



**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 (Absent)
- Joyce Aldrich (2020 – 2023) – Rules and Regulations (Absent)
- 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 Kim McKenzie (Locker 107).

**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.

**Talley Snow made a motion to approve the minutes of the April 9, 2022 meeting, seconded by Mark Schieber.**

**Committee Reports**

**Financial Report – John Watkins**

| Park Accounts              | Balance<br>(4/30/22) | Monthly<br>Comparison | Apr 2022    | Apr 2021     | Difference  | % Change |
|----------------------------|----------------------|-----------------------|-------------|--------------|-------------|----------|
| Mechanics Bank–Operating   | \$84,695.67          | <b>Income</b>         | \$96,051.63 | \$100,740.04 | -\$4,688.41 | -5%      |
| Mech. – Laundry            | \$18,574.62          | <b>Expense</b>        | \$63,438.70 | \$72,333.41  | -\$8,894.71 | -12%     |
| Mech. – Dues               | \$12,485.97          | <b>Net Income</b>     | \$32,612.93 | \$28,406.63  | \$4,206.30  | 15%      |
| Mech. – Emergency Reserves | \$6,958.48           |                       |             |              |             |          |
| Mech. – CIM Reserves       | \$28,759.36          |                       |             |              |             |          |
| Morgan Stanley Dean Witter | \$21,137.67          |                       |             |              |             |          |

Compared to last April, the balance sheet is down because of expected construction costs. The loan is compensated for on the report as well; several Board members are actively looking for ways to reduce the interest on that. Our overall profit is the same as last year, and total expenses are down. I noticed that our January – April expenses are up year over year due to increased utility costs; that is a problem. The Board is looking to reevaluate the Park’s investment account with Morgan Stanley. Inflation is high, and it may better suit our needs to sell those stocks and move that money to our reserve account.

**John Watkins made a motion to accept the April 2022 financials and pay the bills and payroll, seconded by Charlie Weeks.**

#### **Collections – Tom Barcellos (Absent)**

*Nothing to report.*

#### **Management – Darin Batty**

I don’t have any pressing issues to report on from a management position. I have weekly meetings with Julie via phone and also receive email updates on problems that need my attention. Yesterday I had an opportunity to tour the new facilities with Julie, and everything looks very nice. If you ever see me around the Park and want to talk about something, please feel welcome to stop and ask me.

#### **Park Use – Charlie Weeks**

I review the Park occupancy on a month over month basis, then a month over year basis. I can report that our occupancy for April was about 72% compared to 83% last year. More than likely this is due to construction since we are right at the end of the process and people are not using the Park as much. Once we get back to a normal swing, I’m sure that our occupancy will shoot up again. The Park has also been issuing a few promotions to entice guests to stay here more often.

#### **Correspondence / Public Relations – Mark Schieber**

The survey comments last month are the usual subjects: the spaces are too small, the dog run smells bad, the staff is nice, etc. We are getting beat up on the pool and spa being closed for so long. I know that we’re opening those soon, so hopefully that will alleviate itself.

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

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

The maintenance crew has been painting speed bumps around the roads, in addition to some of the site numbers on the pavement. There is some landscaping work being done next to the laundromat. The old welcome sign on the office has been removed as well as the metal pillars holding it up. Those were damaged and will be replaced along with a brand-new welcome sign.

There is a new maintenance employee, Autumn Fierro. She’ll be here part-time focusing a lot of attention on the clubhouse and restroom facilities to deep clean those and keep them in nice condition.

#### **Rules and Regulations – Joyce Aldrich (Absent) – Brenda Critzer (Representing)**

Joyce is reviewing the rules and regulations with the Park attorney in preparation for discussion and approval by the Board.

#### **Manager’s Report – Julie Hill (Absent)**

*Nothing to report.*

## **Reportable Actions – Talley Snow**

*None.*

## **Old Business**

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### **1. Construction Improvement Committee – John Watkins**

We have a single permit remaining to pass before the restroom and clubhouse can open. There is an issue with the fire alarm in both buildings that is being addressed by the contractor and hopefully we can get those inspected and opened for Memorial Day Weekend. The next move will be to get the shower and toilet trailers cleaned up and ready for sale!

### **2. Transformers – Julie Hill (Absent) – Charles Nunes (Representing)**

There has been a long delay on replacement parts for the electrical transformers next to the bathrooms. In the absence of parts, I've tasked the maintenance staff with sanding down the current paneling and coating it with sealant for aesthetic purposes.

### **3. Site Map / Guest Guide – Julie Hill (Absent) – Mark Schieber (Representing)**

The Park is anticipating delivery of brand-new welcome guides and brochures for our guests to receive at check-in. They are professionally printed and feature many local businesses inside via advertisements. It is a welcome change from the Xeroxed handouts we've been using for many years.

### **4. Lift Station Control Panel – Charles Nunes**

We are still about six weeks away from getting a new control panel installed on the sewer lift station by the restrooms. It is currently being fabricated.

### **5. Flood Insurance – Julie Hill (Absent) – Charlie Weeks (Representing)**

The Board reviewed and declined an offer for additional flood insurance for the Park. I actually work in insurance for a living and after researching the risks, I determined, using information from FEMA, that our danger of flooding was less than 1%. Thankfully, water flows out of our Park because of its construction.

### **6. Laundry Room Door Replacement – Julie Hill (Absent) – Charles Nunes (Representing)**

There is a four week wait time right now for the new door to the laundromat. It is being built to order, just like the lift station equipment.

## **New Business**

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### **1. Updating Rental Agreements & Rules and Regulations – Joyce Aldrich (Absent) – Brenda Critzer (Representing)**

As I mentioned, Joyce is reviewing the rules with the Park attorney. This also applies to the rental agreements for monthly tenants and snowbirds. We want to make sure that everything is in unison.

### **2. Beach Club – Volunteers – Mark Schieber**

The word on the street is that we are looking for volunteers to form a new Beach Social Club. If you would like to lend a hand, please get in touch with Julie. It would be great to get some events happening for summer. As a reminder, the Beach

Social Club is a long-standing organization of members that will form every few years or so to host and promote family friendly events for the Park and our guests. They also take their proceeds and donate them back to the Park. A great example of this is that great looking LED welcome sign that is in front of the pool.

## Member's Comments

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Kim McKenzie (Locker 107) – I want to let you know that in the last month, just by asking questions, I have revealed that there are some very serious issues. I created an anonymous, non-Board-certified survey of people's opinion of the Park. Even before that survey was created, just asking questions about the Park financials at last month's meeting has gotten me unfriended on Facebook by our manager and our Board President and their families. This includes unframing my husband, who I don't think has even spoken to anyone outside of an office setting. I just want everyone to know that if things are not *lit up* by now, they really should be. Please watch the finances, look at spending. We have been told by John Watkins at the last meeting that rent is going up substantially. There are a lot of people on fixed incomes at this Park. If indeed those expenses on the credit card last month are for the pool furniture, there is an itemization for that kind of thing. I checked, and those charges are still on the credit card and not allocated elsewhere yet. These are the questions that people should be asking at this point, and I hope that you all have a lovely day. The survey results are being delivered to the Board, even though it is not a Board-certified survey, it is up to them on what they do with it. Remember, don't *ever* stop asking questions. Freedom of speech in this country is still free, as is freedom of thought.

Don Smith (Locker 90) – I would like to ask that the *Member's Comments* that come at the end of the meeting be moved after each item on the agenda. You were voted up here to talk on behalf of the members, and we would like to be included in the collaboration on a lot of the things that are going on around here. Having us talk at the very end says, "we really don't want to hear from you; we would get to get through the agenda so we can leave."

I would like to know where the ADA entrances are to the swimming pool. Because if it is supposed to be the ramp going up to the gate, I can assure you that is not ADA-compliant. I guarantee you that. I tell you what, I can have a county inspector here on Monday, if you like.

Joelyn Lutz (Locker 369) – I would like to know how I might get ahold of job descriptions for the manager and the other Park employees. I used to have that when I worked for the Post Office, and I think it may be a good thing for members to have access to and review if we think something needs to be addressed. It may dispel a lot of rumors that go around the Park.

*Response from Darin Batty – Let's discuss it as a Board. I'm sure we can accommodate something.*

If they exist, then it would be easy to distribute out. When can you get back to me on that, at the next meeting? I'm not sure of your protocol.

*Response from Darin Batty – Yes, if not sooner.*

Teena Griffith (Locker 15) – A question on the financials; there was a concern about the mobile home rent at a recent meeting and I still cannot find that on the paperwork provided today.

A few years ago, I asked about an updated guest survey, and I'm wondering if there is any update on that.

The electrical equipment on the restroom has a wood panel on it, and I'm concerned that is not normal. There is also an electrical cord coming out from some of the Wi-Fi equipment near the restrooms.

*Response from John Watkins – Teena, the mobile home rent income is on the monthly financials at item #7245, for \$900.*

*Response from Charles Nunes – I will inspect those facilities you mentioned at the restrooms. I do know that the Wi-Fi assembly is not finished just yet, so that cord may be there for a reason right now.*

Monika Harris (Locker 350) – I would like to say something positive. I want to thank the Board for all the time that they spend on this hard work, for free, to take care of us. The staff also works endless hours to bring all this construction under control, and look what a beautiful result it is. It's phenomenal; we have everything that we want here, at a price you could never afford anywhere else. We should appreciate that, and what the Board and staff do to let us be able to stay here.

Lorena Lemus (Locker 809) – I want to thank my fellow Board members, again, another positive comment. I think there's too much negativity and too many nosy people that just make stuff up. I'm excited for Talley and Darin and I'm looking forward to seeing what you can do. There remains a lot that must be done, as the senior Board members know. Please keep working together as a team. Monika had a great point; if you think it's expensive to live here, just try looking at anywhere else. If it is too expensive here, maybe this isn't the place for you anymore. Sorry to be blunt, but with all due respect that is how things are. There's been lots of improvement at the Park, and that does come at a cost.

Nancy Houck (Locker 63) – How are rate increases going to affect monthly tenants? It seems to me that monthlies have a little more privilege compared to other renters like snowbirds when it comes to rates. I don't mind contributing if it's needed, but I want to know that everyone else is contributing equally.

*Response from Mark Schieber – Those are ideas that I've been addressing for the last few months. After reviewing 20 years of Park history, I can comment that snowbirds and monthlies have always been treated as distinct rental programs. Remember that monthly tenants cannot use their free days against space rentals, which almost makes them a separate membership class. That is of course prohibited in the CC&Rs. I raised this point at the annual meeting; we've gotten so far away from what is mandated in the governing documents that things have been bent to where the Board is trying to manage chaos. Guys, we're an RV park, not a mobile home park! All rates, dues and fees are reviewed carefully to ensure that members are paying for their expenses proportionately. This Board is doing a lot of cleanup from the missteps of the past.*

Joelyn Lutz (Locker 369) – The impression I get from hearing about the ways things used to be around here is that there is a lot of bad blood leftover from unresolved issues. I'm new to the Park, so I could be mistaken but that seems to be the case. Until that tension gets resolved it is going to prevent healthy working relations. I happen to know someone that is an expert in non-violent communication and may be able to assist folks in resolving conflict.

*Response from Mark Schieber – I think having a lot of transparency is the key to making things better around here. If you want job descriptions, here you go. If you want financials, there you are. There's a monthly waiting list in the office for a full-time rental; if that list was made public would that offend anybody? If that was posted on a big billboard in the middle of the Park, would that violate anyone here? This is the kind of feedback that we are interested in hearing from you.*

Teena Griffith (Locker 15) – I'm a little worried about the ramp leading up to the swimming pool. There is a lip that may present a danger to anyone that is low-sided or not paying attention. I may suggest painting that curb to highlight there is a difference in height.

*Response from Charles Nunes – Thank you Teena, we'll look into painting that soon.*

Kim McKenzie (Locker 107) – Don Smith, thank you for addressing the ADA-concerns. I noted, as a nurse, that there is no push button for that door. Someone in a wheelchair may not be able to access the facilities at all. Just an observation.

*Response from Mark Schieber – Don and Kim, I'm a layman when it comes to this stuff, and I think that the Board is currently working with a state inspector for the ADA qualifications of the new buildings. I'm assuming that before things are signed off on a permit that someone in an official position is saying, "good, good...bad, good." Doesn't everyone think that is a reasonable assumption based on the scale of the project? Don, I'm not trying to discredit you in saying that things are not ADA-compliant, but I get confused when you say it isn't but someone else says that it is. Surely there is only one right answer, yes? If the proper authorities have said that everything is complaint, let's accept that.*

## Board Member's Comments

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Mark Schieber (Locker 155) – This Board does have a lot of work to do. I'm just speaking my own opinion, and I know that some folks agree with things I say, and others don't. If you ever want to know anything, as public relations, come talk to me. If you want to know about my "living here for free," which I've been accused of, just ask! Kim McKenzie mentioned fixed income, but at the end of the day, we're not subsidized housing. We're just not. The rates and what they should be are debated vigorously by the Board, and we don't take the subject lightly. There are wild rumors out there like I'm wanting to raise monthly rates to \$2,000, which is ridiculous. But ask yourself a question, "are we really where we should be based on how low our reserves are?" When the Park has to consider taking a half-million-dollar loan for construction, I don't consider that solvent or strong. That's because years of neglect by older Boards left our coffers empty. Remember, this Board works for the 875 shareholders, not just the people living in the Park. If you've got something to say: good, bad or indifferent, *say it!* This is the forum available to you as shareholders to let the Board know what you're thinking about, to speak your piece. Please speak without fear of retaliation, rejection or ignorance from this Board. If you want to stand up here and call me names, then I want you to engage with *your* Park, our Park. This Board is not always in agreement with each other; I've been lied to by members of this Board, I've been supported by members of this Board and I've been shunned by members of this Board just for speaking my mind. I'm encouraging everyone to listen and everyone to speak their minds too.

John Watkins (Locker 559) – I'm an open book as well; when I was first elected to the Board and became President I passed out business cards with my email on it and encouraged people to reach out to me if they had an issue or did not feel comfortable talking to someone else. I'll tell you right now, people won't like what we do with the rates, but I have to agree with Mark. We've got to get this Park saving money again to be to fulfill a 2 to 3-year plan. The Board start with accounting for inflation, at the very least. If you have questions about this, I can assure you that I've done the research and I have the numbers behind me.

Brenda Critzer (Locker 166) – Thank you for your comments; I have listened carefully today to what you're saying. You *do* have a voice at these meetings and there is no retaliation from us over anything you want to say. Please keep bringing your comments and questions to us, and remember that, as Mark stated, we have 875 members to think about when we make decisions as a Board.

**John Watkins made a motion to adjourn to executive session, seconded by Mark Schieber.**

## All Motions

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**Talley Snow made a motion to approve the minutes of the April 9, 2022 meeting, seconded by Mark Schieber.**

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

**John Watkins made a motion to accept the April 2022 financials and pay the bills and payroll, seconded by Charlie Weeks.**

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

Meeting adjourned at 9:55 am.

Respectfully Submitted,

Talley Snow

*Board of Directors – Secretary*

Cc

Aaron Cartwright

*Senior Reservation Agent*

## Guest Survey Comments from April 2022:

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- “Great place and very helpful people.”
- “Any requests we had were accommodated, so we very much appreciate it. The restrooms are very clean and the facilities overall were fine, given the pool and rec center were under renovation and couldn’t be used. Would be awesome if there were greenery. The photos on the brochure were of the RV park across the road - this was a tiny bit misleading. Staff is wonderful though.”
- “It will be a lot better when the pool, clubhouse and restrooms are up and running. What is taking so long? We were there for over a week and no work was being done at all. Very disappointing!”
- “I wondered about the public being able to use the laundry room as it seems that might make it harder for us to find available machines at a convenient time to do our own laundry. But maybe that’s a worthwhile profit source?”
- “Abigail, Aaron, Luke and by far Kim made the trip 10 times better than usual with their friendly, knowledgeable and easy-going demeanor. Thank you, guys, and see you soon.”
- “Have stayed at your park several times. This was by far the worst stay to date. There were cigarette butts at our site. We don't smoke. We have no dogs, but a neighboring dog used our site as a rest room. It was disgusting. Plus, it was a barker which was very annoying. Spaces are way too tight. This is the 2nd bad dog experience we had.”
- “Showers where disgusting every time I used them. The last time I used them there was feces in one of the showers and all showers needed to be cleaned same as restroom. As a member I was very disappointed!!”
- “Disappointed in paying prime rate and not being told pool and spa still down, on last visit was told it would be ready by last November.”
- “Pretty dissatisfied with the fact that the pool and spa still aren’t open. May need to have someone with some skill take care of the upgrades next time- Covid is no longer an excuse-get the pool and spa fixed guys and the ratings will probably be much better. Your maintenance staff here, can’t remember the guys name but fairly young, drives a titan truck I think w tattoos is absolutely helpful and totally awesome! He is always helpful and happy- ALWAYS!”
- “The sites are too small with having to park the vehicle next to our RV leaving no room.”
- “With the RV parked and our vehicle in the same space it left no room to sit outside our RV.sites are too small. Then having to pay extra to park my vehicle in an unused site to allow for extra room at our site. We did enjoy our stay.”
- “The park was under construction when we were there so the pool and club house were closed and there were temporary bathrooms (which were fine for what they were). I think the park needs a little grass, some tree's, some hardscape to make it more presentable. The staff was kind, the location is great but the park seems tired, in need of upgrading. Thanks for the the opportunity to provide feedback.”
- “Just wondering why it is taking so long to finish the pool area and bathrooms. You have been remodeling for 2 years. Are stay would have been much better if the restrooms and pool were open. Don’t know that we will return this summer if the remodeling isn’t done. We were there for 5 days and did not see anyone working to finish the remodeling. Kind of ridiculous.”
- “Awesome staff Thanks.”
- “I enjoyed my stay. Can’t wait until it’s completed!”
- “I rated the pool and club house low due to both are not usable.”
- “Always great, we’ll be back!”