



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 – 28

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

Flag salute led by Mitchell Coonce (Locker 297)

Lorena Lemus asked for a moment of silence to observe the recent passing of George “Bill” Couchman (Locker 784).

Charlie Weeks made a motion to approve the minutes of the June 12, 2021 meeting, seconded by Mark Schieber.

Correspondence – Joyce Aldrich

The guest survey data from last month remained very positive despite ongoing construction and the expected complaints about our small spaces and limited parking. We noted a high satisfaction with the office staff in terms of the ease of making reservations and the check-in experience.

There is a new email address for the Board of Directors. Please email bodhrvp@gmail.com if you have any requests or correspondence for the Board.

June 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.

Committee Reports

Financial Report – John Watkins

Park Accounts	Balance (6/30/21)	Monthly Comparison	June 2021	June 2020	Difference	% Change
Mechanics Bank–Operating	\$51,300.95	Income	\$125,608.17	\$87,488.67	\$38,119.50	44%
Mech. – Laundry	\$5,345.87	Expense	\$52,781.86	\$55,222.50	-\$2,440.64	-4%
Mech. – Dues	\$60,531.33	Net Income	\$72,826.31	\$32,266.17	\$40,560.14	125%
Mech. – Emergency Reserves	\$2,047.53					
Mech. – CIM Reserves	\$195,961.75					
Morgan Stanley Dean Witter	\$14,702.44					

We're very well-off financially; there is currently \$331,000 in the bank. Keep in mind that the Park has already paid for much of the construction on our own. This is why the Board is only taking a \$450,000 loan instead of \$650,000 as originally estimated. We are saving lots of money in interest and fees because of the Board's fiscal management.

The profit and loss reports for June are very encouraging. We had a net income \$40,000 greater than last year, and that is considering we have more members in the Park this summer using their free days than before.

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

Management – Brenda Critzer

Thank you for joining us, we appreciate your interest, and it is nice to see a good crowd today. Many people I talk to in the Park really enjoy vacationing here, and will often refer to Holiday as their "happy place." However, there are some that do have concerns, and the Board would like to see those addressed. I would appreciate it if members could bring those concerns to the office instead of searching for answers amongst yourselves. Too often, we hear information that is way off-base from the business standards the Board has set for Park management. If you feel that your questions are not sufficiently answered, please let the Board know using the new email address, bodhrvp@gmail.com.

Under no circumstances is it okay to show your frustration or anger at the office staff or the manager. There is no reason for that; the Board is here for you. The office staff does one heck of a good job coordinating reservations, and the Board is pleased with our manager. She is in full disclosure, acting as our representative.

Collections – Tom Barcellos

We are in excellent position on collections. There is \$888 in outstanding dues prior to 2021; that is up from last month because the July 2021 assessment was added. \$22,356 is the balance due from the current assessment, I anticipate much of that will be paid up by August.

Park Use – Joyce Aldrich

The occupancy last month was very high considering construction. We have more members in the Park this summer using their free days than last year, with the pandemic winding down and people out and about. This brings our revenue from off-the-street reservations down a little bit, but we are still doing very well.

If you would like to see the occupancy reports presented in a different way, please let me know!

Park Maintenance – Charles Nunes

The maintenance staff remains busy this summer, parking trailers in-and-out continuously. I like to review the guest survey for comments and nearly a third of the respondents had positive things to say about maintenance crew and the office staff. If you have a maintenance concern, please remember to be patient with staff during the summer because they are so busy.

Rules and Regulations – Fernando Da Silva

I notice lots of children playing outdoors, and out of concern for their safety, I would like to remind everyone to please observe the speed limit of 5 mph inside the Park.

As stated at the June meeting, I performed a site inspection yesterday afternoon with Charles Nunes and the manager. I can report no major issues that need immediate attention, but the overall appearance of RVs and sites reflect the image of this Park. Most things that we saw were related to cleanliness; a great example is use of carpets as a site cover. There are a few carpets in the Park that need to be replaced soon, and that is something that really stands out when in poor condition.

If there is an improvement that needs to be made at your site, you will receive a notice from the manager. There will be ample time allowed to make any improvements.

Public Relations – Joyce Aldrich

As a reminder, there is a brand-new email address for the Board of Directors if you would like to correspond directly. That address is bodhrvp@gmail.com.

Manager's Report – Julie Hill

We are fast approaching snowbird application day, August 1. The office will “open” an hour early at 7 am. Applications are available in the office today. Be sure to read the front page of the application, which explains the entire application process and the criteria that determines approval. To clarify a *huge* misconception, you do not need to wait overnight on July 31st or be the first person in line to “guarantee” approval. We don’t want anyone to wait overnight. If you are in before 7 am and your application is complete, the application will be in the highest priority group. All other applications received late, or incomplete will be placed into a secondary priority group. If you need help from the office, please ask us *before* August 1!

I would like to review the monthly waiting list process with everyone today. The Park offers 40 lots for monthly rentals to our members. The only way to receive a monthly space is to be placed on a waiting list. We have records of the list going back to 1996, kept in the office. The list is updated whenever a tenant leaves the Park with their RV and a new member moves their RV in. The moment I receive a written, 30-day notice that a monthly tenant is leaving, I grab the waiting list and contact the person right at the top to inform them about the opening. I discuss the terms and conditions, rental rates and send a sample of the rental agreement so the member understands what is being offered. I give the person a week or so to consider the offer; if I do not hear back, I will contact them to get their answer. For reference, to fill the current vacancy in lot 143, I went through 3 different members before I received a “yes.” While I was waiting for that “yes,” *another* monthly tenant gave their written notice to vacate. The same process applied; I contacted the person that was second on the list because I was *still* waiting to hear back on lot 143 from the person at the top of the list. After the dust settles and tenants have moved in, the list is archived, including all written notes from myself or the office staff. This will include notes like “declined on X date”, “accepted on X date” or “sold share on X date,” etc. A new list is then printed and made available in the office. The protocols of the waiting list, which were clarified by the Board during executive session this morning, are that the wait list does not leave the office, whether by copy or digitally. You have the right to look at the list, review your placement or sign the list to officially add your name. You *may* take a picture of the page that has your name on it, as that is your business. The placement of anyone else is not your concern. The monthly waiting list is also a part of the rules and regulations, and certain conditions will apply; as an example, there is to be only one list entry per share. Those rules are reviewed and applied to the list periodically.

Reportable Actions – Charlie Weeks

There is one reportable action from July 2, 2021:

The Board approved a motion to sign documents by the President and the Secretary to give the Board the authority to sign loan documents.

Old Business

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

The Beach Club had a successful July 4th blast; the turnout was great, and we served hamburgers, strawberry shortcake, chips and drinks. Live music was again provided by Frank Polehonki (Locker 450) and Kim Hutten from maintenance. There was gift certificate drawing for the Sea Venture restaurant and a 50/50 raffle. Our next event will be Hot August Nights on August 7.

2. Construction Improvement Committee – Tom Barcellos

We are *slightly* ahead of schedule and a little under budget because of savings on certain items. There are many sub-contractors to rely on in big projects like ours, and Robertson Builders has done a great job of keeping them on time. If everything continues smoothly, things should be ready to go in September for the restrooms. It is a priority to get them approved and signed off for use ASAP. Robertson has a great relationship with the inspector that should facilitate the process. The swimming pool area and clubhouse opening will follow the restrooms, hopefully shortly thereafter.

Good news on restroom and shower trailers; I received word from the manufacturer that the demand is so high that new orders are sold-in through March 2022. He said that we should get our full cost back because the trailers are still under warranty and the manufacturer cannot keep up with orders. That would be a return to the Park's reserve account of over \$100,000, minus shipping costs.

3. Transformers – Julie Hill

Nothing to report.

4. Snowbird – Joyce Aldrich / Julie Hill

Covered under Committee Reports – Manager's Report.

New Business

1. Pismo Beach Police Officers Association Donation – Julie Hill

Typically, the Board donates to the Pismo Beach Police Officers Association, sometimes late in the year. I was hoping to contribute earlier this year! The Pismo PD is extremely supportive of the Park and is always helpful and available when needed, so I think it is important to show our appreciation for their service. I would like the Board to consider making another contribution this year, and I would appreciate a motion to do that today.

Fernando Da Silva made a motion to donate \$250 to the Pismo Beach Police Officers Association, seconded by Joyce Aldrich.

Member's Comments

Comment from Lorena Lemus – Before we begin the Member's Comments section of today's agenda, I would like to take a moment to respond to several questions from a member that were received since the last meeting:

How is the money that is taken out of the laundry room removed from the machines? *The answer is, with a special key.*

Are there two people to witness money that is taken out of the change machine or washers and dryers? *No. Most times there are not a pair of staff members available when the laundry room machines need attention. There is a security camera in the laundry room recording 24/7, so that is akin to there being a second person to witness.*

Are the deposits from the machines cross-verified to ensure accuracy? Is the money counted with another person and the deposit verified? *The machines do not keep a tally of each cycle, so there is no capability to cross-verify. Any money that goes from the laundry room to the bank is double counted.*

Are the employees handling any cash bonded? *All staff and Board members are insured.*

Who has the authority to take the money out of the laundry room and count the money? *The staff, Board, or others as assigned by the direction of management.*

When were the bylaws that are available on the Holiday RV Park website approved by the owners? *The bylaws have been amended by vote of the Association over the years, most recently on March 10, 2018.*

Who is the \$450,000 loan (11%, 6-month interest only, 5-year term) with? *A private lender.*

Is there a balloon payment due at the end of the 5-year term of the loan? *No.*

Was the loan shopped with additional private lenders? *Yes.*

If so, what were the other options/terms, if not, how come? *The Board went with the best option.*

When was the PPP loan paid out in full? *It was not paid in full; it was a promissory note forgiven on April 6, 2021. This was discussed at the April 10, 2021 online Board meeting, and is summarized in the minutes to that meeting.*

Where are the building permits hung? *The plans are stamped by the state and available in the office for review. Per Chad Robertson, owner of Robertson Builders, an inspection card is to be onsite in a conspicuous location. It stays with the project manager and is present when the state inspector is here. It is not left onsite otherwise for security reasons. The state keeps an electronic form of this information, making the card itself invalid and a formality. Per the project manager, Ryan Ledbetter, nothing of value is left onsite since the break-in.*

Kathy Johnson (Locker 215) – Yesterday morning there was a lot of construction noise starting at 5:45 am, which was very disruptive to my husband and I since we are right across from the restroom jobsite. By 6:15 am, machines were already running. I want the restrooms remodeled quickly, like everyone else, but that is *early* to be making so much noise.

Talley Snow (Locker 703) – I've noticed that some of the construction workers are speeding through the Park, well over the 5 mph speed limit. If we could ask them to be mindful of children, I would really appreciate that.

Talley Snow (Locker 703) – Tom mentioned that that one of the buildings would be finished in September, does that mean the pool will be open?

Response from Tom Barcellos – Is that near the restroom?

Talley Snow (Locker 703) – That was not my question, sir. When do we expect the pool to be open?

Response from Tom Barcellos – The pool will not be open until the clubhouse construction is signed off.

Talley Snow (Locker 703) – I would like to invite everyone to a celebration of life for Bill Couchman on July 17, 2021 at the Magnolia Center. Thank you!

Kim McKenzie (Locker 107) – There are kids riding what seem to be electric scooters, without helmets. I saw one fall down the other day and come *this* close to hitting a car. I think those scooter riders need to be wearing a helmet or padding in case they have an accident inside the Park.

Response from Julie Hill – Anyone under the age of 16 should be wearing a helmet when riding bikes or scooters. The Park owns a few helmets that the maintenance staff lend out when kids are seen without one. When it is busy, sometimes the staff are unable to catch them in act.

Mary Halberg (Locker 559) – When do we expect space 143 to be filled? It's been empty for a long time; we could have rented that for the 4th of July.

Response from Julie Hill – We don't rent the monthly sites for off-the-street guests when they happen to be empty for a time. There should be a new monthly tenant moving to that site within the next 2 – 3 weeks, they are trying to coordinate a few things associated with their RV. There was a long delay because of several members that considered the offer but declined ultimately. If someone agreed to take the site sooner, I think it would have been filled by now.

Board Member's Comments

Fernando Da Silva (Locker 439) – I want to perform an inspection with Charles Nunes today, right after the meeting. I would like to make sure that all the painted speed limit markers are still clearly visible.

All Motions

Charlie Weeks made a motion to approve the minutes of the June 12, 2021 meeting, seconded by Fernando Da Silva.

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

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

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

Fernando Da Silva made a motion to donate \$250 to the Pismo Beach Police Officers Association, seconded by Joyce Aldrich.

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

Meeting adjourned at 10:00 am.

Respectfully Submitted,

Charlie Weeks
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent

Guest Survey Comments from June 2021:

- “We had a wonderful time with a little mechanical problem at the end that was fixable. Kim, Mike & Luke are great.”
- “Our stay was during the Memorial Weekend and your Park was under construction.”
- “Will be glad when construction is completed.”
- “The Park has a great location and all the staff we came in contact with were very courteous. Glad to see the renovations in progress. Sites are very cramped. We stayed in site 702.”
- “The spaces were too tight to drive in and out of; there was no room to enjoy your space outside. The dog park was worse than pathetic; not only was it tiny, it smelled something fierce. The only good things about this park were the location (proximity to Pismo's attractions) and the Wi-Fi worked very well.”
- “Please try to fix the Netflix and YouTube service. We have a fire TV and a router and on neither one was I able to connect. Maintenance man was not able to connect either. In January when we stayed at Holiday, I had no problem connecting by just signing into the network using the Wi-Fi password. Thank you.”
- “Please try to fix the Wi-Fi connection to fire TV and router. I could not connect with either one. In January 2021 when we stayed, we did not have any problem we just signed in using the Wi-Fi password. Thank you.”
- “We love the location! Our only issue was the tightness of the sites, but it was so well handled by the staff and their forklift.... made it Really easy. Please thank them. Also, the man that checked us in was super nice and very informative.”
- “Thank you, Kim, for your help during our visit at the Holiday RV Park. You are very professional and excellent employee.”
- “The spots are way too small. We ran into our truck when we stepped out the RV door. This is the reason we would only stay here if we needed a place.”
- “Since the pool and clubhouse are undergoing construction, I didn't rate them. I don't travel with pets, so I didn't rate that either. We had a great stay and will be back.”
- “We had an incident during the parking process with my RV but Holiday RV Park was very professional and handled everything thoroughly.”
- “Sometimes when it's the busy season it gets loud after hours.”
- “The individual in the space next to me was about a foot over the line. Consequently, I could not park my car in my space and get it far enough forward to be within the lines. I pointed it out to maintenance and the manager when I first got there. Fortunately, I had a friend in the space on the other side of me and he was able to park his smaller car in my space and I parked in his. I was disappointed that no one on staff seemed to care that I was not able to fully use my space and if I hadn't found an alternative solution, I am not sure what we would have done. I must admit in all the times I have been in the park I have never had this situation; my concern is not the problem but my perception that no one cared about solving the problem.”
- “The showers do not have a shelf for shampoo and so forth, Facets do not have hot water.”
- “All of the workers, staff, maintenance and management are very helpful and fantastic to work with.”
- “Your staff does a GREAT job...as you folks know...your spaces are TIGHT...and your work crew did a GREAT job of helping me out and getting into my spot...Problem is that a lot of people are not as understanding as I am...but for what you folks are dealing with...everyone I worked with did a fantastic job making me feel comfortable and welcome...front office staff offered parking "tips" and night dude said I was "OK" even though the front of my truck was sticking 18 inches past the line. Overall, GREAT office staff...GREAT grounds staff...but the close quarters leads people to look to Sage Riviera or Pismo coast first...you folks know this I am sure...suggestion to first time guests...let them

know that the quarters are tight and that your guys do their very best (because they do) to help people get dialed in. Thank you again.”

- “Need to widen the spaces.”
- “I like how close to the beach it was well as restaurants and shopping. I also enjoyed the patrons who were so friendly and willing to help. Everybody was so nice! I would like to be updated on the improvements of the Park.”
- “Less permanent trailers.”
- “The staff overall was extremely helpful, courteous and friendly. I could not have imagined how cramped the campsites were and did not enjoy being so crunched into a campsite. I know it is for increased profitability, but I would only stay here again as a last resort.”
- “The Father’s Day lunch was a very nice, unexpected surprise. Thank y’all for doing that for your guests! I wish the pool was open though, but it looks like it will be nice when finished. We didn’t use the restroom, although my dad who is handicapped would have because they are usually roomier, but he couldn’t walk up the stairs to the trailer. So handicapped access to the restrooms is necessary even during construction. The sites are extremely tight which brings on stress when backing in and pulling out. Also, cement pads would be wonderful!! Many of our rv parks in Texas have cement pads and it’s so nice!! A dog run with real grass would also be nice. It stinks so bad with that AstroTurf that my dog wouldn’t even go inside. I picked him up and put him inside several times. He ran out and peed right outside the gate on dirt. LOL!! Overall, it’s a nice place. I love that it is quiet at night and close to the beach. Everyone was super friendly and helpful.”
- “Spots are tight, but staff was great about helping us get into our spot. Overall, we will be back, and the new construction are going to be great. Keep up the great work!!”
- “Spaces are so close together.”
- “As with all Pismo area rv parks, parking was a problem, but this is common for this area. The only other problem we had was with golf carts being parked in the road at the trailers across from us, this was a nearly daily occurrence and when I complained about it, staff was quick to ask the owners to remove the carts, but soon they were back, and this continued to be a problem, when I come back to Pismo, I will not stay in space 234.”
- “Needs redesign and landscaping. Sites reminded me of a prison cell. I’ve never been incarcerated, but that is what I thought of. The dog parks were awful. They smelled terrible and were concrete or Astro Turf. My dog has been trained to use natural materials so as not to desecrate other's property. What are you saving the grass for? Really, the plants don't mind and it's easier to control the odor.”
- “The construction workers were very fluent in the F word not very family friendly to hear that in every sentence can you please speak to them right away.”
- “The Park staff are great, always eager to help. Can’t wait for the pool to open.”