



Board of Directors

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

Members Present – 20

Meeting called to order at 9:04 am by Charlie 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

Park Accounts	Balance (9/31/23)	Monthly Comparison	September 2023	September 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					

Everything is looking great! We have had a very good September and October is not looking too bad either. We can move a small amount into our CIM account again this month, but we will start to see that as the winter months approach, we will see smaller deposits than we have been seeing and it will be more difficult to move the money around. I am happy we can move at least something this month though!

Collections – Tom Barcellos

Just a quick note, I would like to point out there is a line item on the P&L that says other expenses and it is referring to the \$2,000 we currently have tied up for the process of the foreclosures we are currently processing. The total amount once we finish the foreclosures and auction them off will be reimbursed prior to paying the beneficiaries of the auctioned shares.

As far as collections goes, we are continuing to get better every month with us only having an outstanding balance of about \$1,591 from the three shares we are currently foreclosing on with one of those shares being tied up in a personal bankruptcy case, so it is currently on hold, but we are moving forward with the other two. We have an outstanding balance of about \$1,200 from our July 2023 dues that we will hopefully get caught up on the balance shortly. Staff has done an excellent job of staying on top of it and continue to try to get it collected so we really appreciate the work they are doing!

Management – Darin Batty

There is not much to report from a management standpoint this month as everything continues to run smoothly! Just want to thank the staff again for all their hard work they continue to do! Aaron is going to report on some changes happening in the office this month!

Reply from Aaron Cartwright – Between this last meeting and today, Abigail has moved on to different employment and decided to go down a completely different career path. So, we just got a new employee in the office and her name is Debbie. Jennifer and I are very pleased with her so far. She has numerous years of experience dealing with RVs and memberships so there is a reason why we have her alone on her fourth day of work because we are confident, she can handle it. She is set to be here for a few years, lives close by, and this is the type of job she has been looking for to fit her needs in life right now. So, we are looking forward to seeing her excel even more.

Park Use – Charles Nunes

In September of 2022, park use was at 75.19% with our revenue being at \$157,966.38. In September of this year, park use was at 76.69% for an increase of 1.5% with a revenue of \$198,040.20 which is an increase of more than \$40,000. The increase is mostly due to us having some non-member snowbirds staying with us this season, an increase in Diablo workers coming in for the short amount of time this winter, and we have had a lot of non-member guests coming in for the weekends throughout the month to fill in the spaces where we don't have members coming in. We seem to still be running at about 80% full in the park still and the weather has been keeping up allowing for the great weather to bring people in. We anticipate staying at about 80% for the rest of the winter months with a couple of slow nights during the week but weekends seem to be staying steady. I want to also thank the staff because they have been doing a great job of keeping us booked in the park and accommodating everyone calling in the best they can.

Correspondence / Public Relations – Mark Schieber

As far as any of the comments I have read from the survey about the park, once again we are hearing the typical things like spaces need to be bigger and dogs need to be controlled better. But when I talk to people when I am here in the park, I tend to hear all positive things and people seem to still think it is relaxed and enjoyable place to be. I would like to remind everyone and something we recently had some conversations about is we are going to be doing some rule reviews in the coming weeks and I have always said if we have a rule that we don't enforce then we need to just get rid of it. In the same thought process, there are things about the park we can change and there are some things we just won't be able to control all the time.

When it comes to the dog concerns, I always crack up because unless you train your dog to wait and go all the way to the back of the park to use the area designated for dogs to go the bathroom, that dog is going to stop and do their thing if they need to. And yes, we do have some owners who can be insensitive to that at times, but we also have owners who work

hard to make sure their dog makes it to the back of the park. Bottom line is that it is a battle I think we will always be working at, and it won't be something we ever receive 100% accomplishment with because dogs will do what they need to do but we will keep striving to make sure we are reminding people and trying to encourage them to use the proper area.

For the most part, we don't have too many complaints but one thing that came up yesterday that I want to address is we have a lot of folks around here that will set up their spaces in a way that make it difficult for their neighbor to access the other side of their coach. One of the things I would like to remind everyone is we do not own these spaces so you can't put up a 9' fence and say keep out; it just doesn't work that way. People need to have access and easement availability to be able to get to their hookups in the sites or a compartment on the side of their coach. We can suggest that those people alert you that they are going into your site for any reason but the ability to put up a barrier in any way with some sort of belief that you can say "no" to those people does not exist. We need to all keep in mind this is an RV park and not a mobile home park so there are some things we just can't do.

I did meet the new gal in the office this morning and she mentioned she had worked in other member type style parks. I mentioned everyone here can be absolutely nasty, dangerous and cruel to see her reaction and her response was "yeah, bring it on". So, I am really excited to have her on board.

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

Park Maintenance – Don Smith

Now that we are starting to slow down a little more and getting out of our prime season, the guys are spending a lot of time focusing on the projects and maintenance items that need our attention. We purchased some new pressure washers now, so they are pressure washing all the buildings, roofs and tables around the park to keep everything cleaner and looking nice. They did attempt to pressure wash the roof on the office but part of the roof started coming off so we may need to start talking about replacing the roof on the office or even replacing the entire building.

They are also starting to paint all the curbs, parking spots, no parking areas and the speed limit warnings on the roads so that will be occurring over the next couple of months. Just as a reminder, I would like to ask everyone to please not park in front of the ramps in front of the laundry room on either side so people who need access to use the ramps are able to use them. Over the next couple of days, we will be painting it red, so it will hopefully deter people from parking in front of them. Also, around the BBQ area we do have a trip hazard, so we are going to take the cement out in the next month or so and replace it, so no one trips on it while trying to use the BBQs. We currently have it painted yellow around the raised cement, so it hopefully helps people to see the raised cement and prevents any tripping from occurring until we can get it fixed.

We are going to continue to work on the pool items that need our attention. We have a leak currently that we need to fix on the fill items we don't use all the time and maintenance currently just throw a hose in the pool or spa in order to fill it. But we would like to get the leak fixed and be able to properly use the equipment installed. We have replaced the water with filtered water now which comes out of the pump room so the water they are using is better for you than the regular park water. This should help to reduce our chemical costs as well as be a little easier on the skin. We also replaced the toilet paper dispensers in the restrooms, so they now lock, and we are seeing less theft of the toilet paper, so it is helping to have our toilet paper stock last longer.

They have started to paint the numbers in the sites to indicate each site number and make it more visible during the day and at night. They will start with the site numbers in the front first as those are not being occupied and will have more in and out movement, so they are visible as they are parking people in those sites. They will slowly move to the back of the park and start working on the snowbirds and monthlies as time permits. They also painted the yellow lines and arrows at the back of the park to try to deter people from driving into people's sites and on their grass or from hitting anything in the back of the park. We are going to spend the next few months looking at everything and proactively taking care of things that need to be taken care of before we get back into our busy season next year.

Rules and Regulations – John Watkins

In your board packets and the member packets, you will see a copy of the rules and regulations showing some of the suggestions Aaron and I came up with. We have indicated with a red line the rules we want to remove from the current set and the yellow lines indicate items we would like to add to future rules and regulations. We will be looking at them some more in the coming weeks and if anybody including the board have any suggestions, please bring those to Aaron or me prior to the next meeting so we can get together and adopt the new rules and regulations by the November meeting and have them ready to print for the mailing in the beginning of next year; I do not want to extend them out to next year like we did this past year.

Comment from Don Smith – In the park rules, I know we have \$10 per day parking fee but I think that is a little steep. I was thinking maybe we could possibly adopt a winter parking rate when the park is mostly empty. I just feel like \$10 a day when the park is only 1/3 full is hard to swallow and maybe an off-season parking rate would be more appealing for people to actually use it and would allow us some more room for revenue.

Reply from Aaron Cartwright – That is a good comment. I do want to say this though, every year we have increased parking fees for the past couple of years and people say they aren't going to buy parking and a couple haven't, but we still have a good group of people who continue to buy parking for convenience no matter the rate. So, I feel it washes out those who don't. We would make it up in volume if we decreased the pricing, but we would lose 50% of our business if that makes sense.

Reply from Mark Schieber – I would like to get this board to think about and adopt possibly a daily, weekly or monthly program where if you have availability for a week to give parking maybe instead of \$10 a day, we make it like \$40 for a week instead. I am just throwing out numbers, but I am trying more to drive the concept of the more availability you have the more financial options you could give.

Comment from Nancy Houck (Locker 497) – I just wanted to comment that I don't believe parking is something that is being fully enforced. I don't mind paying for parking every day or even every week but sometimes I feel a little bit slid because even if we park overnight and the office is closed, my husband and I will let the office know and they have no problem taking our money at that point even if we have just parked overnight. I think if we are going to have everyone paying If everyone is going to be paying \$10 for a spot, then it needs to be strictly enforced because it isn't fair to the people who are paying.

Reply from Charlie Weeks – Thank you for your comment and believe me we absolutely agree with you! That is why in the last couple of weeks we have been working with management to monitor it and stop some of those people who continue to violate the rules. It is a work in progress and is a difficult thing to get perfected. I do believe it is getting better than it has been in the past. Parking has always been an issue in our park and will probably always will, but we will continue to work on it.

Reply from Aaron Cartwright – And I just want to thank you and Paul because you guys are so honest and do follow the rules. Jennifer did just remind me as well that one thing we do if you are a snowbird or monthly in the park and you park somewhere and you haven't checked in with the office or you haven't bothered to ask permission, then we will charge the card on file and let you know that since you parked in a space that wasn't approved you are getting charged. We do get the complaints about us charging but I have mentioned in previous meetings that if you violate parking, you will be charged for it if we catch you doing it. We also have been trying to give parking tags to maintenance if people buy parking and aren't able to make it to the office before we close so they have the parking tags to show they have paid for parking.

Comment from Jerry Bodine (Locker 005) – Why do we not have member rates for parking? We have member rates for when we run out of rates that are discounted from the public so maybe discounted rates for parking as well?

Reply from Charlie Weeks – We will make note of your comment and discuss it and see what we can come up with.

Manager's Report – Aaron Cartwright

I want to start out by thanking the social club for all the hard work they did over the summer. I am happy to report there is \$1,815. They were gracious enough to donate back to the park and eventually that goes into buying new amenities and paying for special events going on during the holidays. So much time and effort went into making the events happen and I really appreciate them and would like to thank them once again!

Comment from Brenda Critzer (Locker 166) – I would like to thank John Watkins because he donated \$100 gift certificate to the social club so they could do the Thanksgiving dinner here in the park next month.

We have also replaced the comment boxes that were located inside or outside of the facilities because they were disgusting and had bugs and spider webs all over them and inside of them. I was able to salvage some of the comment cards that were in there, so I am going to read just a couple of those. (*See end of guest survey comment section below in red*)

We installed the third and final AED and anti-choking unit in the back of the park near the shop. So, this makes sure we are pretty covered between the office, the restrooms and the maintenance shop. I also was able to go out and purchase a couple of signs for the laundry facility that shows the hours of operations for the general public and they face the street from both directions. I am hoping this will help in driving some business because I have noticed our pricing is a little lower than most places in Pismo.

Also, it looks like Spectrum has finally gotten their act together as far as the cable tv channels are concerned. Everyone should get every channel they used to as far as I am being told other than the few channels that Spectrum lost from their lineup due to agreements between networks. You will however have to do a channel search again for hopefully the last time and should be in much better quality.

And last thing I have to report which is more of a suggestion, years and years ago in the past if there was a monthly space that opened up there used to be a waiting list for people who already had a monthly spot who wanted a different monthly spot than the one that came available. We have since moved away from that and I am unsure as to the reason why but my only guess is because it does delay business as far as getting people in sites and getting the sites paid for. People have approached me in the past but I have always said "I'm sorry but we just don't do that" but a monthly recently approached me and I didn't have a reason why. They presented an idea because they are a monthly themselves of paying a fee for it. It is just a thought for us to introduce an intra-park waiting list if somebody would like to move from one spot to another spot and they are paying for the both sites, I see no harm as business is not being delayed and we let the person on the waiting list know they will be getting a spot on a certain day. It is just food for thought at this moment but it did strike me as not a terrible idea.

Reportable Actions – Denise Gagliardi

There were two reportable actions from last meeting. The first one was approving for up to \$2500 to purchase two gas-powered pressure washers with accessories and supplies. And the second one was to purchase an AED machine and anti-choking device to be installed at the maintenance shop in the back of the park visible from the camera.

Comment from Mark Schieber – One of the things I wanted to add from the reportable actions when we were purchasing those pressure washers is Don spearheaded the project in purchasing those items. California is currently going away from gas engines and gas machinery so it was very difficult to track down the gas-powered pressure washers since California no longer supplies them in the stores and what the stores currently have is what we can get. I am really glad we were able to purchase them as quickly as we were because there was a chance we wouldn't be able to get them if we didn't jump on it now and the gas-powered pressure washers provide the best pressure.

Reply from Aaron Cartwright – I believe that is the exact reason I could not find them in California at any of the nearby stores. Don actually ended up purchasing them in Bakersfield and one of his daughter's friends ended up bringing them over in his truck at no charge to the park.

1. Refuse Compactor – Don Smith

I believe we are going to just go ahead and table this until next year when I can possibly get some more support. The compactor, if we put it in the back part of the park, should not bother anyone with it's smell. There is one located right across the street by Pismo Coast Village and you can't smell it or hear it and it has been there for almost 20-30 years. They are sealed and it would be nice to put one in the back of the park to reduce the number of trips the garbage trucks take throughout the park from 120 trips down to 8. It would help save our asphalt and reduce our cost by about \$30,000 a year and those savings would go up every year because the rates of garbage pickup go up every year. It would be a significant savings for the park and safety for the kids. We can put a nice wall around it so that it doesn't bother Aaron or the guests staying in the 700s.

Comment from Mark Schieber – I just want to add one small item here and I encourage everyone to do this. I think on paper it sounds like a great idea but the only two things I have a concern with is one being our park manager has expressed some concerns about being the residents next to the compactor as well as the guests staying in the 700s especially being premium spots. The other one is I took a walk over there as I was heading down to the pier and walked along the fence line on my phone like most people do and I smelt the trash smell and looked up and realized it was the dumpster. I just don't think it is something that would work in our park because of the tight quarters and limited space to put it.

2. HD Forklift – Don Smith

Aaron has been taking the lead on collecting pricing for replacement forklifts and also for adaptors to assist in parking the rigs. During the prime time we will get like 10 rigs lined up here in the front and it gets so busy you just can't even function in here. We are looking for a more heavy-duty forklift so we can actually move some of the newer larger rigs that are coming in as well as a parking device.

Reply from Aaron Cartwright – Unfortunately, I do not have many quotes right now as I am still waiting to hear back from some of the companies. I have one quote since last meeting on a power trailer mover which is basically a piece of equipment that can move like a semi tractor / trailer pretty efficiently. But it is an expensive piece of equipment being priced at \$30,556. It is one option which would supplement the forklift we currently own which still works and is not broken. The other option is getting a brand-new forklift with a heavier capacity of about 1,000 lbs. and would be about \$40,000 but it would take about 12 – 18 months to have it delivered to us because of all these lead times and lack of availability in the market. I will continue to collect more information as needed. This is the kind of money that I would say we just need to table at this time because it isn't something we need right now since our current forklift is working just fine and there are more important things to spend money on at this time.

Comment from Mark Schieber – Just as a reminder, the responsibility of getting the rigs in the space is the responsibility of the person who brings it in. There are plenty of people who pay Julio to transport their rigs into the park and he can get them in every space we have in the park. In my opinion, if you can't get it in the spot then you might need to call Julio in order to get him to get you into your site. I would suggest if we do invest the \$40,000 into the new forklift so we are safely parking people with large rigs in their site, we need to be charging a fee of some sorts. And just to make people aware there is no training available for us to move trailers with forklifts or adaptors so if there is a problem it could turn into a bigger problem for us. Now to Aaron's point, the little hand truck is meant to move rigs around but it is slow and it is expensive as he stated. I still think we need to consider taking on the responsibility of moving and parking these trailers for owners and guests before we make any commitments.

Reply from Charlie Weeks – So, we are leaving this on the back burner for now. It sounds like we are going to get a couple more quotes on some different options and we are going to look at the lead times so we can make a decision when the time comes for us to replace the equipment. We will leave it with Aaron to let us know when he is ready to present that information to the board.

3. Park Landscaping / Magnolia Center Shade Sails – Talley Snow / Aaron Cartwright

I reached out to Cal Poly to see about having their landscape and architect department help us or provide a lower cost service and they required I tell them the amount of money we were willing to spend. I was unable to do that because we had not had a vote to decide the amount of money we would like to spend. They did, however, give me a couple of referrals and I did go ahead and contact those companies and the prices for anywhere from \$3,500 - \$9,000 just to have them come out and do the drawings; it did not cover any labor or materials. The quote would include the sails in the Magnolia Center and the landscaping in front of the pool, office and laundry center.

Comment from Don Smith – I actually know a couple of architects I am going to pitch the idea they come out and do it as a donation to save a little bit of money.

Comment from Tom Barcellos – I would suggest if we do get one of these architect companies to do it, we promise them a plaque in order to advertise the work they have done in the park. Companies normally react well to free advertisement and will work with you on pricing.

Reply from Don Smith – That is a great idea! I will definitely keep that in mind.

Comment from Nancy Houck (Locker 497) – Are there any permits or anything required in order to do the sails?

Reply from Don Smith – No, there are no permits needed in order to do the work. Canopies, sails and carports are considered temporary structures and do not require permits. We would probably have different poles in the area where we could attach different colored sails and different sized sails around the outside perimeter. If we do have to put one in the middle, we can make it removable so it can be more of an open area. We can set them up with electricity on them as well so if we wanted to put lights in the area as well to make it more inviting we could.

Comment from Charlie Weeks – So, it looks like we are on the right track then. The first step was reaching out to get an architect to come out and help us figure out what we really want to design since we aren't quite sure what that is yet. We are working in the right direction and we are going to continue to work on it but it might just take a little bit more time.

4. Review 2024 Rules & Regulations – John Watkins

I covered most of this under rules & regulations but I just want to reiterate we are looking from feedback, opinions and suggestions from the board members as well as the membership. We will need them presented by November so we can adopt the rules and regulations at the next meeting.

Comment from Aaron Cartwright – Something I included in the packets following the draft rules of recommendations that John and I saw is a monitoring of golf cart usage. I was asked to monitor the golf cart usage in this park because let's face it electric vehicles are coming whether we like it or not in California. Some people may be forced to buy an electric car coming up so the question becomes what do we provide for the guest and what do we not provide for the guest. I am going to tell everyone right now if you choose to purchase an electric car, I apologize but the park is not going to pay to charge it. There is some discussion about other vehicles like golf carts which some are licensed to actually go on the street and I would call it an electric vehicle and we will be continuing to have those discussions to figure out how we move forward with charging those vehicles in the park.

Reply from John Watkins – I believe it is the general opinion of the board there will be a charge for golf carts who are charging in the parks. It is going to be a flat fee and it is not going to be based on the number of times you use it either. If you have a golf cart like me that needs to be charged, you are paying a fee.

Comment from Charlie Weeks – So, we decided to purchase a couple of meters to put on the electric boxes in order to gauge how much is being used and what the cost to the park would be. We did it for 4 separate golf carts of people staying in the park as well as our employee golf carts. We ran the numbers over the last couple of months to see exactly

what the usage is and we did the math to find out the cost daily for us to charge the golf carts and it wasn't as bad as I thought it was going to be. Aaron has those numbers so if he could report on those numbers please.

Reply from Aaron Cartwright – Each charger that we hooked up charging two golf carts at a time for a month cost us between \$9 - \$14 depending if it was on peak time or non-peak time.

Reply from Charlie Weeks – So we are looking at about \$4 - \$5 a month per cart which is not very much at all. The two other golf carts we monitored were road registered golf carts and they went to town and did activities all month to try and use it as much as they could so we could get varied numbers. Those numbers were \$5 - \$6 a month for each one. I look at that and it seems like nothing for us to charge golf carts and so I brought it to the board for us to discuss what we would like to do with the information. We will debate what we would need to do in order to monitor it and collect the information in order to understand what a reasonable charge would be. Once we have collected more information we will put it to a vote and make sure it makes it into the rules and regulations and the rate sheets by January 1st.

5. KaiVac Cleaning System – Aaron Cartwright

We have been talking about this hands-free, heavy duty cleaning system that will help reduce the amount of manual labor the staff will have to do in order to keep the restrooms sanitized and cleaned properly. I was able to see a live demonstration from the manufacturer based out of the mid-west. The gentleman jumped on zoom and created a mess in a bathroom and then step by step showed how the machine works. It is a very powerful machine but also an expensive machine that has many different functions. It has a blower to blast away any dust or debris, wet vacuum in order to clean up any waste or mess, treatment wand in order to spray down facilities with special chemicals, integrated scrubbers to clean those hard to clean messes, attachable hoses to clean up various sized messes and a heater in order to dry the areas after cleaning. This isn't a machine the staff needs in order to do their job but it would be a more sanitary option for staff when they have to deal with the disgusting messes that are unsanitary so they do not have to touch it and keep their distance as much as they can. The price for a unit that we plug in is \$4,839.69 + tax and shipping for a total of \$5,556.25. If we were to go with the unit that has the lithium battery instead, it would be about 25% more in cost. I don't think we would need the battery powered one as the cord is quite long and we would be using it in the restroom where there are multiple plugs to be able to plug it in. If we were to order it today, we would receive it in 30 – 45 days from the distributor.

Comment from Darin Batty – We also need to remember the cost of the chemicals as well since this machine does use special chemicals we can only get from the distributors or manufacturers. We would no longer be able to use the current chemicals with this machine.

Reply from Aaron Cartwright – That is correct. Because this is a closed eco-system which means all chemicals would come directly from Kai-Vac. There are different treatment options you can do ranging from heavy duty to just standard sanitizing. That is definitely something to consider with the price as it is not included in the price of the actual machine. I think there was a question about allergens with the chemicals. You would lay down the chemicals first and let them sit temporarily and then you would take the wet vac to clean the mess up so there shouldn't really be any residue left from the chemicals. And once again, this will not cut down on the amount of time it takes to clean the restrooms but instead it will cut down on the amount of manual labor it takes to clean the restrooms properly. It will also be a more sanitary and safe way for them to clean up the disgusting messes they have had to deal with in the past. It is not a tool we are purchasing to speed the process of cleaning along but instead a tool we are purchasing to assist in making sure the restrooms are cleaned properly and safely.

Comment from Don Smith – Does the total cost also include the chemicals we would need to buy in order to use the machine?

Reply from Aaron Cartwright – No, but we do buy supplies from them all the time so we get a price break and the supplies for the machine would replace the supplies we are currently purchasing for cleaning the facilities. So, we will need to purchase just the machine and I would say we wouldn't include the cost of the chemicals in the motion because those would be part of our normal maintenance budget and supply costs.

1. Finalize 2024 Rates, Fees & Assessments – Talley Snow

Board to discuss in Executive Session.

2. Finalize 2024 Annual & Capital Budget – Talley Snow

Board to discuss in Executive Session.

3. Finalize Annual Meeting Plans – Aaron Cartwright

We have decided to move the annual meeting to the Elks Club in Oceano instead of doing it at the Portuguese Hall in Arroyo Grande. There is a lot more space for parking and for people to actually spread out in the hall. The service will be a lot better than what we have had in previous years at the Portuguese Hall. The total cost would be \$927.50 which would include the following: hall rental, insurance, linens, bartender with no minimum requirement on the bar tab, tea, water, coffee, wireless microphone, podium and setup and takedown at the end of the night. We would only have to pay \$100 to use the facility for our morning meeting which is because we are a little special in the sense that we use it in the morning for our meeting and then dinner celebration later on in the evening which takes up more time than some other organizations that might be renting the hall. It looks like we would only need a \$250 deposit in order to reserve the hall for the event as of right now. So, that is the direction we are going to go and we need to make a motion to pay the deposit.

4. Announce 2024 Board Openings – Charlie Weeks

The elections are coming up for the 2024 board of directors. We currently have 3 chairs that are coming up with Tom Barcellos terming out and Denise and myself running for reelection. This month opens up for people to start submitting their resumes to be in the running for the 2024 board. The submission of the resumes will close at the end of the December monthly meeting. So, anybody who is interested in running for the board please make sure to get your resumes in by the closing of the meeting in December. We need some good, solid, quality people who would like to come on the board and help make the park better.

Reply from Aaron Cartwright – So as a larger part of this conversation, every year there will be senior board members who will ineligible to run again for a period of 3 years per the park's bylaws. So, it is very important that we have people who are interested in running and being a part of the change in the park because it can't just be the same folks running every year whether we like them or not. It is 6 years in and 3 years out, which is a good thing because it allows for fresh faces and ideas to come up.

5. Appoint Election Chairperson – Charlie Weeks

Normally, we would have our secretary appointed as our chairperson for counting the votes but unfortunately she will not eligible because she is actually up for reelection. So, I moved another notch over to appoint Talley who was our secretary last year and our treasurer this year so I would like to ask her to take that on this year since she has done it before.

Reply from Talley Snow – Sure, I will do it.

6. Review 2024 Annual Mailing Packet – Aaron Cartwright

I didn't print an entire packet because it is massive but I did provide a list of contents that we officially put in the owner's packets every year. In reviewing this information for this meeting, I can't think of anything that we would need to supplement this with nor do I see anything I would like to exclude from this because it is all pretty important information for everyone to have every year. So, between now and January the board can give me ideas if they would like to change anything.

7. Review 2024 Employee Handbook – Aaron Cartwright

The employee handbook is furnished by Paychex and updated as needed with anything HR related or California laws.

8. Review 2024 / 2025 Timeline – Aaron Cartwright

The timeline has been created and implemented for several years that goes over the ebb and flow of events per calendar year like when things are due and when things are going to be happening like board meetings. I have reviewed this and updated this with dates based on the new calendar year but once again nothing was removed or added because I didn't see anything that needed to be removed or added. Once again, I am open to ideas if the board would like any changes made and I would need those changes by January 1st.

Comment from Mark Schieber – So the documents you have chosen not to print, is there a way for people to request them digitally or get a copy of them?

Reply from Aaron Cartwright – Yes I have been doing that. After we complete a mailing, I will upload the documents and the mailer to the owners portal on our website so anyone can view them or print them as needed.

9. CPR & AED Training – Aaron Cartwright

At the board's direction, I shopped around for pricing to find training for the staff and anyone that may be interested in the park for the AED machines and CPR. I was able to obtain a quote for around the realm of \$500 - \$600 which is about \$55 per person. This would allow for anyone who is interested to join and take the training as well. The quote I was looking at is \$610 and is for 10 people, which would allow for the 8 staff members to be trained and then also allow for two board members or members in the park to join as well. This quoted does exceed what I am permitted to spend so I would need a motion to have it passed.

Reply from Mark Schieber – Did you have anyone in mind to take the remaining 2 spots or anyone that you wanted in particular to be at the training or do we kind of just want to do it as first come, first serve?

Reply from Aaron Cartwright – I did not have anyone in mind and I am fine with anyone that is interested in joining the staff to join us on training day.

Reply from Mark Schieber – Perfect! I will make the motion then.

10. Screen / Gate Behind Bathrooms – Talley Snow

I would like to talk with the board about putting another gate back where the fish cleaning station is by the restrooms because there used to be one installed there prior to construction to keep people from going through the small alleyway between the restrooms and the sites but it is no longer there since construction has finished. We have had a couple of incidents where kids have been riding their bikes through there and almost hitting people as well as we have had an instance where a golf cart almost got stuck trying to drive through the alleyway. I think it is kind of a hazard when we have kids flying through there with people who are walking through there and people cleaning around there.

Comment from Charlie Weeks – I like the idea and I don't seem to be hearing any objections from anyone but now we have to go out and get pricing on the gate and figure out the configuration. Once we have more information and have pricing to look at then we can revisit this next meeting and make a motion on it.

Reply from Talley Snow – I will say the one thing I don't want to have is repeat the type of gate we had prior to construction because it was more like a slamming screen door that you could hear throughout the park. If you guys have any suggestions that would secure the area but not make as much noise to disturb the guests that will be camping around the area, I would greatly appreciate that.

Reply from Charlie Weeks – We can come up with some ideas with Aaron and then come back to the next board meeting with the options and pricing so we can make a motion and get it going.

11. Veteran's Day – Charles Nunes

I just wanted to make sure as a reminder our next meeting will be on Veteran's Day and so I just want to make sure everyone knows we will be doing a tribute to the veterans at our next meeting and we will be retiring the flags.

Member's Comments

Sheree Beltran (Locker 557) – I just wanted to say thank you to everyone who helps create the fun events to do in the park especially the staff who helps put them together and promote them in the park. And I want to just comment that we need to have more members showing up to the board meetings so they can help with participation and help with making the decisions. When you decide on making purchases, where are you getting the money from? Do you make decisions to raise rates on members or non-members based on the purchases you are making? And how do the memberships work? Just some questions people were asking me but also I didn't know all the information either.

Reply from Mark Schieber – The best way to get those answers is to go into our office and ask Aaron or Jenn. They have been here for a long time and Aaron is the mastermind of all this information and Jenn is probably the second mastermind right behind him with all that information. They can explain the rates and what it means to become a member and what shares are currently going for as well as give you a list of shares for sale. Any questions that may come up, they will have an answer for you!

Brenda Critzer (Locker 166) – We will be having a Thanksgiving potluck this year the 3rd Thursday of the month which will be November 16th in the clubhouse. We will be cooking 6 turkeys and 2 hams this year. There will be a sign-up sheet in the office should you decide that you would like to sign up to bring some side dishes or desserts. You can go to the office if you have any questions about times and location as well as the sign-up sheet will be there as well!

Joelyn Lutz (Locker 369) – The toilet paper rollers are too tight and it is difficult to roll them.

Reply from Charlie Weeks – We will have the maintenance guys take a look at them and see if we can get them to roll easier.

Board Member's Comments

Charlie Weeks – I had a good conversation with Jodi Garges about the curtains she suggested we make for hanging in the clubhouse to try and prevent the sun from being so bright coming through the windows. The Social Club has decided to donate to pay for the materials in order for Jodi to donate her time to make the curtains. We are going to make sure we move forward on this and try to get it going as quickly as possible.

Also, we keep hearing about the street repairs and when we are going to have them. We know we need to get the streets repaired and have a slurry done as well as do the crack repairs. We are going to be discussing that in the beginning of the year because it is something we are going to need to start doing in the spring rather than in the winter when we have better weather and it isn't so wet and cold.

In a previous meeting we had discussed purchasing electrical devices to put on breaker boxes and we had voted on purchasing them but after doing some more research we realized due to the type of electrical breaker panels we have these devices won't work for us so we are going to work on trying to find a device that will work for us.

Talley Snow – Please remember the speed limit is 5MPH and it is very slow so please adhere to it!

Meeting adjourned at 10:47am.

Respectfully Submitted,

Denise Gagliardi
Board of Directors – Secretary

Cc

Jennifer Del Monte
Senior Reservation Agent

Guest Survey Comments from September 2023

- People did not respect quiet hours at all.
- Cleanest facilities (bathroom/showers/pool area) we've ever enjoyed at an RV park, as well as friendly, helpful staff. Thank you for a great stay, we'll definitely be back.
- The staff is great!
- The staff were very helpful. The hot tub needs to have hot water. The water was lukewarm. We will stay again.
- The place is looking great. I used the pool lift for the first time and it worked! Staff is doing a great job and we had a wonderful visit.
- Always a good stay for us.
- The maintenance staff are very accommodating.
- Restroom cleaning hours should be set and posted. That way guests can work their schedule around it. Three days I had someone open the door to yell maintenance. Other than that, we love Holiday RV.
- Honestly my wife and I were surprised how clean and nice everything was. You run a very nice place. Can't wait to stay again.
- When we come back we want to be close to Darren again.
- I don't think I will stay there again. The spots are way too small. Getting in and out without the forklift is impossible. I'd say take out every third spot and widen the areas.
- Maintenance went over and above to help us with our cable tv issue. Office staff is welcoming and helpful. Great Tri-Tip Barbeque even too.
- I.... keep up the good work....
- Your staff are amazing. Above and beyond. For that reason, we will definitely return.
- I would like to see the ABC network programming back on cable. Currently it says ABC but the program is CBS.
- Bring Kim back full time again.
- Board of directors' sponsor and chamber to appreciation BBQ for police department.
- "Best leader gets results from example".
- Clubhouse is not very clean. First thing in the morning very dirty and not swept. Metal racks in the sink have not been cleaned and they stink. Ice maker is not working very well and is not working.
- Location and nice people. No mean people. No political signs should be displayed. A gentleman was being mean and cussing and beating his kids.
- Laundry room was very dirty today. Lint was everywhere. I swept and cleaned off counters and chairs.
- Operations of golf carts you need a permit or licensed driver. It is stated in the rules and regulations and doesn't matter if there is an adult in the golf cart with them. According to the rules, it must be a vehicle licensed driver.

All Motions

Talley Snow made a motion to approve the minutes of the September 2023 meeting, seconded by Don Smith.

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

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

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

Talley Snow made a motion to move \$14,000 from the operating to CIM account, seconded by John Watkins.

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

Talley Snow made a motion to move \$46,701 from the dues account to the operating account to pay ½ of the property taxes, seconded by Charles Nunes.

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

Talley Snow made a motion to purchase KaiVac Cleaning System #1750 for \$5556.25, seconded by Don Smith.

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

Talley Snow made a motion to pay \$250 deposit to reserve the Elks Lodge Oceano for 2024 Annual meeting, seconded by Darin Batty.

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

Mark Schieber made a motion to pay \$610 for CPR & AED Training for staff and 2 members, seconded by Charles Nunes.

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

Charles Nunes made a motion to adjourn to executive session, seconded by Mark Schieber.

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