



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 (Absent)

Members Present – 30

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

Flag salute led by Julie Hill

Charlie Weeks made a motion to approve the minutes of the July 10, 2021 meeting, seconded by Charles Nunes.

Correspondence – Joyce Aldrich

I received a member request to place a cornhole board at the Magnolia Center, which is a great suggestion. At this time, I think it would be better to ask members to bring their own cornhole equipment with them until the Park is no longer under construction. Once things are less busy around here it would be a better time to reevaluate what we would like to do with the picnic area.

Another member requested that different questions be asked on the survey, because they receive surveys often during summer as reservations shift between various shares. The guest survey will be reviewed later this year but, in the meantime, if you are bothered by the frequency which you receive those survey requests, please ask the office to remove your email from that list. Our goal is to have a survey that is useful and applicable to members and non-members alike.

July 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 (7/31/21)	Monthly Comparison	July 2021	July 2020	Difference	% Change
Mechanics Bank–Operating	\$50,264.76	Income	\$106,733.62	\$206,154.43	-\$99,420.81	-48%
Mech. – Laundry	\$7,970.12	Expense	\$74,352.29	\$64,524.03	\$9,828.26	15%
Mech. – Dues	\$67,558.33	Net Income	\$32,381.33	\$141,630.40	-\$109,249.07	-77%
Mech. – Emergency Reserves	\$2,022.60					
Mech. – CIM Reserves	\$549,337.33					
Morgan Stanley Dean Witter	\$14,702.44					

On the July balance sheet, please note that \$693,000 sits in our checking and saving accounts thanks to the recently acquired construction loan. As a reminder, we're on budget for that project and the Park has already paid for most of that using our preexisting resources. Things are on track to rebuild our savings after construction is finished; we are current with the loan payment and all our expenses. Net income is down significantly compared to July 2020 because of a large sum of the assessment dues last year were paid in July; this year most of the dues were paid in June. This year there was significantly less non-members in the Park, to the tune of \$28,000.

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

Management – Brenda Critzer

I don't have Park business to report on today, so I would like to say it is wonderful to see everyone this morning. Thanks to the staff for all their hard work, and to Julie for her careful management. Enjoy your St. Anthony's weekend!

Collections – Tom Barcellos

Since last month we've received a little over \$12,000 in member's dues. There is \$1,531 left outstanding in long-term dues that will be addressed shortly.

Park Use – Joyce Aldrich

While our occupancy report shows that the raw numbers are a little bit above last year, the reality is that because of sites being used for construction and less non-members staying in the Park we are actually lower in occupancy and revenue. We are working diligently to keep the Park full, in spite of all the obstacles in place because of construction.

Park Maintenance – Charles Nunes

The maintenance staff are freshly painting the speed limit markings throughout the Park for safety concerns. As you may have noticed, the swimming pool turned very green in color about a week or two ago. It has been treated and looks blue again, but what happened is that when the construction workers sprayed stucco on the clubhouse some of that mix found its way into the pool and adhered to the surfaces of the plumbing and fiberglass. This made a porous layer on top that allowed for algae to grow and turn the water green. The pool cleaning company will coordinate with Julie and the contractor to get the issue resolved quickly.

There was a yearly inspection on the forklift this week, and it was found that the forks are worn out enough that it warrants replacing them.

Rules and Regulations – Fernando Da Silva (Absent) – Mark Schieber (Representing)

There's been some scuttlebutt about the site inspections that Julie performed last month with Fernando and Charles. Basically, it was long overdue because of COVID and many people in the Park received a notice to improve the appearance of their site. I received a cleanup notice too, just for your information. Please speak with Julie if you need any specific questions about the inspection notice answered. We want to trend back towards seeing regular site maintenance!

Public Relations – Joyce Aldrich

Nothing to report.

Manager's Report – Julie Hill

The Board covered all the important business for today's meeting, so I just want to wish everyone a great weekend and remind folks that the freeway onramp for Pismo will be closed for a few days starting tomorrow.

Reportable Actions – Charlie Weeks

Nothing to report.

Old Business

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

We had a great time last weekend with our Hot August Nights event; serving pulled pork sandwiches, homemade brownies, chips and drinks. A lot of compliments were made about the gift baskets that were raffled off. The next event will be a chili cook-off scheduled for September 4th.

2. Construction Improvement Committee – Tom Barcellos

We are faced with supply constraints on materials and appliances, just like everyone else right now. While we were a little bit ahead of schedule last month, because of delays in acquiring supplies we are now back to simply being on schedule for an October completion date. You will be seeing new pictures uploaded to the Park's social media soon, things are looking really good!

3. Transformers – Julie Hill

Nothing to report.

4. Snowbird – Joyce Aldrich / Julie Hill

Comment from Joyce Aldrich – Thank you to the office staff and the Directors that worked on the snowbird application process. Everything went so well, and it demonstrates great teamwork to see things get smoother and smoother each year.

Comment from Julie Hill – I think the whole process took 30 minutes this year; it has been getting more streamlined. In case you were not aware, I spent the last few weeks since application day trying to select and place all the snowbird applicants into a tentative list, which is reviewed and approved by the Board. I expect to notify everyone of the results next week!

New Business

1. Forklift – Charles Nunes

Covered under Committee Reports – Park Maintenance.

2. Park Cell Phone Plan – Julie Hill

The Park has utilized Verizon for the pair of cell phones that we use, for normal and emergency purposes. Each phone is in good condition, but I don't come close to utilizing all the data that we pay for. I researched a few alternatives, the cheapest of which is Spectrum. The Park could save at least \$550 annually if we switched carriers, so I think it will be a good decision. I just wanted to let everyone know the plan and illustrate how we are trying to save money in places where it makes sense.

3. Video and Internet Service – Julie Hill / Mark Schieber

Comment from Julie Hill – The cable TV and internet that is provided by Spectrum is under one contract that expires in December 2022. Before that happens, I will be working with Mark Schieber on what other options are out there for Holiday to pursue, or what better service can Spectrum provide if we renegotiate.

Comment from Mark Schieber – I know the Wi-Fi through Spectrum has greatly improved since last year, but the cable TV service they provide is still lackluster. It is analog and outdated given that so many RVs are equipped with HDTVs nowadays. Spectrum is set to analyze what digital TV services are compatible with our existing equipment. Please standby for more information at a later date.

4. IT Server Replacement – Lorena Lemus

The servers that manage the Park's computer networks have been out of warranty for a while and are in need of replacing. Mountaineer IT, our network provider, has suggested a replacement bid of \$9,656.26 including labor. Once the clubhouse is completed our IT department will relocate that equipment to the second floor of the clubhouse, for free, as originally planned by Mountaineer before construction started.

Tom Barcellos made a motion to retain Mountaineer IT to replace the Park's network servers, up to a total cost of \$10,250, seconded by John Watkins.

Member's Comments

Andrea Gregory (Locker 718) – I noticed on the profit and loss reports that our advertising expenses for the past months has been \$250. I do recall that Holiday RV was going to advertise with Camp California Now in their annual guidebook, at an estimated cost between \$750 - \$3,500, depending on the size of the ad. Is that something we are still doing? It would great to see a question on our survey about how people hear about the Park, whether it is through the Camp California guidebook or otherwise!

Response from Lorena Lemus – Thank you Andrea, that is a great question. The Board will take that under advisement and make sure that you receive an answer at the next meeting.

Talley Snow (Locker 703) – I need to know where we can find the terms, the amount and who is the lender on the private loan. As owners, we're entitled to that information. I have not seen it from anybody; no one replies to my emails. Where can I get this information?

Response from Lorena Lemus – We'll take down the question.

I've asked the question before today and I never got a reply. I guarantee that I am not the only person with that question.

Response from Lorena Lemus – You are the only person standing up and asking the question.

Anyone else that has this question, can you raise your hand please? To know the terms of the loan that we have? A few people are interested to know why it went from 5% to 11%. I've spent time going through the meeting minutes and I can tell you that it was stated to be 5%; this is why I'm questioning it. I would love to be replied to on that.

I also want the Board to address that people are parking up front for almost two weeks, I know who it is, and can tell you offline, if you like.

Children driving golf carts; is that acceptable? I was told before that it was not acceptable, but it is happening.

The manager's family, friends, whoever they are, have been flipping-off people in the Park, such as my husband. This is unacceptable; I did not get a reply on that email as well, but I think it needs to be addressed to all the people here today. It is *unacceptable*; the person that did it is a *guest*.

I requested several documents from the Board, and it's been over two months. I have not gotten one of the documents I requested, and I would like to know the status of that.

Response from Lorena Lemus – Those requests are being answered by legal counsel. Once the Board receives a reply from him, a response will be passed along to you.

As members, we're entitled to that information, so I will go ahead and email the attorney to quote the civil law to him since it has taken two months for him to know the civil law.

I would like to know how long we wait before foreclosure proceedings are started? In the mortgage industry, we don't wait for very long before it starts. When people aren't paying their dues, how long does it take for papers to be filed? If you don't pay your mortgage, you won't get a six-month grace period.

Response from Tom Barcellos – We send courtesy notices out to anyone that is 90 days late on their payment. We'll send a statement and legal notice if that courtesy goes unanswered. Give or take, this may take 120 days; it is not a large sum of money, and we encourage people to just pay it. We don't want to be the Gestapo saying, "You'd better pay, or we're going to foreclose on you." There have not been many foreclosures recently, mostly because people pay attention to those courtesy notices.

I know the Board purchased a new laptop for Julie recently. I'm curious why we are not hosting Zoom meetings with that laptop or using a cell phone. I'd be happy to use mine to help. Even if we could not broadcast live, a recorded meeting could be uploaded to the Park's webpage for members. I think that people would like to attend virtually.

On the IT service that was approved, was there 3 bids made for that? I read in the minutes that it is required to get 3 bids before approval.

Response from Lorena Lemus – Mountaineer IT will be providing that service because we have a service contact with them for IT.

My question is, did you get 3 bids for that?

Response from Lorena Lemus – Not for the servers, no.

What requires 3 bids? I'm curious to know.

Response from Lorena Lemus – A good example would be the Park cell phone plan. Julie researched several providers and presented the Board with that information so we could do our diligence and make a choice that benefits the Park.

Response from Mark Schieber – Lorena was trying to highlight in her first response that, in the IT industry, it is very difficult to acquire bids for services rendered because other companies don't have access to the information that Mountaineer IT does, because they are not under contract. Other providers will not know our computer setup, the equipment used, the software installed and configured, etc. Stepping outside of contact to seek out new providers is very uncommon, and difficult to do.

As much as I appreciate that, I think the equipment could have been shopped.

Response from Mark Schieber – A comparative pricing was provided, much like someone would compare prices between Amazon and Best Buy. That research was done by Julie for the Board's review.

I researched what it would cost to install card readers to the washer and dryers for convenience. These would not be credit or debit compatible, but it would only cost \$250 per machine to do. I just wanted to pass that along.

Response from Mark Schieber – Would they accept Visa or debit?

They will, but there is a percentage fee added.

On the profit and loss report, I do not see where the laundry expense is allocated. I'm referring to item 9022. I do audit these reports, thank you.

Monkia Harris (Locker 350) – I know that this was just one person's opinion, and my husband and I are newcomers to the Park, but I have to speak up for Julie, the Board and all the people working in this Park. They help us *relentlessly* with all our needs, and with a smile on their face. We can't go back to "Oh, this paper hasn't been posted, this hasn't been done, we could have saved \$2 on this, etc." Is it really necessary to go that route? This is not a large corporation; this is a family, privately-owned Park. Everyone is doing the best they can, and we're very happy to be here. All this negativity hurts me. Thank you.

Fernando Soares (Locker 87) – Please excuse me, I cannot speak for long because of my health. I had no intention to talk, but I heard a few things I don't like. First, I want to say *thank you* to Julie for what you do. If you need a laptop for Christmas, I offer you one, for the office. That's a not a problem, I'm glad to help. Next, I want to thank the Board, for what you guys do, and Aaron too. Julie...there's a couple things I've got to talk to you about later, thank you.

Response from Julie Hill – You always do, Fernando!

Kimberly McKenzie (Locker 107) – There's been a rumor mill going around the Park again, and I am very direct, so I like to address the Board. Julie and the Board have received some very worthy comments this meeting, and that is definitely needed. I am *tired*, tired of hearing people tell me that they are scared of Julie, or of anyone on the Board. Please know that there is nobody to be afraid of; we're all owners, right?

I've heard a rumor that monthly tenants can pass their contract down generationally. I have stayed in the Park for a decade now, and I don't want to hear rumors like this. The monthlies are *not* generational, we all know that!

It would be helpful to know what size of dog is allowed in the Park. I don't have a dog at the moment but hopefully soon. I do see some larger breeds like Pitbulls, Rottweilers and Stafford Terriers around. Further information would be great.

Going back to something we talked about last month; theft of time. There's one person on a deed, so if you're a snowbird, you're *not* a monthly, and vice versa. You can't have another person on your deed just to use time, certainly if they are not relatives. I think that some members are once again going around certain loopholes to position non-members in a place to snowbird at lower costs. This is our Park, and when someone breaks the rules in an attempt to steal time or rates, it is like stealing from all of us.

Please, don't be afraid to ask questions of the Board. They're not going to bite you!

Andrea Gregory (Locker 718) – To clarify what Kim just mentioned, my husband and I are both listed on our deed. I believe we can have more than one person on a deed here.

Kimberly McKenzie (Locker 107) – Andrea, I was referring to things I have heard about members adding people to their deed solely to avoid paying off-the-street rates.

Talley Snow (Locker 703) – A deed is real estate; you could record 8,000 people on your deed. I think Kim was talking more about the Park's rules specifically.

Board Member's Comments

Lorena Lemus (Locker 809) – Thank you for the positive comments today, it means so much to me. There is a lot of work that goes on behind the scenes, you have no idea. This Board is doing their due diligence and everything they can to move this Park where it needs to be. We're not doing anything shady; no one is pocketing anything. We're doing the best that we can do to drive up the value of your share. I got involved because I wanted to make a difference, first as a member and later as a Board member. Let me tell you, it is thankless job. Each one of us takes a lot of time away from our families to do this job. I know that we volunteered for this position, but we would not even be here if not for all the members that voted for us. I believe that each of us was chosen because you trust us. We would love for you to join the Board, but please keep in mind what it means to have this responsibility. The Park was neglected for many, many years, and a million-dollar renovation like we're finishing right now could have been lost in just a single lawsuit for lack of ADA-compliance. It is important for everyone to understand these things.

Mark Schieber (Locker 155) – I haven't been a member as long as many of you have, or your families have, but I think everyone call remember some of the silliness that used to go on with the Board. The "good-old boys" club, so to speak. We have to slowly bend all the prior mistakes to where they should be. If we decided to rip that bandage off at once it would be a very disruptive transition. As time goes on, we're taking steps to make "the way it's been" a thing of the past. Of course, everyone has an opinion on the matter, so please let us know if you think something doesn't sound right to you.

Charlie Weeks (Locker 7) – What is the end goal for the wall that surrounds the swimming pool? I know it's under repair, but I would like to know what the overall result and cost will be.

Response from Julie Hill – I think we addressed this before, but I can't remember with certainty. Part of the clubhouse project will be replacing the dilapidated fence with a new one. Certain things are required nowadays that were not in place before, like a 6-foot height. The new rod-iron will match the new aesthetics and meet all of the current compliances.

All Motions

Charlie Weeks made a motion to approve the minutes of the July 10, 2021 meeting, seconded by Charles Nunes.

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

Tom Barcellos made a motion to retain Mountaineer IT to replace the Park's network servers, up to a total cost of \$10,250, seconded by John Watkins.

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

Meeting adjourned at 10:06 am.

Respectfully Submitted,

Charlie Weeks
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent

Guest Survey Comments from July 2021:

- “Maintenance man who greeted us VERY pleasant and helpful. Wish your pool was open but you are under construction.”
- “It’s been two years no pool or clubhouse, 1/2 hear with trailer toilets and showers. If it’s after hours your left to calling the police but no Park support. This survey is so outdated.”
- “What needs improvement is getting out of the shower. The floor is all wet. If there was some type of wood slat where getting dressed our feet would be clean.”
- “Spaces too small to be an enjoyable experience.”
- “I called 3 months ahead of my desired date and asked to be put in a certain area, I was told that it was already full. I’m not sure how that was possible, when I called on the very first day that was allowed. During my stay, 2 of the spots were available. The area that I was put in was so tight, I had to retract my slides to access storage.”
- “Nothing but a parking lot! No trees, minimal grass - monthly sites appear old and outdated. Dog run needs sanitation. Amazing animals don’t get sick! Large dog off leash poops and no one cleans it up! Disgusting. Mobile home in back looks like many families live there - WTH? Previous Park management had spouse and underage children only! How many people live back there? Sheesh - trailer trash - reflects poorly on Park.”
- “Aaron should get a big pat on his back. He is awesome to work with.”
- “The internet sign-in process of having to log-in once it's not good.”
- “It’s nicer now that all the Trump flags are gone.”
- “Really appreciated the guys helping us with our battery issue. They went out of their way for us!”
- “Always an enjoyable experience. New construction looks great.”
- “We had reservations and on the day of check in I called the office to let them know we would be arriving after the office closed. They informed me our name would be on an envelope outside and to just grab that and everything we needed would be in there. Well, we arrived and no envelope with our name so we weren’t even sure we could stay at that point. THANKFULLY a maintenance guy happened to be right there and I told him what had happened and he said he would take care of it and proceeded to take us to a spot for the night. He was very helpful in helping guide me into the slot and show me where all of my hookups were located.”
- “Spaces are very small. Had no room to park my car and be able to open doors on my trailer and car. Shareholder next door acted like she owned the Park.”
- “Can’t hardly wait for the pool to open.”
- “Lots of noise this time. I've stayed here several times, but it was very loud this time. Kids screaming. Too many kids on bikes riding to near camp sites that are not there’s one kid got super close to hitting our trailer with a bicycle. Not cool. Was nervous they were going to hit my car as well.”
- “Just so crowded. Not sure we would stay there again for that reason.”
- “Love all the staff at the Park!!! Thank you 😊”
- “We missed the pool! It would be nice to have a place for the kids to play.”
- “Great staff!”
- “Too cramped, crappy facilities for dogs, and way too many people.”
- “This was our first stay at any RV park. We have no need to look around for anything else. Thank you for letting us come and stay with you. Sincerely, Gary Naworski”
- “The staff was very nice and so helpful. I am very appreciative that they helped us park into our site.

However, the Park itself was so extremely cramped that it felt more like a storage unit than an RV park. Our RV was basically touching the RVs in the adjacent sites and the fact that we had to park our truck on site made it even tighter. We have a second vehicle and it needed to be parked on Route 1 which we weren't very happy about. Driving down the road was always difficult because the only place children can play is on the street and it felt unsafe. We stayed at two other campgrounds while at Pismo Beach and they were all roughly the same nightly rate but had significantly more space in their sites and park overall. The construction to the bathhouse and pool area really wasn't a bother to us at all. The makeshift bathrooms and showers that were set up we're really nice and worked well for us. The pool looked very inviting so I'm sure people will love that once it's opened up again."

- "I think it will be much better once the pool and bathrooms open back up. It is sad that people do not treat the bathrooms and showers as if they were their own."
- "The Park was falsely advertised with the pictures. You used pictures of the park from across the street that was on the beach. That's the whole reason we stayed with you, but you lied. The water pressure was terrible. The only good thing I have to say is that one of your maintenance guys was extremely friendly and helped us back our RV in."
- "Park was very cramped and with the construction gate made it nearly impossible to pull in. When I tried to get help at the office, they said someone would come help which I never seen anyone. The tiny dog area needs to have two locations at both ends of the Park. That's a long way to go to for the pup each time they need to go. Location was good and office staff was nice. Rick clayton"
- "Good experience and will be better once construction is completed. Looks great."
- "Can't wait for construction to be done. Very exciting"
- "Spaces are way too small. Sites would be nice if there was more room between RVs. Would be more enjoyable to have fire pits and just overall outdoor space. I was under the impression the Park was for

camping only not full-time living arrangements for most guest."

- "RV sites are too close together and very tight to park a tow vehicle."
- "Aaron was very helpful and friendly. He is a plus for Holiday RV."
- "Since dog sitting. Is there a way that a disinfect can be sprayed in the dog runs???? There should be something out there that can control some of the smell."