set before us. The days of one or two Board members calling all the shots are long gone. Please keep the checks and balances coming!

Lorena Lemus (Locker 809) – Thanks everyone for the constructive criticism. Please remember to send letters or emails to the Board in advance of the next meeting to allow us time to prepare, discuss and provide copies for members if needed.

### **All Motions**

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**Charlie Weeks made a motion to approve the minutes of the May 8<sup>th</sup>, 2021 meeting, seconded by Fernando Da Silva.**

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

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

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

**Charlie Weeks made a motion adjourn to executive session, seconded by Fernando Da Silva.**

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

Meeting adjourned at 10:30 am.

Respectfully Submitted,

Charlie Weeks

*Board of Directors – Secretary*

Cc

Aaron Cartwright

*Senior Reservation Agent*



## Guest Survey Comments from May 2021:

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- “The campsites need more room.”
- “Loved our stay and will definitely be back, thank you!”
- “Always love our stay! Staff is very helpful and friendly. Just wish spaces were a little bigger.”
- “I’d like to see the Wi-Fi improved. It fluctuates in and out.”
- “I do have to say Aaron as always is so friendly and easy to talk to. The only things I do not like is the permanent residence up front. It makes the Park look more like a trailer park, and I really hope the pool will be open soon, otherwise we cannot wait to come back. Oh, and the backing the trailers in with the forklift is a marriage saver. 😊”
- “Wonderful place.”
- “Appreciate the maintenance staff that handles all concerns quickly and efficiently.”
- “You guys are always kind, professional, and helpful. Thank you for a great stay. We are looking forward to your upgrades and we hope to return soon.”
- “Spaces are tight. We have a small trailer and small car, and it is hard to fit in. Too many loud dogs on last day we stayed.”
- “Aisles are too narrow for comfortable navigation. Spaces are sardine tight. Aging RVs & junky exteriors bring nothing to the experience. No landscaping to soften the rough edges. It is convenient to the village & beach.”
- “It would appear there are too many permanent residents to fulfill the needs of owners to be able to come to the Park in prime time.”
- “RVs are way too close to each other. Don’t even have much room to park your car by your camper. However, Kim, your staff member, was beyond excellent. We had a problem getting in and he did it for us. He also got us out. The problem was no room because of fence for new buildings. He also helped us when we had an additional problem with our hitch on the way out of the Park. Absolutely magnificent people skills and was there for any help we needed. He was the best part of our visit.”
- “Tight small spaces.”
- “Maintenance guys were awesome!!!”
- “Little more space would be nice.”
- “I paid for a pull-thru space. I ended up paying for two spots. I was parked right next to the construction. Every day I had to hear it and look at it. It is not a way to treat new customers. The place looks haggard, and after spending \$1,400 dollars for my stay, I would want a better view.”
- “We were not able to open one of our slide outs because the space was too narrow. We had to have our stairs inside the trailer, and it was difficult to move around. We were told to park our vehicle outside the property. We were very uncomfortable the whole time that we were there.”
- “We had the best time in Pismo Beach. We are brand new to the RV world and this was our first time in an RV park. The staff was so helpful and friendly. We felt welcomed, comfortable and relaxed here. Thank you!”