



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 – 19

Meeting called to order at 9:12 am by Charlie Weeks.

Flag salute led by American Legion of Arroyo Grande Post 136.

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 (10/31/23)	Monthly Comparison	October 2023	October 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					

Things have been steady this past month but we are expecting everything to start slowing down as we go into our winter months. I am not going to request we move any money into the reserves this month as we have started to slow down and we are not seeing as much of an income as previous months. We will need to move some money from the CIM account into the operating account in order to cover a large insurance bill which covers the park assets.

Collections – Tom Barcellos (Absent) – Aaron Cartwright

The dues are down to an absolute minimum and we are down to about \$2,000 outstanding, which we can contribute about 80% of that to two shares that are currently being foreclosed on. This week I had Charlie sign and notarize two notices of trustees auction so there is a time and a date for an impending auction for the two shares. We are going to be having it right here at the Magnolia Center on December 9th at 11am right after the board meeting ends. The current owners of those shares will now need to attend the auction and bid on their share in order to keep the share. Otherwise, we will be recouping all charges associated with the share including legal fees, advertisement in the newspaper, past due charges and late fees. The parties will then reclaim anything that is left over after all costs are recouped.

Management – Darin Batty

There is nothing new to report on a management standpoint other than as we are getting ready to close out this year, I would really like to thank Aaron and the staff because they have done an amazing job this past year. We have been receiving a lot of great feedback and it always about how great of a job the staff is doing and Aaron as well. We really appreciate the hard work.

Park Use – Charles Nunes (Absent) – Charlie Weeks

I looked at the overall percentages and I think they are running at an average about 76% which seems to be running month over month. One of the things I did want to bring up with the park use is I think our new reservation policy where we are able to make the reservations a little earlier and we are able to make things a little more sound. We also took the cuffs off of management a little more in the office allowing us to help fill the park up. We are looking at one of our slower months this month and we are almost 90% this weekend and some of more of the weekends coming up. They have been working hard on getting people in the park and making sure they are return guests wanting to come back. We really do appreciate all the staff and Aaron for their hard work!

Correspondence / Public Relations – Mark Schieber

So, like I say every week, the surveys are pretty similar and seem to be more positive than negative. We did have one talking about the spaces being too small, tons of them talking about the incredible job the staff is doing and we still get beat up a little bit with the cleanliness. It got me thinking about how now we have this brand new KaiVac machine which will help with the cleanliness but people keep asking about scheduling cleaning times for the bathroom. We have come to discuss setting up a schedule for closing the facilities for cleaning but unfortunately there is not a time that will 100% be a solution. We are investing in new equipment and trying to schedule the proper manpower to try and get it done so please be patient with us. If there is an issue, please let the office know and they will respond. Other than that, everyone I have spoken to since I got back in the park has said everything is good and running smoothly.

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

Park Maintenance – Don Smith

We received our new KaiVac machine for cleaning the restrooms and we are seeing a big difference as far as labor and cleanliness is concerned. We have the new proposal from the same vendor we received the KaiVac from that we are going to look at for the shop chemicals so we can try to reduce our costs with purchasing these chemicals to keep the overall park clean since they are using them on a daily basis. It will hopefully allow us to get everything from one vendor while also keeping the costs down.

We are currently working on painting the numbers on the ground in the sites through the winter when it is permitted with weather and occupancy. We have already finished painting the no parking in front of the laundry and also repainting the ADA site up at the front of the office and everything is looking good.

We are also currently working the engineering firm for the park surge protecting and it is currently underway with them reviewing the currently electrical going into the park, reviewing previous plans with the county, reviewing the current architectural plans for here in the park and we also have them looking into future potential use for charging electric vehicles prior to them installing the surge protector. The installation of the surge protector should take place in the next 3-4 weeks so the engineering firm has time to get together with the county in order to get it permitted before installation.

Comment from Mark Schieber – I just want to say as a reminder, the surge protector we are purchasing and installing is to protect the park's assets like the pool equipment, office equipment and laundry equipment. The fact it does have the availability to protect anyone's RV is a bi-product and is not a guarantee. We suggest having your own surge protector if you have any concerns about your own RV as that is truly the best way to protect your own RV. The park will continue to not be liable for any damage done to your RV from power surges. But this piece of equipment we have never had before so we are hoping it will help limit the amount of damage.

The maintenance team has also been making good use of the new pressure washers and keeping everything clean around the park. They have been using them on all the buildings and then pressure washing around the buildings and inside the dog run which has made a huge difference as far as the cleanliness and overall look of the park.

The last thing is we are working on updating an old daily checklist the maintenance team used prior to help them prioritize the tasks they have every day. It is just a little reminder for when they have a couple of extra minutes everyday to take care of some small tasks as well as do some preventative maintenance on the tools we invested in.

Rules and Regulations – John Watkins

We have placed the final draft of the rules and regulations in the owners' information for the meeting as well as in the board members' packets. We did go through and redline quite a few rules to remove from the current draft as well as added a few words to clarify current rules. We have the mindset that if we don't use it, then we don't need it and we will be removing it. We are also in agreement we want to keep the rules paired down to keep the fun up in the park instead of limiting people on what they can and can't do. The board is going to take a look at it during executive session and we will hopefully be able to approve everything and get them ready for the January annual mailing.

Manager's Report – Aaron Cartwright

I would like to start by thanking the American Legion today for coming out to conduct the retiring of our flags and thank them for their service. Traditionally, we do a donation for them for doing the service as well as showing our appreciation to them. *(See Motion Section)*

We are going to have a CPR, AED and First Aid training class that will be happening on December 1st in the clubhouse at 9am. This training will mostly be for the staff members but anyone is welcome to join us if they would like. There is a \$55 registration fee for the class and certification. It's great information to have and may come in handy when you need it the most.

We touched briefly on parking procedures last meeting but we have now implemented additional procedures since our last meeting. If you do the responsible thing and pay for parking at the office, we will get you a parking pass to put in your car for maintenance to be able to visually see. When the office is getting ready to close for the night, we will print a list for the maintenance staff which will show who has paid for parking and who hasn't. This will assist the maintenance staff in knowing who has permission to park where and if they have done the responsible thing of paying the office. We are also giving the maintenance staff any parking passes of guests who do not make it to the office prior to closing time to pick up their pass and they will be putting those at their site or on the vehicle that has paid parking. If someone has not paid for parking and we see it happening, then we are charging their card on file for the space they have parked in with no objections. We have credit cards on file for all guests including snowbirds and monthlies who are checking in so if we recognize the car parked in another site and we are unable to locate the person, they will be charged. If push comes to shove, we will start blocking sites off with cones or in another creative way to prevent parking issues.

As things tend to slow down in the park and the time change goes into effect for the winter, we are adjusting the closing times for the clubhouse and pool area from 10pm to 9:30pm. As we get into the dead of winter, we will adjust the times again from 9:30pm to 9pm so our staff is able to close down everything effectively and leave for the night on time.

We had a couple of suggestions that came from the new cards we placed in the new suggestion boxes around the park last month so I am going to go through these real quick. The new suggestion cards are much nicer now because they are actual card stock. *(See end of guest survey comment section below in red)*

Reportable Actions – Denise Gagliardi (Zoom) – Charlie Weeks

So, because Denise is only able to join us via zoom today, she sent over the few reportable actions that we have for this meeting from last meeting. The reportable actions are to allow Liz (Bookkeeper) to clean up members' AR dues that are under \$20 and issue refunds to anyone above \$20. There were a lot of entries in there that needed to be cleaned up and this allows us to have everyone cleaned up so it is easier to keep track of what everyone owes. The second one is the 10% increase for the 2024 assessment dues which now makes them \$311.40. The third item is a 5% increase to the monthly rent for monthlies effective 1/1/2024. The fourth item is a credit card processing fee of 3% effective 1/1/2024 and we will be sending out a notice to explain how this will effect anyone going forward as well as ways you will be able to avoid paying the fee. The last one is the Board approved a \$2,000 budget for prizes for the annual meeting.

Old Business

1. Finalize 2024 Rules & Regulations – John Watkins

This was discussed during Rules & Regulations committee reports.

2. Screen/Gate Behind Bathrooms – Talley Snow & Aaron Cartwright

We have a concern that in the breezeway between the restrooms and the sites people can zip through there on a bike, scooter, e-bike, e-scooter and people have tried to go through there in their golf carts but they weren't successful. Previously, we used to have a gate there before in order to deter these types of situations from happening but still allowing people to be able to walk through there should they need to. We are now thinking it is time to introduce it for the new facilities. In the packets, there are a couple ideas that I was able to research. The problem we are having is that it is a 4' gap and most of these gates that are used commercially are only about 3' wide. It may involved purchasing two of them in order to do something like a saloon door.

Reply from Don Smith – We could just hire a local welder to fix something up for what we need. It normally runs under \$1,000.

Comment from Aaron Cartwright – That is probably what we need to do then. My one concern is that we don't want it to be too heavy because of the ADA requirements. We need to make sure everyone can push it open and closed without making it too difficult.

Reply from Don Smith – We can make it as light as we want as long as the spring tension is 5%. We set the spring tension on either side and it makes any gate ADA compliant. It will need to swing both ways in order for it to be ADA so we just need to figure out placement.

Reply from Aaron Cartwright – Sounds like Don has some good suggestions to help us come up with what will serve the Park's needs the best. We will make sure we get something nice for the park that will allow access for everyone but will deter people from racing through there. Our main goal is to make sure guests are staying safe and so keeping the kids out of there who are going through on scooters and bikes is our main priority. We will discuss this further and come up with the idea that works best for everyone and then present it again at a later date.

1. Finalize 2024 Annual & Capital Budget – Talley Snow

John and I reviewed the 2024 Annual and Capital Budget with our bookkeeper, Liz. Aside from going down each item individually since everyone can see it in their packet, we are prepared to make a motion to approve this budget. We increased some of the items and removed some of the items so it was more balanced out for this upcoming year.

2. Finalize Annual Mailing Packet – Aaron Cartwright

There isn't anything that I see at this time that needs to change with the annual mailing packet. We will add or remove items on a case-by-case basis. At this time, I don't see any reason to change it as the cost is not an issue and it is a lot of information to give the members so they are properly informed. I will not be making any changes at this time unless we need to add anything or remove anything per the boards' instructions.

3. Finalize 2024/2025 Timeline – Aaron Cartwright

Once again, I don't see anything we need to change at this time on the timeline other than correcting the dates for the new calendar year. I will be making those updates and we will add this into the annual packet at the time of mailing.

4. Review Monthly Tenant Compliance – Aaron Cartwright

This is actually just a reminder from our timeline of events. Generally, around November we check to see where our monthlies stand with compliance for their 7-day requirement. We also make sure they are up to date on their insurance and registration for their RVs. As of right now, it looks like everyone is up to date on their insurance and registration and thanks to the great weather the last couple of months, many of the monthlies have also already achieved the 7-day requirement for the quarter even though we still have 2 months to go. I am only aware of 1 person who will probably not make it because they are having a life-changing surgery but we are aware of this and will be keeping in communication with them to confirm everything.

5. Board Resumes for Candidates Due 12/9/23 (Reminder) – Charlie Weeks

As of today, we only have 2 resumes that are submitted to the office for the elections in 2024. As a reminder, all resumes must be submitted to the office by the end of the board meeting next month in December in order to be considered. We currently have 3 chairs that are becoming available so we need people to put their resumes in so we can fill those 3 chairs. We have 1 more month to get those in and anyone who has any questions can definitely speak with Aaron or the office in order to find out what they need.

Member's Comments

Nancy Houck (Locker 63) – I wanted to bring up the parking again. I know we spoke about it at the last meeting but I didn't hear anything about if you guys had made a decision to do a package deal or anything in order to lower the cost of parking for some of us who are here quite a bit?

Reply from Charlie Weeks – We will discuss it in executive session.

Kay Johnson (Locker 215) – In the morning, there are times we need to go take showers and it is cold in the bathrooms. I noticed the windows are open with the breeze flying through, the showers are open and the heater is going. I most of the time have to hug the wall because it is so cold in the bathroom. Is there any way we can make it warmer in the bathroom for the people taking showers in the morning when it is cold?

Reply from Aaron Cartwright – I will say we will be closing those more but not fully in anticipation for the rain and colder weather. We can't close them fully because unfortunately we need the ventilation when people are taking the showers so often and it would be a swamp in there if we didn't.

Reply from Don Smith – The ventilation fans should be engineered for a cubic foot per minute to address all of the issues she is talking about. We may need to change them in order to make sure they are ventilating properly but I agree with Aaron we do need to leave the windows open a little bit in order to make sure the facility is breathing properly.

Lavena Amaral (Locker 314) – The first thing I want to say is more of a compliment than a comment which is I just want to say I really appreciate the new picnic tables in the sites. I believe the grounds are very clean and the only one issue I have is really with the trailers coming in and out of the park. I know not everyone is able to have a brand-new RV but we need to keep up with the ones we have. I believe they should at least be clean on the outside, fixed properly and not have a bunch of junk on the outside of them or on the backside of them. That way when your neighbor is outside having a picnic with family, you aren't having to see someone's dirty towels, sewer caps or junk sitting on the back of their trailer. I believe this needs to be addressed by the staff that is going around the park looking at these things.

Reply from Charlie Weeks – Thank you for your comment. That is something every member needs to pay attention to. We need to make sure we are keeping our spaces clean and our units clean as well since that is our job. And it is our job as management to make sure that is being done.

Ken Johnson (Locker 215) – I have a question about the fees for charging the golf carts. I would like to know what it is going to be based on.

Reply from Charlie Weeks – We have discussed it and done a lot of research on it. We will be discussing that prior to 1st of the year. We need to figure out if we are going to charge anything and if we are what that charge will be. We have not made any decisions at this time.

Reply from Mark Schieber – One of the things I do continue to say about the golf cart issue is that we are an RV park and not a mobile home park. We have a tendency to blend the two types of parks together and depending on who I speak to on any given day the support goes to either one of the parks depending on the situation. In most RV parks, golf carts are not normal and they are more found in mobile home parks or long-term parks. Some of these golf carts are street legal and actually carry tags on them. Several years ago, Brien Carlson brought this issue up and at the time the board was not ready to discuss it. Unfortunately, now we have to discuss it because California is going in the direction of making everything electric and we have to figure out where we are going to draw the line on what the park is going to pay for and what charge we may need to pass onto the guest.

Jerry Bodine (Locker 686) – When you do the discussion on the electric vehicle fee, are you going to give the members all the stats on what it cost to charge them and tell us what your proposal is before you implement them or are you just going to charge it and give a bill?

Reply from Charlie Weeks – We will look at it and analyze it and then we will vote on it. Our job is to run the corporation and we will report to you once we have made a decision.

Reply from Mark Schieber – I understand everyone gets concerned when we start talking about a fee and they don't want to be blindsided with it. Every one of the board members has a different opinion on how they feel about it when we do have discussions about it. Some of us have golf carts and some of us don't so we all try to take a perspective on it. We have some electrical data and so we have been throwing out numbers like \$20 or \$25 a month but we are trying to be reasonable about it from both a business standpoint and a members standpoint. The reason we are bringing it up now is to let people know the topics are coming and it is on the table that we are discussing them.

Nancy Houck (Locker 63) – I just wanted to thank the Board for all the work they have done and continue to do. You guys have done a tremendous job turning this park around. And I also want to say thank you to the office staff because you guys are an amazing team. I hope the new board members that come on are able to contribute as much as you guys have and continue to. Thank you!

Reply from Charlie Weeks – Thank you and I hope to see your resume! Let's get people on the board that want to help!

Board Member's Comments

Talley Snow – I would like to just remind everyone once again about the speed limit in the park being 5mph. I am sorry that you have to continue hearing this from me and that this will be something I will continue to harp on but someone is going to run over my children if this doesn't start happening. There is one particular person that is not an owner here and next time I see her going 30mph through the park, she is going to get an earful. So please to the people that are staying here, please pay attention to the speed limits because I would greatly appreciate it.

Charlie Weeks – So just a couple of announcements more than comments today. The first thing I would like to say is Ed Lehtinen is battling cancer currently and is not doing well. The bake sale we are holding today will help support him with medical bills and expenses he is incurring during this difficult time. Everyone in the park is just looking for a way to contribute and help our neighbors. The office has been receiving donations as well and will continue to do so as the months go on. So, I just want to thank everyone and hope we can all help each other out.

The second thing I want to announce is we lost one of our members this past weekend; We lost Albert "Ace" Miller. He has been a long-term member in the park and had finally gotten a monthly space here in the park with his wife Jan. He was a happy go lucky guy and I don't think there is one bad thing that anyone has ever said about him. So, I just want to say Jan is in our hearts and we are definitely feeling the loss. So, please keep Jan in your thoughts as she navigates this difficult time.

The last thing I just want to say is I hope to see people who are active in this park submitting their resumes for this next election. We really need to get some people on this board who are active, are around the park to know what we can do better and who are willing to put in the work to make the park better and better each and every year. We want to continue to have a board that wants to produce, wants to help and want to get things done.

Meeting adjourned at 10:09am.

Respectfully Submitted,

Denise Gagliardi
Board of Directors – Secretary

Cc

Jennifer Del Monte
Senior Reservation Agent

Guest Survey Comments from October 2023

- I feel like there should be a ping pong table / pool table in the clubhouse. More amenities for kids and teens. (Board games)
- Really wish the spaces were wider but appreciate the very nice gathering areas you provide to compensate for lack of space at the RV site.
- My husband and I were guests of Mel and Janet Cabral 10/19 – 10/22/2023. Our stay was very good – clean park grounds and beautiful clubhouse. However, on Saturday 10/21 my husband found the men's restroom to have feces smeared over the toilets, walls and floor of two regular stalls as well as feces smeared on the floor leading to the showers. My husband left the restroom and reported the bathroom condition to Luke and a woman who said she was on the board. The incident is a health and safety hazard. Cameras should be installed outside the restrooms to show day and time of patron usage. Using the same security code for all those in the park allows for misbehavior and total disrespect for people and property by those choosing to act in a disgraceful manner. A more "SECURE" system should be implemented as soon as possible. Greg Stone and Mary Lou Bouchard.
- Thank you for making us able to have a late check out. Will definitely be back.
- Everyone who works there and the people in the park are very accommodating and very polite. We had a very nice time visiting the park. Thank you very much.
- Good job all. Chris & Terrie
- We absolutely love the whole staff at Holiday, everyone is so friendly and helpful. This is the best place to stay ever!!!!
- Clean and quiet!!
- We were at the monthly meeting. Concern was brought up about how to keep track of golf carts for charging occupants for charging carts. Cars must have a tag on mirror of vehicles. Might golf carts have a sticker on them? They could have their locker number on the sticker.
- It's always such a pleasure to deal with Aaron. He's friendly and has always gone out of his way to accommodate us. The clerk that checked us in when arriving was friendly also and went out of her way and cleared up an issue for us which we are grateful for (can't remember her name, I apologize for that)!
- Totally enjoy the park everything we stay! Thank you!
- Everyone was so nice and accommodating. The location was great, right near the beach! We were able to park out tour bus for 2 nights here and it was exactly what we needed.
- Water aerobics for guests and members.
- Get a Wi-Fi extender or bridge. The Wi-Fi is terrible.
- Great Place!

All Motions

Talley Snow made a motion to approve the minutes of the October 2023 meeting, seconded by Darin Batty.

Roll Call: Tom Barcellos (Absent), Darin Batty, Denise Gagliardi, Charles Nunes (Absent), 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 Darin Batty.

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

Talley Snow made a motion to move \$50,000 from the CIM account into the operating account in order to pay the insurance bill, seconded by Don Smith.

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

Darin Batty made a motion to donate \$200 to the American Legion, seconded by Talley Snow.

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

Talley Snow made a motion to approve the 2024 Annual budget of \$1,472,910, seconded by John Watkins.

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

Mark Schieber made a motion to adjourn to executive session, seconded by Darin Batty.

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