



**Holiday RV Park Owners Association  
Board of Directors Meeting  
May 10, 2025**

### **Board of Directors**

Lorena Lemus (2024 – 2027) – President	Darin Batty (2025 – 2028) – Management
John Watkins (2023 – 2026) – VP & Rules and Regulations	Mark Schieber (2023 – 2026) – Park Usage
Dale Critzer (2025 – 2028) – Secretary	Don Smith (2023 – 2026) – Collections
Talley Snow (2025 – 2028) – Treasurer	Manuel Silva (2024 – 2027) – Maintenance
Frank Polehonki (2024 – 2027) – Public Relations	

Members Present – 19

Meeting called to order at 9:02 am.

Flag salute led by Lorena Lemus.

**Dale Critzer made a motion to approve the April 2025 meeting minutes.**

### **President's Address**

- Please silence or turn off all cell phones.
- Members are welcome to participate during the *Member's Comments* section of the agenda.
- 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 (4/30/25)	Monthly Comparison	April 2025	April 2024	Difference	% Change
Mechanics Bank–Operating	\$130,691.91	Income	\$93,385.39	\$87,828.32	-\$5,557.07	-%6
Mech. – Laundry	\$23,274.80	Expense	\$105,257.01	\$85,503.77	\$19,753.24	%23
Mech. – Dues	\$122,656.02	Net Income	-\$11,871.62	\$2,324.55	-\$14,196.17	-%610
Mech. – Emergency Reserves	\$1,890					
Mech. – CIM Reserves	\$55,468.45					
First Citizens - CD	\$201,622.87					

From 2024 to 2025 we are up over \$181,000 and we have less than 2 years to go to pay off the construction loan completely.

**Talley Snow made a motion to pay the bills and payroll for April 2025, seconded by Dale Critzer.**

## **Collections – Don Smith**

We currently have a credit on our accounts receivable because several members have paid their July dues early this year. There are a total of 11 owners that still need to pay their January dues for this year, but the office staff is working to collect those soon. There is one share that is about 2/3<sup>rd</sup> through the foreclosure process, where the outcome will be a public auction at the Park either August or September. Lastly, there is one member that will likely be foreclosed as well if they do not pay their July dues this summer.

## **Management – Darin Batty**

Thanks to the staff for doing a great job this year, we have several employees enjoying their vacation time this month before we get busy during summer. You'll see less people onsite, and that's why. The staff had some additional training recently that will be discussed later during this meeting.

## **Park Use – Mark Schieber (Absent) / Lorena Lemus (Representing)**

Mark is running a little late to the meeting today so I would like to report that our occupancy was up about 6% and we saw greater usage. Spring break was in April this year so we can attribute extra business to that shifting holiday calendar.

## **Correspondence / Public Relations – Frank Polehonki**

Last month there was a suggestion about a USB charging station for phones in the laundry room, in case someone is trying to use the Dexter Pay app on their phone; we've since placed one in there.

Overall, there was a lot of excellent feedback this month about the staff and their customer service. I would like to share some of those with you today. I did receive a comment that the spa water felt slimy and gross, but the staff and I think that the person was unaccustomed to using soft water. The maintenance staff fills the jacuzzi and pool with water from a softener and if you aren't used to it, there is a slick feeling that lingers on your skin after soaking in it for a while compared to hard tap water.

Another comment card was about the ping pong set in the clubhouse missing the ping pong balls. I got a comment card from a guest that discovered the Park via Harvest Hosts RV club that enjoyed our clean restrooms, proximity to the beach and said that they would return.

I've received several comments about why the maintenance staff will be posted at the front of the Park during the evening and after dark. I wanted to make certain that people understand that once the office closes for the day and other workers go home we are often left with a single employee to take care of and monitor the Park. Sometimes they are waiting by the front entry for guests to arrive with their RVs, or to keep an eye on who is entering the property without an RV. Occasionally, they will have to ward off trespassers trying to get inside our pool area or restrooms, usually teenagers or riff raff. That particular location up front is best suited to do that kind of security work. They are providing a valuable service, along with the other tasks that they take care of for everyone's benefit (especially the dirty jobs).

*Comment from Aaron Cartwright – Yesterday afternoon I got a call from a guest with reservations for June, and she was confirming that someone would be available to help them park their RV with the forklift because they know how difficult it can be. Her next question was how to get ahold of someone when they arrive after-hours, and her assumption from a previous stay was that a maintenance worker would be near the front entry by their cart. I think that is a great example of what our guests are expecting when they stay regularly.*

I would like to promote the monthly meetings more and boost attendance to receive greater participation and feedback from the members than before. I have some fresh ideas and I will be working with Aaron on possibilities like free raffles during the monthly meeting for those that attend, or utilizing professionals to visit with us and educate on concerns like smoke/carbon monoxide detection to promote safety and well-being.

A big thanks to the Beach Social Club for the great work they're doing today in preparation for the Mother's Day BBQ this afternoon. I think Brenda has some exciting news on some events coming up soon.

*Comment from Brenda Critzer (Locker 166) – Yes, we are going to have a ribbon cutting ceremony next month on the Board meeting day to celebrate the new décor in the Magnolia Center. Please remember to pause the meeting for a bit and head over to the ceremony for pictures and to help promote the Park on social media and publications!*

**April 2025 Guest Survey Comments:** *Please refer to the attached comments at the end of this document.*

### **Park Maintenance – Manuel Silva**

The training that Darin mentioned was conducted by a representative from a janitorial company based in Fresno, EnviroClean. It was specifically about how to use the KaiVac cleaning system that the Park owns. If Aaron doesn't mind, I would like him to highlight more about that experience.

*Comment from Aaron Cartwright – It was a great experience, and as someone that has used the KaiVac before I think the biggest benefit was seeing how a complete expert uses the machine. Watching his demonstration helped me understand a lot of things that I was doing wrong, even things like placement of the machine and the distance needed to use the spray gun efficiently without splashing. Another example was our overuse of a water drying agent that was much more than necessary because we were taught incorrectly; he explained the correct dosage for the job. I would like to thank Manual for the recommendation; everyone got a lot from it.*

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

As we review our rules in the Fall, as always, we will work to eliminate unnecessary rules as much as possible. I think this summer we are going to receive a bit of complaints about the dog owners that visit the Park and leave a mess; our staff will need to have a harder heart about it, even with people that live here. Otherwise, the staff is doing a great job of compassionate enforcement of the rules; I just don't think that dogs should qualify.

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

Happy Mother's Day to all our wonderful mothers in the Park! We wouldn't be here without you.

The biggest improvement since last month is the beautiful new mural at the Magnolia Center by Scott from Artcolab. A huge thanks is in order to Brenda and Nataly from the Beach Social Club for negotiating an excellent price for the work, and for contributing half the cost as a donation back to the Park. We have received nothing but good feedback on the mural from our members and guests, and I hope it is the start of something new for us.

A smaller improvement since April is a suggestion I had for a better way to store and display the puzzles and games for kids in the clubhouse. We used an open cabinet previously, and it always looks cluttered and disorganized at a glance, and we've stored them in the kitchen cabinets, which is a bit too much out of sight and out of mind. I found a nice sideboard with storage that fits right in with the rest of the décor and holds our entire puzzle and game collection perfectly while still being visible and looking organized. It's just a little thing but it helps!

Also, I designed new signs for the traffic cones we leave at reserved RV spaces after-hours that clearly state a site is reserved for someone because we are expecting a guest. I hope it will cut down on some confusion in the evening and deter other guests from parking cars or trucks in spaces that appear empty but are actually reserved for a good reason.

Lastly, there was a visit yesterday from our Good Sam's Club inspector to verify the condition of the Park meets their standards for affiliation. She had a large and detailed criteria for the grading system. I am very pleased to report that our recreational facilities scored a 9 out of 10, and our restrooms and showers scored 10 out of 10. She did break my heart on

our visual appearance and environmental quality; we only ranked 6.5 out of 10. This was because we lack trees, grass, wide spaces and we are close to homes and businesses unlike more visual pleasing campgrounds. Thankfully, we still qualify based on that score, and I appreciated her detailed explanation of the areas we are lacking.

## **Reportable Actions – Dale Critzer**

*None.*

## **Old Business**

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### **1. Roads – Manuel Silva**

The Board is continuing to evaluate the overall health of our roadways, and what it will cost to repair them in the coming years. I'm picking up right where Don left off as maintenance director and supplementing a lot of the work that he put into the process already. I will look forward to inviting Darin to assist as well with the roads in addition to other projects.

*Comment from Don Smith – The roadwork will go in phases and with the new paving machines it shouldn't impact RVers too much their vehicles are encroaching on the street, maybe just a little push backwards or mill around it. The concrete gutters will be replaced too, and the base is insufficient to where that will be removed too. Because of the poor substrate, gravel is going to be added and compacted before the asphalt. Like Manuel said, it's a lot to evaluate!*

### **2. Golf Carts – Manuel Silva**

As I mentioned, I am working alongside Darin on the potential of purchasing new golf carts for our maintenance employees. There are good products and prices out there at places locally in Morro Bay, and I think that we can present the Board with nice options to get better vehicles for the staff; it has been overdue.

*Comment from Paul Gutierrez (Locker 63) – Let's make sure we are still getting all the utility features we need, like towing capability and a good cargo bed with a dump capability. Saving a buck may not be worth losing all those features. I would suggest getting all 4 carts and being done with it, before the tariffs kick in.*

## **New Business**

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### **1. Park Reviews – Frank Polehonki**

I visited Yelp recently, and unfortunately our scores online aren't as good as I would like them to be. We have about 55 reviews on the page, and I noticed that many of them are quite old. It's not a true reflection; the Park has changed since then and I think we run our business better now and take great care of our guests. I did my part and left a nice review with my feedback on the Park, and I would really appreciate it if our other members could do the same. We've worked hard to make many nice improvements recently, with the pool, restrooms and clubhouse or the new mural in the picnic area. I think that we can pitch in and raise our Yelp and Google ratings to help promote the Park and encourage people to try our accommodations instead of the other RV parks nearby. Please get some current, positive comments to entice good business for us as we're looking to make big improvements like the roads every dollar counts!

### **2. Clubhouse Furniture – Aaron Cartwright**

Lorena had approached me about updating the furniture in the clubhouse from a usability and safety standpoint. The café furniture we have here is really nice and has held up well, but it is so heavy and inconvenient to move safely. We regularly need to move all these tables and chairs for meetings or special events, at least once a month, and I know that I have hurt myself doing so. I would like to think about utilizing lighter tables and chairs that can fold up and stack easily so people will have an easier time moving things around. We can move the café furniture upstairs since the conference room is more a static area with less need to rearrange it regularly. The folding tables that are already upstairs can move

into storage for the Beach Club and Park events. The new furniture is from Uline, who makes good products that are generally very durable; the catch is that we are losing the nicer aesthetics of the café furniture, but I think the gains for safety and ease of use are worth it. All that being said, I would appreciate consideration of the proposal since it would cost around \$3,500.

**John Watkins made a motion to approve the purchase of new tables, chairs and tablecloths for the clubhouse, up to a limit of \$4,000, seconded by Darin Batty.**

### **Member's Comments**

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Debbie Kindell (Locker 466) – Regarding the new carts and helping people when the office is closed, I think that we should get nice stickers or signage for them to highlight that someone is an employee. I know that I've gotten stopped before on my cart because people thought I work here! I like the new Holiday RV T-shirts we have for sale, and it would be nice to see the maintenance employees in their uniforms more often. Lastly, I think we should charge pet owners a fee for their animals to encourage them to act more responsibly and clean up after their pets.

Joelyn Lutz (Locker 369) – Terri Polehonki asked me to ask the maintenance employees to clean the tile around the swimming pool and spa please. Also, about the dogs, I think it might be a good idea to place signs in the flowerbeds that remind people to clean up after their pets because they are being watched; maybe it will make them think twice!

*Reply from Darin Batty – Yes, Mike cleaned the pool tile on Thursday, and I can see that gunk is already coming back in a small section. It's a constant battle after people use the spa or pool because of the oils, lotions, soaps and skin cells that we lose after swimming. But we are aware of it, and I'm asking Aaron to try a few new products to try and combat it while keeping themselves safer, as opposed to crouching and bending above the tile to reach with the hands.*

Monika Harris (Locker 350) – Please keep the budget in mind when you are thinking about spending money on golf carts or furniture. I wouldn't like to see the rates go up a lot because we are spending money that we don't have.

Al Polehonki (Locker 152) – I've heard that the maintenance employees used their golf carts to move the KaiVac machine from the restrooms to the pool, by dragging it. After seeing the machine's wheels, it doesn't look like being dragged along would keep it in working order.

Joelyn Lutz (Locker 369) – About Aaron's girlfriend that works, Autumn, what are her duties here? A bunch of us were asking. Any specifics or times please?

*Reply from Aaron Cartwright – Yes, if you've ever seen her working here before, she is a housekeeper, so she cleans. She is usually needed twice weekly while the Park is slower. Her duties are to clean the restrooms, clubhouse, kitchen, clubhouse restrooms, office, office restroom, laundry restroom and other cleaning as needed, like sweeping outdoors. She's tasked with cleaning fixtures, including items like showers, toilets, sinks, floors, windowsills, countertops, walls, tables, etc. Try and visualize is that she sanitizes and cleans the things that people use and touch continuously in the Park.*

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

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None.

Meeting adjourned at 10:07 am

Respectfully Submitted,

Dale Critzer

*Board of Directors – Secretary*

Cc

Aaron Cartwright

*Park Manager*

## **Guest Survey Comments from April 2025**

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- Enjoyed my stay
- Everyone was really helpful and kindness. Place was really clean. We enjoyed every moment
- Jessica and guys on forklifts ROCK--I luv this place
- The park is always well maintained and very clean. The staff including in the office and outside staff are always very pleasant and take pride in what they do.
- Thank you! We look forward to returning some day
- Just stayed overnight.
- Thank you Jennifer and staff
- The spa was really gross. You felt slimy after you got out. It definitely needs to be cleaned. Also don't clean the bathrooms at 8:30am which is prime time for people to use them. Two days in a row they were being cleaned in the morning when people wanted to use them. The old schedule of cleaning them in the afternoon worked much better
- See you again!
- The maintenance crew who helps you park are wonderful. Spots are a bit tight though not leaving a lot of room to park. Overall, great and clean facilities.
- Great place with a great staff
- Our favorite place to stay!!
- Every time we go to Holiday RV Park, we feel like staff go out of their way to make sure everything is in order to make our stay comfortable and convenient! An extra special thanks to Jennifer for making this happen! Give that girl a raise!
- The maintenance staff is very helpful and polite. The Laundry and Shower/Bathrooms are very nice and always clean.
- A personal shout out to the office staff. We had an issue with our RV and both the maintenance team and office immediately and efficiently assisted us and provided services outside the Park to fix the problem. Very much appreciated.
- Great office staff and maintenance is always friendly.

## **All Motions**

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**Dale Critzer made a motion to approve the minutes of the April 2025 meeting, seconded by Talley Snow.**

**Roll Call: Dale Critzer, Darin Batty, Lorena Lemus, Frank Polehonki, Manuel Silva, Don Simth, Talley Snow, and John Watkins. Mark Schieber was absent.**

**Talley Snow made a motion to pay the bills and payroll for the month of April 2025, seconded by Dale Critzer.**

**Roll Call: Dale Critzer, Darin Batty, Lorena Lemus, Frank Polehonki, Manuel Silva, Don Simth, Talley Snow, and John Watkins. Mark Schieber was absent.**

**John Watkins made a motion to approve the purchase of new tables, chairs and tablecloths for the clubhouse, up to a limit of \$4,000, seconded by Darin Batty.**

**Roll Call: Dale Critzer, Darin Batty, Lorena Lemus, Frank Polehonki, Mark Schieber, Manuel Silva, Don Simth, Talley Snow, and John Watkins.**

**Lorena Lemus made a motion to adjourn to executive session, seconded by Dale Critzer.**

**Roll Call: Dale Critzer, Darin Batty, Lorena Lemus, Frank Polehonki, Mark Schieber, Manuel Silva, Don Simth, Talley Snow, and John Watkins.**