



### **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 (Absent)  
John Watkins (2020 – 2023) – Rules and Regulations  
Don Smith (2023 – 2026) – Maintenance  
Charles Nunes (2019 – 2025) – Park Usage

Members Present – 15

Meeting called to order at 9am by Charlie Weeks.

Flag salute led by Darin Batty (Locker 024).

### **President's Address**

- Please silence or turn off all cell phones.
- Members are welcome to participate during the *Member's Comments* section of the agenda.
- 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.
- This is a volunteer Board. No one is paid for their time. Directors are reimbursed for out-of-pocket expenses.
- Holiday RV Park's meetings and procedures are governed by its bylaws, CC&Rs and rules.

### **Committee Reports**

#### **Financial Report – Talley Snow**

Park Accounts	Balance (4/30/23)	Monthly Comparison	April 2023	April 2022	Difference	% Change
Mechanics Bank-Operating	\$62,673.71	Income	\$91,368.14	\$96,041.63	-\$7,054.03	-5%
Mech. – Laundry	\$18,828.37	Expense	\$111,636.44	\$63,438.70	\$48,197.74	75%
Mech. – Dues	\$25,935.27	Net Income	-\$23,560.56	\$27,687.35	-\$51,247.91	-185%
Mech. – Emergency Reserves	\$81,798.96					
Mech. – CIM Reserves	\$5,340.05					

I have been keeping an eye on the financials and on our spending and I would have to say things are definitely increasing a bit. I would however like to make a motion to transfer \$20,000 from the operating account into the CIM reserves so we can begin to build up the reserves which would bring us to just under \$43,000 in our operating account based on our April balance.

*Reply from Mark Schieber – I will second that.*

*All Board Members agreed and approved motion.*

## **Collections – Tom Barcellos (Absent) – Aaron Cartwright**

We are beginning the process of foreclosing on 3 shares. We originally had 4 shares but we actually had one of the members call in to pay their past due amount in full so we are now focusing on only 3 shares and working directly with the attorney to begin the process.

## **Management – Darin Batty**

There isn't a whole lot going on currently; I hope everyone has gotten a chance to download and look at the app for the laundry room. We also had Kim leave recently and were able to hire a new maintenance guy to take his place whose name is Jose.

*Comment from Jerry Bodine (Locker 005) – Have the reasons for Kim's departure been addressed by the Board? I am not sure what the reasons were for his departure but it had to be something since he has been here for many years.*

*Reply from Darin Batty – It was Kim's personal business why he decided to leave and move on from the park.*

*Comment from Brenda Critzer (Locker 166) – Was there an exit interview done?*

*Reply from Aaron Cartwright – No in our employee agreement we have a confidentiality clause so we are not supposed and allowed to talk about Kim for 5 years and he is not supposed to talk about Holiday RV Park. It was his choice to leave and that's all we need to say about the matter.*

## **Park Use – Charles Nunes**

I was in talking with Jennifer this morning and from April 1<sup>st</sup> to April 31<sup>st</sup> of 2022 there was an occupancy of 4,673 nights used in the park which is about 74.25% of the park being used. From April 1<sup>st</sup> to April 31<sup>st</sup> of 2023 there was an occupancy of 4,291 nights used in the park which is about 68.14% of the park being used. It is pretty normal for it to decrease a little bit in April due to kids being in school but this year it was a little bit different. It is down a little more but we attribute that mostly to the weather playing a big part with the rain. But, talking with Jennifer earlier we are about 95% full for June, July and the beginning half of July already with members and also with some off the street guests as well. We are projecting we will continue this trend through August and September as we continue to take more reservations.

## **Correspondence / Public Relations – Mark Schieber**

As far as our correspondence goes there seems to be a lot of the same commentary as normal such as our spaces are too tight and close together and the cable is not great in the park. I know I have spoken with a couple of people in park who have some concerns on the next steps we are going to be taking in regard to changes in the park but this is a great reminder how we are a board of 9 and not one person on this board can make a decision on their own. It would take a majority of this board in order to make a movement in this park. We are all just committed to making this place a better place to stay and continue making things better around the park.

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

## **Park Maintenance – Don Smith**

It has been pretty quiet for the last month and Luke, Mike and Aaron have done a great job of filling in the gaps and taking the extra time to make sure everything is done as well. They are doing some of the patchwork on the roadway so it doesn't lift around where the gutter ways are. Another thing we are going to need to do this year is replace the two BBQs up front in the Magnolia Center since they aren't working really well. There were some minor leaks in the pool that were fixed so other than that everything seems to be running really smooth. And we are still working on getting the solenoids in the restroom fixed so we are getting a hold of the builder to take care of that in the next couple weeks.

## **Rules and Regulations – John Watkins**

Aaron and Jennifer completed all the site checks in the last couple of weeks so he will be reevaluating all the sites at the end of the month. He has been doing a really good job of making sure the park looks good and making sure all the rules and regulations are being followed. If you have received a letter please make sure you get everything taken care of and keep up the great work of keeping the park clean and presentable.

## **Manager's Report – Aaron Cartwright**

As Darin mentioned earlier the Dexter app is in the laundry and is working really well. It is pretty straightforward and easy to use. One thing I will note is depending on the phone you are using, please make sure to scroll all the way to the bottom because some of the screens will give you more options but do not show it on the screen until you scroll down. Our office hours will be changing for the summertime coming up so we will be open until 6pm on Fridays starting Memorial Day weekend. The pool, spa and clubhouse will be open until 10pm starting Memorial Day weekend so we will be changing out the signage around the park very soon. Please get used to the idea that around 9:30pm or 9:45pm the maintenance will be coming in to start winding things down so we can make sure the facilities are closed on time. The Spectrum tv service in the park is awful and seems to be getting worse so we currently have a call out to them and have an appointment set for them to come and take a closer look at it on Sunday May 14<sup>th</sup> and we will not be letting them leave until everything is fixed considering we have been paying close to \$1500 a month for the service. We believe it should be a simple fix and we have an idea of which direction to send them when they arrive since this is an issue we were not having prior to them doing the previous fix which they assumed would fix it but unfortunately we did not have success then. So, we are definitely working on the cable issue and are feeling confident we will have it fixed by tomorrow morning with Spectrum. There was a comment made by Domingos Silva (Locker #160) last meeting in regard to whether we are obligated to offer cable and internet and we sort of glossed by it but I would like to answer that question. I wouldn't say we are obligated to offer it but it has been a part of our business for a very long time and we do advertise it heavily on our sign, website and throughout the park that we offer cable tv and internet so we aren't obligated to but I believe there is an obligation to the board to offer to our members and guests. Site inspections as John went over have been completed and will be reinspected at the end of the month. I am very happy with the way the sites looked when we inspected them. They were looking very, very, very good! The guests have done a good job maintaining the sites and we are seeing fewer and fewer comments about the sites looking bad and so I want to thank all of the long-term guests staying for the great job they have been doing. We noticed a few weeds here and there and some cobwebs here and there which seem to be getting taken care of quickly. One thing that was common was some people who did not have updated registration sticker displayed or even some people who did not have the plates affixed on the outside of the trailer but unfortunately it is stated it must be visible from the outside that each RV have up to date registration. And the other thing we received was a formal complaint that a snowbird utilized their electrical pedestal for their neighbor's belongings so if you have electrical that is plugged into your neighbor's pedestal, you just need to plug it into your own box. If the neighbor wants to share or exchange RV installations and everyone is okay with it and there aren't too many things plugged into one pedestal, I am okay with that and we encourage everyone to be neighborly. Last but not least, we want to welcome Jose Castillo to the park as our new maintenance employee. He is a very nice young man and I was hoping to find someone with a great personality. He may not have RV maintenance experience but he did previously work for the City of Solvang and he is a really hard worker and did an amazing job maintaining those facilities and the work here comes as no surprise to him because he has been doing it. He is learning all the RV stuff from Luke and Mike and they have commented he is young and eager and ready to learn and catching on very quickly. We hope since he is young he will settle in here for many years to come so we can have another long-term employee on board.

## **Reportable Actions – Denise Gagliardi**

We only have two reportable actions from last meeting to report today. The Board approved the motion to pay invoice #1497 for Mountaineer IT to replace the camera equipment and install the new camera equipment throughout the park which came to a grand total of \$1,437.90. So those will get placed on order and Mountaineer IT will install them once they arrive. The Board also waived the 7-day occupancy requirement for one of the monthlies for the first quarter due to a medical issue.

### 1. Membership Classification – Charlie Weeks

Last month we had an open conversation about membership classification and it was more of an informational item and not something we have to vote on or fix in the meeting. It was something we were aware of and something we wanted to discuss with the membership during an open session. There may be some things in the future that we look at and we may change but it is not something we are going to change at this time.

### 2. Magnolia Center – Charlie Weeks

In regard to the Magnolia Center, we are looking at ways to improve the Magnolia Center but unfortunately as far as executing those ideas it is just not the right timing. It is something we would like to have discussions on and talk about ways to improve it. We want to see if there is anything we need to do in order to make it more welcoming and we have had a couple of discussions with people who have ideas but once again the timing is just not correct right now due to it being a financial expense. One of the discussions was about coverage against the weather so people can sit out there no matter what kind of weather we are having. One of things that was really great when Mark and I were sitting out there having a discussion was Doug went over and lit the firepit and it changed the experience and made it really comfortable to be over there.

*Comment from Jerry Bodine (Locker 005) – Have there been any complaints by anybody about the Magnolia Center?*

*Reply from Charlie Weeks – There have not been any complaints because essentially there is nothing wrong with it. We are just looking at ways to improve the area and the experience.*

*Reply from Aaron Cartwright – I have had a few complaints that were made to maintenance and the office about the BBQ not working and having minimal use on it. Otherwise, as far as the firepit itself and the seating are concerned there have been no complaints.*

*Reply from Jennifer DelMonte – The only concerns I have heard from an office standpoint which I think was what Charlie is touching on is in the summertime it does get very warm in that corner and people were asking about some possible coverage over there.*

*Reply from Charlie Weeks – Yes we really enjoyed having the meetings outside in the nicer weather but the public did not enjoy sitting out there because there was no shade to be able to sit out there comfortably.*

*Comment from Jodi Garges (Locker 602) – I believe we have umbrellas over in the Magnolia Center. Do we need to ask permission to open those or have a staff member open them for us?*

*Reply from Charlie Weeks – No, you can open them up yourself. You can definitely ask for assistance from maintenance if you are having difficulty opening them yourselves but no one has to rent them or get permission to use them. We do try to keep them closed so they don't have any weather damage to them.*

### 3. Golf Cart Fee – Charlie Weeks

There was a discussion about possibly implementing a golf cart fee for people who are charging their golf carts at their sites and whether we as a Board would want to start charging for it. At this point we have no intention of implementing a fee for golf cart charging at your own site but it may be something we look into later on down the road as a fee. It may be something we look at when we start looking at the charging systems we will need to install in the park possibly for electric cars. But as of right now, we are taking it off the table and it is not something the Board wishes to discuss at this time or in the near future.

#### 4. Cable/Internet – Don Smith

I reached out to Spectrum Industrial recently and I am currently asking them pricing on 1-, 3- and 5-year contracts that would include internet and cable as well as ones that would just be for internet to get an idea of price range and availability. They did question why I was asking for just internet and I explained to them the current service they are providing is subpar. I am hoping to get some quotes back by next week so I am able to forward them to the Board and Aaron so we will be ready to present them to the membership by next month. I feel confident by next meeting we should have some options to present to the membership. If there is any multi-year contract we do have to make sure the membership votes on it and agrees for us to sign it so we will need to send it to the membership for a vote. Right now, the issue is we have fuzzy channels, bad connections and we seem to be losing channels in our channel line-up so that is something we are hoping for with a contract and maybe an upgrade in the equipment they will be able to assist us with. We are also hoping with a contract we will not be paying as much since right now we are paying month to month which is a huge expense and they are less likely to help us fix the problem since we aren't in a contract and could drop their service at any time.

*Comment from Jerry Bodine (Locker 005) – Are cable and internet a packaged deal like if you get rid of one then you have to get rid of the other one?*

*Reply from Aaron Cartwright – Not from my understanding. What I was told from Spectrum is the reason why our cable continues to get worse and worse is because of the complications between our cable tv running through the same infrastructure as the internet.*

*Comment from Jerry Bodine (Locker 005) – So why can't we just get rid of the cable and keep the internet?*

*Reply from Aaron Cartwright – I believe there are additional companies out there that would offer better cable options but may not have the internet as well and may or may not cost us more in the long run.*

*Comment from Jerry Bodine (Locker 005) – If people do not have streaming capabilities then maybe we have Roku's available in the office for people to rent for \$20 a day during their stay. We don't have to offer cable we can just offer internet. I mean the cable bill is \$5000 a month and it would be a way to cut it back.*

*Reply from Aaron Cartwright – The cable bill is only \$1500; the rest of the bill is internet and licensing.*

*Reply from Mark Schieber – I believe we need to make sure the cable is working and is fixed prior to us worrying about the contracts but we have to start those conversations now so we can see where we need to go in the future once it is fixed.*

*Comment from Don Smith - I currently am only looking at Spectrum for options right now because they have thousands of dollars' worth of equipment currently installed in our park so they have a vested interest to make it work but I will definitely be researching other companies as well.*

*Reply from Aaron Cartwright – I believe across the street at Pismo Coast Village they do have Dish or Direct TV but they also have installed all of the electrical and do their own internet installation because they have an in-house IT so they don't have to rely on anyone to do their setup. They have many infrastructures they can put the equipment on whereas here we do not have a lot of places to be able to put the equipment.*

*Comment from John Watkins – Something I would like an answer from Spectrum on is some of us used to have our own boxes in the park and when I spoke to the representative at Spectrum they told me they no longer support that and it is not allowed in our park. I would like to know why that is and if it is also true to our park only or just a service they do not support anymore.*

*Reply from Don Smith – Oh that is interesting and definitely something I will discuss with them and find out an answer for.*

## **5. Utility Expenses, Emergency Reserves, Monthly Bills/Deposit into CIM Account – Talley Snow**

The long and the short of it is that we need to cut expenses in order to be able to build our reserves. As we begin cutting expenses we will have the money to be able to pay our monthly bills and still move money into our reserves to start to build the emergency reserves.

*Comment from John Watkins – When does the next installment of the dues go out? And about how much will that generate for us?*

*Reply from Liz Cuccia – The next installment is due July 1<sup>st</sup> so we generally like to get them out by June 1<sup>st</sup>. We will generate approximately \$80,000 if everyone pays on time. We will be able to pay both installments of the property taxes in November and that will leave around \$20,000 left in the account which we can then move over to the CIM account or the Emergency Reserves.*

*Reply from John Watkins – And then right behind that payment of the property taxes in November we will have another installment of dues that will be coming in, correct?*

*Reply from Liz Cuccia – Yes and we typically keep those in there and access at that point. Typically, we will use the July dues to pay the property taxes and this year we will have excess of money we can move to the Emergency Reserves as well in order to begin building that account up.*

## **New Business**

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### **1. Proposed Changes to Reservation Rules & Policy – Aaron Cartwright**

For a very long time, as far as I can tell, members have been allowed to book 90 days in advance and only 30 days in advance for the general public. If one of our goals as a business is to get more people in and make more money and we are bound by our CC&Rs, we will need to cater to our members and give them priority however we should be aggressively pursuing business from outside of this property that helps pay our bills. One of the hurdles we have as reservationists in the years we have been here, it is very difficult to tell the general public you need to call a month in advance and even to tell a member you need to call us 3 months in advance. Other properties allow their members to call 6 months or even a year in advance. So, in the spirit of giving members a priority but still make this a solid business, I am asking the Board to adjust from 90 days advanced booking for members to 6 months advance booking and then adjust from 30 days advance booking for the general public to 3 months advance booking. This allows us to still give members double the amount of time to make reservations. I know a question that will come up is well what happens if a member calls 2 months in advance and we don't have a spot; we know how to do our jobs and if we see that 3 months in advance there is no room we aren't going to let John Q public in. We have waiting lists and other ways to track business and to get back to customers when it is appropriate. It will be an easier sale for interested parties and it will be easier to advertise the park if we can at least say a couple of months in advance rather than just a month or couple of weeks in advance. I also believe it would be appropriate to then change the cancellation policy from 3 days to a week, which is what they also have across the street at Pismo Coast Village. The other item would be that it has always been a rule if someone calls on their 90<sup>th</sup> day they can pick a space in the park of their choosing and it is more or less guaranteed. Unfortunately, we can't always guarantee a site for any one guest coming in because there are situations that are out of our control. In my mind, we go back to what has always been the park's tradition since the 70s which is there is no guarantee for a site selection but instead we can guarantee you a site in the park and we will take into consideration any requests made but it is only a request and not a guarantee. If this is all something the Board can entertain, I think the time is right to get this changed and start practicing it and get the information out to everyone with the dues mailing so everyone understands June 1<sup>st</sup> you can start planning your end of year reservations. If we wait to change the rules until January, the timing is not right because people will not understand the concept and won't have time to adapt to the concept before making reservations for July 4<sup>th</sup> week/weekend. If we start the process now, it gives us time to explain the process and answer any questions people may have. It would be our task in the office to make sure the information got out to all the members and general public by jumping on social media, mailing out instructions, emailing people and reaching out to them via telephone call. I would ask the Board to discuss the proposed changes and hopefully come to a decision so the staff is able to send the notice out with the dues in order to have the process be effective June 1<sup>st</sup>.

*Comment from Charles Nunes – I definitely think this is a positive change and I would like to make a motion that we entertain this idea and discuss it.*

*Reply from Mark Schieber – If I may suggest, I think that requires a little more discussion in order to review those changes because there is a lot there and we want to make sure we hit every point. I am 99% on board with it but I just want to make sure to review the information and I just received it this morning so I need about 15 minutes to look at it.*

*Reply from Charles Nunes – I believe we started discussing this last meeting in executive session.*

*Reply from Mark Schieber – We did begin a discussion on it but now it is being put in print. So, I want to look at the revisions and make sure we don't see something we don't like.*

*Reply from Talley Snow – We need to discuss and vote on it in executive session because if we don't we are going to miss the mailing.*

*Reply from All Board Members – We agree to discussing and voting on it in executive session.*

## **2. Financial Understanding – Mark Schieber**

One of the things I would like to touch on just real lightly and one of things we always discuss is just financial understanding of where we stand in the park today because there are always questions about the member's dues and rates and the emergency funds. I have had many discussions with Liz our bookkeeping and I have asked her many times "are we saving money and paying the bills, yes" and "are we ideal where we should be, maybe not". I am paraphrasing a little so Liz if I am saying something that is out of line please let me know.

*Reply from Liz Cuccia – The only thing I will say is I said financially we are okay and it isn't like the park is going to go under like you said. I think the biggest thing is that the comfort of where we are with our reserves is really diligent upon each board that is sitting up there. So, the bigger question is "is this board comfortable with what they have?" and you guys have to make that evaluation.*

That is correct and with that discussion with her we realized we really need to get another reserve study because we are supposed to have one every 3 years and the one we just had was not complete with all the new facilities. The reserve study will help give us a snapshot of where we need to be today, tomorrow, 1-3 years down the road and gives a pretty general idea of what needs to be done in order to be on track and healthy in the park. We agree though that the reserve studies do not discuss in great detail about our financial health. With those discussions, the board will discuss in open meetings how fast we would like to get to the goal that we comfortable being at. The faster we do it the more painful it will be but the slower we do it the riskier it will be. I just want to make sure everyone understands we are not perfect by any means with our financial health but also we are not dying either; we have room for improvement.

*Comment from Jerry Bodine (Locker 005) – Is there a number the Board has decided on for where they would like to see the reserves be at and a time frame of when you would like to be at that number? Then once we hit that number we should see all the fees that were raised for the members go back to where they were before.*

*Reply from Mark Schieber – That is exactly why we want to get the reserve study done so we are able to get our projections and then decide a goal of how much we want to have as well as a timeline on how we want to reach that goal. Once the goals are met, according to the CC&Rs we are supposed to reduce and sustain the rates. We can't do that until we get the new reserve study and once we have it we will absolutely be sharing it with the membership. But to be clear the financials will always direct what the rates will be and we can't guarantee the rates will go down as much as we hope they do because economy is always up and down and the rates are based solely on the financial health of the park. The reality of the financials at this point is we are going to have to continue increasing dues every year to keep up with the economy. The question of how much and how long into the future is something that is not definitive at this time.*

*Reply from Liz Cuccia – The reality of the situation is that the park will never be in a place where the park will be able to go back on dues unless you find a cash cow on the property because inflation goes up every year so the cost of your reserves will go up since you are factoring in what it will cost to rebuild this building 30 years from now today and you aren't able to budget what it will cost to rebuild it 30 years from now because the reserve study won't show what the cost*

*will be 30 years from now. I mean look at the utilities; our gas bill is astronomical compared to what it was because the government has put a huge surtax on cost. We have no control over the cost that go up every year. Hopefully we can get as many off the street people in that can subsidize the cost increases and help with inflation going up. The only possibility we see right now is not increasing dues but I don't see us going backwards at this time or the near future.*

*Reply from Charles Nunes – I have been in this park for a little over 40 years now and I have only seen the dues decrease one time about 25 years ago and then it ended up getting increased once again because they were in trouble financially for cutting the dues and has continued that trend over the last 20 years.*

### **3. CC&Rs & Bylaws Points – Mark Schieber**

I would like to table this topic for next meeting so we can discuss it a little further and more in depth. I would like to discuss with the board what our understanding is of the CC&Rs and make sure we are all on the same page as well as we are all educated on them by reading them. I do want to encourage any and all members to read the CC&Rs so that way you have a better understanding of where we are and where we need to be and how we go about making the decisions we do as a board. This way any time any member feels we are outside of these documents you are able to properly ask questions and we can then have a discussion about it.

*Comment from Brenda Critzer (Locker 166) – Let's do executive right here. Let's do executive downstairs where all the members can be apart of it after the general meeting.*

*Comment from Jerry Bodine (Locker 005) – Why does the board go upstairs to have executive session?*

*Reply from Mark Schieber – For years the board has operated under these conditions. So, when you get on this board you kind of continue to operate as such as well. My whole concern is we have a new board that has been here for only one month. So, we will continue to operate as we always have and then we will discuss it and as a board we will decide how we would like to have it structured going forward. We all want transparency and I think we are all in agreement on that but what we aren't going to have happen is be bullied into doing something right this minute just because someone wants it done now in their time. When we have reportable actions, it gets reported in the meetings and we are transparent about the subjects we discuss. As far as things go today, I am going to have an executive session and I am going to discuss with this board how to move forward.*

### **4. Electric Vehicle Charging Committee Report – Don Smith & Denise Gagliardi**

Don and I volunteered to be on the electric vehicle Charging Committee in order to do a little research on the upcoming changes we may have to make for electric car/vehicle charging that the county may require us to have charging stations. I will note I do have an electric car but I do not charge it inside of the park but instead I go to the outlet mall and use their charging stations. The company I use is Electrify America in order to have a charging plan for when I go to the charging stations. I wanted to look into the company to see what they offer to the park if we choose to be a site host or have a vendor partnership in order to get some revenue opportunities. I have reached out to the company just recently so I am just waiting to hear back from them. I don't have any additional information at this time other than once we do the initial investment, the company will install and maintain any equipment that is installed into the park.

*Comment from Mark Schieber – My understanding of the charging stations is it would require us to sign a contract possibly for longer than a year with the company and I am assuming we would need to have the proper infrastructure and easements in place prior to them installing, is that correct?*

*Reply from Denise Gagliardi – It is my understanding as well but I do not have all the information as I am just in the first stages of the process. I will have more information hopefully by next board meeting to present. We formed the committee to start the process and receive information so we would have an idea of what we can expect if this becomes something we are required to have in our park. As I receive information and as I do more research, I will pass that along to the board and the members. As a consumer of an electric vehicle, I would want to have a charging station in my home and so I would start the research of looking at different companies to educate myself on expectations going forward.*

*Comment from Liz Cuccia – The only requirement we have as of right now is to have a plan in place for IF they decide to make it a requirement in the park which is why the research and conversations are starting.*



## Member's Comments

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Brenda Critzer (Locker 166) – In reference to some upgrades in the park, I would like to suggest possibly getting some activities for elementary-aged children to do in our park. I know when I was on the Board, I looked into it and it was difficult to do some of the larger items because of space constraints and us not being able to remove spaces in the park. Maybe we can get a ping pong table inside of the clubhouse that can be brought out for the kids to enjoy.

*Reply from Charlie Weeks – That is a great suggestion and something we can definitely look into and see what we can come up with. The more we can do to appeal to more people is something we are looking forward to doing.*

Jerry Bodine (Locker 005) – In the financials, there is a section for director expenses which is the money being reimbursed to the Board Members for their travel. How come the reimbursements aren't being broken down by every single board member so we know what each person is being reimbursed for their travel expenses and any additional reimbursements?

*Reply from Liz Cuccia – It is just the fuel rate so mileage reimbursements only. At this time, there is only one board member who is not getting reimbursed for their mileage.*

*Reply from Jerry Bodine – Okay but how much is being reimbursed to each board member and where is the breakdown on it? Since this is a volunteer board that is not supposed to get paid but they are getting paid, shouldn't we have a breakdown of who is getting paid and what they are getting paid?*

*Reply from Liz Cuccia – The reason we don't break it down into individual columns is because from an accounting standpoint the GL codes would be ridiculously long and I would have to retire the GL codes and replace them with a new GL code each time a new board member was voted onto the board. We would be adding so many more pages to the financial report to list each person individually. I will not put it on the P&L because this P&L is already far too large and the CPA has agreed with that. We should not have this many account numbers on this P&L.*

*Reply from Mark Schieber – It is standard practice at any type of business for a board of directors to get reimbursed for their mileage because it is an out-of-pocket expense for the wear and tear on the vehicle as well as the gas spent to actually show up to each and every meeting since that is a requirement to serve on the board. We go off of the government mandated amount for reimbursement of mileage. In the future, I agree we need to take a look at things and see if there is a way we can possibly cut some of those costs but as of right now the board has decided we are going to stick with the government mandated amount for reimbursement and that is it.*

*Reply from Jerry Bodine – That is fine that everyone is reimbursed. We as members should have a breakdown from what everyone is getting paid for at each and every board meeting.*

*Reply from Liz Cuccia – Here is the breakdown for what each person currently serving on the board will get per meeting they attend in person. Charlie Weeks \$317.94, Mark Schieber \$0, Denise Gagliardi \$242.09, Talley Snow \$735.04, John Watkins \$173.18, Don Smith \$172.79, Charles Nunes \$169.12, Darin Batty \$236.32, Tom Barcellos \$219.95. When they aren't here, they do not get paid.*

*Reply from Aaron Cartwright – It will now be in the minutes so anyone who reads the minutes will know.*

Meredith Oates (Locker 091) – I was hoping we could do something about the babies in the hot tub. I don't want to look out while I am playing cards in the clubhouse and see babies in the hot tub with their diapers on. Are we able to do something about them not being in there at all?

*Reply from Aaron Cartwright – There is a posting by the hot tub from the county that children under the age of 5 years may not be in the hot tub regardless of if they have adult supervision or not. Please, if you see this, flag down the maintenance or call the office so we may take care of the issue.*

Meredith Oates (Locker 091) – Mark you live in the park so you should be reimbursed from that RV in the park not from your mailing address.

*Reply from Mark Schieber – I actually do not live in the park contrary to what is being said around the park. Prior to me purchasing my new home that I have now, I stayed in the park yes and so therefore I did not get a mileage check. Now that I am living out of state and just leave my trailer here for the convenience of being able to stay it in when I am in town, I should be receiving a mileage check but I actually do not take the mileage check that is offered. I choose to decline the mileage check.*

Elsie Metzler (Locker 828) – I know we have discussed in the past couple of meetings about the upgrade of the roads and I understand it is going to be in the future. I have noticed the left side of the park is in worse condition than the right side of the park. And I notice the maintenance guys are working on the roads and trying to patch it as best as they can but that is not a long-term solution. Do we have a plan or any idea of how far in the future it will be?

*Reply from Charlie Weeks – We do have a desire to fix the roads and come up with a long-term solution. No, we do not have a plan as of right now. Once we do have a plan and a long-term solution, we will definitely bring it up to the membership and have a discussion about it.*

### **Board Member's Comments**

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Talley Snow – There have been a lot of questions about the ending cost of construction and I am going to tell you what it is in the spirit of being transparent. I am also going to say though I won't be answering any questions or discussing the topic because I was not on the board when construction happened. I do not agree with how it went and how much we spent but it is what it is. The final cost of all the construction was \$1.5 million.

*Reply from Charles Nunes – It was discussed at many meetings why there was an increase in the amount that was spent for construction and it had to do with multiple other issues coming to light when construction started. We needed to complete those upgrades in order to complete construction and ensure that issues would be minimal going forward with the new facilities.*

*Reply from Mark Schieber – Yes and also there were many other projects completed at the time of construction as well that were lumped in with the construction funds as well which were outside of the scope of the construction.*

*Reply from John Watkins – \$1.3 million was the original budget. It went to \$1.4 million during the pandemic because of the cost of materials. It ended up at \$1.5 million when everything was said and done with materials and additional items which came up while construction was being completed.*

Meeting adjourned at 10:49am.

Respectfully Submitted,

Denise Gagliardi  
*Board of Directors – Secretary*

Cc

Jennifer Del Monte  
*Senior Reservation Agent*

## Guest Survey Comments from April 2023

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- The woman's restroom when I used it, was not clean. Hair and junk in the showers. The office staff very friendly, courteous!
- We will be back soon!! 😊
- Love this park.
- Always enjoy our stay, thank you!
- 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.
- Our main issue was that while the park claimed to be dog friendly, any place that would have been good for a dog was off limits. Therefore, we left early and went across the street.
- I liked being close to the swimming pool and spa area.
- Don't change the site number after I arrive. I wanted against a wall and had a middle spot. I paid the same amount only to have more people surrounding us. Was very disappointed.
- Maintenance and office staff were extremely helpful. Appreciate the coffee in the clubhouse.
- 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 our 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.
- 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.
- Rated food 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 fairly loud rate. Turned off at 10 which I think is park rule but 10 is late for some.
- Could use a couple more hangers in the shower stalls.
- The cable picture was very staticky but it may have been my cable hook up.
- There was a misunderstanding with the maintenance guy. He said something completely different. We are not happy with the service offered.

## All Motions

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**John Watkins made a motion to approve the minutes of the April 2023 meeting, seconded by Talley Snow.**

**Roll Call: Charles Nunes, Charlie Weeks, Darin Batty, Denise Gagliardi, Don Smith, John Watkins, Mark Schieber (Abstained) and Talley Snow.**

**Talley Snow made a motion to approve paying the bills and payroll, seconded by Don Smith.**

**Roll Call: Charles Nunes, Charlie Weeks, Darin Batty, Denise Gagliardi, Don Smith, John Watkins, Mark Schieber and Talley Snow.**

**Talley Snow made a motion to transfer \$20,000 from the operating account to the CIM reserve account, seconded by Mark Schieber.**

**Roll Call: Charles Nunes, Charlie Weeks, Darin Batty, Denise Gagliardi, Don Smith, John Watkins, Mark Schieber and Talley Snow.**

**Talley Snow made a motion to adjourn to executive session, seconded by Darin Batty.**

**Roll Call: Charles Nunes, Charlie Weeks, Darin Batty, Denise Gagliardi, Don Smith, John Watkins, Mark Schieber and Talley Snow.**