



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 (Absent)
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 – 46

Meeting called to order at 9:07 am by Brenda Critzer.

Flag salute led by Norman Hill (Locker 604).

Mark Schieber notified the audience that Joyce Aldrich was on the phone listening to the proceedings but could not attend in person due to another obligation.

Brenda Critzer asked for a moment of silence to acknowledge the recent passing of John Souza (Locker 227) and Ferne Kindell (Locker 23).

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.

Charles Nunes made a motion to approve the minutes of the May 14, 2022 meeting, seconded by Mark Schieber.

Committee Reports

Financial Report – John Watkins

Park Accounts	Balance (5/31/22)	Monthly Comparison	May 2022	May 2021	Difference	% Change
Mechanics Bank–Operating	\$46,114.56	Income	\$79,942.63	\$76,885.39	\$3,056.88	4%
Mech. – Laundry	\$1,423.62	Expense	\$75,738.86	\$59,922.28	\$15,816.58	26%
Mech. – Dues	\$12,981.57	Net Income	\$4,203.41	\$16,963.11	-\$12,759.70	-75%
Mech. – Emergency Reserves	\$6,933.72					
Mech. – CIM Reserves	\$36,136.12					

In reviewing our financials to date is the increased utility rates and insurance costs for the Park. Last month we incurred a lot of expenses in purchasing supplies for the new restroom and clubhouse facilities. We have a little over \$100,000 in checking and savings instead of larger sums like last year because of the construction fees incurred since then. As a reminder, we took out a smaller loan for construction than expected, even when accounting for surprises during construction that brought additional costs with them. Thankfully, the Park accrued enough money over the years to get us through the project and now we're rebuilding our savings as we'll sell the restroom and shower trailers very soon.

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

Collections – Tom Barcellos

Collections are in really good shape, with only \$2,720 left outstanding. Most of that is attributed to the handful of members that are in foreclosure as we speak. I would like to have another public auction in November, on those 4 shares, at the Board meeting. October might be a possibility but I'm not confident on the timing of that. Otherwise, payments are coming in for the July assessment at a normal pace.

Management – Darin Batty (Absent)

Nothing to report.

Park Use – Charlie Weeks

As expected, Park usage is up. Spaces are filling quickly on the weekends this summer. We're at 83% overall capacity, with lots of members using their free time in addition to customers renting sites. Now that the facilities are open again it will boost our occupancy during prime time.

Correspondence / Public Relations – Mark Schieber

There are many comments related to the construction, which is ending soon. I imagine those comments will end after this month. There was a member that reached out to me and had a concern about the construction and what was legal or not legal. The way I look at it, is that *somebody* has to approve what we do. I think we tend to let professionals decide the outcome, especially when there's a difference of opinion.

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

Park Maintenance – Charles Nunes

The maintenance staff have been working diligently to open the new guest facilities and get everything cleaned up and ready to use. I also want to thank all the members in the Park for doing their part to keep their RV sites well maintained during this busy season.

There were some maintenance questions from the previous meeting that needed research, A member asked about the entrance to the swimming pool not being ADA-complaint. After reviewing, a push button entrance with a mechanical door like you may see at a hospital or a department store is not required for access to a swimming pool; pool safety codes supersede accessibility requirements. Our pool gate features a handle that pulls downward to open, which is the requirement for ease of access for swimming pools.

The curb leading up the pool gate was addressed, since there was a concern that it may be unsafe if left unpainted due to a small lip. It has since been painted yellow to draw attention to the curb. The same markings will be applied to the curb that goes around the back of the clubhouse near the entrance.

There was a question about the decorative cover that is installed over the electrical panel on the restrooms. There was a similar apparatus on the old building, and we've simply decided to use a more aesthetically pleasing one.

Lastly, a member was concerned that some Wi-Fi equipment was left plugged in and outside of the restrooms in one of the RV spaces. That was temporarily there while we were waiting for Spectrum to install it on the building itself.

Rules and Regulations – Joyce Aldrich

The rules and regulations are still under review with the Park's legal team, and a draft is expected to be available soon for the Board to consider.

Manager's Report – Julie Hill

As a reminder, July is the beginning of the summer prime time season for members, which means there will be no extra vehicle parking available until after Labor Day. Parking is still available this month based on the availability of 15 or more vacancies per day. Over the weekends this tends not to be an option.

Snowbird application day is August 1st, as usual. The rental applications will be available soon, pending any changes from the Board. Don't forget to attach all the required documents needed before you turn in your application!

There is an item open from last month's meeting comments and discussion, which was a request to allow member comments after every discussion item on the meeting agenda, instead of the *Member's Comments* section at the end of the meeting. Unfortunately, that is simply not possible because the Board's time is limited and there is often too much business to get through before everyone needs to return to their homes and employment. The Board can choose to acknowledge a question during their discussion if a member raises their hand, but that is at their discretion. Many owners' associations in California open their owner comments at the end of a business meeting for reasons of time, just like we do.

Reportable Actions – Talley Snow

There was a reportable action from the April 2022 executive meeting; to approve a \$100 donation to Frank Polehonki (Locker 450) for the party he held at the Park that month.

There were a few items from the May 2022 executive meeting, beginning with approval to make the monthly waiting list available in the office for any member to review and copy at their request.

The Board also approved a motion to reimburse Board Members for their expenses incurred in service of duties, instead of the previous \$300 cap based on a limit to federally accepted mileage reimbursement. Basically, if a Board Members mileage exceeds their expenses, the Director will be reimbursed for the lesser of the items.

Lastly, the Board approved a motion to close the Park's investment account with Morgan Stanley and move those funds to the Construction Improvement and Maintenance Account.

Comment from Tom Barcellos – To put that into an example, if a Board Member has a federal mileage rate of \$500 and travel expenses of \$600 to attend a meeting, then they will receive \$500 in reimbursement.

Comment from John Watkins – We closed the Morgan Stanley because the recent stock market decline was going to cost us more money the longer that we left that account open.

Old Business

1. Construction Improvement Committee – Tom Barcellos

As you can see, the restrooms and clubhouse are open again. I hope everyone is pleased with the outcome; I think they look wonderful. It was a tremendous challenge getting through supply chain issues related to the pandemic, but we made it. The pool and the spa have been approved for use by the SLO Health Department, however, a misstep in the installation of the control panel created an issue that nearly caused a fire in the equipment room. That error will be rectified next week and we should be opening the pool and spa again very soon. Moving forward, the Park has a very good serviceman for regular pool maintenance, but the delayed issues with the pool construction stem from the company we used, which folded during the project and reopened under different management. Needless to say, we will not be working with that company again. Hopefully by the next Board meeting we will not have to revisit this topic!

2. Site Map / Guest Guide – Julie Hill

The official guest guides are now available in the office and are a very professional looking way to display essential information to our members and guests. These are available, at no additional cost to the Park, thanks to the local businesses that purchased ads inside of the guide itself. The office was also provided with some nice, tearaway maps that can be handed out to guests when they need directions on how to park their RVs.

3. Lift Station Control Panel – Charles Nunes

We are still 4 to 8 weeks away from assembly and installation of a new control panel for our sewer lift station near the restrooms. That is being replaced because of deterioration over the years from the salty air environment here.

4. Laundry Room Door Replacement – Charles Nunes

On a similar note, the new door to replace the damaged unit on the laundromat is about 4 weeks out as well.

5. Updating Rental Agreements and Rules & Regs – Joyce Aldrich

The intention is to have updated rental agreements for monthly tenants and snowbirds available next week, pending Board approval.

6. Beach Club – Volunteers – Mark Schieber

As I mentioned last month, there is an interest in forming a new Beach Social Club now that the facilities are beginning to open again. I've spoken to a few people that have some great ideas of events to plan this summer. The new kitchen and swimming pool area provide for an endless number of options.

Comment from Brenda Critzer – Please keep in mind that there could be different teams of people that want to sign up for specific events. Don't feel like you're committing to a larger organization like it has been before.

New Business

1. Reserve Study – John Watkins

Now that construction is over, I see a need to do another financial check-up on the Park's assets. The last reserve study was from 2019, and that was with the old buildings in place. The cost is \$1,850 for the study, and we want to get on the schedule for this September. I'm anxious to see what it says about the roads and the office building. It's important to establish what the longevity of our assets is so that the Board can plan financially for the future of the Park.

John Watkins made a motion to conduct an updated reserve study with Trower, at a cost of \$1,850, seconded by Tom Barcellos.

2. Clubhouse Occupancy – Talley Snow

I had a question as to what the maximum occupancy is for this clubhouse, and if it was posted somewhere?

Comment from Charles Nunes – From my understanding, the occupancy does not need to be posted because this is a privately owned, membership facility, which doesn't rent this area for cost there is no occupancy given by our Fire Marshall. However, there is an occupancy sign posted outside in the pool area because that is required by the health department.

Comment from Joyce Aldrich – How many people are there right now?

Response from Charlie Weeks – Including the Board, I'd say there is about 44 people inside the clubhouse this morning.

Comment from John Watkins – Do we not rent out the clubhouse for members?

Response from Julie Hill – The clubhouse is part of the facilities listed in the CC&Rs as common areas included with usage of the Park. A member or guest can ask to utilize the facility at a specific time and date, but there is no extra fee for that usage and it cannot be used exclusively for a single person; it remains open to all registered guests.

Member's Comments

Debra McCorkle (Locker 126) – I spoke with Julie about the lack of locks on the shower stalls at the restroom, and how there doesn't appear to be any cameras monitoring who is going in and out of the building. We have people coming in here that we don't know, pedophiles and rapists. Everybody has the code to get into the bathroom, and while I don't know anyone that has ever been locked inside a shower stall, which is the reason that Julie gave me for there not being locks, but I do know someone that was raped in a shower stall that *didn't* have a lock. I feel that if that the reason for the lack of shower stall locks, then why are the restroom stalls lockable?

Response from Tom Barcellos – Because the doors are frosted glass, and there is also a curtain behind that, it is obvious when someone is using the shower in the first place. However, there is a safety concern that if anyone was to slip inside the shower stall, or have a seizure and lose consciousness, then having a locked stall door may prevent that person from receiving medical attention.

Debra McCorkle (Locker 126) – You can have that same scenario in a locked toilet stall. I'm concerned about the kids, because I notice teenagers and young kids going to the showers without their parents. I'm worried about pedophiles. My friend that was raped was an adult, but I think children will be in danger because there are no cameras looking at the front doors, everyone has the codes and everyone knows that the showers don't lock. That just makes it easier for rapists and pedophiles because you can't see through the shower door. Men can get inside, and we are vulnerable because there is no way of knowing through the glass if they are inside the shower stall.

Response from Brenda Critzer – I think the Board can see that you are concerned about this, and we will consider the matter under discussion.

Response from Mark Schieber – To your point, I think that when topics like this are brought up the first thing that comes to my mind is, is that required? Did we miss something? I also think that as much as there is a safety concern of a child being attacked, there is also a concern that a child could lock themselves inside a shower. Bottom line, this is a public facility. I happen to travel a lot for work with a motorcycle, and I often stay at campgrounds with my gear. Shower curtains are largely the standard in those parks, not lockable stalls. If there is something that we are required to do, we'll do it. But please keep in mind that we are not required to even have security cameras watching people go in and out of the bathrooms. I'm sorry that you don't feel safe using our facilities, but I might encourage you to do what makes you feel safe. Use your own RV facilities if that's the case.

Monika Harris (Locker 350) – Parents should be going with the children to the restroom if they are young enough to be in danger when alone.

Response from Mark Schieber – That's a great point; Holiday is not responsible for the safety of everyone's children.

Kim McKenzie (Locker 107) – It should be part of the rules and regulations that we are not responsible.

Debra McCorkle (Locker 126) – Do we have a Park manager? I've asked that question before and I have been told we have a manager, not a Park manager. Is she available for emergencies after business hours are over? Suppose that an elderly person is locked out of their RV at 2:00 am, and there is a spare set of keys in the office. I read that the law requires a manager to be available 24 hours a day.

Response from Mark Schieber – My kneejerk reaction is that we should not have anyone's RV key in the office. Again, we are not responsible for personal security! I believe Julie's title is "Business Manager," since she has more job responsibilities that previous "Park Managers" did. There is an emergency contact listed on our guest information, that is available by phone 24 hours a day.

Debra McCorkle (Locker 126) – Well my son was locked out of the laundry room one evening because the staff had gone home early. I tried to knock on Julie's door; I could see that she was up and the lights were on but I never got an answer. What then? What constitutes an emergency?

Response from Brenda Critzer – Like Mark stated, there is an emergency contact number listed and you should leave a message there. In the interest of time, let's move on to the next person.

William Fetzer (Locker 256) – I think that the rules for extra parking could be eased a bit. Requiring 15 spaces be available for off-the-street reservations is excessive. Members should have a place to park. I've been here for a few weeks and everything was fine until a RV arrived next to mine and now, I can't fit my truck. The employees have a place to park, and I'm seeing employees parked in an empty RV site near mine when it's clearly now being used. Why can't I rent that spot to park at until somebody needs it? If my truck is here, then I'm here and I will move it. I understand I can park in front of the office overnight, but what am I supposed to do during the day? I see other people parked out in the middle of the road, or in empty sites all the time with no tags in their window. Am I supposed to break the rules like them?

Response from Brenda Critzer – Your comments are not unreasonable, and the Board will take them into consideration.

Meredith Oates (Locker 91) – We need umbrellas around the pool, we did not need brand-new furniture though. We were doing just fine before with what we had. And we did not need a high-tech kitchen, because this clubhouse is too little. That's the way it is. You people made the choice, which I think was wrong. But here we are now, and with all the money you spent on these projects you could have built the clubhouse upstairs with a decent elevator. You're gonna need to get your act together! Because I've got 4 shares, and I sure as hell don't like the way it's being run. You need to do something about it; even though you have a manager...and sometimes I wonder about her.

Teena Griffith (Locker 15) – Are the pool lights on a timer? They appear to be running all day. I understand that the curb near the pool has been painted yellow, but people with low-vision cannot see that difference and might trip on it still. I hope the reserve study includes a cost study as well because I am concerned about our spending. Lastly, the members must pay \$10 for parking but the employee receive free parking. Is that part of their wage, or can we have parking meters installed for them?

Response from Julie Hill – Yes, the pool lights are normally on a timer but that is not set at the moment.

Ron Reimer (Locker 328) – Can everybody shut up when someone else is talking? I’ve got a meeting going on in front of me and a “meeting” happening behind me, and I can’t follow what is happening now.

Joelyn Lutz (Locker 369) – Last month I asked about getting a copy of our employee’s job descriptions. I was told that I was going to get a response within a week, and after speaking with Mark about it, I was under the impression that Darin made those available in the office to pick up. However, that was not the case and I’m just confused about it because I don’t believe I was told that the job descriptions would not be available until the following meeting. More clothes hooks in the shower stalls would be great. A soap dish too! Also, if the bathroom doors could swing outward, I think women would appreciate it.

Response from Brenda Critzer – If someone said it was a week, then they are mistaken. Because it was a request that concerned more folks than just you, those were made available today for everyone’s review.

Joanne Hodgins (Locker 136) – Was the Park forgiven for the PPP loan? If yes, when will that be removed from the balance sheet? It’s still on there.

Response from Julie Hill – The Park’s 2021 taxes are not completed yet. The loan was forgiven but it will stay on the balance sheet until the taxes are filed.

Susan Fairbanks (Locker 765) – I received a letter from Julie that I violated the rules by letting my grandkids stay at my trailer, but I did not violate the rules. I called the office to let someone know, even though it was after May 15 and the snowbird season was closed, I was told it was okay. My grandkids were staying there because there COVID exposure in their family so they needed a place to stay that was safe. I know that a lot of people park in our site because we are not around very often, but that doesn’t mean that I have family staying in our RV without us. I don’t think I should have received a letter from the Board because I did not violate the rules. If we did, we did not intend to.

Teena Griffith (Locker 15) – Can you tell us a little bit about what’s upstairs? Can members use it? I’ve seen Julie go with there with her boyfriend.

Response from Charles Nunes – There is storage upstairs, and a room for the Board to meet in private for executive session.

Response from Tom Barcellos – This clubhouse was designed for 353 days usage per year, not just for 12 days each year when there happens to be a Board meeting. It was designed for members to use and enjoy on a daily basis. The square footage is actually bigger than before, but because the room is not a big rectangle it can be deceiving.

Kim McKenzie (Locker 107) – What is the final cost for construction? Also, we’ve been told that the restroom trailers were basically sold back to the company that we purchased them from. Are the sold to anyone? Because they appear to be sitting in the Park still.

Response from Tom Barcellos – The final cost is to be determined. We still have other bills coming in, but I can tell you that we are well within our budget. We did not have any change orders to speak of. I never said that the Park had the restroom trailers already sold to the manufacturer. We had an interest from the dealer we bought them from, and the Board will sell them to the highest bidder. Please try to listen to what we state during meetings and not what is said out in the Park.

Kathy Johnson (Locker 215) – Are we ever going to be allowed upstairs into the room that we paid for?

Response from Brenda Critzer – The downstairs is the upstairs; this room is the clubhouse room and common area.

Board Member's Comments

Mark Schieber (Locker 155) – I want to make it clear that the Board and I were not being uncaring about any safety concerns surrounding the ladies' restrooms, since the discussion got very heated earlier.

Charlie Weeks (Locker 7) – I think that the Board should revisit the process of how we notify Park occupants about important alerts, like the Park water being turned off. Most everyone has a phone nowadays; I think that a text message would suffice. That be sent out via the office, or possibly a volunteer. Not everyone uses Facebook or other social media sites that are currently used for that sort of thing. I think it would be a new start to see if we can improve communication around the Park.

Talley Snow (Locker 818) – I would like to share with the members present that I have requested documentation from the Board, specifically a membership list that is listed as my responsibility to maintain, as Secretary. Yes, it is maintained in the Park Office, but it is listed in my job description, and required by the State of California. When I was elected in March and made Secretary I submitted this request, and although the Park attorney has told the Board that I'm not entitled to the membership list, it is actually needed to do my job and I am being declined.

Charles Nunes made a motion to adjourn to executive session, seconded by Tom Barcellos.

All Motions

Charles Nunes made a motion to approve the minutes of the May 14, 2022 meeting, seconded by Mark Schieber.

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

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

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

John Watkins made a motion to conduct an updated reserve study with Trower, at a cost of \$1,850, seconded by Tom Barcellos.

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

Meeting adjourned at 10:49 am.

Respectfully Submitted,

Talley Snow

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from May 2022:

- “My motorhome was hit by a football and baseball during our stay.”
- “The young man who checked us in was very friendly. The lady sitting at the desk not so much. We stayed during the middle of the week (non-weekend). Therefore, the park was fairly empty(except for long term residence). With many open spots close to the entrance, the lady directed your man to place us in 170 which was as far back as possible up against the back wall. This made the walk to town extremely long for my mom. There was an RV longer than ours near the front using one space. We asked to move near the front and were charged double. This didn't sit well with us. The park is long, and the dog park is at one end. Consider a 2nd dog park for the residence on the on the end. The maintenance crew man was very nice. The pool and restrooms were closed. The survey should have a not applicable section. We'll probably try a different park next time.”
- “I love staying at holiday inn park. Convenient to everything.”
- “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?”
- “Just disappointing the pool and the hot tub wasn't done yet.”
- “We understand renovations are going on so it's hard to rate the stay. But the shower curtains need to be cleaned. They are covered in mold.”
- “The showers need cleaning every day. The same wad of hair was in a shower stall for 3 days as well as a bar of soap in another shower stall floor.”
- “Mr. Abel is doing a great job!!”
- “Attended the Board Meeting Saturday. We need to weed out the crybabies their always right there to criticize the staff and Board members while sitting on their butts getting drunk and smoking.”
- “Could use a little more space between RV sites it can become a little cramped at times. More rock base on sites so not so dirty. The office personal is great and really appreciate how good they are at accommodating with reservations. Erin has been a pleasure to deal with for the several years now that I have been coming to this campground. Thank you again for the great times.”
- “All of your staff and your grounds were wonderful I think your campsites are too small other than that it was terrific, and the Wi-Fi kept dropping out.”
- “To many trashy permanent RVs on the park with too much crap around them!!!”
- “Waiting for the park facilities to be once again operational. HRVP is in serious need of landscaping/greenery (since palm trees have been yanked out) because it's starting to look like one great big gray parking lot. Pismo Coast Village is highly rated and regarded because of their “green” landscaping and appearance.”
- “Thank you. We had a wonderful time.”
- “We wish to have heated pool.”
- “Very difficult to stay next door to a trailer with a double slider.”
- “You need to check there were a lot of aggressive dogs.”