



Holiday RV Park Owners Association  
Board of Directors Meeting  
December 8, 2018

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**Board of Directors**

Charles Nunes–President & Park Maintenance  
John Watkins–Vice President  
Lorena Lemus–Secretary  
Brenda Critzer–Treasurer  
Fernando Da Silva–Management

Mark Schieber–Rules and Regulations  
Leroy Laird–Public Relations  
Brien Carlson–Park Use  
Tom Barcellos–Collections

**Members Present**

15

Meeting was called to order at 9:04 am by Charles Nunes

Flag Salute by Brien Carlson

**President's Address**

1. Please turn off all cell phones.
2. This meeting is restricted to Members only.
3. This is a volunteer Board. No one is paid for their time. Board Members are reimbursed for out-of-pocket expenses.
4. Discussion of issues can become heated and emotional, but everyone deserves to be treated with dignity and respect.
5. Regular and special meetings of the Board are open to all Members of the Association. Members who are not on the Board may not participate in any deliberations or discussions unless expressly so authorized by a majority of a quorum of the Board of Directors.
6. Members may participate in the meeting during the Member's Comments section of the agenda.
7. Questions, comments or suggestions will be referred to a Board Member, as appropriate or taken into consideration by the Board for research, review and discussion, and placed on next month's agenda.
8. Holiday RV Park's meetings and procedures are governed by our bylaws, CC&Rs, and rules adopted by the Board.
9. Motion to accept the minutes of the November 10, 2018 meeting was made by Brenda Critzer and seconded by John Watkins.
10. Charles Nunes reminded all Members present that letters of intention to run for the Board next year are due today by the adjournment of executive session.

**Correspondence - Leroy Laird**

I received 3 comments from last month that were unsigned and rather negative towards the Park. In my opinion they are trash; we make the cards a certain way for a reason. There is space provided for guests and Members to sign their name and list their contact information so that we can respond to legitimate criticism, if needed. These 3 commenters complain about too many kids riding their bicycles and playing in the Park. These are not constructive at all; this is family Park. It's no wonder the cards are unsigned.

Comment from Joyce Aldrich (Locker 440) – Years ago, we used to make our guests aware that any situations like children being unsupervised should be brought to the Park Manager so that the parents could be notified that there was a problem. It really kept the Park under control.

Comment from Lou Garrett (Locker 313) – I've had several people come to me and say that they were afraid to talk with the Manager or the Board. We need to do something about that. If people are afraid of the Board and Manager, you should consider being more open.

*Response from Mark Schieber – Afraid of what exactly? Do you have an example of the Board or Manager retaliating against a Member because of a comment or criticism?*

*Response from Fernando Da Silva – If someone is afraid to speak with us, for whatever reason, we need to be respectful of that. I might suggest asking your friends if they would be willing to allow you to at least share their concerns to the Board on their behalf.*

*Response from Charles Nunes – I'm finding it difficult to understand how this Board is not open enough. Over the past year we have allowed our Members much greater opportunities to speak with us candidly, and I think everyone can see that if they attend the meetings.*

## **Committee Reports**

### **Management – Fernando Da Silva**

As we approach the holidays, please understand that the Office may be closed for a day or two, so our staff can spend time with their families.

The Office is busy preparing Monthly rental agreements to sign next week and that work will continue until January 1<sup>st</sup>.

I think Joyce made a great point; if you see kids in need of parental supervision then you should call the Office or ask maintenance to radio the Office and/or Manager so that Julie can speak with the parents herself. If a guest confronts the parents themselves, it might not be the safest option.

### **Collections – Tom Barcellos**

Our auction was held on November 15<sup>th</sup>, and all 3 foreclosed Lockers were sold in about 15 minutes. The winning bids were between \$11,000-\$11,500. The Lockers now belong to some brand-new Members and existing Members; both are excited to start using them!

We recovered approximately \$15,000 in past dues, legal costs, advertising costs and additional fees. Any surplus can be claimed by the heirs of the foreclosed Lockers. If those funds go uncollected after 3 years, then the Park can recover that money.

I did not receive my monthly report from the bookkeeper, but my understanding is that we are still down to about \$3,200 in past dues, most of which is attributed to the July assessment going unpaid.

Comment from Charles Nunes – I know Tom mentioned that the auction itself took only 15 minutes, but I would like Tom and Julie to know that the Board appreciates the many hours spent on making these proceedings a success.

### **Park Maintenance – Charles Nunes**

November was a slow month, as usual, so maintenance was a simple matter of keeping the Park clean and kept; no big projects on the horizon.

The new hot water heaters for the restrooms do take a minute to completely heat up if you happen to be the first person using them early in the morning, so please keep that in mind.

### **Financial Report: Brenda Critzer**

<b>Park Accounts</b>	<b>Balance (11/30/18)</b>	<b>Monthly Comparison</b>	<b>Nov 2018</b>	<b>Nov 2017</b>	<b>Difference</b>	<b>% Change</b>
<b>Rabobank – Operating</b>	\$141,279.80	<b>Income</b>	\$80,975.45	\$63,265.70	\$17,709.75	28%
<b>Rabobank – Laundry</b>	\$18,911.61	<b>Expense</b>	\$86,209.42	\$105,065.93	-\$18,856.51	-18%
<b>Rabobank – Dues</b>	\$10,368.61	<b>Net Income</b>	<b>-\$5,233.97</b>	<b>-\$41,800.23</b>	\$36,566.26	87.5%
<b>Morgan Stanley Dean Witter</b>	\$151,689.50					
<b>Mission Bank CD</b>	\$105,970.74					

*Brenda Critzer made a motion to pay bills in the amount of \$20444.02 and payroll, seconded by Fernando Da Silva.*

### **Rules and Regulations – Mark Schieber**

We have a draft of next year's rules for the Board to review today, and we will discuss that under old business. You can see the changes highlighted; just a few minor things here and there.

## **Public Relations/Publicity – Leroy Laird**

We have some nice comments from our guest survey last month, and you will notice that any criticism we received was *constructive*:

- “Great Park all employees very friendly always ready to help thank you 😊”
- “Julio, Mike and Luke do a great job keeping the place looking great, showers need to be worked on a little more (pressure washed!!) just a thought. Julie was there on Thanksgiving Day.”
- “It’s not the friendly family experience from the past. Seems tense and stressed. Doesn’t make for the relaxed environment that you come to the beach for. I understand the need for improvements and the money involved to do it. But that’s the main focus for the Park. Being an owner used to be a prideful experience but now it seems like off the street is more valued. Disappointed the assessment didn’t make it. Would have improved the stress and pressure of the required ADA repairs.”
- “I love our stay here. A lot. However, one big issue was 2 men taking a shower together in a public shower. believe they were in 210. And I need to talk to management about my teardrop trailer. Thanks!!”
- “Staff are great. Worked very hard to make room for us, I greatly appreciate all their efforts.”
- “This is the best RV park we have stayed at. The staff is very personable and approachable. We will be seeing you all again soon. (Like November 26 :-).”
- “We have been to the Park a number of times and our experiences have always been excellent. We were introduced to RVing at this Park and are now hooked! This is mainly due to the helpfulness of the office staff and maintenance crew. Everyone is so patient and accommodating, no problem is too small or too large for them to attend to even at the expense of their lunch hour! We have enjoyed every minute at the Park and look forward to very many more.
- “We were in space 700, friends were in space 701. The people in space 702 had video cameras all around their motorhome. This made us uncomfortable and we felt we were being watched at all times.”
- “Our experience was good except for the fact that Sunday November 11th the water pressure and hot water was not working so we could not take showers. Very disappointing.”
- “Too many barking dogs.”
- “The best maintenance crew on the Central Coast!!”
- “Air switch for the spa was very ornery and difficult to get the spa started. It took 4 or 5 minutes for us to get the spa to start.”
- “Can’t wait for next stay.”

## **Park Use – Brien Carlson**

Park occupancy in November improved ever so slightly, moving from 79.95% to 80.11%. The better news was that the amount of revenue collected from rates dramatically improved, going from \$72,844.95 all the way up to \$97,098.18.

## **Manager’s Report – Julie Hill**

I wanted to begin by thanking the ladies in the Park that decorated the Christmas tree here in the Clubhouse and decorated the room as well; I love it. After working at Hallmark for 26 years the last thing I wanted to do was decorate *another* Christmas tree!

The staff and I had our first meeting with the disaster preparedness planner last week and it was an eye-opening experience; very informative. We are awaiting the new disaster plans for the Park, which are comprehensive and made according to our layout and operations. I look forward to having our planner visit us again for hands-on training.

Last month we talked about purchasing new batteries for our pool lifts from the manufacturer, to the tune of \$700 or so. Thankfully, Tom was able to purchase the exact batteries required from another company for only \$86. He was kind enough to drive down to Pismo last weekend and install them too, thank you Tom!

Just as a reminder to everyone in the Park, if you ever see a maintenance-related issue that needs to be addressed please let me know ASAP so that I can research a solution and get the maintenance crew working to fix it. A great example was Steve Scottish back there, who let me know right away that a palm tree branch was about to fall on his RV. We try to document all our repairs so it’s important to notify me personally or have the Office staff write down the problem.

## Old Business

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### **1. Beach Club Events & Announcements – Glennita “Nink” Miles**

The Thanksgiving potluck was a great success, we almost had too many folks join us! If the weather is agreeable next year we may seat additional guests outside by the pool to better accommodate everyone.

Our next big event will be on December 17, at 5pm. It's another potluck, so plan on bringing a small dish or desert to share. We will also have a white elephant gift exchange, please try to keep the value around \$10. We'll have an ugly sweater contest too!

As a reminder, after the Annual Meeting the Beach Social Club will be sponsoring a BBQ lunch over at the Moose Lodge on Saturday, March 9<sup>th</sup>, 2019. It's a great location, but parking is scarce, so we are planning to shuttle folks around using a van. Tickets will be \$10, we are going to serve tri-tip sandwiches with sautéed fixings, beans and salad and we will have some great door prizes too. Our theme will be country western so bring your boots and your hat! All proceeds will be going back to the Park to help pay for new landscaping and other improvements.

I've had people ask me “why aren't we having a big party this year?” Well, as we're all aware, the Park is doing its best to cut back on expenditures, so the Beach Club decided to join in that effort. The Moose is still a very nice venue, but much more affordable than the big hall the Park rented the past few years.

Comment from Julie Hill – I must agree with Nink, the cost of renting the South County Regional Center was \$2,300, and this year it will only cost \$550 to rent the Moose Lodge for same amount of time. Those are expenses incurred by the Park. Everything else is taken care of by the Beach Club, and they put in a lot of hard work to make sure it's a great party. Please try and attend if you can; supporting the Beach Club by attending their events helps to support the Park.

Comment from John Watkins – I might suggest that the Park consider sending out invitations to Beach Club events in advance to our Members and guests, so they can plan to attend. I am also getting tired of seeing other people in the Park hosting competing events on the same day as the Beach Club, even going so far as to feed guests for free. The Beach Club is 100% for the Park and we need to support them.

### **2. Annual Meeting – Daytime Party BBQ – Brenda Critzer**

Topic covered under Committee Report.

### **3. 2019 Budget – Finalize – Brenda Critzer**

We have a final draft for next year's budget, which includes our projected income, expenses and a list of capital improvements to be funded using our projected net income. All improvements are part of the Park's ADA compliance efforts and should total around \$114,000. Our projected income is over \$1,000,000, and our goal is to increase revenue by 14%. I think that is achievable based on the Office staff's determination to aggressively pursue off-the-street business.

*Brenda Critzer made a motion to approve the 2019 budget, seconded by Fernando Da Silva.*

Comment from John Watkins – Brenda did a fantastic job of creating an accurate budget, and I would like to commend her. I think we're going to find that these numbers are right on the mark.

### **4. 2019 Rules and Regulations – Finalize – Mark Schieber**

Once again, we are not looking at a tremendous amount of changes for the rules next year. Small changes to the Prime days, clarification on vehicles that are not usable for sleeping, hoverboard restrictions, etc.

Just as an aside, I know we were talking about fear and retaliation earlier, and I must remind people that I was pretty vocal during our meetings before I sat on the Board. Never once was I the victim of retaliation by the Board Members here today nor the previous Board Members. Now that I am serving on the Board, I can tell you that while we may not always agree with each other, *none* of us is in the business of fear and retaliation.

Going back to the rules, you will see the changes highlighted on this draft, along with the comparison between the revised and original rules and some notes. I recommend that a motion be made to approve the changes as listed here. We are welcome to discuss these items in more detail of course. One example is the purposed late check-out fee, which I think should be raised higher than suggested here, but I think we can decide that amongst the Board.

*Ed. Note – The Board Members present went into a lengthy discussion over late check-out fees and/or early check-in fees.*

Comment from Joyce Aldrich (Locker 440) – It kind of sounds like the Board has not had an opportunity to read this draft, based on listening to your discussion. I see typos as well, on the proposed amount of Prime days listed here. Can you please defer voting on this to allow yourselves and the Owners time to read it and come back next month with comments?

*Response from Julie Hill – The rules must be approved and sent out with the annual mailing each year, this cannot be deferred another month. I have included a draft copy for each Board Member during the past 3 meetings. Yes, there are typos in the draft, but once the Board approves the changes I will make certain that a clean copy is included in the mailing. Please note that you are not holding a full, 20-page copy of the rules and regulations, just the pages with proposed changes and notes. I have pushed this for the last 3 months, I need a decision.*

Comment from Joyce Aldrich (Locker 440) – I would like it in writing that I don't think this is ready for a final approval. It does need some work before it is finalized and approved by the Board.

*Fernando Da Silva made a motion to postpone approval of the 2019 rules and regulations via email, before January 1<sup>st</sup>, to correct all errors and revisions, seconded by John Watkins.*

## **5. Elevator / Lift – John Watkins**

We have talked about the problem of our aging elevator for months and months, yet we still do not have a solution. The current elevator is not ADA-compliant and if it was to stop working tomorrow then we have no alternative but to close our clubhouse as an inaccessible facility. The closest we came this year to a solution was a \$83,000 bid to replace the elevator with a with a powered lift. In the capital budget we have already accounted for an elevator replacement, so I would like to *seriously* work on fixing this problem again.

*John Watkins made a motion to authorize the Manager to secure a bid to replace the elevator ASAP, seconded by Fernando Da Silva.*

Comment from Steve Scottish (Locker 39) – The Board should consider hiring a chief architect to create some drawings for the elevator. All the engineering specifications will be taken care of and then you own something practical that allows you to get *accurate* bids for every aspect of the project.

Comment from Joyce Aldrich (Locker 440) – I think that is a great suggestion and it will help the Board receive enough bids to present the elevator replacement before the Members and hopefully get the project financed by the March meeting. We are all in support of replacing this elevator.

## **6. Bathroom Remodel – John Watkins**

I want Julie to contact Bryce Engstrom, an architect, to find out is his previous bid, dated 8/16/18, is still valid. We were originally quoted \$9,600 for all engineering, structural and geological/drainage surveys, so I would like to set a limit of up to \$10,000 to purchase those plans. Yes, the goal should be to have something to present to the Association at the Annual Meeting.

*John Watkins made a motion purchase plans to remodel the bathroom and to construct ADA-mandated projects from architect Bryce Engstrom, seconded by Fernando Da Silva.*

Comment from Steve Scottish (Locker 39) – An architect could prove to be invaluable with this project too. Again, you're going to get drawings, 3D models and all their expertise, along with the engineering, electrical and plumbing logistics all worked out. An architect's plans will also help the Board get a true cost. This will explain to people how their money is going to be spent.

Comment from Leroy Laird – I'm concerned that we are not learning from our mistakes and starting another project that can't be finished. We know that we can't afford to pay for *both* the elevator and the restroom next year, so why are we so willing to spend \$10,000 just to see what it will cost?

Leroy, it takes a lot of time and money to complete these projects, but we must start somewhere. We had a constituency of Members that wanted more information about these projects before voting in support of an assessment; the Board must try and get everyone hard numbers. It was made clear by the results of the ballot that the Board still has work left to do on this front.

Comment from Fernando Da Silva – Leroy, we cannot afford to not do anything. We spent 15 months talking about the elevator just to wind up in the exact same place. We must try a new approach.

Comment from Julie Hill – Retaining an architect and buying plans for our ADA-mandated projects helps to demonstrate the Park is still making a good-faith effort to be compliant, in case someone brought the Park to court for ADA-related reasons.

## **New Business**

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### **1. Upgrade QuickBooks – Julie Hill**

Last month I had announced that the Park is moving to another bookkeeping company, and part of that transition process will be upgrading our version of QuickBooks to be compatible with the new bookkeeper's QuickBooks. Total cost for the software and IT support required is \$810.

*Fernando Da Silva made a motion to upgrade QuickBooks, up to a total a limit of \$1,000, seconded by Tom Barcellos.*

### **2. Board Resumes – Charles Nunes**

Just as a final reminder to everyone in attendance, if you would like to run for the Board of Directors on next year's ballot, please submit a letter of intention before we adjourn executive session today.

## **Member's Comments**

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Lou Garrett (Locker 313) – I am very disappointed in the Management and the Board for terminating Julio. That man put more into this Park than you can ever imagine. He put many hours and his expertise into doing work that would have cost the Park much more to have someone do it. He was a good man, that *you* let go; I want you to think about that. Thank you.

Ed Aldrich (Locker 440) – I too, am saddened by the loss of Julio. I've had some other people call me about it and they are upset too. He was quite an asset to the Park. I don't understand what the issue was, but I hope that the Board had considered all possible measures before terminating him, whether that's reducing his hours or temporarily laying him off.

Secondly, the Board has been guilty in the past of not conducting business during the meetings properly, such as passing motions about items not listed on the agenda for the meeting. One example of this was during the October 2018 meeting, when the Board passed a motion to rent the Moose Lodge for the Annual Meeting, it should have been listed on the agenda first. Not that I was against that decision; but things should be handled properly. The disaster preparedness training was another example of this; spending was approved without being listed on the agenda.

Lastly, with regards to mismanagement of funds, defined as "instances where a person fails to observe laws or guidelines when handling finances for another person or organization", financial mismanagement is spending that, deliberately or not, is handled in a way that can be characterized as wrong, careless, inefficient, incompetent or reflect negatively upon the financial standing of a business or individual. Acquiring a loan without following the guidelines of the CC&Rs, which requires a vote from the Membership, is mismanagement of funds, no matter what the intent. I have been led to believe this is not the first time that this has happened, and when the impropriety was brought to the Board's attention the loan was paid off immediately. I would suggest that the Members that did this should consider resigning, because if they were employees then they would have been fired.

*Response from Charles Nunes – We will be discussing this matter (line of credit with Mission Bank) next weekend during the special meeting on December 15, 2018. To be clear, it was line of credit and not a loan.*

Ed Aldrich (Locker 440) – Unfortunately, I can't be here to attend the meeting. Also, a line of credit is still a loan, no matter how you look at it. It was done improperly. Even the Park's attorney realizes that it was not proper.

Lou Garrett (Locker 313) – Why can't we discuss these things now? Why must we have another special meeting?

*Response from Fernando Da Silva – Given the circumstances, receiving a legal notice from a Member’s attorney regarding the line of credit with Mission Bank, it warranted a call and notice of a special meeting for the entire Association. Certain procedure needs to be followed because this is now a legal matter.*

*Response from Mark Schieber – Going back to the topic of mismanagement, I have a few thoughts. I have been a Member for about 3 years now, and I understand that many of you have been Members, Snowbirds and Monthlies for much longer, let’s say 10 to 20 years. Well, you know what? Everyone has benefitted in some way from the mismanagement of this Park over the past 20 years. Everyone got to enjoy low rents, no financial burden of being charged for reserves or for the cost of repairing our aging facilities. The first time I stayed here I was thinking “Wow! I love this place, I’m buying in.” After I become a Member, of course, the situation then changes to: “Well, we need to rebuild this Park to the tune of 1.1 million dollars!” Oh, great! Why is that? Now that I have become a Board Member, I have sat through long discussions with colleagues here about our finance and debated my findings on this problem. I have argued with them for months about how previous Boards did not charge enough for the use of this Park and that neglect has left us with an empty checkbook.*

*I understand that some of our Members are upset with the Board because of rate increases and scrutinizing our procedures and policies. I’m going to be open with you; we are scrambling to fix this Park’s mismanagement over the decades, not just the last year or two. If someone here is new to the Park, to the meetings or to the Board’s current proceedings you need to look back and understand that our problems started way before this Board sitting here today. If you have been living in the Park for years, you were part of the problem too; you enjoyed the benefits of previous mismanagement. Now, moving forwards, all of us have to pay the price.*

*So, when you see this Board raise the dues, or raise the rents or issue a vote for a special assessment, please do not assume that the Board is just trying to spend money. We are making the decisions that we have to because now there is no other choice. If one of us is being asked to resign, then all of us have to resign. We are in this together and we have very little options left. We debate for hours, struggling with our limitations, saying “We can’t do this, we can’t go here, we can’t do that” Well, what the hell can we do?! Are we going to sit here let this Park shut down? Are we going to let our checkbook run dry? I don’t think any of my fellow Board Members want to let that happen. We need to move forward, collect the money through whatever fair and equitable means are available to us and fix the Park to make up for past mistakes. Again, I’m being candid today, this Board is doing nothing nefarious! Please excuse my passion on this topic, but if you have strong opinions about this Park and are passionate yourselves, then turn in your resume and run for the Board!*

*Response from Fernando Da Silva – I think our current Board and, obviously, many previous Boards have relied heavily on past practice. Everyone here today can see where that has gotten us. I would like to add to Mark’s statement; if someone here truly believes that this Board acted with malice, or truly believes that this Board did something to sabotage or ruin this business, then please tell us. All my fellow Board Members that spent years of our lives working to serve this Park will have no problem resigning if that is the case; I’ll be the first one. If you really, truly think that then I would like to know. This Board is trying to move everyone forward, without relying on past practices as an excuse or a defense.*

*Let me think of one example, from before I was on the Board. Look at the mobile home in the back of the Park; was I approached by the Board to vote on how to collect the money for that home when it was completely replaced? No, and neither were you. Now, this Board was trying to get a ballot passed for the special assessment; it didn’t get enough votes. This Board shut it down and were moving on. I think that’s a huge improvement from past practices which used to entail spending the money anyways, it doesn’t matter about the votes, or what people have to say about it. Now, to Ed’s point, sometimes we have been forced to make certain choices to keep the Park open, and we may not like those decisions. But we are willing to travel to Pismo next weekend and hold another meeting to try and provide you with information and explain what happened, and why we made these decisions.*

*Comment from Dale Critzer (Locker 166) – The crazy thing here is that the Board is actually doing a much better job. Now, suddenly the Members are thinking “Wow, the Board is doing shitty!” But, honestly, when you think back on it...how bad was it before? Nobody ever spoke up! Now, we’ve got people coming out the walls to criticize this Board for trying to keep the Park going.*

*Response from Lorena Lemus – I have not served on this Board for a long time, I was appointed because of a vacancy. However, I was willing to run and willing to serve because that’s what this Park needs; new leadership and ideas. We all know that there used to be several Board Members that were here for 10, 15 or nearly 20 years; what does that say about*

*our Members? Complaints were made, sure, but these people kept getting voted back into office. That is why it is so important for every Member to not only vote but vote wisely.*

*Response from Tom Barcellos – How many folks here have read the CC&Rs and bylaws front-to-back? How many conflicting statements are there from one to the other? There's lots! I have brought this up several times, but our Park needs to form a committee of Members to tackle the challenge of amending the CC&Rs and bylaws to come into reasonable agreeance with each other, so it makes sense. We cannot afford to have the Board or Members pick and choose what section of what document applies to a certain situation; like when people tell the Board "this rule says you can't do that," but our reply is "Well, here's a rule that says we can under different circumstances." The big problem with trying to change the CC&Rs is, of course, the 66% majority required to amend them. Getting 2/3rds of 875 people to agree on anything is almost impossible, we need to talk seriously about finding a way of lowering that barrier against progress. I'm tired of the Park being hamstrung from doing the right thing because of technicalities.*

Lou Garrett (Locker 313) – I volunteered on a committee that called every single Owner of the Park to encourage them to vote, and we still could not get enough votes. We spent nights and many hours calling people and it still was not enough.

Eldon Garrett (Locker 313) – Can I ask why we were not notified during the meeting about the legal matter brought forth about the line of credit with Mission Bank, or shown a copy?

*Response from Fernando Da Silva – The honest answer is that the Board was waiting for legal counsel to correspond back-and-forth with the Member's attorney. We had no idea of what to properly say to you guys during the meeting. Five weeks later, and with advisement and more information from our lawyers, we sent each Member the call and notice of a special meeting. Basically, it's in litigation. We couldn't talk about it at the last Board meeting.*

## **Board Member's Comments**

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John Watkins (Locker 559) – I hope that everyone will attend next week's special meeting. Please try to remember all the times that the Board chose to spend great amounts of money before, the pool, the mobile home, etc. Nobody cared about it at the time, but now we have a Member or a handful of Members that want to make it very difficult to improve this Park and maintain the value of your shares. I'm going to be honest, I'm tired of the naysayers.

Brenda Critzer (Locker 602) – I wanted to let everyone know just how much I appreciate your comments and having the opportunity to speak *with* you. I was pleased to speak up to the Board many times when I sat out there as a Member only. However, I was also willing to run for the Board and help the Park advance towards change. I am inviting all of you to consider running for the Board next year; we only have 2 candidates as of today's meeting. Your presence is needed!

Mark Schieber (155) – I completely agree with Brenda. I used to speak out a lot during meetings before I was on the Board, and there was a time when I thought that I would run for the Board and tell these people what's what. However, after joining the Board, I come to realize that our Board Members had some *serious* problems to solve. Suddenly I wanted to be involved in finding the solutions instead of wanting to be on the attack. There will be positions opening on the Board next year, please run for election. We need good people with their own perspectives, work history and backgrounds to help us move the Park forward.

Fernando Da Silva (Locker 439) – I have been on the Board almost 5 years and I think we are all trying to learn from our mistakes. A personal example of this during my tenure would be overspending on the swimming pool. I learned *a lot* from that experience. I know that it can be frustrating to see things advance at a snail's pace in our Park, but if we only achieve 5 things in a year then we are still 5 things *better off* than the year before. We need your support, and I don't mean to preach because I know that everyone that attends the Board meetings knows the system, but we are not going to please every Member with the changes that the Park needs. We need you to ask questions, to interact and engage with the Board; all of us have that right as Members. A certain individual made the decision to voice their concern in a legal fashion, which is their choice. The Board respects that, and we are trying to give every single Member as much information as we possibly can on the subject, hence the special meeting. I think that because our commitment to transparency and open communication with the Members, we have left this Board and our Park *better off* than before.

Brien Carlson (Locker 134) – We have made this analogy a couple of times, but it always fits our Park nicely; this Association is like hundreds of people all owning a single, shared home. To take care of this home, The Board tries its best to please 875 Members along the way. Sometimes, the people making the decisions don't even agree amongst



themselves on what is best to do for the whole Park. I worked my entire career in the electrical service industry, but when it came time for the Board to choose a plan for the Park's electrical upgrades I was completely outvoted despite my expertise. We try to be passionate about what we do, and it really is discouraging to get beat up in the meetings every month by people that have made the choice not to run for the Board themselves and understand how things really are. When I served as President, I had to make a lot of decisions for the Park that did not benefit myself as an individual Member in any way, but instead proved to be the best choices for the entire 875. Sure, we have made mistakes, but we haven't shied away from accepting them, or stopped our efforts to take care of our Park and make sure it's a happy vacation destination for all of us to enjoy.

## **All Motions**

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*Brenda Critzer made a motion to approve the minutes from the November 10, 2018 meeting, seconded by John Watkins. Roll Call: Tom Barcellos, Brien Carlson, Leroy Laird, Lorena Lemus, Charles Nunes, and Mark Schieber voted yes. Motion carried.*

*Brenda Critzer made a motion to pay bills in the amount of \$20444.02 and payroll, seconded by Fernando Da Silva. Roll Call: Tom Barcellos, Brien Carlson, Leroy Laird, Lorena Lemus, Charles Nunes, Mark Schieber and John Watkins voted yes. Motion carried.*

*Fernando Da Silva made a motion to postpone approval of the 2019 rules and regulations via email, before January 1<sup>st</sup>, to correct all errors and revisions, seconded by John Watkins. Roll Call: Tom Barcellos, Brien Carlson, Leroy Laird, Lorena Lemus, Charles Nunes and Mark Schieber voted yes. Motion carried.*

*John Watkins made a motion to authorize the Manager to secure a bid to replace the elevator ASAP, seconded by Fernando Da Silva. Roll Call: Tom Barcellos, Brien Carlson, Brenda Critzer, Leroy Laird, Lorena Lemus, Charles Nunes and Mark Schieber voted yes. Motion carried.*

*John Watkins made a motion purchase plans to remodel the bathroom and to construct ADA-mandated projects from architect Bryce Engstrom, seconded by Fernando Da Silva. Roll Call: Tom Barcellos, Brien Carlson, Brenda Critzer, Leroy Laird, Lorena Lemus, Charles Nunes and Mark Schieber voted yes. Motion carried.*

*Fernando Da Silva made a motion to upgrade QuickBooks, up to a total a limit of \$1,000, seconded by Tom Barcellos. Roll Call: Brien Carlson, Brenda Critzer, Leroy Laird, Lorena Lemus, Charles Nunes, Mark Schieber and John Watkins voted yes. Motion carried.*

Meeting adjourned at 11:02 am

Respectfully Submitted,

Lorena Lemus

*Board of Directors – Secretary*

CC

Aaron Cartwright

*Senior Reservation Agent*