



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 (Absent)
Charles Nunes (2019 – 2022) – Maintenance

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

Members Present – 32

Meeting called to order at 9:00 am by Lorena Lemus.

Flag salute led by Frank Polehonki (Locker 450).

Lorena Lemus asked for a moment of silence for both the victims of the September 11th terrorist attacks and the recent passing of Donna Martin (Locker 386).

The National Anthem was sung by Frank Polehonki (Locker 450) in remembrance of those lost 20 years prior during the September 11th terrorist attacks.

John Watkins made a motion to approve the minutes of the August 14, 2021 meeting, seconded by Joyce Aldrich.

Correspondence – Joyce Aldrich

The Board is working on an updated guest survey for the Park's guests, but as I've mentioned previously, we are waiting for construction to end before that will be utilized. It makes more sense to wait until guests have the ability to use the new facilities and provide their feedback.

Last month we had a question about the Park's membership with CampCalNow, an RV advocacy group. It is a collation of RV parks on the western coast that provides a lot of helpful support for our Park, from guidance on COVID to annual conferences rife with helpful information.

August 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 (8/31/21)	Monthly Comparison	Aug 2021	Aug 2020	Difference	% Change
Mechanics Bank–Operating	\$80,767.13	Income	\$105,087.96	\$143,818.39	-\$38,730.43	-27%
Mech. – Laundry	\$10,696.37	Expense	\$72,048.69	\$65,036.10	\$7,012.59	11%
Mech. – Dues	\$68,961.93	Net Income	\$33,039.27	\$78,782.29	-\$45,743.02	-58%
Mech. – Emergency Reserves	\$1,997.67					
Mech. – CIM Reserves	\$482,193.82					
Morgan Stanley Dean Witter	\$14,702.44					

The Park’s financials show that we are progressing; the balance sheet is down \$300,000 because of construction costs but the checking and savings accounts are well above \$600,000 total. The profit and loss report shows that we had a decline in revenue strictly from loss of non-member reservations this summer. We still generated a profit, albeit smaller than last year. Let me reassure everyone that our Park is doing fine, liquidity is solid, and we will have a plan for next year to increase our revenues.

John Watkins made a motion to pay the bills and payroll, seconded by Fernando Da Silva.

Management – Brenda Critzer (Absent) – Lorena Lemus (Representing)

The staff is doing a terrific job in maintaining our facilities, and Julie always provides weekly updates to the Board of how things are being managed at the Park.

Collections – Tom Barcellos (Absent) – Mark Schieber (Representing)

There is only \$1,900 left in outstanding member’s dues. That is a very small amount in the grand scheme of things, and we are always able to eventually collect!

Park Use – Joyce Aldrich

The Park occupancy for August was 89%, compared to 87% last year. Please keep in mind that we are still under construction and, as John mentioned, significantly lower in revenue from off-the-street customers this summer, but still doing well.

Park Maintenance – Charles Nunes

A member left a complaint about the condition of fire pit recently, and our maintenance staff cleaned it out thoroughly. It is performing better, but needs new rebar welded in and new lava rocks to complete refurbishment. That work will be finished shortly, we’re awaiting supplies.

I’ve learned from Julie that a few thefts occurred recently. Please be sure to secure your belongings! I understand that a person was arrested; thank you to the member that stayed up nearly all night to make sure that situation was dealt with.

As the snowbird season approaches on September 15th, you might notice people moving RVs around to different spaces. Please be patient with maintenance during this process. Also, take the time to inspect all your RV connections and hoses before the season begins!

Rules and Regulations – Fernando Da Silva

There were a few comments last meeting to follow-up on. While I was unable to attend, I did receive an email with an overview of those concerns. In regard to usage of golf carts, if there are any age limits on drivers in the rules, there is not an age limit on those persons that can drive golf carts. Please use common sense, golf carts are vehicles that can hurt

someone if misused. There is a requirement that drivers of motor vehicles be of age and licensed, but that is associated to cars.

Another member asked about the size of dogs and if there are any restrictions in the rules related to breed and size. Again, the answer is “no.” While there was, *briefly*, a size and breed restriction placed in the draft rules and regulations back in 2017, it was received unfavorably by members and the Board chose to rescind it in the 2018 regulations. It was recommended by our legal counsel when the rules were largely overhauled in 2017, because lots of other parks feature such restrictions. However, it was not a great fit at our Park; everyone loves their pets and it felt to some like “discrimination.” Again, most of the current rules surrounding pets ask for people to use common sense.

The last issue brought to my attention was ADA parking usage in front of the office. This was clarified by Park Management back in 2018 with an ADA representative who informed us that Holiday is private property and can enforce usage rules on the handicap parking space, not other entities. We offer all parking spaces in front of the office for 2 hours while the office is open for business. Please be courteous and do not park overlong, even if your vehicle has a handicap placard.

Public Relations – Joyce Aldrich

As I review our guests’ comments, I think it stands out that so many of the positive remarks are about the staff, inside and out. It is very difficult to provide good customer service and I think that deserves recognition! Please take the time to review those comments, along with the common criticisms of our Park’s size and layout. As we all know, the Park is over 40 years old, and RVs were so much smaller back in the 1970s. However, we do the very best we can with the limitations provided. Fernando stated to the Board this morning that we really have a niche, and we need to continue to excel those areas so that everyone continues to enjoy the Park in this distinctive way.

Manager’s Report – Julie Hill

As a quick reminder, all monthly tenants are required to be at the Park and use their site for at least 7 days per calendar quarter to remain eligible for their rental. The 3rd quarter of this year ends September 30th, and if you have not stopped by the office to register, please do so ASAP!

Going back to Charles’ comments about theft, while there was a suspect apprehended at the Park, there was *another* theft just a day or two later. I have noticed many bikes around the 5 Cities area that appear to be discarded after theft, so it seems like a widespread problem right now. I cannot stress enough how important it is to secure your belongings, especially if something is high value.

Reportable Actions – Charlie Weeks

There was a single reportable action from executive session last month. The Board passed a motion to accept the list of snowbird applicants, as presented.

Old Business

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

The Beach Club team served an Italian themed luncheon over Labor Day Weekend. Meatball sandwiches were served with chips and a homemade brownie. The food seemed to be enjoyed by all and some wonderful music was again played by Frank Polehonki (Locker 450) and Kim Hutton from our maintenance department.

2. Construction Improvement Committee – John Watkins

I checked with Tom earlier this week; he is unable to attend today’s meeting due to a death in the family. Construction is behind due to COVID-related delays on necessary supplies. We are at the mercy of the supply chain, just like the automotive industry is with computer chips. When supplies arrive, Robertson Builders is ready to get to work. I wish we could do more;

the situation is not ideal, but it is what it is. Otherwise, costs are being managed very well and we've made our first interest payment on the loan.

3. Transformers – Julie Hill

I am working with Ryan Ledbetter from Robertson Builders to find another trusted electrician that is more readily available to visit the Park and complete maintenance service on the transformers.

4. Snowbird – Joyce Aldrich / Julie Hill

As previously mentioned, snowbird season opens on September 15th, and several RVers are moving spaces within the Park. I have also reminded everyone that was approved for a snowbird rental to please sign their rental agreements by the 15th.

5. Forklift – Charles Nunes

I reported last month that after an annual check-up on the forklift, it was found that the forks of the lift are used beyond the point of repair. There is a new set of forks on order, but we are still awaiting arrival on that item.

6. Park Cell Phone Plan – Julie Hill

As discussed last month, I changed cell phone providers from Verizon to Spectrum, with no issues reported in the 3 weeks of new service so far. We'll be saving 40% on our annual phone bill thanks to the change.

New Business

1. Review Rules and Regulations for 2022 – Fernando Da Silva

The time of the year has come when the Board reviews the rules and regulations to evaluate if changes are necessary for next year. Please, if you have an idea of something to change in the rules which will make life better for everyone, bring it to the Board's attention! We prefer to make changes based on feedback from members.

2. Review Budget, Rates and Fees – John Watkins

This morning I submitted a preliminary budget for next year to the Board during executive session. It calls for modest increases to rates and assessment dues and it is very realistic. While it's challenging to plan a detailed budget coming off of COVID, I *know* that we have a plan to invest in the future of our Park. I want to see the loan paid off early and I want us to have a million dollars in the bank again! Discussions today were lively and I'm confident that we'll iron out all of the kinks before the year's end.

Member's Comments

Andrea Gregory (Locker 718) – Last month I asked a question about our affiliation with CampCalNow and how the advertising that we pay them for is reaching people. Was that addressed earlier?

Response from Joyce Aldrich – I think I missed that point when I was talking about revising the online guest survey. I want to add a question where someone can select specifically which ways they've heard about the Park. If someone has seen the advertisement we pay for in the CampCalNow catalog, they will be able to let us know!

Also, is the current Beach Club required to be certified in safe food handling like the previous group was? I ask because I've heard that several people got sick from eating the food at the last event.

Response from Joyce Aldrich – Yes, it is a requirement that at least one person providing service is ServSafe-certified to oversee that safety is being exercised.

Response from Julie Hill –I’m shocked to hear about this, so is the Beach Club as I’m looking at them and seeing their reactions. Andrea, if the persons involved could please explain to me, in writing, what happened so it can be documented and addressed. As a reminder to everyone, the Board’s policy on enforcement of rules for the past few years has been to follow-up on documented incidents only. I understand that someone confided in you, but it very important to get their concern addressed in a professional manner.

Talley Snow (Locker 703) – I have not had the opportunity yet to vote as a member, but I would like to know if it is required to sign the outer envelope that contains a ballot. My understanding is that the *enclosed* envelope that contains the ballot is supposed to be signed, so I would like to know which of the two envelopes is required to be signed so a ballot is considered valid.

Response from Fernando Da Silva – I would like to defer the question to next month’s meeting so that I can research the proper procedures with the other Board Members directly involved with elections; I have no reference and I couldn’t answer you myself. If we need to provide documentation from the previous elections for clarification, we’ll be glad to do so.

Has the 2020 annual audit been done?

Response from Fernando Da Silva – We have not done an audit because the tax return is not finished.

Has the 2019 audit been done? Was it submitted to the members?

Response from Fernando Da Silva – It should have been done already by our CPA when our taxes were filed. I could not answer whether or not it was sent to the membership.

In my experience, snowbirds do not move from one site to another. Do snowbirds have to sign a storage agreement like the monthlies do at the end of their rental term? My understanding is that if someone is not signing that agreement but is here long-term, then they should be moving sites.

Response from Andrea Gregory (Locker 718) – Talley, I am a snowbird, and I just signed my paperwork this morning, including a storage agreement.

With the rates of COVID increasing in SLO County, are we going to resume hosting the Board meetings on Zoom instead of in-person?

Response from Fernando Da Silva – If the county mandates against in-person gatherings like they did before, we don’t have a choice.

I would like to read a statement, then I will leave you guys alone. Obviously, I understand that things that are said in the Board Meetings are added to the minutes, so I would like to request that this statement be included.

The Board has a fiduciary responsibility: duty of care, duty of loyalty, and duty of obedience. The following examples are very short examples of how this Board is not meeting their fiduciary responsibilities, and of personal gain in a management role:

- Avoiding the hard questions like who the private lender is.
- Allowing conflicts of interest among the Board.
- Several of the Board putting their personal interests above the Park’s.

- Attaining loans without being voted on.
- Owning more than 5 shares, living at the Park essentially free.
- Ignoring concerns of possible embezzlement.
- Failure to require bonds for all employees handling cash, as required in the bylaws.
- Aaron's girlfriend and Julie's daughter counting money.
- Wads of money from change machines being left in the Park Manager's desk drawer unattended. If the Board would like a copy of the photo that I received of said cash in Manager's drawer, shoot me an email. I will gladly send that to you.
- Allowing several adults to live in the mobile home with the Park Manager, at the owners' expense.
- Maintenance employees picking up dog poop and mowing the Park Manager's backyard on the company time.
- The meetings that are held, behind closed doors prior to the monthly meetings a violation of the Park's bylaws and are being done illegally. It needs to stop.

I've spoken to a few previous employees that resigned from working at the Park who shared some alarming information.

At least 2 of past ballots that were sent out had numerous envelopes that contained the ballot unsigned. When this happened, these employees were instructed, by Aaron, to put them on Julie's desk and she would take care of them. Handling them entailed Julie signing the envelopes, initialing the list of owners with her initials, and then dropping them in the ballot box. Not only is forgery illegal, the outcomes of the votes for construction and the loan may have been very different had this not been done. I would certainly hope that the Board takes this seriously and pulls the last 2 ballot envelopes and checklists to review the signatures on the envelopes versus the ballots for the ones that Julie checked-off.

The Holiday RV Park is a mutual benefit non-profit, meaning it is to serve its members, not the public. Having this type of non-profit allows us certain tax exemptions. Here are a few examples that have put the Park at risk for losing its non-profit status:

- Unethical loan and business practices.
- Turning away an owner for a snowbird spot and approving a non-owner.
- Allowing public reservations and turning owners away.

If the Park loses its non-profit status, we as owners will be greatly impacted financially.

Lastly, I wanted to thank the Board and Julie for *taking care of my mother-in-law Laura*. Bill Couchman had resided in his spot for over 30 years. Since he has passed, you have decided that Laura is not able to maintain her monthly spot and are requiring her to move. Although prior to the current Park Manager, it has been the practice of the Park for the previous 20 years that as long as you were married, you were both considered a part of the lease and a monthly. You are burdening a disabled, older woman, who just lost her husband, with having to move. It's ridiculous. Thank you.

Fernando Soares (Locker 87) – Please excuse me, my voice is not good because of my health. My name is Fernando, *the 1st*. Mr. Da Silva here is Fernando, *the 2nd*! He's my "brother." I want to go over a few things with him. This Park has 800-something members, right? So, it's not just one owner, correct? The rules are supposed to be for everybody, and not for one

person. It's not one person's place to come here and attack because someone used to live in the Park and passed away. So, that man passed away and it's not in the papers for another person to stay in the same spot, right? There's nothing in the papers that says his daughter, or his son gets to stay in that space after he passes away?

Response from Fernando Da Silva – Sir, to the best of our knowledge you are correct.

Moving on, I know that you have the rules about the dogs in Park, but do you have rules about ants?

Response from Fernando Da Silva – I'm sorry, I don't follow...

Because I have ants in my motorhome! Anyway, I'm just having fun. Getting back to the point, I have to say that I feel sorry for you, Julie. And I feel sorry for the Board too, being attacked the way you are. It's a shame because this Park is not just one person. It's 800-something members.

Another thing, I have a friend that has 15 Lockers, but those are not all in his name. Everything is in different names, his family. I have 2 daughters and a son on my share, but I want to have 5 shares for my son, with his name on it, that's okay, right?

Response from Fernando Da Silva – Correct.

After people start talking, they should think about it. I'm not trying to talk badly about anyone, but it's a shame how Julie and the Board just got attacked. I have a lot of friends in this Park that are owners too. Some of my friends don't agree with the Board at times, some do. But that's the way it is! Thank you.

Kim McKenzie (Locker 107) – In addressing one of the things Talley said about 20 years of past practices, I've been here for 11 years, and I can tell you that *a lot* has changed. This Board is a better and more ethical Board than I have ever seen. Rules are rules, and I'm sorry if someone is inconvenienced, but I'm sure that our staff will help move her RV with the forklift.

A few people have asked my where the monthly tenants are located. Are they not the first 20 spaces on the 100s and 400s rows?

Response from Julie Hill – There are 40 monthlies in the Park. At some point in our history, those spaces did transition from the middle rows to the 100s and 400s, but those are the back 20 spaces on each side and not the front. There was a single monthly, Mrs. Hubble, that was "grandfathered" decades earlier by a previous Board to stay in space 251. The Board had an understanding about a year ago that Mrs. Hubble was due to leave the Park soon because of her health and a decision was made to relocate that monthly site to the 100s row to better balance the distribution of monthlies. She gave up her monthly about 2 months ago, and very soon there will only be monthlies on the walls and not the middle.

I know we talked about there being only \$1,900 in outstanding dues, which is not very much. I just want to clarify though, those persons are not able to stay in the Park, right?

Response from Fernando Da Silva – Correct, members that do not pay their dues cannot enjoy Park privileges.

I've been home a lot more than usual recently, so I wanted to know, has the Park's cable upgrade been completed yet?

Response from Julie Hill – Well, in terms of our video service for cable TV, we have not received an upgrade exactly. There was new equipment installed recently to maintain our current services, but because we are still under a video and internet contact with Spectrum, no actual "upgrade" has been completed. This equipment was installed by a regional supervisor that is very familiar with our facilities and is more like a stop-gap until Mark and I can research better options for the Park.

Lastly, I encourage that feels they need to make changes in the Park, or that their voice is not being heard, to run for the Board. That is welcome to any owner, and I've run myself. If you want to be the change, *you have to do something about it!*

Board Member's Comments

Mark Schieber (Locker 155) – I'd like to jump in on what Kim just said about running for the Board. When Joyce was considering running for the Board, I feel like she was one of our biggest critics at that time. And that's great; I *want* our biggest critics on the Board. It's designed to keep everyone in check, and Kim is absolutely right; if you think that your voice is not being heard, do something about it! Going back to election integrity, consider how Joyce crushed the competition and received more votes than the incumbents. It goes to show you that if you have the support of the Park, you'll have the votes, regardless of what anyone thinks about process.

All Motions

John Watkins made a motion to approve the minutes of the August 14, 2021 meeting, seconded by Joyce Aldrich.

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

John Watkins made a motion to pay the bills and payroll, seconded by Fernando Da Silva.

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

Meeting adjourned at 10:04 am.

Respectfully Submitted,

Charlie Weeks

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from August 2021:

- “Won't be back.”
- “Bathrooms should be checked more often.”
- “Not at all happy about my placement in the park after having a reservation and a conflicted reason for why I was moved to another spot and my name is not Medford. Larrey Nokia (661) XXX-XXXX.”
- “Experience would have been better if construction wasn't happening and had access to pools and normal restrooms. I fully understand that sacrifices must be made while the improvement are taking place. Look forward to when they are completed.”
- “You guys are great. We have no complaints. The guys in the field “A.”
- “You guys are just great all the time, we have no issues, just happy to visit the Park. Can't say enough about the crew in the office and the field, Tell Julie good job as well. You guys make her job easier, I'm sure. Get Er Done 😊 Chris & Terrie Franks.”
- “Place is too cramped no place to put your vehicle had to park mine in front of the office could not get in or out of our trailer with it parked there lose some spots to make parking for customers it's only about the money for you.”
- “Was disappointed the pool wasn't open. Would have been nice if someone told us when we called for a reservation.”
- “Dog run is disgusting. Something needs to be done about the smell, it was horrible the whole time we were there.”
- “Waiting for the remodel to be done.”
- “Kim in maintenance, was awesome. Helped me back on, and with my hookups, a real asset to your Park.”
- “Been staying at Holiday for years and can't imagine changing.”
- “Everyone was extremely helpful. We felt safe, easy access in and out from the highway.”
- “Was very happy w office & maintenance staff.”
- “The staff is excellent. Can't say enough about them. The RV spots are so cramped together that there is absolutely no privacy. I couldn't park our vehicle in between our neighboring RV because it was so tight. There is no concrete or grass. Just sandy dirt. I would call this Last Resort RV Park.”
- “Keep up the good work. Park is under construction, so I understand.”
- “In the last 50 years of my camping experience I have never had a Hilo's put my trailer into a site. You were in a site where we couldn't put our awning out if we wanted to and with our truck next to us, we could barely open our doors to our trailer and stairs. This place is only thinking about how many trailers they can put in not your comfort. And they never said the pool area was down for remodeling so of course you didn't get money off of your already expensive stay. I would not recommend this place to anyone other than people that just want to sit in their camper and watch tv. Also, they say they have Wi-Fi we'll forget that I called the office because the Park wasn't showing up on my Wi-Fi list and was told to shut my phone off completely and turn it back on, it didn't do a thing. A true waste of my money staying here.”
- “Ordinarily I would give all excellent marks. But with all the construction it wasn't the best experience. When the construction is finished this will be a 4A Park! 😊”
- “It's all good thank you.”
- “Once the construction is completed, I am sure many of my good and very good answers will be upgraded to excellent.”
- “Web pictures are misled this is basically an asphalt parking lot. While I understand it's going under renovations, those improvements would only put lipstick on it. Since refunds must be cleared by the

Board, we toughed it out otherwise we would've left."

- "The after-hours check in guy was very helpful, as the space was tight with surrounding parked vehicles, he was kind enough to get the forklift and set in spot to give us as much parking as possible. The grassy dog run has a bad odor, not sure what can be done??? Needs more parking, I understand that construction was going on."
- "Great stay and your staff are awesome. Thank you."
- "Love, Love, Love the park - we are shareholders, so we are very biased! :) I wish there was something that could be done with the dog runs, they smell like urine (maybe the fake grass??) and as soon as the construction is finished things will be even nicer. Just wish the spaces were bigger but nothing you can do about that. Great staff and Great Park - Thanks."
- "Too many dog noises, too compact."
- "Spaces are very confined parking is horrible your pop out is in your neighbor's yard and the shareholders think they own the facility."
- "Our stay was good, and all the people were very nice and especially the maintenance staff that helped us. But I wish the spaces were a little wider. But other than that, our stay was great!"
- "I arrived on Saturday at 5:15. I was put in a space between two Snowbirds, and it was very tight. I went to look for the maintenance person for the forklift, but he was nowhere to be found. The office told him to help us per the radio when we arrived. Myself, my wife and son all went to look for him to no avail."
- "The staff was amazing! We enjoyed our stay thoroughly."
- "I was surprised that the showers were not cleaned daily. A washcloth that had been left on the floor one morning, was still there the next morning. This happened last visit too."
- "It's honestly the parking I didn't have enough room to park my truck let alone have an outside cook area luckily you didn't book the site next to me or it would have been unbearable, I saw a man clip his

neighbors awning cause it was so tight but the location is perfect and staff s top notch I want to go again but I cringe of the thought of getting in and out and the parking."

- "Spaces are tiny!!!! It's not so much the length but the width. Towing vehicle must be parked within site boundaries. Was unable to even get into truck."
- "The spaces are way to small we stay here if we absolutely can't get in any other place, you can't even sit at your table and enjoy a BBQ because your car has to be parked in the only area you have, and kids have no place to sit, and place was very disappointed this time around."