



Board of Directors

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

Members Present – 15

Meeting called to order at 9am by Charlie Weeks.

Flag salute led by Mark Schieber (Locker 155).

President’s Address

- Please silence or turn off all cell phones.
- Members are welcome to participate during the *Member’s Comments* section of the agenda.
- To maintain decorum, member comments are limited to two (2) comments per person.
- As stated in the rules, all complaints to Park Management must be in writing and signed by the person making the complaint. Anonymous statements will not be taken into consideration.
- Discussion can become emotional, but all members deserve to be treated with dignity and kindness.
- The Board aims to answer member questions at every meeting. However, responses to specific comments or questions may be deferred for review and placed on next month’s agenda.
- The Board represents the interests of 875 shareholders. While consideration is made for individual concerns, decisions are based on what is best for all members.
- This is a volunteer Board. No one is paid for their time. Directors are reimbursed for out-of-pocket expenses and receive two (2) free days use for their RV when attending a meeting.
- Holiday RV Park’s meetings and procedures are governed by its bylaws, CC&Rs and rules.

Committee Reports

Financial Report – Talley Snow

Park Accounts	Balance (7/31/24)	Monthly Comparison	July 2024	July 2023	Difference	% Change
Mechanics Bank–Operating	\$148,843.88	Income	\$161,579.11	\$185,394.76	-\$23,815.65	-13%
Mech. – Laundry	\$29,303.10	Expense	\$83,902.73	\$77,595.75	\$6,306.98	8%
Mech. – Dues	\$136,722.78	Net Income	\$73,841.53	\$104,964.95	-\$31,123.42	-30%
Mech. – Emergency Reserves	\$151,960.14					
Mech. – CIM Reserves	\$53,508.78					

In executive session, we will be discussing the movement of money from the operating account into the various accounts as we do when they get as high as they are and we will report those at the next meeting.

Collections – Lorena Lemus

We are doing really well with the collections so far. The office is still in the process of collecting remaining balances from the July dues and will be calling any owner that is not currently up to date to remind them of the late fee that will be assessed on September 1st for any outstanding balances. We have about 75 – 100 owners who are past due but have been calling in or responding to the calls they are receiving from the office. As far as things are going with the foreclosures, we are still working on the process as it is lengthy but as more details become available we will be letting everyone know here. We have an anticipated date around the November board meeting to auction of the remaining accounts that are being foreclosed on but we are in the process of still finishing the procedure and will make sure to put that information out for everyone once we have a secured date. We will let everyone know in enough advance to make plans to be over here to attend the auction.

Management – Darin Batty

We have a new employee that Aaron will be discussing in his manager's report and everything seems to be going well with him. Everything else also seems to be going well with the staff in general and we are anticipating a couple of changes in the coming weeks to help our employees execute their jobs. For example, we are going to return back to the way we used to do the bathrooms meaning they will be locked and unable to be occupied while they are cleaning them. We were letting people use them while they were in the process of cleaning but it wasn't working out. So, between 1pm – 3pm. the bathroom facilities will be closed and guests will need to use the other bathrooms on site or the ones in their RV. Also going forward, the laundry room will be closed for half a day twice a month for a deep cleaning of the machines and general facility. We are still discussing if there will be a specific date when it will be closed or if it will be based on business needs and staff availability but we will make sure everyone is aware of it when it happens.

Park Use – Charles Nunes

In July of 2024, the park's occupancy was at 89.59% with the revenue coming in at \$166,749.56 compared to July of 2023 where the park's occupancy was at 89.34% with the revenue coming in at \$186,102.96. That is only about a quarter of a percent lower than 2024 with our park's occupancy but an increase of \$19,353.40 revenue in 2023 than this year in 2024. It shows that our July revenue was down this year with the reason being we had more members using the park this year than we had last year and less parking this year with more members using the spaces for actual RVs than their cars. We are still running at a good percentage with our park use at almost 90% every day but we are projecting we will start to get a little slower now that school is back in session and summer is ending. It sounds like we will continue to be busy during the weekends but slow down during the week. We are still happy with the occupancy even if we are not seeing the revenue numbers as high. The office staff is definitely doing their job and keeping this place packed as much as they can!

Correspondence / Public Relations – Mark Schieber

We received a lot of responses this month on our customer surveys and we love to see that because we love to hear everyone's feedback. This month seems to definitely be a mixed bag of responses with some of them still gearing towards the spaces needing to be larger and wider. For the most part, occupancy will always be up with RVs because everyone is always wanting to take their RVs out with the economy being the way it is because it is a cheaper and easier way to go. We received a lot of responses and compliments in regard to the staff and the excellent job they have been doing as always. I personally think these guys could use an extra body to take care of the things they aren't able to get around to because there is a higher demand with the quality of our park. But they work hard and get the majority of the things done with how busy we are and how many people are in and out of this park during the busy months of summer. There wasn't any comments about the dog run and with the comments on the spaces being wider, we can't have more or less than 195 spaces so we can't expand the property to add spaces and we can't take any spaces out in order to make spaces bigger so unfortunately it is a problem with no solution.

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

Park Maintenance – Don Smith

I spoke with Aaron in regard to everything that has been going on and it looks like we are going to make some changes to the schedules for the guys as Darin stated earlier. He and Aaron did meet with the guys this last week and did a tune up on everything they are expected to do out in the park and we are implementing a checklist they will need to complete during their day and turn into Aaron at the end of their shifts. We will also probably give that list a tune up as well and work on some other preventative checks to keep the guys on a more preventative side of things so things have a less chance of breaking. The surge protector in the park should be installed in the next couple of weeks and I have Aaron working with the guys to get a couple of bollards installed near the trash area to protect the new equipment that will be stored and installed there. We are still waiting on two paving bids that we should have hopefully within the next week or maybe two at the most. Mike should also be back September 2nd so I know the guys are looking forward to having him back and getting the extra help.

Comment from Darin Batty – I am assuming the power will be out for a little bit while they are installing the surge protector?

Reply from Don Smith – I will need to talk to them and find out. I would assume it will probably need to go down for a very short time while they are swapping it over.

Comment from Mark Schieber – Just a reminder that even though we are having this surge protector installed in the park, it will protect the park's equipment as a priority and so if you have an RV that you care about it is always a good idea to run an individual surge protector.

Comment from Darin Batty – We also should try to reach out to Golden State for a paving bid since they are local.

Comment from Charles Nunes – We will probably want to reach out to Ramsey as well since they are also local so we can get a couple of bids going especially if we are having a hard time getting bids from the ones we have already reached out to.

Rules and Regulations – John Watkins

I have spoken with Darin and Aaron on a couple of things that have been going on the park that we will address individually with the persons it pertains to but overall looking at the park and looking at the fact this is the busiest summer we have ever had and our staff was short one or two people all summer, our staff has done an excellent job. We can always get better and I believe Aaron and Darin are working on ways to improve the job the staff is doing so we can continue to get better and better every year. Parking is still an issue in the park and there is almost so much we can do about that without making this place an undesirable and not fun place to come, which is not the intention of this park. There are rules and regulations and when we look over them again next year there will probably be a couple of additions and corrections to the rules and regulations. But it is also our personal responsibility as members to be good neighbors with each other and make sure our sites are clean. It is the responsibility of the staff to keep the facilities clean but it is our responsibility to keep our sites clean and have this place looking presentable. I am pleased with the way Aaron has handled a couple of situations and I believe he has been doing a good job of upholding the rules and regulations as well as I would say our members are also doing their best as well.

Manager's Report – Aaron Cartwright

I want to start out by thanking the Beach Social Club for the event they held this past month where they sold out of the sandwiches they had which were tri-tip and only had to turn away a few of the customers which I feel is a problem we want to have where we aren't having too much but having just enough or shy of enough. One of the things the Social Club did with the proceeds they made was to purchase an outdoor projector to watch movies and things outside in the Magnolia Center or in the Clubhouse if the weather is not permitting. They purchased the nice new projector with a warranty and a case for it and this thing is higher tech where it can project YouTube, Netflix and also plug in a Blu-Ray player to play some

of the many DVDs we have in the Clubhouse. The only thing we would need to do is put up a blank canvas or a simple white sheet and put it back however many feet and it focuses on its own and adjusts itself as well. It is something as a family that everyone can enjoy together especially because we don't have anything like a playground for kids to play at. You can always get snacks and candy and everyone can bring their chairs and enjoy a movie night together especially in the Magnolia Center where you can turn on the firepit as well.

Comment from Darin Batty – Did you get a screen for it or do we still need one? I have one at my house that has not even been opened yet and I don't need it. I can bring it in a couple of weeks. It is 120" so it is big enough for what we need.

Reply from Aaron Cartwright – If you would like to donate it that would be great. They can definitely be pretty pricey which is why I was saying to use a white sheet. Right now, we do have Magnolia but if we aren't able to use it then we don't have the space to be able to project on a different wall. It does have a very nice speaker on it so it can be loud enough for everyone in the proximity to be able to hear it but it also has Bluetooth capability so you can hook up whatever speakers you want to it as well.

I also want to thank one of our owners Anita Fornaro who is in the park right now for a couple more days because we had talked last month about a member who has a green thumb attending to the roses and she did exactly that. She is a wonderful gardener so she did all the roses and also gave me some suggestions on some things the guys can be doing since Mike was the one who had the roses figured out and was working on the landscaping.

As was mentioned before, we have a new employee in the office whose name is Jessica Sills and she comes to us from working at a bunch of different Hilton's and Hyatt properties over the last several years. She reminds me of myself in some ways where I was looking to get out of the hotel industry and look for something better so she is super happy to be here and she likes that it is going to be this core group of a couple 100 people that she gets to see and interact with all the time. It is just parlaying the skills she already has and focusing on RV sites instead of rooms and the ownership concept is different as well so learning that aspect as well. As Don mentioned as well, our Mike will be returning back September 2nd and he is really looking forward to being back as we are also looking forward to seeing him as he is very bored at home.

I want to acknowledge the staff and the hard work they do because I don't feel I take enough opportunity to acknowledge how tremendous our staff is. I don't feel we would be as successful as we are without the hard work they put into the park day in and day out. And based on the comments we received from guests and owners that have stayed in the park, they are also noticing as well. (*He highlighted comments from members and guests regarding staff*). I also would like to go over the comment cards people took the time to fill out as well.

Comment from Frank Polehonki – Is there any concern about the comment Teena had in regard to multiple shares being purchased by people? Have you seen an uptick in people buying a lot of shares and is there any credibility to her concern there? Are there a lot of people purchasing a lot of shares for one household?

Reply from Aaron Cartwright – Yes, there are people purchasing their max amount of 5 shares or certain households purchasing their max amount of 5 and 4 or 5 and 3.

Reply from Frank Polehonki – And is that something we should be concerned about at this point?

Reply from Talley Snow – It's legal so there is nothing we can be concerned about because we can't stop anyone from doing it since it is legal and within the bounds of our CC&Rs.

Reply from Aaron Cartwright – I will put it this way, they are operating within the restrictions of our CC&Rs.

Reply from Talley Snow – I also know Aaron and Jennifer are really good about making sure that if it is spouses, they make sure they are not both on the same share more than 5 times.

Comment from Mark Schieber – I also received a document when I first started coming here that was amended in 1989 that said it will not be the obligation of this association to chase that around. We are only obligated to make sure there are only 5 votes per person total.

Comment from Dom Smith – Easiest way to address that is to increase the dues rates because then it will cover and sustain the park without snowbirds and monthlies in a long-term instance. Then we are not relying on the snowbirds and monthlies to sustain the park.

Reply from Mark Schieber – Don makes a good point because there was a discussion about increasing the amount of monthlies because we didn't have enough snowbirds and as far as I am concerned we are in violation of city ordinance codes, state codes and our CC&Rs. I have suggested we bring the departments in that could help us figure out if what we are doing is legal or not in order to protect the membership and the association and everyone was against it. My suggestion would be the people who live here should enjoy it because I think if you start wanting to point fingers at everyone else, the other alternative is not going to be a very good alternative.

Comment from Brenda Critzer (Locker 166) – I think the people who are share buying is an attribute to our operations at the park and they see an investment opportunity. I also know many people who own multiple shares and don't use any of their time.

Comment from Mark Schieber – And no one stays here for free. I don't know why this always comes up. We live in a situation where a person can buy one share and live here and gain residential rights to this place which is a complete violation. But to come here with one share and live here and then complain about everything this park offers, what value does that do for the park? And for everyone who doesn't know it, my daughter paid the daily rate when she stayed here last year for the year even though she is a member of record because all the time was used up.

Reportable Actions – Frank Polehonki

None.

Old Business

1. Shade Sail Bids – Don Smith

We currently have two bids with one being for the equipment only and one being for the equipment and installation of the equipment. By the time you add the installation, they are not very far off from each other with them being priced anywhere from \$55,000 to \$75,000 depending on which option you choose. We also had two options as to what kind of shade sail we install which would either be one that covers the entire Magnolia Center and the laundry room or one that just covers the Magnolia Center.

New Business

1. Refocusing on Maintenance Basics – Cleaning, Painting, Maintaining Park/Amenities – Frank Polehonki

Well, we have already touched on it a little bit here with Darin speaking on it and Aaron speaking on it. It has become evident for a number of different reasons that we have kind of gotten away from the basics and the monitoring and checking and cleaning all the different buildings and facilities that we have here in the park. I am hoping that as a board and as a group here we can focus less on purchasing new things and pay more attention to seeing what we can do to improve the regular and continue maintaining what we have. We spent a lot of money on the Clubhouse and the restrooms and we have purchased quite a lot of things over the last couple of months and we have some personnel issues and the park has obviously been its busy season with a lot of positive comments but we have also gotten a lot of negative comments too about the cleanliness of things and things being out of stock. So, I am hoping as a group we can focus on just the basic things that we need to do here on a regular routine and see if we can make a few changes to the consistency

of taking care of what we have and also putting some things in place so we don't fall back into this situation again. Because what we have here is great assets here and we have already spoken about making changes to how and when we clean the facilities and so I think and I am hoping that in executive session we can get a little more in depth to making a few more changes into taking better care of what we have and lean back from making some more purchases. I have been getting input from a lot of different people and I have had a lot of conversations with different board members who share the same concern. Just as an example my wife and I have had three pretty large parties here the last three years and the first two years, I didn't have not one person make any comments about the cleanliness but this last party I had a few people telling me different things and I felt myself making excuses for the reason things were happening because I know things happen and things can't be in perfectly excellent shape all the time but it got to a point where I got to a point where it went from excuses to being frustrated and then actually being a bit embarrassed because I had people come in from out of state. And I really felt like we have let that get away from us as far as just taking care of what we have and I really hope we can definitely focus back. I have already seen and heard comments from different board members that we are already seeing a change on that and I would like to continue that and if anyone has any suggestions we are definitely open to that. I appreciate everyone's input and I feel it is an important thing for us to take care of everything that we have and keep it attractive and continue this trend that we have with people wanting to spend more time here and purchase more shares here.

Comment from Charlie Weeks – I would like to address that a little bit overall. Our business is a cycle; we have down times and slower times where we can get caught up on things and we can improve things. So, in the last year because we hadn't done a lot of improvements and purchases of upgrades in the park so during our slower times, we purchased upgrades to get ready for our busy times and it looks like we made the right decision with those based off what we are hearing. During the busiest time of anywhere that is when we are going to hear the comments about cleaning more and that stuff happens and as it slows down a little bit we can focus on those things more and do deep cleanings because we don't have as many people in the park. You mentioned another great point about a big party during summer and everyone enjoyed it and had a great time. But, when we do that, it taxes the facilities and we know that is going to happen, which is okay and people are going to notice when it isn't perfect. But, it isn't a reflection of the park staff saying they didn't do a good job and didn't work hard to try to keep the facilities looking nice. They did a great job with this facility cleaning it and keeping up with it all summer and did that with 1.5 people short with Mike being out and a new person just starting in maintenance and then we were down a person in the office, they still ran hard, and our people deserve to hear that from us. Our people are our gem also and we always talk about the pool, the clubhouse and our bathrooms are our shining star but I will tell you something else right through all of this was our people. Those people stood tall, they didn't fail one time, and I am proud of them that they made it through summer and still continued to work hard. Now, we will be getting into the slower season and all of those other things are going to get caught up again.

Comment from John Watkins – I am going to piggyback on that. Every summer we go through this where we get people coming in, owners using their shares and kids coming through having fun and thank god because that's what we want but what also comes with that is problems. Basically, I hate to say this out loud but people are pigs sometimes. You go to the restrooms after they are cleaned an hour later, they are disgusting, and it is embarrassing. Why would I want my staff to go back in there an hour later to clean the restrooms. You can't keep expecting them to go in there every hour on the hour when they have customers to take care of and trailers to park while also cleaning the other facilities. Every summer and every holiday we are going to go through this and it doesn't mean there is anything wrong with our staff but instead an issue with us as owners because we don't treat the facilities with discretion. The employees are not our personal servants and are employed by the park not the members.

Reply from Liz Cuccia – I will say the janitorial costs have gone up since we have gotten the new bathrooms and a lot of it is on the people who stay here. A lot of you who are staying here are using these facilities as your permanent restrooms instead of using the restroom in your RV which now adds more to the staff who are cleaning because it's not supposed to be your personal restroom and now they have increased usage. So, I have seen janitorial costs have increased and I know they are very nice and I would probably want to use them over the rig but when we are overtaxing the staff too it does have influence especially when we can see it from a financial standpoint too.

Comment from Darin Batty – Some people, not everyone, are absolutely nasty. The staff can go in and clean it at 3pm and when you go in at 5pm it's a mess because people just don't care. So, we are saying that we have to continually babysit something because people can't respect the facilities? These guys out here working help us with our TVs, help us with our personal items, and they do a lot for us so we need to remember they do stuff for people and they don't respect anything in return other than their paycheck. They are good, hardworking people so let's not forget that.

Reply from Mark Schieber – Which even the staff doing those kinds of things is under scrutiny with this board right now. You know 5 minutes here and 5 minutes there will start to add up and there are individuals who want to say they aren't getting the job done but will then utilize our staff for their personal tasks which is causing this board to reevaluate what we are going to allow this staff to do so we will see how the future goes.

Comment from Aaron Cartwright – So, as I have been thinking about this over the last couple of weeks, I composed a report from our survey system that collected data over the past 10 years and people actually took the time to comment instead of just answering the questions on the survey. I went through the last 9 years and used the words “bathroom”, “restroom”, “shower”, “clean” and “dirty” and got hundreds and hundreds of comments that I compiled for you so you could see the good and the bad. The good comments are highlighted in green and the bad comments are all in red and on the last page I did a percentage of which outweighed the other. In 2016, the bad comments outweighed the good but back then we had facilities that were very antiquated and it was a daily struggle to clean the facilities. If you look at the last couple of years, you can see we are trending and skewing towards an even balance of positive and negative comments. So, I just don't want us to get too nostalgic and keep in mind we had about the same staff back in those days. They know how to take care of the facilities and they are happy to do it and it just needs some more time and attention. These are public facilities and I know Mark was joking about the attendant but these facilities are not part of a private membership club. This is a fairly simple buy in and keep in mind the odds are stacked against the staff and I wish we had the facilities and staffing that they have at Pismo Coast Village but at the same time I don't know if I want that park here because it is a little more relaxed and a tighter knit group. Also, something to keep in mind is they have several other bathroom facilities so they can afford to keep their restrooms closed for long periods of time whereas we are at a disadvantage with closing our facilities. The worst of the years are behind us and the best of our years are coming up and the trends seem to be going up where recently we are hearing more and more positive comments about the facilities and less negative comments about the facilities than years ago.

2. Monthlies & Snowbirds – Supply & Demand – Aaron Cartwright

I talked about this before with the board in an executive session and I do have a concern as a business because of the difference in how many snowbirds we have each year versus previous years. We have approved 54 snowbirds this year and in our rules and regulations, our max has been 60 snowbirds. In previous years, snowbirds were in high demand and most of the time we had to turn people away. I am starting to see that less and less as the years have passed and that rent is pretty crucial during the winter season where we are not worrying about have to borrow money from the other accounts which is the reason we have the snowbirds and monthlies to take care of the bottom end. That being said, the number is set to 40 monthly spaces and 60 snowbird spaces for a combined total of 100 long-term spaces. My thought process is if I am consistently seeing that we can't get to the 60 snowbirds and the other number stay static at 40, maybe we could reallocate those numbers to maybe make it where we have that guaranteed income every year because I also have 200 people waiting to get a monthly spot and maybe they would like an opportunity sooner rather than later. It is just a thought and a little bit of a concern because if we keep our rules the same it doesn't seem like we are following the trend here and there is a concern of us getting less and less snowbirds every year.

Reply from Charlie Weeks – Definitely something to think about and see what we can do.

3. Clubhouse – Oven Self Cleaning Feature – Don Smith

It was stated that we shouldn't use the self-cleaning feature on the oven and basically there is a lot of information on the internet stating one way or another. The last thing that I looked at was from a consumer reports website that had tested thousands and thousands of ovens that there was a 1% chance that you would have a problem by using that self-cleaning

feature. There is a chance that continuously using that self-cleaning feature that it could damage things in the oven. But I think when you have a 1-2% chance of something going wrong but a 98% chance it won't, then we should occasionally be using that feature.

Comment from Charlie Weeks – I believe when we had this discussion, it was when we first open this facility and people were being pigs and they were making a mess in the over and thinking they could just hit the self-cleaning button and then just walk out of here and someone else will come behind them and clean it up. So, we talked about it in meetings and that is not the way we want to do it. We know that is not the correct way to clean it up and so it was stated not to use it consistently every time and instead using it occasionally and then actually cleaning it was the better option.

Reply from Don Smith – What is the approach that was put into place? People being pigs and cleaning up the oven is not the resolution. The resolution then needs to be to put another task on the maintenance staff to check that at the end of the day. So, we need to have someone from staff in charge of cleaning it or get a hold of those people who did use it and have them come back and clean it.

Reply from Liz Cuccia – Well even if you use the self-cleaning function, someone has to come in and clean up after the cycle is done so using the self-cleaning function isn't going to eliminate the staff from coming in and having to clean. So, either way it's going to have to be cleaned. The concept is it gets really hot so that it is easier to wipe up afterwards so if you wait 8 – 10 hours to clean after you have run the self-clean function than you are back at square one. You might as well just clean it without it because all it does is make it easier to clean it.

Reply from Frank Polehonki – If that is our policy, then maybe we should just put a sign up that says not to use the self-cleaning feature and then use an alternative method for cleaning it up so that everyone knows what the procedure is.

Reply from Darin Batty – A solution is maybe putting a drip pan on the bottom of the over so it catches a lot of the grease and food that tends to fall which will eliminate some of the mess and you can just throw it away when it starts to get too bad. I think we can get with Aaron and see if we try putting the drip pans and then also keep an eye on it to see if we can make sure it stays clean so we don't have the buildup we were seeing.

4. Review & Assign Year End Tasks – Charlie Weeks

Charlie Weeks announced it would be discussed in Executive session.

5. Review Board Candidate Resume Process – Charlie Weeks

Charlie Weeks announced it would be discussed in Executive session.

Member's Comments

Janice Couto (Locker 591) – We have three shares in the park and we did it on purpose to come during summer and get out of the heat. Basically, the comments I am hearing have to do with the sites being dirty, the facilities being dirty and the oven being dirty and that generally happens during the summer when we are extremely busy. I was told by John Watkins that we weren't supposed to bother staff but I thought that's what they were there for was to help us if we are having a problem and we could go to them without worrying about whether I am taking them away from cleaning a bathroom. When we left for a couple of days, we came back and someone's sewer had leaked into our site and it was cleaned but what was left on my rug was dried toilet paper. So, instead of bothering Jennifer and Aaron, I went directly to maintenance.

Reply from Charlie Weeks – The best way to get a situation handled like that is to contact the office by phone call or in person because it is not a bother to them and they will make sure someone cleans it up.

Comment from Janice Couto (Locker 591) – Okay and with the complaints about cleanliness because that is going to happen when you have a lot of people because not everyone is going to clean up so my thought is why don't you hire a high school or college kid who can help the permanent staff so that they can keep the bathroom, kitchen and grounds clean? I mean I am hearing a lot of complaints but few solutions. Many times, I have used this facility and I have reserved it because there is a lot of my family here and so we eat in here to give us more room but we always make it a point to clean it up but I understand that some people do not and we have experienced having to come in when it is not clean and clean it up before using it. We are not going to get away from that unless we can find someone to fill in when the office staff is busy.

Reply from Mark Schieber – One thing I would like to say in response and this is not to defend John but I would consider the situation you were experiencing a situation that our staff would be involved in. Anything that has to do with your site maintenance like a hose leaking or not hooking up properly or faucets not working is absolutely a reason they should be there helping you. What we are talking about is personal issues within your RV and some of our staff might be tasked to do things that aren't staff business and so we have been telling people to not bother staff with that sort of thing which may have been a miscommunication in the situation you are talking about.

Reply from Charles Nunes – The responsibility also falls on the members and guests staying in the park to have a little consideration for the facilities.

Alan Couto (Locker 611) – I mean we are talking about the restroom issues and when you get up in the morning and you go to use the restroom facilities in the park and you grab the toilet paper and nothing is there. Now, there is nothing more frustrating than that and then you have to use your phone to call back to your trailer and ask someone to bring you some toilet paper. That should not ever have to happen to anyone in this park because the rolls you use in those things are very large. So, maybe if there was a list that the night people do to indicate what they did the night before in the restrooms or whatever needed to be done. They need to set another roll up in there because it happened many times while I was here.

Reply from Frank Polehonki – All of your suggestions are great and we really appreciate them. And as we have all said, we have a great staff but the reality of the situation is people do not clean up after themselves and we need to massage things here to help during the busy seasons. When you think about it, we have all of these people here and some of the best ways to promote a park is to have things as clean as we can as often as we can. And that facility is one of our selling points and brings people back during the off-peak season. And I think that's when we should really be focusing and hitting things as much as we can to the extent to our personnel capabilities.

Rose Marie Dias (Locker 355) – I was in a site when I first went in because I asked for it and I have always been there because I always really liked it. I had a leak in my motorhome and I was trying to have someone come and fix it. They came and tried and I couldn't open my cabinet and instead had to hold it because the people next to me has a shade there and it is tight so I couldn't move it at all to access my cabinets. And the gal on the other side of me has a similar thing with her motorcycles and her flowerpots there. And the other complaint I have is we are supposed to clean our own sites but it is really dirty under her place and you wouldn't believe it. I called the office and told them I would like to move and they were able to help us with that.

Comment from Charlie Weeks – I am going to address your concern to John Watkins who is rules and regulations and Aaron to take a look at it and see what we can do about it.

Reply from John Watkins – It is something we are aware of and we are already going to address it. It is something that Aaron and I spoke about recently and he will be having a conversation with the guest.

Gayland Monken (Locker 281) – I want to talk about the Amazon situation and no longer getting Amazon packages here at the park. What do we do now because I come up here two weeks at a time and I occasionally order things on Amazon that I can't get around here at the stores or things that I can't find and there is no way of doing that anymore? There is one place and that particular place is full on Halcyon so I can't get things over there.

Reply from Talley Snow – There is a place called Mail Plus that is a third-party postal service that will allow you to have your packages delivered and they will charge you \$5 each time you pick up. So, if you have all your packages delivered at once then you only pay \$5. It is located down on Price Street.

Elvenia Dela Cruz (Locker 248) – I was wondering if there were any decisions made on the consequences for any of the dog owners who are letting their dogs go into other sites and relieving themselves? I know there were multiple discussions but I wasn't sure if anything was decided.

Reply from Charlie Weeks – There have been multiple discussions about this topic and we are aware there is an issue. We have produced multiple ideas and had suggestions from many different people but have not yet implemented a procedure in how we are going to deal with the situation. Before we discuss the options with the membership, we would like to discuss it a little further and produce a clear concise solution at which time we will let the membership know and also let any guests who are staying in the park know as well.

Comment from Elvenia Dela Cruz (Locker 248) – I have been noticing it more frequently and I myself do not have a dog but I have found dog droppings in my site and underneath my slide so it is a concern that I have that something needs to be done about it.

Brenda Critzer (Locker 166) – I just wanted to say thank you to the board for all your research and your openness to listen because it is well appreciated.

Board Member's Comments

Don Smith – This is probably an ongoing thing but the electric bikes that are screaming through the park is still a problem. There is also someone here who is here regularly up in the front that have a golf cart that doesn't have any lights and so they probably shouldn't be driving around in the golf cart at all during the night because you can't see when he is coming. The other thing is I don't know how all the guys are handling all the vehicles that are hanging out like two feet but there are a lot of RVs coming and going right now and there is no accountability for the people who have big trucks and want to have more picnic area.

Reply from Talley Snow – It is not only trucks but also golf carts that are being parked out in the street and over the lines.

Reply from Charlie Weeks – This has been noted and we will have Aaron keep an eye on it.

Comment from Mark Schieber – If you choose to get a big RV than you have to deal with the consequences of the parking issue and either park outside of the park or if we have additional parking buy it but the park has not changed so you know what to expect when you come and stay in the park.

Meeting adjourned at 10:45am.

Respectfully Submitted,

Frank Polehonki
Board of Directors – Secretary

Cc

Jennifer Del Monte
Senior Reservation Agent

Guest Survey Comments from July 2024

- I'm not used to paying \$110 a night for my 26-foot truck & camper with dog. I'm not used to being jammed in so very close to other RVs. That said I'm not a good reviewed because this kind of RVing is not my thing. The employees were all excellent & attentive.
- You all did the best you could during such a busy time.
- We were very happy without stay at your park.
- It was a tight fit and for us parking a truck alongside the rig meant we had a very difficult time using our picnic table.
- 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. I was very disappointed in parking arrangements. I had two vehicles. I was told that if the two vehicles didn't fit.
- It's just too crowded and close together.
- Restrooms did not have soap or paper towels for most of the week.
- 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 :)
- Loved our stay!
- 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 into our site after a long travel day.
- Very nice Park very good customer service manager is fantastic.
- The women's bathroom was out of paper towels when I was there. But otherwise, I had the most awesome experience!
- Restrooms and showers are super. The Spots are very small.
- 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.
- We love our time at Holiday RV Park. Looking forward to where we can be there monthly.
- Magnolia Center needs updated, how about a Gazebo and some nice comfortable furniture!!!
- 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 allow others to park halfway in the street or park on the road blocking traffic. It seemed parking wasn't an issue if staff knew them or if they were friends of people who were members.
- The forklift guys were amazing! The spots are super tight but their help made it possible.
- On-site staff guys are awesome and very helpful.
- Wi-Fi never works!! You should fire Spectrum. Even though I am on vacation, I still work. Every time we come there, always have Wi-Fi issues or nonexistent Wi-Fi.
- 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.
- The office staff was great and I am extremely thankful for the two gentlemen who parked my trailer!
- Just wished your spaces were wider.
- Maintenance very friendly and helpful! Spaces are tight. Location is very good!
- Maintenance guys are the best. They are always ready to help at any time. Office staff also does a wonderful job.
- Way too compact, no room for comfortable outdoor living. Everyone is in each other's space.
- Office staff are always sweet and helpful. Thank you!
- Thank you for such a beautiful park to be in!!! Everyone is so pleasant and friendly!!
- Aaron 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.
- Great visit! Thank you and see you next year.

- We love your park and we will be back again...we wish there were sites that were wider and had more space between the RVs; we would be willing to pay extra for this.
- Wi-fi wasn't working..
- Loved the park, very clean and super friendly staff. If I had one complaint it'd be the sites 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 times a day from the RV. The restrooms and showers were some of the nicest I've ever seen in a campground, probably even most homes!!
- Too crowded.
- Escalate customer service.
- Quiet, nice bathrooms and showers. Thank you for your service.
- Clean the facilities more often, which would benefit us, bringing more customers and guests. (Aaron acknowledged there would be a discussion later about the plan to address this comment.)
- Feel like the grounds and flowerbeds need more attention so assigning one person to those tasks may benefit us.
- Happy hour for non-member and member pricing to raise money for various things around the park. Children could have virgin drinks while the adults have adult beverages. (Aaron commented we are unable to serve drinks as a park but fun idea.)
- It would be nice to have designated smoking areas because it is really hard to have someone smoking right near my sleeping area. (Aaron sympathized with this comment and asked that if anyone is having any issues to please reach out to the office and we will address that guest directly.)
- The laundry machines have an odor that stays on my clothes. Manufacturers suggest that front loading machines should be cleaned regularly and clients are having to pay more to wash their clothing again. (Teena Griffith) (Aaron acknowledges this may have been a problem that day but he will keep an eye on it.)
- I think a pool cover and a jacuzzi cover would help retain the heat and save on electricity. (Talley commented we had already discussed the liability and safety issues with having a cover so it was determined it was not worth the staff safety and liability to have the covers.)
- The large lights by the laundry room stay on day and night instead of them turning off and that would save the park money as well. (Aaron addressed this stating we would be taking care of this with an electrician but we were just waiting for one to come out.)
- Buying nine shares and staying in the park seems like it would bankrupt the park if this type of trend continues. Teena Griffith.

All Motions

Frank Polehonki made a motion to approve the minutes of the July meeting, 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 abstained due to being absent at the previous meeting.

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

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

Talley Snow made a motion to adjourn to executive session, seconded by Charles Nunes.

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