



### **Board of Directors**

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

Members Present – 12

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

Flag salute led by Darin Batty.

### **President's Address**

- Please silence or turn off all cell phones.
- This meeting is restricted to members only.
- Members are welcome to participate during the *Member's Comments* section of the agenda.
- To maintain decorum, member comments are limited to two (2) comments per person.
- 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.
- The Board represents the interests of 875 shareholders. While consideration is made for individual concerns, decisions are based on what is best for all members.
- This is a volunteer Board. No one is paid for their time. Directors are reimbursed for out-of-pocket expenses and receive two (2) free days use for their RV when attending a meeting.
- 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 (12/30/23)	Monthly Comparison	December 2023	December 2022	Difference	% Change
Mechanics Bank–Operating	\$23,330.49	Income	\$102,582.73	\$89,951.32	\$12,631.41	15%
Mech. – Laundry	\$23,349.38	Expense	\$73,819.27	\$91,113.76	-\$17,294.49	-19%
Mech. – Dues	\$33,691.27	Net Income	\$28,763.46	-\$1,162.44	\$29,925.90	2,375%
Mech. – Emergency Reserves	\$151,858.58					
Mech. – CIM Reserves	\$51,767.08					

There isn't much for me to report because things are slow and quiet in the park right now. We are waiting on the summer months to come before we start seeing a change in income.

## **Collections – Tom Barcellos**

We currently on the due's accounts have a net positive because of people who have paid their membership dues. For the purpose of accurate accounting, I am not including the \$1,141.80 that is still showing from the foreclosures. This amount has been received from the auction and now we are just waiting for today to apply the final bill from the attorney for us to be able to clear everything out and remove it from the financials. We are hoping to see that change on next month's P&L since we just received the final bill from the attorney. We will be seeing a credit of \$3,220.00 in that account by end of day today. This amount also does not include any and all dues that we are starting to receive for the February dues. So, I just want to say a huge thank you to Aaron, Liz, and the staff for the hard work they have done in order to get this all wrapped up and continue to stay on track with the current dues.

## **Management – Darin Batty**

Once again, I don't have much to report again. Everything is going well, and we are still really happy with the office and maintenance staff. We have been hearing nothing but good reviews from everyone and everything seems to be continuing in a positive direction.

## **Park Use – Charles Nunes**

Park use from December of 2022 to 2023 is actually about the same as it was last year at about 67% park use but our revenue seems to have increased by about \$40,000. I believe there are a couple of things that contributed to the increase in revenue with us having more parking sold in 2023 as well as we had a lot more non-members staying in the park due to members using a lot of their time in the summer. And I also believe the increase in rates for the monthly and snowbirds helped in increasing the amount of revenue we had for 2023. We had the Diablo employees also staying in the park and staying for a longer period of time since we were in our slow months.

Since we are going into the slow months we will see a decrease in park use as well as park revenue, but we will also start to see our staff completing a lot of the projects they were unable to get to when we were busy in the park which will assist us in getting things prepared for the busy months coming soon.

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

I would say this has to be the slowest and least number of comments I have seen in a while. They seemed to all be positive except for a single comment about a neighbor-to-neighbor issue. Other than that, we haven't heard any comments in regard to the restrooms, the dog run and also complaints about our spaces. But everything seems to be running smoothly as far as the comments section goes and we are going to continue to try to keep those positive comments coming.

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

## **Park Maintenance – Don Smith**

Everything is pretty quiet in the park right now as far as park maintenance goes but one thing we want to make sure to announce is Mike will be out for several months due to surgery and will be out probably until May. We will see how things go and make sure when he does return that we keep him on light duty to give him time to heal properly so he isn't injured any further.

The guys are finally using the preventative maintenance lists in order to keep the communication and collaboration going between the office, maintenance, and Aaron. We put together a checklist so we can make sure to stay ahead of the park assets and make sure they stay maintained to assist in making sure they last longer. We also purchased some different paint for painting the numbers on the sites and also painting the lettering around the park to make sure it keeps up with the weather conditions and also the climate conditions. Other than that, there isn't a whole lot going on and we will just continue to have the maintenance work on projects around the park weather permitting.

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

There is not much to report. The holiday season seemed to run smoothly, and everyone seems to be getting along. I agree with Mark that I have not seen great reports like this in a while, so it is really nice to see that we are going into a positive direction. In the coming month, Aaron is going to be doing some site inspections and we are going to be incorporating the new rules about electric vehicles and golf carts. We will be working on sites in the coming weeks and making sure to clean them up before things pick up in the spring. Other than that, everyone will be receiving their annual packets soon that will have the new rules and regulations and we will be moving forward with implementing all of them.

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

We had a couple of suggestions come in last month on ways to improve the experience in the park and one of those suggestions was to add a DVD lending library. So, I went out to a couple of thrift shops and purchased about \$80 worth of inexpensive movies that are family friendly to share with everyone. I did notice that people are also bringing their own to share with other people staying in the park, which is great and encouraging because that is what we were hoping would happen. That's exactly how the books are as well, and they are pretty well stocked so I decided to pass on getting some new books. We also had a suggestion about getting a soap caddy or dish installed in the showers in the restroom in order to give people a place to set their toiletries, so they don't put their toiletries in the window or on the teak seats. So, I was able to find an inexpensive caddy that was pretty straight forward to store your toiletries while you are using them in the shower and then remove them when you are done in the shower.

As Don mentioned earlier, Mike is going to be out for quite a while because he had to have a major surgery and it is going to take him some time to heal from the surgery and prepare for his next surgery next year. Luke has had the surgery in the past and he mentioned it is a life altering surgery and you have to adjust to doing activities different than you are used to doing them. So, when he gets back to work we are going to make sure he has some different responsibilities because we don't want to push him too hard and delay his other surgery or reinjure himself. He will need to slow down a bit and make sure he takes his time, so he doesn't get sick again. But we will be ready and happy to welcome him back when he is ready, and we wish him a speedy recovery.

## **Reportable Actions – Denise Gagliardi**

*None*

### **Old Business**

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*None*

### **New Business**

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#### **1. Annual Mailing – Aaron Cartwright**

Everyone will be getting their annual packet very soon as we have everything ready except for one item that goes in this booklet. We are going to be doing the booklet structure again because it is more organized, and it is a nicer format. So, once we have the last piece of the packet ready and printed, we will be putting those together. Talley gave us a suggestion of labeling the return envelopes with everyone's name, locker number and address and leave a space to sign it so the only responsibility the owner has to sign it and return it in the mail on time. The reason is because one the issues we have had in the past is when people are retuning their ballots, people tend to put the wrong information on the envelope which makes it difficult for the staff to double check the information to make sure we have legitimate ballots returned in order to meet our quorum. Other than that, we included a QR Code on the invitation to the Annual Meeting for a video link to the band that played last year that we decided to have return this year again. They were an amazing band and so we welcomed them back again and can also be seen at the Moose sometimes. Other than that, please engage with the park by returning your ballots and casting your votes so we can make sure to meet our quorum in order to elect board members and fill the seats that are currently becoming vacant. Otherwise, if we don't meet the quorum it will only be for show, and we will have to do the whole thing over again!

## **2. Review Board Job Descriptions – Aaron Cartwright**

This is just an item on our timeline of events that needed to be discussed around this time. We came up with breakdown of jobs the Board Members do while holding a seat on the board. It was something we came up with a couple of years ago and has been updated since COVID to include the requirement all board members know how to use Zoom. Other than that, it just outlines the basic duties and responsibilities that are expected of them. I don't see a reason to update or change anything on here and I would say we need to keep the Zoom requirement so when board members are unable to attend the meetings or we need to have virtual calls we are able to do that.

*Reply from Charlie Weeks – Yes, I agree there isn't a need to change it and we should definitely have it somewhere where everyone can read it and know what the different roles are.*

## **3. Monthly Rental Agreements Due – Aaron Cartwright**

This is just a reminder that anyone who has a monthly space here in the park will need to sign and return their 6-month agreement back to the park office by the 15<sup>th</sup> of January.

## **4. Restroom Drainage Solutions – Dri-Dek – Aaron Cartwright**

We have switched to using Dri-Dek in the restrooms instead of using the mats we previously had been using. There is some information in the packet that is provided. The problem we are having currently in the restroom is with the water not reaching the drain because it is a very flat surface so if we let it stay there stagnant on the cement floor than we run into the problem of people slipping on the concrete and the mats moving causing someone to slip. The mats we got from U-Line that are currently in the bathrooms are more suited for a kitchen or workstation where you have spilled something on the floor and it stays there because you don't want it to run it. The problem with the water staying there is it can cause mildew and rots and creates a sludge because it mixes with the DG which is not ideal. This is a solution where the water is not sitting and instead it evaporates over time and makes it easier for maintenance to clean and maintain. It is a little assembly that we just have to figure out how to snap them altogether and it doesn't slide as easily as the mats are. It is also a lot lighter so when we need to remove it to clean it, it isn't as difficult. I do have a proposal in here to buy enough to do all of the 7 remaining stalls. The proposal is for \$981.88 through the actual company or it would be a little more expensive and we would have to wait just as long to order the product through U-Line.

*Reply from Tom Barcellos – I think we should make a motion to allow Aaron to purchase the Dri-Dek and finish the remaining stalls in the restroom because it seems like a good solution. I am not going to put a cap on it because I think Aaron will be smart about the purchase.*

*Reply from Charlie Weeks – Do we have an estimate on what the cost would be for us to finish? I know when Aaron told me about the product I actually took the time to go into the restroom and check it out and the Dri-Dek was already dry after it had been used so it does dry pretty quickly and it seems like a great product!*

*Reply from Aaron Cartwright – Yes, the proposal is in the back of the packet and there are a couple of options as far as ordering. It looks like the best option would be to order the product directly from the company as it seems to save us a little money. We are not going to get a discount from U-Line because they also order directly from the company but we would also have to pay shipping with them.*

*Reply from Mark Schieber – I believe we do need to put a cap on it so we don't overspend.*

*Reply from Talley Snow – I think if we put a cap of \$1500 it will allow Aaron to purchase what he needs while having some wiggle room to be able to allow for shipping as well as if we need a little extra to store in case anything happens to the current supply.*

*Reply from Tom Barcellos – I am fine with doing that and I will still make the motion to go ahead and purchase the Dri-Dek with a cap of \$1500.*

*See motions section for approval.*

## Member's Comments

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Frank Polehonki (Locker 450) – With Mike being out, do we have enough coverage with maintenance to be able to get everything done? Has anyone looked into another option of doing something that is better quality for painting the numbers on the sites? Could we get something like a metal plate that could be imbedded in the site for the more long-term sites to help emergency vehicles find the sites easier?

*Reply from Aaron Cartwright – Yes, we have enough coverage because we currently have 3 other full-time employees that will cover while Mike is out. In regard to the numbering and the indication of the site numbers, I believe you are talking more about how it is across the street where your site number is indicated more by a post or a sign. Because of the way we all use the sites at Holiday RV Park, we all take advantage of any and all space in the lots so it would be difficult for us to do anything other than painting. I think what will help with the emergency vehicles is to get a very detailed map at the entrance of the park. I was going to work with the promotional company we use for our guest check in books to see if that is something they can help us out with.*

*Reply from Frank Polehonki (Locker 450) – I just thought maybe we could come up with a solution that would not take away from the guys doing what they need to do outside and also it would last a little longer as well.*

*Reply from Aaron Cartwright – I agree it does last with the monthlies and snowbirds who are not going in and out of the park but it doesn't hold up too well with the sites that have people constantly going in and out. We are currently using spray paint which doesn't cost as much but also doesn't always give us a good result. We are looking into other options that will possibly last longer but be a little more costly. We are definitely trying to transition away from the spray paint.*

Nancy Houck (Locker 063) – I missed the last meeting due the holidays and everything but I must have missed something because when I got back in town I received a call from the front office letting me know that our rent and dues we normally have on autopay with a credit card is now going to be charged a 3% transaction fee. I understand that you are trying to deflect some of the costs of doing business from the banks but I feel that some costs are involved in running a business and I just feel like it puts an additional amount of pressure on the front office because they now have a lot of cash and checks coming in and they have to make sure there is safe available to hold the cash and checks when the bank isn't open. Plus, now you have Aaron running to the bank more often in order to not have to hold onto that money. You will probably have a lot of payments that are late because of it and frankly I don't know a lot of people who carry a checkbook in their pockets these days. I don't remember getting any notices about the 3% transaction fee unless I missed something in one of the previous meetings where it was discussed. With the meetings getting smaller and smaller as far as attendance goes because of the winter months, I don't believe that is giving people a whole lot of notice to be able to change their form of payment. I understand what you are trying to do and I understand we are moving forward but are we really going to continue nickel and diming everything?

*Reply from Darin Batty – It is roughly around \$25,000 we are losing in credit card transaction fees every year by the park paying those fees. Every business in the area is starting to charge back the fees because the credit card processing companies continue to raise the rates to a point where the business is taking hits on each transaction processed. At some point, we have to stop giving away the money to the processing companies and start retaining that money for the business so we can stop raising some of the fees at some point.*

*Reply from Charlie Weeks – This was unfortunately not an issue before because the processing companies and banks were not charging us as much. But as time has gone on, we are now starting to be charged more and more and the business has to grow with the changes that are happening. The fortunate part is that all banks do have the capacity to do bill pay or cashier's check and money orders, which makes it a little easier for people who do not own or carry checks on them to be able to pay with a check.*

*Reply from Aaron Cartwright – I think I can answer a couple of these questions. There were a couple of ways that we made sure the information was relayed. It was a reportable action from the October 2023 board meeting. If you rent a spot monthly in our park we sent out a notice with your agreement and rent increase letter notifying you of the change as*

well as the verbiage was changed in the new agreement that everyone is signing this month. Snowbirds are a little different because they already signed their agreements in September before the change went into effect. When we have the snowbirds sign their agreements in the next season, we will make sure the verbiage is changed to show the change in payment options. Since the agreements were already signed we did our best to contact people and have conversations with anyone who came into the office to let them know of the upcoming change. If someone was unaware of the change and needed some extra time to get a check or cash, we waived any and all late fees so they could decide the form of payment without feeling rushed to make a decision to pay extra on the credit card fees. We also made sure to send a notice out with all of the dues invoices to let people know ahead of time about the 3% transaction fee so they could plan on a different form of payment if they didn't want to pay the fee. This is more of a transition period and we are trying to catch everyone as best as we can.

*Reply from Mark Schieber – The only other way to do it is to distribute the cost throughout the other charges in the park. If everyone was paying retail rates, we would just incorporate it in the cost but when you start having retail rates and discounted rates then you have to start being careful where you start putting charges to make sure you are staying within the lines of being fair to everyone. Every time you turn around something is being increased whether it be the taxes or the bills or something so with there being so many other options to pay without having to pay the 3% transaction fee, it makes it pretty fair to everyone including the business.*

Jodi Garges (Locker 602) – Kennie wrote a suggestion and put it in the box about the parking fees. His suggestions for the owners was coming up with a monthly price instead of charging the owners \$10 a night to park in another spot. There are plenty of people who know other people in the park and when they aren't staying at their trailer in the park then they will go and park in their friend's site so they have a place to park but there are still not enough spaces to go around for everyone. He was thinking maybe for the owners when we aren't really full in the winter months, maybe we could rent a space close by us at a monthly rate and when space allows it and it would be a little less expensive than \$10 a day. And if the space is going to be used, then we move to another space but still keep the discounted rate.

*Reply from Charlie Weeks – We totally understand what you are asking and suggesting. I have talked to a couple of people around the park about it already and it is not as easy as it seems; it is more complex than just renting a space to someone for a month for parking at a discounted rate. The parking is on availability only and what will happen if we put a month on it is during our slower times we start to get the calls of the people who would like to come in last minute and if we have sold parking for the month it is difficult to figure out what the rate will be now that we can't give parking because we have sold the sites for a non-member. We are sensitive to the parking issue and we understand the frustration but we have to make sure we are using this park for what it is meant for and that is renting sites for camping and not parking.*

*Reply from Jodi Garges – And I am not saying that we would have to have the spot right next to us. Obviously if the site is rented for someone in an RV then I won't be able to park there but if there are other spaces available that aren't being rented and are available to purchase parking then we should be able to rent them at a discounted price. I agree the top priority should be renting the spaces for RVs and trailers but I was asking more if we could discount the daily parking fee for owners as space allows so we are not paying \$10 a day when it is slow in the park. For example, if the space next to us is available and there isn't a trailer coming in, we were thinking we could rent it for \$5 a day instead of \$10 a day and then if a trailer ends up needing to come in then we can move to another space but still get the discount.*

*Reply from Darin Batty – I think part of the problem is when we get into long-term rates. We can't tell you that you can't park in a spot if you are locked into a long-term rate in a site. So, as a business we don't really want to get into monthly agreements with people because we have a set rate for it. So, the owner side of me says it's a great idea and let's discuss it but the business side of me says we can't tie our hands as a business and get into a month contract with someone for parking when there is a possibility that we could have 40 diablo guys drive into our park and needs a space for a month and would be willing to pay the nightly rate. There is a large difference in the amount of money we would lose by discounting the rate for a monthly rate.*

*Reply from Charlie Weeks – Another thing that also happens with parking is you come in and reserve a site for a week because you are going out of town and need a place to keep your car. So, you park your car in the site for the night and*

*then you end up leaving the next day for a couple days in Cabo or something. You now have an agreement with the park that we cannot rent that site because you have reserved it for a week and you are no longer available for us to tell you that you need to relocate the car to a different site so we can go ahead and sell the site you are currently reserved in for an RV or trailer. We have now lost that sight and the revenue because we decided to lock ourselves in a contract for a week which is why as a business we look at those scenarios and decide it is based on availability and we let the office decide what is the best decision for booking parking. We need to have some discussion about it and see what we can do to manage the situation. It is not something we can decide on without have discussion about it but I think we are open to a discussion about it because it has come up a couple of times throughout the meetings.*

*Reply from Mark Schieber – We have to look at all the scenarios when we are assigning parking and when we are trying to make money in the park. Typically, when you rent a parking space you are in that spot from 12noon – 12noon and so what do we do when the person who is coming into that spot decides to show up early and would like to check in early or someone wants a late check out in the spot? Or how about the guy who parked in the spot but decided to go downtown for breakfast and ends up not coming back until late afternoon but can't move because he is at brunch and now the guys is showing up for his spot but now we can't park him there because there is a car in the site? It is not about the money and is more about anticipating the events that may happen and trying to manage them so we don't have complications. There is just not as easy of a solution as it seems.*

*Reply from John Watkins – As we start to get into all these exceptions, it is going to start putting more work on the office and making it harder for the staff to manage. I think we should just leave it at the \$10 and it is a convenience fee to be able to park instead of a contract and guarantee of parking. Aaron and the staff do their best to accommodate everyone in the park to the best of his abilities.*

Jean Bureau (Locker 828) – I just wanted to comment how the Thanksgiving potluck was a huge success, and I was just wondering when I would get reimbursed for the personal money I put towards it because I was still waiting on that reimbursement? I am not sure who needs to approve that and who to go through other than Aaron and I gave him all the information and all the receipts.

*Reply from Liz Cuccia – The total is in with the checks. We had to wait until the board meeting to have the board members sign the check in order for him to get reimbursed. The board only signs checks once a month, so we had to wait for this meeting in order for you guys to be able to sign it.*

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

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Talley Snow – So due to my husband running in the elections, I felt it was a conflict of interest for me to be the chairman for the elections. I have asked Don if he is willing to take over for me and he agreed he would take over for me so he will now be the chairman for the elections and he will make sure everything runs smoothly.

Meeting adjourned at 9:58am.

Respectfully Submitted,

Denise Gagliardi  
*Board of Directors – Secretary*

Cc

Jennifer Del Monte  
*Senior Reservation Agent*

### **Guest Survey Comments from December 2023**

- We always have a wonderful time... Everyone at the park is so helpful and friendly... We look forward to coming back every year.
- I will always choose to stay at Holiday RV Park! The Staff and Maintenance are all warm and welcoming. Thank you