



Board of Directors

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

Members Present – 23

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

Flag salute led by Charles Nunes.

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.

Committee Reports

Financial Report – John Watkins (Absent) – Liz Cuccia

Park Accounts	Balance (11/30/22)	Monthly Comparison	November 2022	November 2021	Difference	% Change
Mechanics Bank–Operating	\$94,157.36	Income	\$93,580.24	\$76,627.67	\$16,952.57	22%
Mech. – Laundry	\$13,632.62	Expense	\$78,242.84	\$66,284.69	\$11,958.15	18%
Mech. – Dues	\$5,509.87	Net Income	\$15,337.40	\$10,342.98	\$4994.42	48%
Mech. – Emergency Reserves	\$81,785.60					
Mech. – CIM Reserves	\$4,384.64					

We are on target from where we were last year and at a steady pace which is nice. The biggest concern is the increase in utilities i.e. water, trash, gas. All of them have steadily been increasing so if you look at the budget there is an increase of

about \$35,000.00 annually compared to last year. Unfortunately, this means the dues increase will be \$45,000.00 for the year to offset the \$35,000.00 increase for just the utilities. This will not include vendor and other costs since everyone's cost is going up this year which is out of our control. Our hope is things will start to mellow out next year and we may be able to decrease the dues the following year. I will need a motion from the Board to approve the 2023 budget because without the approval I cannot send out the dues invoices.

Reply from Joyce Aldrich – So it looks like the utilities were only \$7,700.00 according to the PNL.

Reply from Liz Cuccia – The PNL is only for the month not for the entire year. So, it would be an estimated increase of \$35,000.00 for the entire year next year.

Reply from Joyce Aldrich – So every 6 months members would need to pay how much of a difference?

Reply from Charles Nunes – It would be a 20% difference from this year.

Reply from Liz Cuccia – This year members paid \$236 for the year and next year they would be paying \$283 for the year which is a \$47 increase. It is a \$141.50 every 6 months which would be a 20% increase from this year.

Collections – Tom Barcellos

We had the auction last month to auction off 4 shares. We generated almost \$60,000.00 from the auction. We will have a couple of attorney bills from things being notarized and sent out for the auction to be complete. These charges will be taken out of the sale price and the remaining balance will be sent to the current shareholders or their families. Nothing of the gross amount is a profit to us but the park does break even with the expenses that were generated to foreclose on the shares. We reach out to the shareholders and hold the funds in a special account until they respond to us with where the funds need to go. There is one that we need to notify because they are too far out at this point and need to come current. Our bylaws say 90 days but we normally like to give them a year to catch up. There are also 3 others that will receive a letter that they are behind as well. Only have an outstanding balance of \$1519.40. Thanks to staff and getting the shares squared away.

Reply from Andrea Gregory (Locker 205) – I don't understand how the park doesn't make a profit from the foreclosures when the attorney fees were included in the initial foreclosure amount. So maybe another \$2,000.00 for the park fees after the foreclosure process is complete.

Reply from Tom Barcellos – So the park takes the total amount of fees due and pays back the park. The remaining amount leftover is held in a separate bank account for the shareholder to claim. If it is not claimed after 4 years, we are supposed to turn it over to the State of California and they then wait for 4 years and contact them. If it is not claimed after those 4 years then the State of California keeps the money.

Reply from Joelyn Lutz (Locker 369) – Can there be a suggestion that it is donated to the park?

Reply from Tom Barcellos – We can definitely ask the shareholders if they would like to donate it back to the park when we send them the notice.

Management – Darin Batty

Last month we spoke briefly about the laundry room and what we are trying to do with it. We are currently working on getting the machines to cash and cashless by using an app through the manufacturer which will allow you to use a credit card and scan the machines in order to pay for laundry. It will also allow us to do some basic maintenance before calling any vendor out by diagnosing it through the app. We are working on getting it finalized by the end of the year. The machines we currently have just need to be switched over to this option and then we will need to have the internet hardwired in order to run the machines properly since they need a direct connection to the network in order to operate properly. We will work with our IT company to get this completed and it will be paid for out of the Laundry Room account which has plenty of money in it to support this upgrade.

Park Use – Denise Gagliardi

The occupancy in November was right about 73%, which compares favorably to 2021 which was 87%. This is reasonable considering this is our slower time of the year.

Correspondence / Public Relations – Mark Schieber (Absent) – Charlie Weeks

I've had the opportunity to chat with Mark this morning on Correspondence and Public Relations and we both feel the survey is a little weak right now. We haven't had a chance to revamp the survey but we would like to work on that in the coming months to come up with some better questions in order to improve the park and guest experiences. The responses from the surveys are all about the same; they love the staff, spots are too small, dog park smells, etc. So, once we finish some of these larger projects we have right now then we will be starting to work on getting the survey revamped and asking the better questions to improve the experiences and the investments in the park.

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

Park Maintenance – Charlie Weeks

We figured out the issue with moving the water machine from the back of the park to the front of the park. Office staff is calling the company to try to get someone out here in order to move the machine for us. The other issue was the problem with the handicapped showers having standing water. We met with the contractor and it does look like everything was built the way we had asked them to build it and up to code. So, we cannot ask them to re-do anything they have done as they followed the plans according to what we decided on. We found a solution though and that is to install a stand-up dam in front of the lip in the shower that the shower curtains will lay against. We are going to purchase the materials needed and have our maintenance team install them later this week. We also ask that any guest that does not need the ADA shower for true handicap use, please use the regular showers. The ADA shower is not set up for there to be a line of people using it all day every day on a consistent basis. Please also use the shower curtains properly and pull them completely across and closed. We also installed new shower mats and hooks in each one of the showers per your comments and suggestions. These have all been installed and are ready to be used!

Rules and Regulations – Joyce Aldrich

We are going to go over the Rules and Regulations a little later on in the meeting to make sure we can get those approved and updated in a reasonable amount of time. We want to make sure the park continues to be a place people want to come to as well as making sure our spaces continue to be maintained. I did notice in the comments as well as some comments from Aaron that some of the long-term spaces need some work done and cleaned up. I will be getting together with Aaron to find a time to walk the park and do site checks on the spaces that house the long-term guests. We want to make sure that all sites stay tidy and we minimize the amount of clutter in our sites especially with the weather we are going to start getting in the coming months.

Manager's Report – Aaron Cartwright

Kim and I worked on making sure the heater temperature in the restrooms was set and is now working properly so anyone using the facility will not be getting so cold in the mornings and throughout the day. Spectrum was out the other day and fixed the Cable TV so we are now getting the channels we were paying for. The only thing they asked is that everyone do a channel scan in order to make sure they populate on your TV. Currently the swimming pool is going to be temporarily closed because we are having an issue with the pool heaters that caused a leak sometime last night into this morning. The spa is working fine though and will remain open. The office will be closing early at 4pm today due to the employee office party. The annual mailing is coming up between now and the middle of January so from time to time the office staff will be very busy and hectic. Lastly, we would like to thank Joelyn for the paintings she donated that had some inspirational quotes written on them that were put up in the Magnolia Center.

Reportable Actions – Talley Snow

Last month after the general session, the board approved a donation of \$250 to the American Legion for the flag ceremony they led and the work they continue to do in the community and with the park. We approved a membership with CampCal Now which is a magazine with California that will advertise Holiday RV Park as well as other local campsites and RV Parks. We approved the Annual Meeting to be held at the Portuguese Hall next year and will be having the meeting in the morning and switching to dinner setting at night. Aaron will be moving into the Mobile Home which most people have probably already seen him moving in. We also approved Liz Cuccia will be doing more of the financial sides of things i.e., workers compensation audits, insurance renewal audits, etc.

Old Business

1. Construction Improvement Committee – Tom Barcellos / John Watkins

Comment from Tom Barcellos – We have one item left which has to do with the pool. The pool company is waiting for a program board to arrive so they can install it into the pool equipment. We will be doing a walk-through next month in order to make sure everything is complete. We hopefully will not have to do anymore construction updates after January. Spa will be operating properly and pool will be operating properly as well – Pool company is guaranteeing work.

2. Beach Club Updates – Mark Schieber (Absent) – Charlie Weeks

After hearing from the members that have been working together to put on events, they would not like to be called Beach Club moving forward and would rather just be known as the Social Club. They are still looking for volunteers whenever an event is happening. We really need a social club like we have had in the past to put on these events and help out when there is a need in order to drive people to join in and enjoy it!

Reply from Brenda Critzer (Locker 166) – We actually have a group of members that have been doing just that. We had a large group come together for the Thanksgiving potluck as well as another group is coming together for the Christmas potluck. Only thing that is missing is the fundraising the Beach Club used to do in order to donate some of the items in the park like the sign, the umbrellas in the Magnolia Center, etc.

Reply from Charlie Weeks – What can we do to get that back?

Reply from Brenda Critzer (Locker 166) – I don't know that you can because the Beach Club received a lot of criticism for the work they did. And it was a lot of pressure that things get done and it became a job. I think what we have now is working and we should just see where it goes from here.

Reply from Monika Harris (Locker 350) – We really enjoy the doing the potlucks and being able to volunteer or attend when we want to instead of feeling forced to do it. No one wants this to turn into a job; they want to be able to enjoy the events and help when needed or when they feel like they want to.

Reply from Elsie Metzler (Locker 828) – Joelyn has done a great job of putting together some events and filling up the calendar with some events in order to get more people involved and allow activities to happen that can keep people busy. We are very grateful the office staff makes flyers and posts for when the events are occurring in the park.

Reply from Joelyn Lutz (Locker 369) – I also have been updating pictures and making posts about the events occurring in the park on my Facebook. If you would like to send me any pictures, you can email me or text me and I will upload them on my Facebook

Reply from Charlie Weeks – Maybe we can put a donation jar out so we can have people donate to help with paying for the events that are going on.

Reply from Brenda Critzer (Locker 166) – I believe if we can get one big event every year it will help to fund the Social Clubs events so we don't drain the account dry. So, we are working on that as well.

3. Budget, Rates, Capital Budget – Board Approval – John Watkins (Absent) – Liz Cuccia

The Board has approved the budget at this time so I will be sending out the dues in January and everyone will receive the new rates with the Annual Mailing.

4. Rules and Regulations – Review – Joyce Aldrich

So, I wanted to go over the rules and regulations and make sure the rules listed apply to what we need in order to successfully run the park. There are a couple suggestions I received from Aaron as well as members in the park that I would like to go over that I felt were important to adjust or get rid of altogether.

Joyce went over more than a dozen changes for rules and regulations for 2023. At the end of reviewing the changes, the board decided to discuss more in detail in executive session.

5. Annual Meeting – Mark Schieber (Absent) – Charlie Weeks

We have decided we want to do the Annual Meeting at the Portuguese Hall so the Board will be voting on that in Executive Session and finalizing all the details.

6. Board Openings and Resume Submittal (Due by close of meeting) – Charles Nunes

All resumes need to be submitted and finalized by end of close of this meeting. We currently have seven candidates that have submitted their resumes. We have three returning Board members that will be running this year which are Joyce Aldrich, Mark Schieber and John Watkins. We also have four new Board resumes which are Connie Berki, Don Smith, Lorena Lemus and Elizabeth Guzman. Talley Snow as the Elections Committee Chairwoman will verify to make sure all these applicants are members, are in good standing with the park and meet all the qualifications prior to the Annual Mailing being sent out to all the members for consideration.

New Business

1. Christmas Potluck – Aaron Cartwright

We are having a Christmas Potluck next week as it has been discussed by many people in this meeting today. I do want to thank all the people who volunteer for these events and I am happy to hear you are having fun doing it. I would hate for anyone to feel like it is an obligation because we want everyone to have fun and have a good time at these events! We definitely have been receiving a lot more questions about the Clubhouse and inquiries about if it may be used and what it is. Yes! Absolutely! We want everyone to enjoy using it and let the office know when you would like to reserve it for little parties or meals.

Reply from Charles Nunes – I will just ask this for all the members as well, is there a deposit in order to use the Clubhouse?

Reply from Aaron Cartwright – No there is no deposit for using the Clubhouse. That was a practice from years ago that has since been gotten rid of. We just ask that you let the office know so we can make anyone else aware of what might be going on in the Clubhouse and everyone can be respectful. It is for use by any guest staying in the park and cannot be closed off for anyone's use unless there is a scheduled event happening in the Park at the time that another guest would like to use it. There is only a registration form for using the room upstairs but you do not have to pay a deposit and are only responsible for cleaning up after using the facility and the only fee that is assessed is if you damaged anything or did not clean up after yourself.

Reply from Charles Nunes – So as Aaron just said, we just ask that if you do use the Clubhouse to please clean up after yourselves and make sure to leave it in the same clean condition as when you started using it.

Member's Comments

Brenda Critzer (Locker 166) – After reviewing the qualifications for Board Members and financials, I have some concerns about the cost to doing business. I would like to suggest having a committee to discuss some changes to the Board in order to help with our budget. It looks like according to the financials; we have a huge expenditure for Board Members who are traveling from out of town to a tune of \$32,670 a year. I am not denying the raises for our dues, monthlies and snowbirds are not valid but I believe if we did just a little bit of an adjustment of our expenditures from the Board, we may be able to put about \$10,000 back into the reserves. Two of the items I believe we could adjust is the Board Members who live out of state who need to travel in order to be here should only be reimbursed up to 300 miles. My second item is when people Zoom into the park for meetings; there is a lot of missed information unless we have improved our wi-fi connection in the park. I am asking the board to bring together a committee that will dissect this and see if it is worth it to put it on a ballot in order to get it changed in the Bylaws so Board Members are only reimbursed up to 300 miles or \$300. I also think that we need to discuss that all members of the board should be first on deed.

Reply from Monika Harris (Locker 350) - And not to be biased but maybe one of the qualifications should be that the Board Member is here in the park or they live nearby in this area.

Reply from Charles Nunes – We definitely need to look at all the Bylaws and see what we need to put to the membership to change. We do need to limit what we put on the ballots because people tend to get overwhelmed when you ask them to vote on too many changes. We will need to have two Board Members and two Members together in order to form the committee.

Andrea Gregory (Locker 718) – There was a water shut off a couple of weekends ago. Was this an emergent thing or something that was scheduled because no one knew about it. Even it was an emergent thing could we not have given plenty of advanced notice?

Reply from Aaron Cartwright – Yes so there was a series of them. One of them was scheduled and we put plenty of notices throughout the park on the various facilities, on social media and anytime anyone came in the office they were given a handout to remind people of the shut off. There was one that happened within the last week that I knew about two days before it happened which gave us way less notice. We unfortunately did our best to post about it and also to hang signs around the park at the major facilities in order to inform as many people as possible.

Reply from Andrea Gregory (Locker 718) – Is there a way we can utilize that sign out front to warn people?

Reply from Aaron Cartwright – Yes we certainly can. We will have Kim program it in there so should there be a need for us to let anyone know, they will be able to see it when they drive in the park.

Andrea Gregory (Locker 718) – My husband was at the last meeting and it was mentioned that in order to bring people in you are going to offer the third day free. Was that approved because if not maybe we offer a 3rd day half off?

Reply from Aaron Cartwright – We currently already had a special in place that if a customer stays three nights, they receive the fourth night free during the non-prime time not including the weekends.

Wayne Norton (Locker 478) – I was interested in the reason for the increase in the monthly rate and the annual dues. I was kind of shocked when I received the notice of the increase in the monthly rate. Was that rate set by the Board?

Reply from Charles Nunes – Someone made a motion to increase the rent and the Board voted on it. It was a unanimous vote but it was a majority vote.

Reply from Darin Batty – Huge reason for this is because the utilities have increased so much over the past year. Park cannot absorb that cost so the owners will need to absorb some of that cost. Anything we use to run as a business is going up over the past year i.e., insurances, utilities, etc.

Dale Critzer (Locker 166) – Liz explained the reason the dues went up was because of the utilities. We are going to actually receive over what we need to cover utilities. It doesn't make sense why everything else had to go up as well.

Reply from Liz Cuccia – That did not include the insurance costs, costs of materials to maintain the pool, vendors, etc. The dues will even out but we still have those other costs that we need to consider as well. The \$12,000 will be gone just in the insurance increase and then we still have the other costs that are rising to consider going forward. It will all start to even out over time but right now it was a necessity.

Elsie Metzler (Locker 228) – I know before when we had the cover for the pool it saved us a lot of money but I know the cover also cost more and was a significant amount of money in order to purchase it. Is the Board thinking of replacing the pool cover?

Reply from Darin Batty – We are going to look into the pool cover and seeing if it is a possibility and it will be something that is cost effective.

Reply from Charles Nunes – We also had many of our employees getting injured because that pool cover is so heavy. They were slipping by the pool, falling into the pool and injuring themselves while trying to cover the pool. We were spending a lot of money on worker's compensation and taking care of the employees when they were injured due to the pool cover. Also, with them sitting over time they were starting to deteriorate which is why we would need to discuss if it really is cost efficient for us to start using them again.

Reply from Andrea Gregory (Locker 718) – I asked that question when Julie was still here and she stated the new pool heaters are much more cost effective and it doesn't take as much to heat the pool as it used to.

Reply from Charles Nunes – That is correct. The new pool heaters do work more efficiently and effectively which would minimize the need for a pool cover.

Andrea Gregory (Locker 718) – We used to have bags for the dogs in the front, middle and back of the park. Is there a way we can get those set up again?

Reply from Charles Nunes – There are currently ones set up at the front by the office and at the back by the dog run. We will work with Maintenance to get them set up by the bathrooms again as well.

Brenda Critzer (Locker 166) – Are we going to get the committee together?

Reply from Darin Batty – We will discuss this more in Executive Session and make sure we make a decision by end of today whether we want to move forward with it or not.

Reply from Charles Nunes – I will let you know Brenda one way or another by end of day what decision the Board has come to and if there is going to be a committee which two Board Members will be apart of the committee and then we will need to find another Member to also be a part of the committee.

Board Member's Comments

Charles Nunes – I have to state this again and I have to state it at least three times. If there is anyone that wants to run for the Board they need to go ahead and submit at this time. (Charles stated it three times before cutting it off and letting all members know that at this time it was now closed to anyone that wanted to submit their resumes.)

All Motions

Talley Snow made a motion to approve the minutes of the November 12, 2022 meeting, seconded by Darin Batty.

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

Talley Snow made a motion to approve the budget for 2023, seconded by Denise Gagliardi.

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

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

Meeting adjourned at 10:47 am.

Respectfully Submitted,

Talley Snow

Board of Directors – Secretary

Cc

Jennifer Del Monte

Senior Reservationist

Guest Survey Comments from November 2022:

- Bathrooms were freezing! How are people supposed to shower at 54 degrees (per thermostat in the bathroom)? No one told us the water machine was moved to the back. My husband is disabled so we'd have to drive to it. Glad I brought my own water.
- Nice park. Some of the sites are overcrowded with stuff hope there is never a fire.
- Spaces too small. Smallest I have seen anywhere. Did not like \$10/night because space was too small.
- Parked on top of one another. We did not like this, so most likely won't stay again.
- The women's restroom is freezing. Sad the new building wasn't built with a heater.
- Had a great time!
- Abigail & Aaron are always courteous & professional. They are friendly & helpful.
- Why do the rules not apply to everyone? The guy in 702 was parked halfway into the street for several days making it difficult for other trailers and motorhomes to make those two corners! Why does the live in guy at space 249 not have to leash his 2 dogs? They run all over unleashed outside his trailer, to the dog run, etc. We felt unsafe walking our dog on leash and were approached by these 2 dogs several times!
- Congratulations to Aaron and good luck in your new position!
- Spaces are way too tight. No space between RVs to feel relaxed and not invading neighbors. Looks and feels like storage yard or parking lot not a RV park. Dog runs are pee boxes. Unsatisfactory for family members. Need 2 laundry areas for number RVs housed.
- The office staff was very friendly and maintenance staff was very friendly and helpful exceeding our expectations. The park looks better than it did on our last visit. But there are still a few sites that need cleaning up. One man's junk is another man's treasure and one man's treasure is another man's junk. The artificial flowers and garden knickknacks around some sites cheapens the park vibe in our opinion. The facilities are well done.
- Thank you to Luke for putting our trailer in. He is awesome! Office staff is so wonderful and helpful!
- Loved our time there. Looking forward to many more nights in Pismo.
- I would like to see the showers cleaned up and picked up. I showered every day and nobody picked up the bar of soap and hair left in the shower that was left in the shower...
- Rules not being enforced, trashy, cluttered spaces, rundown trailers, loud and rude campers. It would be nice if spaces were a little bigger.