



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 |
| Charlie Weeks (2021 – 2024) – Secretary (Absent) | Fernando Da Silva (2019 – 2022) – Rules and Regulations (Absent) |
| John Watkins (2020 – 2023) – Treasurer | |
| Brenda Critzer (2021 – 2024) – Management | |
| Charles Nunes (2019 – 2022) – Maintenance | |

Members Present – 27

Meeting called to order at 9:03 am by Lorena Lemus.

Flag salute led by Ferne Kindell (Locker 23)

Charles Nunes made a motion to approve the minutes of the September 11, 2021 meeting, seconded by Mark Schieber.

Correspondence – Joyce Aldrich

If you review the customer survey from last month, you will notice lots of repeat stays and that most guests would choose to recommend the Park to others. Cleanliness was rated very high, and the maintenance staff should be commended for keeping our Park clean. Park security was a concern in the comments, theft was noted. The Board will be discussing that issue today. As a reminder, the guest survey will be overhauled when construction is complete.

September 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 (9/30/21)	Monthly Comparison	Sept 2021	Sept 2020	Difference	% Change
Mechanics Bank-Operating	\$73,320.07	Income	\$104,078.90	\$123,073.44	-\$18,994.54	-15%
Mech. – Laundry	\$12,136.62	Expense	\$85,114.88	\$158,058.84	\$7,012.59	-46%
Mech. – Dues	\$69,523.53	Net Income	\$18,964.02	-\$34,985.40	\$53,949.42	154%
Mech. – Emergency Reserves	\$51,973.72					
Mech. – CIM Reserves	\$311,485.03					
Morgan Stanley Dean Witter	\$24,624.43					

The balance sheet and our profit and loss statements are reflective of what has been going on in the Park since last year. There is a deficit of \$360,000 is equal to the money that we've already spent on improvements. The profit and loss statement is improved over last year but shows less revenue from off-street rentals, again, nearly equal to the amount of spaces that are closed due to construction.

John Watkins made a motion to pay the bills and payroll, seconded by Mark Schieber.

Management – Brenda Critzer

In reviewing the minutes from previous meetings, I have some concerns about how information is being address during our proceedings. It seems to me that a lot of the questions asked of the Board recently stem from rumors. If members could take a moment to ask Julie or someone in the office beforehand, it could reduce the number of questions based on rumors instead of factual information. Just as John stated, revenue is up but also impacted by construction; those are *facts*.

Julie was on vacation last week, but there are no issues to report in her absence. Aaron acts as her second-hand man and although they might disagree occasionally, they always communicate with each other to reach an understanding so that business operates smoothly. I know that some people might have been happier with previous management, but you cannot judge our current management based solely on that. Julie and her staff are producing revenue for the Park like never before, because of their teamwork and work ethic.

I apologize for lecturing, but I would appreciate your consideration when it comes to addressing rumors. I think that everyone can take the time and act with a little more kindness when speaking to each other. It may not seem like much, but a simple act of kindness can go a long way!

Collections – Tom Barcellos

There is a current balance in member's dues of \$2,258.20; \$877 of that is well past due, mostly from a pair of accounts that will be delt with shortly. In one case, the members have passed away and we are working with their children to get their account current. The other is not too far behind, but we've yet to see a response from them as of today.

Park Use – Joyce Aldrich

As we've hinted at, overall revenue for the Park is down compared to September 2020, but income is profitable. However, total Park usage is up because we have more members staying in the Park and utilizing their share than last year. As the pandemic continues to wind down, members are getting out and about. Like I mentioned, we are still seeing a lot of returning guests as well. It remains to be seen when things really start to slow down around Pismo, it may take longer than usual!

Park Maintenance – Charles Nunes

The maintenance staff refurbished the fire pit with new iron pipes and lava rocks; thanks to Mike and Kim for their great work. In the back of our Park, the perimeter fence was damaged, maintenance are working to repair that soon. That may have contributed to the occurrences of theft we've been seeing. Please be sure to put away your valuables at night; its everyone's responsibility to protect their private property. There was a water shut-off earlier this week for several hours that was due to a construction emergency. Lastly, the ADA lifts at the swimming pool were inspected and some repairs are needed before the facilities reopen.

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

I have a question from a member about how to properly wash their RV. As stated in the rules, any washing done onsite using our water must be with a bucket and sponge because of usage concerns and keeping neighboring units unaffected. Keep in mind that third-party vendors are welcome to wash RVs in the Park, provided they follow the guidelines set forth in the rules and regulations for vendors.

Another question was related to the age of persons that can drive golf carts through the Park. I have some information from the California Child Safety Law Offices; persons under 13 may not operate golf carts. Please use common sense otherwise when operating small vehicles like golf carts!

Public Relations – Joyce Aldrich

Covered under Correspondence.

Manager’s Report – Julie Hill

In case someone was unaware, there is a special agreement that the Park holds with anyone that has their RV in the Park long-term. It is a 48-hour storage agreement that was written some years back by our legal team as a way to temporarily break a person’s residency without the need to move their RV. Some of you may recall that our snowbirds used to move their RVs twice per year, monthlies did not. Now, it is a part of every snowbird and monthly rental agreement that each party shall “store” their RV onsite, unoccupied, for 2 days and pay a storage fee for this service. Breaking up a person’s residency is important to protect the Park because staying in an RV park for 9 months establishes certain rights that can be detrimental to an owner’s association like ours where RVers are not supposed to be staying long-term to begin with. However, the Park has made its business this way for decades, and we need to do everything we can to protect it.

Reportable Actions – Charlie Weeks (Absent) – Joyce Aldrich (Representing)

Nothing to report.

Old Business

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

Nothing to report.

2. Construction Improvement Committee – Tom Barcellos

Work continues on the project but is delayed by supply shortages just like everyone is experiencing around the nation. The restroom toilets were finally delivered and installed. We are awaiting valves to make them function and there is no scheduled opening date for the facilities yet. Financially, we are right on track and all current invoices are paid. Our costs have not increased largely because of supply shortages, only by a small percent.

3. Transformers – Julie Hill

Nothing to report.

4. Forklift – Charles Nunes

We are still waiting on new forks to install on the forklift; Julie contacted the vendor recently to confirm their arrival. Those should be installed before the November meeting.

5. Finalize Rules and Regulations for 2022 – Fernando Da Silva (Absent) – Mark Schieber (Representing)

The rules for next year are still being reviewed as of today, but a draft copy should be available at next month’s meeting for everyone’s reference. There are small changes being considered right now, nothing will be dramatically different.

6. Finalize Budget, Rates and Fees for 2022 – John Watkins

The budget process this year was a little more thorough because of COVID, construction and the growing number of members using their free days. We are targeting a member rate increase of 8%, a member dues increase of 10% and a non-member rate increase of 15%. Since more members are forecasted to use the Park than before, we need to maximize every dollar spent by off-street customers. Our expense is predicted to be 1.3 million, with \$84,000 to be held in reserve. Revenue should be in-step with that, at 1.3 million as well. This is fairly conservative, but after crunching all the numbers over and over, this is what Julie and I are most comfortable with hitting. The capital budget for next year is light, because all the major construction will have finished; we are planning to repair the roads in preparation for a full restoration, do some landscaping and upgrade the office workstations.

John Watkins made a motion to adopt the Budget, Rates and Fees for 2022, seconded by Tom Barcellos.

New Business

1. Annual Meeting Planning – Joyce Aldrich

The annual meeting will be March 12, 2022, and we'll be planning to host it again at the Pismo Beach Moose Lodge. The Park staff will provide a shuttle service like we've done before. Please take the time to attend the meeting if you can, it's really important for our Park!

2. Announce Board Opening and Resume Submittal – Lorena Lemus

If you would like to run for the Board next year, please review the information provided today on what responsibilities are expected and pick up a resume submittal form. Be sure to submit your resume form to the office or the Board before the adjournment of the December Board meeting. Charles, Fernando, and I are up for election next year. If you are not elected, please don't give up! I was not elected the first time I ran either.

3. Appoint Election Chairman – Lorena Lemus

I have asked Charlie Weeks to oversee the annual election next year, and he has accepted the appointment. I think that it's good for newer Board Members to join this process, so they learn how everything operates and to bring new ideas on how to make things run smoother.

4. Property Tax Bill – John Watkins

We are going to pay half of our property taxes today, and get the other half paid by the end of the year. The Board has been trying to establish this as a practice for several years now. The amount due is \$42,683.78 today and the same due by February 1, 2022, for a total of \$85,367.56.

John Watkins made a motion to pay the first half of the 2021/2022 property taxes, for a total of \$42,683.78, seconded by Tom Barcellos.

5. Veteran's Day Flag Ceremony – Joyce Aldrich

While Veteran's Day is on November 11th, the Board would like to host another flag raising ceremony before the Board meeting on November 13th, at 9:00 am. Once again, we'll ask the American Legion to perform that flag raising.

Joyce Aldrich made a motion to donate \$200 to the American Legion (Lodge 136), seconded by Mark Schieber.

Member's Comments

Comment from Lorena Lemus – Before moving on to the Member's Comments section of the agenda, I would like to inform everyone that at the September 11, 2021 Board meeting, a member made several accusations of inappropriate conduct by

the Board and Park Management. The Board has considered the issues raised, and determined that the accusations were made without specific, competent supporting evidence that is based on personal knowledge. Board Members are mindful of their responsibilities and always do their best to act in good faith and in the best interest of the Holiday RV Park Owners Association. The Park's CC&Rs state that the Board is ultimately responsible for managing Park affairs and supervising the management team. With as many members as Holiday has, there are bound to be differences of opinion about how the Park's business should be conducted. As another reminder, if members feel like the Board is not carrying out their responsibilities, they have the opportunity under the bylaws to run for the Board, to place their hat in the ring and actively participate in the process of management.

Talley Snow (Locker 703) – I would like to start with questions that I asked at the last meeting, beginning with, were the 2020 tax returns filed?

Response from John Watkins – No, they are being audited by the CPA.

Have they been prepared?

Response from John Watkins – That is the process they are going through.

Was a 2019 audit done on the taxes?

Response from John Watkins – That is done. It was completed when the taxes were filed.

Has it been distributed to the members?

Response from John Watkins – No, members can request that information.

I believe that information is supposed to be provided to the members per the CC&Rs.

Response from John Watkins – I don't remember the Board having done that before, even going back to when Terry Redwine was treasurer.

Fair enough. Can I send an email to request that information?

Response from Lorena Lemus – We'll let you know whether that information could be sent via email or be copied in the Park office.

Due to the light that I shed during the last meeting, and following up on the email that I sent to each Board member personally with regards to the letter that I was given by an ex-employee that witnessed forgery of ballots, I would like to request that ballots not be sent to the Park and instead be received by a third party so that does not happen again.

Response from Tom Barcellos – That is an unfounded accusation of alleged events.

It wasn't alleged because I have it in writing, which I provided to you.

Response from Lorena Lemus – A letter is not proof of any misconduct.

It's not proof? Did you audit the ballots and envelopes that I spoke of?

Response from Lorena Lemus – We brought samples of the documents that were provided in the previous mailing for your review. The Board is going to continue using the process that we have; our members are involved in this process and those allegations you've put forth are unfounded.

If that's the case, then I'm assuming that it's fair to say that the envelopes that were forged –

Response from Lorena Lemus – I need to interrupt you Talley, there was no envelopes that were forged. I want that to be clear.

And the envelopes were cross-referenced and checked with the checklist that I mentioned last month?

Response from Lorena Lemus – Yes, our voting process involves double and triple checking.

Then I would like it to be clearly stated that there are 2 previous employees that both witnessed forgery.

Response from Lorena Lemus – Again, those are false accusations.

I'm not going to argue because it doesn't matter –

Response from Lorena Lemus – We're not arguing, we're stating facts.

As am I.

Response from Lorena Lemus – Again, there is no documentation to back that up.

May I audit those records?

Response from Lorena Lemus – They are in a box somewhere. We have to keep those –

Oh, I'm well aware of that. My question is, may I audit those?

Response from Lorena Lemus – We'll see. The Board can look into that –

We'll see...there we go. My next question, has a cashless system been researched for the laundry room? I have brought this up in several meetings and I have not heard back.

Response from Charles Nunes – There's no plans for going cashless at this time, but I've had a number of members approach me that are pleased with the current coin machines. Some of these folks are older and I think they are ones that are using the facilities more often.

I understand that change may be difficult for older people. Have any adjustments been made to the way which cash is handled from the laundry room? For example, having more than 1 person collect, count, and deposit the money, or cross referencing with the treasurer. This is the third meeting that I have asked about this.

Response from Lorena Lemus – The current process works, so we're going to continue to use that process –

It may work as a Board, but it doesn't work as a whole. Which is okay; again, we're not making any changes is what I'm hearing –

Response from Lorena Lemus – Again, we're talking about false allegations. There is no evidence that any money has been taken from the laundry by an employee or staff member.

Have any of the employees that handle cash been bonded yet? Again, I've brought this up before.

Response from Lorena Lemus – I think we reported back on that.

You reported that employees are insured, and that is not bonded. Bonded is something different.

Response from Lorena Lemus – All employees and the Board are insured. Bonded is not part of it.

The CC&Rs state that employees must be bonded.

Response from Lorena Lemus – I believe our insurance provides better protection for the Park than a bond.

At the next meeting can you provide proof that employees handling cash are bonded?

Response from Julie Hill – Lorena, allow me to elaborate. When Talley brought it up a few months ago, I met with our insurance agent and asked the question. Those answers were provided to Lorena and Brenda, and the Board provided that information to the members present at the next meeting. A long time ago, our insurance agent met with the Board and informed them that our Park brings a lot of cash, and that the Park should have a policy that protects our money. While this agent does have a bond, his determination was that covering monetary losses under the insurance policy was the best coverage possible. I don't have the policy in front of me, so I can't speak exactly to what it states, but I can explain why it better serves the Park's needs than a bond. A bond only pays out if a person is convicted of a crime, no exceptions. Our insurance policy will pay out if it's proven that theft occurred, no one has to be convicted criminally. Which one is better? I believe that the insurance is.

However, our CC&Rs and/or bylaws state that each employee that handles cash is to be bonded, not the company as a whole.

Response from Julie Hill – All employees and every Board Member is covered in the Park's insurance policy.

At the September meeting it was stated that \$1,900 in member dues was outstanding. Are the same collection accounts that are still open today a part of that \$1,900 from last month?

Response from Tom Barcellos – It changes from month to month. As I stated today, there are a pair of accounts that are the bulk of that amount.

Response from Lorena Lemus – Talley, we normally provide a person two minutes –

I have a couple more questions, and I have a rumor that someone asked for me to clarify. The rumor is that electric meters are going to be installed at the RV sites, is that true?

Response from Mark Schieber – That is definitely not true!

Response from John Watkins – I think I know where that comes from. There was a few Board Members that had meters installed on their RV sites as a test, in addition to another snowbird if I remember right. It didn't make sense to install them then, and that remains true today.

When an owner is here, living on shares, is there a storage agreement signed?

Response from Lorena Lemus – The Board will look into that.

Can non-family members on my share utilize member discounted rates?

Response from Julie Hill – Board Members, please don't answer that question if you don't know the answer.

We can table that question for another time. This next item is not a question, but an opinion. I think that snowbirds should be accountable to stay at the Park 7 days per calendar quarter, just like the monthlies. When I was staying in the Park, I

noticed lots of snowbirds that were not here often. Granted, I understand that COVID had an impact, but there was one snowbird in particular that was here maybe one week in year. That ties up availability for other people that would like to snowbird.

Lastly, are exit interviews held with employees that resign from the Park? If not, why not? It's okay if we revisit that next month.

Ed Aldrich (Locker 42) – I've heard that more thievery is occurring in the Park as of recent, and I learned that someone relieved their bowels in the space that my wife and I occupy. I understand that it was a guest of a snowbird that did it. I would like to know if they were reprimanded. I don't think there is any excuse for that behavior.

Response from Lorena Lemus – Ed, we'll review that and let you know the outcome at a later date.

Joelyn Lutz (Locker 369) – Going back to security again and speaking as one of several single women that like to stay in the Park, we all hold our personal safety with the utmost importance. Things are getting worse, as we're all aware; my Ring doorbell at home in Santa Maria is going off at all hours of the night. My concern is that people could stop feeling safe at the Park, and it could damage our reputation as a nice place to stay.

Board Member's Comments

Brenda Critzer (Locker 166) – Kari Olafsson (Locker 291) is hosting a Halloween potluck and a puppy parade at the Park on October 31st; starting at 3 pm; please be sure to attend if you're in the Park!

Mark Schieber (Locker 155) – Regarding our security troubles, I'm not sure if anyone remembers that several years ago the Park had a real problem with vagrants wandering around the property and thieving. Back then, there was a grove of trees where the Amtrack station in Grover Beach is today. That forest was full of homeless people until it was cleared to expand the train station. I think a lot of us let our guard down after that happened, myself included. We all must do our due diligence in not making things so tempting for people that want to steal; lock things up in storage sheds, Ring doorbells, security cameras, motion lights, etc.

Response from Julie Hill – To piggyback on what Mark said, we are all in this together. If you review the rules and regulations, it states that each RVer is responsible for their security of their personal belongings. Cameras, lights, and locks are great deterrents, as Mark stated. I have security cameras on the mobile home, and I can tell you that lots of people are coming over our fences and walls on either side. I've seen a ladder placed against the wall to go between Holiday and the mobile home park next door; these are not people walking through our front entrance. If you wish to purchase a camera, please make sure that it's pointed at your property and not the RV next to you. We are in close quarters, and I don't want anyone's privacy invaded! You may also submit your camera's location with the Pismo Beach Police to make it available for review, if needed. I've done this with my security system.

Lorena Lemus (Locker 809) – Thank you to my fellow Board Members for working diligently during this hectic season, as we review things like budget and rules, prepare for the annual meeting and navigate the upcoming holidays too. I also want to thank our construction crew for beautifully painting the Park office, it looks great. If anyone wants to run for the Board and help us out, please think about it!

Charles Nunes made a motion to adjourn to Executive Session, seconded by Mark Schieber.

All Motions

Charles Nunes made a motion to approve the minutes of the September 11, 2021 meeting, seconded by Mark Schieber.

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

John Watkins made a motion to pay the bills and payroll, seconded by Mark Schieber.

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

John Watkins made a motion to adopt the Budget, Rates and Fees for 2022, seconded by Tom Barcellos.

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

John Watkins made a motion to pay the first half of the 2021/2022 property taxes, for a total of \$42,683.78, seconded by Tom Barcellos.

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

Joyce Aldrich made a motion to donate \$200 to the American Legion (Lodge 136), seconded by Mark Schieber.

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

Charles Nunes made a motion to adjourn to Executive Session, seconded by Mark Schieber.

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

Meeting adjourned at 10:17 am.

Respectfully Submitted,

Charlie Weeks
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent

Guest Survey Comments from September 2021:

- “There are some really TRASHY SITES - don’t let this become a dump! Get rid of hoarders.”
- “All of the staff are super helpful.”
- “Ongoing construction, on our 3rd day, someone was using a jack hammer at 7:15 in the morning working on the swimming pool.”
- “My husband was chased by a reader large no so friendly dog at our campsite. Early morning barking dogs. Not pleasant.”
- “Staff, maintenance, and general helpfulness is a solid 10 out of 10. We traveled with another RV and we both had 34 1/2" new Diesel Pushers that didn't have an inch to spare. In fact, you had to place an orange cone in front of our RV as it stuck out a few inches. We phoned for reservations and were told the size of our RV's were no problem, but with our slides out and a tow car parked alongside, there was no room to sit outside between our RV's. We have traveled from coast to coast for years and this is by far the smallest RV site we've ever been placed in. Again, the poor grades are for the small spaces and everyone on site was great. At night, our RVs were so close together that we could hear our neighbors in their 5th wheel until late into the evening. They were doing nothing wrong and not talking loudly, it was just spaced too close together. Perhaps if we would have been told in advance of how tight our spaces were then it would have been up to us to decide whether to stay here. The staff that parked us and got us out of our space were fantastic. However, we have never stayed in a park where we were not able to pull in and pull out without problem. Thank you for your hospitality and kindness but we will not be back.”
- “People were very loud after 10 pm... shouting back and forth (all in fun... but it went on for over an hour). My husband told me not to call and bother anyone. So, I texted the on-site after-hours person and didn’t receive an answer. I was told you had a maintenance/security person on site, so I’m very disappointed that my text wasn’t acknowledged. It’s been over 18 hours and I still haven’t received a reply.”
- “The guys operating the forklift were very nice and helpful, all the staff was great, can’t wait for the bathrooms to be finished.”
- “Our cigarettes and lighter was stolen from outside, looks like some strangers pay a visit at our site. Little concerned on the safety, not sure if it is homeless around the area.”
- “I have start to become a regular here at this park. Always enjoyed my stay. Neighbors all make you feel welcome. This Saturday was the opposite, I had an encounter with a guy that stayed on site #120. He was just really rude, and he mentioned the time frames we were coming in/out just spying on our every movement’s. Really made my wife fill uncomfortable.”
- “The guy who checks in was excellent!! And mike always keeps the park so clean!! Can’t wait to come back 😊.”
- “This park is very well maintained, great staff and environment. Perfect location blocks away from the beach. We enjoyed the Italian event. Great music and gathering. Thanks for having us!!”
- “The maintenance crew was and has always been a great help when stay. We really appreciate them.”
- “Was very disappointed the office was closed, and the door was locked at 3:30 in the afternoon, that is not very professional for an RV Park to be closed.”
- “Staff it’s friendly the guy in the office is amazing I just wish there was some grass that the dogs could use but all in all we would definitely come and stay again I love the maintenance staff.”
- “We will visit again after the construction is completed. We did not use the cable, bathrooms, laundry or clubhouse.”
- “Great people!”
- “Great staff makes the stay outstanding. Need to complete building.”

- “We felt very welcome and safe in this park. We have only the best to say. We did not use cable or Wi-Fi during our stay. We just enjoyed ourselves. The dog park needs a thorough cleaning. It is very small and smells terrible. But we took our dogs for a walk in which they really enjoyed anyway. Thank you.”
- “We will be staying HERE when we come back to the coast!”
- “Just wanted to let you know the staff that drive in the golf carts were extremely helpful and kind.”
- “Very interested to see the final outcome of your updates to the park. I like the community feel of the park with all the regulars. Had a great time. Thank you”
- “You're trying to put way too many people in way too small of an area. 3 spaces should take care of just 2 RVs not 3. I also don't think that people should have to be paying full price, seeing how you are under construction, you don't have a regular bathroom, but the bathrooms were OK, there is no a club house, there is no pool you're advertising that you have these things, you're charging me for these things, and I can't use them.”
- “Men's temp restroom was pretty nasty. May want to have a separate code for Men's and Women's temp showers. Know of two guys who went in women's thinking they were going in Men's shower. Just an FYI.”
- “There is a group of older “partiers” that made a lot of noise - someone mentioned “social club” UGH! Get a life! You're not in your 20's!”
- “Aaron is very knowledgeable and very helpful always. Thank you, Tom.”
- “Spaces too small, maybe make up some a little bigger.”
- “An electric bike was stolen from the park; I believe it was taken by a homeless. How can that be prevented in the future since I have two bikes that I take when visiting the park? I understand we have security up to 10:00 every day , but do you have any plans to hire security?”
- “Amazing staff!!!!”
- “I would not want to be parked near bathroom or shower lots of noise and activity and smokers around the area.”
- “No pool or restrooms this time, but the price was higher than previous stays when the pool and restrooms were available.”
- “Everyone was great as usual and everything is looking like it is coming along well, but one of our electric bikes was stolen the first night we were there. We had taken all necessary action to keep it secure (or so we thought) using several cable locks and alarms on both bikes. When we contacted the police they said it was the fifth bike stolen that week from our park. We really must update our security in the park. Years ago, we had a guard shack at the entry to the park. They checked each car coming into the park for site tags; and if no tags ,stopped and questioned them on who they were visiting. The guard also kept an eye on the pool area and at that time no child under 13 was allowed in the hot tub, they also walked the pool area on occasion enforcing rules. At nighttime things were even stricter . People entering the park on foot, bike or by car were stopped and needed to show space ID and needed to be valid visitors or members. With crime right now being so high I really think 24-hour security or at least night security is a must and not even optional anymore. We need to be able to feel reasonably safe and our property secure . This is not to blame the park employees at all! They are all doing a great job. I think it is just time we up our game to combat the high rate of crime. One positive thing was that the Grover City Police did find our bike !”