



Board of Directors

- Brenda Critzer (2021 – 2024) – President
- Charles Nunes (2019 – 2025) – Vice President & Maintenance
- Talley Snow (2022 – 2025) – Secretary
- John Watkins (2020 – 2023) – Treasurer
- Darin Batty (2022 – 2025) – Management
- Tom Barcellos (2021 – 2024) – Collections
- Joyce Aldrich (2020 – 2023) – Rules and Regulations
- Mark Schieber (2020 – 2023) – Public Relations
- Charlie Weeks (2021 – 2024) – Park Usage

Members Present – 26

Meeting called to order at 9:00 am by Brenda Critzer.

Flag salute led by Charles Nunes (Locker 257).

President’s Address

- Please silence or turn off all cell phones.
- This meeting is restricted to members only.
- Members are welcome to participate during the *Member’s Comments* section of the agenda.
- To maintain decorum, member comments are limited to two (2) comments per person.
- As stated in the rules, all complaints to Park Management must be in writing and signed by the person making the complaint. Anonymous statements will not be taken into consideration.
- Discussion can become emotional, but all members deserve to be treated with dignity and kindness.
- The Board aims to answer member questions at every meeting. However, responses to specific comments or questions may be deferred for review and placed on next month’s agenda.
- The Board represents the interests of 875 shareholders. While consideration is made for individual concerns, decisions are based on what is best for all members.
- This is a volunteer Board. No one is paid for their time. Directors are reimbursed for out-of-pocket expenses and receive two (2) free days use for their RV when attending a meeting.
- Holiday RV Park’s meetings and procedures are governed by its bylaws, CC&Rs and rules.

Joyce Aldrich made a motion to approve the minutes of the February 12, 2022 meeting, seconded by Mark Schieber.

Committee Reports

Financial Report – John Watkins

Park Accounts	Balance (2/28/22)	Monthly Comparison	Feb 2022	Feb 2021	Difference	% Change
Mechanics Bank-Operating	\$74,187.55	Income	\$103,453.17	\$92,449.54	\$11,003.63	11%
Mech. – Laundry	\$18,158.62	Expense	\$119,993.72	\$62,404.81	\$57,588.91	92%
Mech. – Dues	\$11,403.97	Net Income	-\$16,540.55	\$30,044.73	-\$46,585.28	-155%
Mech. – Emergency Reserves	\$52,007.33					
Mech. – CIM Reserves	\$87,750.21					
Morgan Stanley Dean Witter	\$25,089.87					

Park Accounts	Balance (3/31/22)	Monthly Comparison	Mar 2022	Mar 2021	Difference	% Change
Mechanics Bank-Operating	\$116,817.47	Income	\$95,932.65	\$94,711.88	\$1,220.77	1%
Mech. - Laundry	\$19,912.62	Expense	\$82,879.87	\$62,694.33	\$20,185.54	32%
Mech. - Dues	\$12,347.97	Net Income	\$13,052.78	\$32,017.55	-\$18,964.77	-59%
Mech. - Emergency Reserves	\$6,983.26					
Mech. - CIM Reserves	\$31,567.48					
Morgan Stanley Dean Witter	\$25,089.87					

After reviewing the February financials, I noted to Julie that the transfers made from the reserve account were not listed. The profit and loss (P&L) report for February shows a loss of \$16,000, which is because we paid property taxes of over \$46,000. Income was \$11,000 greater than 2021, that's encouraging. I noticed that more members are paying their dues for a full year rather than biannually. Legal fees are down as well, which is good too.

John Watkins made a motion to accept the February 2022 financials and pay the bills, seconded by Mark Schieber.

March income was just slightly up year over year. I noticed that our expenses are higher, much of this comes from higher utility rates than 2021. Electricity costs are significantly higher than last year. I am warning folks that I will have to address those costs when it comes time to raise rentals rates. We have to pay for the Park, we've got more members staying in the Park with their free days than before and dues alone cannot cover that. I will work with Julie on projections for the future. If we raise rates, I want to make sure it is enough to prepare us for whatever comes our way. Lastly, I don't see the mobile home rent allocated on the March P&L report; I will speak the bookkeeper on where that went.

John Watkins made a motion to accept the March 2022 financials and pay the bills, seconded by Talley Snow.

Collections – Tom Barcellos

Advance assessment payments are very solid, as John mentioned. Over \$3,500 has been paid already towards the July assessment. There is \$1,736 in delinquent assessments that is from the default of 4 shareholders. Notices of default are in effect for those memberships and an auction date will be set at an appropriate time after those notices expire. Overall, collections are in a really good position.

Management – Darin Batty

I'm getting caught up on this new assignment, and I have been meeting with Julie to get a better look at how things operate. I appreciate everyone's patience while I learn about everything that goes on with the business.

Park Use – Charlie Weeks

Our occupancy was 74% last month, which is definitely less than March 2021. However, it must be noted that the construction fences came down only recently, and back in 2021 those sites, while being used for construction, were not rented out like they are now. Julie's focus is on running promotional discounts to entice people to stay at the Park while we're really slow. There was a 17% discount offered as a St. Patrick's Day (3/17) special, and that got a great response. I would much rather us sell a dozen sites with a discount than half that at full price.

Reviewing our reservation schedule, it's mainly comprised of our members utilizing their free time, which is great! There are still enough vacancies available that we should get some customers staying as well.

Correspondence / Public Relations – Mark Schieber

Fundamentally, many of our guest comments from their stay experience survey tend to be about a common assortment of criticisms. Notes about the small size of spaces, the long-term RV site conditions, when construction will be over, etc., are very, very common. However, all the metrics of the survey itself (value, cleanliness, overall experience, etc.) are all trending upwards. I think we're all looking forward to the new facilities opening, and I'm sure that our guests will appreciate using them again soon.

March 2022 Guest Survey Comments: *Please refer to the attached comments at the end of this document.*

Park Maintenance – Charles Nunes

Over the last few months there have been electrical issues reported at several different RV sites. Those utility plugs have been replaced by an electrician and are now working fine.

The air conditioner for the Park office stopped working this week during our heat wave. I'll ask Julie to look into getting that repaired before summer arrives.

The maintenance staff are working diligently on refurbishing the picnic tables used in the Park. They're replacing old wood as needed and applying fresh paint to the metal legs in order to get them looking more presentable.

Lastly, the painted curbs around the property used for loading or no-parking areas are getting a fresh coat of paint too.

Rules and Regulations – Joyce Aldrich

I was pleased to get the offer from Brenda to oversee the Park's rules and regulations; I think it's a task that I will enjoy. A goal for this year will be to really dig into the various rental agreements used for monthly and snowbird tenants to make sure that everything is aligned with the rules and regulations.

I will also be working with Julie on reviewing RV site conditions, compliance with the rules, and requests to make modifications in the upcoming months. I'm looking forward to helping to make everyone's stay as enjoyable as possible!

Manager's Report – Julie Hill

Following the annual meeting, there is a lot of in-house clerical work that needs to happen. Getting the Board updated and everyone up to speed takes much of our time in the office. Please be patient with us, we're nearly through this process!

Reportable Actions – Talley Snow

None.

Old Business

1. Construction Improvement Committee – Tom Barcellos

Good news; the restrooms are done. Bad news; you cannot use them yet. Gates to the swimming pool area are being fabricated as we speak. That will isolate the pool from the clubhouse. Our project manager, Ryan, will then attempt to get a release and inspection on at least the restrooms, if not the clubhouse too, in an attempt to open those soon. Julie has purchased items to stock the new restrooms and the clubhouse when it's time to open.

In other good news, I spoke with the representative that we purchased the restroom and shower trailers from and he indicated that the Park should receive the full value of that purchase back based on unrelenting demand for those units.

The main reason for the delay in construction is because of the pool, specifically the drain channels needed to complete the project. Those drains have been located, purchased, and are on their way. After those are installed, the deck can be poured.

Once the deck is dry the pool can be resealed and filled again. How much time will that take? Well, my biggest concern is getting that clubhouse open ahead of the pool, but there is only so much anyone can do in these situations.

I know there are lots of rumors going around about construction, and I've got to be honest, it's all bullshit that gets people riled up for no reason. If you have questions of us, please ask. If you don't like the answer, I'm sorry but I can't give you anything but an honest answer. The bottom line is that we are seeing new people around the Park, and a lot of them are wanting to be here because we have beautiful new facilities. I'm not overly concerned about the hiccups along the way; most of which are due to the supply chain issues caused by the pandemic.

2. Transformers – Julie Hill

I don't have an update on when the transformers will be refurbished. As Tom hinted, I am also facing supply chain issues with the parts needed. Charles and I are considering other options since this has been an ongoing concern.

3. Site Map / Guest Guide – Julie Hill

We currently make welcome packets in-house to provide when our guests check-in and stay at the Park, which are serviceable but do not reflect well on how much we've improved the facilities. I have been working with a professional advertising and printing company to make a higher quality, printed guest guide that will also feature advertising for local businesses. That work is almost complete; Mark and I are implementing a few final changes. We will get those guides printed before summer!

4. Lift Station Control Panel – Charles Nunes

We reported in February that the control panel for the sewage lift station next to the restrooms has been deteriorating for some time now and should be replaced sooner rather than later. The Board approved purchasing a replacement panel and we are still awaiting production and shipment.

5. Flood Insurance – Julie Hill

Our insurance agent brought it to the mine and Brenda's attention that the Park is lacking sufficient flood insurance. I think Brenda and I were both immediately thinking about protecting the new amenities after spending over a million dollars making improvements. The Board is still discussing the topic and will report on any developments at a later date.

New Business

1. Letters to Board – Mark Schieber

As your new PR person, I would love to speak with you and get your opinions. Brenda mentioned during her address that we are trying to respond to those complaints or concerns that are made in writing, according to the rules. If you want to chew my ear and converse more causally, I'm all for it. Please keep in mind that while I'm happy to talk to you individually as a Board Member, I don't mean to speak for the entire Board if I respond to your opinions during conversation.

2. Laundry Room Door Replacement – Charles Nunes

The laundry room door is still in need of replacement. The issue stems from an accident where someone drove into the door last year with the golf cart. Since the new concrete ramp was poured that leads up the door, for ADA accessibility reasons, the door no longer closes properly because of that prior damage. The cracks are severe enough that we need to replace the whole door assembly. Julie got some bids since the last time we've discussed this, ranging from \$5,929 - \$6,487. Those bids are normally good for 30 days so it may cost a little more to pay for a replacement since it's been a few months.

Charles Nunes made a motion to replace the laundry room door, up to maximum cost of \$6,500, seconded by Tom Barcellos.

Member's Comments

Kim McKenzie (Locker 107) – Since I'm limited to 2 comments, I would like to you know that my first comment is about spending. I see that we were provided financial comparisons for February and March, and I notice that the mobile home furniture and fixtures item listed is \$11,013 for last year, compared to \$9,510 this year. I've been here for 12 years, and I know that the first time that it ever appeared on the balance sheet was when the mobile home was open to renters. I believe the income was around \$20,000, and about \$8,500 was spent on furnishings. I'm asking why are we spending money on mobile home fixtures?

On a similar note, I see that the credit card marked as "Julie" shows a balance for March 2022 of \$18,540, and \$5,502 in March 2021. It never drew my attention before, but I think we should want an answer for.

My second comment is about reserves. In the 12 years I've been here we always kept reserves for emergencies; the fear being that the Park could close if something catastrophic happened to our restrooms or essential utilities. We don't have the \$350,000 worth of reserves that we used to have before. I'm sure that if you reviewed prior Board comments that you would a Board Member stating that the "money was just sitting there; we're not doing anything with it." The reason that money "sits there" is in case of a potential emergency.

Response from John Watkins – The reserves were there for just what we wanted them for. In order to improve your pool, your clubhouse and your restrooms, to enhance the value of your shares, we drew down on that. We are replenishing that reserve again at \$7,000 monthly. As I mentioned, the recent transfer was not listed on the P&L because it was made late in the month. Bottom line, those reserves were needed and I agree with you that it's essential that we have them. To remind everyone, that money was used for improvements, not operating costs. It also saved the Park a tremendous amount of interest and fees because we borrowed less money as part of the construction loan.

To your point on the mobile home furnishings, that is an asset on the balance sheet, not an expense. It depreciates in value, that's way the cost continues to lower as you stated. I'm pretty sure that is what you are referring to, but I will research and get back to you for sure.

Response from Brenda Critzer – The credit card was used by the manager to pay for new furniture and equipment for the clubhouse and swimming pool, as instructed by the Board. We allocated a balance of \$20,000 to do so and I think she's spent around \$14,000 currently. You'll see a much higher March balance on that credit card also because of the annual meeting this year, which we didn't have in 2021 because of the pandemic. The Board is well aware of how much is being spent.

Response from Tom Barcellos – It might be helpful to point out that Julie is limited to discretionary purchases of \$500 on that credit card. Anything above that is subject to Board approval.

Frank Polehonki (Locker 450) – I want to invite everyone to a party that my wife and I are hosting on April 23rd, as a birthday celebration for me and appreciation for all the support, love and prayers we've received in recent years. It's going to be a great event and we'll supply tons of food and drinks, in addition to free raffle items. There will be live entertainment and I think everyone will have a lovely time. We're expecting lots of Park friends and my family. I really want to thank Julie, the Board and everyone that has supported us in planning this party!

Nataly Silva (Locker 160) – Do you think by the pool will be open again by July 4th?

Response from Tom Barcellos – I'm praying! That's the honest answer at this point.

Board Member's Comments

Charlie Weeks (Locker 7) – I want to follow up with everyone and share the persons that won the early bird raffles for voting in this year's election. The winners were Locker 149 (Azevedo), Locker 680 (Martin) and Locker 712 (Mercado).

Mark Schieber (Locker 155) – John Watkins and I were discussing the future of the business recently, with these high gas prices and whatnot. I've been in the RV industry for a long time and there are still unprecedented amounts of RVs being made. There's also been an explosion in destinations for RVers to stay at once they get their new rigs. I think we may capitalize on that demand in spite of higher gas prices.

To Kim McKenzie's point about reserves, we actually need *more* reserves than we used to keep on hand in previous decades, as described in the most recent reserve study.

Tom Barcellos (Locker 173) – Nataly, I really hope that we can get everything open and looking beautiful for July. I know that certain things are out of our control. I understand that things are different for me, since I'm only here once a month and don't see the stagnation of the project over the past few months. I have regular communication with Julie and our project manager, Ryan, but sometimes those updates are nothing more than "we really don't know yet." It's a hard reality, but it has become the way things are nowadays. We are all used to seeing less and less of things in stores that we did in years before. I appreciate everyone's patience with this project!

Charles Nunes made a motion to adjourn to executive session, seconded by Joyce Aldrich.

All Motions

Joyce Aldrich made a motion to approve the minutes of the February 12, 2022 meeting, seconded by Mark Schieber.

Roll Call: Joyce Aldrich, Tom Barcellos, Brenda Critzer, Charles Nunes, Mark Schieber, John Watkins and Charlie Weeks voted yes. Darin Batty and Talley Snow abstained. Motion carried.

John Watkins made a motion to accept the February 2022 financials and pay the bills, seconded by Mark Schieber.

Roll Call: Joyce Aldrich, Tom Barcellos, Brenda Critzer, Charles Nunes, Mark Schieber, John Watkins and Charlie Weeks voted yes. Darin Batty and Talley Snow abstained. Motion carried.

John Watkins made a motion to accept the March 2022 financials and pay the bills, seconded by Talley Snow.

Roll Call: Joyce Aldrich, Tom Barcellos, Darin Batty, Brenda Critzer, Charles Nunes, Mark Schieber, Talley Snow, John Watkins and Charlie Weeks voted yes. Motion carried.

Charles Nunes made a motion to replace the laundry room door, up to maximum cost of \$6,500, seconded by Tom Barcellos.

Roll Call: Joyce Aldrich, Tom Barcellos, Darin Batty, Brenda Critzer, Charles Nunes, Mark Schieber, Talley Snow, John Watkins and Charlie Weeks voted yes. Motion carried.

Meeting adjourned at 9:58 am.

Respectfully Submitted,

Talley Snow

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from March 2022:

- “We stayed there one night and could have stayed at a roadside rest area for free. Couldn’t believe we were dumb enough to pay \$150 to sleep in a parking lot. We stayed one night in Malibu at a park we would’ve paid \$200 for, but we paid less than \$100. Price gouging!!!!!! 🚫”
- “Wi-Fi is seriously lacking and very frustrating. We’re all anxiously awaiting the completion of building projects.”
- “I have concerns of rules not being followed two beautiful new buildings and RV sites that look like homeless camps. March meeting a pizza lunch very disappointed.”
- “We did have problems with internet and Wi-Fi! Aaron is exceptionally good to work with! Did not use some facilities and pool and club room were closed.”
- “We are owners. We wish we could bring friends to stay with us using our allotted days and not have to pay. You know the way it used to be before someone changed the rules without asking the owners.”
- “Paid for 50 Amp service pedestal only had 30 Amp. Was instructed to park next to my rig that’s fine. A camper arrived the next day and was able to take 2 sites.”
- “We are always impressed with the excellent customer service we get from Aaron! We always receive great service from the staff with helping us spot our trailer also!”
- “The Park has no grass areas and the RVs are crammed in way too together. It feels more like just a parking lot than a nice place to stay, visit or live in. The pool & laundry room were still being worked on & we’re still closed. The noise from traffic on both front & back of the Park (I use this term lightly) was awful. There was no landscaping & the supposed dog park was minimally small. The only good thing about the park were the employees. They were all very nice & helpful, but that’s not enough to get us back. This place is lacking in way too many ways. Sorry, but we will not return here, nor would we recommend it to anyone.”
- “All in all, it’s a great place to stay. Of all the times we have stayed at your location this was by far the best. It was quiet. No to many barking dogs. Looks like construction is winding down. It’s one of My favorite places to stay.”
- “Kim was wonderful-his parking directions were easy to follow. Abigail made the reservation process easy.”
- “I’m a member and am very disappointed about how many RV spaces with long term units look like trash. A few years back this wouldn’t have been allowed. The Park itself is kept up very well but many of the Permanent rigs are showing their age and many have way too much old and junky decorations around the trailers. If I didn’t already have a share in this Park and driving through the Park I probably wouldn’t buy into it today.”
- “Spots are narrow and to make things worse the extra parking fee was increased.”
- “Looking forward to have the new buildings open.”
- “I would like to commend Mike (maintenance) for helping move my RV on the day of check out. There was a car parked cross ways next to the street in the space next to me preventing me from exiting my space and the owner was not present at their site. Mike had to use the forklift in order to maneuver my RV far enough away from the space boundary to safely clear the car and be able to move the RV out of the site. His help was greatly appreciated.”
- “Love, love, love Holiday RV, it’s staff is exemplary! Location can’t be beat. Look forward to the completion of the clubhouse, pool and restrooms. All are sure to be a WOW!!”
- “All good...keep up the good work...”