

Holiday RV Park Members

May 2023 Meeting Packet



Contents are Approved for
Members Only



Agenda

Holiday RV Park
Members Association Meeting
Saturday, May 13, 2022
9:00 am

Call to Order
Flag Salute
Roll Call
President's Address
Minutes to Previous Meeting

Charlie Weeks
TBD
Denise Gagliardi
Charlie Weeks
Denise Gagliardi

Committee Reports

Financial Reports
Collections
Management
Park Use
Correspondence/Public Relations
Park Maintenance
Rules & Regulations
Manager's Report
Reportable Actions

Talley Snow
Tom Barcellos
Darin Batty
Charles Nunes
Mark Schieber
Don Smith
John Watkins
Aaron Cartwright
Denise Gagliardi

Old Business

1. Membership Classification
2. Magnolia Center
3. Golf Cart Fee
4. Cable/Internet
5. Utility Expenses
6. Emergency Reserves
7. Monthly Bills/Deposit into CIM Account

Charlie Weeks
TBD
TBD
Don Smith
Talley Snow
Talley Snow
Talley Snow

New Business

1. Proposed Changes to Reservation Rules and Policy
2. Financial Understanding
3. CCRs and Bylaws Points
4. Electric Vehicle Charging Committee Report

Aaron Cartwright
Mark Schieber or TBD
Mark Schieber or TBD
Don Smith & Denise Gagliardi

Members Comments

Board Member Comments

All Motions

Executive Session

1. Personnel



Board of Directors

Charlie Weeks (2021 – 2024) – President
Mark Schieber (2020 – 2023) – Vice President & Public Relations
Denise Gagliardi (2021 – 2024) – Secretary
Talley Snow (2022 – 2025) – Treasurer
Darin Batty (2022 – 2025) – Management
Tom Barcellos (2021 – 2024) – Collections
John Watkins (2020 – 2023) – Rules and Regulations
Don Smith (2023 – 2026) – Maintenance
Charles Nunes (2019 – 2025) – Park Usage

Members Present – 11

Meeting called to order at 9:04am by Charlie Weeks.

Flag salute led by Aaron Cartwright.

President's Address

- Please silence or turn off all cell phones.
- This is a volunteer Board. No one is paid for their time. Directors are reimbursed for out-of-pocket expenses.
- Everyone is welcome to attend the meeting. Only Members can address the Board.
- 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.

Committee Reports

Park Accounts	Balance (3/31/23)	Monthly Comparison	March 2023	March 2022	Difference	% Change
Mechanics Bank-Operating	\$88,963.34	Income	\$172,616.60	\$158,471.61	\$14,144.99	9%
Mech. – Laundry	\$19,793.62	Expense	\$75,588.85	\$80,832.17	-\$5,243.32	-6%
Mech. – Dues	\$53,998.65	Net Income	\$93,166.62	\$73,528.89	\$19,637.73	27%
Mech. – Emergency Reserves	\$81,791.16					
Mech. – CIM Reserves	\$4,766.83					

Financial Report – Talley Snow

There is an excel sheet in the back of your booklets explaining the utility payments over the last five years. When we all looked at this we were all really surprised by the number we saw. When you are looking at it you will see cable is listed but it is actually cable and internet expenses. Over the last five years we have paid a total of 1.3 million dollars in utilities which means our expenses are very high. I know a lot of people were concerned about the laundry facility and what we are getting from the laundry facility and as you can see on the report we brought in \$3,100 which means it is definitely becoming profitable for itself so we are excited to see that. Other than that, we do have about \$82,000 in the emergency reserves, \$49,000 in our operating account, \$5,149 in our CIM, \$66,500 in our dues account and our laundry facility has just under \$16,000. We will be transferring \$10,000 into the CIM account to cover the \$9,000 loan payment and then whatever money we have left over will stay in the CIM account to slowly start to build it up. As we generate more income we are hoping to be able to transfer more money into the account in order to start building it up.

Comment from Jerry Bodine (Locker 005) – You stated that cable included internet. It looks like in 2020 cable was \$30,000 and in 2021 it jumped up to \$53,000 whereas telephone/internet is only \$6,000. What was the reason for such a big jump in pricing.

Reply from Charlie Weeks – Just to be clear the one that is categorized as telephone/internet is the telephone and internet services for the office and the one categorized as cable is the cable and internet for the park.

Reply from John Watkins – The reason for the big jump in 2020 to 2021 is due to our contract expiring with Spectrum. It expired in 2021 and we were then placed on a month-to-month agreement. According to CC&R's, the board is only allowed to sign a one-year contract at a time without asking the members' permission. Unfortunately, Spectrum would like a 3-year or 5-year contract instead so it is something we will need to bring to the membership to try and have changed.

Reply Talley Snow – Don Smith is going to actually take on the project with Spectrum and do a little more research into figuring out what options we have and what we can do in order to get a better contract with Spectrum.

Reply from Tom Barcellos – It is something we would need to take to the membership on the next mailing and have them vote on it. I think we need to get the research done and figure out what our options are and that way we will be ready for the next mailing and be able to present everything to the membership all at once.

Collections – Tom Barcellos

On the most recent report I have from February 2023, we have \$13,644 in outstanding dues currently not paid. But there is also about \$6,000 in prepaid dues for the month of July 2023. There are currently three shares we will be starting the foreclosure process on which total to about \$1,320 in past due amounts. We have tried to reach out to them via letters and phone calls but have not received any response and they are now too far past due for us not to start the process. So, excluding these three shares, the total outstanding amount due is actually \$12,324. Once we have the financials from Liz for March 2023 I will have a better understanding of the outstanding dues we still need to worry about and I have a feeling the \$12,324 will actually be lower.

Comment from Charlie Weeks – What is the time frame when we begin to the do the foreclosure process?

Comment from Tom Barcellos – In the CC&R's it actually states we should be doing it after 90 days. If we were to stick to the 90-day process, we would be spending a lot of money legally to do the foreclosure process only to have people start paying and then it becomes a cost the park cannot recoup. We have tried to find other ways to do the foreclosure process but unfortunately in order for it to be completed legally we must involve the attorney. It normally takes about a year before we start the formal process of foreclosing on a membership. We have tried to start the informal process after 60 days by having the office reach out to members via telephone calls and email to try and get them to pay the past due amounts prior to involving the attorney.

Management – Darin Batty

The Dexter project is underway; our IT company has installed the software in order for us to run the credit cards and Spectrum has been out in order to install the internet for the machines to run on their own router. Now we are just waiting on the company to send us the set-up information and our location id so once we have that information we will be good to go to have it go live. The only other thing I want to bring up is a lot of the comments we have been receiving from guests is how great the staff is and what a stellar job they have been doing so I just want to take the time to thank the staff for their hard work and for everything they have been doing.

Comment from Charlie Weeks – I agree with you on your last comment as I also read the surveys and comments from the guests and it was way more positive in regard to the staff and just the park in general.

Park Use – Charles Nunes

Looking at our park use in comparison to last year, March 2022 we had 74.5% occupancy which is average for that time of year. This year March 2023, we were down 60% occupancy which is about 13% occupancy from the year prior. Talking with Aaron about this earlier in the month, we had a lot of reservations that were cancelled due to the rain and road closures so this is the reason we were down this year versus last year. Nature can definitely take its course and cause reservations to change and people to change their plans but we seem to be having sunny weather now and so we anticipate the park filling up again and occupancy to start increasing once again.

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

We have discussed and talked a little bit about the survey and possibly changing things around by asking more direct questions in order to get better feedback. We would also like to add a spot on the survey for them to be able to communicate with us and us be able to communicate with them in return.

February & March 2023 Guest Survey Comments: *Please refer to the attached comments at the end of this document.*

Park Maintenance – Don Smith

The maintenance staff have an amazing work ethic and I am really excited to be working side by side with them. With the four months of rain we have had, there are weeds popping up all over on the sites and maintenance is doing their best when those sites are empty to clean them up. I appreciate that on busy weekends like this weekend they take the time to stop their projects and assist people in parking their RV and getting settled in their site because that reduces any potential damage we may have from someone hitting the facilities while backing in. They are doing a really good job keeping up with the asphalt and fixing the roads because as we know the rain tears it up over time. We will need to look into fixing the road in the future and planning for it.

Rules and Regulations – John Watkins

I have been speaking with Aaron in the last couple of weeks and we haven't heard of any issues with people not following the rules put into place. He said everything is running smoothly and everything is looking really good. I must caution you that we are going to be conducting site inspections and completing them prior to the next meeting. Please make sure you are cleaning up underneath your RV and taking care of the weeds in your site.

Manager's Report – Aaron Cartwright

Annual Dinner went really well and it was great to see so many of you in attendance. We are hoping that everyone will have an opportunity to attend next year and would love to see everyone there. Washers and dryers will very soon be able to accept credit card payment through an app instead of paying with coins. You will still have the option to use coins should you decide you want to use them instead. The new software will allow us to remote start the machines should your money get eaten or to also keep up with the maintenance of the machines. We will be painting at 252/352, taking care of the rust on the stairs, and putting a television in the laundry facility. We will not be putting any type of tint on the windows in the clubhouse or any curtains for the time being. We will be changing the facility hours when prime time happens so all the facilities will be open later starting Memorial Day Weekend so I am able to schedule accordingly. We also completed putting the light up by the garbage cans and water machine so there is more visibility when walking near the restrooms.

Reportable Actions – Denise Gagliardi

I do not really have any reportable actions other than we had Don Smith join the board as a new board member and John Watkins and Mark Schieber were voted to remain on the board. Mark Schieber is now Vice President and Public Relations, Talley Snow is Treasurer, Charlie Weeks is President, Denise Gagliardi is Secretary, John Watkins is now Rules and Regulations, Don Smith is Maintenance, Charles Nunes is Park Usage, Darin Batty remained as Management and Tom Barcellos remained as Collections.

1. None

New Business

1. Membership Classification – Charlie Weeks

Looking into the classification of members is something we have not done in some time so I would like to go into the different classifications we have in the park. We have monthlies, snowbirds and campers. There is a fine line definitely in the CC&R's and it comes down to anyone that owns a share is a member but should be treated all the same. We have different classes currently where we treat them differently. It is something we definitely need to get into and figure out because there has been discussion about whether having long term tenants in the park is legal due to residency. We want to make sure monthlies, snowbirds and campers are all treated the same and we don't have different classes of members blaming each other for why the utilities are so high. It might come down to snowbird and monthlies being the same and having the same rights in order to make it fair but this is something the Board will continue to discuss.

Comment from Tom Barcellos – I need to comment on this because this is the first time I am hearing anything on member classification. There is only one membership; any member who owns a share is a member and is classified as such. So, I don't believe we can call it a "member" classification as much as a discussion on the different guest or rate classifications. Also, we need to make sure we are taking this step diligently and with some study because when you do too much change at one time it tends to upset people and then you have disagreement with the membership.

Comment from John Watkins – A couple of comments, first one being on the snowbirds and monthlies; we did a study about 5-6 years ago on the electrical and it almost balanced out to the penny. What is not equal is monthlies have a flat rate year-round but are unable to use their time and snowbirds can apply to be a snowbird or not but they are able to use their time during the summertime after they have completed their 7-month contract. We cut back the snowbird amount from 8 months to 7 months to drive income and you are already starting to see a difference in the P&L. So, we should start seeing more of that in the coming months and we need to take a look at how the changes we already made last year take effect before we start making any new drastic changes since we don't know how the current changes are going to affect our income and so far it is showing that it is in fact working.

Comment from Charlie Weeks – We did an increase last year and it went into effect this year and then we have another increase we are going to do this year that will affect next year. That is why I am saying we will have good conversations and we will discuss what steps to take going forward. I hear it all the time how people say we have discussions in executive session and we want to make them aware of the issues we as a board are dealing with and the reason we have to have these tough discussions.

Comment from Brenda Critzer (Locker 166) – Last year we did a cost analysis in order to fill the emergency reserves and the regular reserves. The cost analysis was set up to see improvement over a 3 – 5 year period of time and not be something that will increase our reserves right away. We don't have a large option as far as putting money into the reserve and getting it up to what we need it to be in a single year but we did put the plan in place so we could try our best to increase the funds in a 3 – 5 year period of time instead. We put that plan together and started to put that in motion so are you saying you want to go back and redo the work we had already done?

Reply from Charlie Weeks – I would like to go back and reassess and see if we need to do anything for the future in order to make sure everything works out.

Reply from Liz Cuccia – Okay so just from an outsider’s perspective, I would like to give just a little bit of information because what it sounded like was all doom and gloom like the park has no money and things are in bad shape. Looking at the P&L from March 2023 we are up \$54,000 more than we were last year at this time. Just as John spoke about we did come up with a plan to increase the rates but make sure we weren’t driving people out where we would lose income and just in the first 3 months alone we are seeing an increase in income even with the economy being the way it is. So, I believe we are on the right track and I think giving it at least 6 months to see how that trend continues to follow especially now since the rain has settled down and we are starting to get better weather so we are going to see travel increase. Just to ease everyone’s mind we are making a profit and seeing things looking up from last year.

2. Magnolia Center – Charlie Weeks

Topic was not covered.

3. Golf Cart Fee – Charlie Weeks

At this time, we probably will not be charging for golf cart charging but we will discuss it at a later date.

4. Cable/Internet – Charlie Weeks

The cable and internet are definitely something we are working on and trying to get a more reasonable price for so we aren’t spending so much money on it. We currently have about \$30,000 that we are paying in just the first three months of the year. Don has taken on the project of talking with Spectrum and trying to renegotiate a better rate and a better plan that will make it more reasonable to have in the park.

5. Utility Expenses – Talley Snow / Charlie Weeks

When we started accumulating this into an excel spreadsheet and looking into where we are, everyone agreed this is an extremely high number and the cost is very high. We see a huge jump from 2021 into 2022 from \$262,000 up to \$308,000 so I believe we are looking at a huge jump for 2023 as well. We need to look at our utility usage and look at the different utilities we are currently paying and look at what we actually need to offer in the park such as internet and cable tv. We will not be putting meters for electricity on every site so everyone can rest easy on that suggestion because the CC&R’s state we cannot do that to any member staying in this park. It is something we can have a conversation about so we can get some of these utility expenses at a reasonable cost. We are going to have to do something with our rents and with our dues because it is the only way we are going to be able to start building our reserves and building the accounts so we aren’t in trouble later on down the road.

6. Emergency Reserves – Talley Snow / Charlie Weeks

We have a responsibility as a Board to make sure that we have an emergency reserve in place at the park. According to the reserve study we should have somewhere between \$500,000 and \$750,000 and we currently have about \$100,000 to \$130,000 in our emergency reserve. This can only be used for true emergencies such as if the lift station were to collapse or go down, we would have to close the park down until we can get it fixed. The cost to get it fixed is somewhere between \$150,000 and \$200,000 to replace the entire lift station. We have two types of reserves that we need to build up and that is our emergency reserves which keeps this place going should an emergency happen and then we have a reserves account which helps with the improvements in the park, fixing the roads, etc. I don’t have numbers right now and I don’t have exact solutions right now but it is definitely something that we are talking about and working with people outside of the Board such as Liz and Aaron because they have some great ideas on how to make money and get those reserves built up so we don’t have to worry about when an emergency happens or when we need to do the next big upgrade.

7. Monthly Bills/Deposit into CIM Account – Talley Snow / Charlie Weeks

This was covered under Committee Reports – Financial Reports.

Member's Comments

Domingos Silva (Locker 160) – I have a couple of questions for you guys. 1. Are we obligated to offer internet? 2. The lift station you are speaking about, do we not have a secondary pump in the shop so if the lift station goes out we have a backup? We shouldn't be waiting until it goes out before we are getting a replacement and think into the future.

Reply from Charles Nunes – We actually do have a secondary pump in the back should we have an emergency where one goes down. We also do preventative yearly maintenance to make sure everything is running smooth and we aren't going to run into any issues. They will come in and clean them up and just check everything out. Also, about a year or two years ago we installed a new one and a new control panel.

Reply from Tom Barcellos – Yes we do have one pump as a backup and then we have two working pumps which work together. So should one of the two pumps go out we do have a backup pump which will assist in making sure normal operations can happen. One pump will also run on its own; not for long term but will still run on its own.

Jerry Bodine (Locker 005) – Does the board have a time frame on how they would like to get from \$100,000 to the \$500,000 needed in the emergency reserves to be up to the standard for our reserve study? It looks to me like the reserves are being built and especially in the horrible economy so why are we looking to change anything right now?

Reply from Charlie Weeks – We are going to take a look at the plan that Liz and John drew up and see if we need to change or adjust anything. Since I was unaware of this report I can now take a look at it and we can all decide as a group if anything needs to be adjusted or changed.

Reply from Liz Cuccia – This time of year we are normally slow and rely on the snowbirds and monthlies to make up the income we are not receiving from the general public coming into the park. Once we get into the April Spring Break and June, July and August summer months and even September and October since we tend to have warmer months and people tend to come over and spend them at the coast we will start to build a chunk of our reserves.

Mike Higham (Locker 162) – I am monthly in the park here and I don't use my space too often so I am not really using the electricity or the utilities but yet I am forced to come in for 7 days a quarter. I don't understand why you care if I am here or not when I am saving you money by not being here. I am not allowed to use my days but the snowbirds are and I am paying \$8,000 a year because I want to have my space but yet I am a member and I am not allowed to use my days. Why is that?

Reply from Aaron Cartwright – So if we could go back and try and divorce rates from the concept Charlie was trying to make about classification. Why do we treat you differently than someone who is a snowbird or someone who is a member using their free days coming in? Does that actually create a class of membership? I agree with Tom it doesn't because you own a membership in the park and own a deed and have 42 days. So, why don't we let the monthlies use their 42 days? Because it is the business model we have had in place for years. So, now we need to decide whether we want to change the entire business model to make everyone happy and make sure everyone is being heard or do we want to continue down the road we are going.

Elsie Metzler (Locker 828) – The maintenance men are working so hard in order to fix the street and it seems like they do not have the correct tools to be able to do this. I really appreciate the work they are doing and I just hate to see them working so hard without the proper tools. But I just wanted to comment and say how much I appreciate the hard work they are doing and hope everyone also notices and appreciates it.

Reply from Charlie Weeks – I agree they did an amazing job and we appreciate the work they are doing!

Nancy Houck (Locker 63) – We used to have a pool cover that used to go over the pool and I can imagine that saved us quite a bit of money on utilities and electrical costs.

Reply from Aaron Cartwright – The largest concern with the pool cover is it is not meant to be a one-man job and I don't have enough staff to schedule two guys every morning and every night to be able to remove the pool cover. There are so many injuries that can occur with the guys doing it by themselves and it is really dangerous for someone to be doing it every morning and every night by themselves. Also, it can cause serious back injuries, people have fallen into the pool, and the equipment is way more efficient now then when we used to cover it. It was only about 7 – 8 degrees difference from when we used to cover the pool from now.

Comment from Tom Barcellos – We looked into purchasing an automatic pool cover but unfortunately after the cost of the actual pool cover and the maintenance that goes into it, we found it wasn't worth it. The aesthetics were not pleasing and it just didn't seem worth it.

Susan Fairbanks (Locker 765) – I have solar at home in Bakersfield and it has reduced the cost and expense of electricity. Have we thought about doing solar in the park?

Reply from Darin Batty – I will kind of echo what I said last meeting the state of California just does not make it easy for us to purchase solar and make it work for us and the park. We are not in a great location to be able to use solar and actually have it pay off for us and save us money. It just seems to be more of a problem than a solution.

Tim Thomas (Locker 101) – We just want to acknowledge the staff and let them know how much we appreciate the hard work they are doing and how much they take care of us when we are here in the park!

Jerry Bodine (Locker 005) – In the beginning you spoke about travel expenses and how the board members are reimbursed for the travel expenses. I don't see it anywhere on this paperwork. Is that just for travel or is that also for expenses?

Reply from John Watkins – It is in the beginning of the minutes under the President's address and it is also in the bills that are being paid for the month.

Reply from Liz Cuccia – Yes it is just for the mileage at this time as those are the only out of pocket expenses the board has accrued.

Reply from Jerry Bodine (Locker 005) – I am just asking because we are talking about charging people for the electric cars and golf carts but that is pennies compared to the \$2,000 we pay to the board for them to travel when they are volunteering their time.

Reply from Talley Snow – The CC&R's actually state the board members will be reimbursed for their duties performed and out of pocket expenses including mileage.

Board Member's Comments

Talley Snow – I received a text message from a member who was wondering if we could limit the time frame of children being in the hot tub or limit the hours they are able to go into the hot tub?

Reply from Charles Nunes – That would be discrimination. You cannot stop a child from going into the hot tub or control the hours they are able to use the hot tub unless they are under the age of 14 years of age and are unattended.

All Motions

Denise Gagliardi made a motion to approve the minutes of the February 2023 meeting, seconded by Darin Batty.

Roll Call: Charlie Weeks, Denise Gagliardi, Talley Snow, Darin Batty (Zoom), Tom Barcellos, John Watkins, Don Smith (Abstained) and Charles Nunes (Abstained).

John Watkins made a motion to approve the financials at next months meeting due to the financials not being ready yet in order for them to approve this meeting – All Board Members agreed.

Charles Nunes made a motion to approve paying the bills and payroll, seconded by Talley Snow.

Roll Call: Charlie Weeks, Denise Gagliardi, Talley Snow, Darin Batty (Zoom), Tom Barcellos, John Watkins, Don Smith and Charles Nunes.

Talley Snow made a motion to transfer the money from the dues account to the operating account to pay the second portion of the property tax, seconded by Darin Batty.

Roll Call: Charlie Weeks, Denise Gagliardi, Talley Snow, Darin Batty (Zoom), Tom Barcellos, John Watkins, Don Smith and Charles Nunes.

Talley Snow made a motion to adjourn to executive session, seconded by John Watkins.

Roll Call: Charlie Weeks, Denise Gagliardi, Talley Snow, Darin Batty (Zoom), Tom Barcellos, John Watkins, Don Smith and Charles Nunes.

Meeting adjourned at 10:49am.

Respectfully Submitted,

Denise Gagliardi
Board of Directors – Secretary

Cc

Jennifer Del Monte
Senior Reservation Agent

Guest Survey Comments from February & March 2023

- The park manager, Aaron and his staff do a great job. Thanks for a great stay.
- Sites are too cramped, otherwise a nice park.
- Staff, both in the office and maintenance were very helpful and cheerful. Wish there was some grass for the dog, but we made do.
- Loved your place. Met some really wonderful people. Great service!
- Great Staff!
- Love the whole staff, park improvements look very nice. The cable people were having problems, didn't have about half the channels, but we had lots of rain.
- We LOVED the hot tub area!
- Very happy with park, except for parking. I do understand small spaces.
- All of the improvements look great! The grounds are very well kept! We were glad to see yellow chains up between spaces to avoid the drive/walk through traffic! Great idea!
- Too many RV's for too little space. The sites are the smallest I have ever encountered in my 50 years RVing. More like a small parking lot with too big of units.
- I wish the spaces were bigger. That's the only deterrent I have from staying at the park again. But the customer service was amazing and we had a great time.
- Space 408 is not wide enough.
- Will the pool be fixed soon?
- Great staff and facilities. I plan on staying again in May.

2:15 PM

05/08/23

Cash Basis

Holiday RV Park

Profit & Loss Prev Year Comparison

April 2023

	Apr 23	Apr 22	\$ Change
Ordinary Income/Expense			
Income			
Non TOT Taxable Revenue			
7200 · Members Dues	3,693.00	1,072.00	2,621.00
7212 · Late Checkout	131.36	50.00	81.36
7214 · Weekly Rent-No Tax	4,427.00	810.00	3,617.00
7220 · Monthly - Members	24,482.64	21,324.53	3,158.11
7231 · Snowbird - Non-Members	2,475.00	4,464.91	-1,989.91
7234 · Snowbirds - Members	12,641.00	24,950.20	-12,309.20
7242 · Member Daily - Non taxable	2,743.00	7,182.00	-4,439.00
7245 · Mobile Home Rental Income	800.00	900.00	-100.00
7295 · Washer & Dryer	3,167.08	1,662.00	1,505.08
7310 · Parking Fee	1,600.00	835.00	765.00
7320 · Water Commission	26.81	23.28	3.53
7800 · Transfer Fee Income	0.00	25.00	-25.00
7994 · Late Fee on Dues	58.00	0.00	58.00
Total Non TOT Taxable Revenue	56,244.89	63,298.92	-7,054.03
TOT Taxable Revenue			
7210 · Non-Member Daily	35,248.65	33,547.86	1,700.79
7237 · Monthly Rent - Taxable	1,176.00	0.00	1,176.00
Total TOT Taxable Revenue	36,424.65	33,547.86	2,876.79
7620 · Escapee- 15% Discounts	-198.45	-589.15	390.70
7640 · FMCA/Camp CA - 10% Discounts	-296.40	-204.00	-92.40
7650 · Military/LE Discount - 15%	-303.60	-12.00	-291.60
7660 · Long Weekend Discount	-502.95	0.00	-502.95
Total Income	91,368.14	96,041.63	-4,673.49
Gross Profit	91,368.14	96,041.63	-4,673.49
Expense			
Business Promotional Costs			
8050 · Advertising Expense	137.61	-145.00	282.61
8400 · Donations & Contributions	0.00	100.00	-100.00
Total Business Promotional Costs	137.61	-45.00	182.61
Computer IT Dept			
9056 · Software	284.07	498.95	-214.88
9062 · IT Service Labor	1,736.72	1,664.72	72.00
Total Computer IT Dept	2,020.79	2,163.67	-142.88
Meetings & Events			
9090 · Annual Meeting	29.13	0.00	29.13
9092 · Monthly Meeting Expenses	206.55	184.91	21.64
9505 · Park Functions & Events	0.00	-22.90	22.90
9509 · Beach Social Club	0.00	-100.00	100.00
9650 · Travel (Not Meals)	125.18	0.00	125.18
Total Meetings & Events	360.86	62.01	298.85
Professional Fees			
9120 · Accounting & Auditing	2,500.00	1,425.00	1,075.00
9130 · Legal Fees	0.00	2,755.00	-2,755.00
9170 · Directors Expense	2,030.11	1,272.27	757.84
Total Professional Fees	4,530.11	5,452.27	-922.16
8149 · Auto Expense	0.00	351.53	-351.53
8201 · Bank Fees & Charges			
8240 · Credit Card Processing Costs	1,726.56	2,154.11	-427.55
8250 · Bank Charges	0.00	25.00	-25.00
8201 · Bank Fees & Charges - Other	74.45	27.98	46.47

2:15 PM

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Cash Basis

Holiday RV Park

Profit & Loss Prev Year Comparison

April 2023

	Apr 23	Apr 22	\$ Change
Total 8201 · Bank Fees & Charges	1,801.01	2,207.09	-406.08
8439 · Taxes			
9070 · Property Tax	42,434.10	0.00	42,434.10
Total 8439 · Taxes	42,434.10	0.00	42,434.10
8600 · Utilities			
8260 · Cable Television (Park)	5,078.38	4,674.94	403.44
8650 · Garbage	2,690.87	1,807.74	883.13
8660 · Gas	3,298.10	831.21	2,466.89
8680 · Electric	11,803.85	12,474.92	-671.07
9600 · Telephone & Internet	366.96	-130.29	497.25
Total 8600 · Utilities	23,238.16	19,658.52	3,579.64
8700 · Insurance Expense			
8702 · Insurance - General Liability	4,562.79	2,951.31	1,611.48
8770 · Insurance - Employee Health	1,707.18	2,165.80	-458.62
8772 · Insurance - Employee Vision	171.67	341.36	-169.69
Total 8700 · Insurance Expense	6,441.64	5,458.47	983.17
9001 · Payroll			
9060 · Payroll Tax	62.33	1,912.96	-1,850.63
9075 · Payroll Service Fees	685.86	353.23	332.63
9350 · Salary & Wages	27,006.54	22,968.09	4,038.45
9352 · Hiring Expenses	254.00	0.00	254.00
Total 9001 · Payroll	28,008.73	25,234.28	2,774.45
9002 · Repairs & Maintenance			
9003 · Pest Control Services	0.00	115.00	-115.00
9020 · Pool/Spa Regular Maintenance	141.64	0.00	141.64
9022 · Laundry	0.00	-164.61	164.61
9030 · General	0.00	952.22	-952.22
9032 · Electrical	444.50	0.00	444.50
9081 · Water Salt Softner	0.00	35.93	-35.93
Total 9002 · Repairs & Maintenance	586.14	938.54	-352.40
9050 · Office Expenses			
9037 · Timeclock Machine & Software	24.00	48.00	-24.00
9051 · Office Expense	374.69	660.06	-285.37
9052 · Office Supplies	0.00	209.62	-209.62
9059 · Printing, Copy Expenses	72.16	143.62	-71.46
9071 · Customer Amenities	75.16	0.00	75.16
9100 · Postage & Delivery	49.12	126.94	-77.82
Total 9050 · Office Expenses	595.13	1,188.24	-593.11
9370 · Supplies			
9023 · Janitorial Supplies	97.81	634.08	-536.27
9024 · Small Tools	215.12	0.00	215.12
9026 · Park & Grounds Supplies	781.37	0.00	781.37
9371 · Clubhouse Supplies	192.86	0.00	192.86
Total 9370 · Supplies	1,287.16	634.08	653.08
9400 · Safety & Security			
9401 · Fire Prevention	195.00	135.00	60.00
Total 9400 · Safety & Security	195.00	135.00	60.00
Total Expense	111,636.44	63,438.70	48,197.74
Net Ordinary Income	-20,268.30	32,602.93	-52,871.23
Other Income/Expense			

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Cash Basis

Holiday RV Park

Profit & Loss Prev Year Comparison

April 2023

	Apr 23	Apr 22	\$ Change
Other Income			
9870 · Interest Income	2.65	1.19	1.46
9871 · Dividend Income	0.00	0.00	0.00
9872 · Capital Gain Distribution	0.00	0.00	0.00
9900 · Gain (Loss) on Sale	0.00	0.00	0.00
Total Other Income	2.65	1.19	1.46
Other Expense			
5400 · Payable to the State of CA	0.00	800.00	-800.00
9820 · Foreclosure Expenses	0.00	6.50	-6.50
9909 · Net Change- Morgan Stanley	0.00	0.00	0.00
9911 · Garnishment Payable	0.00	0.00	0.00
9922 · Interest Expense	3,294.91	4,110.27	-815.36
Total Other Expense	3,294.91	4,916.77	-1,621.86
Net Other Income	-3,292.26	-4,915.58	1,623.32
Net Income	-23,560.56	27,687.35	-51,247.91

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Cash Basis

Holiday RV Park
Balance Sheet Prev Year Comparison
As of April 30, 2023

	Apr 30, 23	Apr 30, 22	\$ Change
ASSETS			
Current Assets			
Checking/Savings			
1001 · Cash Accounts			
1010 · Petty Cash	200.00	200.00	0.00
1030 · Cash on Hand	800.00	800.00	0.00
1040 · Bill Changer	500.00	500.00	0.00
1050 · Mechanics-Operating Acct - 0802	62,673.71	84,695.67	-22,021.96
1060 · Mechanics-Laundry Room - 7211	18,828.37	18,574.62	253.75
1063 · Mechanics- Dues Account - 6422	25,935.27	12,485.97	13,449.30
Total 1001 · Cash Accounts	108,937.35	117,256.26	-8,318.91
1065 · Reserves			
1070 · Mechanics Emergency Reserves	81,798.96	6,958.48	74,840.48
1075 · Mechanics CIM Reserves	5,340.05	28,759.36	-23,419.31
1100 · Morgan Stanley Dean Witter			
1101 · Morgan Stanley - Cash	0.00	-50.00	50.00
1102 · Morgan Stanley - Mutual Funds	0.00	21,187.67	-21,187.67
Total 1100 · Morgan Stanley Dean Witter	0.00	21,137.67	-21,137.67
Total 1065 · Reserves	87,139.01	56,855.51	30,283.50
Total Checking/Savings	196,076.36	174,111.77	21,964.59
Accounts Receivable			
11000 · Accounts Receivable	-14,024.47	-8,514.20	-5,510.27
Total Accounts Receivable	-14,024.47	-8,514.20	-5,510.27
Other Current Assets			
2010 · A/R Member Dues	-1,965.50	-1,965.50	0.00
2301 · Deposit-Workers Comp	1,557.60	1,557.60	0.00
2400 · Prepaid Insurance	21,105.38	20,585.00	520.38
2410 · Prepaid Expenses	4,104.00	0.00	4,104.00
2460 · Prepaid Income Taxes	2,000.00	0.00	2,000.00
2461 · Prepaid Expenses Annual Meeting	1,050.00	1,050.00	0.00
2462 · Prepaid Holiday Dinner	500.00	500.00	0.00
3150 · Deposits - Other	41,370.00	41,370.00	0.00
Total Other Current Assets	69,721.48	63,097.10	6,624.38
Total Current Assets	251,773.37	228,694.67	23,078.70
Fixed Assets			
Electrical Upgrades			
4044 · Electrical Phase 1	141,996.13	141,996.13	0.00
4045 · Electrical Phase 2	37,527.00	37,527.00	0.00
4046 · Electrical Phase 3	49,008.16	49,008.16	0.00
4047 · Electrical Phase 4	28,357.00	28,357.00	0.00
4048 · Electrical Phase 5	25,183.57	25,183.57	0.00
4049 · Electrical Phase 6	42,375.50	42,375.50	0.00
Electrical Upgrades - Other	919.42	919.42	0.00
Total Electrical Upgrades	325,366.78	325,366.78	0.00
4015 · Clubhouse Improvements			
4019 · Other FF&E	2,600.00	2,600.00	0.00
Total 4015 · Clubhouse Improvements	2,600.00	2,600.00	0.00
4038 · Office Remodel			
4036 · New Office Furniture	4,141.19	4,141.19	0.00
Total 4038 · Office Remodel	4,141.19	4,141.19	0.00
4039 · Improvements			
4033 · Camera Security System	13,446.35	13,446.35	0.00
4034 · Magnolia Center Refurbish	16,309.65	16,309.65	0.00
4035 · Outside Lighting	5,458.00	5,458.00	0.00
4040 · Improvements Prior to 2015	288,961.17	288,961.17	0.00
4042-1 · Capital Improvements 2017	51,113.97	51,113.97	0.00
4042 · Capital Improvements (2014)	8,768.55	8,768.55	0.00
Total 4039 · Improvements	384,057.69	384,057.69	0.00
4052 · Pool & Spa Upgrades			
4030 · Pool Chair Lifts	11,277.10	11,277.10	0.00
4050 · Spa	12,603.30	12,603.30	0.00
4053 · Pool Construction	84,636.00	84,636.00	0.00

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Cash Basis

Holiday RV Park

Balance Sheet Prev Year Comparison

As of April 30, 2023

	Apr 30, 23	Apr 30, 22	\$ Change
4054 · Pool Furniture	5,064.20	5,064.20	0.00
4055 · Pool Re-Wiring	1,291.00	1,291.00	0.00
4056 · Pool Heaters	15,090.00	0.00	15,090.00
4057 · New Pool Cover (020117)	6,290.00	6,290.00	0.00
4052 · Pool & Spa Upgrades - Other	3,347.64	3,347.64	0.00
Total 4052 · Pool & Spa Upgrades	139,599.24	124,509.24	15,090.00
4058 · Submersible Pump (2)	41,985.44	24,635.58	17,349.86
4059 · Buildings			
4021 · Pre Construction 2020 - 10/31	18,777.48	18,777.48	0.00
4022 · Portable Restrooms and Showers	17,440.00	97,440.00	-80,000.00
4051 · CIP	1,710,869.91	1,517,476.02	193,393.89
4059 · Buildings - Other	122,802.00	122,802.00	0.00
Total 4059 · Buildings	1,869,889.39	1,756,495.50	113,393.89
4070 · Laundry Facility	98,880.26	86,637.83	12,242.43
4080 · Equipment			
4081 · Laptop	1,800.71	1,800.71	0.00
4082 · Office Equipment	4,060.21	2,155.10	1,905.11
4080 · Equipment - Other	43,335.43	43,335.43	0.00
Total 4080 · Equipment	49,196.35	47,291.24	1,905.11
4090 · Vehicles	28,717.89	30,217.89	-1,500.00
4999 · Accumulated Depreciation			
4220 · Accum Depr. - Building	-114,451.04	-114,451.04	0.00
4230 · Accum Depr- Pool Chair Lifts	-7,387.00	-7,387.00	0.00
4233 · Accum Depr- Security Sysytem	-10,564.96	-10,564.96	0.00
4240 · Accum Depr - Improvements	-279,456.04	-279,456.04	0.00
4241 · Accum Depr- Land Improvements	-14,990.96	-14,990.96	0.00
4242 · Accum Depr- Capital Improve	-7,187.96	-7,187.96	0.00
4250 · Accum Depr-Spa	-10,778.00	-10,778.00	0.00
4253 · Accum Derp- Pool	-42,536.04	-42,536.04	0.00
4260 · Accum Depr - Furniture & Fixtur	-5,438.06	-5,438.06	0.00
4270 · Accum Depre-Washer/Dryer	-54,898.00	-54,898.00	0.00
4280 · Accum Depr - Equipment	-46,822.04	-46,822.04	0.00
4290 · Accum Depr - Vechicles	-30,218.00	-30,218.00	0.00
4300 · Accum Depr - Phase 1	-50,093.08	-50,093.08	0.00
4301 · Accum Depr - Phase 2	-12,509.04	-12,509.04	0.00
4302 · Accum Depr - Phase 3	-15,792.00	-15,792.00	0.00
4303 · Accum Depr - Phase 4	-26,938.96	-26,938.96	0.00
4304 · Accum Depr - Phase 5	-21,406.00	-21,406.00	0.00
4305 · Accum Depr - Submersible Pumps	-226.96	-226.96	0.00
4306 · Accum Dep - Phase 6	-157.00	-157.00	0.00
Total 4999 · Accumulated Depreciation	-751,851.14	-751,851.14	0.00
5000 · Mobile Home-Furniture & Fixture	11,013.97	11,013.97	0.00
Total Fixed Assets	2,203,597.06	2,045,115.77	158,481.29
Other Assets			
4500 · Unrealized Gain/Loss Investment	-772.85	3,952.20	-4,725.05
4510 · Suspense	12,750.00	0.00	12,750.00
Total Other Assets	11,977.15	3,952.20	8,024.95
TOTAL ASSETS	2,467,347.58	2,277,762.64	189,584.94
LIABILITIES & EQUITY			
Liabilities			
Current Liabilities			
Accounts Payable			
20000 · Accounts Payable	133.39	-0.01	133.40
Total Accounts Payable	133.39	-0.01	133.40
Credit Cards			
Bank of America- 0282 Julie	0.00	19,864.57	-19,864.57
Home Depot - 3600	-83.15	148.84	-231.99
Mechanics Bank CC	7,477.19	0.00	7,477.19
Total Credit Cards	7,394.04	20,013.41	-12,619.37
Other Current Liabilities			
5001 · Snowbird Deposits	4,884.16	4,884.16	0.00
5002 · Mobile Home Security Deposit	-11.96	-11.96	0.00
5030 · Accrued Payroll	8,118.96	8,118.96	0.00
5032 · Accrued Compensated Abs	4,801.73	4,801.73	0.00

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Cash Basis

Holiday RV Park
Balance Sheet Prev Year Comparison
As of April 30, 2023

	Apr 30, 23	Apr 30, 22	\$ Change
5037 · Loan - Westwood Capital	352,955.18	427,050.48	-74,095.30
5040 · Gift Certificate Payable	-157.50	-157.50	0.00
5170 · T.O.T. Payable	-10,372.81	-6,698.73	-3,674.08
5240 · Corp Income Tax Payable	616.00	616.00	0.00
5250 · Garnishments	1,023.70	1,023.70	0.00
5300 · Deferred Tax Liability	23,200.00	23,200.00	0.00
5325 · Calsavers	27.05	0.00	27.05
Total Other Current Liabilities	385,084.51	462,826.84	-77,742.33
Total Current Liabilities	392,611.94	482,840.24	-90,228.30
Total Liabilities	392,611.94	482,840.24	-90,228.30
Equity			
6800 · Capital Contributions	32,300.00	32,300.00	0.00
6900 · Retained Earnings	1,957,342.15	1,674,426.02	282,916.13
Net Income	85,093.49	88,196.38	-3,102.89
Total Equity	2,074,735.64	1,794,922.40	279,813.24
TOTAL LIABILITIES & EQUITY	2,467,347.58	2,277,762.64	189,584.94

Holiday RV Park

Occupancy By Site Type

From 01 Apr 2023 To 30 Apr 2023

Description	Period	Site	Avail	Maint	Used	Unused	RevPAR	Occ %	Discount	Taxes	Gross Revenue	Nett Revenue	Gross Avg (RevPOR)	Nett Avg (RevPOR)	Avg LOS	Conf %	Occupants
Back-in 33ft Site (30 Amp)	Days	39	1169	1	749	420	25.91	64.07	1,018.35	0.00	30,287.66	30,287.66	40.44	40.44	6.29	0.00	226
Back-in 33ft Site (30/50 Amp)	Days	43	1289	1	817	472	16.85	63.38	237.75	0.00	21,720.97	21,720.97	26.59	26.59	7.36	0.00	202
Back-in 36ft Site (30 Amp)	Days	8	240	0	185	55	10.36	77.08	33.50	0.00	2,485.81	2,485.81	13.44	13.44	7.12	0.00	52
Back-in 36ft Site (30/50 Amp)	Days	47	1410	0	1093	317	20.03	77.52	601.49	0.00	28,248.93	28,248.93	25.85	25.85	8.28	0.00	266
Narrow Back-in Site (No Slides - 30 Amp)	Days	15	450	0	122	328	8.86	27.11	119.95	0.00	3,986.20	3,986.20	32.67	32.67	3.05	0.00	83
700s Oversized Back-in Site (30/50 Amp)	Days	4	120	0	82	38	13.52	68.33	0.00	0.00	1,622.16	1,622.16	19.78	19.78	7.45	0.00	22
Pull-Thru (30/50 Amp)	Days	15	449	1	83	366	18.81	18.49	229.10	0.00	8,443.46	8,443.46	101.73	101.73	3.77	0.00	46
Monthly	Days	39	1170	0	1160	10	20.69	99.15	0.00	0.00	24,206.71	24,206.71	20.87	20.87	28.29	0.00	82
Grand Total:		210	6297	3	4291	2006	19.22	68.14	2,240.14	0.00	121,001.90	121,001.90	28.20	28.20	8.55	0.00	979

Holiday RV Park

Occupancy By Site Type

From 01 Apr 2022 To 30 Apr 2022

Description	Period	Site	Avail	Maint	Used	Unused	RevPAR	Occ %	Discount	Taxes	Gross Revenue	Nett Revenue	Gross Avg (RevPOR)	Nett Avg (RevPOR)	Avg LOS	Conf %	Occupants
Back-in 33ft Site (30 Amp)	Days	39	1170	0	844	326	22.37	72.14	221.58	0.00	26,174.26	26,174.26	31.01	31.01	9.17	0.00	173
Back-in 33ft Site (30/50 Amp)	Days	42	1260	0	946	314	20.98	75.08	325.15	0.00	26,429.78	26,429.78	27.94	27.94	11.68	0.00	147
Back-in 36ft Site (30 Amp)	Days	8	240	0	156	84	14.87	65.00	0.00	0.00	3,569.72	3,569.72	22.88	22.88	9.18	0.00	34
Back-in 36ft Site (30/50 Amp)	Days	48	1440	0	1141	299	22.38	79.24	358.26	0.00	32,230.39	32,230.39	28.25	28.25	11.08	0.00	214
Narrow Back-in Site (No Slides - 30 Amp)	Days	15	450	0	189	261	18.79	42.00	188.07	0.00	8,455.89	8,455.89	44.74	44.74	6.52	0.00	57
700s Oversized Back-in Site (30/50 Amp)	Days	4	114	6	61	53	58.93	53.51	0.00	0.00	6,717.93	6,717.93	110.13	110.13	4.07	0.00	30
Pull-Thru (30/50 Amp)	Days	15	450	0	166	284	11.85	36.89	21.75	0.00	5,331.73	5,331.73	32.12	32.12	10.38	0.00	32
Monthly	Days	39	1170	0	1170	0	18.70	100.00	0.00	0.00	21,880.00	21,880.00	18.70	18.70	30.00	0.00	78
Grand Total:		210	6294	6	4673	1621	20.78	74.25	1,114.81	0.00	130,789.70	130,789.70	27.99	27.99	11.92	0.00	765

Holiday RV Park

Occupancy By Rate

From 01 Apr 2023 To 30 Apr 2023

Description	Total Res	Available Nights	Used Nights	% Total of Report Reservations	% Used Against	Gross Revenue	Nett Revenue	% of Total Reports
Member Daily (No Charge)	176	6297	1605	37.40	25.49	20.00	20.00	0.02
Member Rate - Pull-Thru (Non-Prime)	3	6297	9	0.21	0.14	577.08	577.08	0.48
Member Rate (Non-Prime)	1	6297	5	0.12	0.08	1,607.41	1,607.41	1.33
Member Rate (Prime)	0	6297	0	0.00	0.00	168.33	168.33	0.14
Monthly	42	6297	1190	27.73	18.90	24,836.71	24,836.71	20.53
Non-Member	167	6297	539	12.56	8.56	73,290.37	73,290.37	60.57
Parking	57	6297	159	3.71	2.53	1,290.00	1,290.00	1.07
Snowbird (Member)	48	6297	672	15.66	10.67	15,327.00	15,327.00	12.67
Snowbird (Non-Member)	5	6297	70	1.63	1.11	2,625.00	2,625.00	2.17
Snowbird P/T (Member)	3	6297	42	0.98	0.67	1,260.00	1,260.00	1.04
Grand Total:	502	6297	4291	100.00	68.14	121,001.90	121,001.90	100.00

NOTE: Revenue figures represent Tariff Quoted For all reservations. Sundries, Periodic And Repeat Charges are Not included. Rooms marked as maintenance are not counted as available on this report unless you have chosen the option 'Include Maintenance in Avail for Occupancy' under Property Information. Day use reservations are Not counted As used unless you have chosen the Option 'Include Day Use in Used for Occupancy' under Property Information.

Holiday RV Park

Occupancy By Rate

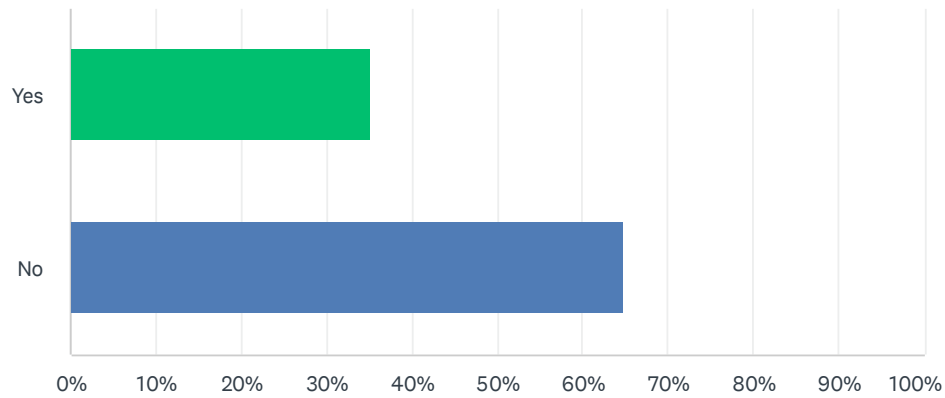
From 01 Apr 2022 To 30 Apr 2022

Description	Total Res	Available Nights	Used Nights	% Total of Report Reservations	% Used Against	Gross Revenue	Nett Revenue	% of Total Reports
Construction	3	6294	90	1.93	1.43	0.00	0.00	0.00
Member Daily (No Charge)	109	6294	760	16.26	12.07	0.00	0.00	0.00
Member Rate (Non-Prime)	7	6294	151	3.23	2.40	7,278.92	7,278.92	5.57
Member Rate (Prime)	0	6294	0	0.00	0.00	1,082.13	1,082.13	0.83
Mid-Week Special	0	6294	0	0.00	0.00	223.28	223.28	0.17
Monthly	40	6294	1200	25.68	19.07	22,390.53	22,390.53	17.12
Non-Member	139	6294	522	11.17	8.29	61,459.81	61,459.81	46.99
Parking	30	6294	81	1.73	1.29	800.00	800.00	0.61
Snowbird (Member)	46	6294	1380	29.53	21.93	25,469.20	25,469.20	19.47
Snowbird (Non-Member)	6	6294	162	3.47	2.57	4,132.00	4,132.00	3.16
Snowbird P/T (Member)	9	6294	270	5.78	4.29	6,552.00	6,552.00	5.01
Snowbird P/T (Non-Member)	3	6294	57	1.22	0.91	1,401.83	1,401.83	1.07
Grand Total:	392	6294	4673	100.00	74.25	130,789.70	130,789.70	100.00

NOTE: Revenue figures represent Tariff Quoted For all reservations. Sundries, Periodic And Repeat Charges are Not included. Rooms marked as maintenance are not counted as available on this report unless you have chosen the option 'Include Maintenance in Avail for Occupancy' under Property Information. Day use reservations are Not counted As used unless you have chosen the Option 'Include Day Use in Used for Occupancy' under Property Information.

Q1 Is this your first visit?

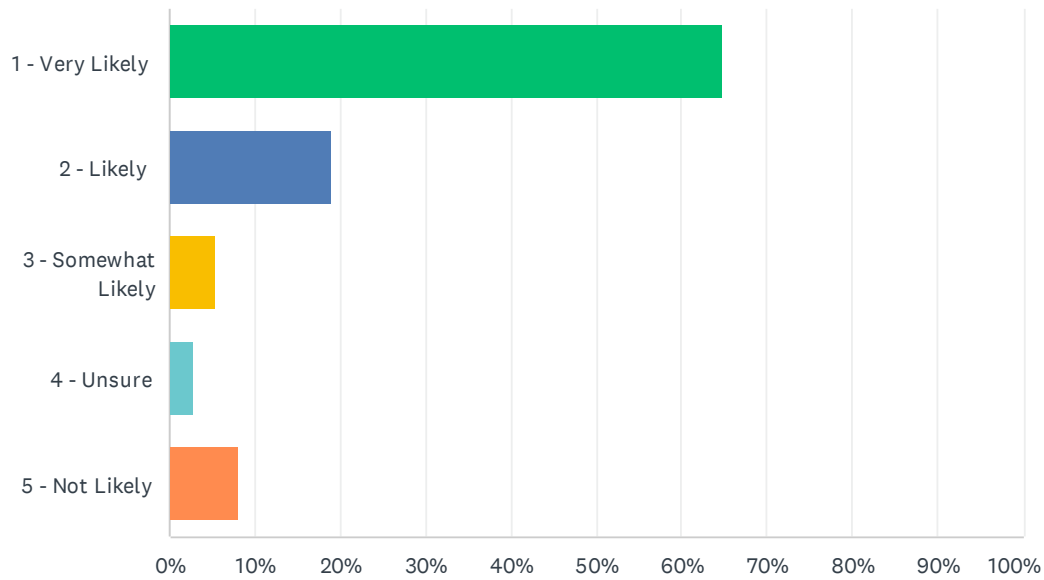
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	35.14%	13
No	64.86%	24
TOTAL		37

Q2 How likely would you be to stay at this Park again?

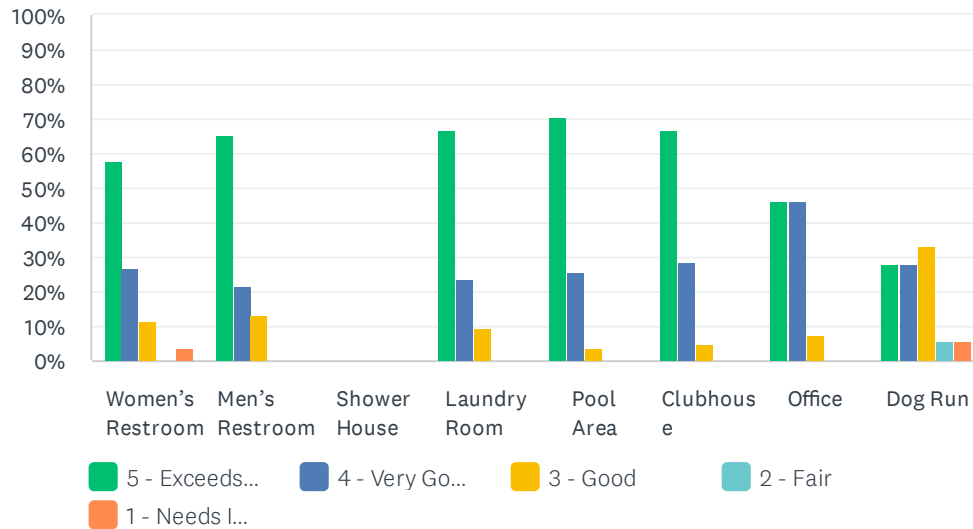
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Very Likely	64.86%	24
2 - Likely	18.92%	7
3 - Somewhat Likely	5.41%	2
4 - Unsure	2.70%	1
5 - Not Likely	8.11%	3
TOTAL		37

Q3 If you used the following facilities, please rate their cleanliness from 1 - 5 , with "5" exceeding your expectations:

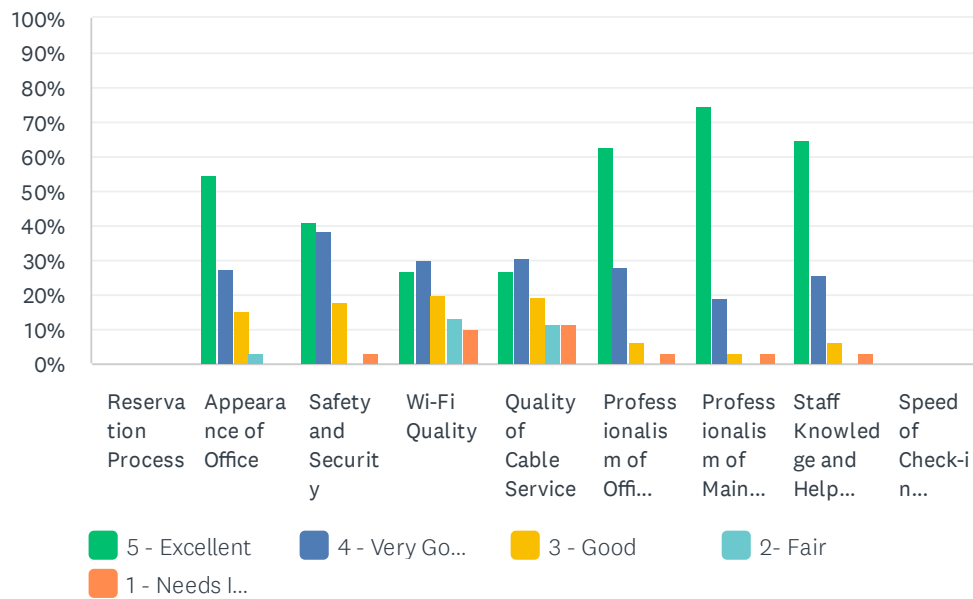
Answered: 33 Skipped: 4



	5 - EXCEEDS EXPECTATIONS	4 - VERY GOOD	3 - GOOD	2 - FAIR	1 - NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
Women's Restroom	57.69% 15	26.92% 7	11.54% 3	0.00% 0	3.85% 1	26	1.65
Men's Restroom	65.22% 15	21.74% 5	13.04% 3	0.00% 0	0.00% 0	23	1.48
Shower House	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Laundry Room	66.67% 14	23.81% 5	9.52% 2	0.00% 0	0.00% 0	21	1.43
Pool Area	70.37% 19	25.93% 7	3.70% 1	0.00% 0	0.00% 0	27	1.33
Clubhouse	66.67% 14	28.57% 6	4.76% 1	0.00% 0	0.00% 0	21	1.38
Office	46.43% 13	46.43% 13	7.14% 2	0.00% 0	0.00% 0	28	1.61
Dog Run	27.78% 5	27.78% 5	33.33% 6	5.56% 1	5.56% 1	18	2.33

Q4 Please rate your satisfaction with our Park's services:

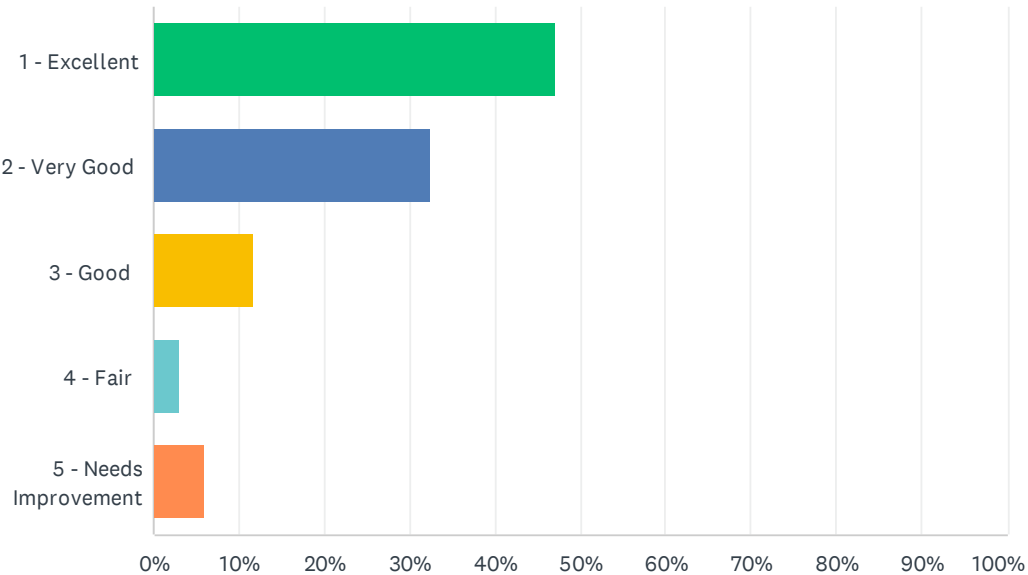
Answered: 34 Skipped: 3



	5 - EXCELLENT	4 - VERY GOOD	3 - GOOD	2 - FAIR	1 - NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
Reservation Process	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Appearance of Office	54.55% 18	27.27% 9	15.15% 5	3.03% 1	0.00% 0	33	1.67
Safety and Security	41.18% 14	38.24% 13	17.65% 6	0.00% 0	2.94% 1	34	1.85
Wi-Fi Quality	26.67% 8	30.00% 9	20.00% 6	13.33% 4	10.00% 3	30	2.50
Quality of Cable Service	26.92% 7	30.77% 8	19.23% 5	11.54% 3	11.54% 3	26	2.50
Professionalism of Office Staff	62.50% 20	28.13% 9	6.25% 2	0.00% 0	3.13% 1	32	1.53
Professionalism of Maintenance Staff	75.00% 24	18.75% 6	3.13% 1	0.00% 0	3.13% 1	32	1.38
Staff Knowledge and Helpfulness	64.52% 20	25.81% 8	6.45% 2	0.00% 0	3.23% 1	31	1.52
Speed of Check-in Process	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Q5 Please rate your overall satisfaction with your most recent stay at Holiday RV Park:

Answered: 34 Skipped: 3



ANSWER CHOICES	RESPONSES	
1 - Excellent	47.06%	16
2 - Very Good	32.35%	11
3 - Good	11.76%	4
4 - Fair	2.94%	1
5 - Needs Improvement	5.88%	2
TOTAL		34

Q6 Do you have any other comments, questions, or concerns? Please include your contact information if you wish to be contacted by Park Management.

Answered: 15 Skipped: 22

#	RESPONSES	DATE
1	The woman's restroom when I used it, was not clean. Hair and junk in the showers. The office staff very friendly, courteous!	4/24/2023 10:08 AM
2	Ww will be back soon!! 😊	4/23/2023 2:53 PM
3	Love this park	4/23/2023 10:17 AM
4	Always enjoy our stay, thank you	4/22/2023 2:03 PM
5	We hardly got any tv channels in our trailer. Don't think we got a single channel past 20. Also toilet paper in the restrooms need to be replaced more frequently.	4/16/2023 2:49 PM
6	Our main issue was that while the park claimed to be did friendly. Any place that would have been good for a dog was off limits. Therefore we left early and went across the street	4/10/2023 6:51 PM
7	I LIKED BEING Close to the swimming pool and spa area.	4/10/2023 7:27 AM
8	Don't change the site number after I arrive. I wanted against a wall and had a middle spot. I paid the same amount to only have more people surrounding us. Was very disappointed.	4/9/2023 10:01 AM
9	Maintenance and office staff extremely helpful. Appreciate the coffee in the clubhouse.	4/8/2023 12:21 PM
10	The only thing I was unhappy with was the new bathrooms. It seems the water pressure in the showers is very low. The sinks in the bathroom made it very difficult to shave. The water was freezing cold and every time I reached down the soap dispenser would let out soap into the sink. My family and I enjoyed the new pool area and club house. Also I tried to use the BBQs in the park area and the one to the left only went up to 320 degrees with all burners on full blast and I couldn't get the one on the right to light. Kyle Billington, Locker 579, 661-808-6883.	4/8/2023 12:19 PM
11	Everything was great. My only recommendation is to update clubhouse/game room for kid's activities. Ping pong or pool table would be amazing updates	4/7/2023 6:03 PM
12	I rated good for the services I know you provide but we did not use. Only services used were hookups. Only downside is how close we are to our neighbors. One neighbor played music at a fairly loud rate. Turned off at 10 which I think is park rule. 10 is late for some.	4/7/2023 1:04 PM
13	Could use a couple more hagers in the shower stalls.	4/6/2023 9:50 AM
14	The cable picture was very staticky but it may have been my cable hook up	4/4/2023 7:00 PM
15	There was a miss understanding with the maintenance guy. He said something completely different. We are not happy with the service offered.	4/4/2023 10:42 AM

Monthly Rental Business Practices – Park History and Suggestions

Park History:

Since at least 1980, Holiday RV Park has engaged in the business of renting monthly RV spaces in some fashion. The purpose stated in 1981 was to *“help with security of the Park and provide additional income.”* For over 40 years, the Park has permitted dozens of members and non-members to rent RV spaces on a monthly basis at rental fees and conditions approved by the Board of Directors.

While it can be understood that the Board of Directors was trying to create a business model in the early years of the Park to pay for overhead expenses when occupancy was troublingly low, and likely did not intend for our business to resemble a trailer park, that is inevitably the direction that Holiday was headed after decades of residential use.

Holiday currently has between 80 – 100 residents, mostly consisting of members. Despite what rules the Park has implemented in the past, whether it was a 24 – 48hr move, a temporary storage agreement, etc., it does not change the fact that any RVer occupying a space in a park for more than 9 months is a resident by California Civil Code as defined:

799.31. "Resident" means a tenant who has occupied a lot in a park for nine months or more.

799.32. "Tenant" means the owner or operator of a recreational vehicle who has occupied a lot in a park for more than 30 consecutive days.

None of the machinations described ever changed the fact that RVs are not required to leave the Park property, nor personal belongings. Please refer to the Civil Code definition of “occupancy:”

799.27. "Occupancy" and "occupy" refer to the use of a recreational vehicle park lot by an occupant, tenant, or resident.

Because we have so many residents, it creates a conflict of interest. According to the Park’s Conditions, Covenants and Restrictions (CC&Rs), Holiday *“shall be utilized solely for purposes of temporary habitation and recreation.”* Also, there are several California Codes of Regulation applicable to residential RV usage that are not implemented currently. Lastly, we are actively in the business of providing different, or possibly preferential treatment to certain groups of owners, meaning monthlies are treated differently than snowbirds are treated differently than members, etc.

The conflict is a financial and ethical question. The Park does not enjoy a healthy business model without monthly rentals though fall, winter and spring. There are not enough non-members willing to stay and pay market value to keep us afloat during the slower seasons. However, we have never been authorized to use the Park for residential purposes. The question we face is “is there a way to keep our business sustainable while still operating within the restrictions of our Park and California law?”

Suggestions:

That question is not an easy one to answer, but ultimately, the answer is “yes.” The Park does not have enough restrictions within its CC&Rs to render long-term use impossible. We have 875 member/owners that *“shall be guaranteed a minimum 42 of days free use of a space in the Project per year.”* That remains our top priority and should not be infringed upon. As amended in 1996, *“after an owner/member has utilized the owner’s allotment of 42 free days use per calendar year, the owner/member may reserve additional time and space in the Park at rate to be determined by resolution of the Board of Directors.”* This means that after members are out of time, nothing shall preclude the Board from establishing daily,

weekly or monthly discounted rates for extended stays provided that all members are guaranteed priority use of their free days, and a fair opportunity to pay for extended stays which do not infringe upon other members enjoying their free days.

Of course, the most difficult conditions to follow are the ones that prohibit residential use of the Park. Simply put, there is no justification to allow member/owners to stay more than 9 months consecutively. Many folks remember the days when snowbirds or monthlies used to move their trailers temporarily into other lots every 8 months. Per the President of the California Outdoor Hospitality Association, Dyana Kelley, storage of any items like rugs, artificial turf, storage sheds, stairs, ramps, vehicles and décor onsite constitutes “*use of a recreational vehicle park lot.*” Because our lots were always in use, and RVs did not actually leave it ultimately achieved nothing beyond site maintenance. Try as we might, there is no way to prevent residency besides vacating the Park, along with all belongings.

To avoid any tenant establishing residency, Ms. Kelley recommended 6-month maximum tenures in an RV park with enforced 48-hour move outs. Move outs after 6 months are suggested because it is very difficult to plan on 8-month moves with the number of tenants we have and the staff resources available. That much movement will take lots of time and energy, and a tighter deadline places stress on the tenant and our staff. Lastly, Ms. Kelley highly recommended creating a long-term plan with the expertise of a legal firm versed in occupancy law before implementing significant changes for our residents.

Some may insist that they remain in the Park because they are residents and cannot be asked to move, or infer that a site belongs to them. While it is true that many residents have occupied the same RV lot for over a decade, our members do not have legal claims to ownership of a lot within the Park, per the CC&Rs and legal description of the property, commonly known as “Exhibit A.” If the rules and regulations are amended to explicitly forbid residency, a resident can be issued a 7-day notice to comply with the rules and regulations, meaning vacate the Park. Failure can result in a 60-day notice to quit the premises. Following expiration of that notice, Park management can ask a judge for an unlawful detainer, a forced eviction. This is a difficult process for all parties involved, and not an ideal solution to our problems but it is something we have done before because of non-payment of rent or failure to comply with rules and regulations.

Many RV parks and campgrounds in our area do not permit residential use, like Pismo Coast Village RV Resort and Pismo Creek RV Resort, both of which have owners’ associations similar to ours. Surely these parks have bylaws and covenants prohibiting monthly rentals or it would seem logical that they would be engaged in that kind of business. It is commonly known that Pismo Coast Village used to rent monthly lots for years, which were phased out eventually. This could be a preferred solution to our problems; not to end snowbird and monthly rentals via mandatory evictions, but instead to phase both programs out over time naturally. If our business model closes the door to new snowbirds and monthlies, the Park could begin offering a new monthly rental program for other members that is non-residential in design, creating a plan for an eventual future for the Park without residential business.

We can appreciate from PCV’s beautiful property that it is possible for an association to change their business model and appearance as time goes on. While change can be difficult to achieve, we should remain hopeful that Holiday RV can definitely change for the better. It is our challenge as a group of people that care about the Park to consider how we decide to manage our usage, maintain our property, and provide equal enjoyment for all our members.

Respectfully submitted,

Aaron Cartwright – May 12, 2023

Reservation Policy and Rules – Proposed Changes

Current Rules for Reservations:

E. Reservations:

(1) Members may make reservations for themselves or their Guests by calling the Park at (805) 773-1121 (between 8:00 a.m. and 5:00 p.m.) up to 90 days in advance of their arrival. Members who make reservations on the 90th day before they arrive may reserve any available RV Lot of their choosing, excluding pull-through spaces. Pull-through spaces are reserved for Members requiring the additional space due to size of motorhome.

a) Members calling for reservations at least fourteen (14) days in advance will be given reservation priority over reservation requests from Guests of the public.

b) Members reserving less than fourteen (14) days will not have such priority.

(2) Guests of the public (18+) may make reservations up to thirty (30) days in advance for a stay of up to one (1) week, except for the following holidays: Easter, Memorial Day, Car Show Weekend, July 4th, Saint Anthony's Celebration, Labor Day, Thanksgiving, Christmas, and New Year's. All other reservations for the public are based on space availability. This will help accommodate spaces for Members.

(3) Requests for a specific RV Lot or area may be given to Park Management when reservations are made but are not guaranteed. Guests of the public and Members without reservations will be assigned to available unreserved Lots upon arrival.

(4) Reservations may be canceled only upon providing notice at least seventy-two (72) hours in advance of the scheduled arrival. Any Member who cancels a reservation without providing the required notice will be charged two (2) days against that Member's annual allotment of free days. For every day that a Member does not call to cancel, an additional day will be charged against his/her/its allotment of free days.

(5) Registered RVers wishing to extend their stay must notify the Park office at least seventy-two (72) hours in advance of the first day of the extension. Approval of such extension shall be subject to space availability.

Proposed Changes for 2023/2024 Rules:

E. Reservations:

(1) Members may make reservations for themselves or their Guests by calling the Park at (805) 773-1121 (between 8:00 a.m. and 5:00 p.m.) up to six (6) months in advance of their arrival.

a) Members calling for reservations at least thirty (30) days in advance of arrival will be given reservation priority over reservation requests from Guests of the public.

b) Members reserving less than thirty (30) days in advance of arrival will not have such priority.

(2) Guests of the public may make reservations up to three (3) months in advance of their arrival. All reservations for the public are based on space availability, with reservation priority given to Members as stated.

(3) Requests for a specific RV Lot or area may be given to Park Management when reservations are made but are not guaranteed.

(4) Reservations may be canceled only upon providing notice at least seven (7) days in advance of the scheduled arrival. Any Member who cancels a reservation without providing the required notice may be charged two (2) days against that Member's annual allotment of free days. For every day that a Member does not notify the Park of a cancellation, an additional day will be charged against his/her/its allotment of free days. Guests of the public who cancel a reservation without providing the required notice may be charged one (1) day of their stay as a cancellation fee. Public reservations may not be honored if a guest does not notify the Park of a cancellation.