



Board of Directors

Lorena Lemus (2024 – 2027) – President

John Watkins (2023 – 2026) – VP & Rules and Regulations (Absent)

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 (Absent)

Don Smith (2023 – 2026) – Collections

Manuel Silva (2024 – 2027) – Maintenance

Members Present – 22

Meeting called to order at 9:00 am.

Flag salute led by Paul Gutierrez (Locker 63).

Dale Critzer made a motion to approve the September 2025 meeting minutes, seconded by Darin Batty.

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 (9/30/25)	Monthly Comparison	September 2025	September 2024	Difference
Mechanics Bank–Operating	\$172,378.55	Income	\$127,462.18	\$102,527.51	\$24,934.67
Mech. – Laundry	\$17,297.25	Expense	\$132,958.81	\$98,252.10	\$34,706.71
Mech. – Dues	\$103,858.80	Net Income	-\$5,496.63	\$4,275.41	-\$9,772.04
Mech. – Emergency Reserves	(\$25.00)				
Mech. – CIM Reserves	\$158,350.11				
First Citizens - CD	\$206,769.09				

The Park has over \$661,000 held between our checking and reserve accounts, through the end of last month.

Talley Snow made a motion to pay the bills and payroll for September 2025, seconded by Darin Batty.

Collections – Don Smith

Last month we successfully auctioned Locker #410, which fell into foreclosure because of non-payment of the assessment dues. The new owners are enjoying the share already, and we recently received a payment from another owner that was just on the verge of foreclosure. There was a death in the family, but the younger generation came forward to communicate with the Park Office, get the dues paid and get caught up on business.

Management – Darin Batty

I'd like to thank Aaron and the office staff for putting together the auction because that is a lot of work on their part. Recently the maintenance team has been busy working on projects like painting that are more conducive to work on during this slower time of the year.

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

Our occupancy for September 2025 was 74% on average, which is up from the same time last year, where we averaged 66% overall occupancy for September 2024. It's good to see a boost in usage, and I can report that we had more owners joining us and enjoying their free days. We are also up on snowbirds across all categories, which helps account for the occupancy gains too.

Correspondence / Public Relations – Frank Polehonki

Thank you very much to everyone for attending today's meeting; it's a great turnout and I appreciate your participation when there are so many other things you could choose to do on a beautiful weekend.

We include our guest satisfaction survey data and recent Google and Yelp reviews in your meeting packet, so you can review that information at your convenience. Generally, we are scoring high in every category except for the dog run; which is something that will always be a challenge because of the small size and flow of use. The high scores speak well for our staff and management, and they're doing a great job.

We are going to raffle a trio of gift bags today during the Manager's Report section of the agenda, because we missed the opportunity in recent meetings. Please look forward to that!

There are a variety of social events happening this month around the Park, including a Halloween dog costume contest and parade hosted by our member Joelyn Lutz. Next week we will have a luncheon and health and wellness workshop here in the clubhouse hosted by the Beach Social Club. There will be a Friendsgiving dinner served next month the week before Thanksgiving, which is always a wonderful get-together.

From the comment cards received since last meeting, I have several remarks about the golf cart charging fees that the Board implemented last year. I see that each person mentioned a specific Board member that once stated that our electric expense for the average golf cart was around \$6. I would like Aaron to provide more details on this subject because it is a bit complicated.

Comment from Aaron Cartwright – 2 years ago, the Board at that time was reviewing information about electrical use generated by the golf carts the employees were using then. We averaged \$18 to \$24 to keep our maintenance carts charged per month, based on the rates PG&E had at the time. It was the opinion of one Board member during a meeting that a proposed charging fee for guest carts should cost between \$5 to \$6. However, I would chalk that up to one person's opinion. There was a lengthy discussion during an executive session, forgive me if I don't remember the entire conversation, but there were other opinions like the Park isn't here to subsidize people's transportation and fuel, or that just because something may cost the Park a few dollars doesn't mean we shouldn't take our overhead or work incurred during collection of fees into consideration. It doesn't make sense for a business to only charge the bare minimum.

Comment from Darin Batty – I have one of the newer carts like the maintenance does, with the lithium batteries, and it does cost a bit more to charge from 0% to 80% capacity. It's more like \$5 or \$6 per charge, not monthly. The Board was trying to establish a fee that also kept us comfortably ahead of rising PG&E costs.

Comment from Michelle Blagg (Locker 538) – I used to work for PG&E and have a lot of information about how to understand their rates. My experience included lots of training for RV and mobile home parks, with the meters and everything. Please let me know if you have any questions and I'd be glad to help get your answers!

Thank you Michelle, my next topic was about welcoming you and Dennis into the Holiday RV Park family. Out of all the different places you could have invested in, it's great to see you join us here. I want to specially thank Jessica and Sarah in the Park Office, because it is my understanding that their positive and welcoming approach was instrumental in making your decision. The Board recently discussed ways to improve public relations during an executive meeting, and the importance of positive interactions was stressed. Had Jessica and Sarah acted differently, perhaps you guys would have looked elsewhere instead of joining this family.

Comment from Dennis Blagg (Locker 78) – You're absolutely right Frank, both Jessica and Sarah were so welcoming, and the Holiday staff was the only team willing to give us the time of day compared to the other RV parks up and down the coast.

Stay warm, dry and healthy...wash your hands, and if you believe in flu shots, please consider getting one. We are all here to help take care of each other. It's a great family to be a part of, and I wouldn't like to stay anywhere else!

I almost forgot, I got a comment and recommendation from Paul Gutierrez (Locker 63) for a stage to be installed at our Magnolia Center picnic area up front!

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

Park Maintenance – Manuel Silva

We have more brand-new members in the audience today that we want to welcome, John and Estella Camara (Locker 539). Thanks to you guys as well for becoming part of our family!

Aaron was sharing with me some information about touchups and improvements the maintenance staff are going to be working on this month, and there will be lots of good work happening soon.

I am continuing the process of collecting estimates on the road repairs, gutter replacement and ADA compliance repairs to present to the Board for review. We are going to focus on this information greatly during executive session today and we will present our findings at a later meeting.

Rules and Regulations – John Watkins (Absent) – Lorena Lemus (Representing)

John Watkins and Aaron worked extensively this year on overhauling the Park's rules and regulations for the first major revision since 2018. Last month the Board approved those rules and we're looking forward to everyone receiving their copy in the annual mailing next year.

Manager's Report – Aaron Cartwright

Alright, I have a bunch of great stuff to give away this morning, and we are picking random entries from today's meeting sign-in sheet. We have prizes for Kathy Hopwood (Locker 677), Bob Nunziato (Locker 115) and Elsie Metzler (Locker 828). Thanks everyone!

Please take care to secure your RV awnings and belongings because we have a storm coming this Tuesday, it just takes a moment.

Recently, the maintenance and I have noticed more RVers pushing the limits of our good graces when it comes to extra parking for temporary reasons. If you need to unload a vehicle or to move your car for more than 30 minutes, please contact the Park Office and see if extra parking is even available rather than moving your vehicles to an empty spot. Using the emergency blinkers on your car helps to communicate the purpose of the vehicle being there to the rest of the staff, and it saves them the trouble of getting parking notices, tagging your car, checking back on it later, etc.

Reportable Actions – Dale Critzer

The Board passed a motion during the September executive session, but it was rescinded during the same meeting, so there is nothing to report today.

Old Business

1. Roads – Manuel Silva

To recap, we have prices on repairing the roads and replacing the V-gutter that runs along both sides of the Park. Our road conditions on the left side of the Park continue to deteriorate, and the gutter on the right side of the Park wasn't completed to our satisfaction last time the roads were worked on. Based on the information I've received, it would be wise to replace the gutter during winter because concrete can be poured anytime of the year in our climate. The opportunity to repair the asphalt is going to be during the summer or early fall when the weather is much warmer and sunnier, so everything can dry correctly. There are also a number of possible ADA deficiencies with the new construction which the Board wants to address at the same time, so we are looking at that aspect of this project too. We don't want to be out of compliance with any government authority on that.

New Business

1. Announce 2026 Board Openings – Lorena Lemus

There are 3 seats up for election next year on the Board of Directors, and because of term limits John Watkins and Mark Schieber are ineligible to run for a few years. Also, Don Smith doesn't want to run for reelection next year, so we need volunteers! We encourage you to speak with the Park Manager if you're interested in running for election, the deadline to run for the Board will be at the closing of the December meeting.

2. Finalize Annual Meeting Plans – Talley Snow

We had discussed the Moose Lodge previously as a possible venue for the annual meeting, but the parking is so limited there we are looking at the Elks Lodge again in Oceano for the meeting and dinner. The rental fees are \$825, and we'll need to put \$250 down as a deposit. There are several menu options, and the catering is through the Grover Station Grill.

Talley Snow made a motion to reserve the Oceano Elks Lodge for the 2026 annual meeting and dinner, and pay for the \$250 deposit, seconded by Manuel Silva.

Talley Snow made a motion to approve a \$2,500 budget for annual dinner prizes, seconded by Darin Batty.

3. Appoint Election Chairperson – Lorena Lemus

Last month I mentioned that I would like Dale Critzer to serve as the chairperson and inspector of next year's election, and I would like Aaron to quickly review what that process looks like.

Comment from Aaron Cartwright – You got it; this will segue nicely into the next topic!

4. Review 2026 Annual Mailing Packet – Aaron Cartwright

Every year the office and I design and print annual packets to mail to all our members, and that will include information like an overview of the previous year from the Park President, information about the annual meeting and party, rules and regulations, a list of the prime days, etc. An important part of this packet is a list of each member that is running for election next year, and some details about them and their qualifications. To submit your vote, all you need to do is mark your chosen candidates on the ballot included with your packet, place that ballot into an unmarked envelope we provide to facilitate a secret vote, then place that smaller envelope inside the larger return envelope. Sign and return that envelope back to the Park Office, we will register which Locker # was received out of 875, then place that ballot into a sealed ballot box until the day before the annual meeting. The evening prior to the meeting, the chairperson will meet with the office staff and any additional volunteers in a public space like the clubhouse to inspect and count the ballots to tabulate the results. Sometimes, if there is a question about the validity of a ballot, the group will discuss the matter together and decide whether to count the vote, or only consider the ballot as being received for the purpose of achieving a quorum. That said, if we don't receive a majority of the ballots returned from our 875 members, we'd need to delay and reschedule the annual meeting until we did. That's never happened before, so let's stick to it!

All that said, if anyone on the Board would like to see something included with the annual mailing packet next year, please let me know before December so I can get that designed and printed in time.

Comment Jerry Bodine (Locker 290) – If I don't like any of the candidates running for the Board, can I write someone in?

I don't see why not Jerry, so long as they are a member in good standing. My bigger concern is if that person is interested in volunteering for the Board or not, it might be symbolic in that case.

Comment from Nataly Silva (Locker 160) – Could you explain who exactly can run for the Board? Is it is owner, or the first person on the deed? Can a husband and wife serve at the same time?

Great questions! To the best of my knowledge, the Board is comprised of members and not owners, according to the Park's covenants. That is a distinction there, so we can't have more than one person per interest serving on the Board at once. I don't think we could limit an owner that is second or third on the deed from eligibility, and I believe that spouses have served together on the Board before. As long as there were at least 2 deeds (interests) involved I don't see a reason why a couple would be ineligible.

Comment from Paul Gutierrez (Locker 63) – I think that including an information sheet about AED locations and fire extinguishers around the Park with the annual mailing would be very helpful.

5. Review 2026/2027 Annual Timeline – Aaron Cartwright

I have an updated timeline of business events for next year included in your meeting packet today. Unless there are any thoughts on adding or removing items from the timeline, it will be included in the annual mailing next year and it helps the Board keep track of several important items throughout the year. The timeline was made several years ago by previous management, and it has served us well.

Member's Comments

Paul Gutierrez (Locker 63) – I think having a stage at the Magnolia Center would be nice to enjoy on pleasant days for having a Board meeting outside like we used to before. There are possibilities to host live music or movie nights there too. I found a nice product for a new deck from a company called DuraLife, and it would cost us around \$2,500. It will be ADA compliant.

Reply from Darin Batty – It's a great idea, but we're expecting to make several ADA improvements around the Park and taking on another item to consider isn't something we are planning for.

Elsie Metzler (Locker 828) – I use the dog run daily for my own pet, and the maintenance employees do a great job of keeping it clean. Of course, some days are going to worse than others because of how many dogs are using it, or how many large dogs, etc.

Jerry Bodine (Locker 290) – Thank you to Aaron for getting the meeting minutes out a day or two before the meeting so I can read them and get myself up to speed.

Michelle Blagg (Locker 538) – What are the ADA improvements that we're expecting to make? It's great to see that we are paying attention to these things because having to live a day with a disability would make it extremely clear that all the accessibility requirements in effect are so important to consider.

Reply from Don Smith – My recommendation to the Board is to hire an ADA consulting firm, like the Board did prior to construction. There are a few items around the laundry, pool and clubhouse area that are out of compliance, and there was no ADA inspection performed. These are having to do with the gate to the swimming pool and the ramps leading up to the facilities. We are trying to avoid safety issues and injuries before they happen, or before we are held responsible. The problem was nearly solved thanks to the construction, but a few critical details need immediate attention. I work professionally in this industry, and that's what we do when there are questions; hire a firm that specializes in ADA compliance and makes reports. It's in our best interest to take their recommendations into consideration.

Brenda Critzer (Locker 166) – I'm not sure that we are out of compliance with ADA requirements after construction. I was on the Board during construction, and I distinctly remember the Park getting signed off on everything we needed, and how so many of the design choices made were because of ADA compliance. If there is a problem, it must fall on the contractor or architect.

Reply from Don Smith – We were not inspected for ADA compliance after construction, and the permit cards issued are proof of that. The reason no one ever performed an inspection on the ADA improvements is because someone represented the Park as a private facility and not one that is open to the public; I confirmed that with the inspector who issued our permit card. Bottom line, there were several mistakes made during construction, and it was a driving force in my decision to run for the Board.

Reply from Darin Batty – It was a mistake made by the Park, not a contractor or architect. This would have been done by those who requested the permit at the beginning of the process. Don is correct, and no one can produce any proof that we were inspected for ADA compliance because we presented ourselves to the State as a private park. It's just not correct, and it was an easy way to get around certain things, albeit expensive if something goes wrong. It remains a frustration that things weren't done right the first time, but we will take care of what needs to be done even if costs more in the end.

Steven Wells (Locker 4) – With construction projects you can finesse many aspects of the scope using clever wording, and it can save businesses a lot of money, as others have speculated today. Instead of hitting every single improvement the Park would have liked, it was probably misrepresented because of time and lack of resources.

Nataly Silva (Locker 160) – If we are going to further beautify the Magnolia Center, it would be great to see a nice sign that says "Magnolia Center" to identify that area. I think it would complement the new mural that the Beach Club helped to realize.

Lavena Amaral (Locker 317) – Last weekend I had a disturbance with someone banging on our trailer door very late at night and was wanting to come inside. I called the emergency phone number after he left, and I didn't get a response. I understand that it was late but perhaps that phone can be shared between other people, so it isn't only the responsibility of the manager to answer it. Schools do that when doors need to be unlocked for security. That way someone isn't on-call all the time.

Reply from Darin Batty – I'm a retired officer, so I have a different perspective on this, but if you don't get an immediate answer from our staff, please call 911 if someone was trying to get inside of your RV at night. I wouldn't ask our employees to take on the liability of confronting someone like that. I'm really sorry that it happened, but if anything like that happens again, please give the police a call. The response time in our area is really quick, and they're probably looking for something to do at that time!

Brenda Critzer (Locker 166) – I appreciate Paul's suggestion about safety, and I would like to invite him to speak at a wellness meeting to help educate everyone. We have one coming up soon, or we can schedule another date. I'd like to highlight that the Beach Social Club purchased new benches for the fire pit recently, and we are going to help acquire a shade for the laundromat to keep it cooler inside during the evenings.

Board Member's Comments

Talley Snow (Locker 279) – I forgot to mention during my report that this week we paid our property taxes for next year in full, about \$101,000.

Meeting adjourned at 10:40 am.

Respectfully Submitted,

Aaron Cartwright
Park Manager

Cc

Dale Critzer
Board of Directors – Secretary

Guest Survey Comments from September 2025

- “Jessica needs to be taught how to talk to people. Very rude on the phone, in person and she is the main reason we will not be going back.”
- “We love everything about the park! 🥰”
- “Excellent staff”
- “Great park in fabulous location! Will definitely be back again.”
- “Thank you for the texts that we received from your office regarding security, Saturday lunch, and the extended stay until 5 pm option. It would have been nice to receive the extended stay text on the evening before check out. And thank you for the veteran discount ... much appreciated. We really appreciate your American patriotism and how you honor our country and veterans. Thank you!”
- “Holiday RV Park is our go-to location for Pismo Beach. We love the pool and the location by the beach. This time, our truck would not start at the end of the trip, and the staff was very helpful in getting us started on our way. Thanks!”
- “Thank you for our stay, we enjoyed our time and hope to go back in the future”

- “Dog park needs grass or a other park closer to entrance”
- “Went into office Thursday afternoon on the 18th. The only person working there couldn’t help with some of the things I needed. She gladly said that I could come back another day but I was only there 1 day. If they don’t know enough to help customers then they shouldn’t be left alone in the office.”
- “I’ve been coming to Holiday RV Park since the late 1980s and it’s better than ever! The only down side is with all of us with RVs with slide-outs the spaces are a bit cramped, but that’s not the Park’s fault.”

All Motions

Dale Critzer made a motion to approve the September 2025 meeting minutes, seconded by Darin Batty.

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

Talley Snow made a motion to pay the bills and payroll for September 2025, seconded by Darin Batty.

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

Talley Snow made a motion to reserve the Oceano Elks Lodge for the 2026 annual meeting and dinner, and pay for the \$250 deposit, seconded by Manuel Silva.

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

Talley Snow made a motion to approve a \$2,500 budget for annual dinner prizes, seconded by Darin Batty.

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

Dale Ctitzer made a motion to adjourn to executive session, seconded by Talley Snow.