



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
Mark Schieber (2020 – 2023) – Public Relations
Charlie Weeks (2021 – 2024) – Park Usage

Members Present – 31

Meeting called to order at 9:03 am by Brenda Critzer.

Brenda Critzer wished Charles Nunes a happy birthday!

Brenda Critzer told the audience that Talley Snow is present via phone and participating in the meeting.

Flag salute led by Donald Tischmacher (Locker 612).

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.

John Watkins made a motion to approve the minutes of the July 9, 2022 meeting, seconded by Mark Schieber.

Committee Reports

Financial Report – John Watkins

Park Accounts	Balance (7/31/22)	Monthly Comparison	July 2022	July 2021	Difference	% Change
Mechanics Bank–Operating	\$77,707.25	Income	\$153,651.55	\$111,064.32	\$42,587.23	38%
Mech. – Laundry	\$5,454.62	Expense	\$84,156.22	\$76,524.39	\$7,631.83	10%
Mech. – Dues	\$45,005.77	Net Income	\$69,495.33	\$34,539.93	\$34,955.40	101%
Mech. – Emergency Reserves	\$6,884.17					
Mech. – CIM Reserves	\$90,509.93					

I think we've turned a corner financially and we're doing very well. Profits are strong, based on a year-to-date comparison. The balance sheet is trending upwards, and we still have a lot of income expected for Labor Day weekend. I want to get back to our large reserves like we had before renovations. Another goal is to pay off the credit card balance completely. Our business costs are increasing, but I'm confident everything is moving in the right direction.

John Watkins made a motion to accept the July 2022 financials and pay the bills and payroll, seconded by Darin Batty.

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

There are 4 shares that are working through the foreclosure process, and final notices of payment expire on August 22nd. A notice of sale for any delinquent shares will follow. I believe we are still targeting the date of the October meeting for the auction itself. I mentioned last month there was an heir of a long-deceased member that is in foreclosure who was attempting to rectify that debt; I have no updates on that since last meeting.

As a reminder, all members that wish to snowbird must pay their dues immediately; those fees were considered late by August 1st!

Management – Darin Batty

Joyce Aldrich and Julie performed a regularly scheduled inspection yesterday, paying special attention to RVers that rent sites on a monthly basis.

Park Use – Charlie Weeks

Last year the overall Park usage was 94%, compared to 85% this year. Please keep in mind that was heavily skewed last year because of construction. Our occupancy is quite good this summer; we've sold out completely a number of weekends. That means lots of members and plenty of customers too, while allowing room for our staff to breathe!

Correspondence / Public Relations – Mark Schieber

Our guest satisfaction survey shows that folks are not pleased with the tight spaces here, which remains a constant complaint. Several persons indicated dissatisfaction with aspects of the new facilities. I see a concern that persons were using the pool that were not guests; we'll look into that and see if there's anything that can be done to prevent misuse.

The owner's social was a few weeks ago. It was a nice event and there was a good turnout. The environment was open, and I think everyone felt comfortable saying what was on their mind without reservation.

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

Park Maintenance – Charles Nunes

The maintenance staff has been busy this summer. I've heard feedback that the restrooms were not being cleaned to the satisfaction of some. Well, when I was in the Park last month for a few weeks I would see maintenance cleaning the facilities and shortly thereafter it looked like a herd of pigs ran through them! Our staff is doing their jobs, but I'm talking about inconsiderate guests that were literally throwing used toilet paper around the stalls. I know we've got good members at this Park, but I need to stress that maintenance is working their tails off to keep the Park clean in spite of other folks that could care less about cleaning up after themselves. There was also a lot of staff shortages last month due to illness.

As mentioned, several members have complained about water puddles in the restrooms. Yes, there are places where water can puddle if users are spraying carelessly or not drying off after showering. Any puddles I saw during my recent stay were gone within an hour or so. There's not a lot that can be done about puddles without removing the flooring.

The restrooms are normally closed for cleaning, with signs posted outside, but the doors are not locked to prevent entry. Well, we had Autumn in the men's restroom cleaning recently when a man entered and refused to leave when she asked. This person would not acknowledge her, so she had to leave and ask Mike to escort the person out, who then claimed that he didn't hear Autumn shout. Please have consideration for our employees; they are just trying to do their job. I know it's an inconvenience to wait, but the facilities must be cleaned regularly. We've got to get in there at least 4 times daily to clean the restrooms, check on supplies and keep everything sanitary. The restroom doors now have a lock-out code that will prevent entry to guests while the facilities are closed for cleaning. I think it is in the best interest of our staff, for their safety.

Rules and Regulations – Joyce Aldrich

As Darin reported, Julie and I inspected the Park's long-term RVers to make sure everything is tidy, and folks are in compliance with the rules. Several members need to get their RVs washed, I'm one of them! We also need to make sure that we're taking care of weeds on our spaces; that area behind the RV and between our neighbors is our responsibility to clean, not the staff's. Notices will be issued, and sites will be reinspected after the snowbird season opens in mid-September.

As a reminder, the parking spaces right in front the office are for 2-hour use during business hours. However, guests are welcome to park their vehicles overnight when the office is closed, but we do ask those vehicles are moved out the following morning when we're open for business. Please recognize that parking is limited and consider refraining from parking there longer than you should, or parking overnight daily.

Park Management received a concern from a member that had their vehicle and belongings splashed with water by a vendor that was cleaning a neighbor's RV. That situation is being handled between Julie and I with the vendor responsible for accidentally over spraying.

As members have requested at previous meetings and at the town hall meeting that Mark mentioned, use of the upstairs clubhouse area is desired. The Board has decided that the upstairs conference room will be available to members by request. There is a form available in the office to reserve requested dates; that form must be signed, the facilities must remain clean, and the conference room will not be available for any scheduled Board meeting date.

Manager's Report – Julie Hill

We have a contract with Spectrum for "video," meaning cable TV, and "Spectrum Community Wi-Fi," or guest internet. That agreement will expire December 2023, and in the months leading up to that I will do my best to work on getting other offers for better TV service at Holiday RV.

A normal part of my duties as manager is reviewing the minutes from the previous meeting to see if there are any questions left unanswered, or concerns left unaddressed. I then discuss those items with the Board Members responsible and prepare responses to deliver at the following meeting. Last month the Board was presented with a list of questions and concerns written by Teena Griffith (Locker 15), and I will now take the time to deliver those responses.

Julie Hill read aloud the questions received from Ms. Griffith and responses as prepared by Park Management. Please refer to the attached information at the end of this document.

Comment from Brenda Critzer – Thank you Julie. I know that process took longer than some of us might have preferred, but those are questions that a member took the time to prepare and present to the Board. Thank you for your patience.

Reportable Actions – Talley Snow (Presented by Joyce Aldrich)

After last month's meeting, during executive session, the Board passed a motion to allow guest of the upstairs Board conference room by reservation.

Please note that the reservation form approved by the Board states that no children are allowed to be upstairs in that conference room without an adult present.

Old Business

1. Construction Improvement Committee – John Watkins

I spoke with Tom briefly, and I can confirm that nearly everything is wrapped up as far as construction goes. I think by next meeting, or shortly thereafter, we'll have an accounting of all those expenses.

Comment from Julie Hill – The spa jets are not operating consistently. The service vendor is a little stumped on what is happening. For the time being, the jets will remain on a timer until a permanent solution is discovered. As a reminder, there is an emergency shut-off button for the spa that is required to be available and accessible, but misuse may be causing the jets to malfunction.

2. Lift Station Control Panel – Charles Nunes

The control panel for the sewer lift is still being fabricated, as far as we know. I don't have any other updates at this time.

3. Laundry Room Door Replacement – Charles Nunes

The laundry room door was replaced last month and now all the glass panes have been installed. As a reminder, that door frame was damaged by someone hitting it with their golf cart, so we had to replace it completely.

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

The Board will discuss making changes to the rules next year, as recommended by the Park's attorney, during executive session today.

5. Beach Club – Volunteers – Mark Schieber

Any Beach Club volunteers out there? Just checking!

6. Reserve Study – John Watkins

Julie and I recently met with the gentleman that is preparing our new reserve study of the Park's facilities. He was very pleased with the improvements made so far, and I think the longevity of the new buildings will be robust. The road will need repairs, but we'll wait and see what the study has to say about it. Overall, the work we saw was very thorough and we're going to get a detailed report about the future of our Park.

7. Snowbird Season – Joyce Aldrich

The Board will review all the snowbird applications during executive session and determine how many folks are going to snowbird with us this season. You will be getting a phone call directly following those decisions, if you applied.

New Business

1. IT – Office Computers – Julie Hill

We recently had an annual review with our IT specialist, Nick Martinico. At his suggestion, I would recommend the Board consider replacing the front desk computer and either Aaron or Abigail's computer since those are the most heavily used workstations. My laptop is still new and under warranty; the other computers are no longer covered under warranty. The cost to replace a pair of workstations is \$912.70 for both computers.

Comment from Brenda Critzer – Thank you Julie, we'll consider the matter and have a discussion in executive session.

2. Board Candidate Resume Process – Brenda Critzer

We are looking to review the paperwork that's provided to members that are interested in running for the Board; it's felt that certain aspects of the process need clarification.

Member's Comments

Teena Griffith (Locker 15) – I appreciate Julie answering that list of questions, because those were the questions that people were asking me. It's good for everyone to know those answers!

Lesli Bodine (Locker 5) – Thank you the staff for helping us put carpet down on our new site, you guys are awesome!

Board Member's Comments

Joyce Aldrich (Locker 42) – I think it's a big relief to finally have those restroom and shower trailers sold and gone from the Park. I would like to thank everyone that made that happen behind the scenes. It's great to have all our sites back!

Brenda Critzer (Locker 166) – Mildred and Don Tischmacher (Locker 612) volunteer their time to water and prune the rose bushes out front, and I would like to thank them for keeping those flowers beautiful!

Mark Schieber (Locker 155) – If you look at the financials and see that our income is up this year, you'll also see that expenses are up too. That is why we've had to raise rates again, so I thank you for your understanding.

Charles Nunes made a motion to adjourn to executive session, seconded by Mark Schieber.

All Motions

John Watkins made a motion to approve the minutes of the July 9, 2022 meeting, seconded by Mark Schieber

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

John Watkins made a motion to accept the July 2022 financials and pay the bills and payroll, seconded by Darin Batty.

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

Charles Nunes made a motion to adjourn to executive session, seconded by Mark Schieber.

Meeting adjourned at 10:16 am.

Respectfully Submitted,

Talley Snow

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from July 2022:

- “Even though the spaces are tight, we enjoyed our stay this past week, very much! Looking forward to our next stay.”
- “Staff was very kind and helpful. Park spaces were so tight. We were so happy to get a spot. Thank you”
- “Happy Fourth of July God bless America!”
- “Kids rated The pool very High, compare to other parks we have Stayed at.”
- “Hot tub was out of order, as was one of the restrooms at the pool. It should be better maintained. Repair should happen immediately.”
- “The only reason I wouldn’t rate it perfect is because of the small spaces, and having to park our truck out on the street. If the spaces were bigger it would be perfect!”
- “In both the restroom showers the only down fall was the floors stay wet and when changing your clothes get wet.. maybe rubber mats? Also to many young kids in pool, as I was in the pool enjoying myself, a little girl told a parent that she had peeped twice, which was so unsanitary on all levels yes, and the hot tub looked very cloudy. Which I just didn’t think looked right. Maybe an age limit should be for hot tubs? Other than that we had a great time.”
- “Needs a dog run in front. Pls.”
- “Well maintained, super friendly and just an all around excellent experience. I thought maybe it was a bit expensive BUT considering where we were, I can't complain. Plan on doing it again soon.”
- “The staffs hospitality was above and beyond anything I have ever seen in California. If we are ever to camp again in the Pismo area we will definitely attempt to get a reservation at Holiday RV Park.”
- “Great park”
- “Holiday Rv park needs reinstate adults only in hot tub. To many under 14 kids in hot tub.”
- “Would like to say, everyone in the park is so friendly and welcoming. The pool and clubhouse look great! Just wish the spaces weren’t so small and tight. Been coming here for 14 years now.”
- “The Manager and Staff were super awesome and helpful. We enjoyed our time even though it was very busy during 4th of July.”
- “As always, the staff is nice and very professional. We did notice some of the long term residents are not very nice and did not make my children feel welcomed. A nice play area for the kids would be nice to have at the park.”
- “Staff is great. We enjoyed our stay and cannot wait to come back again.”
- “The new facilities look great! I look forward to seeing more improvements throughout the rest of the park. Keep up the great work!”
- “A huge shout out to the Park Manager and Staff during the 4th of July weekend. Thank you for your hard work and dedication on making our stay enjoyable.”
- “Had a wonderful time and best weather for fireworks!”
- “The only thing we saw this morning was that someone did not pick up his/her dog’s poop. 😞”
- “The issues I have are how close the sites are, needing staff to park and pull my trailer out, the distance to the dog area and no grass.”
- “Just noticed water coming from the shower area towards the toilet area. Could be a slip hazard? Other than that everything was perfect. Thank you”
- “The amount of trash people heap into the trash is horrible. It looks like there are 6 reciprocals on site. Human behavior and habits overflow into others free space.”
- “Rubber mats are needed for safety in the women’s restrooms.”

- “Hello! The only thing I wish you had was a fountain to fill water bottles for personal use. Like to fill hydro flasks. Other than that I was super impressed with all the remodeling. Thank you”
- “Best value on the central coast. Management and staff are excellent, friendly, caring and a treat to work with !!”
- “Spaces are way over crowded and people are in personal camp site. Literally no place to put the chairs and other then right up against the fifth wheel. Slides were almost touching and no way to open the awnings with the other peoples awnings out. I give this place a very low marks and will be doing a review an RV trip wizard with pictures.”
- “Pool and renovations are gorgeous. Everyone was super friendly. We loved it. The only complaint we had was we had never been to a campground where people smoked cigarettes right next to us. The neighbors were very friendly but they smoked all day outside and it would go into our rv and we couldn't sit outside much near our rv because of the cigarette smoke being so strong. I'm allergic and we had a kid with asthma so it was a bit challenging. Otherwise we are grateful for our stay. We loved it. Thank you.”
- “Spaces are small. I would have e graded better if the sites had more room. However I will be back. Thanks Holiday RV Park!”
- “Our reservation date had been changed by accident but evening check in staff was very accommodating and the office did a great job in the morning!”
- “The spaces are much too small. We were unable to be outside at all due to the lack of space and we had no table. Really inconvenient !”
- “Spaces are to small. Not enough room to park your truck and clear your trailer steps. When trying to hook up to leave we had to help guide another guest into their space then wait for another trailer pulling out that wouldn't wait his turn. A stupid old woman in a golf cart park across from us just watching. We asked her to move because we were going to pull forward. She gave us attitude! All of this and at the same time cars coming in and trying to squeeze by you.”
- “Please change Spa time to 10pm. By the time you get back to the trailer after a day at the beach and eating dinner its already too late to enjoy the spa.”
- “From booking until checkout, the office staff was amazing.”
- “Spots are insane right. Would Not return”
- “We had a lovely time at Holiday RV Park and can not wait to come back. We loved how everything is within walking distance.”
- “First stay here. Our site #703 was very small with no picnic table to sit and relax so we never enjoyed sitting outside. However, we did come with others and used the clubhouse a couple times which made it very convenient. The kids swam forever and we got advantage of the fire pit at night. Would have given higher scores had it not been so tight in our's and family sites.”
- “Very happy staying there we didn't want to leave”
- “When the maintenance people help pull out your trailer should you tip them for their help? Kathy”
- “Aaron and the girls are great, Luke and the guys are terrific as well. :)”
- “WiFi did not work and did not have cable hookup in site 306. Contacted provided tech support number for WiFi and was told no WiFi was available for site 306. A disappointment for not having either one. Otherwise good experience aside from the close proximity of the neighbor trailers.”
- “My family and I were very pleased the staff are so kind,”
- “Very cramped sites. Very noisy on weekends. People are loud and music is loud and people are cramped next to you. Very tight. People next to us smoked constantly next to our closed window. Came into motor home anyway.”
- “Just minor! I used to shave in the restroom, but without hot water in the sinks it's not possible. I do like all the improvements around the park.”

- “Love the heated pool and jacuzzi. The heat wasn't working yesterday but it did work the other 2 times we went to the pool.”
- “The staff was friendly & helpful, the maintenance staff was friendly & welcoming. This is our 3rd visit & we plan to come back a few times a year we love Holiday RV park :) it's always so quite & nice welcoming people, place feels secure & is always clean.”
- “Have a concern about the pool gate on the northside still isn't working at the pool closes at 9 o'clock I think it should at least stay open till 10 o'clock also the clubhouse I feel should be open till 10 o'clock especially if you have kids if you could put your kids down and then have an hour to play games or swim or sit in the Jacuzzi my locker is 611”
- “goodback up service”
- “Suggestion. Wait until another bathroom is open before closing the woman's restroom for cleaning”



Answers to Questions Received from Teena Griffith (Locker 15) on July 9, 2022

1.) What is the HRVP Mission Statement?

A: We are not aware of a mission statement for Holiday. After review it was found that section 2.1.6 of the CC&Rs has a “purpose” of the Association listed; to further and promote the common interests and welfare of its members, and to operate, preserve and maintain the Project.

2.) Where did the HRVP Reserves go?

A: Those funds went towards the construction project.

3.) Were the used for the remodel?

A: Yes.

4.) Will owner rents be lowered when the Reserves are replaced?

A: There is no way to determine that at this time. Rates are always reviewed and changed by the Board as needed.

5.) Why does the HRVP Board continue to hire employees/services to do the jobs of existing staff? (pool service and part-time housekeeper for clubhouse and bathrooms)

A: As stated previously, the Board believes it is best to hire professionals to do professional work. Professionals are hired for pool service when the pool equipment is malfunctioning. Cleaning services were utilized because the Park was down several employees due to illness. A housekeeper is on staff part-time to maintain cleanliness expectations, while our maintenance staff can concentrate on assisting guests.

6.) Why does the HRVP Board continue to provide a monthly lunch?

A: Please provide more information since it is unclear what is being asked.

7.) Why does the HRVP Board continue to give employee raises?

A: The Board makes determinations to raise employee wages, on an annual basis, based on their performance, State and Federal minimum wage requirements and inflation.

8.) Why does the HRVP Board continue to “Owners are charged for extra parking and staff park for free?”

A: Yes, we provide staff parking spaces during work hours. Owners and guests may rent RV spaces for additional parking per the rules and regulations. There are also 4 parking spaces in front of the office for guest usage, with restrictions as posted. This is private property, not a public parking lot. Owners and guests should park on their RV lots.

Questions and/or comments edited for clarity and formatting during transcription. Please see original document received by the Board of Directors from Teena Griffith Locker 15) on July 9, 2022, attached for reference.



9.) Why does the HRVP Board continue to do items 4 – 7 “When HRVP has no reserves???”

A: Because it is our fiduciary responsibility to our owners to “further and promote the common interests and welfare of its members, and to operate, preserve and maintain the Project,” as stated above. Part of that is ensuring the Park is clean and maintained, our employees are happy and provided for, and all rates are charged accordingly.

10.) Are all HRVP employees vetted? (background checks and credit checks)

A: All applicants are required to verify citizenship/employment eligibility prior to hiring, per Federal law. Potential new hires are required to submit to a background check before being offered a position. Credit checks are not required. A background check is listed as required in the documentation for persons that are interested in working for Holiday RV.

11.) “COST STUDY REQUESTED”

A: Please provide more information since it is unclear what is being asked.

12.) Have the bathrooms been fixed?

A: Please provide more information since it is unclear what is being asked. We are unaware of anything that needs to be repaired in the bathrooms, or which bathroom is being referred to.

13.) Where is the new park survey?

A: As discussed previously, the guest survey would be updated once construction is completed.

**14.) How much is the HRVP Park Business Manager paying monthly for renting the park owned mobile home?
(NOTE: Transparency)**

A: Human resource items are not disclosed to the membership.

15.) Was the Business Manager’s rent raised along with the snowbirds and monthlies? (owners)

A: Human resource items are not disclosed to the membership.

16.) Why isn’t the HRVP Business Manager’s rent reported monthly?

A: It is. All monies received are reported on the profit and loss reports available at monthly Board meetings. Please see item #7245 (Mobile Home Rental Income).

17.) What happened to the pool cover (cost saving)?

A: That question was answered at the July 2022 Board meeting. Please review the minutes after they are available.

18.) Are the pool lights solar?

A: No.

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19.) What happened to the sturdy pool furniture we had? Who selected the “cheap” furniture purchased for the pool area (already breaking)?

A: The pool furniture used before construction started over 18 months ago was worn and not sturdy condition; those items were discarded. The new furniture was purchased by the Business Manager, at the directive of the Board. Those items are in good condition and not “cheap.” Nothing is broken, save for a couch that was broken by misuse of a Park guest. That was discarded.

20.) “Babies observed not wearing swim diapers in the pool and spa”

A: Please provide more information since it is unclear what is being asked. If you are reporting a violation of the rules and regulations, thank you.

21.) “Potato chips east in the spa/cup of noodles at bottom of pool/slurpees drank in the pool”

A: Please provide more information since it is unclear what is being asked. If you are reporting a violation of the rules and regulations, thank you.

22.) “Dogs in the pool area”

A: Please provide more information since it is unclear what is being asked. If you are reporting a violation of the rules and regulations, thank you.

23.) All expenses need to be disclosed to the owners (list of purchases (including cost) and construction costs itemized)

A: Expenses are on the profit and loss reports available at monthly Board meetings. There is also information listed on the balance sheet related to Park assets like the new buildings; those reports are made available each month as well. Until the CPA finalizes the Park’s 2022 taxes, itemized construction costs may not be available for review; those costs are not in a finalized accounting position at present.

24.) Why are the Executive Board meetings being held upstairs when the upstairs has been designated for storage. The owners paid for this expense and are locked out and lost the one million dollar view (seems unfair)

A: The Board has closed meetings upstairs for privacy, and to allow for owner and guest use downstairs after a regular meeting. Previously, the clubhouse was closed for a larger portion of the day when there was a Board meeting followed by a closed meeting afterwards. The Board is addressing member concerns by possibly allowing use of the upstairs meeting room by reservation only. More information on that topic will be reported at a later date, as needed.

25.) Why doesn’t the HRVP Business Manager deal with complaints in a time manner?

A: Concerns or complaints are handled based on priority and the circumstances of a given emergency. Actions that cannot be seen may be taking place. Please keep in mind that all complaints should be made in writing by the person making the complaint to be considered valid, as stated in the rules (26.A.(1)).

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26.) Reported dog feces in spaces (reported on a Tuesday – picked up following Sunday) – Health issue

A: A number of circumstances arise daily that may detract from handling issues right away. The Board and Park Management handle each situation as needed. In this particular case, the owner of the dog that left the droppings on their RV lot was a snowbird and received a notice by email telling them to clean their site themselves because that is not our staff's responsibility.

27.) Why is the HRVP Business Manager allowed to be rude and abrupt to owners and RVers?

A: The Business Manager is tasked with enforcing the rules when they are broken, which often times is perceived as being "rude" or "abrupt." However, when the Manager is not being forced to correct owners' and RVers' behavior it is often reported that her management style is very friendly, and often accommodates the requests of owners and guests whenever possible.

28.) Why are some handicapped vehicles approved to park daily in front of the office and others not allowed?

A: The 4 parking spaces in front of the office are available, during business hours, for 2-hour use. After business hours, guests may park in those spaces overnight. These rules apply to the disabled parking space as well, and all violators are subject to towing at our discretion. There is no one that is "approved" to park daily in front of the office with a disabled parking permit.

29.) Why are some owners written up by the HRVP Business Manager and other owners not?

A: Park Management notifies owners and other RVers of violations as needed. If an owner, snowbird, monthly or RVer receives a written notice, that is usually because it is a repeat offense. For minor infractions and first-time offenses, a verbal or email notification is sufficient. To be clear, dozens of owners and RVers are "written up" every year; especially during Park-wide site inspections. Those are intended as a reminder RVers to clean their site up, as needed. If inspection notices go ignored for too long, that can constitute a violation. Unless you can provide a specific example of Park Management ignoring a violator and notifying another, the question is without merit.

30.) Shouldn't a verbal warning suffice for first time offenders? Most owners know and follow the rules.

A: As stated in Answer 29, Park Management normally has a conversation with someone if there is a violation reported. If the situation is not resolved, or there are repeat offenses, then an official conversation or written notice is given. Should the situation continue to escalate, the Business Manager may turn the matter over to the Board for their review. Keep in mind, that is very rare, and reserved for long-term offenses and/or very serious matters.

31.) "Questions regarding construction unanswered"

A: Please provide more information since it is unclear what is being asked.

32.) Clubhouse patio sliding door unsafe

A: Please provide more information since it is unclear what is being asked. How is it unsafe? Is there a specific example you are trying to refer to?

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33.) Electrical box inside the clubhouse and not in closet

A: The breaker panel is installed accessibly in the clubhouse. There is no requirement to have it installed in a closet.

34.) Southside of clubhouse entry impeded by a fence placed up to the clubhouse reported but not taken down over 4th of July (problem addressed when spot vacated)

A: Please provide more information since it is unclear what is being asked. If you are reporting a violation of the rules and regulations, thank you.

35.) Outside shower next to clubhouse sliding glass door.

A: The Park has always had an outdoor shower to rise off before or after using the pool and spa; that is required per California Building Code, Title 24, Chapter 31B [DPH] Public Pools, Section 3116B.1.

36.) Women's handicapped shower stall not draining.

A: The shower in question has a drain that is working. Housekeeping has reported that users of that stall often fail to make use of the second shower curtain that is intended to catch excess water, which allows water pool on the floor outside of the disabled shower stall. Also, because the disabled showers feature a wand to make bathing accessible, it does permit the user to spray anywhere they choose. If users cause excess water to enter the hallway, there is an additional drain. However, water is still going to pool in some areas because concrete floors are not completely flat.

37.) Why is HRVP still having WIFI issues?

A: There are sometimes common outages with individual Wi-Fi transmitters in the Park; those are reported to Spectrum and repaired when we are notified. For reference, the Park Office receives only a fraction of the complaints about connecting to the Wi-Fi that they used to before our services were upgraded. You may also notice that the guest survey comments available at monthly Board meetings show very few Wi-Fi complaints as well. Are there any specific issues you are referring to? Where are they?

38.) Monthlies not adhering to 7-day quarter ruling

A: All monthly tenants are required to sign-in at the Park Office to document their using of the rental for at least 7 days per calendar quarter. Any tenant in violation of that receives notices to do so if they fail to, or they will have their agreement terminated and their RV will be removed from the Park in accordance with California Civil Code. Please keep in mind that a monthly tenant may request an exemption to the 7-day occupancy requirement, and the Board has granted those on occasion. Unless you have a specific example of a monthly tenant violation this requirement, we have the documentation to the contrary.

SUGGESTIONS

39.) Collect exit interviews from owners

A: Thank you for your input.

Questions and/or comments edited for clarity and formatting during transcription. Please see original document received by the Board of Directors from Teena Griffith Locker 15) on July 9, 2022, attached for reference.



40.) A second water machine needs to be added by the restrooms

A: The water vending machine will be moved back to the restroom area once specific repairs are made to the protective housing it is intended to be installed in.

41.) RULES FOR THEE BUT NOT FOR ME

A: Please provide more information since it is unclear what is being asked.

Questions and/or comments edited for clarity and formatting during transcription. Please see original document received by the Board of Directors from Teena Griffith Locker 15) on July 9, 2022, attached for reference.

July 9, 2022

out on Table
@ next Meeting

What is the HRVP Mission Statement?

Where did the HRVP Reserves go?

Were they used for the remodel?

Will owner rents be lowered when the Reserves are replaced?

Why does the HRVP Board continue to -

Hire new employees/services to do the jobs of existing staff? (pool service and part-time housekeeper for clubhouse and bathrooms)

Provide a monthly lunch?

Give employee raises?

Owners are charged for extra parking and staff park for free?

"When HRVP has no reserves???"

Are all HRVP employees vetted? (background checks and credit checks)

COST STUDY REQUESTED

Have the bathrooms been fixed?

Where is the new park survey?

How much is the HRVP Park Business Manager paying monthly for renting the park owned mobile home? (NOTE: Transparency)

Was the Business Manager's rent raised along with the snowbirds and monthlies? (owners)

Why isn't the HRVP Business Manager's rent reported monthly?

What happened to the pool cover (cost saving)?

Are the pool lights solar?

What happened to the sturdy pool furniture we had? Who selected the "cheap" furniture purchased for the pool area (already breaking)?

Babies observed not wearing swim diapers in the pool and spa

Potato chips eaten in the spa/cup of noodles at bottom of pool/slurpees drank in the pool

Dogs in pool area

All expenses need to be disclosed to the owners (list of purchases (including cost) and construction costs itemized)

Why are the Executive Board meetings being held upstairs when the upstairs has been designated for storage. The owners paid for this expense and are locked out and lost the one million dollar view (seems unfair).

Why doesn't the HRVP Business Manager deal with complaints in a timely manner?

Reported dog feces in spaces (reported on a Tuesday - picked up following Saturday) - Health Issue

Why is the HRVP Business Manager allowed to be rude and abrupt to owners and RVers?

Why are some handicapped vehicles approved to park daily in front of the office and others not allowed?

Why are some owners written up by the HRVP Business Manager and other owners not?

Shouldn't a verbal warning suffice for first time offenders? Most owners know and follow the rules.

Questions regarding construction unanswered

Clubhouse patio sliding glass door unsafe

Electrical box inside clubhouse and not in closet

Southside of clubhouse entry impeded by a fence placed up to the clubhouse reported but not taken down over 4th of July (problem addressed when spot vacated)

Outside shower next to clubhouse sliding glass door

Women's handicapped shower stall not draining

Why is HRVP still having WIFI issues?

Monthlies not adhering to 7-day quarter ruling.

SUGGESTIONS

Collect exit interviews from owners

A second water machine needs to be added by the restrooms

RULES FOR THEE BUT NOT FOR ME