



Board of Directors

Charles Nunes – President & Park Maintenance
Fernando Da Silva – Vice President
George Johns – Secretary
Mark Schieber – Treasurer

John Watkins – Rules and Regulations
Brenda Critzer – Public Relations
Brien Carlson – Park Use
Tom Barcellos – Collections
Lorena Lemus – Management

Members Present – 22

Meeting called to order at 9:05 am by Charles Nunes

Flag Salute by Brenda Critzer

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. All meetings of the Board are open to any 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 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 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.

Lorena Lemus made a motion to accept the minutes of the December 14, 2019 meeting, seconded by Tom Barcellos.

Correspondence – Brenda Critzer

Our correspondence remains positive from our returning guests. I did not see comments regarding the dog run area smell, which is good. The handwritten comment cards were positive as well. Allow me to read one of these cards for you:

“Clean Park, staff is super helpful. They saved my marriage from the moment we came. The staff helped my husband back in the RV. Thanks so much, not one fight!”

See, we are happy place!

Happy birthday to Kim Reimer (Locker 328) and thanks to Annette Bianco (Locker 854) for always volunteering to program our LED welcome sign.

My apologies for not creating a January events calendar. There were no scheduled events, so I did not think it necessary to make a calendar.

December 2019 Guest Survey Comments: *Please refer to the attached comments at the end of this document for your reference.*

Committee Reports

Financial Report – Mark Schieber

Park Accounts	Balance (12/31/19)	Monthly Comparison	Dec 2019	Dec 2018	Difference	% Change
Mechanics Bank–Operating	\$126,237.03	Income	\$87,101.53	\$86,801.45	-\$299.92	±0%
Mech. – Laundry	\$8,362.45	Expense	\$76,232.73	\$67,712.00	\$8,520.73	12%
Mech. – Dues	\$20,289.97	Net Income	\$10,868.80	\$19,089.61	-\$8,220.81	-43%
Mech. – Emergency Reserves	\$100,353.13					
Mech. – CIM Reserves	\$213,615.50					
Morgan Stanley Dean Witter	\$141,321.12					

As we enter the new year, it is time to look back at 2019 and see what our profit & loss comparison can tell us about our business. All signs indicate that business is growing and moving in the right direction. We are not where we need to be yet, but if we continue to grow like we have been, then things will improve around the Park.

Hopefully you have received your ballot to approve a construction loan by now; we are looking for your votes! It is opportunity to make a dramatic improvement quickly, but if it's not approved, we will continue to save money and keep our facilities together until we can renovate. It may feel uncomfortable to think about big decisions that affect every Member, but I am confident that the construction loan will pay off in large strides when all is said and done.

Mark Schieber made a motion to pay the bills and payroll, seconded by Tom Barcellos.

Management – Lorena Lemus

As Mark just mentioned, you should have received your ballot in the mail. I would like any Member with questions to please call the office and speak with our staff or Julie. They available to offer answers to your questions and provide you with more information. If you would like to contact the Board, we would appreciate it if you could send an email to Julie so she can forward that to the Board.

Collections – Tom Barcellos

Collections have lowered from 17 delinquent Memberships to 14. The total amount left outstanding is \$2,374.50. \$1,333.50 is attributed is 3 Members that have liens against them for lack of payment, and the remaining Members owe from the special assessment last year and late fees. The current January dues payments are rolling in and things are looking good overall.

Park Use – Brien Carlson

The occupancy in December 2019 was 75%, down slightly from 76% in 2018. However, revenues collected from reservations continue to improve thanks to the Board's management of rates and fees.

Park Maintenance – Charles Nunes

The Park has electricians working on the RV utility panels over the next few months, Julie will share more information on that shortly. Otherwise, our own maintenance staff is working to combat the weeds that keep springing up each time it rains. If you are a Snowbird or Monthly, please make an effort to pull up weeds on you lot as best you can. It helps the staff tremendously.

Rules and Regulations – John Watkins

Julie performed site inspections recently and kept me up to date of the problems observed. Notices have been sent to those Members that need to clean up their sites and they have a certain amount of time to do that. It is our responsibility as

Members and Owners of this Park to keep our own sites clean; the maintenance staff is tasked with cleaning vacant sites and all the common areas.

Again, I witnessed another guest allowing a person to let their dog go to the bathroom where they shouldn't. I will be working more diligently with Julie on issuing violations for those offenses.

Public Relations – Brenda Critzer

I agree with Lorena's suggestion to ask questions about the loan proposal. I hear a lot of rumors around the Park and not enough people seeking the correct answers. I encourage everyone to ask questions today and try to avoid the buzz.

Manager's Report – Julie Hill

We have a new employee in the office, Roberta Duffey, who started right after Christmas. Please introduce yourself and keep in mind that she is new, so it will take her a little longer to assist you than the experienced staff. Learning how to run the office takes a long time, so please have patience during this process.

I have an update regarding the internet upgrade to the Park. Progress has taken a very long time, and I learned the circumstances of why our fiber optic upgrade has taken so long. Spectrum purchased a smaller internet company that specialized in RV parks and campgrounds. Our Park was to be 1 of at least 10 other parks nationwide as part of a test project or trial for this company's technology and services. Unfortunately, it turned out that the technology was not living up to the promises that Spectrum made, so they have been redeveloping everything themselves.

All that being said, we are seeing movement on the project. I have conduit work scheduled for February and I am now being told that we could have the new Wi-Fi installed by May.

The loan mailing has been mentioned several times today and I have some thoughts to add to that conversation. People have asked me what to do if they have a question that goes beyond what they feel the staff and I can answer. As Lorena mentioned, please ask the Board today, but if you still have questions for the Board after this meeting please email the Park's or me and make it very clear that your email is for the Board and I will forward that to Charles so the Board can answer your questions.

I need Members to volunteer and help to tally the votes for the loan ballot and the general election ballot...I see Kim Reimer (Locker 328) and Joyce Aldrich (Locker 440) with their hands raised. Thank you so much for volunteering to assist Lorena and I with this process!

Reportable Actions – George Johns

The Board approved a motion to purchase gift card prizes for early bird ballot returns. Those prizes will be a \$350 gift card, a \$250 gift card and a \$150 gift card. All ballots received before February 17, 2020 will be entered for a chance to win.

Old Business

1. Beach Social Club Events & Announcements – Glennita Miles (Beach Social Club)

The Beach Club is hosting the annual luncheon again this year, following the annual meeting. Please buy your tickets early so that we can best plan how much food to prepare. Tickets are \$12, which includes your lunch and entry for various raffle prizes.

2. Architect / Construction Improvement Committee – Tom Barcellos and John Watkins

We continue to move forward on this project, the plans were submitted to the Department of Housing and Community Development at the end of December so that we remained subject to the 2019 codes. I will travel to Riverside next week to pick up those plans from HCD, those cannot be delivered to the Park otherwise. The plans should have comments on them from HCD, which is typical. The comments must be address by the architect and resubmitted for approval.

I received good feedback about the loan proposal ballot and a few questions about what would happen if the loan is not approved. Well, you can expect to receive special assessments every year until we can afford to repair our facilities.

Comment from Mark Schieber – Steve, as the non-Board Member serving on the Construction Improvement Committee, what are your thoughts on these developments?

Comment from Steve Scrottish (Locker 39) – I think we are moving in the right direction! Things are not getting any cheaper, the longer we wait, the more it costs us. Look at the all the new construction in Pismo right, we need to move along with that.

Comment from John Watkins – I must agree with Steve; our costs will only increase the longer we are delay construction. We must do this work, and we need everyone’s approval to allow the onus to fall on the Park business to fund the improvements and not the Members individually. If the loan proposal fails, the Board is basically obligated to assess you every year, doesn’t matter who sits on the Board. Then it becomes your responsibility, and not the Park’s. We are trying to take the burden off each of you and we really believe this is the best route.

Comment from Elsie Metzler (Locker 828) – Tom, how long does it take for the plans to be approved and for construction to begin? Are you positive that the Park can be approved for a loan?

Well, the plans were submitted and will likely have comments for us to reply to and resubmit for approval. They are not approved as of today. Steve has informed me the approval process should not take more than 90 days. Actual construction depends on many things: whether the loan is approved, if the Park can secure a loan and for how much, how many projects will be undertaken at once, when contractors are available to work, etc. Nothing would begin until after summer, so we do not lose that essential business.

Comment from Fernando Da Silva – Elsie, to your question about loan eligibility, we are confident that we have enough valuable assets in the property itself and our business cashflow that we should be approved for a loan. The Park also has reserves that can be used; we are not starting at zero. We will keep everyone updated on the process as it moves forward. A lot of what people cannot see is the work that Tom, John, Steve, Julie and the architect have put into their duties as the Construction Improvement Committee and researching all these scenarios and options. Only the final results are delivered at the monthly meetings, but rest assured these people are working very hard to do what is best for the Park.

Comment from Joyce Aldrich (Locker 440) – I seem to notice differing labels on the drawings for the second floor remodel of the clubhouse, whether the rooms will be for storage use or for office use. Is there a definitive answer on what that space will be used for?

Comment from Mark Schieber – It remains an option to use the rooms upstairs as both office space and storage. Let’s suppose the office modular is replaced one day, then it would be possible to use the clubhouse second floor as an office temporarily.

Comment from Larry Miles (Locker 82) – I know we need the improvements, but you call this new building a clubhouse...the Owners are getting the short end of the stick. The staff is taking over the building and the square footage for the clubhouse is minimal. There’s going to be no more parties in there because it’s such a small area. In the brochure that was sent out there are no measurements, and a person that has no understanding of construction will look at it and say “oh, what a beautiful clubhouse.” It’s not a clubhouse, it’s a quarter percent of one and the rest is for the staff or pool equipment. Again, I know we need the improvements, but we also need a clubhouse.

Comment from Mark Schieber – It’s the same square footage as the clubhouse now, you are not losing anything.

Comment from Tom Barcellos – Larry, if you look at where the new kitchen will be, it uses space that is currently taken by the elevator, so you gain that square footage downstairs.

Comment from Julie Hill – There are also stairs on the other side of the current clubhouse and an additional building for pool equipment that will be incorporated into the new floorplan so there is more square footage as well.

Comment from Larry Miles (Locker 82) – If all that is true, the pamphlet should have included the square footage because it looks like the staff is getting all the building. That’s all I have to say.

Comment from Tom Barcellos – I apologize for that omission; I understand what you are trying to say.

Comment from Teena Griffith (Locker 17) – We are going to lose our ocean view too. Some of my friends have called me about the proposal and expressed their concern about losing that beautiful view.

3. Annual Meeting – Brenda Critzer

Julie printed 130 tickets for the annual luncheon following the general meeting, so please be sure to pick up some before we sell out. The Park will again provide a shuttle service to and from the Moose Lodge since parking is so limited there. In case you did not know, there will be a live band at the luncheon playing acoustic music.

4. Transformers – Julie Hill

I reported that the transformers were repaired last meeting, but upon further inspection it was quite evident that the transformers were still rusty and in need of attention. I checked with our electrician and discovered that additional parts were needed. I will report on those repairs at a later date.

5. Laundry Room Revamp – Julie Hill

The laundry room floor will be redone next week and that will complete the major improvements to the facilities. This included new washing machines, window repairs and tinting and other touchups like fresh paint. The laundry will be closed for a few days to allow the floor to seal and dry.

6. Pump Station – Julie Hill

There was a motion made in November to approve new sewer pumps for the restrooms, and while the pumps have been delivered, we are waiting on railing equipment that is required for installation. I am hoping that between this meeting and the February meeting the pumps will be installed finally.

New Business

1. Electrical Improvements (Hart Electric) – Julie Hill and Aaron Cartwright

As you may have noticed, there are electricians working all around the Park to repair and replace the electrical utility panels at each site. This is a continuation of work that was started in 2011 but stopped partway through the project for reasons unknown. Many of the pedestals in the back of the Park are very old and have begun failing.

The electricians are following the original plan from 2011 as designed; the work done previously was completed by the Park maintenance staff and did not follow the plan. This means that after the work is finished certain sites will have 30-amp service only, and other sites will gain a 50-amp socket where there was previously only 30-amps. These plans were made by an electrical engineer, conforming to California Title 25, the law that governs the infrastructure of RV parks and campgrounds.

You may notice the change in certain sites that you've stayed in before, but these changes are done to prevent the Park from experiencing brownouts and severe electrical disturbances. I know it has been stated differently in the past, but I am notifying everyone today, *not every site in the Park will have 50-amp service!* Again, that is based on CA Title 25 and the actual amount of electricity the Park has coming in from PG&E; there are real limits we are working within.

Comment from Aaron Cartwright – Please be patient with the office staff when making reservations because we will be asking questions about which electric service your RV requires and placing you in an appropriate site for that reason. According to the electrical plan, all sites in the 200s row will be 30-amp only, all sites in the 300s row will be 30/50-amp, and the 100s and 400s rows will be 30-amp only at certain sites but most sites will offer 30/50-amp service. If you require a pull-thru, it now means that in order to receive 50-amp service you must drive your RV around the back of the Park and pull through to the 300s side. If you would like to park through the 200s side, please bring an extension cord to reach the 50-amp socket on the 300s side. I would also strongly recommend investing in a heavy-duty surge protector for your RV, especially if you stay in the Park long-term. This recommendation comes from a gentleman that Julie and I met at a conference who sits on the board that implements electrical guidelines for RV parks and campgrounds nationwide. It is a \$100 – \$300 investment for a quality surge protector, but it could save you thousands in RV repairs if you are left unprotected during an electrical disturbance.

Comment from Mark Schieber – If some of you are not aware, I have been working in the RV repair business for many years and I own a surge protector just like Aaron is talking about. Mine has cycled twice due to electrical disturbances. I want everyone to understand that if your RV is hit by a voltage spike and damaged, the park you are staying in is not responsible. The fault generally lies with the electric provider, in our case PG&E, You need to exercise a lot of caution because I have seen many cases where electrical damage to an RV extends to other fixtures and utilities, like a water heater, refrigerator, TV, inverter, etc. It can get expensive quick, so I think a surge protector is very safe investment.

Comment from Brien Carlson – The Park had an electrical disturbance a few months ago that was possibly caused by a bird striking the power lines across the street next to Pismo Coast Village. I have an interrupter on my RV too, just like Mark, and it stopped that change in voltage from damaging my 5th wheel. I heard a loud *snap* when the surge protector interrupted the shortage in power. There was a gentleman parked down from me in the 400s row with a very nice motorhome and his RV's electrical board and inverter were fried during the same surge. I worked with PG&E for 36 years, and as Mark mentioned, the fault for electrical problems can fall often on PG&E. However, PG&E has a "Rule 2" filed with the Public Utilities Commission which states that interruptions in power are always a possibility and it is user's responsibility to protect their own equipment.

2. Annual Mailing – Julie Hill

The annual mailing is due to go out next week, and because the office staff is so busy with phone calls and inquiries about the loan mailing, I did contract out some additional help to mail the annual packet on time. Please note that the election ballot will look just like the loan ballot, but there will be a special mark on the envelope to indicate to the staff which one it is. I cannot have them mixed up, so until the loan ballot process is complete, I will ask the staff to place the election ballot in my office for safekeeping.

Member's Comments

Teena Griffith (Locker 15) – If we vote "yes" for the loan does that mean we are voting for the construction as planned?

Response from Fernando Da Silva – Yes. Our commitment is to take any funds that the Board is authorized by the Membership to borrow and spend those only on the projects as planned by the Construction Improvement Committee.

Response from Tom Barcellos – The plans are the plans, the architect worked hard to not change the footprint of the buildings and work within the 2019 codes. I would like to add that the estimates listed in the loan brochure were made in conjunction with discussion with contractors, so they were not pulled out of thin air.

Response from Mark Schieber – I think the Construction Improvement Committee’s plan to improve the Park is well thought out and structured to save the Park a lot of money in the years to come. If we simply build a new elevator or patch up our facilities, then we are pushing the greater costs for maintenance and replacement down the road.

Glennita Miles (Locker 82) – I support the loan in principle, but why go smaller on the clubhouse? We have events upstairs in the clubhouse right now and don’t have enough room. If this plan is what it looks like, it appears were going from a 20’x 40’ room to a 20’ x 16’. I would like it on the ground floor, but isn’t there a way to make it bigger?

Response from Charles Nunes – I believe the reactional space downstairs is comparable to the area we have upstairs right now, especially when you factor in the set of stairs that will be removed on the other side of the clubhouse and the extended kitchen where the elevator is.

Kimberly McKenzie (Locker 107) – Regarding the loan proposal, is the Park collateral? Are the shares collateral?

Response from Tom Barcellos – The Park property would be collateral. It is substantial enough in value.

Charlie Weeks (Locker 7) – If the office is moved upstairs temporarily, how are you expecting to help the persons that are disabled and cannot use stairs?

Response from Julie Hill – The staff does not need more than a laptop or tablet to accomplish everything we need to do with checking-in guests. It would not be required for someone to use to stairs to do business with us; I could have the office staff sit outside.

Response from Charles Nunes – The replacement of the office modular is not planned at this time, nor it is any part of the loan proposal. I believe other Board Members are referring to the planned clubhouse upstairs area as *possible* office space if needed to facilitate replacing the modular further down the road. But that is a conversation for another day.

Charlie Weeks (Locker 7) – I want to talk a little bit about the loan; when you are in the construction period, you are into what I do for a living and have done for many years. I’ve done open development before, large \$12 million projects, and I don’t see a contingency for costs going over budget. I can tell you that whatever you think your total cost is now will only increase and you need reserves to account for that. We need construction, we need financing in the front, with a contingency.

Response from Fernando Da Silva – I can tell you that I am dead worried about committing to any construction project without the funds, and the Board is taking this very seriously. We are not going to take step 1 without knowing what step 12 will be, as an example.

Response from Tom Barcellos – I need to weigh in on this too. I agree with you, but we have looked very hard and discussed with the architect how close our estimates are. Based on his expertise, and including contingencies that he implemented, we believe that we can get everything done for less. But we are not settling for less because of the unexpected nature of 2 – 3 years’ worth of construction. I think people can stomach approving a \$650,000 loan instead of a \$950,000 loan, and our current reserves allow for that contingency.

Board Member’s Comments

None.

All Motions

Lorena Lemus made a motion to accept the minutes of the December 14, 2019 meeting, seconded by Tom Barcellos.

Roll Call: Brien Carlson, Brenda Critzer, Fernando Da Silva, George Johns, Charles Nunes, Mark Schieber and John Watkins voted yes. Motion carried.

Mark Schieber made a motion to pay the bills and payroll, seconded by Tom Barcellos.

Roll Call: Brien Carlson, Brenda Critzer, Fernando Da Silva, George Johns, Lorena Lemus, Charles Nunes and John Watkins voted yes. Motion carried.

Meeting adjourned at 10:37 am

Respectfully Submitted,

George Johns

Board of Directors – Secretary

Cc

Aaron Cartwright

Senior Reservation Agent

Guest Survey Comments from December 2019:

- “Wi-Fi needs to be improved as more and more people are experiencing high speed internet in support of streaming video. We had to use the hotspot on our cell phone to stream video.”
- “I love Holiday RV. Perfect location and staff is great. Highly recommend it.”