



**Board of Directors**

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| Lorena Lemus (2019 – 2022) – President                | Tom Barcellos (2021 – 2024) – Collections                          |
| Mark Schieber (2020 – 2023) – Vice President (Absent) | Joyce Aldrich (2020 – 2023) – Park Use & Public Relations (Absent) |
| Charlie Weeks (2021 – 2024) – Secretary               | 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 – 15

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

Flag salute led by Mary Halberg (Locker 661).

**John Watkins made a motion to approve the minutes of the December 11, 2021 meeting, seconded by Charles Nunes.**

**Correspondence – Joyce Aldrich (Absent) – Brenda Critzer (Representing)**

The guest survey comments were sparse, but Wi-Fi was a noted issue. Curiously, the dog run conditions were not mentioned as usual. Another guest was disappointed that the clubhouse was unavailable for their family to enjoy. The number of guests that stated they would be returning to the Park again was very high. Our staff performance and the appearance of the Park overall were also rated very high.

**December 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 (12/31/21)	Monthly Comparison	Dec 2021	Dec 2020	Difference	% Change
Mechanics Bank-Operating	\$55,428.07	<b>Income</b>	\$74,311.01	\$147,550.41	-\$73,239.40	-50%
Mech. – Laundry	\$16,235.62	<b>Expense</b>	\$65,469.32	\$85,297.65	-\$19,828.33	-23%
Mech. – Dues	\$27,298.95	<b>Net Income</b>	\$8,841.69	\$62,252.76	-\$53,411.07	-86%
Mech. – Emergency Reserves	\$52,003.96					
Mech. – CIM Reserves	\$161,223.52					
Morgan Stanley Dean Witter	\$25,089.87					

Our liquidity is excellent and cash flow is moving extremely well. The Park's balance sheet remains ample given the improvements we have invested in over the past year. The annual net income was \$365,000 versus \$378,000 in 2020. Notice how stable things ended this year as we wind down the construction project; nothing went over budget.

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

#### **Management – Brenda Critzer**

As I reflect on the years that I've served on the Board and I look towards the upcoming election in March, I wanted to say that I'm excited to know that we'll have several new members joining the Board. I'm grateful for what this Board has achieved and the openness we've tried to instill. My husband and I have been members for over 20 years, and we are so pleased to see such an expansion. It's been a pleasure to serve with such fine people on the Board and improve the Park. Lastly, I would like to have a round of applause for our management and staff for working so diligently all these years!

#### **Collections – Tom Barcellos**

Things are amazing right now; there is only a single member outstanding on their dues for \$108. Of course, that is very minor. There is a trio of shares that were foreclosed on for a combined total of \$1,027. I expect some of those shares will likely go to auction if no action is taken, which has been the case so far.

#### **Park Use – Joyce Aldrich (Absent) – Brenda Critzer (Representing)**

The Park occupancy level for December was just about the same in 2021 when compared to 2020; 84% instead of 85%.

#### **Park Maintenance – Charles Nunes**

The sewer lift station that separates the waste in the Park malfunctioned last week. An alarm was blaring when Luke arrived in the morning, and it was not operating on the normal automatic mode. The lift was activated manually to clear the buildup, and thankfully the company that services the sewer pump was able to show up and repair the lift the same day the issue was reported.

There is additional work needed on our forklift. We must replace the water pump and change the timing belts. That should be completed within a month. The forklift works fine, but I would like to keep up maintenance.

Luke and Kim completed their retraining courses for forklift operation; it had been 3 years since their certification. Mike is scheduled to complete his refresher training once he is back from medical leave. We are considering training the evening maintenance employee, Abel, on forklift certification since he has shown an interest in learning.

#### **Rules and Regulations – Fernando Da Silva (Absent) – Charles Nunes (Representing)**

I would like to thank all the members in the Park for maintaining their sites so well. I arrived yesterday afternoon and was impressed after touring the grounds. Everything looked organized and vehicle parking was tidy. I did observe a fair amount of grass starting to grow from all the recent storms.

#### **Public Relations – Joyce Aldrich (Absent) – Brenda Critzer (Representing)**

I notice that a few members that are running for the Board are present this morning. Would you please come up to the front and introduce yourselves briefly?

*George Lemus (Locker 809), Jerrold Bodine (Locker 290) and Denise Gagliardi (Locker 75) introduced themselves to the audience and gave brief remarks.*

Thank you all so much for sharing!

### **Manager's Report – Julie Hill**

Wi-Fi quality, as reported on the guest survey, can be sporadic. I notice that we are especially affected by the weather and the recent rainfall has not been helpful. If a wireless access point goes offline, you may experience a reduction in speed since your devices will likely be trying to connect to another access point a greater distance away. Please report any poor conditions to the office because it can take several days to get a technician out to the Park if repairs are needed.

The January dues invoices were mailed over the last week and unfortunately the invoice did not specifically state that the charges were for assessment dues; the description was blank. Our bookkeeper apologizes for any confusion, on her QuickBooks everything looked correct before printing all 875 invoices.

There was an email the Board received in November that addressed a number of concerns about specific persons in the Park. Since the November meeting was canceled and Fernando Da Silva (Rules and Regulations) was unavailable to go over the details last month, I am only now able to speak about it. I would like to share a general summary of the topics covered, but I won't share the name of the person who wrote the email, nor the actual letter itself since it was sent in confidence to the Board. Also, I will not name the other parties involved out of respect for their privacy:

Subletting of Snowbird RV Lots – There is a snowbird in the Park that has not been here very often over the last few years because they are very ill. They have communicated this to the office on several times over the years and have stayed in the Park occasionally when their health allows it. There is no evidence that this person has subleased their RV lot to another person. There was an issue of another member's son coming and going from this snowbird's lot periodically; that was addressed with the snowbird in question previously and the member's son was notified that unregistered guests are not permitted in the Park without authorization from Park Management. Lastly, if a snowbird chooses to leave a set of RV keys with another person in the Park, that is a personal choice to trust someone with those keys. It has nothing to do with the Park's business.

Health Hazard – It was reported that a RV lot in the Park had possible mold growth and might hazardous. There was also a concern that this person has not occupied their RV in years. Again, the Board was aware of this RVer's site conditions, and the tenants were notified previously. Also, the tenants do stay at the Park and are in compliance with their 7-day occupancy requirement every quarter. While the conditions are not exactly up to *my* standards, the tenants are still working on the situation as of today.

Monthly Lots – There is a question whether a specific member in the Park is still a monthly tenant because their daughter is staying in their RV long-term. This tenant has not provided anyone with a written notice that states they wish to end their rental agreement and have complied with their 7-day occupancy requirement. As for the daughter staying in their lot, she is a member, and the Board has decided previously that other monthly tenants are welcome to have their children stay at their RV because there is a rental agreement in place and these children are members as well. Furthermore, in this instance and in all previous instances, the monthly tenant's child has registered with Park Management as required in the rules and regulations. Under no circumstances is a monthly rental agreement transferrable to a child. I know this has been brought up before a few times, but just to make it clear; the only time a monthly rental agreement transfers is upon the death of a tenant if their spouse is a member and was eligible for a monthly waiting list place to begin with.

### **Reportable Actions – Charlie Weeks**

There was a single reportable action from executive session last month. The Board passed a motion to exempt the 7-day occupancy requirement to 3 monthly tenants for the 4<sup>th</sup> quarter of 2021.

## **Old Business**

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### **1. Construction Improvement Committee – Tom Barcellos**

It's time for our construction update, or non-construction as some people feel. Since we had plenty of rain last month it delayed a lot of the trench work being done, and there have been other delays with contractors being exposed to COVID. We are on schedule for a February completion date, with a ribbon-cutting ceremony sometime in March. This month the weather forecast is good, so there is more site work to be done and our facilities will be fantastic when everything is finished.

### **2. Transformers – Julie Hill**

*Nothing to report.*

### **3. Annual Meeting Planning – Catering – Joyce Aldrich (Absent) – Brenda Critzer (Representing)**

The March meeting is approaching fast and if anyone would like to help Julie by volunteering their time it would be greatly appreciated. The event is going to be catered and we are just now finalizing the details. Please think about joining us for a wonderful lunch and get-together after the annual meeting!

### **4. Site Map / Guest Guide – Julie Hill**

There is a team from AGS, an advertising firm that is staying in the Park right now to collect information about our property and solicit ads from local businesses to print inside a new welcome brochure / guest guide that we may utilize moving forward. I had a meeting with the AGS reps this week that went very well, and I think that by next month's meeting I should have a sample guide to present before the Board!

## **New Business**

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*None.*

## **Member's Comments**

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Jerrold Bodine (Locker 290) – Julie, was that email you replied to sent by one person? One person had that whole list of crap? Shouldn't there be a rule against members using the Park's time and resources for a personal vendetta?

*Reply from Julie Hill – Not agreeing with the choice of words, I can say that the Board received one email from a single person with several concerns about the Park.*

*Reply from Tom Barcellos – Typically, the people that complain the most, while few, are not the people that go to meetings or communicate with the Board directly. I wouldn't agree that the email suggested a personal vendetta, but let's just say that sometimes people are not satisfied with things no matter what the outcome is.*

Debra McCorkle (Locker 578) – I think that when a lot of people in the Park have concerns, but are afraid to speak up it can fall on one person that is unafraid to bring those concerns to the Board's attention.

## **Board Member's Comments**

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Brenda Critzer (Locker 166) – I would like to thank the members that do take the time to communicate with Julie or the Board directly instead of listening to the rumor mill. It gives us a chance to address our member's concerns, whether those come from a group or an individual. Either way, it's appreciated when procedures are followed so that communication is open instead of letting things circle around the Park. Thank you very much to whoever wrote that letter!

John Watkins (Locker 559) – The last few years have been trying times because of COVID. We’ve lost family members, myself included, and yet we’ve all survived because we worked together. I want to thank everyone for being forthright and communicating with the Board.

**Tom Barcellos made a motion to adjourn to executive session, seconded by John Watkins.**

#### **All Motions**

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**John Watkins made a motion to approve the minutes of the December 11, 2021 meeting, seconded by Charles Nunes.**

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

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

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

**Tom Barcellos made a motion to adjourn to executive session, seconded by John Watkins.**

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

Meeting adjourned at 10:43 am.

Respectfully Submitted,

Charlie Weeks

*Board of Directors – Secretary*

Cc

Aaron Cartwright

*Senior Reservation Agent*

## Guest Survey Comments from December 2021:

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- “The only drawback was the construction mess/mud and the fine gravel. Need a larger stone but otherwise I can see the improvements being made and it will be a very nice place to come back to. Thanks to Julia for all her help in making the stay possible. Happy New Year!!”
- “The laundry room is very clean and well appointed but extremely expensive to use. Over \$5 just to wash clothes and \$.25/5 mins to dry. They need to lower those prices. Stayed for a week at even better RV park with better machines and only paid \$1.25 to wash clothes and \$1.25 to dry them for 45 mins. Come on, people!”
- “No trash cans throughout the park. Gotta walk through mud and construction to throw out trash. Plenty of places to put trash receptacles but there were none. Just the dumpster in the middle of the park. Same as last year. Staff was way friendlier for sure.”
- “I stay at this park often and this time the bathrooms were so clean, the wifi worked very well. It was pouring rain and the bathrooms maintained clean. Sometimes the bathrooms aren't kept up that great but this time we're perfect.”
- “We were the guests of Janet and Mel Cabral. We truly enjoyed our stay at the park. Our only disappointment was that the clubhouse was not available for our group of 12. Looking forward to seeing everyone again in May at the park. Thank you! Greg Stone and Mary Lou Bouchard P.S. I apologize for my long delay in completing the survey. No reason except I forgot....thanks!”
- “I can't wait until the clubhouse and pool are open! :)”
- “The Wi-Fi is very spotty, not able to stream, it would be a great addition to the park if the Wi-Fi would allow kids to attend classes on zoom.”