



Board of Directors

- Charlie Weeks (2024 - 2027) – President
- Mark Schieber (2023 – 2026) – Vice President & Public Relations
- Frank Polehonki (2024 – 2027) – Secretary
- Talley Snow (2022 – 2025) – Treasurer
- Darin Batty (2022 – 2025) – Management
- Lorena Lemus (2024 – 2027) – Collections
- John Watkins (2023 – 2026) – Rules and Regulations
- Don Smith (2023 – 2026) – Maintenance
- Charles Nunes (2019 – 2025) – Park Usage

Members Present – 25

Meeting called to order at 9:02am by Charlie Weeks.

Flag salute led by Mark Schieber (Locker 155).

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 (5/31/24)	Monthly Comparison	May 2024	May 2023	Difference	% Change
Mechanics Bank–Operating	\$48,817.21	Income	\$118,635.61	\$113,551.59	\$5,084.02	4%
Mech. – Laundry	\$31,191.16	Expense	\$127,336.90	\$77,837.81	\$49,499.09	64%
Mech. – Dues	\$95,621.56	Net Income	-\$8,701.29	\$35,713.78	-\$44,415.07	-76%
Mech. – Emergency Reserves	\$151,896.45					
Mech. – CIM Reserves	\$52,420.18					

We are up \$322,000 from 2023 from the month of May. We have had two really great weekends, and we are hoping that will continue as the weeks go on. We are gearing up for summer so it would be nice to continue the upward trend.

Collections – Lorena Lemus

For collections, I don't have much to report differently from last month. We are still in the process of putting four shares through foreclosure. It is a lengthy process, but Aaron has been doing a really wonderful job of communicating with the people that need to be involved and Jennifer has been doing a great job assisting him with that. There are 9 shares that still owe from their January dues, and they will receive a statement along with their July dues. Hopefully, we can collect the remaining accounts that are past due and continue to keep as many current as we can. I do want to say thank you to all the members who have been paying their dues on time! It is definitely starting to be less and less that the office staff are having to reach out to in order to collect past amounts.

Management – Darin Batty

Aaron and the staff are doing a great job! Aaron said car show weekend was very busy and we are going to start seeing it get busier and busier in the park as kids start to get out of school and the temperatures start to rise in the valley. But Aaron is confident the staff is ready, and we look forward to seeing those big changes of the park getting full again.

Park Use – Charles Nunes

I am glad to see the park is 70% full for this time of the year because like they said graduations are happening and school is still waiting to get out for some districts. In May of 2024, we had park use of 67.65% with a revenue of \$119,073.86 compared to May of 2023 where our park use was 66.20% with a revenue of \$140,214.48. That is a difference of 1.5% up from last year but down \$21,140.62 in revenue from last year due to us having more off the street guests in the park. This year we are seeing an increase in members coming in earlier and staying longer on their free time. We hope to see that increase as more off the street guests come in throughout the summer.

Correspondence / Public Relations – Mark Schieber

Looking at the comments it looks like we are getting a lot of the same ones coming in as we have been used to, which is the dog run is not up to par, the sites are very small, and we need to get bigger spaces and parking is an issue. After almost 40 – 50 years of these comments coming through, we do get it that we have small and tight spaces but unfortunately, there is nothing we can do about it. However, we did have some constructive criticism about the Magnolia Center and getting it cleaned up, get some new furniture, some plants, and BBQs. I know Aaron is going to discuss some options he would like to get for the Magnolia Center so we will let him talk about that a little later on in the meeting and see what we can do to improve the common areas. Other than that, we have some concern about the water temperature in the clubhouse, but it was just a one off and it seems like we may have fixed that issue. There was also some recommendations for a couch in the clubhouse due to the chairs not being comfortable for everyone. I agree they may not be comfortable for everyone, but I don't know whether replacing them with a couch would be as effective. We did have a concern about a recliner in one of the spaces in the 400s which has been addressed by management and was taken care of.

In regard to the public relations side of things, I was speaking with Charles about everything and our concern with the off-the-street guests being down right now in the park. With me working in the RV industry, I can say that the RV industry is down. What that means is, we may start to see a ripple effect happen in our RV park where the numbers may be down because people are not traveling a lot right now and they are not spending on new RVs. I think when summer comes, we will start to see more people coming into the park. And as long as we continue to make the park attractive and welcoming to those off the street guests, we will start to see an increase in reservations to get the cash flow we need to offset those numbers. Everything else I have been hearing though from everyone since I have gotten back into town is things seem to be quiet in the park and everyone seems to be happy with everything.

May 2024 Guest Survey Comments: *Please refer to the attached comments at the end of this document.*

Park Maintenance – Don Smith

Maintenance wise has been quiet lately. The maintenance crew have just been working on the weeds and trying to hit every site before the busy summer comes. Charles, the new guy, seems to be jumping in and getting a lot of the work done, especially helping with the weeds which seems to be what the guys needed in order to catch up. Aaron says he has been great on the forklift as well, which is great to hear, especially since we are now going into our summer season. We are collecting quotes right now for a lift for the upstairs room here, so it becomes fully accessible to everyone, and we are also collecting quotes for the roads. We have also been collecting quotes for the Magnolia Center because we are still looking to get some sails for over there. We are hoping the park surge protector will be installed here in the next month.

Rules and Regulations – John Watkins

Overall, everything seems to be going really good. We have dealt with a couple of issues regarding some guests in the park. We are really pleased with how everyone is working together in the park and really pleased with people making the effort to clean up their sites and make them presentable for the summer. Just a reminder, it is our responsibility to clean up the sites that we are staying in long term and not the park personnel. We know it is hard to keep up with because every time you get rid of the weeds, they seem to come back a couple of days or weeks later, but it is important that we keep up with them. As far as the rules and regulations are concerned, I think we are okay with them. I know Aaron wants to talk about something later on concerning pets. I know it is a continuous problem and I am not quite sure what we are going to do to fix it, but it sounds like he has a couple of ideas. But overall, I am pleased with the way things have been happening.

Manager's Report – Aaron Cartwright

As Don mentioned, we do have a new maintenance employee Charles Deaton who we are glad to have. He moved here from Las Vegas with his fiancée, and both have been looking for work and comes to us with a lot of experiences. He has been doing a great job with the forklift and getting some of those big trailers in already and I am impressed with the work he has been doing since coming onboard. Autumn is back to work as of this week and will be helping with cleaning the facilities once again. Mike's wife stopped in over the weekend and said he is doing really well with his recovery and hope to have him back to work by the beginning of August. Deb in the office found work elsewhere and her last day in the office was last Saturday so we are short in the office so please be patient with Jennifer and I as we are doing our best to keep up with reservations and phone calls in the office. We are probably going to have a temp come in for this summer that has done these jobs before and will be able to jump into it quickly. We pay a little bit more of markup with the temp agency, but we are also getting the convenience of when it is not as busy anymore, we can replace them with someone more permanent or maybe make an offer to the temp if they are working out. Just a request that goes along with this, Jennifer is unable to attend the meetings right now because she is holding it down in the office and normally she would be here recording the minutes and taking her notes. She knows everyone who attends the meetings, so she knows how to identify you when comments and questions are made but at the last meeting she had to rely on just the recording, and she actually got a couple members mixed up where I had to tell her who they were. So, if everyone could say their name and locker number when making comment or asking a question, that would help her tremendously in making sure all the information is correct and perfect for the minutes.

On another note, we are making more use of RMS, which is the reservation software we use to book reservations. We are now able to text all of you for free as long as they are staying in the park at the time. It has been really great for letting people know when events are happening that just members need to be aware of such as the board meetings but also reminding people about the basic rules and regulations and after-hours procedures and who to contact if you are having an issue with noise complaints. We can also let people know about when we are going to be cleaning the restrooms and when we will be closing down some of facilities. We are doing our best to make use of the tools we have while also making sure everyone stays informed. So, we will continue to make use of that going forward as much as we possibly can.

Next topic I am going to discuss is the 4 parking spaces in the front of the office. Jenn and I are trying something new this year that is different than what we have done for the past 10 years. We want to try and avoid the game of people coming up to the front office at 3pm and parking for 2 hours while waiting for the office to close at 5pm so they can park overnight.

The problem I am having with that is we are getting some owners and customers coming into the office and complaining about not having places to park for laundry or even just to check in for their reservations. We don't have an issue with anyone parking there overnight, but we would appreciate it if people could wait until 5pm to try and park up there after the office is closed. We understand there may still be guests showing up after hours who will need to do their laundry or will need to park to grab their packet, but it may just be double parking while they drop off their clothes or something like that. The other game we are trying to avoid is people swapping out cars with friends or parking for two hours and then leaving for 30 minutes or so and returning for another two hours. The sign in the front of the office does state 2-hour parking for office business and laundry use so if we could try to stick to that it would be greatly appreciated and better for the park community and some of our visitors too.

The final thing I would like to discuss is I have received a couple of reports about theft happening in the park. So, we do have issues with transients late at night coming into the park and wandering around. Unfortunately, we did see in the camera an outsider coming in on foot into the park and stealing someone's personal items from their site. The cameras unfortunately do not catch everything so when some bikes were stolen from here a couple of weeks ago, I wasn't able to see who the person was or any definitive person taking it. The cameras are meant to be up in order to protect the park's assets and facilities and not so much pointed into individual campsites to keep an eye on people's personal belongings. So, in lieu of saying Pismo is a dangerous place to be, just a general reminder in the park to lock up your belongings like bicycles and make sure to keep your items inside when possible. I know we have discussed gates before in order to keep people out but unfortunately, we have seen it in the past that they will just jump the walls in the back and sides of the park in order to get in when they really want to. If we keep up on it and watch out for each other, I believe the word will get around in their little community that we have security cameras and we lock things up and we will start to see them staying away from the park more. But if people are leaving things out and things aren't being locked up, we will have the other negative effect where word will get around that we are the park to go to and be at to get free things.

Comment from Mark Schieber – We may think about installing some motion sensor lights around the facilities. They are pretty inexpensive and most of them are LED or solar so they would save on electricity. And we can even put some near your entry area that would help scare people away from jumping that wall too.

Comment from Talley Snow – What about if we posted some of those smile you are on camera signs around the park? Maybe that would make them realize we do have cameras around the facility that would keep them away as well.

Reply from Aaron Cartwright – We do have some of those up at the office but we do not have them around the property so that might be a good idea to help bring attention to the security cameras and possibly keep them away.

Comment from Paul Gutierrez (Locker 063) – Something I think would help since we have major transient issues to get the app that allows for you to view the cameras in real time. At the store I used to work at in Santa Maria, all the managers had an app that was attached to the cameras where they would get a notification if there was motion near the cameras. It allowed for them to be able to alert the police quicker when there was unwanted behavior happening because they would see it in real time instead of looking back on the footage after the incident has occurred. It might be something we could look into so we can keep an eye on things a little better.

Reportable Actions – Frank Polehonki

I just want to start out by reiterating what Aaron said about giving your name and locker number when you are making a comment or asking a question because it is very important for the minutes and making sure we report the proper information in the minutes.

As far as reportable actions are concerned, I only have one for you. There was a motion made that passed to discontinue receiving mail and packages in the office. The office will no longer be accepting packages or mail as of August 1st in the office. A notice was sent out and posted around the park to give people the opportunity and time to set up and look at alternate means and methods other than receiving them here at the park.

1. Magnolia Center Shade Sails – Don Smith

We are currently collecting bids right now for them. We currently have two different options; one of which includes a sail that goes out of the entrance to the laundry and the other one is for the entire area. So, I am working with Frank and we are collecting some additional numbers and checking with different suppliers.

Comment from John Watkins – What does the cost look like?

Reply from Frank Polehonki – The initial one that we have a price on is in the \$35,000 - \$45,000 range depending on whether they do just a portion or the entire area. The second bid, we are waiting for them to get back with us with some numbers and details on if they do anything that has to do with the permits and engineering. We need to see what that particular company does and doesn't do and if there is anything we would need to do. And we are working on getting a 3rd quote as well because I believe it is best to get at least 3 quotes if possible. So, currently we have 2 in the works and our hope is to get a 3rd one as well.

Comment from Joyce Aldrich (Locker 440) – I just have a question about the sails because I know a playground where they do the sails and when it gets windy, those have to come down right away. Is that bid going to include the fact that they would need to go in and out when it is too windy? Would they stay secure staying up or is it going to rip them apart?

Reply from Don Smith – No, they would stay up all year. There sails all up and down the Coast. It depends if you buy them commercial they stay up all the time and never have to come down. And then when they wear out, you replace them. But these are designed for 500mph winds.

Reply from Joyce Aldrich (Locker 440) – So, the fabric is such that we will only have to replace them once every how many years?

Reply from Frank Polehonki – That is what we are trying to find out from these companies because what I have noticed is they can be different from company to company depending on the different materials they use. And so we are trying to find something that will withstand the winds and the salt air and elements. So, it will be kind of a learning process to see what's available out there and the cost so we can determine if we want to spend the money to get the quality of product that will withstand the elements or do we want to go a different route. So, that will be something that will need to be decided once we have all the information and we look at everything.

Reply from Darin Batty – I think something to point out is the bid that is being given is for the start up amount and replacement would be a fraction of the cost.

Reply from Charlie Weeks – Exactly because we would only be replacing the fabric whereas the start up cost includes cables and poles and the infrastructure.

Reply from Joyce Aldrich (Locker 440) – I ask this because when you look next door at the park and you look at the gas station across the street. They were hit with horrible winds that were expected however the winds took out their overhangs completely. So, it would be something to look into when you are getting these bids and I guess I am just asking you to do your due diligence.

Comment from Charlie Weeks – We are only out getting numbers and bids to see where we are and collect the information, We have not voted on this or made any decisions yet to purchase these. We need all the information to decide if we want to take it to the next level or leave it as is and go in a different direction.

Reply from Frank Polehonki – Definitely great things to consider though when we are collecting this information so thank you very much for bringing them up and giving us things to think about and ask about.

2. Mail & Parcel Policy Update – Aaron Cartwright

As Frank informed everybody and the office sent everyone a letter, as of August 1st it is going to be our attempt to stop receiving mail personally at the office for other campers, RVers and guest especially parcels too as that is a big concern. Overall, the reaction was mixed with some owners called and said it was a good idea and supported the idea while other owners who it effects personally were less than thrilled which we expected. A few campers had some very strong opinions and said the employees are here to serve all owners and that is our job, which makes this park business by definition. One owner asked who we were to make a decision that effects the owners like this and why weren't they included in the decision which I had to remind them the owners who bought their share in the 70's were given a locker which was a personal storage area in the front of the park kind of like a PO Box I would imagine. The lockers stopped being used in the late 80's early 90's and were removed from the park altogether but people still continue to use the word locker even though technically we are not supposed to. At some point the board, the business and the owners got together to amend the convenance to basically say lockers are not here anymore and so anywhere it is seen as a locker number should be replaced with ownership number so the concept was gone. My suggestion was maybe at that time the most appropriate decision should have been not to take people's mail here; If the owner's felt that strongly about it they would have kept the lockers and continued to use them while allowing space for them and giving everyone their own key to access them. We also understand if there is no other way you can do it and you have to have something delivered to the park after August 1st, let somebody know so we are expecting it especially if it something like medication or something essential. But the Amazon packages have to stop because that is relentless. Everyone knows better and knows they ship it to you next day. If you have a PO Box they will drop it off at your PO Box just fine and if they need a physical address you can use the address of the actual building at the PO Box is your unit number.

Comment from Monika Harris (Locker 350) – Maybe there is a way we can modify that a little bit? Since the packages were most of the problem because they were becoming too much and too big, why not have the packages delivered elsewhere and still continue to receive mail since it is very little since most of it is done online? It is a little bit of an inconvenience.

Reply from Aaron Cartwright – It's little but what I will say it's more about the appropriateness of us even taking the mail because we are taking things like driver licenses, social security information and jury summons. I mean really Jennifer and I really shouldn't be handling this stuff. We probably shouldn't be handling the medications either because what if something happens to the medication or the mail? It becomes a liability when we shouldn't have been handling it in the first place.

Comment from Darin Batty – I understand the inconvenience but getting a PO Box makes sure everything is protected and removes the liability of the staff and the park.

Comment from Nancy Houck (Locker 63) – One of the things I would say about receiving mail. It can establish residency for people and that is probably the big kicker there. I am sure there are some guidelines that are also set by the postal service as well that would prohibit you from picking and choosing what to receive.

Reply from Charlie Weeks – That is absolutely why we sat down and looked at it. When we evaluated it as a whole, we actually aren't supposed to be doing that and the park isn't set up or established to do that. It has progressed into that and we are going to start progressing back out and get back to what we are and aren't supposed to be doing. We are sensitive to it but we have to make the decision that is best for the park.

Reply from Aaron Cartwright – What I will finish with is another concern the same owner who wrote into the park had was that they felt it was a very rushed decision. I know when we started last months meeting we kind of thought we had this idea and it was going to work great. But, when these guys sat down and started discussing it, there was no medium and it was becoming a liability, a safety issue and a time management issue. They tried really hard and discussed it for over an hour but could not find an outcome that would work for the business and everyone else. Ultimately, it was time to sever it and go back to what we knew.

Comment from Paul Gutierrez (Locker 063) – I do back you up Aaron on the individual basis about the medication. If it is a small little box, we should be able to call the office and give them a heads up and at least receive the essentials here. And make sure that everyone comes up and gets it within a certain amount of time.

Reply from Aaron Cartwright – And that is why I am focusing on the Amazon deliveries because I can't imagine those deliveries are so essential you aren't able to get them at your PO box or pick them up at an Amazon locker.

Comment from Monika Harris (Locker 350) – What if you asked people to volunteer to help deliver and sort the mail?

Reply from Talley Snow – We did discuss volunteers but then again what if something got lost or something happens, then the park ends up being liable again.

New Business

1. Magnolia Center – Updated Picnic Furniture – Aaron Cartwright

So, as Mark mentioned, we have been receiving a good amount of comments from our campers and discussing the Magnolia Center. None of the furniture aside from the two rectangular tables is particularly new. The circular tables we currently have; the legs are broken and they are rusted out on the bottom and underneath. You can tell the table tops themselves are fairly warped for the most part. We have definitely got our money's worth out of those and I think it is time to replace them with something new and maybe even a little nicer. I have been doing some research and am pretty pleased with the options I found. The ones I was really pleased with was the "Uline Hex Recycled Plastic Picnic Tables" because they really hold up in the elements and they also offer an ADA option which would go nicely with our two ramps over in the Magnolia area. They can open up to the ramps and then anyone who is in a wheelchair can roll up to the table and enjoy the festivities happening over there. They also come in a couple of color options as well and enjoy a grommet for an umbrella to be used with them. The catch is Uline has the product for cheaper but the shipping is a little more expensive. I found cheaper shipping through another company but then the product price was increased and ate up any savings I had with the cheaper shipping. So, what I am proposing is replace the 6 tables we have over there with these new ones. It would replace 4 circular tables and then we could store the two rectangular tables because they are still in good shape and can be used on occasion since they fold up. I would suggest purchasing 2 ADA tables and then 4 regular tables and that would cost approximately \$9,247.53. Again, with Uline, we can charge this to the account and then pay it off next month instead of maxing out the credit card or anything like that and we would probably get the product in 1 – 3 days.

Comment from Joyce Aldrich (Locker 440) – I would suggest we wait to purchase the umbrellas in case we end up getting the sails.

Comment from Paul Gutierrez (Locker 063) – Have you checked Amazon?

Reply from Aaron Cartwright – The problem with Amazon is we don't get the high quality of product that we are looking for and often times those products do not withstand the elements in our park.

Reply from Charles Nunes – Is there any way for us to get the picnic tables we have been buying for the sites to offset some of this cost because this seems like a big cost to spend?

Reply from Aaron Cartwright – Yes, we could do that to offset some of the cost. I can check and see if they have ADA rectangular tables.

Reply from Charlie Weeks – I think we should table this for a month and discuss it a little more amongst ourselves so we can get more information and you can get more research for the other options we may have. I am always for improving the park and make it the best we can but we have some things coming up here that we will need to look at our finances and may need to be careful with the amount we are spending.

2. Review Snowbird Application Process – Aaron Cartwright

This is on our timeline for the year so largely the only thing I changed is a couple of grammatical errors and updated the dates to be this year. Otherwise, the application itself is exactly the same and seems to be working pretty well. I don't see us deviating from August 1st to turn them in because I think people have gotten used to that. We seem to get quicker and quicker every year and it doesn't take much of our time so maybe we look at the time for next year and see if we need to change it to 8am instead of 7am.

3. Review Monthly Tenant Compliance – Aaron Cartwright

Again, this is also on our agenda for the year so just a reminder to those monthlies that if you haven't been here for your 7 days, this is the last quarter to be able to comply with your agreement. Largely everyone is doing great and it isn't something that should be an issue.

4. Mountaineer IT – Wireless Bridge Replacement (Office, Laundromat, Shop) – Aaron Cartwright

One of the things that has been brought to me is we have some really old hardware that was installed by our old IT company before Clever Ducks and Mountaineer IT. Basically, there are point to point antennas that beam a couple of different network things to the laundry, restroom and the shop. These networks relate directly with the cameras we have in place and they are located at each one of those facilities. We have been without cameras in the back of the park because those antennas finally gave up and are no longer working properly and are unable to be reset but instead will need to be replaced. In order for us to replace those, I would need a motion to approve a quote of \$715.39 so we can have all the cameras working properly and securing the property like they are supposed to be doing.

A motion was made to replace wireless bridge and passed.

5. Pet Cleanliness Rules and Regulations – Aaron Cartwright

I had a nice suggestion from Charlie a couple of meetings back that we should send out a weekly reminder using the text messaging in RMS about being responsible pet owners. However, we are still having problems with pet owners being irresponsible and allowing their pets to go to the bathroom in other people's sites. I do have a comment from Annette Bianco, who is a member in the park, in reply to the notices. "Many notices from the manager regarding campers abusing the rules regarding their pets and still things have not changed. I believe a hefty fine should be imposed to set an example for other pet owners and or imposed restrictions of not allowing future reservations be it snowbirds, etc." That is kind of where my mind has been. Now largely us doing that every week has had some positive effects where I have noticed some pet owners that previously let their dogs go anywhere are now being responsible and doing a good job. So, I am not sure if these folks are just not getting the message or just don't care but seems like a disregard for what we are trying to do. I do some dogs that their owners let them use the RV sites as a latrine which I am not okay with. I had a camper come up to me the other day who is a temporary camper and say their site smelled like urine really bad and that really upset me. And I know people pick up the stuff and that's great and all but if you continue to let the animals use it as a latrine for their urine, it is going to become costly for us to have to clean it up and it takes a lot of time for us to do it and I am just a little frustrated with that. So, in my mind I believe there should be a hefty fine because I know who these people are and in my mind the number should not be outrageous but it should be significant. If we only charge \$25, they will just pay it because they do not care and they can afford it. If it was something like \$75, in my mind that would be annoying enough that someone would correct their behavior especially if they are having to pay that anytime an employee sees me abusing those rules. Other board members have also said in line with this suggestion that they don't have to be a snowbird or a monthly because that is a privilege and a big one at that everybody gets here. And if they are ruining the enjoyment of other campers and other owners here than maybe they don't have that privilege anymore. So, I would open it up for discussion with John and the rest of the board. I think we have tried hard enough now and I am not seeing the response that I would like to see from the pet owners in certain cases.

Comment from Mark Schieber – You know, I have compared these places to other hospitality places like hotels and Airbnb's and a lot of those places take deposits for pets. Just throwing it out there that maybe we ask for like \$100 deposit and if you're in violation or your pet does damage than you lose the deposit. So, let's say that we have a violator that violates the rules and they lose their deposit. I don't know if fining people is the answer but making them financially responsible ahead of time might be the answer. We are charging for golf cart charging but we are not charging a dime for pets and the pets seem to be doing biological damage and like you said cleaning it up is manpower and materials.

Reply from John Watkins – And I will just piggy back on that I agree with Mark 100%, If I take my dog to a hotel, I have to pay a deposit and if I do damage then they take my \$100 and then they send me the cleaning fee. So, now the \$100 is gone and I have to pay the cleaning fee of whatever they say it costs. It hasn't happened to me but it has happened to a friend of mine. I was talking to Shane about this the other day and right in front of us in front of the garbage cans, a guest didn't care and let his dog go to the restroom and didn't clean it up. So, I would love to see this board adopt a deposit fee not only for members but also guests off the street.

Comment from Darin Batty – I would agree with a deposit and a cleaning fee. My only issue with it is that now we are doing something else that we shouldn't have to do because people can't do what they are supposed to do. The people who I mostly see doing it is monthly and snowbirds and they just don't seem to care.

Reply from Joyce Aldrich (Locker 440) – So, what are you going to do with the monthlies and snowbirds? Are you going to charge them \$100 a month to have their dogs here? I mean I can see that if we had short term stays doing a deposit because we are talking about hotels and those are non-refundable deposits but with monthlies and snowbirds where our greatest problem is, I think we need to look at it a little differently. I like Aaron's idea about the fine because you have people who are here all the time and we need to hit them where maybe it will make a difference.

Comment from Mark Schieber – Again these are ideas because if the concern is the damage they create and we have to offset the expense then maybe a deposit is the solution.

Reply from Joyce Aldrich (Locker 440) – I don't believe that because if you just do a low deposit a month, then they are just going to go well I'm paying it so I don't have to worry about following the rules. And it isn't fair to the staff and the other guests who are having to clean it up because they don't care to.

Comment from Paul Gutierrez (Locker 063) – I agree with Aaron and I agree with Mark. Maybe it has to go through rules and make a division. A deposit for the new guys coming in and lean towards a violation for the people who are here all the time. Maybe give them a violation with no charge the first time and then each violation after that comes with a charge that stings.

Reply from Mark Schieber – There are CC&Rs that regulate and define how we can charge our members and they have to be taken into consideration because the member has a right to meet with the board and dispute any violation of the rules. However, there is none of that in deposits, fees and surcharges. All of that can be done ahead of time. So, the point is to get the money upfront and have a chance to lose it rather than chasing people down with a violation.

Comment from Aaron Cartwright – I want to squash deposits because we have had them in the past and also we used to charge for pets in the past not for owners but for non-owners. The problem with charging for pets i.e. deposits and why we quit doing it in the past is previous management found out through an audit that we are supposed to be sending taxes to the city for that. So, we took it out. I don't really want to collect money just because somebody has a pet because then I have to tax it and it is too much to manage. It's enough with our rates and other things that we have; I don't know if that's the right way, I am in line with if there is a violation, there should be a punishment. I don't want to collect money from a pet owner who is following the rules. We don't pay taxes on violations or fees according to how the city explained it to us.

Reply from Darin Batty – Let's go back to the cleaning fee because it's all the same just a mix on words. Part of the fee is we are getting back the labor and material cost to have to take care of the problem that the dog owner chooses not to take care of and it should be an appropriate amount.

Reply from Talley Snow – I think the big issue with the dog run is that dogs are getting sick from being back there. That is one reason I don't go back there is because it has cost me a lot of vet bills. It is not being cleaned; it's being sprayed with simple green spray and that's it. That does not get rid of all the bacteria and stuff that is back there.

Comment from Don Smith – Putting in a cleaning plan from the health department and then once that's followed we will have a leg to stand on with doing fees and those kinds of things. But until then, from a health standpoint even our vet told us not to take our dogs into that dog run because of all the fleas and bacteria.

Reply from Charles Nunes – It has been an ongoing problem with that dog run that has been happening for at least the past years and we have tried many different solutions that don't seem to work for anyone and we still haven't resolved it.

Reply from Aaron Cartwright – Here's another thought if we can't improve the behavior that Debbie suggested from where she lives at; they are homeowners and they can't have pets that walk through the park. If they want to walk their pets, they have to take them outside of the property. You have to have it in a cart or you have to drive it out of the property.

Reply from Mark Schieber – The weird thing is the term zero failed solution even though it is unfavorable sounds like almost a zero failed solution where you leave us no choice. I am not suggesting it today but it intrigues me the fact that we might be at that point. In fact, I shared this story with another owner about an owner I saw at the park that let their dog out of their car and the dog did their number two and the owner got back in the car without cleaning it up and drove back over to this park and that's a kid's park over there. All I am saying it is rampant anywhere you go and maybe the way we solve the problem here is by taking them to an appropriate dog park.

Reply from Frank Polehonki – I am in favor of going after violators and not punishing the people who are following the rules. And correct me if I am wrong but most of the people are doing what they are supposed to be doing and there is only a small percentage that are not following the rules. I am an advocate for going after the violators.

Reply from Charlie Weeks – We will carry this conversation on again in the future when we get some ideas and put some things together and come back to present it to the membership. It's not an easy solution and needs to be discussed.

6. Updated Office Reception Furniture – Aaron Cartwright

The current reception was “Frankensteined” together by Mike, Julio and Luke years ago of what used to be our old desk and counter. It is put together with drywall and plywood and they did the best they could but it has a certain appearance about it and I think we can do better. Another thought in my mind was we have had a lot of people coming up saying how much of a shame it is they aren't going to be getting their mail anymore and they think they will never see us again. The office should have enough of a welcoming environment that people should feel comfortable stopping in to say hi or chat with us. So, when it is just in this little square that they walk into to collect their mail or sign in I could understand why they wouldn't feel welcomed to come chat with us.

Comment from Charlie Weeks – I am going to step on that for a second, before we get into a discussion about this I would like to see some ideas and see a quick sketch and then let's talk about that before we go into any of it. Then we can see what we want to do before we go into any of it. And if the people need more discussion, go talk to them and drive around the park. But if you have something to present now than go ahead and do that.

Reply from Aaron Cartwright – So, the reception we have is about 100” long and I was going to suggest getting a reception desk that is a little bit smaller that way it would help me extend the area where the guests are checking in and visiting. We also don't have an area for people to sit when they are waiting to be taken care of, instead they just have to stand around. It is not especially welcoming and so I was thinking utilizing the furniture that we already have as well as purchasing a couple new items, we could expand the guest area by several feet on each access. So, if you can visualize a smaller reception counter by 30” and expand the area for guest media and drawers to put our office supplies in. And we would purchase a couple of chairs for comfort for guests and all of them through Uline in the same collection. We would

save some money by going through Uline instead of the other companies. But just two different ideas to make it more professional-looking and a little more welcoming. It feels very confined and has not changed since the pandemic so it would allow for it to be more open and not closeted.

Comment from Talley Snow – Are you talking about putting this in where the current desk is?

Reply from Aaron Cartwright – Yes, the current desk we have is about 100” and this one is about 72” which makes it a little smaller. And this would be a stand up like the current one.

Reply from Talley Snow – I am not opposed to updating and changing the current furniture but my concern is and I am not trying to say that we don’t want to be more welcoming but the last thing we need to do is being someone’s counselor down there and having the office staff having everyone come in for their short visit because we are short handed as is. And it’s not that I’m not trying to say that they don’t enjoy everyone’s faces when they come to get their mail and that is ending soon but especially during the summer I just don’t think they have a lot of time to socialize for extended periods of time and entertain their guests.

Comment from Lorena Lemus – Other than that, I do think aesthetically it would give the office a more refreshed look because its not just more welcoming for the people like us but also the people who are visiting. I think it would be a nice upgrade for the overall look of it. What would be the total cost you are looking at with the desk and the chairs?

Reply from Aaron Cartwright – With shipping, I would say it would be approximately \$2,500 or close to that.

Reply from Charlie Weeks – I like being able to update and improve things and it is a continuous thing that we talk about but I would like to see what the layout of it would be. I would like to see size wise and dimension wise what it would be so we can actually visualize that.

Comment from Talley Snow – Like Darin was saying also, we need to make sure there’s enough walk room behind the desk so maybe a diagram by the next meeting would be in order.

Reply from Aaron Cartwright – Yeah that is not a problem at all. And I was able to pull up the pricing which is actually \$2,481 with tax and shipping for everything.

Comment from John Watkins – I am also in favor of this but I would also like to see the layout and a picture of how it is all going to work. So, lets put this on the agenda for next month and have you come back with a drawing.

7. Pool & Spa Chair Lift Cover Replacement – Aaron Cartwright

The 2 lift covers for the spa and the pool are faded and disgusting and everyone hates them and wants us to get rid of them. You can see how they were once his blue color and now they are this grayish blue color so they need to be replaced.

Comment from Charlie Weeks – How much are they?

Reply from Aaron Cartwright – A little under \$1,000 for 2 covers for the spa and the pool.

Comment from Don Smith – The same manufacturer on Amazon is showing \$119 per cover. I put in Scout lift cover and it seemed to come up cheaper. I am all for it but I just don’t want it to be too expensive.

Reply from Charlie Weeks – We like the idea of replacing them and making them more presentable but let’s make sure we are getting them for a reasonable price on them.

Reply from Aaron Cartwright – It looks like the generic one is the cheaper one but the name brand is more expensive. So, I will research and find the cheaper price.

Member's Comments

Leslie Bodine (Locker 005) – I have a question regarding the sails. What is the real purpose of the sails? Don't we use the umbrellas over there for shade? I don't understand why we would want to cut off all sun when some people come here for sun and the beach. I thought that was the purpose of the umbrellas because you can't retract the sails and will constantly be without sun and the guys will constantly be cleaning them.

Reply from Talley Snow – They are made out of mesh so it doesn't block 100% of the sun but instead blocks the UV rays come in and not make it so hot.

Reply from Don Smith – No, it doesn't block 100% and the air that goes through can still go through. It doesn't block the sun and air still gets through so it is cooler.

Reply from Leslie Bodine (Locker 005) – I take the grandkids to the park all the time and it is covered with sails all the time and it is still warm. I just see \$35,000 being wasted on sails instead of being used on something else when we can just use umbrellas for cheaper.

Comment from Jerry Bodine (Locker 005) – I would like to expand on that because you just hit the nail on the head; you said you have been around where it has kept it a lot cooler underneath but we have the exact opposite problem where most of the time it is cold here and people want to stay warm here. If you put the sails up permanently then it is permanent shade and it is going to be cold for a lot of people.

Reply from Jodi Garges (Locker 602) – I think originally it was a way to make it aesthetically pleasing out there so if we don't do the sails I think there are other things that can be done to beautify that area.

Reply from Frank Polehonki – Originally it was a way to make such a focal point look better. I think we should definitely open this up to suggestions from anyone about what we can do to improve the look and the comfort of the Magnolia Center.

Reply from Art Toledo (Locker 271) – Maybe get rid of the benches that you almost break your back trying to move them away from the fire and put some decent looking furniture. Maybe instead of putting some shade, we put some nice furniture over there to hang out and make it more inviting.

Paul Gutierrez (Locker 063) – Can we open the gates earlier in the pool area for people who want to exercise and swim? Can we do it at 6am instead and the guys can do the maintenance and cleaning at night instead of doing it in the morning? The chlorine can be done at night and then you wouldn't get that heavy smell in the morning and no one would be in the pool at night so it would be able to do its job. The second thing is on site 115, the water spicket needs to be looked at because one of these times someone is going to hit it and then a lot of people are going to be without water.

Reply from Charlie Weeks – Our chemicals are balanced now and we are able to keep them status quo 24 hours a day. The morning time is when they open and clean and get their other stuff done from the filters running overnight. Also, we have about an hour and half in the mornings that we do the robot clean in the pool and that cannot be done at night. They start it at 7 in the morning so that way it is done by the time the pool opens at 9. And as for site 115, thank you then and bringing it to our attention and we will have Don look at that and make some suggestions.

Reply from Aaron Cartwright – And Paul with the robot vacuum, the manufacturer suggests not to leave it in the pool overnight or longer than it needs to be. If we started it at night, then I would probably have to come over around 11:30 or midnight in order to shut it off and remove it from the pool because I can't keep the guys here later and it has been an unpopular option to close the pool earlier.

Reply from Darin Batty – There are also other things the maintenance has to do to sanitize that are required and that is needed to be done in the mornings.

Art Toledo (Locker 271) – There are cable and internet issues; the cable is like no existent and the internet is slow or keeps kicking you out. I ended up having to go elsewhere in order to complete some items I needed to do online.

Reply from Talley Snow – Are we aware of those issues because I know I have been hearing it and experiencing it?

Reply from Aaron Cartwright – Spectrum was out here about 2 weeks ago and they are conducting a survey of any park equipment they need to replace as in it is outdated.

Reply from Talley Snow – Why do we have that thing on the internet where it asks us to connect to internet and the reconnect every 24 hours?

Reply from Mark Schieber – It is a line lease for your IP addresses. Remember back in the old days when an operator used to use all the plugs to connect you to different people on a phone system, basically the internet works in a very similar way where your phone gets connected to the Wi-Fi and you leave the park for the weekend, that connection stays assigned to your phone. So, what they do for the park is they create leases on the lines and kicks you off every 24 hours so that way it doesn't clog up the Wi-Fi. With there being so many devices on the internet at one time it may be taking up more and that's why they are dropping connections not being used to free up space for those that are being used.

Reply from Darin Batty – I know this doesn't sound great but none of us are guaranteed internet but secondly where you are at in the park is part of the issue which is why we are buying this equipment because that connection has failed. So, once that is done, it may alleviate the problem.

Reply from Aaron Cartwright – They did stop in and upgrade some of their equipment and fix it but they didn't tell us which one they did so I am unsure. But we are waiting on a couple of other ones to also get fixed as well so hopefully that will help as well. And then some other suggestions as well, there is a customer service number that is actually tailored to the Wi-Fi here and some people have said it actually helped them. It is up to the guest staying here to call though because they walk you through it and get your location to specifically help you. Or if you wanted to get more personal, I just purchased the T-Mobile thing and it works pretty good actually,

Board Member's Comments

Talley Snow – Just a reminder about speed limits now that we are going into the busy months. I know it gets brought up every meeting and it's like beating a dead horse but just a good reminder! And Aaron can we move the yellow 5mph sign around the park so people notice it more often and then can we maybe repaint the roads again so it is brighter and better seen since we are getting busy again?

Reply from Charlie Weeks – It isn't beating a dead horse and we need to remind each other to slow down and the speed lime is 5mph in the park. Even our own employees needed to be reminded to slow down every once in a while and they are trying to get things done.

Reply from Aaron Cartwright – Yes, we can definitely do that! That is one of the things that are on their minds and they have started looking at those things now that we are going into summer.

Meeting adjourned at 10:40am.

Respectfully Submitted,

Frank Polehonki
Board of Directors – Secretary

Cc

Jennifer Del Monte
Senior Reservation Agent

Guest Survey Comments from May 2024

- Spots very tight and no guest parking.
- Wonderful Stay. Thank you.
- Thanks to staff for helping pull into space and when leaving help again.
- Great place to stay.
- Lots of dead weeds and grass everywhere. People who live there have so much unsightly junk, really makes the park look run down.
- You staff, office and maintenance, are 10's.
- We know the spots are tight and there are not many amenities at your site. Appreciated the picnic table. Would love to have a fire pit and maybe some grass or fake grass in the dog run area.
- Super friendly! Very professional. We love this RV place.
- I would like to see more green space for pets. The very small pet run at the back of the park was disappointing. I am disabled. Our site was up front and I can't walk that far. The rental car did not allow pets. So, I was not able to use the dog run. Otherwise, the park was great. Staff was great. Had a wonderful time.
- The park is covered in weeds that do not make the park look attractive. It makes it look run down. It's also concerning that it was extremely vacant and Pismo Coast Village across the street was packed. We should be doing everything to attract people and the park looking abandoned and covered in weeds do not help.
- Just tv service is really bad!
- Always enjoy our stay 😊

All Motions

Frank Polehonki made a motion to approve the minutes of the May meeting, seconded by John Watkins.

Roll Call: Darin Batty, Lorena Lemus, Charles Nunes, Frank Polehonki, Mark Schieber, Don Smith, Talley Snow, John Watkins, and Charlie Weeks. (Mark Schieber abstained because he was absent for May meeting.)

Talley Snow made a motion to accept the May 2024 financials and pay the bills, seconded by Charles Nunes.

Roll Call: Darin Batty, Lorena Lemus, Charles Nunes, Frank Polehonki, Mark Schieber, Don Smith, Talley Snow, John Watkins, and Charlie Weeks.

Talley Snow made a motion to spend \$800 to replace wireless bridge, seconded by Darin Batty.

Roll Call: Darin Batty, Lorena Lemus, Charles Nunes, Frank Polehonki, Mark Schieber, Don Smith, Talley Snow, John Watkins, and Charlie Weeks.

Mark Schieber made a motion to adjourn to executive session, seconded by Darin Batty.

Roll Call: Darin Batty, Lorena Lemus, Charles Nunes, Frank Polehonki, Mark Schieber, Don Smith, Talley Snow, John Watkins, and Charlie Weeks.