



Board of Directors

Lorena Lemus (2019 – 2022) – President
Mark Schieber (2020 – 2023) – Vice President
Charlie Weeks (2021 – 2024) – Secretary
John Watkins (2020 – 2023) – Treasurer
Brenda Critzer (2021 – 2024) – Management
Charles Nunes (2019 – 2022) – Maintenance

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

Members Present – 13

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

Flag salute led by Donald Tischmacher (Locker 612).

Mark Schieber made a motion to approve the minutes of the October 9, 2021 meeting and the November 13, 2021 meeting, seconded by Joyce Aldrich.

Correspondence – Joyce Aldrich

The previous email account for the Board of Directors has been decommissioned; it was being tested for a few months. The Board will be creating a new email account, which is bod@holidayrvpark.org.

Several of the comments from October and November were related to construction and the lack of additional spaces in the Park, which will be resolved once construction ends early next year and things open up again.

Comment from Joelyn Lutz (Locker 369) – How are people going to be notified about the new Board email?

Through the Park's website, social media pages and there will be a disclaimer included in the annual mailing next year.

November 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 (11/30/21)	Monthly Comparison	Nov 2021	Nov 2020	Difference	% Change
Mechanics Bank–Operating	\$50,757.29	Income	\$76,627.67	\$73,796.46	\$2,831.21	4%
Mech. – Laundry	\$15,199.62	Expense	\$66,284.69	\$65,182.69	\$1,102.00	2%
Mech. – Dues	\$27,039.75	Net Income	\$10,342.98	\$8,613.77	\$1,729.21	20%
Mech. – Emergency Reserves	\$50,002.19					
Mech. – CIM Reserves	\$208,271.75					
Morgan Stanley Dean Witter	\$24,916.26					

Our financials are right on target, with a strong balance sheet. We're down about \$435,000 compared to last year but that difference is accounted for by our self-funded improvements, almost down to the penny. Non-member daily rentals came back strong in November compared to previous months, increasing our net revenue.

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

Management – Brenda Critzer

Thank you to Julie and her staff for filling up the Park with as many reservations as possible, which has been challenging due to construction.

The "Friendsgiving" celebration that the Park hosted last month for Thanksgiving was a great turnout. We hosted over 50 people with some great food and wonderful music performed by Joelyn Lutz (Locker 369).

There will be a get-together for New Year's Eve starting at 3 pm on December 31st. This will include people hosting snacks and drinks at their RV sites throughout the Park!

Collections – Tom Barcellos

The staff has done an incredible job; the outstanding balance in membership dues is only \$1,001.60. Of that amount, \$661.20 is spread across a handful of shares that will be foreclosed on within the next 30 days. The remaining \$300 will be collected shortly!

Park Use – Joyce Aldrich

Our occupancy remains steady at around 85%, compared to 89% last year. I foresee our occupancy improving as we wind down construction and the weather starts to improve.

There are a handful of sites that used to have palm trees between them in the center row, which made it impossible to utilize those sites as a pull-thru space for larger RVs. Since those trees have been removed, it is now possible to make those sites available to members in need. This will add 4 more pull-thru sites that our office staff can reserve.

Comment from Andrea Gregory (Locker 205) – I believe the number of RV spaces in the Park is set to 195 total. Wouldn't this change lower that number?

Great question! The Park would not be losing a site because the only change was trees being removed. Now it's possible to place an RV between those sites, but those also remain two *separate* spots as always. Basically, the office staff and maintenance have a few more tools at their disposal.

Comment from Wayne Norton (Locker 478) – If someone uses a pull-thru site they are charged double the price or free days, correct? This means that our profits should remain the same with the new pull-thru sites in use.

That's right! This change will not affect the bottom line at all. We may fill up quicker, because it's fewer RVs in the Park total, but the bottom line remains constant.

Comment from Andrea Gregory (Locker 205) – Does the new clubhouse footprint affect those pair of sites right next to the building? It seems very tight.

Response from Julie Hill – No, those are both narrow RV sites, same as before. One of those is for ADA use, that was the site next to the elevator. That elevator footprint is now the kitchen space for the new clubhouse, but the total footprint did not change.

Comment from John Watkins – Joyce, I the Board should carefully consider a couple things before adopting these changes. We are experiencing greater usage by our members than previous years. If we are trying to accommodate more RVs in the Park every year, allowing more sites to be taken up by bigger rigs will mean less sites for members that are paying their dues and wanting to use the Park.

Fair point John, we can discuss the matter in more detail. One consideration is that Julie informs me that more and more members are purchasing bigger RVs, despite recommendations to keep their RV under 36'.

Comment from Mark Schieber – I think it's also fair to say that this Park has not changed in size since the late 70s. If someone buys a 42' RV, in my mind, *they* create the problem. I don't think people can demand that we accommodate them just because they bought a monster RV. Pismo Coast Village or Pismo Creek might serve those needs better than we can.

Park Maintenance – Charles Nunes

Mike has been absent for several weeks because of a medical procedure and is not expected to be back working at the Park for at least another month. I know a few people have asked me if he still works here, and the answer is yes!

The portable restrooms were clogged with a buildup of waste, so the trailer was towed around the Park with the forklift to use the speed bumps as a way to jostle everything loose. I understand that it was a strange thing to see but it served a purpose.

The swimming pool was drained in preparation for an acid wash because of algae growth that was a result of concrete overspray from the clubhouse construction. This work is being done at the contractor's expense.

Comment from Andrea Gregory (Locker 205) – Is the extra water being paid for by the construction company?

Good question. I can't say for sure right now, but I have to assume that is not covered by Robertson Builders.

Rules and Regulations – Fernando Da Silva

Please look out for each other during this holiday season, there are lots of kids expected in the Park. Also be sure to lock up your bicycles and belongings, no need to provide free Christmas presents to any thieves this year!

Fernando Da Silva made a motion to approve the 2022 Rules and Regulations, seconded by John Watkins.

Public Relations – Joyce Aldrich

Covered under Committee Reports – Park Use.

Manager's Report – Julie Hill

As Fernando hinted, there is still some theft occurring here and there in the Park. A few people have installed motion lights and cameras pointed at their campsites, which may have deterred this activity.

The staff is preparing for the annual mailing. This takes until the middle of January and the work is time-consuming. Please don't be offended if the office staff is submerged in this work and not as attentive as usual!

There are certain days throughout the week where there is only one person working in the office, so remember that we are likely to be closed for an hour those days to accommodate lunch breaks.

Reportable Actions – Charlie Weeks

None.

Old Business

1. Beach Social Club Events & Announcements – Joyce Aldrich

The Beach Social Club has returned their supplies and financials back to the Park since the last meeting. Thank you so much to everyone involved for all their tireless work! Hosting events and cooking every month was taking more time than they had to offer the Park, so the Beach Club will be officially on hiatus until another member or group of members would like to take on the challenge!

Comment from Monika Harris (Locker 350) – I think that when the clubhouse is ready and the new kitchen is available for people to utilize, it will be much, much easier to cook and host large events in the Park again!

2. Construction Improvement Committee –Tom Barcellos

Good news! We won't be giving these reports for much longer. While we wanted to be finished with everything by this point, things happen along the way that were unexpected. I'm referring to the water line that was discovered back in October, which took weeks of back and forth with Pismo Beach to figure out what we needed to do with it. We now have a backflow valve right up front in the Park that regulates the water line, which is essential and controls the fire hydrants and new fire sprinklers inside the clubhouse and restroom. It was completed for an additional \$30,000, which does fall into our contingency costs. Again, the total project cost was 1.4 million, and we've paid 1.2 million so far.

With all the holdups and supply shortages being in the past, I can say that after speaking with Robertson Builders this week, our new completion date for construction is targeting the end of January.

3. Transformers – Julie Hill

Nothing to report.

4. Forklift – Charles Nunes

The actual forks on the forklift have been replaced with new hardware and we are now utilizing a different company for regular maintenance. Inspections will take place every 90 days.

5. Finalize Rules and Regulations for 2022 – Fernando Da Silva

Covered under Committee Reports – Rules and Regulations.

6. Annual Meeting Planning – Catering – Joyce Aldrich

The Board is looking forward to hosting another in-person annual meeting after taking a year off due to the pandemic. We are once again renting the Pismo Beach Moose Lodge for accommodations, and we wish to have the event catered. Julie is looking at what options are out there for catering in the Pismo area and we hope to make a decision by next meeting!

7. Board Opening and Résumé Submittal – Charlie Weeks

As a reminder, if you would like to run for the Board next year, please submit your notice of intent or résumé before we close today's meeting. There are 3 positions open next year and I have received a total of 7 résumés so far.

New Business

1. Annual Mailing Early Bird Prizes – Julie Hill

Because it remains an ongoing challenge to motivate our member to submit a ballot each year, we have raffled prizes annually to those persons that submit their ballots early. I would like to ask the Board once again to allocate prizes in the form of Visa gift cards to help us reach a quorum. If we can't hit a majority return, there is *no* annual meeting!

Tom Barcellos made a motion to purchase gift cards for early bird voting prizes (\$350, \$250, \$150), seconded by John Watkins.

Comment from Monika Harris (Locker 350) – How are the winners chosen?

After the early bird due date, usually mid-February, I open Google and ask it for 3 random numbers between 1 and 875, the total number of shareholders. All ballots received are marked-off on a list that indicates the date received. If the numbers match a Locker that has voted by the due date, that person is a winner!

Comment from Andrea Gregory (Locker 205) – If the number chosen doesn't match a share that voted, do you redraw a number?

Yes!

2. Site Map Proposal – Julie Hill

As we talk about construction ending and what it means for the Park, I would like to start implementing new ideas for the business. If anyone is familiar with Pismo Coast Village, they offer beautiful welcome booklets to their guests that have resort maps with lots of information and advertisements about the Central Coast. The company that prints those books is AGS, an advertising firm based in Texas, and they wish to visit our Park to research and submit a package to the Board for printed maps with ads. Our site map is outdated and not aesthetically pleasing, so it would be a great opportunity to work with someone new and use something better. AGS pays for the printing costs through advertising revenue collected, and a lot of that work has been completed because of their relationship with PCV. All we would have to do is accommodate, for free, a media team that would stay in our Park for about 2 weeks. I will hopefully be able to report a little bit more next month!

Comment from Andrea Gregory (Locker 205) – Just to be clear, this is at no cost to the Park?

Other than letting their RV stay for those free weeks during non-prime time, no.

Member's Comments

Andrea Gregory (Locker 205) – On our last site inspection, we had a comment that there were weeds on our site. I'm pretty sure there wasn't any weeds because we spray for those often. Including a picture with inspection notices would be helpful to identify what the problem is.

Wayne Norton (Locker 478) – Is the limit on RV length 40'? It is my understanding that we needed to maintain a 3' distance between the RVs and the back wall, so I wasn't sure exactly what the story was. Do we own the restroom and shower trailers?

Response from Julie Hill – While we accommodate RVs all the way up to the legal limit (45') in a pull-thru or 700 site, the biggest RV that fits into the standard size sites is generally 36'. Sometimes we can squeeze 37' – 39' RVs into certain sites but that is not a guarantee.

Response from Tom Barcellos – Yes, we had to buy the restroom and shower trailers new because no rentals were available last year. Since we've had them for so long, it's been a win overall because the rental fees would have far exceeded what we paid, and we have an opportunity to sell the trailers back to the manufacturer after construction!

Joelyn Lutz (Locker 369) – Charles mentioned that the restroom trailers were clogged up recently. I think some of that could be accounted to children stuffing the restrooms with toilet paper and paper towels. Maybe we could let people know it's important to keep their kids or other guests from doing that.

Andrea Gregory (Locker 205) – I noticed there is still not a survey question related to how our guests hear about the Park. Is that sill coming?

Response from Joyce Aldrich – Yes, we have yet to remake the guest survey. That will happen after construction!

Board Member's Comments

None.

Charles Nunes made a motion to adjourn to executive session, seconded by Mark Schieber.

All Motions

Mark Schieber made a motion to approve the minutes of the October 9, 2021 meeting and the November 13, 2021 meeting, seconded by Joyce Aldrich.

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

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

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

Fernando Da Silva made a motion to approve the 2022 Rules and Regulations, seconded by John Watkins.

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

Tom Barcellos made a motion to purchase gift cards for early bird voting prizes (\$350, \$250, \$150), seconded by John Watkins.

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

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 10:10 am.

Respectfully Submitted,

Charlie Weeks

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from November 2021:

- “Husband used men's shower facility and contracted "jock itch" Not happy. Wi-Fi is terrible, cannot even watch Netflix!!”
- “Just wish construction wasn’t going on at the time of our stay but do understand the reasoning.”
- “Most scores will drastically improve as construction finishes 😊”
- “The sites behind us had 3 trailers, 218, 219, and 220, that were part of a group that came Friday, 11/5. They were up late drinking, talking, yelling, and carrying on well past midnight. The language was in appropriate at times. I don't know if they were all paying customers. The noise they made was way beyond the guidelines in your brochure. The next morning, I observed empty beer cans and bottles piled up and laying around one of their sites, I believe 218. I will probably pass on staying at your campground again.”
- “Your camp host very rude and not helpful. We couldn't fit our truck in the site without banging our neighbors and couldn't open our door. NOT acceptable to pull our rv out with forklift to hook up to get out of our site. Sites and road are too narrow.”
- “Parking spaces are very close together, no real ambience, unfortunate that we were there while pool and spa were under construction, that will probably help. Surprised you don’t offer discount rates with several amenities under construction/no access.”
- “Was very disappointed when we registered and found out that we were not next to our friends. We made reservations months in advance and were told we would be next to each other. The staff was helpful in getting us close to together, but it was still not a good experience! The spots are extremely close and not easy to get into, we were fortunate to have an end spot, but barely enough room for tow vehicle. There are too many parks in the area to choose from, so we will not be coming back here.”
- “Disappointed restroom and pool are still unavailable, although the upgrades are welcomed.”
- “I would not use this park again. did not get codes to the temp bathrooms at time of reservation, sewage smell. rude people, construction zone not friendly for kids.”
- “The service provided by the team is outstanding. Aaron, Abigail, Jennifer, Luke & Michael are terrific.”
- “As a member of the park and after speaking with other members, it would be beneficial to members and to non-members to be able to have streaming access on our Roku and Fire Stick this. Upon checking with Spectrum, Spectrum does have this access for the park, if park management wants to upgrade the Spectrum contract. Please look into this. Thank you.”
- “Very happy B-day will not book elsewhere.”
- “The spaces are much too narrow and difficult to maneuver in and the sewer outlet is inconveniently located.”
- “Thank you, will be happy when the construction is finished. Happy Thanksgiving.”
- “We can’t wait until the pool and clubhouse are open again.”
- “The Park was under construction so I can’t really answer most of the questions accurately.”