



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 – 26

Meeting called to order at 9am by Charles Nunes.

Flag salute led by Mark Gregory (Locker 205).

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 September 10, 2022 meeting, seconded by John Watkins.

Committee Reports

Financial Report – John Watkins

Park Accounts	Balance (9/30/22)	Monthly Comparison	Sep 2022	Sep 2021	Difference	% Change
Mechanics Bank–Operating	\$82,739.33	Income	\$118,140.11	\$104,029.70	\$14,110.41	13%
Mech. – Laundry	\$8,525.62	Expense	\$90,207.07	\$85,275.41	\$4,931.66	6%
Mech. – Dues	\$46,787.57	Net Income	\$27,933.04	\$18,754.29	\$9,178.75	49%
Mech. – Emergency Reserves	\$6,834.65					
Mech. – CIM Reserves	\$84,947.81					

We just received our financial reports this morning, but my first impression is that everything looks solid. Water and sewer expenses continue to increase. Last month we still eked out a strong profit so we're in good shape.

As our costs increase, we need to adjust our rates and fees to compensate for that. I will submit a budget to the Board for their review in executive session.

Our bookkeeper, Liz, is here today and she'll go over some taxes we've got coming up.

Comment from Liz Cuccia – The Park's property taxes are due again soon. There's also an assortment of supplement tax bills due, as a result of people transferring and selling their shares (which reassess the value). The main tax bill this year is \$84,000 total. Normally the Park would pay that total amount at the beginning of the year, but because of construction costs that was instead paid last year as separate payments. I will ask the Board if they wish to continue this practice or return to paying all property taxes in a single fiscal year like we used to. There's no advantage to paying everything upfront aside from peace of mind. As we receive dues from members, that money is allocated to pay for the property taxes, and anything left over is invested into reserves for capital improvements.

John Watkins made a motion to accept the September 2022 financials and pay the bills and payroll, seconded by Tom Barcellos.

Collections – Tom Barcellos

There is currently \$6,266 in outstanding dues, including late fees. Out of that amount, \$2,270 is attributed to the 4 members that are in foreclosure and approaching a public auction of their shares. We've got that scheduled for November 12, following the Board meeting. There is one of those 4 that is trying to communicate with our legal team and settle their business with Holiday, but that has yet to happen as of today.

Management – Darin Batty

As we know, there have been some changes in the Park. Aaron and the rest of the staff have stepped up to take on more responsibilities. The Board will discuss the matter during executive session today and decide what direction we would like to go forward in. We'll let everyone know what happens at the next meeting!

Park Use – Charlie Weeks

The occupancy in September was right about 74%, which compares favorably to 2021 because we now have access to all our RV sites again for reservations. Last year we still had a fair amount of construction in the Park that limited our overall availability.

Correspondence / Public Relations – Mark Schieber

I've had the opportunity to chat with people around the Park, and I'm happy to report that I received a lot of positive feedback. People mentioned that there's a relaxed atmosphere, and the new facilities look great. Anything I heard that wasn't positive was very minor. We want to make sure that this Park serves our members and continues to do so in the future.

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

Park Maintenance – Charles Nunes

Our maintenance staff has been working hard getting all our snowbirds moved in since last month. They've also been repairing old and broken picnic tables in addition to their regular cleaning duties.

Rules and Regulations – Joyce Aldrich

It was really nice to tour the Park yesterday and see that a lot of cleaning and repairs have been made since inspections were performed a few months ago.

Manager’s Report – Aaron Cartwright

I don’t have much to report on officially, other than performing additional duties that Julie used to be responsible for when she was the manager here. If I can ask for one thing, please be kind to the staff during this transition since it has been difficult on them.

Reportable Actions – Talley Snow

None.

Old Business

1. Construction Improvement Committee – Tom Barcellos / John Watkins

Comment from Tom Barcellos – Well, things are complete and in good condition. Our ongoing work will be to keep our facilities maintained and in working order.

Comment from John Watkins – I’ve got a financial report on the construction project that I will present to the Board for their review. I will pass along that information to everyone else at the earliest opportunity.

2. Beach Club – Volunteers – Mark Schieber

Elise Metzler (Locker 828) and Monkia Harris (Locker 350) were kind enough to volunteer their time to host potlucks in the Park again, which is wonderful! The Board is happy to advertise those events using the Park’s resources. There are also leftover funds from the previous Beach Social Club that might be available to use, if needed.

Comment from Joelyn Lutz (Locker 369) – I spoke with Talley about making a social events calendar for the Park, that could be posted around the facilities so guests can see what’s going on every month. I’m happy to plan some events and host them, from time-to-time. It would be great to see a nice bulletin board placed by the restrooms like it used to.

Comment from Talley Snow – Please keep in mind that no one is making a commitment to starting and running a new social club per say, but rather volunteering their time and energy when it makes sense to them. No pressure!

3. Reserve Study – John Watkins

I still have yet to hear back from the gentleman that prepared the new reserve study, because there are a few items that need to be corrected. Bottom line, we’ll have a detailed plan on how we should be saving our money to make all expected repairs down the road.

4. IT – Office Computers – Aaron Cartwright

A few months back, the Board approved purchase of replacement computers for the pair of oldest workstations in the office. Those new computers were installed between last month’s meeting and today, and they are both working great!

Comment from Mark Schieber – We are repurposing the older computers for use upstairs in the clubhouse; one for a workstation that the Board can use and another to have a professional way to conference call online using Zoom.

5. Budget, Rates, Capital Budget – Board Approval – John Watkins

I have an updated budget proposal for the Board to consider during executive session today. It is conservative with the overall profit next year, based on needs to build our reserves. Keep in mind that it's a pro forma budget and not an exacting, business budget.

6. Rules and Regulations – Review – Joyce Aldrich

I don't have an update since last month because other items demanded the Board's attention following the September meeting. As a reminder, I don't anticipate making any huge changes to the rules next year!

7. Annual Meeting – Mark Schieber

We are hopefully going to get more details about the next annual meeting finalized during executive session today, but we are expecting to have a better catering experience for the event than this year. We are considering changing the venue to the Portuguese Hall in Arroyo Grande because the Moose Lodge in Pismo is too crowded, and the lack of parking necessitates us to rent a van for shuttling people to-and-from, which is expensive.

New Business

1. Announce Board Openings and Resume Submittal – Brenda Critzer (Absent) – Charles Nunes (Representing)

October is the month when the Board is open to receive resumes from our members that are interested in running for the Board. Next year Mark, Joyce and John will be up for re-election, if they chose to run again. Otherwise, we are asking for volunteers to help us out on the Board next year!

2. Appoint Election Chairperson – Brenda Critzer (Absent) – Charles Nunes (Representing)

At Charlie's recommendation, I would like to continue the tradition of the Park Secretary performing the duties of an election chairperson. Talley, would you do us the honor of being election chairperson?

Reply from Talley Snow – Absolutely!

3. Review Annual Mailing Packet for 2023 – Charles Nunes

There are several items that are prepared closer to the end of the year for the annual mailing, or shortly after the year has ended. At this time there is nothing ready to submit for review.

4. Review Employee Handbook for 2023 – Mark Schieber

The employee handbook is reviewed annually by Paychex, our payroll processing company, for any changes that need to be made based on any applicable laws that may affect it.

Member's Comments

Andrea Gregory (Locker 205) – I've heard a rumor that the Park is rebranding to Holiday RV Resort, is that any truth to this? Secondly, there's a lot of water that puddles in the restrooms. Is there anything being done to mitigate that?

Reply from Charles Nunes – No, that is strictly a rumor! We've been delayed by other business at the Park, but we are looking to purchase and install some nice, raised floormats that should keep some of that water within the shower stalls and out of the restroom hallways.

Fernando Soares (Locker 87) – There is a person staying at Lot 231 that has been disruptive and using lots of vulgar language. There were kids around when he was saying those things too. This is not an adult RV park, it's a family park. I've also seen him leave his dog's bathroom mess on the ground, without stopping to clean it at all. My wife and I are not happy with his behavior, it's making our stay unpleasant.

Secondly, I have seen someone operating a power washer to clean their RV while using our water and electricity. I understand we're trying to conserve water, but that's not fair. I have been asked before to not wash my vehicle to save water, what gives someone else the right to? No matter who is in charge, I just ask that we are treated fairly.

Wayne Easley (Locker 420) – The odor at the dog run is overwhelming, and my dog won't use the facilities. One neighbor said that so much stench is retained from using the dog run that she needs to hose everything off before going back inside her RV. Is there anything that can be done to improve the situation?

Reply from Charles Nunes – Unfortunately, there is no single solution that will solve all our problems. We've tried so many different things in the past, but ultimately the odor sets in because it's too small of a space to withstand the number of dogs using it every day.

Rita Cooper (Locker 748) – I appreciate that many RVers decorate for the seasons and make their RVs look so nice, but it saddens me to see that some people hoist flags that display messages like "F U." I think we all know what that is trying to convey, and I don't believe that should be allowed in a family park.

Reply from Mark Schieber – We may speak to that person and ask them to change their flag out of respect for others, but otherwise flags are a touchy subject on the cusp of freedom of speech, and this is private property.

Dawn Dewitt (Locker 334) – After using the restrooms recently I noticed a lot of water puddled on the floor and soap scum built up. Also, because there was no lock, I accidentally opened the door on a shower stall that was occupied. Lastly, there was a pair of men and a girl in the handicap shower stall, which I reported promptly.

Reply from Charles Nunes – Locks on the shower doors may not be possible without replacing the doors completely, which would be prohibitively expensive. We are going to investigate adding an "occupied" sign to the shower doors to make it more obvious when someone is using them.

Joelyn Lutz (Locker 369) – A rubber mat or stopper could help direct water towards the shower drains. Also, I know that I've asked this before, but it would be great to modify the toilet stall doors to open outwards instead of inwards.

Reply from Charlie Weeks – The direction in which the doors open at the restrooms is dictated by the latest building codes. There's not a choice in the matter, it's a public safety issue.

Ed Dewitt (Locker 334) – Returning to the complaint about the crass message on a person's flag, I'm pretty sure that since we are privately-owned property, we can ask someone to refrain from displaying offensive décor. Surely that must be against our rules.

Reply from Mark Schieber – I've been involved in legal battles like this before, and they are so drawn-out that it's not worth it over a flag. It's best just to talk to someone and ask them to stop out of courtesy.

Board Member's Comments

Charlie Weeks (Locker 7) – I would like to encourage everyone to consider running for the Board next year. It's a very simple process, and the office staff can help guide you through it. But we need help, there are lots of great people around here that should step up and volunteer some of their time to benefit their Park

Mark Schieber (Locker 155) – I think everyone remembers when I was out there with you during meetings as a regular member. Charlie’s concerns are valid, we really need other members to sign on with us and help out.

Charles Nunes (Locker 257) – This is our Park, and we’re all members. I think it would be great to see more people consider giving the Board a shot next year.

Talley Snow (Locker 818) – As many of you know, I am a member like yourselves, and I had lot of questions that I was not getting any answers to. I felt that the way I could have the most impact would be to run for the Board. It’s really not as bad as it might seem!

Mark Schieber made a motion to adjourn to executive session, seconded by Charlie Weeks.

All Motions

Talley Snow made a motion to approve the minutes of the September 10, 2022 meeting, seconded by John Watkins.

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.

John Watkins made a motion to accept the September 2022 financials and pay the bills and payroll, seconded by Tom Barcellos.

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.

Mark Schieber made a motion to adjourn to executive session, seconded by Charlie Weeks.

Meeting adjourned at 10:04 am.

Respectfully Submitted,

Talley Snow
Board of Directors – Secretary

Cc

Aaron Cartwright
Park Manager

Guest Survey Comments from September 2022:

- “One of the residents that stays at site 124. Cussed at us behind our back because we had four dogs. Our dogs were on leashes we clean up after our dogs were respectful we were in the RV by 9 PM. He would stare at us make us feel very uncomfortable at our stay. The morning of us leaving on Monday. He sped by us really really fast when we were trying to get our fifth wheel loaded. A little old lady with a walker was trying to let him get by and he revved his engine up really fast and loud and pulled in his spot the little lady was scared you can see it on her face. The way he came in. Other than that other residents and other guest maintenance guys were awesome and very nice and helpful.”
- “I would love guidance on what to do when others aren’t obeying quiet hours.”
- “Loved it so much we made the last minute decision to come back a week later for Labor Day weekend!”
- “All went well....”
- “Thank you for making late check out for only \$10.00 and available. Appreciated that very much!”
- “Too cramped. Charge more and give more space. I like to be outside my RV and the 8x10 space in front of my truck wasn't enough.”
- “The new bathrooms were absolutely gorgeous. However, the floors needed mopped up more regularly.”
- “I wish there were a 'real-time' view of availability for reservation.”
- “WE LOVE THIS PARK AND ITS STAFF. GREAT PLACE.HOPEFULLY THE SPA HEATER CAN BE FIXED SOON...”
- “Great Park Thanks”
- “Please consider having a set time for restrooms/showers to be cleaned so guests can plan accordingly. For example, a sign on the door that reads restrooms will be closed daily from 1:00-2:00 for cleaning.If we knew ahead of time it would be so helpful. Also, maybe adding a bench between the restrooms. We waited standing for over 30 minutes for showers to be cleaned.”
- “I love this park and the people that are working here they are all very professional and friendly so nice to work with”
- “Several people had food in the pool area - kids were even eating cheesy nachos in the spa. A family had a whole picnic spread on the table with open bags of chips, bread, etc.”
- “Love this place. All the staff is great”
- “Spa out of order, pool closed too early, two men and woman in handicap shower and curtain was open. My friend came upon this and warned grandma coming with child not to go in. She reported it. The shower stall floor had scum built up.”
- “Office staff was very helpful in helping us reserve our snowbird program as we desperately needed a place to stay long term due to a medicine emergency. Very grateful.”
- “we just love it here the staff and management are so helpful”
- “Other than Jacuzzi, no jets, pool area was excellent, 2nd visit, heat in Jacuzzi was not working. So only that needs improvement.”
- “Staff were extremely helpful, friendly! Lots were extremely small where we couldn’t put the awning out . It would have been nice to have a parking spot for our big truck . But the facility itself was very well maintained and clean . Also would have been nice to have another dog run in the middle of the park . But overall we were very pleased !”
- “Had a pit bull on leash at trailer come out to try and attack my dogs when walking to dog park. Owner did not say anything and no one seemed to contact them to say they needed to not allow that.”
- “The pool it appeared not to be very safe at the deep end. 3 or 4 long screws were sticking out, very dangerous if someone don’t notice them.”
- “Need to get Jacuzzi fixed! Whatever it takes even if getting a lawyer involved! Very disappointed in the fact that I am unable to use the Jacuzzi during all my visits in the past couple of years”
- “Very disappointed in the fact that I have not been able to use the Jacuzzi in the past two years! Need to address the situation even if getting a lawyer involved.”
- “Very disappointed in the Wi-Fi service was not able to get Netflix and the TV reception was very pale other than that everything was great as usual”
- “The front desk clerk was very kind and helpful.
- “Wish the hot tub was working”
- “Had a wonderful stay.. Everyone is so friendly & helpful...Can’t wait to go back!!!”