

Holiday RV Park Members

August 2024 Meeting Packet



Contents are Approved
for Members Only



Agenda

Holiday RV Park
Members Association Meeting
Saturday, August 10, 2024
9:00 am

Call to Order	Charlie Weeks
Flag Salute	TBD
Roll Call	Frank Polehonki
President's Address	Charlie Weeks
Minutes to Previous Meeting	Frank Polehonki

Committee Reports

Financial Reports	Talley Snow
Collections	Lorena Lemus
Management	Darin Batty
Park Use	Charles Nunes
Correspondence/Public Relations	Mark Schieber
Park Maintenance	Don Smith
Rules & Regulations	John Watkins
Manager's Report	Aaron Cartwright
Reportable Actions	Frank Polehonki

Old Business

1. Shade Sail Bids	Don Smith
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New Business

1. Refocusing on Maint. Basics – Cleaning, Painting, Maintaining Park/Amenities	Frank Polehonki
2. Monthlies & Snowbirds – Supply & Demand	Aaron Cartwright
3. Clubhouse – Oven Self Cleaning Feature	Don Smith
4. Review and Assign Year End Tasks	Charlie Weeks
5. Review Board Candidate Resume Process	Charlie Weeks

Members Comments

Board Member Comments

All Motions

Executive Session

1. Snowbird Applications
2. Maintenance Planning – Scheduling, Accountability, Inspections, Logistics, etc.
3. Promotional Items



Board of Directors

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

Members Present – 12

Meeting called to order at 9:03am by Charles Nunes.

Flag salute led by Talley Snow (279).

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 (6/30/24)	Monthly Comparison	June 2024	June 2023	Difference	% Change
Mechanics Bank–Operating	\$113,992.92	Income	\$182,120.26	\$162,578.01	\$19,542.25	12%
Mech. – Laundry	\$25,115.90	Expense	\$77,876.06	\$82,171.15	-\$4,295.09	-5%
Mech. – Dues	\$104,296.80	Net Income	\$104,244.20	\$80,406.86	\$23,837.34	29%
Mech. – Emergency Reserves	\$151,946.40					
Mech. – CIM Reserves	\$53,290.88					

Obviously, this is our very busy time so things are increasing and looking great which we are very happy about. The dues account we have been using to pay the property taxes and the laundry account is holding strong should anything happen in the laundry room; it would be able to take care of itself.

Collections – Lorena Lemus

I just wanted to take a moment to thank Aaron for his help with the process of the foreclosures. It is never our intention to get to the point of foreclosing on anyone and we always want to give as much opportunity as possible for members to pay their dues and come current with their accounts. The office does a great job of reaching out to each individual to bring them up to the current status. Over the time we had a started the process, we had 4 accounts in foreclosure and the good news is 1 member did reach out and pay their past balance so we only have 3 that are currently past due. The process can be quite lengthy but we are getting there and I would say around November we will be having an auction for the 3 shares. Once we have more information and as details come up, we will make sure to share that information with everyone. We will be posting notifications in the newspapers and throughout the park. As far as the July dues, we are down to about 300 members who are left to pay their dues. The good news is they have until August 1st before any penalty happens and the office staff will start calling those members that have not paid yet to try and collect.

Management – Darin Batty (Absent) – Aaron Cartwright

Over the last month, I have tried to get somebody in the office to help us out part time using a temp agency. It was my first time working with one and the agency itself was fine and professional but the problem was my expectations were out of line with what the temp agency could provide. The quality of the people and getting them to be hired before they decide to take work somewhere else was minimal compared to the people they had me interview that had no computer familiarity and were too unprofessional to my standards. So, I respectfully parted ways with the temp agency and we will hire someone the old-fashioned way which will take a little longer but it's the better and smarter way to go.

Park Use – Charles Nunes

In June of 2024, we had 81.70% occupancy with a revenue of \$156,289.98 compared to June of 2023 where we had 80.30% occupancy with a revenue of \$174,901.98. We had a little more occupancy used in June of 2024 compared to 2023 by 1.4% but our revenue was down \$18,612.00. I would attribute that mainly to more members using the park in June of 2024. When our members our using the park, we tend to not get the revenue we would when the general public is using the park because they are able to use their free days and we don't generate that revenue from the off-the-street guests. We are still doing good and so far this month we are at 97% – 98% full in the park almost every day with it being off-the-street and members combined. It seems to be 60% members and about 40% non-members so the off-the-street definitely helps us financially and offsets some of the costs we are accruing.

Correspondence / Public Relations – Mark Schieber (Absent) – Aaron Cartwright

Everyone receives the guest survey every month at the meetings in their member packets and largely the data tends to skew a certain way and doesn't change too much. Normally what we like to look to is the comments section where we generally get a lot of feedback especially when we are busy. Most of these tend to say the same things as the sites are too small. Other than that, I do see positive comments towards Jennifer, Kim, Charles, Luke and myself, which is something I love to see. Overall, they tend to be positive comments and where I do see negative things, it tends to lean towards sites being small which is something we are unable to fix and some comments about the cable and wi-fi which are all those we continue to work on. If you are missing channels, we are aware of an issue happening right now and we currently do have a call out to Spectrum who is supposed to send a technician out to take a look at things and try to get it up and going. As far as the suggestions we get from the little boxes we have around the park, sometimes these tend to skew towards children unfortunately. There were a couple comments about changing the rules with the hot tub and allowing for adult only time which has been brought up from time to time but it is something we have tried in the past and we were informed it is not being fair to people of all ages so it is a form of discrimination and was shot down. There was a comment about people not picking up their laundry when it is busy and it makes it difficult for people to be able to do their laundry. I suggest giving the office a call and we'll unload the dryer and that way we can take the heat when someone is upset about it being touched.

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

Park Maintenance – Don Smith (Absent) – Aaron Cartwright

In the last month, the forklift has been giving us a little bit of aggravation. The starter went out and we ended up having to replace that and then the parking break snapped so we are waiting on the parts to repair that. Other than that, it is working fine we just have to make an adjustment and our maintenance staff has to be careful and mindful when stepping off because it isn't able to go into park. Other than that, I purchased the new groundskeeping tools to replace the old items that were broken or unable to do the job that needed to be done.

Comment from Charles Nunes – The only thing I need to say about that is some guests have approached me about the weeds in the long term spaces and I want to remind the members who are here as long terms guests they need to be responsible to remove the weeds and do their share in making sure the park looks well maintained. It will help our maintenance out especially since we are down one maintenance staff member with Mike being out and we are busy so it takes them time to get around and get all of the tasks done while also taking care of the guests in the park.

Reply from Aaron Cartwright – I did forget to mention that I spoke with Mike last weekend and he is doing really well and his doctor did tell him that he was released to come back to work on September 2nd so we look forward to seeing Mike back again.

Comment from Frank Polehonki – The question I have for Aaron is for the people who seem to not be maintaining their sites on a regular basis, what happens in that scenario?

Reply from Aaron Cartwright – Myself and the board member who is rules and regulations will go around and do the site inspections twice a year and we send out notices for the things that need to be resolved. We give everyone 30 days approximately to resolve whatever issues they have on their inspection notice. If they do not resolve those issues, it is then a discussion between management and the board to decide what will happen. If it is something like the weeds, I have not seen it cost anybody anything but I would say for things like clutter and disarray, there have been members who have their snowbird applications denied for habitual uncleanly conditions. We have tried to work with people but if they continue to be an issue, there are consequences that the board and management decide on. We try to do two which is one in the spring and one in the fall.

Rules and Regulations – John Watkins

Just a couple of things, I have been around the park a lot more than usual and I have noticed we have an issue with parking sometimes. And I don't mean parking in other people's spots because there are people who are allowed to if they have made a deal with the person in the spot. I am talking about the overhang of golf carts and overhang of the trucks and cars in the busy season especially on the weekends. I believe it is something we should be monitoring ourselves because if something happens to the cars and the rigs when someone is trying to move through the park or park an RV, the responsibility is going to fall on the person breaking the rule and then secondly it will fall on the park for not enforcing the rule. I am happy with the action I have seen people taking to clean up their sites and I know we still have work to do on that but I think the park is looking better every week and people are being more responsible. I think the staff does need to be commended for that because they are doing a great job of keeping up with everything. Let's enjoy the park and have a good time while still following the rules and honoring each other. We don't want to tow trucks and cars or have people lose their privileges because of not following the rules or not paying their dues, but at the end of the day we have to live by the rules and regulations when dealing with each other.

Manager's Report – Aaron Cartwright

On a sad note, Kim McKenzie passed away recently this month. If people remember, she was a snowbird in the park for many years and everyone called her nurse Kim because she was a hospice nurse by trade and that was her profession. She took care of so many people in Holiday RV Park as well as people in the community. Her and her husband had moved to Tennessee about two years ago and she recently passed away unexpectedly. So, my thoughts and prayers are with John her husband and the rest of her family and she will be missed; passed away way before her time.

On a more positive note, I would like to thank the beach social club because in their last couple events they have done here, they raised over \$700 in proceeds and they have given that back to the park for the members to enjoy. They plan on purchasing some nice items that everyone can enjoy together. So, we look forward to seeing those things!

So, as John mentioned, snowbird applications are due August 1st like we always do which is a big tradition at Holiday RV park. I think John and I collectively as well as other board members have also mentioned it in the past, is reevaluating that tradition with some things that we do. Certainly, in the management role now, it always strikes me as weird that we have people who line up overnight just to turn in a piece of paper. In reality when you look at the factors we look at to determine who gets accepted and who doesn't, being first in line has nothing to do with the decision and never really has. So, I would like to get away from that and I could envision next year that maybe just turn in the application on the 1st of August by end of day and make sure it is complete. Truly, the key factors we look at are whether you are already a snowbird, whether you are a member or non-member, and if you are a member, how long you have been a member. If you have been a snowbird before, then we can determine if you paid your rent on time and if you have followed the rules and regulations. If you haven't been a snowbird but you are a member who has been around for 20 – 25 years, then we know you are someone we can trust because you have had a vested interest in the park and you aren't just here to use this as your party house. So, being first in line really has nothing to do with it and if we could get away from doing that, I think overall that would be a great thing for everyone and I don't see a business need for it.

Reportable Actions – Frank Polehonki

We have no reportable actions at this time.

Old Business

1. Updated Office Reception Furniture – Aaron Cartwright

I am not expecting a motion today because the director who wanted me to bring a drawing back of the layout and he is not here today so I know I need to present it to him. Generally, in the office we have reception counter that is kind of the Frankenstein's monster and is made up of our old desk that was there when I started 10 years ago with the company cut down the middle and then Julio, Mike and Luke put together the drywall façade and reassembled it. They very much did a great job but it is very much a handmade desk and something that I have never really been too pleased with and it also very big for what it needs to be too. My thought was to replace it with something that is a smaller reception desk from a company like Uline that makes good, commercial quality equipment and furniture. We could add a couple of filing cabinets so we could put all of our supplies underneath so they are up front instead of having to go to the back of the office to grab the supplies that are needed. Pretty much, I was asked to make a drawing of the layout and I apologize because I am not a draftsman but I made a birds eye drawing of what I envision it looking like. I envision getting a smaller counter because I don't need a 100' counter and that will open the reception area up to be able to place a couple of chairs up and tables if people need to have a seat while waiting for us to tend to them or some of our older guests who may have a hard time standing for long periods of time. It is a very small place for people to be in especially when there is more than one person in the office. Sometimes, we are helping people check in but someone does have a relevant need and they are just kind of floating by the door or wedged in the corner. It would be repurposing things we already have and only purchasing two new pieces of furniture because I already have the chairs. We would only need the new counters and the storage shelves to go underneath it because everything else would just be reorganizing what we already have. It should give us about 25% more room for the guests to walk around in. The total would be \$1576.15 including tax and shipping and it would be invoiced to cut a check the following month instead of sticking it on a credit card.

Comment from Talley Snow – I don't think we need to wait because we have a quorum here. I will say from experience when you are waiting in the office to get helped when there are a lot of people in there, it is snug and not comfortable.

New Business

None

Member's Comments

Leslie Bodine (Locker 005) – Have you heard anything from anyone about the mail changes?

Reply from Aaron Cartwright – I have heard positive feedback and the office has been noticing a decrease in packages and mail being delivered to the office. I do have reminders up around the park that starting August 1st we will no longer be accepting packages and mail in the office. We will for the first week be knocking on people's doors and going to their site to remind them one time and let them know that going forward we will not be accepting anything. I did as an example and to try it out try to get something delivered to the post office from FedEx and UPS and found that you have to use the physical address to the post office and use your box number as an apartment number but they will deliver it there and you just have to go to the counter in order to retrieve the packages but it does work so there is no reason for anyone to be receiving them at the office anymore.

Joelyn Lutz (Locker 369) – I have one comment and that is that I use the restroom quite often because it is nice and spacious and I sent some pictures that showed that it looked like a hurricane just went through the women's restroom. I don't know what the men's restroom looks like but some things to bring to your attention because I use it regularly are that the hooks are falling off and being broken so I asked that those be replaced so people can see that you are in the shower. The other thing is the toilets are flushing on you and there is nothing like sitting down and it is flushing on you and that is not really sanitary and healthy for you. I mean you don't know what has been in there before you sat down and that is an issue that has been creeping up. But the other week I had sent pictures and I was in there with a group of ladies and we were talking about the paper towel garbage was overfilled and there was water and sand on the floor. My questions is basically is there anybody that is on top of that to go in regularly that we can hire someone during summer so it can get done? During the winter it isn't so bad but during the summer when it should be checked on regularly and it is just an idea. Also, there were some children that were playing ball in front of my place and two times they hit my trailer and one hit the one next door. I know they are having fun and I wonder if when I am not there is it hitting my trailer? And then I see a lot of money is being spent right now, but don't we have to resurface the park so why are we spending so much money on these little things when the road needs to be resurfaced?

Reply from Charles Nunes – I have a comment towards the children and that isn't really the responsibility of the staff or the park but instead is the responsibility of the parents so if you are seeing it then you need to let the parents know. And I know this time of the year, it is harder for everyone to keep up with everything. I know Luke had just gotten here one morning and he went to clean up the pool and there was sand everywhere outside and inside from people coming from the beach and not showering off so I know they are trying to keep up with it. At the last meeting we did not spend any money because we have the roads in mind so we are trying to save money and the only money we are spending at this meeting is something that needs to be done but we are saving for the roads to be redone. Don did get a bid and it was in the realm of \$400,000. When we do get to the point that we are redoing it, it is going to be an inconvenience to the members out there but they are going to have to remove their rigs in order for us to be able to get it done so it is not something we are going to do during summer right now.

Reply from Frank Polehonki – And in regard to the spending, I believe Aaron came to us with an estimate to upgrade the Magnolia furniture and it was somewhere around \$10,000 and the board turned it down because we wanted to keep in mind our spending so we do have that money to resurface the roads. You can see this month, things got revamped to do the minimum and was more cost effective so we pulled back on only spending on what we absolutely need to rather than spending what we want to with upgrading things.

Comment from Joelyn Lutz (Locker 369) – I don't have the paperwork in front of me, but is there some paperwork that tells us what's in the accounts and what is available for us to spend towards the road improvements?

Reply from Talley Snow – It is in your member packet for this meeting as well as every other meeting and I also read all of the account balances at the beginning of this meeting as well. And I will piggyback on something that Joelyn said because right after surgery I was using the handicap stall and not to be totally disgusting but I don't want to put my clean

clothes on the bench where someone has been sitting taking a shower so it would be nice if we could get a couple more hooks in the handicap stall.

Reply from Aaron Cartwright – I understand what you are saying about the handicap stall and we can definitely get some more hooks to place in there. The hooks can be purchased at Walmart and they will hold a robe that someone wants to hang or a basket with all their toiletries. And the seat that is provided specifically in that stall is being used to sit on when someone is taking the shower so it is not the best place to place clean items on and originally there were no hooks and it was just the seat so I can understand and have no issue with putting some more hooks in that stall.

Reply from Talley Snow – And I believe the guys can be more diligent in paying attention to if hooks go missing or are broken while they are cleaning in the restrooms. This isn't the first time this has come up and so just a simple reminder to them about paying attention when cleaning to replacing when they notice the hooks are missing.

Comment from frank Polehonki – Since we are in the busy season, is there an uptick in the frequency of the use of the restrooms?

Comment from Charles Nunes – There is definitely but as it has been in past years even, our staff will go in there and clean up and an hour later it is a pigsty. And I don't know who it is who is doing it whether it be children or the members but I just have to say that it has always been that way. I know years ago, the maintenance staff had just gone in and cleaned an hour or two prior to me going in and we got calls as board members because it was a mess and everything needed to be restocked and it looked like people had just gone in and destroyed the place and were playing in there.

Reply from Talley Snow – So, I think it goes back to having a checklist like they do in department stores where it shows when someone has actually gone in to clean the restrooms because it is hard to hold accountability when the place looks like that. And they probably are going in and cleaning the facilities multiple times and people are making a mess but at least this is an accountability checklist so we know with certainty.

Reply from Joelyn Lutz (Locker 369) – I think a checklist would be a great idea because I travel all over the place in the summer months and I try to get ideas and bring them back so we can implement them here. And one other suggestion is can someone be the regular person that goes in and does that and maybe someone like a security person who can write warnings to people and hold them accountable?

Reply from Talley Snow – Unfortunately, that is more man hours and we are short staffed as it is. We don't have a third person. We are short staffed on the maintenance and the office.

Shirley Brady (Locker 335) – I haven't been here since last summer and I was noticing we have always had such beautiful plants and it looks like our roses and plants have been dwindling away. I was wondering if you guys would mind if people in the park would want to water or work on the roses to keep the enhancement of the park going?

Reply from Aaron Cartwright – There was actually a member in the park who used to take care of it and he enjoyed doing that but he is unfortunately no longer in the park.

Reply from Talley Snow – I also know that used to be Mike's baby as well so unfortunately with him being gone it has been hard to find someone to work on it. I am sure once he gets back it will be something he will focus on and take care of as well. If there is definitely someone who is bored and willing to help out, I don't see why we would have a problem with them helping out with that.

Comment from Charles Nunes – If you can also find someone Aaron or know someone, maybe we can get someone in who is willing to help take care of that as well. There are definitely certain things we can allow and certain things we can't because we run into a liability issue. But definitely if there is someone you know that wants to help, please go talk to Aaron and we can see what we can do with that especially if they are willing to help out.

Comment from Frank Polehonki – The text blasts that we were putting out, I believe you had said something Aaron about that was going to start up again? Maybe is that something we can put in there about volunteers to help with keeping up with the roses and plants?

Reply from Aaron Cartwright – I don't know if that is something I would want to send out to all of the guests in the park but maybe within more of the member's community like if there is someone who has a green thumb like the member who was here before, I am sure that would make the maintenance staff quite happy to have that help to take care of the roses.

Comment from Shirley Brady (Locker 335) – Even the little green part in the front, could we maybe put a hose or something out there? I know there is probably a fear of it getting stolen or something but I know with us taking the little doggies out there we would be happy to water it if there was a little hose out there.

Reply from Charles Nunes – I believe there is a hose out there but I would say get permission from Aaron first and have people go and speak to him prior to just doing it themselves. I think it is something we need to discuss and see what we can figure out for a long term solution with maybe a drip situation or something.

Board Member's Comments

Lorena Lemus – I have more of a compliment than a comment. I just want to thank Aaron and staff for all the hard work they have done especially over the summer. We have only been here over the past week or so and we have seen the influx of the people that have been coming and going and they have done a great job of trying to keep up with all the work that needs to be done. We have seen the outside staff parking people, cleaning the facilities, and even moving trash cans around when they have gotten really full around the park. And the office staff has put these packets together, gotten us donuts and coffee and rearranged this whole clubhouse so we can have these meetings. So, thank you and thank the staff for everything they have done and for always staying on top of us.

Comment from Charles Nunes – And I will say I am really happy with Aaron because I know we have had complaints about him not being out and about enough and I know I have seen him out and about a lot more this summer and he is not afraid to get his hands dirty. So, I really appreciate that and appreciate seeing him making the effort to get out and about.

Talley Snow – I am going to make my normal comment about everybody watching their speed limits in the park and making sure they are going slow when driving throughout the park. I have kids in the park and so I am an advocate for people slowing down and especially now when we are so full and have more children in the park. And of course, just a comment about the parking; don't park in random spots, go speak with the office. We have an extra vehicle and it's not fun to park around here but we have to do it as well.

Comment from Charles Nunes – I will add the comment about the speeding as well. I am in site 101 right now and I have seen people speeding into the park and I will definitely let them know they need to slow down. I remind them we have kids in the park right now and they need to watch their speeds.

Frank Polehonki – I also want to thank the members for their participation today and making the comments they make because I feel like it really contributes and helps us make the park better.

Meeting adjourned at 10:05am.

Respectfully Submitted,

Frank Polehonki
Board of Directors – Secretary

Cc

Jennifer Del Monte
Senior Reservation Agent

Guest Survey Comments from June 2024

- Facilities were very nice, new and clean. Staff was extremely polite and pool looked nice. We just felt too close to our neighbors, so there was absolutely no privacy, and we were bummed there were no fires allowed 😞
- Sites are WAY TOO SMALL. We did not have a table or space to park our tow vehicle. Sites should be at least 50% larger. I would be willing to pay more if that was the case.
- Ensure that park security cameras are operational and recording.
- As everyone has stated it's cramped between campers, no place to relax by your unit. I could open my trailer door into my truck. God forbid there's a fire it's a safety issue.
- After having a nightmare stay at Morro Strand RV park and having to leave early, Holiday was a complete dream! It was clean, night, fun and the people were so friendly. We really appreciated the breath of fresh air that was Holiday RV park!
- I can't thank Jennifer, Kim and Charlie enough for making sure our stay went perfectly. Thank you all and we are looking forward to our next stay!
- I just wish there would have been a little more room. We could not open our trailer door all the way because our truck was too close.
- Overall was good stay for the first time. And will return again.
- Staff is super amazing; trailer park is way too small.
- I wish sites were a little bigger so you can have your car and sit out by your RV. No room to be outside your RV when you have a tow car.
- The site was too small for my style of RV. Had to leave windows shut due to people smoking weed. It was nice being within walking distance of the ocean.
- Great park, great location and great office and maintenance staff!
- Love the location but would be nice to have some landscape here and there. Overall great experience!!! Thank you!
- The RV location was great but it seems more like just a parking lot. Not visually appealing. However, the staff is probably the best!!! The office people were great and seemed to like each other, They helped me find an RV repair company, and gave me a first responder discount. When I went to unhitch my tow vehicle staff offered to help and gave me an escort to my space AND two staff helped me back up my 37' RV. For staff alone, I would return. I travel and visit Pismo regularly because I have relative there, Thank you for your hospitality.
- We really enjoyed our stay even when it was completely sold out for the car show and a little tight, They parked our trailer for us. Thanks!
- Kim was very helpful and friendly.
- Aaron and Jennifer are always so warm and welcoming when we return. Luke and Kim keep the property safe and always fully functional with no concerns when we return to my home away from home. The newest member to the family, Charles, is getting schooled well and seems to be learning fast. Thank you exponentially and see y'all soon.
- Loved everything about our stay.
- We were not able to get cable. Not sure if it was a bad line. This is our favorite place to visit and we will continue to come back. Love the staff, you all are awesome!
- Everything was great, the staff was very friendly and helpful. The only down side of this place is that it's a very COMPACTED place. There was no room for my truck and the trailers are too close to each other. The staff and the office were very professional. Bless their life!
- We love staying here and always feel safe with ourselves and belongings. Thank you for a fabulous stay!

All Motions

Frank Polehonki made a motion to approve the minutes of the June meeting, seconded by Talley Snow.

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

Talley Snow made a motion to accept the June 2024 financials and pay the bills, seconded by Lorena Lemus.

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

Talley Snow made a motion to purchase new office furniture for \$1800, seconded by Lorena Lemus.

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

Talley Snow made a motion to adjourn meeting (no executive session), seconded by John Watkins.

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

3:40 PM
08/09/24
Cash Basis

Holiday RV Park Balance Sheet Prev Year Comparison As of July 31, 2024

	Jul 31, 24	Jul 31, 23	\$ Change
ASSETS			
Current Assets			
Checking/Savings			
1001 · Cash Accounts			
1010 · Petty Cash	200.00	200.00	0.00
1030 · Cash on Hand	800.00	800.00	0.00
1040 · Bill Changer	500.00	500.00	0.00
1050 · Mechanics-Operating Acct - 0802	148,843.88	133,163.72	15,680.16
1060 · Mechanics-Laundry Room - 7211	29,303.10	30,480.65	-1,177.55
1063 · Mechanics- Dues Account - 6422	136,722.78	75,399.27	61,323.51
Total 1001 · Cash Accounts	316,369.76	240,543.64	75,826.12
1065 · Reserves			
1070 · Mechanics Emergency Reserves	151,960.14	101,810.99	50,149.15
1075 · Mechanics CIM Reserves	53,508.78	25,914.71	27,594.07
Total 1065 · Reserves	205,468.92	127,725.70	77,743.22
Total Checking/Savings	521,838.68	368,269.34	153,569.34
Accounts Receivable			
11000 · Accounts Receivable	-564.00	-1,049.32	485.32
Total Accounts Receivable	-564.00	-1,049.32	485.32
Other Current Assets			
2010 · A/R Member Dues	-1,965.50	-1,965.50	0.00
2301 · Deposit-Workers Comp	1,557.60	1,557.60	0.00
2400 · Prepaid Insurance	91,101.38	21,105.38	69,996.00
2410 · Prepaid Expenses	8,208.00	4,104.00	4,104.00
2460 · Prepaid IncomeTaxes	55,174.00	2,000.00	53,174.00
2461 · Prepaid Expenses Annual Meeting	1,050.00	1,050.00	0.00
2462 · Prepaid Holiday Dinner	500.00	500.00	0.00
3150 · Deposits - Other	41,370.00	41,370.00	0.00
Total Other Current Assets	196,995.48	69,721.48	127,274.00
Total Current Assets	718,270.16	436,941.50	281,328.66
Fixed Assets			
Electrical Upgrades			
4044 · Electrical Phase 1	141,996.13	141,996.13	0.00
4045 · Electrical Phase 2	37,527.00	37,527.00	0.00
4046 · Electrical Phase 3	49,008.16	49,008.16	0.00
4047 · Electrical Phase 4	28,357.00	28,357.00	0.00
4048 · Electrical Phase 5	25,183.57	25,183.57	0.00
4049 · Electrical Phase 6	1,202.00	1,202.00	0.00
Total Electrical Upgrades	283,273.86	283,273.86	0.00
4015 · Clubhouse Improvements			
4019 · Other FF&E	5,620.00	5,620.00	0.00
Total 4015 · Clubhouse Improvements	5,620.00	5,620.00	0.00
4038 · Office Remodel			
4036 · New Office Furniture	4,141.19	4,141.19	0.00
Total 4038 · Office Remodel	4,141.19	4,141.19	0.00
4039 · Improvements			
4034 · Magnolia Center Refurbish	17,995.44	16,227.00	1,768.44
4035 · Outside Lighting	5,458.00	5,458.00	0.00
4040 · Improvements Prior to 2015	326,558.55	326,558.55	0.00
4042-1 · Capital Improvements 2017	51,113.97	51,113.97	0.00
4042 · Capital Improvements (2014)	8,768.55	8,768.55	0.00
Total 4039 · Improvements	409,894.51	408,126.07	1,768.44

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Cash Basis

Holiday RV Park
Balance Sheet Prev Year Comparison
As of July 31, 2024

	Jul 31, 24	Jul 31, 23	\$ Change
4052 · Pool & Spa Upgrades			
4030 · Pool Chair Lifts	7,387.00	7,387.00	0.00
4050 · Spa	10,898.00	4,603.00	6,295.00
4053 · Pool Construction	103,582.36	103,582.36	0.00
4054 · Pool Furniture	8,225.68	0.00	8,225.68
4055 · Pool Re-Wiring	1,291.00	1,291.00	0.00
4056 · Pool Heaters	19,180.00	0.00	19,180.00
4057 · New Pool Cover (020117)	6,290.00	6,290.00	0.00
4052 · Pool & Spa Upgrades - Other	3,383.63	3,347.64	35.99
Total 4052 · Pool & Spa Upgrades	160,237.67	126,501.00	33,736.67
4058 · Submersible Pump (2)	18,767.00	18,767.00	0.00
4059 · Buildings			
4021 · Pre Construction 2020 - 10/31	18,777.48	18,777.48	0.00
4051 · CIP	38,052.62	38,052.62	0.00
4059 · Buildings - Other	1,708,474.00	1,708,474.00	0.00
Total 4059 · Buildings	1,765,304.10	1,765,304.10	0.00
4070 · Laundry Facility	56,211.34	54,838.59	1,372.75
4080 · Equipment			
4081 · Laptop	1,800.71	1,800.71	0.00
4082 · Office Equipment	4,577.29	513.29	4,064.00
4080 · Equipment - Other	63,603.48	62,088.00	1,515.48
Total 4080 · Equipment	69,981.48	64,402.00	5,579.48
4090 · Vehicles	18,631.89	18,631.89	0.00
4200 · Intangibles	13,554.00	13,554.00	0.00
4350 · Accumulated Amortization	-5,343.00	-5,343.00	0.00
4999 · Accumulated Depreciation			
4220 · Accum Depr. - Building	-112,504.00	-112,504.00	0.00
4230 · Accum Depr- Pool Chair Lifts	-7,387.00	-7,387.00	0.00
4240 · Accum Depr - Improvements	-270,911.00	-270,911.00	0.00
4241 · Accum Depr- Land Improvements	-24,362.00	-24,362.00	0.00
4242 · Accum Depr- Capital Improve	-3,654.00	-3,654.00	0.00
4250 · Accum Depr-Spa	-4,493.00	-4,493.00	0.00
4253 · Accum Depr- Pool	-50,300.04	-50,300.04	0.00
4260 · Accum Depr - Furniture & Fixtur	-7,791.06	-7,791.06	0.00
4270 · Accum Depr-Washer/Dryer	-27,918.00	-27,918.00	0.00
4280 · Accum Depr - Equipment	-46,325.40	-46,325.40	0.00
4290 · Accum Depr - Vehicles	-18,632.00	-18,632.00	0.00
4300 · Accum Depr - Phase 1	-54,826.08	-54,826.08	0.00
4301 · Accum Depr - Phase 2	-13,760.04	-13,760.04	0.00
4302 · Accum Depr - Phase 3	-17,425.00	-17,425.00	0.00
4303 · Accum Depr - Phase 4	-28,356.96	-28,356.96	0.00
4304 · Accum Depr - Phase 5	-23,924.00	-23,924.00	0.00
4305 · Accum Depr - Submersible Pumps	-977.96	-977.96	0.00
4306 · Accum Dep - Phase 6	-329.00	-329.00	0.00
Total 4999 · Accumulated Depreciation	-713,876.54	-713,876.54	0.00
5000 · Mobile Home-Furniture & Fixture	62,033.81	62,033.81	0.00
Total Fixed Assets	2,148,431.31	2,105,973.97	42,457.34
TOTAL ASSETS	2,866,701.47	2,542,915.47	323,786.00
LIABILITIES & EQUITY			
Liabilities			
Current Liabilities			
Accounts Payable			
20000 · Accounts Payable	-0.01	3,270.06	-3,270.07
Total Accounts Payable	-0.01	3,270.06	-3,270.07

Holiday RV Park Balance Sheet Prev Year Comparison As of July 31, 2024

	Jul 31, 24	Jul 31, 23	\$ Change
Credit Cards			
Home Depot - 3600	-2,975.95	-283.37	-2,692.58
Mechanics Bank CC	9,483.27	5,492.07	3,991.20
Total Credit Cards	6,507.32	5,208.70	1,298.62
Other Current Liabilities			
5001 - Snowbird Deposits	4,884.16	4,884.16	0.00
5002 - Mobile Home Security Deposit	-11.96	-11.96	0.00
5030 - Accrued Payroll	8,118.96	8,118.96	0.00
5032 - Accrued Compensated Abs	4,801.73	4,801.73	0.00
5037 - Loan - Westwood Capital	233,966.58	333,128.53	-99,161.95
5040 - Gift Certificate Payable	-157.50	-157.50	0.00
5170 - T.O.T. Payable	3,683.36	-4,146.90	7,830.26
5240 - Corp Income Tax Payable	616.00	616.00	0.00
5250 - Garnishments	1,023.70	1,023.70	0.00
5300 - Deferred Tax Liability	23,200.00	23,200.00	0.00
5325 - Calsavers	-494.24	27.05	-521.29
5400 - Payable to the State of CA	36,280.78	32,080.21	4,200.57
Total Other Current Liabilities	315,911.57	403,563.98	-87,652.41
Total Current Liabilities	322,418.88	412,042.74	-89,623.86
Total Liabilities	322,418.88	412,042.74	-89,623.86
Equity			
6800 - Capital Contributions	32,300.00	32,300.00	0.00
6900 - Retained Earnings	2,191,447.44	1,817,265.16	374,182.28
Net Income	320,535.15	281,307.57	39,227.58
Total Equity	2,544,282.59	2,130,872.73	413,409.86
TOTAL LIABILITIES & EQUITY	2,866,701.47	2,542,915.47	323,786.00

Holiday RV Park Profit & Loss Prev Year Comparison July 2024

	Jul 24	Jul 23	\$ Change
Ordinary Income/Expense			
Income			
Non TOT Taxable Revenue			
7200 · Members Dues	40,935.50	52,165.35	-11,229.85
7212 · Late Checkout	2,382.00	430.00	1,952.00
7214 · Weekly Rent-No Tax	11,466.00	9,832.40	1,633.60
7220 · Monthly - Members	26,882.00	26,528.36	353.64
7242 · Member Daily - Non taxable	16,205.76	29,357.00	-13,151.24
7245 · Mobile Home Rental Income	800.00	1,000.00	-200.00
7295 · Washer & Dryer	4,297.18	5,224.06	-926.88
7310 · Parking Fee	310.00	640.00	-330.00
7320 · Water Commission	0.00	53.75	-53.75
7800 · Transfer Fee Income	0.00	-189.00	189.00
7994 · Late Fee on Dues	25.50	28.30	-2.80
Total Non TOT Taxable Revenue	103,303.94	125,070.22	-21,766.28
TOT Taxable Revenue			
7210 · Non-Member Daily	62,658.76	65,593.13	-2,934.37
Total TOT Taxable Revenue	62,658.76	65,593.13	-2,934.37
7620 · Escapee- 15% Discounts	-1,399.20	-1,337.02	-62.18
7640 · FMCA/Camp CA - 10% Discounts	-2,147.20	-1,829.40	-317.80
7650 · Military/LE Discount - 15%	-910.80	-940.57	29.77
7660 · Long Weekend Discount	-2,414.16	-1,161.60	-1,252.56
9920 · Credit card transaction fee	2,228.57	0.00	2,228.57
9921 · Golf Cart Fee	259.20	0.00	259.20
Total Income	161,579.11	185,394.76	-23,815.65
Gross Profit	161,579.11	185,394.76	-23,815.65
Expense			
Business Promotional Costs			
8050 · Advertising Expense	270.00	135.00	135.00
9055 · Website Expense	100.00	100.00	0.00
Total Business Promotional Costs	370.00	235.00	135.00
Computer IT Dept			
9056 · Software	662.28	284.19	378.09
9062 · IT Service Labor	1,664.72	2,385.49	-720.77
Total Computer IT Dept	2,327.00	2,669.68	-342.68
Meetings & Events			
9092 · Monthly Meeting Expenses	120.20	244.73	-124.53
9650 · Travel (Not Meals)	67.47	36.55	30.92
Total Meetings & Events	187.67	281.28	-93.61
Professional Fees			
9120 · Accounting & Auditing	2,500.00	2,500.00	0.00
9130 · Legal Fees	95.00	0.00	95.00
9170 · Directors Expense	172.99	1,289.30	-1,116.31
Total Professional Fees	2,767.99	3,789.30	-1,021.31
8201 · Bank Fees & Charges			
8240 · Credit Card Processing Costs	1,748.43	2,590.75	-842.32
8201 · Bank Fees & Charges - Other	0.00	25.00	-25.00
Total 8201 · Bank Fees & Charges	1,748.43	2,615.75	-867.32

Holiday RV Park Profit & Loss Prev Year Comparison July 2024

	Jul 24	Jul 23	\$ Change
8600 · Utilities			
8260 · Cable Television (Park)	0.00	5,078.54	-5,078.54
8650 · Garbage	2,811.82	2,665.34	146.48
8660 · Gas	2,006.09	0.00	2,006.09
8670 · Water & Sewer	11,030.50	5,400.85	5,629.65
8680 · Electric	21,619.43	13,932.97	7,686.46
9600 · Telephone & Internet	299.94	267.96	31.98
Total 8600 · Utilities	37,767.78	27,345.66	10,422.12
8700 · Insurance Expense			
8702 · Insurance - General Liability	0.00	4,562.79	-4,562.79
8770 · Insurance - Employee Health	3,082.69	1,371.74	1,710.95
8772 · Insurance - Employee Vision	-333.96	329.45	-663.41
Total 8700 · Insurance Expense	2,748.73	6,263.98	-3,515.25
9001 · Payroll			
9060 · Payroll Tax	11,313.37	1,925.07	9,388.30
9075 · Payroll Service Fees	571.50	706.00	-134.50
9350 · Salary & Wages	11,128.06	22,341.72	-11,213.66
Total 9001 · Payroll	23,012.93	24,972.79	-1,959.86
9002 · Repairs & Maintenance			
9003 · Pest Control Services	0.00	190.00	-190.00
9020 · Pool/Spa Regular Maintenance	0.00	1,158.57	-1,158.57
9022 · Laundry	0.00	21.52	-21.52
9025 · Magnolia Center	0.00	1,937.35	-1,937.35
9030 · General	1,313.26	485.14	828.12
9032 · Electrical	0.00	130.05	-130.05
9033 · Plumbing	0.00	665.00	-665.00
9081 · Water Salt Softner	80.54	0.00	80.54
Total 9002 · Repairs & Maintenance	1,393.80	4,587.63	-3,193.83
9050 · Office Expenses			
9037 · Timeclock Machine & Software	30.00	24.00	6.00
9051 · Office Expense	1,254.29	0.00	1,254.29
9052 · Office Supplies	1,504.46	1,491.78	12.68
9059 · Printing, Copy Expenses	273.88	308.06	-34.18
9100 · Postage & Delivery	0.00	155.26	-155.26
9050 · Office Expenses - Other	-100.00	0.00	-100.00
Total 9050 · Office Expenses	2,962.63	1,979.10	983.53
9370 · Supplies			
9023 · Janitorial Supplies	466.36	480.07	-13.71
9026 · Park & Grounds Supplies	7,839.41	1,081.21	6,758.20
9371 · Clubhouse Supplies	0.00	1,294.30	-1,294.30
Total 9370 · Supplies	8,305.77	2,855.58	5,450.19
9400 · Safety & Security			
9360 · Security	310.00	0.00	310.00
Total 9400 · Safety & Security	310.00	0.00	310.00
Total Expense	83,902.73	77,595.75	6,306.98
Net Ordinary Income	77,676.38	107,799.01	-30,122.63
Other Income/Expense			
Other Income			
9870 · Interest Income	15.73	7.24	8.49
9890 · Other Income	0.00	500.00	-500.00
Total Other Income	15.73	507.24	-491.51

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Cash Basis

Holiday RV Park
Profit & Loss Prev Year Comparison
July 2024

	<u>Jul 24</u>	<u>Jul 23</u>	<u>\$ Change</u>
Other Expense			
9820 · Foreclosure Expenses	2,368.60	226.49	2,142.11
9911 · Garnishment Payable	0.00	0.00	0.00
9922 · Interest Expense	1,481.98	3,114.81	-1,632.83
Total Other Expense	<u>3,850.58</u>	<u>3,341.30</u>	<u>509.28</u>
Net Other Income	<u>-3,834.85</u>	<u>-2,834.06</u>	<u>-1,000.79</u>
Net Income	<u><u>73,841.53</u></u>	<u><u>104,964.95</u></u>	<u><u>-31,123.42</u></u>

Holiday RV Park

Occupancy By Site Type

From 01 Jul 2024 To 31 Jul 2024

Description	Period	Site	Avail	Maint	Used	Unused	RevPAR	Occ %	Discount	Taxes	Gross Revenue	Nett Revenue	Gross Avg (RevPOR)	Nett Avg (RevPOR)	Avg LOS	Conf %	Occupants
Expand / Collapse All																	
Pull-Thru 70-73ft Site (30/50 Amp)	Days	15	465	0	199	266	2.32	42.80	105.60	0.00	1,077.16	1,077.16	5.41	5.41	9.05	0.00	46
700s 41-50ft Back-in Site (30/50 Amp)	Days	4	124	0	116	8	52.86	93.55	171.60	0.00	6,554.43	6,554.43	56.50	56.50	5.27	0.00	45
Narrow 30-34ft Back-in Site (No Slides - 30 Amp)	Days	15	457	8	312	145	56.47	68.27	2,503.60	0.00	25,808.79	25,808.79	82.72	82.72	4.00	0.00	165
Back-in 36-39ft Site (30/50 Amp)	Days	47	1457	0	1406	51	22.10	96.50	1,236.40	0.00	32,194.47	32,194.47	22.90	22.90	8.47	0.00	338
Back-in 33-36ft Site (30/50 Amp)	Days	43	1333	0	1243	90	32.03	93.25	3,168.00	0.00	42,691.01	42,691.01	34.35	34.35	7.67	0.00	308
Monthly	Days	39	1209	0	1209	0	22.01	100.00	0.00	0.00	26,615.86	26,615.86	22.01	22.01	31.00	0.00	78
Back-in 33-39ft Site (30 Amp)	Days	39	1209	0	1109	100	22.04	91.73	2,547.60	0.00	26,642.45	26,642.45	24.02	24.02	8.40	0.00	251
Back-in 36-39ft Site (30 Amp)	Days	8	248	0	231	17	20.83	93.15	290.40	0.00	5,165.39	5,165.39	22.36	22.36	7.45	0.00	62
Grand Total:		210	6502	8	5825	677	25.65	89.59	10,023.20	0.00	166,749.56	166,749.56	28.63	28.63	8.93	0.00	1293

Holiday RV Park

Occupancy By Site Type

From 01 Jul 2023 To 31 Jul 2023

Description	Period	Site	Avail	Maint	Used	Unused	RevPAR	Occ %	Discount	Taxes	Gross Revenue	Nett Revenue	Gross Avg (RevPOR)	Nett Avg (RevPOR)	Avg LOS	Conf %	Occupants
Expand / Collapse All																	
Pull-Thru 70-73ft Site (30/50 Amp)	Days	15	465	0	144	321	9.23	30.97	167.20	0.00	4,292.01	4,292.01	29.81	29.81	5.14	0.00	58
700s 41-50ft Back-in Site (30/50 Amp)	Days	4	124	0	115	9	23.36	92.74	39.60	0.00	2,896.71	2,896.71	25.19	25.19	7.67	0.00	35
Narrow 30-34ft Back-in Site (No Slides - 30 Amp)	Days	15	465	0	336	129	65.84	72.26	1,914.00	0.00	30,616.11	30,616.11	91.12	91.12	3.36	0.00	211.5
Back-in 36-39ft Site (30/50 Amp)	Days	47	1457	0	1404	53	23.60	96.36	3,159.20	0.00	34,390.12	34,390.12	24.49	24.49	9.89	0.00	292
Back-in 33-36ft Site (30/50 Amp)	Days	43	1333	0	1240	93	29.09	93.02	1,953.60	0.00	38,777.11	38,777.11	31.27	31.27	7.05	0.00	335.5
Monthly	Days	39	1209	0	1209	0	20.41	100.00	0.00	0.00	24,675.00	24,675.00	20.41	20.41	31.00	0.00	78
Back-in 33-39ft Site (30 Amp)	Days	39	1209	0	1134	75	37.50	93.80	3,600.00	0.00	45,335.03	45,335.03	39.98	39.98	7.41	0.00	292
Back-in 36-39ft Site (30 Amp)	Days	8	248	0	234	14	20.65	94.35	215.60	0.00	5,120.87	5,120.87	21.88	21.88	7.31	0.00	64
Grand Total:		210	6510	0	5816	694	28.59	89.34	11,049.20	0.00	186,102.96	186,102.96	32.00	32.00	8.49	0.00	1366

Holiday RV Park
Occupancy By Rate
 From 01 Jul 2024 To 31 Jul 2024

Description	Total Res	Available Nights	Used Nights	% Total of Report Reservations	% Used Against	Gross Revenue	Nett Revenue	% of Total Reports
Expand / Collapse All Groups								
Board Meeting	2	6502	8	0.14	0.12	0.00	0.00	0.00
Member Daily (No Charge)	319	6502	3302	56.69	50.78	80.00	80.00	0.05
Member Rate - Pull-Thru (Prime)	3	6502	12	0.21	0.18	784.00	784.00	0.47
Member Rate (Prime)	21	6502	305	5.24	4.69	17,362.18	17,362.18	10.41
Monthly	40	6502	1240	21.29	19.07	27,297.86	27,297.86	16.37
Non-Member	253	6502	929	15.95	14.29	120,915.52	120,915.52	72.51
Parking	14	6502	29	0.50	0.45	310.00	310.00	0.19
Grand Total:	652	6502	5825	100.00	89.59	166,749.56	166,749.56	100.00

NOTE: Revenue figures represent Tariff Quoted For all reservations. Sundries, Periodic And Repeat Charges are Not included. Rooms marked as maintenance are not counted as available on this report unless you have chosen the option 'Include Maintenance in Avail for Occupancy' under Property Information. Day use reservations are Not counted As used unless you have chosen the Option 'Include Day Use in Used for Occupancy' under Property Information.

Holiday RV Park

Occupancy By Rate

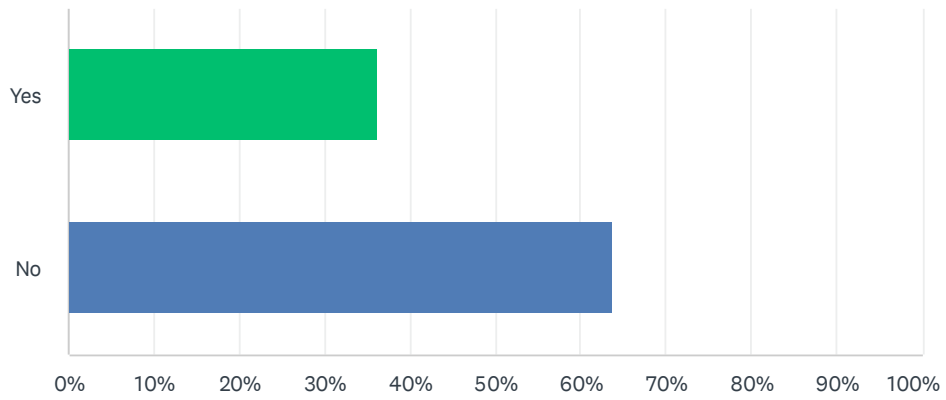
From 01 Jul 2023 To 31 Jul 2023

Description	Total Res	Available Nights	Used Nights	% Total of Report Reservations	% Used Against	Gross Revenue	Nett Revenue	% of Total Reports
Expand / Collapse All Groups								
Board Meeting	3	6510	21	0.36	0.32	40.00	40.00	0.02
Member Daily (No Charge)	305	6510	3245	55.79	49.85	80.00	80.00	0.04
Member Rate (Prime)	25	6510	337	5.79	5.18	26,098.97	26,098.97	14.02
Monthly	40	6510	1240	21.32	19.05	25,305.00	25,305.00	13.60
Non-Member	280	6510	913	15.70	14.02	133,998.99	133,998.99	72.00
Parking	32	6510	60	1.03	0.92	580.00	580.00	0.31
Grand Total:	685	6510	5816	100.00	89.34	186,102.96	186,102.96	100.00

NOTE: Revenue figures represent Tariff Quoted For all reservations. Sundries, Periodic And Repeat Charges are Not included. Rooms marked as maintenance are not counted as available on this report unless you have chosen the option 'Include Maintenance in Avail for Occupancy' under Property Information. Day use reservations are Not counted As used unless you have chosen the Option 'Include Day Use in Used for Occupancy' under Property Information.

Q1 Is this your first visit?

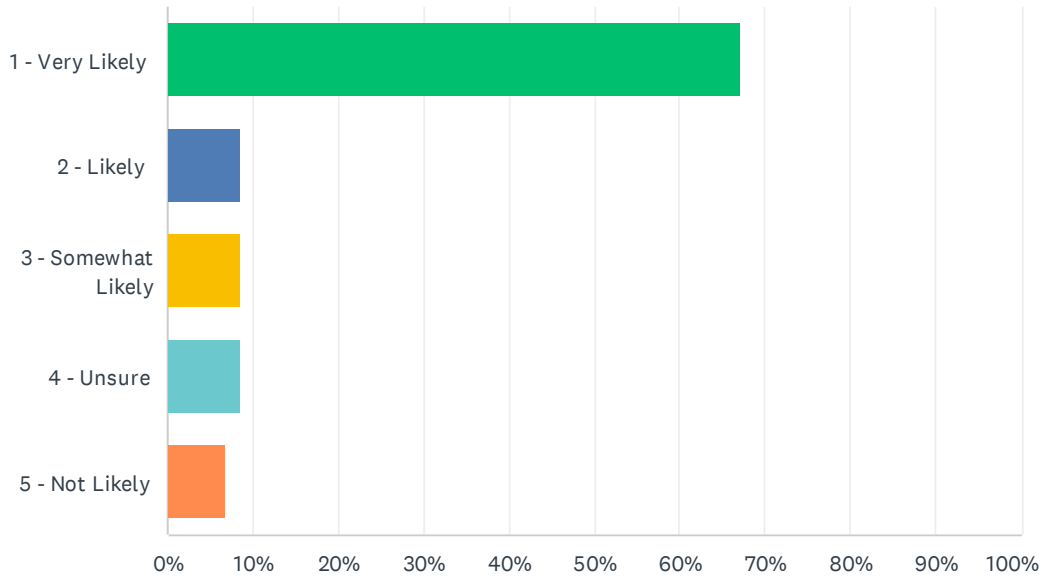
Answered: 58 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	36.21%	21
No	63.79%	37
TOTAL		58

Q2 How likely would you be to stay at this Park again?

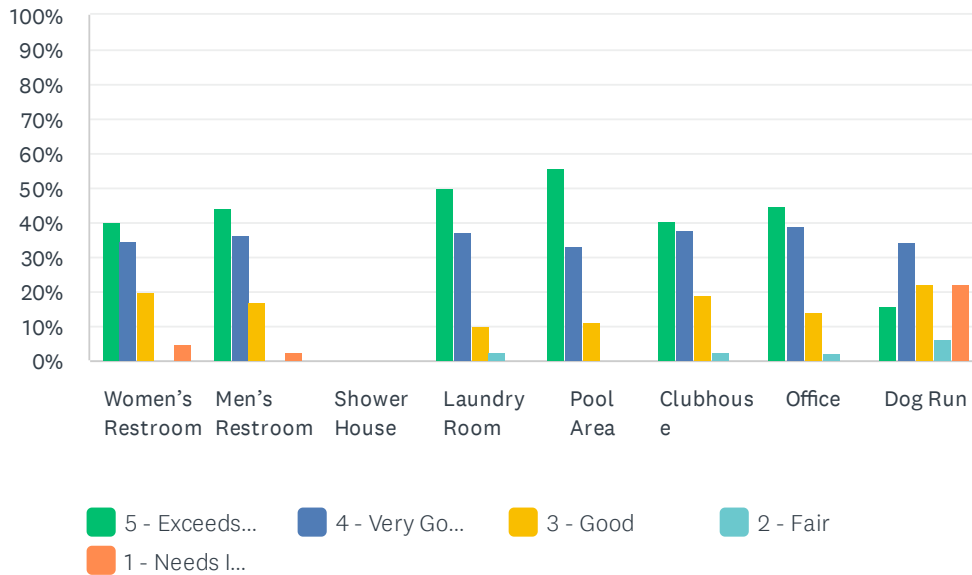
Answered: 58 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Very Likely	67.24%	39
2 - Likely	8.62%	5
3 - Somewhat Likely	8.62%	5
4 - Unsure	8.62%	5
5 - Not Likely	6.90%	4
TOTAL		58

Q3 If you used the following facilities, please rate their cleanliness from 1 - 5 , with "5" exceeding your expectations:

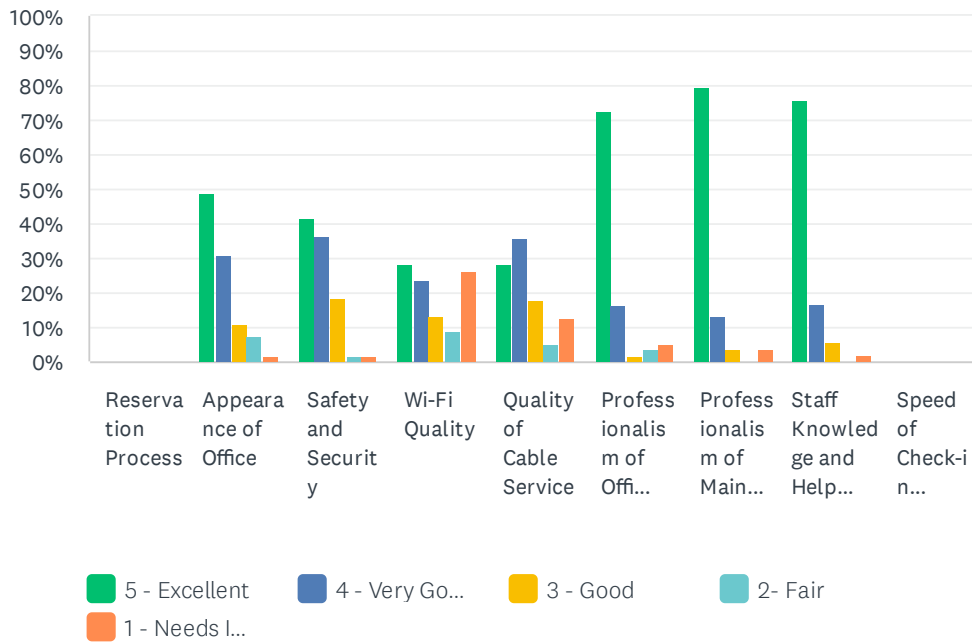
Answered: 54 Skipped: 4



	5 - EXCEEDS EXPECTATIONS	4 - VERY GOOD	3 - GOOD	2 - FAIR	1 - NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
Women's Restroom	40.00% 16	35.00% 14	20.00% 8	0.00% 0	5.00% 2	40	1.95
Men's Restroom	44.44% 16	36.11% 13	16.67% 6	0.00% 0	2.78% 1	36	1.81
Shower House	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Laundry Room	50.00% 20	37.50% 15	10.00% 4	2.50% 1	0.00% 0	40	1.65
Pool Area	55.56% 25	33.33% 15	11.11% 5	0.00% 0	0.00% 0	45	1.56
Clubhouse	40.54% 15	37.84% 14	18.92% 7	2.70% 1	0.00% 0	37	1.84
Office	44.90% 22	38.78% 19	14.29% 7	2.04% 1	0.00% 0	49	1.73
Dog Run	15.63% 5	34.38% 11	21.88% 7	6.25% 2	21.88% 7	32	2.84

Q4 Please rate your satisfaction with our Park's services:

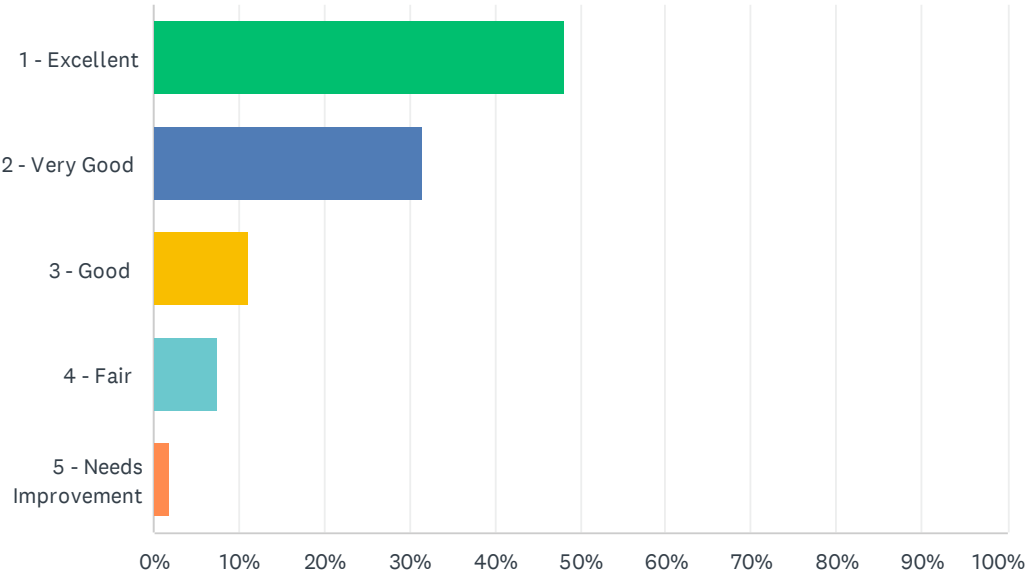
Answered: 55 Skipped: 3



	5 - EXCELLENT	4 - VERY GOOD	3 - GOOD	2- FAIR	1 - NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
Reservation Process	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Appearance of Office	49.09% 27	30.91% 17	10.91% 6	7.27% 4	1.82% 1	55	1.82
Safety and Security	41.82% 23	36.36% 20	18.18% 10	1.82% 1	1.82% 1	55	1.85
Wi-Fi Quality	28.26% 13	23.91% 11	13.04% 6	8.70% 4	26.09% 12	46	2.80
Quality of Cable Service	28.21% 11	35.90% 14	17.95% 7	5.13% 2	12.82% 5	39	2.38
Professionalism of Office Staff	72.73% 40	16.36% 9	1.82% 1	3.64% 2	5.45% 3	55	1.53
Professionalism of Maintenance Staff	79.63% 43	12.96% 7	3.70% 2	0.00% 0	3.70% 2	54	1.35
Staff Knowledge and Helpfulness	75.93% 41	16.67% 9	5.56% 3	0.00% 0	1.85% 1	54	1.35
Speed of Check-in Process	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Q5 Please rate your overall satisfaction with your most recent stay at Holiday RV Park:

Answered: 54 Skipped: 4



ANSWER CHOICES	RESPONSES	
1 - Excellent	48.15%	26
2 - Very Good	31.48%	17
3 - Good	11.11%	6
4 - Fair	7.41%	4
5 - Needs Improvement	1.85%	1
TOTAL		54

Q6 Do you have any other comments, questions, or concerns? Please include your contact information if you wish to be contacted by Park Management.

Answered: 35 Skipped: 23

#	RESPONSES	DATE
1	I'm not use to paying \$110 a night for my 26 foot Truck & Camper with Dog. I'm not use to being jammed in so very very close to other RVs. That said I'm not a good reviewer because this kind of RVing is not my thing. The employees were all excellent & attentive	7/30/2024 4:51 PM
2	You all did the best you could during such a busy time.	7/30/2024 12:36 PM
3	We were very happy with our stay at your park	7/30/2024 7:39 AM
4	It was a tight fit and for us parking a truck alongside the rig meant we had a very difficult time using our pick nic table.	7/29/2024 9:06 PM
5	I was very disappointed in parking arrangements. I had two vehicles. I was told that if the two vehicles didn't fit in my space I can go and park one of my vehicles at the park down the street. And after 5:00 if there was any openings by the office I can park my vehicle there till 8:00 the next morning. But what I saw was a lot of empty trailer space where vehicles can be used when there's no trailers utilizing the spot. For one week I had to park One of my vehicles in the park or on the side of a street till 5:30 then find a spot in front of the office to park it there till 8:00 in the morning, while there were many unused spots in the trailer park where there was no trailers parked there, I was there for 2 weeks and many of those trailer spots. They were empty. No trailers came in.	7/29/2024 1:01 PM
6	It's just too crowded and close together	7/28/2024 12:37 PM
7	Restroom Restrooms did not have soap or paper towels for most of the week.	7/27/2024 12:26 PM
8	The Holiday Team members are knowledgeable and helpful. Thank you Aaron, Jennifer, Luke and Kim. You, your personalities and kindness, make our stay enjoyable! See you soon. Jon & Janis Graybill :)	7/26/2024 11:54 AM
9	Loved our stay!	7/26/2024 6:04 AM
10	The gentleman who helped us park our trailer when we arrived after office hours was a godsend. We truly appreciate the ease of getting our trailer in to our site after a long travel day.	7/25/2024 11:38 AM
11	Very nice Park very good customer service manager is fantastic	7/25/2024 8:01 AM
12	Bathroom The women's bathroom was out of paper towels when I was there. But otherwise I had had the most awesome experience!	7/24/2024 7:22 PM
13	Restroom Restrooms and showers are super. The Spots are very small	7/24/2024 2:25 PM
14	The sites are too small, no greenery or trees. Sad that all they care about is how many rigs they can get in there to receive the money.	7/24/2024 9:14 AM
15	We love our time at Holiday RV Park Looking forward to where we can be thereMonthly	7/23/2024 7:57 PM
16	Magnolia Ctr. needs updated, how about a Gazebo and some nice comfortable furniture!!!	7/22/2024 10:50 AM
17	Parking is definitely an issue, employees or staff were quick to ask us to make sure our vehicles were not in the road at all but allowed others to park half way in the street or park on the road blacking traffic. It seemed parking wasn't an issue if staff knew them or if they were friends of people who were members.	7/21/2024 11:49 AM
18	The forklift guys were amazing! The spots are super tight but their help made it possible	7/21/2024 11:33 AM
19	On-site staff guys are awsome and very helpful	7/20/2024 12:37 PM

20	WiFi never works!! You should fire Spectrum. Even though I am on vacation, I still work. Every time we come there, always have WiFi issues or non existent WiFi	7/19/2024 3:11 PM
21	It is simply too tight and junky looking. If the parking spaces were not so close together it would not look so junky. But maybe telling people less junk out front is better. Nice people but wow. Junky.	7/15/2024 2:48 PM
22	The office staff was great and I am extremely thankful for the two gentlemen who parked my trailer!	7/14/2024 4:18 PM
23	Just wished your spaces were wider	7/14/2024 4:06 PM
24	Maintenance very friendly and helpful! Spaces are tight. Location is very good!	7/14/2024 3:35 PM
25	Maintenance guys are the best. They are always ready to help at any time. Office staff also does a wonderful job.	7/13/2024 2:40 PM
26	Way too compact, no room for comfortable outdoor living. Everyone is in each other's space	7/12/2024 7:28 PM
27	Office staff are always sweet and helpful. Thank you!	7/12/2024 2:52 PM
28	Thank you for such a beautiful park to be in !!! Everyone is so pleasant and friendly!!	7/12/2024 12:22 PM
29	Erin is doing outstanding job as a manager of this park. You could not find anybody better than he is. The office. Staff is very good maintenance. Staff is excellent.	7/12/2024 8:16 AM
30	Great visit! Thank you and see you next year.	7/11/2024 4:15 PM
31	We love your park and we will be back again...we wish there were site that were wider and had more space between the RVs we would be willing to pay extra for this	7/11/2024 3:46 PM
32	Wi-fi wasn't working..	7/8/2024 3:21 AM
33	Restroom Loved the park, very clean and super friendly staff. If I had one complaint I'd the site are all DG rather than grass or synthetic turf. I wish the Decomposed Granite was just where the trailer parked. When you walk across it it sticks in the soles of your tennis shoes and scratches the floors in your RV. I had to vacuum it out several time a day from the RV. The restrooms and showers were some of the nicest I've ever seen in a camp ground, probably even most homes!!	7/1/2024 6:28 PM
34	Too crowded	7/1/2024 11:10 AM
35	Escalate customer service	7/1/2024 8:21 AM

Comments Relating to Restrooms, Showers or Facility Cleanliness (2015 to Present):

2015:

Was quiet, friendly and **clean**...Would stay again:)

Overall the RV park was very clean. It is a great location. The staff was very helpful.

Have not been in bathrooms in 10 years Stay in park 80% or more of each year. Use our own facilities. **Have heard good comments of how clean the restrooms are.** Very pleased with the park, with the employees and with the manager. Keep up the good work.

I have already expressed my opinion that the women's restroom needs new beach related soft paint colors. It is dated. **Tile needs serious acid bath.**

We are members and have been coming here for many, many years. I love the staff, but I am going to give some constructive criticism: The **pool bath was so dirty I was unable to use it**, there was a diaper on the table in the pool area. **The bathroom was Not clean.** I have never ever had this experience in all the years I have come here.

I have stayed at this park for many years and was **disappointed in the cleanliness in the womens bathroom and showers.**

Hopefully new manager will get the park back the way it was when Gene was there. It has gone way downhill!!!! **Never seen the laundry room so dirty**, oversized rigs squeezed in improper sites.

Women's restroom-3 stalls plugged up, no paper towels in either dispenser.

The **women's restroom\shower room needs a thorough cleaning and also needs repair.** There is **water which appears dirty that leaks from a pipe onto the floor.** This makes a puddle on the floor which could cause a person to slip and fall. There **were muddy(?) Handprints on the entrance door. The picture frames and fake greenery is full of dust! The shower tile grout needs to be detailed. There was a juice box left on a table at the pool for 3 days. There was also gobs of hair, bandais, and other small pieces of trash on the pool deck that remained there for the 3 days we stayed.**

What happen to raking & cleaning the space's before the next guess moves in. Trash laying on ground never use to be was nice and clean.

Very tight **dirty spots, all dirty gravel.**

Pool area needs a good washing, chairs and cement look and feel dirty and has a black scum.

The **ladies bathroom could use some improvement.**

Women's bathroom needs serious updating. Tiles & grout need acid baths & regrouping. The colors are antiquated & it looks shabby.

Bathrooms need to be better cleaned and maintained.

In general it was nice. **I wish though that when the bathrooms are being cleaned that the cleaner looks up and down to see what needs to be cleaned. There were cobwebs in the paper towel dispensers and some kind of grim by the soap holders in the showers.**

Recommend a second cleaning of restrooms during peak periods.

Shower room/bathrooms were very clean the first few days. Don't know what happened after that, as all restrooms throughout were disgusting.

It maybe me, but usually if I go to the women's restroom after 1pm I can tell the floors have been done- damp. **This time I never saw the floors damp and there was sand and paper.**

Showers need a little more attn.Floors need scrubbed once a month and the grout around the shower doors

2016:

We love it there. **It's so clean** and close to everything.

so clean enjoyed visit

I have stayed there for over 30 yrs and it's always clean and the staff is very helpful. Thanks!

VERY VERY Cramped quarters! I wasn't even sure I'd be able to get my RV in the spot allotted. The staff was helpful, and the **park was clean**.

The office staff (Janae & Aron) are always nice and helpful. **The maintenance crew does a great job of maintaining the park clean**. My only area of concern is not having a manager to properly oversee the park.

Loved how **clean** and quiet this park was.

It would be great if there was an online reservation process, similar to the State Parks where you are able to see what dates or spots are available. The only thing we were disappointed in was the hot tub was cold, I think the pool was warmer than the hot tub. Other than those two things the stay was amazing. **Clean park**, safe, staff was very accommodating.

Was the best time we ever had staying there , **the bath houses are clean but need to be upgraded**

Restrooms need major renovation

Showers needs a face lift.

I would like to see the clubhouse cleaned regularly.

Women's bathroom has deteriorated. Mold, leaky shower heads, needs work.

I have repeatedly commented at Board Mtgs about the shabby appearance of the Women's restroom/shower room. **I was told that the tiles in the showers were given a "acid treatment" by an outside company. Unfortunately it was a poor job and HPRV paid too much for whatever was done.** I fully understand about the cost to renovate the bathrooms but feel that the monies spent to renovate the Magnolia Center could have been better used on the bathroom facilities.

Showers could be vleaner

most of my lesser marks were to do with the renovation of the pool. **But the laundry room bathroom toilet was filthy.** I know they usually clean the shower room bathrooms everyday around 10:00 but the it might have been that the laundry room bathroom was overlooked.

Poor shower heads in bathroom, one broken, one could take paint off,and all could be more efficient. Floors need power washing.

still too much mold in the showers, should be scrubbed better or even remodel bathrooms. walls are dirty need paint to me just not clean enough Rosie Dias, 355/449

showers need mildew fix in some corners

Women's restroom is in dire need of upgrade/extreme makeover/miracle from up above. Please address this issue with the board members. **The State Park down the street have better restrooms than this place.** Just sayin. With all do respect, a concerned citizen. Thank you.

1 of the toilets in the mens restroom was not working properly all weekend.

Men's restrooms need some more attention frequent. Toilet was down entire weekend I was there.

Restrooms in the pool area smelt of urine.

Restrooms need redone. Constantly dirty

bathrooms need work please.

Clean the bathrooms

We appreciate all the hard work the staff does daily. Also appreciate the upgrades that have been made recently. **Hope for the men & women's bathroom to be replaced if possible - they are the only weak point at this time and seem to be ready for total replacement.** Thanks again, Dan & Linda

There needs to be a cross walk. From the holiday side to the 7-11. The cars speed around that corner without slowing down. This is a problem everytime we're there. This time we were almost hit by a car. Very dangerous crossing. **Also in the men's bathroom there was feces all over one of the toilet seats.** I know this could happen at any time but **it needs to be checked often.**

Bathrooms should be cleaned by a pressure washer. There was dust and such everywhere. Up high cleaning was the issue.

Office staff very nice. **Bathrooms dirty.** Not enough room in spaces. Noisy people, barking dogs, over priced.

sand in dog run gets too hot for dogs to use & has bad odor. Suggestion -lay cement with drainage & install artificial grass also, wash daily. **bathrooms need to be completely remodeled & kept up daily on cleanliness (floors, counters, walls)**

Please work on the bathrooms. They have not been updated in years and they need to be cleaned on a much deeper level than they are currently.

Never can get wifi and also tv had no reception at times- **toilet in woman's bathroom need new toilet seats and lids**

Besides the showers and restrooms needing updating everything else was amazing

Men's restroom, floor needs cleaning around shower doors and toilets, stalls need to be painted around TP holders. Have a female employ go in and inspect it. Ralph #264

2017:

The spaces where very small and ours had a transformer box which took up quite a bit of space out of the already small space. Overall the park **in general was clean** and staff friendly

thanks for **clean restrooms/showers**

No parking was a bummer, and no fire rings. Our space was too small for us to even move around between our neighbor. Staff was **great facilities were clean**

This was our first visit and we loved it. Everyone is friendly and very helpful. Julio and Bryan were the best. They were helpful and made sure we enjoyed our stay. **The place is clean** and quiet . the pool is huge.

Bathrooms are good after they are cleaned but people can be so dirty The showers could use update

Uneven floor in laundry room is unsafe. Could be an injury waiting to happen. **Pool area and restroom need to be checked and clean more often.** Chemical in pool are excessive at times. **Ladies restrooms need fine detail cleaning, example towel paper holders that you can write on in dust. The doors that need to be wiped done so the back from hands can go away.**

Pool cleanliness could be more. Dirty water. We had fun

Pool, hot tub, shower and overall pool area need more attention. I've seen the same hairballs and garbage sit in the pool area for weeks. The pool and hot tub along with the shower and bathrooms should be cleaned daily! There was a lot of scum built up around the pool. The hot tub scum was finally cleaned. Don't understand why you can't use soap and shampoo in the shower there as long as no one is waiting to rinse off.

The laundry area didn't seem to be as clean as it usually is. The flower beds need a little weed pulling.

the tile on the pool need cleaning with acid and a brush, the trash around some of the permanents is a real eye sore, and there is too many items left outside by the snow birds

The women bathroom needs to be cleaned

The tables need to be clean or replace . The sites need to be clean , and fill the holes .

Please work on the bathrooms. The showers are in major need of a deep cleaning.

It's been 20 plus years. Time to remodel the bathrooms. They are WAY overdue.

The tables need to be updated or clean, they are where we eat . Thanks

Please have the restrooms/showers deep cleaned & shower curtains should be replaced with new ones.

The ladies bathrooms need to be clean and sanitized.The odor coming from the drains is really bad the floor tile needs to be clean. The club house! People need to clean after themselves. I went to use the stove and it was **pretty disgusting grease and spills all over it.** Use it clean it. Post more sighs perhaps they'll get the message.

Perhaps a bit of greenery. Trees. Shrubs. ? The dog run Area was nothing more than dirt. And extremely stinky. **Bathrooms and shower area were somewhat clean. But again very musky smells. I'm being nice. P.U.** It was nice to see the full time residents that are able to make a cozy outdoor space. I will still recommend the park doing some decent landscaping to improve the grounds. Pretty easy to grow in this climate.

Bathroom showers need improvement.

The pool area needs small tables between the chairs and some umbrellas for shade. **The pool needs more regular cleaning inside the pools and around.** Remove the no soap, shampoo, etc. sign. It's not needed. **There was a light in the women's restrooms that was out for weeks. The maintenance guys need to look around for these types of things.**

I used the bathroom on a regular bases to shower after the scheduled cleaning time and it was still very dirty. I suggest looking at the work of your employees. It will be easy to see the level of their work in the womens bathroom.

I plead to the Board Members and Business Manager, to **please hire a professional expert to deep clean the restrooms. Maintenance crew can do the daily clean up, but the restroom definitely need special attention.** The shower curtain are in dire need of replacement. Thank you.

Men's restroom and showers need to be redone

Staff was excellent, especially maintenance staff. They were very helpful and friendly. The only negative experience was the **restrooms, although they were kept up, they were old and smelly. I didnt feel clean after showering because the restroom smelled like old urine.** If your restrooms were sterilized or better yet remodeled the overall rating would be a "10".

2018:

Would commend Mike and Luke both was of great help and went out of there way to be as helpful as possible. Found your **park very clean** and well run.

Nice clean park. The only issue I have, not a complaint, is that the spaces are very small. I had a 30' trailer with slide outs and I didn't even have room to park my truck.

When we made our reservation we were told we would be parked side by side with my son. They put someone between us. Awkward. Our dog will not poop on fake grass or pee on cement. Dog park could use great improvement. It is very small. Guys who help you back in are excellent help. Overall, we enjoyed our stay and will return. I felt like most of the park is full of full-time folks. Spaces are extremely small. Not much space to park your

pull vehicle. Spaces are only 16' wide, so if you put your awning out you are almost touching the rig next to you. Only 4 spaces for trailers of our size, 40 ft. **Very clean park.** Very friendly people, workers and other campers.

Quiet and clean.... that's about it! The spots are HORRIBLE!!!! You're just out to make money and don't care about comfort. Your lady in the office told me it was a state law you could not make the spots wider... really!! No one at the other park, RV Repair Shop or RV Sales has ever heard of such a law! Never will we ever come to your park again! I would rather stay at the State Beach with no power than stay at your concrete sardine-can storage yard!

We had a very good stay. We liked the pool and hottub and the distance to the beach and restaurants. So much that we extended with two nights. We really appreciated it that we got the 4th night for free according to a special discount. Also **the park was clean** and there was nice and friendly staff. Thanks for that!

The office staff always exceeded expectations.. The spaces were very tight for us, especially with trailers parked on both sides. We had to have our own internet installed, but the park did upgrade this service while we were there. We missed grass next to our trailer and the small gravel was easily tracked inside. **It was a very clean park** and very friendly service. We enjoyed our six month stay.uhh

Excellent location. **Extremely clean park.** There is always a staff member on site cleaning, etc. Highly recommend. Can't beat it for the price. Great place for kids to feel safe and play.

The parks appearance has really improved. I think it's important to take pride in our investment as share owners and want to clean up our park. I think uncluttered spaces makes park look nice and appealing to the eye! Then it may possibly be appealing for others to want to stay here.

Although the spaces are pretty tight the staff more than make up for it! Everyone we encountered was so nice and helpful! **The park was super clean and well taken care of.**

Claim to be pet friendly is bull, dog run is disgusting and there were signs everywhere else saying not to let your pets in the area! RVs were virtually on top of each other...thankfully the other guests were nicer than the staff. **Showers were not clean. Pool, spa, and front grounds were nicely kept.**

The spa water was cloudy and not very clean. That is what I would improve on. Also information about local places to visit like the bowling alley and hidden gems. Thank You!

My main concern is the restrooms. Upon opening the door, I could smell mold, and for anyone with allergies this could be a health issue. The shower stalls have mold all in the grout. Bad enough to make a person think about if they are clean. A friendly suggestion is, perhaps whoever cleans the restrooms they could power wash the stalls. And to do that at least once a month. There are floor drains, so, I know that would be possible.

This trip the **bathroom showers were not to there usual high standard.** Low water pressue and stalls not very clean looking.

FIRST: Our staff is the best! But as I've stated before both in surveys and at Board Mtgs, the women's restroom/showers is in serious need of help. **The grout in there needs to be CLEANED and REGROUTED. This action should have been done PRIOR to Summer Season. It doesn't take a fortune to take this action.**

The shower curtains are still toooo small. It saddens me that I have been saying this for the past several years and it has been ignored! These cosmetic issues are taken seriously by female visitors.

Bath shower rooms need updates. Tiny old showers but clean. Sites are really tight.

I feel the **shower stalls could be better, the plastic handles have mold and the grout appears moldy.** It would be nice if the curtain wear wider to prevent the cold draft while you are showering.

The shower head was missing in the shower, but I didn't mind as it meant I got real pressure, rather than an anemic piddle.

shower floor was slippery, suggest putting smaller tiles on the floor or a rubber mat?

I'm concerned since the assessment vote didn't pass what the plan will be to get the repairs done that are so desperately needed to really make our park excellent in all areas. Our stay was wonderful & very relaxing, but **heard remarks from other visitors about the showers being yucky & in need of remodel.**

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 dissapointing.

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

2019:

Nice and clean, but the spaces are way too tight for the price.

We love Pismo have stayed at other rv resorts. But we love Holiday RV Park. **It's super clean**, people are so nice and helpful It's close to everything. We will always stay here!

I always feel safe and the **facility is clean**. I am a single woman and feel the safest when I stay at the Holiday.

I felt totally safe inside the park, **very clean** and maintained man was so helpful and fixed the problem quickly.

Everything was great. **Clean and lovely**. Little high on price is my only concern.

Staff were great. **Park was clean** but spaces were really to tight

The spaces are entirely too close together. We could not even use the table because it was almost on top of our neighbors sewer. I felt like we were in a parking lot instead of an RV park. You need to take out every other space to ensure more privacy and much more comfortable camping. I will say the park was quiet and **very clean**. The major problem is just that the spaces are so so close together.

Office and maintenance staff were awesome! Very friendly and helpful with our reservation and parking our large rig. Spaces are too close together though so there is no privacy and hard to park a large rig. That said, our neighbors were friendly and the park was very quiet during the quiet hours. **Very clean as well**. We would stay again if we could find a space to accommodate our larger rig. Thank you to all of the friendly staff for making our stay there a good one!

Spaces are way to close for our liking, besides that, the **place was clean** & staff was exceptional!

I really like how all employees treat the guests. **They also do a very good job to ensure all sites are very clean and raked**. Office staff is always friendly and helpful..

We love staying here **very clean** nice people!!!

I have stayed in another park and I didn't feel as safe as I do at the Holiday RV Park. I brought my dog and used the dog run several times a day and it was **always clean when I arrived**.

We were very happy with our stay. It was very quiet. **The showers were excellent- very clean and nice hot water**. Staff very welcoming and pleasant. Will be back. Thank you!

This was a great park. The pool is amazing, the **bathrooms and showers exceptionally clean**, and the maintenance staff was wonderful and very helpful. My only negative is how close together the spots are and the gravel. Other than that, everything was great.

Restrooms were not nearly as clean as normal.

Showers and grout not clean, spaces are very tight and not enough room for tow cars.

Hot tub and pool need to be checked first thing in the morning, around lunch time and in the evening. The hot tub was cold and no one even knew it. It was never cleaned because there were pieces of funk near the hot tub and

pool that was there the first day and still there a week later. Why can't you use shampoo, conditioner, Or soap in the shower? **Maybe it would wash away some of the dirt in the shower since no one ever cleaned it anyway!**

First, I want to compliment the staff. From the office to maintenance...everyone goes beyond their duties being helpful, accommodating and always cheerful. **I would love to see the restrooms/showers updated. Sorry to say, the always smell moldy. Showers are cramped and each shower should have a place a small seating area.** So many are elderly and/or parent with a child, a small shower area/dressing area a seat would be helpful. Other than the restrooms/shower recommendations, it is always a pleasure staying at the Holiday. Thanks you for your pleasant staff 😊

Restrooms need to be remodeled.

Bathroom and showers could be updated. Your pool was very nice and heated very well.

Bathrooms need to be bleached. Women's showered were gross

The women's bathroom could use updating, especially the shower stalls. Everything else was nice

I thought we approved the remodel of the bathrooms. It would take mush to retile the showers and upgrade faucets.

Bathrooms need updating. Bathroom stalls I need to swing out not in. RV spots need to be wider.

The laundry room could use some additional TLC in cleaning. There were webs all over the lights and a colony of dust bunnies between the high capacity washers that could easily be taken care of with a swiffer duster. I didn't use the bathroom area.

The only complaint was that the men's showers need to be cleaner. There was mold and it was not clean like the women's.. other than that we love staying here. The staff is honestly the kindest people in the area! The pool jacuzzi laundry facilities are so clean and nice. Thank you for a wonderful stay as always and we will see you soon

2020:

Great experience, **very clean.** Just very tight spaces

Extremely helpful staff and **clean facilities.** We will be back!!!! The wi-fi strength is lower than others but survivable.

Way way way too narrow spaces. Picnic table almost on top of sewer It's fine for an overnight but don't want to hang out and camp like we normally do. Pool nicely heated and staff friendly, **clean park.** Just spots too small is my only complaint. ESP for \$70 a night I'd say \$45 tops for a spot like this

It's a clean park. Our only issue is everyone is packed in like sardines. It's just to crowded for us. Exit safety Is a big concern. If we were not parked near the front I would have passed on staying there.

Though the staff was wonderful, **the park was super clean, well maintained** and felt very safe the actual spaces are way way too small. We felt like we were staying in an RV storage facility, not a park that charges more than 75.00 per night. We drive a 3/4 ton ram and tow a 30' jayco TT And when parked "legally" our truck was literally 2 inches from steps into rig. The positive: The other RVers were very friendly and we were a 5 min walk to downtown and beach. I guess that's what we paid for. Sadly we won't return.....

Very much appreciate the help guiding our rig in. The guy who helped us made it an easy process maneuvering it into our spot. Quiet and **clean park.** We would for sure stay here again.

Julie, Thanks for your leadership! Your team continues to excel in serving. **Thanks for all the seemingly small things that are huge like repainting the numbers, cleaning the pool tiles...and just keeping things so very clean...**

Thank you for the cleaning of the restrooms 4 times daily during COVID pandemic. I'd love to see the restrooms cleaned more than once daily during peak times like summer break & winter break.

Men's restroom needs remolded... Sites are pretty tight,,,

The first night the woman's bathroom was very clean. **The second night the bathroom did not get cleaned. The floor was dirty with debris and toilet were full of toilet paper etc. The bathroom was not sanitized every 4 hour for covid19 precautions as posted in the bathroom.** Maybe someone called in sick. I'd stay there again though.

It was nice to see new showerheads and shower curtains in the women's restroom. **I still feel the shower stall walls are not clean, felt slimy.**

My only suggestion would be to **have the showers scrubbed a little more often.** Otherwise it was a great stay

The staff was very helpful and nice. **There is mold growing on the ceiling of the women's shower area.** It needs to be removed.

Need to clean the picnic table and bench's.

This time a lot more grass and **weeds in empty spaces, I never saw maintenance this trip.** Women RR cleaning schedule after 1:30 and at 7 pm. Short staff I guess I always enjoy my stay there

Please fix the women's restroom door! It slams shut making a very loud noise keeping us awake while trying to sleep in the space assigned to us next to the bathrooms. Maybe place a mechanism on it to slow the shutting process down so that it doesn't slam shut! Also had a problem with other campers cutting through our spot to get to the restrooms, not sure if there's anything that can be done about that by the park staff, I think it's just rudeness by fellow campers to cut through people's campsites! Just a note that Arron is always great to deal with in the office and there was a new girl in the office that was very friendly and easy to work with!

Noticed electrolysis is happening with your water pipes in the woman's bathroom. They need to be replaced or you can have a major plumbing issue on your hands. Trust me from 1st hand experience.

The showers were freezing cold. ZERO hot water. I stood there for 25 minutes, naked in the shower waiting for the water to warm up (allowing time according to the signs), but no hot water. The other 2 stalls were occupied and they confirmed ZERO hot water. This happened on the evening of Saturday July 25th. On the morning of July (Sunday) 26th, my husband confirmed he too had ZERO hot water, even after checking all 3 shower stalls and waiting a fair amount of time for the water to warm. This is the main reason I was not 100% happy with the stay. After leaving the park, I called the office to speak to someone and only got the voicemail, left a message asking for a call back and no one called.

Bathrooms need upgrading and need to be cleaned more often. Spaces are very tight and too close to neighbors.

The bathrooms definitely did not get cleaned 4 times a day but I understand the maintenance guys are rather busy.

Sunday maintenance guy older with mustache is an annoying POS Kept bugging to move my truck it was 3 inches into road While other vehicles were as much as a cab length in the road His BS tainted the whole weekend for us **And he bugged so much that he NEVER cleaned the women's bathroom that day we were on site 230 and stared at the damn blue cart for hours and then he took it away about 330 or 400** All other staff was excellent no bubbles no troubles but this guy you gotta do something about

We've stayed before. **Seems overall cleanliness has diminished. Facilities are generally dated and very weary appearance.** Money needs to be spent to bring it up to the modern age. Looks very dated — 1960's trailer park. Sites are too close. **Bathroom was rather old, and not kept up. Cleanliness was marginal. Too much dog poop.** Too many barking dogs. Too many full-timers who find it an affordable place to live while working somewhere outside. These folks make the place look and feel second rate. Cheap. Slightly scuzzy. Those who work outside drive way too fast. They also are extremely loud. **The park is resting on its laurels from days of long ago.** There's nothing there to entice our return. The only thing going is its proximity to town. The park's front face looks ok.

Designed to lure in visitors. The staff looks 'worn'. They certainly aren't happy. If I to take a guess, I'd say the owners are 'milking' it, squeezing out every dollar. Maybe they should hire an outside consultant who views the park through different eyes. Or maybe the park sold and the new owners need to extract every cent to pay for it, City water and sewage, taxes and labor costs. I don't have an axe to grind. I want the park to make a full turn around. There aren't that many good places to bring an RV that are within walking distance of food, stores, etc.

Love the park and ALL staff, office and grounds. **My only concern is bathrooms and I'm sure your aware of there condition and it's on the books for fixing.** Either way I love my time there. The cement in the dog park is so bad my dogs will not go in it and the smell from the fake grass is extremely bad and very unclean to walk on for dogs or people. I believe the way it use to be a much better solution to the dog area. Hopefully we can expect some changes in that area. Thank you for asking us for our feedback. Have a great week

2021:

1st time in a crowded cramped RV park, not what we are used to, to close together and just gravel, almost better off in a Walmart parking lot . With that said Staff was great , **park was clean** and pretty quite and in a nice location. Guess you have to pack em in to be able to keep prices reasonable .

I would highly recommend this RV park to anyone looking for a fun , **clean**, safe camping experience .It was my first time staying and I absolutely enjoyed it .The staff is very friendly.We checked in late in the evening and the gentleman that greeted us was super helpful and polite he even took us to our spot and helped us safely back in real stand up guy

This park was great for a weekend getaway. I just wish we could have used a wood burn pit to enjoy our weekend. **It was clean** and very Friendly people. Thanks again.

Everyone is wonderful **and the park is as clean as can be expected.** I am worried about the roses though. I would suggest you put this product on the roses BAYER CROP SCIENCE 043929293566 Bayer Advanced 701110A All in One Rose and Flower Care Granules at regular intervals, and spray the roses with soapy water. Thanks you guys are awesome!

The guy who checks in was excellent!! **And mike always keeps the park so clean!!** Can't wait to come back :)

The **laundry room is very clean and well appointed** but extremely expensive to use. Over \$5 just to wash clothes and .25/5 mins to dry. They need to lower those prices. Stayed for a week at even better RV park with better machines and only paid \$1.25 to wash clothes and 1.25 to dry them for 45 mins. Come on, people!

Very nice stay. Very tight spaces and roadway but staff did an excellent job helping us get out trailer backed into the space. **Temporary shower facility is first rate.** New club house and pool area should be very nice. Great location. Came here because everything else in the area was full but would certainly consider coming back. Had a great two night stay.

Nice Restrooms and showers in portables Thank you Get club house done so we can use pool and spa areas

Temporary restrooms are great! Love the staff...super friendly and always helpful!

They are currently under construction of Club House, bathroom & pool so construction noise started rather early in the morning. The Park is doing a good job of keeping things as **clean & Neat** as possible at this time.

The staff was very nice and so helpful. I am very appreciative that they helped us park into our site. However, the park itself was so extremely cramped that it felt more like a storage unit than an RV park. Our RV was basically touching the RVs in the adjacent sites and the fact that we had to park our truck on site made it even tighter. We have a second vehicle and it needed to be parked on route 1 which we weren't very happy about. Driving down the road was always difficult because the only place children can play is on the street and it felt unsafe. We stayed at two other campground while at pismo beach and they were all roughly the same nightly rate but had significantly more space in their sites and park overall. The construction to the bathhouse and pool area really wasn't a bother to us at all. **The makeshift bathrooms and showers that were set up we're actually really nice and worked well for us.** The pool looked very inviting so I'm sure people will love that once it's opened up again.

Sites way too small. **Really impressed with cleanliness of dog run. Best I've seen. Temporary showers were unsafe!** No holding bars in shower. No holding bars just outside of shower in private dressing area. No shelf in shower to rest shampoo, soap, etc.

No restroom other than trailers, no clubhouse no oil to use.

Showers were not working.

The portable showers were shut down without notice.

The showers are NOT hot Luke warm at best Very disappointed

The showers do not have a shelf for shampoo and so forth, Facets do not have hot water.

Our visit was great! Considering the construction, the temporary facilities were great. **My only complaint about them was that the shower water was lukewarm which was not very desirable on a cold morning/evening.**

The portable showers need to be cleaned more often. The stalls were all wet inside. Maybe a sign could be put up for patrons to wipe off the benches before they leave.

What needs improvement is getting out of the shower. The floor is all wet. If there was some type of wood slat where getting dressed our feet would be clean

I was surprised that the showers were not cleaned daily. A washcloth that had been left on the floor one morning, was still there the next morning. This happened last visit too.

Husband used men's shower and contracted jock itch!!! Never had before. Doctor says highly likely contracted in public shower!!!

Trailer restrooms need to be cleaned on a regular basis.

Men's temp restroom was pretty nasty. May want to have a separate code for Men's and Women's temp showers. Know of two guys who went in women's thinking they were going in Men's shower. Just an FYI

Only request would be for the woman's restroom and showers to be cleaned more. Both times I went to the showers there was hair in the drains, dirt and grime and just not the clean feeling. The restrooms were ok too. **Could be cleaned more often. A lot of dirt built up.**

As always, Luke and Aaron are the best! They are both always very helpful and definitely an asset to the park! However, very unhappy with the spot we were in **right next to the portable bathrooms because the smell was horrible! We could smell sewer the whole time!** Also, we couldn't find any trash bins to put our trash in!

Bathrooms should be checked more often.

2022:

Staff was very friendly and very helpful. Areas are kept **very clean** and our kids loved the heated pool 🧘

The staff was friendly & helpful, the maintenance staff was friendly & welcoming. This is our 3rd visit & we plan to come back a few times a year we love Holiday RV park :) it's always so quite & nice welcoming people, place feels secure & is **always clean.**

The **gal that cleaned the pool area several times while we were there was an extremely hard worker.** Very meticulous employee. (Aaron's wife we think).

Luke , helped out with a cable extension and was very polite and friendly. **New shower rooms are wonderful.**

Staff were extremely helpful, friendly! Lots were extremely small where we couldn't put the awning out . It would have been nice to have a parking spot for our big truck . But the facility itself was **very well maintained and clean** . Also would have been nice to have another dog run in the middle of the park . But overall we were very pleased !

You guys did a great job on the remodel.. Also **your cleaning guy Mike keeps everything sparkling!** can't wait to come back:)

Everything is just too close. **Nice bathrooms** won't make up for the fact that I could either park a car or use outdoor space. All the concrete is a downer too...

Any requests we had were accommodated, so we very much appreciate it. **The restrooms are very clean and the facilities overall were fine**, given the pool and rec center were under renovation and couldn't be used. Would be awesome if there were greenery. The photos on the brochure were of the RV park across the road - this was a tiny bit misleading. Staff is wonderful though.

Extremely disappointed as a member with how dirty some of the permanent spots look. It's obvious no one is at the trailers and there are weeds growing in their spots. The back of the park looks old and yucky because of the snow bird spots. Loved that the pool opened for one day but ridiculous it took 2 years to renovation. The spa seating area is rough and will probably ruin people's bathing suits. Almost like it wasn't finished correctly. Why is there no drain for the shower in the pool area? **The new bathrooms are nice but small.** Terrified someone is going to slip on the floor because lots of water comes out of the shower area. Also why are there no locks on the showers? Definitely a privacy concern.

The park was under construction when we were there so the pool and club house were closed and **there were temporary bathrooms (which were fine for what they were)**. I think the park needs a little grass, some tree's, some hardscape to make it more presentable. The staff was kind, the location is great but **the park seems tired, in need of upgrading**. Thanks for the the opportunity to provide feedback.

I feel the shower stalls could be better, the plastic handles have mold and the grout appears moldy. It would be nice if the curtain wear wider to prevent the cold draft while you are showering. **But other than that the bathroom was clean**

Yes. **The women's bathroom is beautiful** but **dangerous. Water still on the floor does not drain. Dangerous. Not enough hanging room for clothes in showers and curtains don't close well and our clothes and towel gets wet.** As an owner , that should be addressed. Club house was too small. Waste I Of money on that. Remodel and an elevator would have been enough or just make the club house larger and no need for a fancy kitchen if it is not used. Rosie Dias #355&459

Women's bathroom **Good shower** but **stall is awful. Need hooks for dry clothes and towels. A caddy for soap, shampoo, etc. and some kind of floor mat like the wooden mats with small rails that the water stays under. One of the most inconvenient showers I've ever used.** A half clean nudist must have designed it. The necessity of using the shower would be the only thing that would keep me from staying there. I just wanted to try it.

The **new bathrooms were absolutely gorgeous.** However, the **floors needed mopped up more regularly.**

I have stayed here many times great park. **I did not find the shower cleaning done this week.** The construction made it hard to evacuate our stay accurately.

We understand renovations are going on so it's hard to rate the stay. **But the shower curtains need to be cleaned. They are covered in mold**

Just noticed water coming from the shower area towards the toilet area. Could be a slip hazard? Other than that everything was perfect. Thank you

Spa out of order, pool closed too early, two men and woman in handicap shower and curtain was open. My friend came upon this and warned grandma coming with child not to go in. She reported it. **The shower stall floor had scum built up.**

More hooks in shower stalls would be helpful

The showers need cleaning every day. The same wad of hair was in a shower stall for 3 days as well as a bar of soap in another shower stall floor.

1. Shower stalls do not have locking doors 2. shower stalls needs more hooks for towels, clothing, etc

3. Showers need drainage mats in the dressing area, slippery and water puddles and your clothes get wet and no shelf to hold your toiletries.

I would like too see the showers cleaned up and picked up.. I showered every day and nobody picked up the bar soap or hair left in the showers that was left in the shower..

Showers where disgusting every time I used them. The last time I used them there was feces in one of the showers and all showers needed to be cleaned same as restroom. As a member I was very disappointed!!

Hot tub was out of order, as was one of the restrooms at the pool. It should be better maintained. Repair should happen immediately.

Suggestion. Wait until another bathroom is open before closing the woman's restroom for cleaning

In both the restroom showers the only down fall was the floors stay wet and when changing your clothes get wet.. maybe rubber mats? Also to many young kids in pool, as I was in the pool enjoying myself, a little girl told a parent that she had peeped twice, which was so unsanitary on all levels yes, and the hot tub looked very cloudy. Which I just didn't think looked right. Maybe an age limit should be for hot tubs? Other than that we had a great time.

Rubber mats are needed for safety in the women's restrooms.

Just minor! **I used to shave in the restroom, but without hot water in the sinks it's not possible.** I do like all the improvements around the park.

Bathrooms were the dirtiest ever

This trip the bathroom showers were not to there usual high standard. Low water pressue and stalls **not very clean looking.**

Bathrooms cleaning time should be moved to after check out time (12:00). The mens was closed just before we left, when we could not use our own, right when we needed it. Parking assistant should make it clear where he is expects me to go before he starts backing me up. His directions were unclear. Two Check-in receptionists were on the phone and didn't even look up while I waited for several minutes for check-in. No designated parking for long rig during check-in.

Encountered a homeless woman in the restroom, used the shower, left areas dirty.

Lady's restrooms are always very wet with standing water.The drainage didn't work very good at all. So was the men's floor

Please consider having a set time for restrooms/showers to be cleaned so guests can plan accordingly. For example, a sign on the door that reads restrooms will be closed daily from 1:00-2:00 for cleaning.If we knew ahead of time it would be so helpful. Also, maybe adding a bench between the restrooms. We waited standing for over 30 minutes for showers to be cleaned.

Toilets in restrooms don't flush real good and sinks in men's restroom don't really turn on.

The women's restroom is freezing. Sad the new building wasn't built with a heater.

I love this place. My one recommendation is **to have the bathrooms cleaned daily at the same time with a sign posted Closed from 1:00-2:00 for cleaning for example.** That way guests can work it around their schedule. Also, maybe some kind of lock on shower doors.

Speeding including the employees. Rules not follow or enforced. **Bathrooms standing water is a safety issue. Not being cleaned to the level they should be.** Looking for the changes the board said would come.

2023:

All of the **amenities were great, clean, updated, and nice.** The main drawback of the park is the limited space at each site. It's definitely cramped and not a lot in space for much of anything. If this was the only place that had a space, we would stay again, but it wouldn't be our first choice.

We had a great time at your rv park. **Very clean all the way around.**

Honestly my wife and I were **surprised how clean and nice everything was.** You run a very nice place. Can't wait to stay again. Dave

Clean and quiet!!

Excellent restrooms! Very clean pool! Compliments👍

We very much enjoyed our stay! The spots are large and **super clean! The pool and jacuzz were fabulous!** Staff is hard working and very friendly! Very nice guests staying as well!

Had a wonderful stay. **Your remodeling efforts were top notch. Everything looks fresh and clean.** Office staff and around the park staff were great. Thumbs up all around.

I have stayed at the park many times, as a member it was nice to see the pool open again, the **great work done to restrooms along with laundry room.** The front office was great to work with along with any interaction with park maintenance. It was also very nice that with the second reservation they were both located very close to one another. Thank you and will see you guys again soon.

It's a parking lot, no trees or grass, but **your bathrooms are clean.**

My husband and I were guests of Mel and Janet Cabral 10/19 - 10/22/2023. Our stay was very good - **clean park grounds and beautiful clubhouse.** However, on Saturday 10/21 my husband found the **men's restroom to have feces smeared over the toilets, walls and floor of two regular stalls as well as feces smeared on the floor leading to the showers.** My husband left the restroom and reported the bathroom condition to Luke and a woman who said that she was on the board. This incident is a health safety hazard. Cameras should be installed outside the restrooms to show day and time of patron usage. Using the same security code for all those in the park allows for misbehavior and total disrespect for people and property by those choosing to act in a disgraceful manner. A more "SECURE" system should be implemented as soon as possible. Greg Stone and Mary Lou Bouchard

We hardly got any tv channels in our trailer. Don't think we got a single channel past 20. **Also toilet paper in the restrooms need to be replaced more frequently.**

Could use a couple **more hagers in the shower stalls.**

In handicap shower, there are no hooks to hang towel or clothes... Lady in office is somewhat rude when talking to me. Also, lady in office sits in chair hidden behind computer screen when talking to me. She does not get up and come to counter to face me when talking to me or answering questions...Rude !!

The **woman's restroom when I used it, was not clean. Hair and junk in the showers.** The office staff very friendly, courteous!

Mildew under bath mats in men and women's bathrooms. Gravel over dirt at site. Very messy

The restrooms needed to be cleaned more frequently. They didn't get cleaned daily. Hand towels and toilet paper ran low. Trash cans were full in the restrooms. There is a sign to report problems but no info of how to contact maintenance after hours

The women's restroom needs to be cleaned more regularly.

Restroom cleaning hours should be set and posted. That way guests can work their schedule around it. Three days I had someone open the door to yell maintenance. Other than that, we love Holiday RV.

2024:

Very clean and well kept park and staff is very friendly and helpful.

After having a nightmare stay at Morro Strand RV park and having to leave early **Holiday was a complete dream! It was clean**, nice, fun and the people were so friendly. We really appreciated the breath of fresh air that was holiday rv park!

Facilities were very nice, new and clean. Staff was extremely polite and **pool looked nice.** We just felt too close to our neighbors, so there was absolutely no privacy, and we were bummed there were no fires allowed :(

Restrooms and showers are super. The Spots are very small

Loved the park, **very clean** and super friendly staff. If I had one complaint I'd the site are all DG rather than grass or synthetic turf. I wish the Decomposed Granite was just where the trailer parked. When you walk across it it sticks in the soles of your tennis shoes and scratches the floors in your RV. I had to vacuum it out several time a day from the RV. **The restrooms and showers were some of the nicest I've ever seen in a camp ground, probably even most homes!!**

During the busy summer months, it may help if an additional housekeeper was hired to help service the laundry and bathrooms. The current staff does do a great job, but the short stay customers in many cases have no pride of ownership leading to dirty conditions.

I love the clubhouse! I use kitchen all the time. If only others who use it would clean properly!!!! The pool/hot tub is awesome Now...There are guests in the parks who don't maintain their space. The spaces were full of weeds and/or clutter. This makes the park look very unkempt. Sadly, Very trashy. And, We must do something about the road!

Need to raise up toilet paper dispensers in restrooms.

Restrooms did not have soap or paper towels for most of the week.

Total # of Reviews Featuring Positive or Negative Comments:

2015: 3 positive. 16 negative

2106: 8 positive. 27 negative

2017: 5 positive. 20 negative

***2018: 10 positive. 12 negative**

2019: 14 positive. 12 negative

2020: 8 positive. 16 negative

2021: 12 positive. 18 negative

2022: 14 positive. 20 negative

***2023: 10 positive. 9 negative**

2024: 7 positive. 4 negative

Grand Total:

91 Positive Vs. 154 Negative

Approx. 35% to 65%