



**Holiday RV Park Owners Association
Board of Directors Meeting
July 8, 2023**

Board of Directors

Charlie Weeks (2021 – 2024) – President
Mark Schieber (2020 – 2023) – Vice President & Public Relations (Zoom)
Denise Gagliardi (2021 – 2024) – Secretary (Absent)
Talley Snow (2022 – 2025) – Treasurer (Absent)
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 – 42

Meeting called to order at 9:03am by Charles Weeks.

Flag salute led by Charles Nunes (Locker 257).

President's Address

- Please silence or turn off all cell phones.
- This meeting is for members. We welcome Non-Members to attend the meetings, but they are not allowed to make any comments or ask any questions.
- This is a volunteer Board. No one is paid for their time. Directors are reimbursed for traveling expenses.
- Members are welcome to participate during the *Member's Comments* section of the agenda.
- As stated in the rules, all complaints to Park Management must be in writing and signed by the person making the complaint. Anonymous statements will not be taken into consideration.
- Discussion can become emotional, but all members deserve to be treated with dignity and kindness.
- The Board aims to answer member questions at every meeting. However, responses to specific comments or questions may be deferred for review and placed on next month's agenda.
- Holiday RV Park's meetings and procedures are governed by its bylaws, CC&Rs and rules.

Committee Reports

Financial Report – Talley Snow (Absent) – John Watkins

Park Accounts	Balance (6/30/23)	Monthly Comparison	June 2023	June 2022	Difference	% Change
Mechanics Bank-Operating	\$66,270.66	Income	\$92,504.34	\$79,864.41	\$12,639.93	9%
Mech. – Laundry	\$21,136.80	Expense	\$76,918.74	\$75,663.86	\$1,254.88	-6%
Mech. – Dues	\$25,935.27	Net Income	\$11,963.15	-\$10,549.90	\$22,513.05	27%
Mech. – Emergency Reserves	\$81,801.92					
Mech. – CIM Reserves	\$5,531.26					

I am happy to report that looking at the budget the board approved this last year, we are actually at about 50% of our budget with everything we have going on with revenue and expenses. The year to date from January to June, around \$158,000 this year versus the \$142,000 last year which is about \$16,000 more this year. Right now, we have about \$165,000 more than last year in our checking and savings account and \$83,000 more than we had in June last month, so we seem to be doing well this summer. At the recommendation of the bookkeeper, I am going to make the motion to move \$20,000 into the Emergency Reserves account so we can continue building that up.

Collections – Tom Barcellos

Currently the open invoices we have total to \$74,987.00 that are due as of June 30th. That is everything that is currently due for the due's accounts. Some of those have been paid in advance and have been paid since the end of June but they will not be recorded until next meeting since they were paid in July.

Of the \$75,000 that is currently due, \$1,538 of that comes from the 3 shares that are currently going through the foreclosure process and make up the outstanding amount we need to watch for.

The bulk of the payments that are coming in have been a mix of credit card payments and checks. Things seem to be going well though and the office staff has been doing a great job staying on top of it.

Management – Darin Batty

Not a whole lot to report on but I have been here for the past two weeks and virtually every day I have had someone stop to tell me what a wonderful job the staff has been doing! The employees and the staff have been working so hard, especially since now we are so busy, and they have been really on top of it.

Second thing is which everyone should know by now but might not know, Kim is back working night's part time with us here at the park which has been great as well and will continue to do so through summer.

Park Use – Charles Nunes

Last year in June of 2022 we had 80.33% park use and the revenue came in at \$129,458.31. In June of 2023 which would be June 1st to June 30th, we had 80.9% park use which was really close and just about the same as last year. We had \$175,046.85 in revenue which is an increase of \$45,588.54 over the last year. So even though the occupancy was around the same, we seem to be making more revenue this year than last year.

I spoke with the park staff this morning and we were fully booked for the 4th of July, and we are looking really good for the coming month. According to the staff, we are fully booked for the next 2 weekends at this time and almost full the 2 weekends after that. During the week, we seem to have some spaces available, but we are still pretty full in the park. And we have had a mix of non-members as well as members that have been staying in the park, which does help with the revenue.

Correspondence / Public Relations – Mark Schieber

I pretty much continue to hear the same things from people through the guest surveys which is they wish the spaces were bigger and not so close in proximity to their neighbors. I also get a lot of positive comments in regard to the staff and how great a job they are doing in the park.

For the most part, we seem to be getting 90% excellent, very good, and good responses and only a small percentage of okay responses. So, it seems the people have spoken, and they are enjoying the park and the great job the staff is doing.

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

Park Maintenance – Don Smith

As many of you probably know, Doug has retired as our night maintenance guy and Kim has been gracious enough to come back and work here part time some nights a week as a secondary job to help out in the afternoons and the evenings. It has been really nice to have someone back who has experience and knows how to do the job especially when backing in the rigs and jumping on the forklift in order to park some of these rigs in the spots. It makes everything a little safer and little easier for everyone.

The sinks in the restrooms are finally being repaired and replaced. The sink in the women's restroom has already been replaced and the one in the men's restroom is due to be replaced sometime next week.

The north pool gate door handle shattered yesterday and so we went ahead and replaced the handle on the gate. Just for future use, if you pull down too hard on the handles, they will break right off so if everyone can be a little more careful with the handles and make sure to open them gently it would be appreciated. The pool light is hanging out at the moment, but it is a sealed component which makes it not a hazard and safe until it is fixed, but the guys are working on that right now and should have it fixed by the end of this weekend. The BBQs were installed and are working great and looking great!

Luke is still working on repairing the pavement out in the park and so you will probably see him with the hammer and the patchwork to repair the road. Once we have the funds in order to redo the pavement, we will go through the park and grind it up and redo the entire park. It is something we will probably start to look at next year. We will have to go out and get bids on asphalt and possibly concrete as well. Until then, maintenance will continue to do the patchwork they have been doing for the past couple of months.

Reply from Darin Batty – I would like to just make a comment on the asphalt because one it is very expensive and two the state of California is changing the chemical compound of the asphalt and it is now not as long lasting as it should be. I think we need to think about that and also look into the possibility of pouring concrete instead.

Reply from Charlie Weeks – Old asphalt is wonderful, but it had chemicals in it that the state of California didn't like and did not want to be used. It has issues with water going through it and it starts to break the asphalt apart and we get into the place we are in now with the road slowly starting to fall apart. It is going to take some time to get a reserve up and be able to get the money together in order to replace it in a way that we don't have to worry about it falling apart and it will be quite expensive. So, we will not be discussing it until next year when we are closer to our goal of funds.

Reply from Tom Barcellos – Also a quick note on the asphalt and the concrete is we do have to pay property taxes on the concrete and not on the asphalt. So that will be a consideration we will explore when deciding on the material we will use to repair the roads while taking into consideration the value and longevity.

Comment from Art Meade (Locker 562) – Is there any way we can do something about the water getting hot in the bathrooms?

Reply from Don Smith – Everything is fine with the equipment in the restrooms. It does take some time for the water to warm up because it is connected to tankless water heaters, and they take a couple minutes to warm up.

Comment from Joelyn Lutz (Locker 369) – Something that we can possibly take into consideration because I use the restrooms every morning, people are slob and women seem to be immensely dirty. Is there any way that the maintenance guys can sweep through in the morning to take a broom to the floor and to restock the paper towels and toilet paper?

Reply from Charles Nunes – I would appreciate it if the people who go into the facilities would clean up after themselves as well. We can send maintenance into the facilities in order to clean them, but the facilities will get dirty within minutes of them cleaning them up. We all just need to take a little consideration for the facilities and the job they are trying to do because we all do it at home and we should really be doing it here too.

Comment from Nancy Houck (Locker 497) – I've noticed that within this building with the backsplash and even on the outside of the building things are starting to crack and I was wondering if we are going to start addressing those issues?

Reply from Darin Batty – Yes, we have noticed that, and it seems to have even gotten a little worse in the last week. It is definitely something we are going to look at and try to reach out to the builder to see what we can get fixed.

Rules and Regulations – John Watkins

Everything is looking good, and everybody seems to be working together to keep the site clean and follow the rules in the park. I think we have eliminated a lot of rules and we may even be eliminating more as time goes on.

Comment from Charles Nunes – I have noticed the staff have been catching people speeding for the past couple of weeks. Everyone needs to make sure they are exceeding the 5 miles per hour speed limit posted in the park.

Comment from Darin Batty – And one big thing I have been noticing while is more of a safety issue and an important safety at that: young children driving golf carts around the park. This is something we should not be allowing our children to do. Please do not allow your children to drive golf carts and if you see it happening, please let the office or staff know so they can make sure to stop the behavior.

Manager's Report – Aaron Cartwright

Just want to thank Frank & Terri Polehonki for the amazing party they threw two weeks ago in order to celebrate her birthday and their wedding anniversary. It was a wonderful time and so much fun, and it brought a lot of people into the park to stay for the weekend in order to attend the party. They are some of the most giving people I know and made sure to give away gifts to people and also had live music and karaoke. That leads into also a lot of other people throughout the park have been having a lot of fun with parties and get-togethers in the last couple of weeks. There were a couple over the 4th of July holiday, and we had a lot of socializing which is great to see!

Something that was really fun to see for me was having Lori Couto in the park with her food truck for the 4th of July. She had a great time, and it was very successful weekend selling ice cream, hot dogs and linguica sandwiches. She would like to try it again and I think it would be great for us as a business because we as a business made \$500 from her being here. We gave up some employee parking which only miffed Abigail a little, but Jenn and I don't have a car, so it didn't really affect us too much and we were able to accommodate Abigail in order to make it work. We are going to invite her back for snowbird day and Labor Day weekend and we are hoping this will work out again very well for everyone.

And on the note of snowbird day, snowbird day is coming up on August 1st. We are going to do the same thing as before where we are going to have everyone line up the morning of between 6:30am and 7:00am in order to turn their applications in. We do not need anyone to stay overnight in order to get the first spot in line because as long as you are in line by 7am, you will be able to turn your application in and be in group 1A.

Also, August 1st is the day that if your membership dues are not paid as members you will be assessed a late fee and lose your privileges in the park which means if you have reservations coming up and you do not pay in a reasonable amount of time, we will cancel them and if you are a monthly or a snowbird then we will ask you to pay in a reasonable amount of time or start the process of having you leave.

It is our busy season and we are definitely keeping busy with our work and with projects that are needing to be completed so if there is something you see that is going on that needs our attention, please do not hesitate to call into the office or come into the office so we may address the issue; it is a big park to cover for a small staff and we don't always see everything.

Comment from Jodi Garges (Locker 602) – If there is an event going on in the park, are we able to come to the office and have the office make a flier for us?

Reply from Aaron Cartwright – Yes, we pay for a service that makes fliers and actually makes the job really easy so please just come and ask us and we would be happy to make it for you in a reasonable amount of time.

Comment from Brenda Critzer (Locker 166) – You have made the transition in this park so easy and really made things positive. You are always very gracious and understanding even with dealing with multiple personalities.

Reply from Charlie Weeks – I agree. He has really stepped into the manager role and the staff has been great as well.

Reportable Actions – Denise Gagliardi (Absent) – Charlie Weeks

None.

Old Business

1. Cable/Internet – Spectrum – Don Smith

Spectrum has been very slow in their response time and getting back to me with contract options. I finally was able to get through to the two people that handle our account and they are supposed to be getting back to me with options for 1-, 3- & 5-year contracts and pricing. In the meantime, I am going to start reaching out to other companies as well because we not stuck with Spectrum since we no longer have a contract with them. We are going to try to reach out to DirectTV & Dish because it is my understanding that the park across the street also uses their services and has way more success with them. Obviously once we get into a contract with a company, our expenses will go down and that's really what we are focused on is making sure we get quality service and cut costs where we can. If we were to sign an agreement or contract that would be longer than a year, we would need to reach out to the membership and get approval in order to move forward with it, so I am hoping to get the information sooner rather than later.

Comment from Monika Harris (Locker 350) – We just switched to AT&T and we have no issues with it whatsoever. Spectrum is just not good even if you get your own service outside of the park's service. They just aren't a good company!

Reply from Don Smith – That is correct, which is why we are reaching out to different companies. If they are a service provider in this area, then they should be able to service the park so that is the plan going forward.

New Business

1. Assembly Bill 1472 – John Watkins

The only thing I really know is that it is a bill that is going to the Senate this week. I don't know a whole lot of details about the bill but there is someone here who does know a lot more about it and that is John Mackenzie who is currently here for the Board Meeting.

Comment from Jon Mackenzie (Locker 856) – I am a board member for CalOHA, and we are an organization that represents over 250 parks in the area including Holiday RV Park. I am part of a team of people who are trying to make sure this bill does not pass. The bill makes it where parks will be prohibited from having guests leave and reregister in order to avoid becoming tenants. It also states that anybody who is in the park will only be allowed to stay for 9 months and they will then be asked to leave for a minimum of 3 months. It was supposed to be voted on for two weeks but was delayed and pushed back to this week coming up. The bill is going to be voted on Tuesday morning and we currently have lobbyist in place to work on it and we feel confident it will not pass because there doesn't seem to be enough support for it to pass. This is statewide bill that will affect all RV parks in the state of California, not just those in the district.

Reply from Charlie Weeks – If the bill was to pass it would definitely have consequences on the snowbirds and monthlies that are currently staying in the park long term and it could definitely possibly affect the park as a whole.

Comment from Debra McCorkle (Locker 578) – So how does this affect the snowbirds and monthlies now? Are we just waiting to see what happens with the bill?

Reply from Tom Barcellos – Even if it passes, it will take at least a year before it goes into effect so as of right now, we aren't going to change anything. They will listen to the constituents more than they will listen to the organizations and parks.

Reply from Darin Batty – The only thing you can do right now is reach out to your local assemblyman. Write to them or call their offices because this is happening this Tuesday so best thing to actually do it call the offices to let them know how you feel.

Reply from John Watkins – The board doesn't feel at this time it is something we need to worry about, but it is something we need to be aware of and definitely follow to see what the outcome will be, so we know what to do going forward. We don't feel like it is something that will pass but we know we have at least a year to figure it out because even if it passes like others have said it won't go into effect for at least a year.

2. Transfer Operating Account Funds to CIM – Charlie Weeks

Discussed during Financial Report.

3. Picnic Table Replacement – Aaron Cartwright

Problem number one is that there are not enough picnic tables to go around to all of the sites in the park so normally if someone needs one then we have to end up stealing one from someone else's site. I don't think that is a long-term solution and I believe every single site should have a table dedicated to that site and if someone does not want one, we can store it in the back until they check out of the site and then put it back. The second issue I then ran into is the current tables we have in the park are not esthetically pleasing and I had a pretty poor experience with one last month. There was a guest that needed a table and because of how heavy they were, Jose asked me to help him move it from another site into this guest's site. When we put it on its side in order to put it on the hand truck, out poured dirty and rusty rainwater and a bunch of bugs came crawling out of the table.

So, that brings me to the options we have as far as replacing the tables and starting to build up to having tables in each one of the sites. I really like the tables the beach club purchased for the park a couple of years ago which are the lifetime table. It would be less work for the maintenance guys to do and less materials to purchase in order to repair and fix the current tables we have. These ones are also foldable and much lighter. The one I have been eyeing is a Lifetime table from Costco and is about \$270 per table but one negative thing is frequently goes out of stock and can only be purchased at Costco. But there are other options out there that vary in price from Lifetime since that seems to be the best brand to go with. It is a plastic top but has a wood grain finish. We can also order from U-Line because we have an account with them so we can just order anytime we want and buy them in bulk.

If the board is in favor of replacing the tables, I think we could come up with a plan where we maybe replace so many units per quarter since we don't have it in the budget to do a large purchase right now and this really isn't an emergency at this time.

Reply from John Watkins – I had the discussion with Aaron the other day and I suggested doing about 15 units a quarter since they are \$300 per unit.

Reply from Tom Barcellos – Just a thought, a folding table is a folding table, and it has divots on it and the way it gets moved around in the park and people also disrespecting them by jumping on them and other actions, how long are they really going to last? This would be my concern and I don't know if these ones in the front are also folding tables or how often they are used but that would be a concern.

Reply from Aaron Cartwright – Yes, the ones up in the front are also folding tables and they are used on a regular basis and seem to be holding together pretty well. The powder coat that is on them is fading away but that is going to happen with any table we put in the outside elements.

Comment from Tom Barcellos – Another thought is if we are going to go ahead and buy in bulk every quarter, we may also want to look at Home Depot and Costco online because normally they will have some sort of payment program or if we have an account with them, we can purchase them and pay them off over time. Also, if we purchased them from Lifetime directly, we would receive a discount on a pallet delivery.

Reply from Aaron Cartwright – Yes that was another one of the options I had done research on because we have an account with them and can order and pay overtime.

Comment from Charlie Weeks – How many tables do you think we would need total?

Reply from Aaron Cartwright – We would need at least 100 tables because there are some monthlies and snowbirds who have their own tables and opt not to use the tables we provide in the park.

Comment from Charlie Weeks – I think we will table this for now and have Aaron do a little more research and find out what is the best value and the best kind of table to get. We need to make sure they will be safe from fire hazards and also from the elements and weather conditions. Once we have more information we can move forward with a decision.

4. Snowbirds/Monthly Agreements – John Watkins

There has been some discussion about the legitimacy of the snowbirds and the monthlies. In the CC&Rs there is nothing that talks about the snowbirds and monthlies because it was the board that created them as a way to help with the income in the park and sustain the park. In the last six years that we have had the snowbirds and monthlies, we have been able to generate \$3,073,167.43 in income from them. Last year, we generated \$553,061.31 alone from the monthlies and snowbirds. While there is a gray area on the snowbirds and monthlies, John Pentecost, who is our lawyer for the park was spent a lot of time looking over the agreements and making sure that everything was legal in every way that they knew. When COVID was shutting down all the parks around us, the county and city allowed us to stay open because of the fact that we were an occupancy park and had the snowbirds and monthlies here to be able to help with the income we could not generate because people were unable to travel.

Comment from Brenda Critzer (Locker 166) – When the county came around and was telling all the RV parks to shut down, they asked us if we had 65% occupancy and of that 65% were the occupants self-contained. The answer to that question was yes and so they allowed us to have 20% more occupancy in our park for essential workers who had to travel and needed places to stay. It is not an issue of residency because everyone who stays in the park long-term holds a different address other than Holiday RV Park. I don't understand why the snowbirds and monthlies are being questioned because we occupy spaces which keep our occupancy numbers up and we sustain the park by having a constant flow of income during the quiet times.

Reply from Tom Barcellos – I would like to add to it and state the CC&Rs do not include anything in regard to the Snowbird or Monthlies and it was the way we decided to operate the business to have extra income.

Reply from Don Smith – Also, we are not saying that we are deciding to eliminate them today. I think this was a discussion that is being had and I believe Mark should probably speak on it because a lot of people on this board are 100% on board with keeping things as are but Mark had questions about the contracts and also monthlies and snowbirds in general.

Reply from Mark Schieber – I don't want this to be a beat-up Mark thing because my compadres are not being 100% accurate to the discussions we have been having and their positions on the subject. I sent an email out last week that said, "to be clear, I am not suggesting that we eliminate anyone". My position is with the AB-1472 bill going on right now, it is going to get rid about the residency in our park. The only thing I had suggested was that we go to a single class reservation system and remove the contract aspect of this. In time, residency within the park will become an issue so I was encouraging the board to look at the option. We are in violation of certain stay and city codes and all I have ever asked anyone to do is to ask them if we are complying and no one is willing to do that, and I am not sure why because if we get the green light then we are covered and if we don't then we need to get it fixed so we are. But at no point have I ever said anyone needs to evacuate, be asked to leave, move, or get out.

Reply from Charlie Weeks – I think part of the reason this has come up is because of the AB-1472 bill that has come to light. We looked at this in a responsible management way and we wanted to look at some options in case this bill was to pass. We didn't want this bill to pass and have it cripple the park and hurt the park. I have never been part of a conversation with anyone on this board stating that any one person wanted to eliminate the people. There was only a discussion about how we can eliminate the contract portion of it and keep having people stay as snowbirds and monthlies. We want to make it where we can still collect the money and we can still make sure everyone enjoys the park and enjoys being here long term but make it into a reservation instead of a contract. The only plus side to having contracts is the park is guaranteed money during that time period but from what I have experienced in the past is if anyone asks to be let out of their contract because of certain reasons, they have been let out without being financially responsible and the park then has to absorb those costs. Why would we want to poke the bear? If we bring this up it may raise flags, but it also may allow us to have a leg to stand on should this become a problem. It could also go the other way and all of a sudden, we have the city of Pismo Beach and county of SLO looking at our park and they will start reacting negatively to us poking the bear. But what I don't want to do is stand by and have no options if this bill ends up going through. It is something we are having conversations about, and I am glad we are having conversations in a public forum so everyone is able to express their concerns and we can come up with options that will work for everyone. I also want to address the rumors that Brenda has brought up that are going around that the board has an agenda and I want to say I can guarantee on the boards side we have had no conversations of us having an agenda to get rid of the snowbirds or the monthlies and we are not promoting that at all from the boards side of things.

Comment from Brenda Critzer (Locker 166) – I would like to respond to that. In April or May, you had mentioned eliminating the titles of monthlies and snowbirds. Did that apply to the AB-1472 bill then because I don't remember hearing anything on that bill then.

Reply from Charlie Weeks – We may have discussed it as we are now, but I did not have an agenda at that time to make any changes. I was just trying to have an open forum and discussion with everyone in regard to making possible changes.

Reply from Brenda Critzer (Locker 166) – I agree with the fact that there needs to be a plan in place because we are still paying the principle on these beautiful buildings that we just built. But we keep hearing all of these conversations about adjusting in the park and I guess I am just trying to figure out what we are trying to adjust because everything is working, and we are making money enough to have reserves going and we are paying back the loans; we just had a glowing report on the financials unless we aren't reading the financials correctly. I don't understand if everything is working why we would want to change things unless the bill actually makes us change things and it hasn't even passed yet. I believe discussions can be had to come up with ideas for what to do in case it does pass but to put anything in motion is silly since we do operate a profitable park the way it is.

Comment from John Watkins – I am a snowbird and my concern is I would save a lot of money if I were to just pull my rig in and out of the park, but I choose to pay \$740 a month whether I am here or not. The other thing I haven't heard is what we would charge if we went to just a view like Mark said which is to just pull in and rent a spot. I could use my time and then start paying. The monthlies have all sold down to one share because they only needed one share in order to be a monthly and are unable to use their free time while being a monthly in the park. How is it fair to them that they will only have 42 days and then have to start paying a nightly rate which will increase every year? My concern is pretty soon we aren't going to have anyone in the park and what will that do to us financially?

Reply from Charles Nunes – I also feel the share values will plummet as well because the dues and the rates would need to go up in order to compensate for the money loss we would have with the long-term people moving out of the park and we would need the park to sustain with inflation every year.

Comment from Monika Harris (Locker 350) – And the budget is going to need to be spot on because you can't spend more than you are making.

Reply from John Watkins – That is correct. The budget presented this year was spot on and we are at 50% of the budget just like we planned on with being 6 months into the year. How are we going to develop a budget next year because if we get rid of the long-term we won't know what the income will be and it is going to make it chaos for the office to have to worry about things like their spending and making sure they get people in to make money that will hopefully cover the daily expenses.

Reply from Tom Barcellos – I would like to point something out here as well. When we were starting with the architect on this project to redo the facilities, everything had to go through the city and the county so they know exactly what is going on because it is their job to know what is going on. When there were issues with the plumbing out here and the water system, we had clay pipe in the ground which they didn't like too much. Basically, we were supposed to pull all the clay pipe out and replace all of it but instead they only worried about what was under the new facilities and let us replace only that section. If we make these changes in the park, we pay a certain amount in the bedroom tax that the taxes will go down but that will also alert the city because now they aren't making money off of us. The city doesn't want to mess with us because we make them money and give them money off of the people staying in our park. They don't call us to ask questions because as long as they get the money they are happy with us. You let sleeping dogs lie and you don't poke the bear and leave everything alone and as is.

Comment from Domingos Silva (Locker 160) – Aaron I have a question for you in regard to this matter. Mark made a comment about squatters being able to stay in our park long-term and we can't force them to leave and I am wondering if I come in off the street and I am going to make a reservation for 6 days and I pay for those 6 days, do I sign some kind of contract or agreement? I mean when those 6 days end, by law you have to get them out of the park, correct? I don't understand why Mark is saying that person can continue staying if we don't have a reservation or agreement that they can extend their time in the park.

Reply from Aaron Cartwright – It depends greatly on what legislators do. The intention and spirit of the law they are trying to pass is for folks that are trying to live out of their RV especially in Southern and Northern California will not be expected to leave every couple of weeks or months in order for the business to prevent any guest from becoming a resident in their park. This law is trying to deter that from happening and is more protecting the people that are trying to live out of their RVs unless our policy says otherwise. The current occupancy law states you can pay the business for a site and stay at that site for as long as allowed as long as you are following the rules and paying for the site. I was explaining this to Mark that if somebody is on the up and up and they didn't want to pay for a 3 month stay, there are about 5 conditions in which I could ask them to leave after a certain point. If it under a certain point, it's a lot less such as have you paid us, are you being a nuisance or threat to anyone I can immediately ask you to leave. Otherwise, it is very delicate and makes it harder the longer they stay in the park; the amount of time they stay in the park decides how we handle the situations.

Reply from Darin Batty – This bill was originally written for one park in a certain county and the state decided we are going to mess things up and start applying it to everyone. We really just need to see where it falls and where it lands before we start making any drastic changes in the park. I don't think we need to throw the baby out with the bath water just yet. I understand planning ahead but there are too many unanswered questions that we need to wait to see if they are answered before making a decision.

Reply from Charlie Weeks – I think it is something we keep on the agenda and continue to talk about as things unfold in the next month. It is something I feel we do need to keep an eye on and need to pay attention to it so we don't have anything occur that we are unprepared for. I don't think this is something that will kill the park but I believe it is something that could cripple the park if it did go in the state's favor. We need to have open minds and keep this in the back of minds so we aren't scrambling to figure out what to do.

Comment from Debra McCorkle (Locker 126) – Don't we have an attorney that can check on these types of things for us? And how would it affect us if we were monthlies and snowbirds? Does the bill only affect houses and apartments?

Reply from Aaron Cartwright – This bill is strictly for RV Parks. I am not sure exactly how the bill is going to directly affect us as a park but something we do as a business for the last couple of years if we have all long-term guests sign a storage agreement that states we will store someone's trailer for two days for the purposes of them not becoming a resident in our park. If we continued to have anyone do that, we would be fined \$500 if this bill were to pass and as the law is written currently. We used to move trailers within the park as well and the storage agreement was a way to make it convenient for the business and the tenants but now they are saying anything like that is creating a violation which we could be fined for.

Reply from John Mackenzie (Locker 856) – I believe our attorney is the one who came up with the storage agreement in order for us to stay legal with the current law. He works with many different parks in the area and knows exactly what he is doing. We aren't doing anything wrong currently based on the current laws but if the laws change then we are going to have to change with them.

Comment from Mark Schieber – Just to be clear, I have listened to all of the board members over the years and we all seem to have this idea of how this is supposed to go and we based that off of the attorney saying this and the state being cool with everything and not bothering us. The only thing I have ever asked of the board is for us to verify the information because they CC&Rs clearly state we are not a residents park; the same CC&Rs that 875 shareholders agreed to. We're creating subcontracts within our business. All I have ever asked is if we are so correct and verified in what we are doing, let's get documentation from the city, county and state that says we are okay. And that is all I have ever said to do. And I never said to get rid of anybody and extended stays all together. I have only said to get rid of the contracts and find a way to still have a rate in which people can have extended stays in the park instead of locking people into contracts and possibly causing the park to have issues that we don't need. I don't need anyone to twist my words and try to put words in my mouth that I didn't say. I simply am saying let's get right and be done with this subject and get things corrected.

Reply from Charles Nunes – The attorney has already taken care of that Mark and has made sure we are currently doing things correctly and within the guidelines of the county, state and city.

Reply from Mark Schieber – Okay if we are correct and verified, then we have done our due diligence and we can be done with this subject and move onto the next hurdle we need to cover. All I needed was to know we were taking the correct steps and doing what needed to be done so we didn't get in trouble.

Comment from Jon Mackenzie (Locker 856) – I thought at one point when Mary Halberg and I were on the board that she had gone and asked the county some questions about occupancy.

Reply from Mary Halberg (Locker 470) – No that was a different issue that you and Terry Redwine wanted me to look into. You and Terry wanted me to talk to the county about opening the pool up in the mornings but not letting guests use it. The city controller said they would never look into our park but that we couldn't do that because it was discrimination so it was either opened to everyone or no one. But he said because we are a privately owned park they would never look into our park.

Comment from Joelyn Lutz (Locker 369) – I would like to make a suggestion that maybe we have the park's attorney come and talk to the membership or attend a board meeting so he could answer some of the questions we have on this law and how it will affect the membership as well as maybe talk to the board in order to give some guidance on the direction the board should go.

Reply from Charlie Weeks – We are currently not in the process of making any changes on it. This was just a chance to have an open discussion on what the board has been talking about and to come up with some options in case the bill actually passes and we have to start taking action. It was just informational for everyone and a way to see what others feel but also make sure they are aware of changes that could be happening so they can also prepare themselves. This is the reason Jon is standing here now helping with information and Aaron has a wealth of information as well as many of the board members have also started gathering information as well. We have already discussed this with the lawyer and if things progress we will continue to have conversations with him. The lawyer is on our side and is making sure to keep himself informed on everything that is happening so he can be prepared as well for what may come. This was a good conversation and I am glad everyone was able to express their feelings and share information with each other.

Comment from John Watkins – So just to be clear so we are all on the same page and everyone can hear it from us, this snowbird season is going to go just as normal and we are going to have everyone apply on August 1st and we will have everyone sign their contracts if they are approved, correct? Do we need to make a motion on that or are we just going to continue with how things have been?

Reply from Charlie Weeks – Nothing has changed at this time and we are going to run business as normal so there is no reason to make a motion on anything. Once we know the outcome of the vote on Tuesday, we can start planning for changes that may happen next year after the snowbird season if needed.

Reply from Darin Batty – That is correct. No changes at this time, everything will stay as it is.

Comment from Charlie Weeks – I just want to say thank you again to Jon for coming to the meeting and answering questions as well as giving information to everyone.

Member's Comments

Andrea Gregory (Locker 718) – I know that Aaron goes around and looks at all the sites but I have noticed a very large amount of weeds in the sites around the park. Is that something you look at when you go around and look at the sites because they are really high and not like they are little bitty weeds? Is that part of the letter that is sent out to the space owners?

Reply from Aaron Cartwright – Pretty much anytime in the park's history that I've ever done it or previous managers have done it, it's always weeds or little cobwebs and it is anytime I would look. So, with a lot of these people, it would mean I would be issuing a notice every month which would make it where people would need to make a special trip over to the park just to pull their weeds. As a business practice we have decided to do it a couple times a year where I will reach out and ask people to pull their weeds and clean up any cobwebs in their sites.

Comment from Andrea Gregory – Okay because it doesn't look like the pulling is happening. It is definitely an aesthetics thing and can go a long way with making our park not look clean or aesthetically pleasing. I can imagine people would not want to come into a park where it looks like things are not being taken care of because there are weeds everywhere in the sites and around the park.

Reply from Aaron Cartwright – In a lot of cases it has, but I can also tell the difference between when it has been pulled and when new weeds are coming in. It is a constant chore that needs to be done and that each member is responsible for in their site. I can do site checks and they have pulled them but then when I check again in a couple months I have to remind them again to do it again. We also run into the problem where some campers believe maintenance should be cleaning all of the sites and the park has their own position that believes the camper should be doing it. We understand if someone has a health issue in which they cannot come over to pull the weeds or they are unable to do the task and we are willing to work with those people in order to have maintenance pull some weeds when time allows.

Reply from Charlie Weeks – We will keep an eye on it and make sure when time allows the maintenance guys will focus on the sites that are not long-term and have them clean those up to make sure they are well kept.

Comment from Brenda Critzer (Locker 166) – As a neighbor, I know that both Dale and I have pulled other people's weeds because they aren't there as often and we want to help the maintenance out during the summer because this staff is busy during the summertime and doesn't have time always to clean sites up. Weeds are growing like crazy this year because we got so much rain and it really just fertilized it so much so maybe we can just help out as well since maintenance is so busy during the summer.

Kim Reimer (Locker 328) – I have a question regarding how we have been doing since the snowbirds were cut back a month in our contract this last season by ending the snowbird season in April instead of in May. How did we do financially in May? Did we do good in May by cutting that time out or do we need to add the month back in so we make up the income?

Reply from Darin Batty – We have about a \$12,500 increase this year over last year by making the snowbird season shorter. It equals out to a 9% increase in revenue so we don't see a reason to go back to having the snowbird season be 8 months again instead of 7 months.

Reply from Kim Reimer (Locker 328) – That's great to hear. The rumor mill in the park was just going so in order to put a stop to the rumors I thought I would ask the source instead. The rumor was that owners were using their free time in the park in May which meant we didn't make as much money as in past years.

Reply from Tom Barcellos – The reason for the change was because schools were closing so much earlier and we were seeing an increase in calls for people requesting to come in sooner. So, we decided to shorten the snowbird season so those that didn't want to use their time over summer would leave the park and it would open up more spaces for other members and the general public to come in. It has definitely worked out and benefited the park.

Meredith Oates (Locker 091) – My comment is in regard to the refrigerator here in the clubhouse and the ice maker. I noticed there isn't anything to get the ice out of the bucket. People are putting their hands in the bucket to get the ice out and that just isn't healthy. There is no scoop or anything so I think we should just bring back the old ice machine like we used to have.

Reply from Charlie Weeks – I looked at that with you this morning and I agree we need to have a scoop or something in for the public to use instead of people just reaching into the bucket with their hands. I am going to ask Aaron to take a look at that.

Reply from Aaron Cartwright – I can say if we do get a scoop for the ice, we cannot leave it in the freezer because otherwise the health department will come in and give us a fine. But I can definitely look into some options of having a scoop on the outside of the refrigerator or some options for ice distribution.

Albert Polehonki (Locker 152) – When we first started coming here a couple years ago, I noticed there used to be an AED Machine on the side of the bathrooms and buildings for heart attacks and stuff like that. Do we still have one of those in the office or in the park at all?

Reply from Aaron Cartwright – We do still have some available but the lifetime on the battery is not so good so it is definitely something we need to probably get replaced.

Reply from Albert Polehonki (Locker 152) – Okay because I am retired from the Police Department and it is one of the things we were actually trained on; they are very simple to operate and it could really save someone's life if it was available. It does give you enough time in case someone does have an issue with their heart so you are able to get the Fire Department or Ambulance here. The training is pretty easy and I am sure the Fire Department would be more than happy to come out and do some training with everyone as well.

Reply from Darin Batty – Aaron and I were actually discussing that the last couple of days. We want to change out the old systems we currently have and replace them with the new up to date systems. We are going to reach out to the vendors and get different pricing and availability so we can get them replaced sooner rather than later.

Mary Jo Sawyer (Locker 531) – I have a question for Aaron; when you give out the rules and regulations to the people that are coming in, is there a list of dog rules that also can be given out as well? I noticed over the 4th of July holiday there were a lot of people with their dogs in the park and they were leaving them outside unattended, barking constantly overnight and not picking up after them and I noticed also in the dog run people will let their dogs go to the bathroom and then just leave it in there for someone else to clean up.

Reply from Aaron Cartwright – It is tricky because we have a limited amount of room on our check in packets but there is a section that specifically states the rules in regard to pets. In the brochure, there is a section for general rules such as the quiet hours and then right below those is an entire section of pet rules so when we check them in we make sure to turn that exact page and point them out to them.

Nancy Houck (Locker 063) – Just a comment, with the new reservation guidelines going from 3 months to 6 months, how does that seem to be going?

Reply from Aaron Cartwright – It has been largely positive with the membership actually.

Comment from Nancy Houck (Locker 063) – So, you guys are able to predict with the holidays coming up and everything how full we will be and what it looks like booking wise?

Reply from Aaron Cartwright – Yes, we are actually getting members calling in for end of the year which makes us already a quarter of the way full and we are also getting general public customers asking about September now which we are able to book and we aren't having to tell them they need to call back. It is definitely more productive and the quiet times where we used to have to tell people to call back we are actually able to book them and so we are seeing that change in the park being fuller in the September and October months now.

Board Member's Comments

None.

Meeting adjourned at 10:45am.

Respectfully Submitted,

Denise Gagliardi

Board of Directors – Secretary

Cc

Jennifer Del Monte

Senior Reservation Agent

Guest Survey Comments from June 2023

- Would love to stay there more often, but prices are a little expensive. It's easier for me to go and camp at Lopez Lake for two days compared to your one day. This is my favorite place, thank you for everything.
- Had a wonderful stay. Your remodeling efforts were top notch. Everything looks fresh and clean. Office staff and around the park staff were great. Thumbs up all around.
- Spaces WAY TOO CLOSE. Felt too confined.
- Spot right next to the clubhouse has a light that shines right on our trailer all night long and the noise coming from the electrical closet was constant all night. Not the quietest night.
- Can you please consider visitor to park in employee parking when not in use!
- Keep up the good work. We love this place.
- Our stay is always great; however, it would be so nice to have visitor parking.
- Sites are too small.
- We are first-time RVers and had no idea what we were doing. Mike helped us set up and takedown and was amazing! He is a gift and should get a raise!
- Parking: not enough or wide enough to fit the trailer and truck.
- The park is way too crowded for my liking and the 700s space we stayed in had a lot of traffic noise.
- Thank you for letting us stay at a moments notice! Appreciate it and the walk to the beach was amazing! We enjoyed everything!
- It is obvious that you have several permanent trailers in the park, it would make more sense if they were all together instead of throughout the park. We were sandwiched between 2 of these units. It made for a very tight and really unpleasant appearance.
- Everyone was great as they always are. Very helpful in every way possible. Thanks Danny.
- The pleasant and professional demeanor of Jennifer, Abigail and Aaron along with Luke's help too always bring me back to my home away from home. Maybe someday I'll have a few shares. Thank you everyone from Michael Hollihan and family for everything.
- Easy in and out, great location, friendly people; loved our stay.
- The sites are way too small. There is barely any room between trailers.
- Love this place.
- Hospitality is great and staff is very friendly.
- As usual, the parking could be better. Mining more room, thanks.
- Other than the fact that the spaces are too close and perpendicular so it is a bit difficult to get into, we enjoyed being close to the car show in Pismo.
- Office and maintenance staff is very professional and helpful. They helped me with my set up as well as my departure.
- Keep up the good work!!
- Your parking stalls are too close together and insufficient slant to back in.
- Telling a customer that the paper they signed told them that there was no guarantee that they would be able to park their vehicle does not suffice. There is always an expectation that if you are pulling a trailer that you will have space to work to park your tow vehicle.
- I have stayed at the park many times. As a member it was nice to see the pool open again, the great work done to the restrooms along with the laundry room. The front office was great to work with along with the interaction with park maintenance. It was also very nice that the second reservations were both located very close to one another. Thank you and will see you guys again soon!

All Motions

Darin Batty made a motion to approve the minutes of the June 2023 meeting, seconded by John Watkins.

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

Darin Batty made a motion to approve paying the bills and payroll, seconded by Don Smith.

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

John Watkins made a motion to move \$20,000.00 from operating account to CIM account, seconded by Charles Nunes.

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

Charles Nunes made a motion to adjourn to executive session, seconded by John Watkins.

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