

Board of Directors

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

Members Present – 27

Meeting called to order at 9:00 am.

Flag salute led by John Watkins.

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

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
	(7/31/25)
Mechanics Bank-Operating	\$147,119.82
Mech Laundry	\$20,254.41
Mech Dues	\$196,081.30
Mech Emergency Reserves	\$1,815.18
Mech CIM Reserves	\$56,121.53
First Citizens - CD	\$204,179.76

Monthly	July	July	Difference
Comparison	2025	2024	
Income	\$239,380.69	\$161,569.97	\$77,810.72
Expense	\$118,916.51	\$94,071.09	\$24,845.42
Net Income	\$120,464.18	\$67,498.88	\$52,965.30

Our total assets across all bank accounts and deposits are over \$640,000, and we are having a great summer so far. I think weekends will continue to do well as we move into the fall.

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

Collections - Don Smith

The second half of the assessment for the year in now past due, and there is a little over \$27,000 left outstanding. That amount will be collected soon and it's nothing to worry about. There is one share that owes enough money to warrant foreclosure, so if there is no response by the next meeting, we will begin that process.

Lastly, there will be a public auction after the Board meeting on September 13th. This will conclude the foreclosure for Locker #410 that has been ongoing this year.

Management – Darin Batty

Aaron and the staff did a great job with the snowbird application process this year, and the Board will be discussing that later today.

Park Use - Mark Schieber (Absent) - Aaron Cartwright (Representing)

Mark will be joining us in a little bit via Zoom, but our overall occupancy in June was up slightly compared to 2024 and revenues collected were higher too. We are competing with ourselves to an extent during summer, but we tend to have the same core group of members here annually. The only group of guests we are lacking this year are international travelers from Europe and Asia.

Correspondence / Public Relations - Frank Polehonki

From the guest survey data from last month, we have a wide variety of comments and critiques, beginning with praise for the office and maintenance staff for their friendliness. On the other hand, some guests mentioned their dissatisfaction with the small RV spaces, noisy neighbors or the slow internet. I think we all have experienced those problems ourselves on occasion. Other concerns include cleanliness in the restrooms and laundromat, which is something that is easier to correct if the staff is notified.

I would like to remind everyone that the Park has a page for members on the website that has records of the previous Board meeting minutes and lots of other information; please ask the office if you need the login and password.

Last month we started a new campaign to raise our Yelp rating online, and I would like to thank the members that participated and left a nice review for the Park. If you do, please check with Aaron to receive a free Holiday RV promo item as a gift!

I had a concern about propane fire pits being too close to another RV. If that ever happens, please ask an employee for assistance in responding to that. It's important to be safe since we are so close together.

Another suggestion I received was for a dog washing station inside the Park, which I know has been brought up before. There's a diverse set of opinions on the topic so we will keep all that in mind. In case anyone didn't know, there is a nice dog washing service right next to California Fresh Market.

Lastly, I wish to thank the Beach Social Club is hosting another excellent cookout today after the meeting. Please take a moment to participate and socialize with the other members and guests.

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

Park Maintenance - Manuel Silva

After the meeting last month, I noticed that a section of the concrete at the Magnolia Center has lowered down and created a tripping hazard. During my recent visit I brought with me a special concrete tool that I gave to Luke so he could grind down the pad to make it safe. That work will be done very soon.

Rules and Regulations - John Watkins

I'm working with Aaron on getting ahead of the game for the upcoming meetings regarding the rules for next year. I have about 29 recommendations that I am going to leave with him. I want to get the rules well-prepared to review soon and not wait until the last minute.

Manager's Report - Aaron Cartwright

We have another packed meeting this month, which is great to see. I would like to remind everyone that we have a new employee in the office this summer. Her name is Sarah and she's been doing a fantastic job of learning the reservation process at Holiday RV; very bright young lady. She is extremely friendly and is fitting in well with Jessica and I already. Please take a moment to say hello and make her feel welcome!

To all the folks that applied for a snowbird space this year, please be patient while I review the applications with the Board later today. I will be in touch with you ASAP once I have a decision, which should be very soon.

Lastly, if I could get on a soapbox for bit, I wanted to remind everyone that we have 875 members, just shy of 200 RV spaces and about 100 renters that are here long-term. This leaves the staff with around 100 vacant spaces to book for all the members calling in to make reservations, especially during summer. While we try hard to take requests for specific RV sites, this is a business, and it takes a lot of work to accommodate everyone that wants to stay. On occasion, it does mean that we are unable to honor every request because it would be depriving another member or a guest of a stay altogether. Even then, we are trying to offer a comparable location to one requested. To try and think about it another way, if you wish to limit your desired space to only one location there is a 1 in 100 chance that we can accommodate that request, at best. If a request is changed by one of the office staff or I, it is not intentionally done for any reason other than to fit as many guests in the Park as possible. Recently, I have had some members explain to me, rather unkindly, that we cannot change their requests or that other RV parks wouldn't do that. Truthfully, the only other RV parks I know of that guarantee to honor specific location requests charge fees for doing so, sometimes up to \$40. As someone managing a business, I understand their need to charge for such a thing because at the end of the day that would mean turning away another customer rather than moving a requested space to get someone else in. Again, just a reminder, at Holiday RV Park requests for specific spaces aren't guaranteed but we do our best. Thank you for understanding!

Reportable Actions - Dale Critzer

None.

Old Business

1. Roads – Manuel Silva

We are continuing to evaluate the feasibility of replacing the Park's rain gutters and repairing the roads, which started last year. I have some prices that I collected recently that I would like to share with everyone today. At this point, we are considering a project that is broken into phases, with a concrete V-gutter being installed first, followed by new asphalt about a year later. For the gutter, I have a one bid estimated around \$148,000. This would be a local company, and I have another quote for \$146,500 on a gutter but from a company in the Tulare area. The concrete repairs can be done nearly anytime, but pouring new asphalt is going to be based a lot on the weather. I'm providing this information to the Board for their evaluation and research. There is another local company that gave us a bid on the asphalt for the \$475,000, which

they are recommending be completed a year after the gutter replacement. Darin and I have also consulted with Don Smith and other members, like Charles Nunes and his son Paul Nunes, for their expertise on roadwork. Eventually, the Board will make the best choices for the Park, based on the opinion of experts.

New Business

1. Loss of Privileges for Late Assessments – Aaron Cartwright

As Don mentioned earlier, the assessments were due last month and if someone hasn't paid their dues by now it means that their privileges at the Park are suspended until payment is received. If you have reservations upcoming but you haven't paid your dues yet, you will be getting a phone call from Jessica or Sarah very soon to ask you to do so within a reasonable time or your reservations will be canceled. The staff will also be reminding everyone that there is a late fee of 10% (\$17.10) that will be charged on September 1st for further delinquency.

2. Review and Assign Year End Tasks - Aaron Cartwright

This is around the time of the year on the business timeline where Lorena will begin assigning key tasks to certain Board members, like election committee chairperson or who will be assisting with the annual meeting. With Lorena absent, I don't see an urgent need to start that process today without her advisement.

3. Picnic Table Resupply - Aaron Cartwright

We have been coming up short on new picnic tables for the maintenance to use as needed this summer. Previously the Board approved replacing the old tables in the front section of the Park, which was done in stages over a year's time. Now we are at the point where these tables are getting damaged to where another is needed but we only have the old tables to use. I recently got a rather disapproving comment from a guest that happened to receive an old table as their replacement, at which time Luke had requested that we get more tables. Since each table is \$350, that is beyond my spending limit since we really should consider getting a decent amount of them at once. I have a quote from Uline for \$4,061 to receive 10 additional tables, and the staff and I would appreciate the consideration.

Talley Snow made a motion to approve the purchase of 10 additional picnic tables for the Park, up to a total of \$4,500, seconded by John Watkins.

Member's Comments

Rose Marie Dias (Locker 355) – A few days ago I saw one of the maintenance employees, Charles, drop and drag one the picnic tables.

Gayland Monken (Locker 796) – I would appreciate it if when the Board is referring to the financial reports that they specify which page number and report they are discussing, it is helpful to us in the audience trying to follow along. Also, are we allowed to ask questions during the meeting while people are making presentations?

Reply from John Watkins – Please ask your questions and make comments during the "Member's Comments" section of the agenda only.

Mark Gregory (Locker 718) – Going back to the dog washing station, I've heard it said before that we could remove the fish cleaning sink to make room for a dog wash. I use it quite a bit, so I would appreciate it if room would instead be made for both. There is a coin operated dog wash in Santa Maria that is nice, if you want to see an example of what's available and how it pays for the utility.

Reply from Don Smith – There is probably room near the fish cleaning station to add a portable dog wash, and plumbing would be simple to add coming from the restrooms. You can get an instant hot water hearer installed if you need it too.

Paul Gutierrez (Locker 63) – You can create a revenue stream like the laundromat with a dog wash, but it's got to be visible. Right next to the laundry room is a great space to have access to hot water and make more money, especially if you advertise it right. Maintenance is easy to keep on. It's an enclosed station and all we need is a 10'x12' room to put it in.

Reply from John Watkins – I will refer the subject of a dog washing station to Park Maintenance.

Reply from Manuel Silva -I like the idea of the dog wash if it helps make money for the Park, but my first concerns are how much work it will take our staff to clean and operate it, along with the utility costs and the enjoyment of BBQs and other social events being affected by a potentially smelly dog wash right inside our picnic area.

Paul Gutierrez (Locker 63) – Painting the speed bumps yellow would communicate to drivers that they need to slow down, the white paint we've been using doesn't alert the driver to anything. Yellow usually means caution to people behind the wheel. Lastly, I love the new mural at the picnic area, so let's try adding more decorations to the pool area with a mural on the wall inside the patio!

Gayland Monken (Locker 796) – Do we have a budget item for the road repairs? Or ways of getting that money?

Reply from John Watkins – Those projects are accounted for on an annual budget, but we currently do not have a way of getting the money today to pay for major roadwork. Special assessments may be one option.

Joelyn Lutz (Locker 369) – Somone was smoking inside the restroom the other day, so I think a "no smoking" sign is probably in order. There's still lots of water on the restroom floors occasionally, it would be nice if someone could clean that up more often. I am going to make another newsletter, please let me know if you wish to add something to it! Lastly, I wasn't happy with the answers given a few meetings ago about the situation with money being stolen from the Park. I'm disappointed that I was given a vague answer and I was wondering what is being done with the rules and regulations related to this issue. I've also heard rumors about previous Board members who might have stolen money in the past, by way of not paying to park their RV here. I think with the current situation we really have to stop this because it is going to come back on us; our taxes or fees will go up. I'm wondering when we might hear specifics about how it is being handled, aside from a vague response. How's it going to stop?

Reply from Talley Snow - I'm not sure that rumors can ever stop, it seems like some people here feed off gossip. I believe that Board member you're referring to is deceased, and it isn't helpful to entertain such old rumors. People need to move on. I've been a member for 5 years and I never met the man, so it's not recent.

Joelyn Lutz (Locker 369) – I continue to bring the subject up because it seems like it's been a track record. The situation with the current Board member is recent.

Reply from Aaron Cartwright – I don't know if you were here for the meeting last month, it was a big crowd. Part of that meeting was a section where I read a series of answers and recommendations from the Park's attorney to the Board on a variety of pressing issues, one of which was about the subject you're referring to. It was considered moot in the sense that nothing can be done about it retroactively. There was a correction that needed to be made, and it was done, however late.

Joelyn Lutz (Locker 369) – Is my interpretation correct that if I don't want to pay rent anymore, then I can slither my way out of doing so?

Reply from Aaron Cartwright – No, that's not what is being discussed at all. It wasn't a situation where a renter stopped paying us, but an owner didn't record updated deeds in a timely manner. There isn't a stipulation of money being owed to the Park in the case because we're talking about using free time, nothing related to a rental agreement. We needed someone to record deeds, and I referred it to the Board when it wasn't done after a reasonable time, but everything that

needed to be done was done eventually. This involved a group of owners that were being lazy about it, not to be rude, but I never thought that any delays were malicious or some attempt to deceive the Park.

Joelyn Lutz (Locker 369) – That's a whole different story then what I was hearing.

Reply from Aaron Cartwright – Correct, and it's a great example of what can happen when a rumor mill of people that don't understand a situation spreads misinformation. Honestly, the entire subject we're talking about isn't anyone's business. If I can turn the tables for a moment, and let's say that you, Joelyn, stopped paying rent to the Park, then I would not be talking about it to anyone except for you and the Board. It's not anyone else's business, and it wouldn't be fair to you to discuss it with other people.

Joelyn Lutz (Locker 369) – I think there is still an element of something not being accountable to the Park, even in this context of people staying for free. Or considering that people using time might not be family, I'm still a little unclear on that.

Reply from Aaron Cartwright — There are discussions ongoing about what, if anything, is to be done about usage of free time by the owners. It's a complicated subject, because this is an owner's association and it is an impactful decision to place restrictions on how everyone records and uses these deeds; the Board, management and employees have very little involvement in this process because you own the property! There have been restrictions amended to the covenants, by the members, on how many shares can be owned but that was over 20 years ago. Lastly, to answer your question about time usage: any owner on a deed may use any available free time if they are in good standing. Being a family member or not doesn't factor into it. The folks involved in this situation were all owners, and to my knowledge, we have not allowed a non-owner to stay using another person's free days for a very long time. As you mentioned, there was a situation like that with a former Board member, but that was nearly 10 years ago. The Board put a stop to that back then.

Jodi Garges (Locker 602) – I understand your concerns Joelyn, and I think there are people spreading uninformed rumors. My philosophy has been to ask someone to their face if there's a doubt, to get the best information from the source. If they don't know, then ask Aaron or someone that is informed. But if we're questioning someone's integrity it's really best to ask them directly. Secondly, there was a young girl going in and out of the clubhouse this week after using the pool and it was getting unsafe with how much water there was on the floor. Her mom was outside by the pool, but I'm concerned about the overall safety. Maybe another sign?

Gayland Monken (Locker 796) – After an auction for one of the shares, does any of that money come back to the Park?

Reply from John Watkins - No, not really. We recoup our expenses only, like legal fees and administrative fees, but anything aside from that is returned to the previous owner eventually.

Barbara Summers (Locker 191) – I like the new sign for the pool shower, and it would be nice to have another sign by the hot tub letting people know that drinking alcohol isn't allowed in the jacuzzi or in the pool area. I've been seeing people passing beer bottles around or using wine glasses. Or a sign emphasizing the concerns with unattended children using the pool, or kids using diapers being in the water.

Jodi Garges (Locker 602) – Speaking of the pool, some of the other gals in the Park and I like to do some "dirty" aerobics in the morning. You're welcome to join us!

Paul Gutierrez (Locker 63) – I think a lot of these behavioral problems can be solved if we are letting the employees or Aaron know about it while it's going on. I noticed during some of these stories today that we aren't notifying anyone.

Reply from Darin Batty – Agreed, telling us about it a month later isn't giving our staff the opportunity to correct it. Not that we don't care about it as a Board, but that's why we have a manager and employees for. We're here to provide direction if needed.

Elvina Dela Cruz (Locker 248) – Going back to the pool and spa, there are some areas on the deck that are very slippery when wet so it would be great if those could get roughed up. I've seen people slip before and I almost have myself, and these guests weren't running. Also, I often see cars and golf carts encroaching into the road sometimes by at least a foot.

Joelyn Lutz (Locker 369) – I know we've talked about it before, and it might be out of our budget but a security guard during the summer months might alleviate many of these problems because it tends to happen more often when it's busy. I know we're all here to have fun, but having a presence would help to reduce confrontation.

Lysha Payseno (Locker 488) – Thank you all, you're doing a great job. I have been a member close to 30 years and it's my first time attending a meeting today.

Board Member's Comments

Manuel Silva (Locker 160) – I want to speak more about the concerns that Joelyn was talking about earlier, that people might be using the Park for free when they shouldn't. We are still discussing that as a Board, and there are currently people that are adding other members to their deeds to share free time with each other, even though they aren't related. To be clear, I'm a monthly renter and I cannot use my days because of that, and I'm not comfortable with an arrangement where time can be lent to others if they're doing me a favor, or because they owed me something. It might be my opinion only, but it's how I feel about the subject.

Meeting adjourned at 10.15 am.

Respectfully Submitted,

Aaron Cartwright Park Manager

Cc

Dale Critzer

Board of Directors – Secretary

Guest Survey Comments from July 2025

- "Always a pleasure staying at Holiday RV. Sites are not huge, but neighbors are always friendly."
- "My husband and I love staying here. It's the blast place ever!"
- "Great staff."
- "We couldn't have made our trip perfect without the staff. We were first time trailer people and they helped in every step of setup willingly and patiently. We couldn't have done our trip without them. Thank you team."
- "Great clean place with excellent pool and jacuzzi and close to town."
- "Thank u. Very pleasant stay...staff is kind and polite."
- "All the staff in the park have always been polite, courteous, and very helpful. Have never had a bad experience with the staff."
- "Neighbors in 101. Park president's family is very loud. Permanent residents make more noise than guests."
- "Internet was consistently disconnecting. Maintenance staff was very helpful in both placing my trailer in the space with the forklift and allowing the use of an open pull through site to exit."
- "Something needs to be put down on the floor around the toilets in the women's bathroom. The floor is often extremely wet. It is slippery and the bottom of pant legs get wet while using the facility. Everything else at the park was terrific!"
- "**(1)** 😎 **(1)** "
- "Our RV space was not far from the entrance. As such we did not use the dog run since it was too far for our dog to walk. It would really be handy to have another run in the middle (like the restrooms/showers) or close to the entrance."

- "Spaces just a little tight, but otherwise awesome place and location."
- "The assistance provided getting into spots at this park will hands down keep us coming again and again—along with the nicely heat pool and proximity to town."
- "no concerns it was great. They know what they're doing. The guy met me at my spot and helped back me in and hook the car and that makes the atmosphere really happy for all the other campers so everybody in the places having a good time. It's really a great place thanks a lot Billy Comeaux."
- "Amenities were good. I didn't like how far the small dog area was for dogs. Or had to walk outside of the park for grass No grass and no room at the sites. It was like a parking lot on top of everyone and long term residents weren't very friendly. Staff was great and very helpful."
- "Very clean, everyone is quiet at night."
- "The only issues we were the size of the camp sites. Small and no place to park. The dog run could use a little improvement grass would be so much better. But I understand it may be hard to keep green. Our dogs would not use it and it made our trip stressful."
- "I am a shareholder and historically haven't always been able to utilize my all days and/or have been told there is "no availability." My park dues are paid on time, I was called twice within one weekend to pay a balance on days while we were still at park. I went to office following Monday requesting a printout and was told, "we don't usually share that information, but I'll see if I can print it." Receptionist was busy & while providing me service, was taking multiple calls, trying to answer questions for phone calls she was on, while helping me as well. I requested to be helped once she was done taking calls. I also asked for a printout of prime days or nonprime days charged for stay and she struggled with that as well. When I checked in initially they had wrong checkout date so we had to correct that as well and no balance discussion was held at check-in. The maintenance guys, Luke, Mike, and Kim are always super helpful and proactive. A couple of suggestions: The clubhouse should be available until 11 on weekends by request to help with noise control and paper towel dispenser should be available closer to showers so women can clean up their hair on shower walls. I would also like a voting ballot for board members in future and believe an email of meeting minutes should be sent out as well to shareholders. Thank you for your time."
- "Jessica did a great job at finding us a spot. Jessica and the entire staff were very professional, courteous and had a friendly greeting each time we saw them."
- "Bathrooms need serviced more frequently. Toilets were filthy, needing brushed out. Toilet paper on floors. Pool area and tiles needed regular cleaning. A pool service during the summer would free up the maintenance to attend to parking and repair work. Unsafe speeds by vehicles and electrical conveyances were observed on a daily basis."
- "My husband and I just love this place and all the staff are just wonderful."
- "The lady in the office, Jessica I believe it her name was very rude and sarcastic, when I did my reservation I asked about having 2 cars at my spot, the guy told me over the phone there was no issue, but my truck didn't fit with the trailer then we went to the office after checking into check if they had an extra space that we can pay just to park our truck and she sarcastically answered us in a very rude and angry way that made us not wanting to comeback, we had stayed before across the street at Pismo Coast Village several times and they even recommended us to you guys because they were booked and never had an issue before, they staff is very friendly and helpful, on the other hand you guys need improvement on your stuff, also tell your customers that your truck may not fit on your space, that way they take that in consideration before making the reservation."
- "The RV park was far from pet-friendly. The only designated area for pets to relieve themselves was a small, 10'x10' enclosure located at one end of the park. This enclosure reeked of urine, making it an unpleasant experience. Furthermore, if your RV was on the opposite side of the park, it was quite a long walk to reach the pet run, especially inconvenient late at night."
- "Parking needs improvement. Never been to a RV park where you had to park tow vehicle off of property. Never been to a RV park with no tables. One of your guys was a smart ass and gave us a table that was broken bent up to hell could not even sit on it with out the other side going up off the ground 4 to 5 inches. We have been going to your park for 15 years and sorry to say don't know if we will be back."
- "Parking sucks."
- "We felt the spaces were too tight. Not much room after our vehicle was parked in the space. Our transport company needed the help from a forklift to park our rig due to not enough room to maneuver. The staff was friendly and helpful."
- "JESSICA WAS AMAZING FROM START TO FINISH! Professional, enthusiastic, happy, helpful and efficient!!! Give her a raise (§)"
- "As always I was very pleased with everything. I was very very happy with the spot I was at. I'm hoping to go back and have the same spot. (a)"

• "The guests behind us sat in large group drinking beer and blowing cigarette smoke. They also took their beer into pool area, they also put floats on a baby and put her in pool as she continued to cry out."

All Motions

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

Roll Call: Darin Batty, Dale Critzer, Frank Polehonki, Manuel Silva, Don Smith, Talley Snow, and John Watkins voted yes. Lorena Lemus and Mark Schieber were absent. Motion carried.

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

Roll Call: Darin Batty, Dale Critzer, Frank Polehonki, Manuel Silva, Don Smith, Talley Snow, and John Watkins voted ves. Lorena Lemus and Mark Schieber were absent. Motion carried.

Talley Snow made a motion to approve the purchase of 10 additional picnic tables for the Park, up to a total of \$4,500, seconded by John Watkins.

Roll Call: Darin Batty, Dale Critzer, Frank Polehonki, Manuel Silva, Don Smith, Talley Snow, and John Watkins voted yes. Mark Schieber abstained. Lorena Lemus was absent. Motion carried.

Dale Critzer made a motion to adjourn to executive session, seconded by Darin Batty.