



Board of Directors

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

Members Present – 19

Meeting called to order at 9:01 am by Charles Nunes.

Flag salute led by Charlie Weeks (Locker 7).

Charles Nunes told the audience that Joyce Aldrich and Mark Schieber are present via Zoom and participating in the meeting.

President's Address

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

Talley Snow made a motion to approve the minutes of the August 13, 2022 meeting, seconded by John Watkins.

Committee Reports

Financial Report – John Watkins

Park Accounts	Balance (8/31/22)	Monthly Comparison	Aug 2022	Aug 2021	Difference	% Change
Mechanics Bank-Operating	\$80,088.20	Income	\$122,533.79	\$104,943.56	\$17,590.23	17%
Mech. – Laundry	\$6,080.37	Expense	\$90,703.17	\$72,612.57	\$18,090.60	25%
Mech. – Dues	\$46,421.77	Net Income	\$31,830.62	\$32,330.99	-\$500.37	-1%
Mech. – Emergency Reserves	\$6,859.42					
Mech. – CIM Reserves	\$87,729.05					

Our August net income is right in line with last year, that's because of increased costs for water, sewage and gas. While our rates increased, those utility fees did as well! The swimming pool is open again and that means gas usage is up. There are dramatic improvements on the balance sheet as we begin to rebuild our checking and savings. Overall, things are on the upswing now that construction is over with, but expenses are consistently increasing to match our profit gains.

Comment from Tom Barcellos – I still see the Payroll Protection loan from 2020 listed on the balance sheet as long-term liability; that should have been forgiven.

The bookkeeper says that there is a reason for that, I'll have to get back with you on the end result.

Tom Barcellos made a motion to accept the August 2022 financials and pay the bills and payroll, seconded by Darin Batty.

Collections – Tom Barcellos

There is currently \$7,717.80 left in outstanding assessment dues. \$5,461 of that is from the July 2022 dues that have not been paid yet, and \$2,256 is from the 4 shares that are being foreclosed on shortly. I truly think that the November 10th Board meeting will be the day of the auction. I know we've had discussion about one of those foreclosed shareholders having an heir that is willing to pay off their family's debt to the Park, but we have not seen any action on that.

Management – Darin Batty

Nothing to report.

Park Use – Charlie Weeks

As I've mentioned previously, on paper our occupancy looks like it has been down, but that is because so many RV sites were tied up with construction that we are actually doing much better and definitely renting more sites than last year now that all our spaces and facilities are open again.

Correspondence / Public Relations – Mark Schieber

We had an informal town hall meeting last month, and I think we got a lot of great feedback from it. I would like to have another one in a few months, maybe every calendar quarter. Be on the lookout!

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

Park Maintenance – Charles Nunes

Maintenance are going well as things begin to slowdown during the week compared to summer. There's some deep cleaning going on and repairs of older picnic benches, etc. We have a new part-time maintenance employee to fill-in for Abel, who is on a leave of absence for family illness. Nathan is here training for the night position; please introduce yourself when you see him.

Rules and Regulations – Joyce Aldrich

There will be some minor changes to the rules and regulations coming next year. We'll cover the topic under *Old Business* today.

Manager's Report – Julie Hill

All snowbirds need to sign their rental agreements before September 15th! There are a few last-minute moves to accommodate our returning and new snowbirds, and a few other RVers that are purchasing new trailers. As a reminder, please be sure to double-check your RV connections before moving; there was a gray water spill earlier this week.

I received a comment from Denise Gagliardi (Locker 75), which is as follows:

“Couple of concerns I would like to address with the new ladies’ bathroom. The floor is always wet and it seems that the water from the showers flow by the toilet stalls but doesn’t drain, it just puddles. This can’t be good for the floor to always be wet, but most importantly it is a safety hazard and possible liability for the Park if someone should fall on the wet floor. Secondly, the automatic soap dispensers keep squirting soap when washing hands. The dispensers were placed too close to the faucet so there is no room to rinse in the bowl without getting close to the soap dispensers. There is lots of leftover soap in the bowls. Lastly, and most importantly, bathroom cleaning needs to be done at specific times and posted. My suggestion is between 1:00 pm and 3:00 pm. It’s too inconvenient to wait for cleaning to be done at 9:00 am; it is human nature to want to go to the bathroom first. The current cleaning schedule needs to be revised.”

Commenting on the concerns about the floor, the pooling on the water has been addressed several times. There’s really nothing to be done about it; people are going to get the floor wet. The flooring does have a granular, non-slip surface to it which should prevent folks from slipping. We are planning to have the staff check on the facilities more often and squeegee any standing water that we may find. Secondly, I am considering purchase of heavy mats for the shower stalls to help stop more water from flowing out. Bottom line, if our members and guests cannot use the facilities without making a mess there is really nothing we can do to prevent it; all we can do is clean up afterwards.

With the soap dispensers, there might be a delay to program in. Charles and I will look into that.

The deep cleaning schedule for the restrooms will be changed to afternoons because it is easier for our staff to have access to clean and not wait for people to finish using the bathroom. We’ll see how it works out. Keep in mind, any of our facilities can be closed anytime if there is essential cleaning or repairs that *need* to be done.

Reportable Actions – Talley Snow

Last month during executive session, the Board approved a motion to host a company Christmas party for the staff and Board, limited to a total expense of \$5,000. The Board also approved a Thanksgiving and Christmas bonus for the staff.

Old Business

1. Construction Improvement Committee – Tom Barcellos / John Watkins

Comment from Tom Barcellos – Construction is done, all permits are open. The only items left are warranty issues; I understand the shower doors have been bumped out of place a few times.

Comment from John Watkins – The bookkeeper and I are going to prepare a final cost analysis of the construction project; how the money was spent. I hope to have that completed for the next meeting.

Comment from Charles Nunes – Just as a related aside, the Board is getting some bids together to build a new railing along the south gate leading to the pool, where there is a short ramp.

2. Lift Station Control Panel – Charles Nunes

Well, it took about 4 or 5 months to complete, but the repairs have been made to the Park’s sewer lift station control unit!

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

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. Beach Club – Volunteers – Mark Schieber

I think one of the reasons that we don't have a Beach Social Club currently because the process of planning and hosting special events has been getting more difficult over the years, certainly during construction. I still think there is a lot of potential for new types of events like a Tiki party around the pool, for example. Let's take advantage of our beautiful facilities; maybe rebrand a new group of volunteers as a "Holiday RV Park Social Club" moving forward.

5. Reserve Study – John Watkins

The reserve study is complete, and it is a lengthy report! There are a few corrections that must be made before that study will be ready to present to everyone, hopefully by next month. We'll make it available afterwards on the member's page of the Park website; it would be preferred to print as few as needed to save costs since it is so long.

6. Snowbird Season – Joyce Aldrich

Topic covered under Committee Reports – Manager's Report.

7. IT – Office Computers – Julie Hill

I proposed the idea of replacing a pair of our office workstations last month. At this point there is a motion by the Board that is under review and will be discussed during executive session today.

8. Board Candidate Resume Process – Review – Brenda Critzer (Absent) – Julie Hill (Representing)

The Board candidate process is reviewed every year for any changes needed; Brenda decided to take the task on this year with our assistance. Last year's revisions went really well. I'm sure that we'll have more to report on that next month.

New Business

1. Budget, Rates, Capital Budget – Review – John Watkins

I had a 3-hour meeting with Julie and the bookkeeper yesterday that was very productive. We went over the entire budget proposal, and I provided copies of the draft to the Board for their review today during executive session. Our biggest overall expense will be patching the roads into shape; let's hold off on the more expensive repaving process until absolutely necessary. We've got a lot of landscaping we need to get a handle on, so that is in there as well. There are office IT costs in there too. All these improvements have not been made for several years because of construction being the primary concern, and the rates that we only recently adopted have not made a full impact on our revenue yet.

There is also a comparison of our prices to other RV parks along the coast; one item the Board may note is that another park charges their guests a monthly fee for receiving mail and packages. We do a lot of that here, we receive a lot of mail at this address that we shouldn't, including tax statements, IRS refunds, etc. Several other parks charge reservation cancellation and modification fees; we'll look at all that too and see if anything could apply to us.

Bottom line, there is a carefully made budget that accounts for rising costs and keep us in the black to the tune of \$200,000.

2. Rules and Regulations – Review – Joyce Aldrich

There is not a lot of information to add today aside from reiterating that there will be minor changes made to the rules next year, and those changes should be finalized no later than the November meeting. As a reminder, now that the summer prime season has ended, we do have rentable vehicle parking available again from time to time.

3. Annual Meeting – Planning – Mark Schieber

We started our planning for the annual meeting today. I think we'll stick with tradition and reserve the Moose Lodge again next year, but we will explore better catering options since there is currently not an active social club.

Member's Comments

Laura Ortiz (Locker 198) – I needed to address the Board because my parents bought our trailer and their shares so that our family could use them, and there are 7 of us. I leave our trailer here from May to September because that uses up all the free time on a pair of shares, and we're ready to purchase another pair. My siblings and I come and go as we please and I am now being told that is no longer an option. I spoke with my dad's attorney to confirm that everything is in our trust, split evenly 7 ways, including the Holiday shares. It should be automatically moved over; we should automatically be able to use it, but I have been told we cannot.

Reply from Mark Schieber – In the CC&Rs it is stated that any entity like a trust can only have one named person that is considered a member that can be designated to use the share as a member of record. There is a single exception provided for a member's household to be allowed use of free time.

That being said, how do I allow our family to use the share? My parents bought these investments decades ago because they were promised that our family could enjoy them too.

Reply from Mark Schieber – Absolutely, there was a lot of misuse of the shares for a very long time. People became comfortable with using the free time way outside of the normal scope. The Board chose to stop all those abuses in 2018. We currently operated based on what is stated specifically in the CC&Rs for use of member free time. I can't explain why it was the way it was before, I can only suggest that your attorney reviews our CC&Rs to better understand the situation.

I just purchased a \$100,000 trailer so my family can enjoy staying in it. You're telling me that they can't?

Reply from Mark Schieber – Well, they can if they are your guests, and you are here with them. If these are people outside of your household, then they need to have their own share.

In other words, add my sibling's names to the new shares we're purchasing?

Reply from Mark Schieber – Yes, exactly! Just keep in mind that the first person listed on the deed is considered the primary member. Also, having lots of names on a share makes it difficult to sell.

Reply from Tom Barcellos – Sorry to hear about the trouble Laura. One important thing to keep in mind is that unless the share is recorded as belonging to a trust, it will remain in your parent's names. There is a difference legally.

Reply from Julie Hill – Great point Tom. Laura, for your information, the copy of your deeds we have on file are from 2015. It is critical that we are provided any updated copies of your deeds so that we can remain current and be able to clearly acknowledge who can and cannot use the share. It is a very common oversight to forget to record a new deed or forget to bring the office current information. If you need any assistance on what to do, please ask Aaron!

Teena Griffith (Locker 15) – At the last meeting, John was talking about the loan and mentioning that something would be paid off in 3 months. What was that? Also, we should have a food truck visit the Park if we're needing help with an event.

Reply from John Watkins – I don't know what you're referring to. The payment to the contractors will be made in 4 installments if that is what is being referred to.

Reply from Mark Schieber – Great suggestion with a food truck. It might be hard to collect any money out of the situation.

Reply from Talley Snow – A food truck would be a new and exciting social event for the Park, delivering experiences we've never offered before.

Debbie Thomas (Locker 101) – Is there any update on when the spa will be working again?

Reply from Julie Hill – Unfortunately, there is something every wrong with the spa heater. At best, it heats the water intermittently and then shuts down completely. Because it is a brand-new piece of equipment, it is still under warranty and that is the current stage we're in on getting a repair or replacement.

Teena Griffith (Locker 15) – Referring to the list of questions I made that was answered last month, I would like some additional information. I questioned the employees receiving a paid lunch every month because it is on the Business Manager's list of duties. I provided a new list for the Board, with some additions. Several other questions I had left outstanding have been asked and answered by other members, which is great! In general, there are still a lot of rule violations that I listed that have not been addressed yet.

Art Toledo (Locker 147) – You can't expect someone to be everywhere all the time to enforce the rules 24-hours a day, without having lots of volunteers. I'm not sure that food trucks would be willing to haul their business to just our Park when other areas exist where they can operate with higher foot traffic. Now that COVID is less of a concern, I don't see that happening. Certainly, there's no way we would get any of their profits should they even do business in our Park.

Ashlee Gilkey (Locker 30) – Are we planning on moving the filtered water dispenser back to the restroom area? If yes, what is the timeframe? I would like to see a lock placed on the shower stalls in the restroom; my husband and I were walked in on while using the shower. It was a very violating and inappropriate experience.

Reply from Charles Nunes – Yes, we have a new enclosure that was built for the water machine. Unfortunately, the machine does not fit inside that space, so additional construction is needed. I'm sorry but we don't have a timeline on that. Also, the Board has received several concerns about the showers and installing locks. We are still taking everything into consideration.

Board Member's Comments

Charles Nunes (Locker 257) – I was asked by Paul Gutierrez and Nancy Houck (Locker 507) to relay their message that they are thankful to the Board and the staff for everything that they do. They could not make it to the meeting because of another obligation.

Darin Batty (Locker 24) – I think Teena brought up some great points today about rule violations, but the bottom line is that we can't be all things to all people at all times. I think that when we are talking about kids misbehaving, it is a parent's responsibility to step up and watch over them, not ours. We are trying our best, but we need to keep our expectations in check.

Talley Snow (Locker 818) – I know that I've told parents that if they don't want to parent their child, I will. I don't know how the Board feels, but I have told kids that were climbing the pool fence once that they cannot do that. Obviously, you should use your discretion when doing so, you don't want to start a fight or anything, but it's not unreasonable.

Tom Barcellos made a motion to adjourn to executive session, seconded by Darin Batty.

All Motions

Talley Snow made a motion to approve the minutes of the August 13, 2022 meeting, seconded by John Watkins.

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

Tom Barcellos made a motion to accept the August 2022 financials and pay the bills and payroll, seconded by Darin Batty.

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

Tom Barcellos made a motion to adjourn to executive session, seconded by Darin Batty.

Meeting adjourned at 10:07 am.

Respectfully Submitted,

Talley Snow
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent

Guest Survey Comments from August 2022:

- “I didn’t try to use the bathroom until Today and when I did the code didn’t work. I went to the office and asked if it had changed and the said it didn’t and then they offered no other help.”
- “Tv needs a new system goes on and off constantly”
- “Please change spa close time to 10pm”
- “Park attendants were very helpful and friendly.”
- “Encountered a homeless woman in the restroom, used the shower, left areas dirty.”
- “The staff was super helpful.”
- “This was actually sent to my husband Bill Couchman but I am answering and his behalf because I know he love this park if there’s any further questions you can gladly notify me I will answer for him you can contact me Laura Couchman”
- “We need to remove the artificial turf in the dog run. Replace the hoses with flexible ones.”
- “Fast check in, friendly and professional help unhooking the trailer. Thank you for a pleasant visit”
- “You need to update survey I don’t use the bathroom, pool, laundry room or clubhouse. Only been I. The clubhouse for the board meetings and the town hall meeting. I’ve seen women standing waiting on the bathrooms being cleaned in the morning. Maybe if they had an idea when they are better mg cleaned they could plan it better. The clubhouse is to small to have meetings and is unsafe for children being left open to run through to the pool . Bathrooms I’ve heard they have a lot of standing water unsafe for falls and a health issue. Would like to see a manager in the park area more .”
- “Some how make the spaces wider and more space between campers. It shouldn't be the responsibility of the person renting a space to call Spectrum if it's not a connection issue.”
- “Lady's restrooms are always very wet with standing water. The drainage didn't work very good at all. So was the men's floor”

- “Confusing that you write in your email that money have been paid when it hasn't and I had to go pay in person. The response from staff that you can't change the wording of the email....really...”
- “The space that I was in needs to be discounted. I was next to a blinking stop sign transformers garbage and the showers. Although it's a very generic RV spot that was the worst possible space.”
- “The gal that cleaned the pool area several times while we were there was an extremely hardworker. Very meticulous employee. (Aaron's wife we think).”
- “All in all, everything was great. Thank you.”
- “The Park served a purpose, to be near the ocean and within walking distance to the heart of Pismo Beach. However, I am not comfortable with the lack of “breathing” space between campers and the total lack of any aesthetics, such as grass and trees. I would not stay in this type of campground again if there were any other options. This particular park satisfied many of requirements necessary for a pleasant stay, except, for me, the very important aspect of space and aesthetics. I have already highly recommended Holiday RV Park to a neighbor, along with my opinions about the space.”
- “Luke , helped out with a cable extension and was very polite and friendly. New shower rooms are wonderful.”
- “Great staff great RV park.”
- “We had a great experience looking forward to coming back thank you for everything”
- “Park and staff are great!”
- “The only complaint I have is the bathrooms by the pool area don't open until 9am”
- “I will state the obvious, the sites are too close to each other. These leads to a lack of privacy and a lack of camping feeling. The entrance to the park is uncontrolled, which leads to unwanted visitors at night. Unfortunately, this would be my last time utilizing your facility. I do have to commend you on the renovated swimming pool and hot tub.”
- “2nd time for us staying there and both times proved to be excellent for us. The staff there were always more than willing to help us out and they did it with a smile! We will return there again if and when we can.”
- “1. Shower stalls do not have locking doors 2. shower stalls needs more hooks for towels, clothing, etc 3. Showers need drainage mats in the dressing area, slippery and water puddles and your clothes get wet and no shelf to hold your toiletries.”
- “All of the staff are always very helpful! It appears that about 80% of the park is filled with permanent residents (way too many)!”
- “Great team running the park”
- “More hooks in shower stalls would be helpful”
- “Staff have been very accommodating for my wife and I. We needed a place to stay long term while my wife recuperates from a major leg surgery. Everyone in the office has been very helpful in securing us a spot we could stay while she recuperates. Thanks to everyone!”
- “Yes. The women's bathroom is beautiful but dangerous. Water still on the floor does not drain. Dangerous. Not enough hanging room for clothes in showers and curtains don't close well and our clothes and towel gets wet. As an owner , that should be addressed. Club house was too small. Waste I Of money on that. Remodel and an elevator would have been enough or just make the club house larger and no need for a fancy kitchen if it is not used. Rosie Dias#355&459”
- “The beautiful new buildings including restrooms/showers, community club house/kitchen and pool area have exceeded my expectations. Well done and worth waiting for. Many thanks to Julie and the entire park staff for a job well done!”
- “Our first visit and won't be the last!! The staff was amazing and made our late check in and out nice! Dog area was great for our dogs! Thank you so much!!”
- “Enjoyed our stay!”

- “Women’s bathroom Good shower but stall is awful. Need hooks for dry clothes and towels. Caddy for soap, shampoo, etc. and some kind of floor mat like the wooden mats with small rails that the water stays under. One of the most inconvenient showers I’ve ever used. A half clean nudist must have designed it. The necessity of using the shower would be the only thing that would keep me from staying there. I just wanted to try it.”
- “Aaron & Abigail are very professional & helpful. They always exceed my expectations.”
- “I wish there were some greenery some were but overall is great”
- “As always a great place to park your RV for a few days.”