



Board of Directors

- Brenda Critzer (2021 – 2024) – President
- Charles Nunes (2019 – 2025) – Vice President & Maintenance (Absent)
- 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
- Mark Schieber (2020 – 2023) – Public Relations
- Charlie Weeks (2021 – 2024) – Park Usage

Members Present – 22

Meeting called to order at 9:01 am by Brenda Critzer.

Flag salute led by Mark Schieber (Locker 155).

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.

Mark Schieber made a motion to approve the minutes of the June 11, 2022 meeting, seconded by John Watkins.

Committee Reports

Financial Report – John Watkins

Park Accounts	Balance (6/30/22)	Monthly Comparison	June 2022	June 2021	Difference	% Change
Mechanics Bank–Operating	\$30,354.16	Income	\$138,522.09	\$133,413.37	\$5,108.72	4%
Mech. – Laundry	\$2,488.62	Expense	\$76,510.07	\$52,781.86	\$23,728.21	45%
Mech. – Dues	\$34,722.77	Net Income	\$62,012.02	\$80,631.51	-\$18,619.49	-23%
Mech. – Emergency Reserves	\$6,908.95					
Mech. – CIM Reserves	\$34,722.77					

Our CPA, Glen Burdette is nearly finished with our taxes from last year. There are a variety of legal fees we're incurring at the moment related to foreclosures, legal review of contracts and agreements and other accounting. Those fees represent a significant portion of our expenses in June. Insurance and payroll expenses are up too. However, our financials remain solid because there remains a large revenue stream since the Park is booked for the summer with lots of customers. Lastly, there are still a few remaining expenses from construction leftover from the final work on the pool.

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

Collections – Tom Barcellos (Absent) – Julie Hill (Representing)

There are between 4 to 5 shareholders in the foreclosure process, currently within a 60-day notice period that was filed with San Luis Obispo County. There was correspondence received from an heir of one of the foreclosed shareholders that was interesting. It indicated that the owner died in 1993, and we have been receiving payments from another family member consistently since then, until recently. Presumably, that family member has died as well. Our reservation records show that no one has used the share in 6 years. Our attorney is working with this heir to see if there is anything we can do to resolve the situation.

Management – Darin Batty

Nothing to report.

Park Use – Charlie Weeks

Our occupancy is hovering around 80%, which is pretty good. Weekends we are nearly 100% full, so we're packing the Park as much as possible. Certainly, we have lots of members staying and enjoying their share, but there are dozens of non-members here every weekend as well.

Correspondence / Public Relations – Mark Schieber

There were several common complaints about the conditions of the dog run area, or the rowdiness of some of our guests. However, the staff received lots of positive comments last month that they were willing to go above and beyond to help. Curiously, I heard from a member that they have not seen the second floor of the clubhouse. If anyone would like to see it, let's all take a tour after the meeting!

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

Park Maintenance – Charles Nunes (Absent)

Nothing to report.

Rules and Regulations – Joyce Aldrich

I will cover our rules and changes to certain rental agreements during "Old Business" today.

Manager's Report – Julie Hill

After review, there are several items from the June meeting to report on, beginning with a member's concern that there are no locks on the shower stalls. I spoke with the contractor responsible for installation to ask them reasons for or against having locks on those stalls. There is no specific code that requires a locking mechanism on a shower. What is required is ease of access in case of an emergency; if someone was having a medical emergency inside of a shower or a bathtub. The shower doors are made of tempered glass, and if they were locked and needed to be shattered by a fireman to gain access to an injured person inside it may cause that person harm because of glass shards flying at them. The member had a counter

argument that the toilet stalls had locks, so why could the showers not? That's because a toilet normally does not dispense running water that can pool on the ground in such a way that a person could drown if they fell unconscious. Furthermore, the glass doors cannot be drilled through to install locks; the entire door would need to be replaced. All this information has been presented to the Board and they will discuss the matter.

Another member mentioned that the pool entrance has a curb that may be dangerous for the visually impaired. After double-checking with the contractor and inspector responsible for assuring ADA-compliance it was determined that there is no visibility conditions for a private road, which the Park is considered.

Another member felt that the requirement of 15 vacancies to allow extra vehicle parking during non-prime time was excessive. After review, the Board decided that 10 vacancies would be the new requirement, as a trial. If there are no problems, that may be officially changed in next year's rules and regulations.

There was an email concern that there should be hooks and/or chairs inside the pool restrooms to assist in changing clothes. That makes perfect sense; and hooks have been installed in both the pool restrooms and the laundry restroom.

The door handles in the pool restrooms are posing a problem for many. They do not lock in a way that is obvious to most people, and several guests are locking the doors behind themselves without knowing it. Now, one of those restrooms is out of order because a guest broke the lock somehow. We'll replace both of those door locks with another mechanism soon.

Another member sent an email requesting a specific time for the restrooms to be cleaned. Let me be clear, our staff cleans the facilities when they can, as needed. Unfortunately, because there are so many people in the Park using the facilities at any given time it requires the staff to take advantage of opportunities they see to close the facilities when not in use. I apologize if that is inconvenient to anyone staying here, but the restrooms must be closed intermittently to make sure that everything is cleaned thoroughly.

An event happened shortly after the previous meeting that was upsetting. A member left the Park after being a snowbird here for a long time, over 10 years. Some people in the Park thought that I should be happy about this because this member may not have been nice to me during Board meetings. I was sad to hear that, and if I may speak emotionally about this...it is *never* a good day when someone feels like they need to leave this Park. What happened to this member made me sad, no matter who it was. People that I love and care about *celebrated* this member leaving. That upset me, not just as the manager, but as a person. The ongoing negativity surrounding this event means that nobody wins. People should be respectful towards fellow members and help each other out. That is not happening. We should be *saddened* by behavior like this, not joining in celebration.

Reportable Actions – Talley Snow

Last month, during executive session, the Board made the following decisions, some of which had been discussed previously:

The Board passed a motion to change the snowbird season to September 15, 2022 – April 15, 2023 and increase member snowbird rental rates to \$675 per month. Monthly tenant rental rates will increase January 1, 2023 to \$630 per month. Assessment dues for next year will be \$283.20, an increase of 20%. Short term member rental rates will increase to \$945 per month.

The Board previously voted to sell the restroom and shower trailers, but that deal fell through so we are actively looking for buyers at this time.

Old Business

1. Construction Improvement Committee – Julie Hill

As John mentioned, we are waiting on billing from the pool contractors for some additional work that was needed prior to opening the pool. This means that we have not received an invoice from Robertson Builders since April, because they have not been billed from the pool company. There is ongoing discussion with CareCraft Pools over the quality of their services; another company had to “fix” their work. Also, there is automatic chlorination equipment that is on backorder and still needs to be installed. Because of the concerns with their work so far, it is likely that CareCraft will not be installing that equipment for the Park. Until this work is completed, we’ll still be talking about construction for a while longer.

2. Lift Station Control Panel – Charles Nunes (Absent) – Julie Hill (Representing)

There is no update on the installation of the new control panel for the sewage lift station; I will contact the vendor, Fluid Resource Management.

3. Laundry Room Door Replacement – Charles Nunes (Absent) – Julie Hill (Representing)

The door was replaced on Friday by Valley Glass & Door, but there is a glass panel that needs to be installed after the door was firmly in place. For the time being there is a wood covering where the glass will eventually go.

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

Rental agreements for monthly tenants have been updated and are currently implemented as of this month. We are delayed on the updated agreements for snowbirds, but that season does not start until September.

5. Beach Club – Volunteers – Mark Schieber

Any Beach Club volunteers out there? Julie has a volunteer list on the welcome table today if anyone is interested. Just an opinion, but Frank Polehonki and Joelyn Lutz would make a great pair on the Beach Club. They draw a huge crowd when they play music together!

6. Reserve Study – John Watkins

The Park has a reserve study on target for September. This will give the Board a lifespan on all the Park’s assets, and an accurate estimate of how much money we should be putting aside to stay on top of repairs. I know that our roads need a lot of attention; that will not be cheap thanks to supply shortages.

New Business

1. Snowbird Season – Joyce Aldrich

Snowbird applications are available on the welcome table and in the office. Please pay attention to the changes that Talley mentioned, which have been highlighted on the application. Be sure to read the application thoroughly and make sure to ask questions, or request help before everything is due on August 1st!

Member's Comments

Andrea Gregory (Locker 718) – The speed limit in the Park is not being observed by a young guest on a motorized scooter; he admitted to me that it goes 17 mph! I noticed the pool is no longer covered at night. Isn't that needed to regulate the temperature? That might cost a lot of money. Also, a lot of children are pressing the shut-off for the spa.

Response from Julie Hill – The cover was in disrepair, crumpling and pieces of it used to get caught in the pool filters. Furthermore, we've had multiple work accidents because covering the pool is too physically taxing for one person to safely do. Given that a new cover was over \$5,000, the cost and liability was determined to not be worth the risk to our staff. The new control system and equipment for the pool helps maintain the water temperature efficiently; overall we are using less natural gas than before. A cover has been considered for the spa controls and shut-off buttons, but that might not be allowed by safety codes.

Teena Griffith (Locker 15) – I have prepared 2 pages of questions that I will hand out today, which are from people in the Park. I hope the Board can answer these questions in due time. Please make a record of this in the minutes.

Joelyn Lutz (Locker 369) – Thank you for installing hooks in the pool restrooms! Another clothing hook would be appreciated in the shower stalls. I've also seen kids racing down the Park on their bikes recently. It would be nice to establish a spa use time for adults only, to unwind after a long day.

Response from Julie Hill – Additional hooks on the shower stalls would be a work in progress because those doors cannot be drilled into. Much of the tile in the restrooms is too dense to drill through as well. A member recommended to me that bringing a few hangers for the shower hooks makes for great way to hang all your clothes while showering!

Board Member's Comments

Mark Schieber (Locker 155) – Considering much of the negativity that is present around the Park, with the Board or other members, I find that's partly attributed to the "haves and have nots." Meaning, there's a perception that monthly tenants or snowbird receive different treatment than regular members, and vice versa. The Board tries to be transparent, and we're trying to avoid committing the sins of past Boards. I think we all know that there used to be a small group of Board Members that tried to control the Park.

Going back to the topic of a membership register that was discussed last month, as Directors, we share equal rights as a Board; and there will be certain information that is privy to us only. Other members have access to limited information, but Board Members are free to review whatever they choose without restriction (name, address, phone number, etc.). That is my privilege, and no other Director can restrict that. However, we abide by confidentiality agreements to refrain from sharing that information with others, and we're not here to sell your personal information to anyone.

Response from Owen Thomas (Locker 618) – I don't think reviewing personal information is a problem. However, I think we deserve to know what you want to do with it. I certainly don't want to receive unnecessary mail from the Board.

Exactly. There is a register of every member's contact information, and the Board can inspect that for review. Otherwise, we don't do anything with that list that involves business.

Response from Don Smith (Locker 90) – My understanding is that the Board is limited to discuss only personnel and legal issues during executive session. The member that provided you with a 2-page list of questions listed things that are not related to those issues. I don't think the Board discuss those items during executive session.

As we evolve, the Board tries to make changes in good faith to operate in transparent manner, while also maintaining confidentiality.

Talley Snow (Locker 818) – It's been brought to my attention that there are items in the bylaws and CC&Rs that we may not be following. That is something I take to heart, and I will bring to executive session for discussion today.

Secondly, I had a member approach me with a concern that the office was closed early on July 4th. There was not a sign posted on the door stating the office would close at noon that day, as was instructed. My larger issue was that when I went to Brenda to discuss the matter, I was called a tattletale. I don't appreciate that; I'm trying to represent our members while being fair to others.

Brenda Critzer (Locker 166) – I was referring to the person that spoke to Talley as acting like a tattletale. Rather than speaking to the office and asking directly, they instead chose to spread false information with a Board Member. Our business office has a wealth of information and should be contacted before questioning a Board Member. With all due respect, please ask the office for the facts before making complaints.

Darin Batty (Locker 24) – For clarification, the office closes at noon on July 4th and has done so for at least 4 or 5 years now. Years ago, when Gene Souza managing the Park, it used to be closed all day. If the "closed" sign fell off the door this year, I apologize. We'll do better next time there is an early closure for a holiday.

Brenda Critzer (Locker 166) – Even if the office is closed, there is an emergency phone number available that anyone can call or text.

Response from Owen Thomas (Locker 618) – Hearing all of this, I can't help but feel that much of what's being said is petty. Have you nothing better to do than nitpick each other? Acting like adults might suit everyone well.

Secondly, I want to thank Julie and the staff for all they've done for the Park. I don't visit often, but this place sparkles since the last time we've been here! My wife and I are really impressed with Julie's actions.

Mark Schieber (Locker 155) – Owen, I think the Board is discussing what comes to the table, petty or not. If you want my opinion, we have a lot of long-term members that are watching this Park evolve slowly. As a newer member, you are experiencing a dramatic change all at once! Folks that have been members for decades may not share the same opinion about improvements as you. Even so, the Board would like to hear about it, without any judgement on its merit.

Response from Owen Thomas (Locker 618) – It's fair to say that there is a lot of competition around here, from other RV parks. If we don't keep up on improvements, our investment may lose value, or even worse. We'll need to spend a lot more money before everything is said and done, even if that means raising our dues again.

Charlie Weeks (Locker 7) – Improvements are a top priority for the Board; that will always demand our utmost attention.

John Watkins (Locker 559) – I agree with folks that kids racing around the Park on bikes or scooters is a big concern. However, people that buy shares are families, sometimes younger than most of us here today. I'm 78 years old, and we've got to remember not to be cranky with the younger generation. After spending years coaching baseball, I've learned that kids are best developed through discipline and respect. The other day I had to quietly tell a group of kids to please wear helmets. One boy was being short with me, while his friend was trying to be polite about the situation. Well, that boy visited me later with his dad and apologized for his behavior. We talked a bit, I assured him that he was a good kid and thanked his dad for exemplary parenting. It is a personal takeaway that things can be better if you encourage children with discipline and respect.

Brenda Critzer made a motion to adjourn to executive session, seconded by Joyce Aldrich.

All Motions

Mark Schieber made a motion to approve the minutes of the June 11, 2022 meeting, seconded by John Watkins.

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

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

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

Meeting adjourned at 10:15 am.

Respectfully Submitted,

Talley Snow

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from June 2022:

- “The furniture around the pool so very nice with the pillows and chairs. Everything very comfortable! Pool tile looked great and saw someone use the handicap chair for jacuzzi. Way to go great upgrade on everything!”
- “Guests should be told clearly to lock up or put away ANYTHING outside their rigs, especially bicycles. Having a bicycle stolen on our last night ruined our trip. We will talk about surfing and how much we love the town, but will always remember this trip as the one where our bicycle got stolen. I think staff should have reached out with a discount for a future trip. Many park guests that are long term conveyed that staff does not do enough to caution guests about nighttime visits to the park by thieves. Also, when I pulled in the guest in the next space was leaving and threatened to dump his septic on the ground because his inlet was clogged. I had to lend him my hose to get to the inlet for my space so he could dump. We had to sleep with the windows closed the first night because of the smell of feces drifting in. Best regards, Scott Bennett.”
- “We love to stay here. And thank you for blessing the veterans with a discount, much appreciated.”
- “Thanks for the awesome stay! Between this being our first outing with our new trailer, it being the master’s graduation for our son, bringing elderly family members along for the graduation and the stresses that comes with coordinating it all, you made this a stress-free stay for us. I have stayed in quite a few parks over the years, and I am not exaggerating when I say you have the cleanest park and the friendliest staff I have ever seen! Thanks - we'll be returning soon.”
- “It had been years since we stayed at Holiday. We were very pleased with our stay. The office staff and maintenance staff were very friendly and helpful. Overall great stay! Beautiful pool area and clubhouse.”
- “The main concern was the width of the sites. It was similarly priced as compared to other locations and it was much tighter.”
- “Staff was extremely nice and professional. The cable was HORRIBLE, picture was snowy and there was hardly any sound. Dog area should be in a centralized area. Too far for the elderly to walk when you’re at the front and it was dirty. Most of all, spaces are way too small., the person next to us set at the picnic bench talking at 4:30 AM on his phone, woke us up. And he kept bumping our pop out. Parking so tight, the Passenger had to get out of the car before parking. Driver had to park over to one side it gets out.”
- “I want to THANK our Maintenance Staff. Luke and Kim have been beyond helpful again and again.”
- “All of the guy's out in the yard were very efficient and knew what they were doing. I did not need any help but I had a few conversations with them and I saw them helping others, they were excellent!”
- “Extremely disappointed as a member with how dirty some of the permanent spots look. It’s obvious no one is at the trailers and there are weeds growing in their spots. The back of the park looks old and yucky because of the snowbird spots. Loved that the pool opened for one day but ridiculous it took 2 years to renovation. The spa seating area is rough and will probably ruin people’s bathing suits. Almost like it wasn’t finished correctly. Why is there no drain for the shower in the pool area? The new bathrooms are nice but small. Terrified someone is going to slip on the floor because lots of water comes out of the shower area. Also why are there no locks on the showers? Definitely a privacy concern.”
- “Working in customer service is hard enough and the Park Manager and staff don't deserve to be mistreated by Members at the Park. I saw and heard some Members being so rude and disrespectful at the June Member's Meeting. If these Members want to be treated with respect, they need to learn to respect others including the Board of Directors!”
- “Staff is friendly, helpful and overall professional.”
- “Pool wasn't open.”
- “Laundry machines most expensive I’ve ever seen. Please lower the price.”

- “I felt like we were in a RV storage lot. If the other RV parks near you had room, I would of moved.”
- “Pool wasn't ready. Contract and management process was poor in timely pool completion. Dog poo and some trash found on grounds of park.”
- “The Park Manager and entire Staff were very friendly.”
- “Pool was still not available for use.”
- “All went well... keep up the good work.”
- “Love you guys, we never stay anywhere else! Can't wait for the new pool to open!”
- “Office Staff is very friendly and professional. Keep up the GOOD job Aaron!”
- “Tried to discuss some issue I had at the park as an owner, but the manager (Julie) could care less.”
- “The manager and the office staff and maintenance are doing an excellent job!”