



Board of Directors

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

Members Present – 24

Meeting called to order at 9am by Charlie Weeks.

Flag salute led by Charles Nunes (Locker 438).

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 (8/31/24)	Monthly Comparison	August 2024	August 2023	Difference	% Change
Mechanics Bank–Operating	\$200,491.53	Income	\$161,781.87	\$125,790.43	\$35,991.44	29%
Mech. – Laundry	\$33,512.56	Expense	\$92,321.10	\$90,869.01	\$1452.09	2%
Mech. – Dues	\$142,320.28	Net Income	\$65,238.04	\$27,766.15	\$37,471.89	135%
Mech. – Emergency Reserves	\$151,972.63					
Mech. – CIM Reserves	\$53,726.47					

In August of 2024, we were up roughly \$36,000 from 2023 in income. One thing Liz and I presented at the last meeting was the fact the FDIC will only insure accounts up to \$200,000 so we are going to be switching some funds around to separate accounts to make it work.

Collections – Lorena Lemus (Absent) – Aaron Cartwright

We are currently down to about 25 shareholders who currently owe for July dues and some of them are shareholders who own multiple shares in particular so if they paid their dues shortly that would cut the list down dramatically. We will be having a public auction in November for two lockers that are in foreclosure and have not yet responded. We started with four total and two responded and we will be collecting other dues shortly but because they paid their dues I can't foreclose on them at this time. By next meeting, we will have an official date for the auction but it will more than likely be the date of the November meeting because that seems to be a good working tradition over the last five years so that's what we will probably keep doing. We will be posting flyers around the park in order to let people know about it and we will also be placing ads in the newspapers as everyone is welcome to attend.

Management – Darin Batty

The entire staff has been tasked with trying to catch up on all the items that were not able to be completed because of summer so they have been working hard on those and we have been making a lot of headway on those. There are some other items that will need to be addressed as well like the rodent issue we had in the laundry room but other than that everything seems to be running really well. A rodent got into the power box that hooked up to the machines and chewed through the wire so we will need to pull the wiring to fix it which we should be doing in the next couple of weeks and should have an update by next meeting. It did not chew through the wiring for all of the machines so we currently just have one washer and one dryer down. We have also installed preventative rat traps and rodent blockers to try and keep ahead of anymore rodents getting into the laundromat. Also, Mike is back and he is really happy to be back! I spoke with him and he said he was going a little stir-crazy sitting at home not doing much but was happy to have the time to heal and he is going to continue taking it slow as he gets back into things. Also, Jessica is the new employee in the office and she is doing really well and catching on fast which has allowed for Jennifer and Aaron to step back and do what they need to do outside of the normal office tasks.

Comment from John Watkins – I just wanted to say a lot of my friends from Bakersfield have come over to stay in the park recently and they have said Jessica has been really pleasant and I feel she has been a really great hire. And it is nice to have some of the load taken off of Jennifer and Aaron so they can get the things done with which they are tasked.

Park Use – Charles Nunes

In August of 2024, we were at 79.46% with our occupancy which is pretty in line with our August 2023 occupancy which was 79.54%. They are virtually the same, which is great news. Now in August of 2024, our revenue was \$200,881.41 whereas in August of 2023 it was \$190,169.15 which means we were up \$10,712.26 which is really great because we were able to get most of our members in this summer as requested. The jump in revenue is mostly due to non-member use and parking because we were able to still book a lot of non-members during the week and we were able to sell parking during the times that we had the spaces available. The office staff is doing an awesome job of setting up reservations and taking in those off the street people who are not members when we have the occupancy and collecting that revenue to offset the costs.

Correspondence / Public Relations – Mark Schieber

Everything we get from the guest surveys seemed to be some of the same things, like everyone being real happy with our staff but people still wishing we could have bigger spaces in the park. We did receive a couple complaints about late night parties and a little bit of the restrooms needed a bit of a touch up with a paper towel here or there but nothing that is a deal killer. You can tell by the fact that people continue to be return guests; some people get what we are and some people maybe not so much. But I did talk to Charlie and some people at the park and everything seems to be going status quo as far as I can tell.

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

Park Maintenance – Don Smith

As we can all see, Mike is back, which is great and the park is looking really good now that the guys are able to start catching up with things since summer has ended and the park is not so busy. I have been working with Darin and Aaron to finalize a cleaning schedule and one of the things I would like to suggest that we make sure we do is put up a sign off sheet that has the initial day and three check boxes where they check the bathrooms and did a light clean or a thorough clean just so we have a sign off sheet of when someone has come through. I think it should be posted in the Clubhouse, the laundry room, all the bathrooms and upstairs so if there is an incident and something does happen in the bathrooms then you can look at the last time the guys checked it and look at the cameras to see who actually made the mess. I think it will just make it a lot nicer for everyone and help address some of the issues where people complain about the bathrooms because it will show a schedule of when the guys are checking the restrooms and see who made the mess and take care of it quickly. We are still collecting bids for asphalt companies and Darin has suggested reaching out to a local company called Golden State last meeting and he is going to meet with me in the next couple weeks to go over a bid. The surge protector we approved finally is in stock so they are going to do the install on October 3rd. They will install the hard equipment first and then the power will need to go down for approximately an hour to get everything connected and finalized.

Comment from Talley Snow – Aaron, can you please pull the vote since that was last year that we voted so we can see the exact amount we approved and see what the vote was?

Reply from Aaron Cartwright – Yes, I will pull the motion sheet for next meeting.

Comment from John Watkins – Are we within the \$25,000 we approved last year for this device or are we going to come in over? I just want to make sure we don't go over the budget.

Reply from Don Smith – Nothing has changed in pricing so we are still on track with the budget we approved.

Comment from Frank Polehonki – We also are past getting the sails bids. We have the design selected and the bids in so we will probably be presenting that next year when we are past getting the roads fixed.

Rules and Regulations – John Watkins

This is the time of year when we start looking at changes we can make on the rules and regulations or whether we would like to keep them as they are. I have been meeting with Aaron to see if we need to eliminate anything because I am a firm believer if we have a rule currently in the rules and regulations that is not being used or enforced then it needs to be eliminated. The rules are in place for a reason and not to make things hard for everyone but instead create a working relationship between the owners, general public and the park management. I know we have a couple of notices out to some sites that need to be cleaned up and organized so we will be following up on those over the next couple of weeks. I am also very pleased with how the staff has been trying to enforce the rules and maintain the sites. Aaron is doing a great job of managing it on his own and regulating because I know when I give him a call about the sites he is already on it and contacting the guest to get it cleaned up.

Manager's Report – Aaron Cartwright

In the last month naturally with Mike returning and Jessica being fully trained in the office, it has allowed me the time I needed to be able to be out in the park more and one of the things I have been working on is clearing out the maintenance shop with the maintenance staff. It looked horrible and it looked like a bomb went off in there with all of the old tools that were donated or left in there and previous management purchasing items that were not needed and it has looked like that for as long as I have been here. To their credit though, they have been working really hard to clean it up and clear a lot of the garbage out while following directive. They are throwing out expired chemicals and old rusty pipes as well as Luke has been taking old paint and putting them together for us to take them to dispose of them. Our goal is to make a safer and more organized environment for them where ideally we won't have to throw things on the floor because we now have brand new

shelving installed in there so everything has a place moving forward. Every month, I feel we will see more and more improvement but it will be a work in progress so we don't overwhelm the park's facilities with all of the trash we will be throwing away so we are slowly chipping away at it but I am impressed with the work done so far. I also wanted to start with an upbeat positive attitude and loop back to some of the comments that were mentioned by Mark earlier in the meeting and looking at the comments there are a lot of positive comments in regard to the staff specifically. (*Aaron went over the comments regarding staff and read them aloud*). And then I wanted to go through the comment cards we received from the various boxes around the park. (*Aaron read comment cards aloud and they are listed in comment section in red*).

Reportable Actions – Frank Polehonki

Last month, the only reportable action we had was when the board of directors approved the snowbird applications.

Old Business

1. Update Process, Procedures And Accountability Methods for Cleaning and Maintaining the Facilities and Assets – Aaron Cartwright, Darin Batty, Frank Polehonki & Don Smith

Don Smith – The only other thing I would say we need to follow up on a continuous basis is making sure the expensive bathroom machine we purchased is used on a regular basis for a thorough bathroom cleaning and making sure the pressure washers are used to clean the area by the water machine where the birds sit on the powerline and their droppings end up in that area. Otherwise, I hope we will have the checklist sheets completed in the coming weeks so we can all work together to get everything accomplished now that things have slowed down.

Reply from Darin Batty – The checklists have been implemented by Aaron since the last meeting and are in the back of mine and yours packet and Aaron will continue to add them to our packets every board meeting.

Reply from Frank Polehonki – I would like to give a big shout out to Aaron and the entire staff because I and many others have seen great changes and great progress on all of the things we have discussed. I know it is a work in progress but we are definitely on the right track and it definitely shows. I also want to thank Don and Darin for their efforts to help achieve this and I know it's a lot but I felt like more structure and consistency were needed.

2. Review Promotional Items and Advertising – Frank Polehonki & Aaron Cartwright

Aaron Cartwright – I am going to stick a pin in this because I would like to research a couple of other companies before I present them fully. But last month, I presented some items to the board which you may have seen me wear from time to time as a way to advertise the park which we traditionally do not do. I was thinking we could get some totes, cozies and hats maybe all with our logo on them. I was also thinking of a couple of shirts as well that we could display in the office and sell to the members and their guests at cost because we aren't trying to make money off of them and instead just get our name out there to drive more people to our park. I am not 100% thrilled with how the samples came out but I think if I could find a design that I like and present it to the board it would be a great way to advertise at no additional cost other than the cost of the product which would run anywhere from \$15 - \$17 depending on the item. We also were thinking of getting a sweater and a beach bag tote that can be taken to the beach instead of the canvas totes we currently have a sample of. I can envision an area in the office where we can display the items with price tags and for everyone to see.

Comment from Charlie Weeks – So, you are going to continue collecting information from multiple vendors and once you are satisfied and you think you have found the right thing, then you would like to present it back to the board and the membership?

Reply from Aaron Cartwright – That is my plan is to collect more information and find the correct imprint that would represent the park the best and then figure out pricing and present it back to the board.

Comment from Talley Snow – Another thought might be to find an embroiderer that can maybe do what you want as well.

Reply from Aaron Cartwright – Yes, I would like to collect more information to bring back. Also, the company I am working with is a core imprint so I probably will get it faster but that is definitely another direction into which I can look. The other thing I also was thinking is just a regular screen print t-shirt which are pretty inexpensive too.

Comment from Terri Polehonki (Locker 450) – As all of you probably already know I work at the Madonna Inn and I want to say that pretty much 90% of the guests that leave go to the gift shop and buy a koozie, a magnet, a keychain, a tote bag or a goblet and they will pay whatever. And maybe even a step forward to raffle a hat or something off at a meeting every month which would help get more people to come to the meetings while also advertising for the park. I know a lot of times I am unable to come to the meetings because that is one of my main days to work but the past few days I have been riding around the park to remind members to attend the board meeting and it seems as though people are unaware of when they are happening even though it is on the board and on the website. I also think people think because of past experiences at meetings that they are really bad and there was nothing but arguing happening all the time. Even though I am unable to make the meetings I am always promoting the meeting and reminding people it is not like how it used to be now and that they should attend the meetings. I read the meeting minutes and see that there are only about 20 people attending the meetings every month and I know there are a lot of people who live in this park and so it makes you wonder why they aren't attending the meetings every month. So, maybe we could entice with a hat or a koozie and do the raffle or something to get it in their head that the meetings are now peaceful and easy to go to.

Reply from Aaron Cartwright – That is a great suggestion and definitely something to look into when we get the merchandise finalized as well.

Reply from Frank Polehonki – I did just want to reiterate what Aaron is saying about the promotional items with the idea being that it would not be an added expense for us and instead just selling the items at cost to get the money back from us purchasing them and it would be a way to promote the park instead of generating any income from it. And the other thing too would be Aaron would manage the inventory so we wouldn't get stuck with a bunch of inventories like what happened in the past where we were storing all that inventory. Aaron would be able to keep a couple of items in inventory and work to figure out what is actually moving and what isn't so when he makes his orders we are ordering the stuff that will sell. We just don't have much as far as an advertising budget and there isn't much we are doing to advertise so this is a way for people to discuss the park and advertise with conversation pieces and try not to add more to the office staff.

Comment from Terri Polehonki (Locker 450) – And another suggestion I had which is kind of off course is maybe let the maintenance guys come for a little part of the meeting to thank them and tell them what the comment cards read and then maybe they could give some feedback too of the reason they are unable to get to some of the things that people are complaining about. I don't think they get told the good and only the bad and I know they can't be here for the whole meeting and maybe not all of them but maybe they can take turns and they would maybe feel like they were part of it all.

Reply from Darin Batty – I just want to clarify that they do hear both sides and not just the bad.

Reply from Terri Polehonki (Locker 450) – I know but they are hearing that from you and Charlie and Aaron and maybe they want to hear it from everyone if they felt like they were part of the team and not just the workers.

Reply from Darin Batty - They are not just hearing it from the board and Aaron but also from other guests in the park. And I understand and hear what you are saying but I just wanted to clarify that portion of it.

Reply from Aaron Cartwright – Maybe Luke would want to join one of the meetings because he is already here for his shift but they other guys may not want to because it would be tough to get them to come back on Saturday when it is supposed to be their day off.

Reply from Terri Polehonki (Locker 450) – But maybe if Luke could hear it then he could tell the other guys and maybe it could make a difference instead of just hearing the pounding and pounding that happens.

New Business

1. Facility Door Lock Repairs – Aaron Cartwright

I have three problems with the locks currently that I need to have addressed hopefully. So, to start out with we have an issue with the pool locks where it states they are digital but they are actually manual locks and it is prone to failure if the customer doesn't put the code in right and they brute force the handle which makes the aluminum just snap completely and when that happens I have to replace the entire lock and they tend to be \$300 - \$400 if I can get them. So in lieu of purchasing new locks, I had a locksmith come out and his recommendation was to replace it with a digital Trilogy lock like we have been using at the laundry. It is easy to key, turn off the lock when we are locking up for the night and when it is locked, the handle is free floating which stops people from breaking the handle on it. This lock also takes them the longest to rekey every month because there are different pins that go inside of different colors and shapes and I have seen them do it and it is a challenge. If we changed the locks out at the pool, we would be able to keep all the locks with just four-digit codes versus the current situation where we have to have a letter at the end or beginning of it in order to open the gate fully and it would allow us to have one code for the entire month. Likewise with the locks we currently have, the rubber buttons that are on it face the outside which is not ideal because the numbers fade and rub off of them from the salt air. So, included in the quote he gave me is replacement rubber numbers which I appreciate because to replace the current Schlag locks which are on the restrooms and the clubhouse door, it would cost us about \$1000 each. It would be nice to be able to have replacement parts that would allow us to replace them without spending a ton of money to replace the whole mechanism. The other service he would be doing for us pertains the locks in the restroom. Currently the locks in the restroom are set up for a school situation where you can press a button to turn the door on or off and the problem with that is people will press that button and then the door becomes accessible to anyone that tries to open it or they press it again and then the only way it is accessible is with the key which only we have access to. So, his plan is to desolder on the little chip board that key from even having a function anymore. So, all in all, it would come to \$2500 to replace the locks at the pool, get the replacement rubber keys and to disengage the button at the restrooms.

Comment from Charlie Weeks – It seems like a good idea because it sounds like the maintenance and replacing the units is going to be expensive and the upkeep would become expensive. If that includes the five locks, rubber keys for the ones that need replacement now and removing that button from the restrooms so we don't have to worry about people hitting it then I think it's great.

Comment from Joelyn Lutz (Locker 369) – Is there any way when we install the new locks that we can relocate the location of them? When you are trying to see the numbers at night and you are trying to hit the buttons it is really difficult because they are straight and I was thinking that maybe they could be angled instead.

Reply from Aaron Cartwright – So, if you have ever used the laundry mat keypads, these locks are going to be the same as that one. It is not too difficult to key the codes into and they are not as covered as the restroom ones, which will make it easier to see.

Reply from Darin Batty – Also, if you angle something is mechanical or electronic you take the chance of getting weather into so we would have to be careful with how much we angled them.

Member's Comments

Leslie Bodine (Locker 005) – Jerry was wondering if you guys are going to try to do Zoom for members who are unable to make it to meetings. He is unable to make it to the meetings but he would still like to zoom into them so he is able to attend the meetings in a way.

Comment from Talley Snow – I think we do need to set up a Zoom for people who are unable to make it to the meetings due to health reasons or are unable to attend for other personal reasons but would like to still attend them. We can email them with their Zoom meeting number or post it to a private group on Facebook or something so that way they are able to be here to hear the updates and also contribute to the conversations.

Reply from Charlie Weeks – We had a long discussion about this some months back and it had to do with the fact that we didn't have internet basis enough to be able to pull a zoom like that with the potential to have a large number of people on the zoom call. Now that we have upgraded the internet in here by installing the access points, are we able to handle that?

Reply from Aaron Cartwright – Yes, that is definitely something we can handle now.

Reply from Darin Batty – I think Don had a good idea last time we talked about using Microsoft Teams because it is already a service we pay for and so it would be easier for us to integrate it and we wouldn't have to pay for Zoom anymore.

Reply from Talley Snow – My only concern with that is if people would be able to use Microsoft Teams or not. Do they have a meeting id or do they have to have a plan with Microsoft Teams on it?

Reply from Don Smith – You can join Microsoft Teams as a guest and you don't have to have any type of a meeting id. I think it is easier than Zoom and I have to attend multiple meetings throughout the week and I would rather use Microsoft Teams than Zoom. Sometimes with Zoom, they are just a pain because you have to open multiple windows and download software just to get it going so it is a complicated process. The other thing I would like to ask Aaron to do is to check with our IT company and see if they can mount a camera in here and upstairs because they can tie into the laptop and livestream the meetings. And another option would be A-Town AV because they are a local company based out of Arroyo Grande and do things like this all the time.

Reply from Aaron Cartwright – Yes, I can reach out to the IT company and we should be able to replace the cameras we currently have with cameras that have audio so everyone can also hear what is going on.

Mike Higham (Locker 162) – Our system for the Wi-Fi and tv sucks no matter how you put it. Everyday we are watching movies and then about two hours into the show or the movie, the screen goes black and it seems as though we are using too much bandwidth and it doesn't matter what you do it is just terrible. I would like the board to produce a plan to get a better Wi-Fi and cable provider.

Reply from Darin Batty – So unfortunately, we are still on a 24-hour lease so they have to reup that every 24 hours and we can't do anything about that because that is the way it is set up. I finally got tired of it and went to get my own Wi-Fi because I didn't want to mess with it anymore. And there is only so much bandwidth to go around so when it is really busy in the park, and so people are lucky to get on. The other problem is that the Wi-Fi is a luxury and not a guarantee.

Reply from Joelyn Lutz (Locker 369) – You could also maybe ask a neighbor if you could borrow their Wi-Fi or get onto their Wi-Fi with them so you have good Wi-Fi.

Mike Higham (Locker 162) – The other thing I want to comment on is that we have people coming into this park that are not even from this country and doing work here charging way too much an hour. I don't know what to do about it but I just think it is ridiculous for them to charge so much an hour.

Reply from Darin Batty – Aaron, don't our vendors have to be registered in the park in order to do any work? So, maybe we can talk about looking into everything and the vendors.

Joelyn Lutz (Locker 369) – In regard to the pressure washers that the guys use and I am naïve to this but they are really loud when they are using them so I was wondering if they can cover them or something in order to make them a little quieter when they are using them? When the guys are at the garbage cans and they are working they can put ear plugs in so they don't hear it as loud but it goes on and on and it is really loud for those of us who are around them when they are doing that work.

Reply from Charlie Weeks – There is good and bad that go along with those things; when we run the engines to use these machines, they run really smoothly and they do an amazing job of getting done what we need them to get done. But,

sometimes what they are doing requires some noise and there isn't much we can do about that unless we don't desire them to do the work. And it seems like the more often they do it, the quicker they should be able to do it so we can limit the amount of noise they are making.

Reply from Don Smith – Also, to answer you question about covering them up, they are air cooled so they need the air flow in order to use the fan to cool them down so it has to blow air through them so they don't overheat.

Paul Gutierrez (Locker 063) – I just wonder if the rodents are coming in because of the trash overflowing and trash piling up. So, couldn't the trash compactors eliminate the amount of trash and then it could get rid of some of the rodents that we are having issues with? There is also the option of getting bigger trash cans in order to accommodate the amount of trash we are having.

Reply from Charlie Weeks – The option that we have been working on to also help with that is to have our trash picked up more frequently during the busy times so we don't see that overflow problem as much. We have decided to add another day during the busy times so we can keep it under control.

Reply from Aaron Cartwright – Currently the trash comes twice a week and to get another pickup date added would be an additional \$900 a month. So, it is something that myself and the board have been talking about to see if it would be worth it. And the rodents get into the laundry because we leave the door open all day and not because of the trash in the receptacles.

Nancy Houck (Locker 063) – I just wonder if maybe you guys might consider getting a company out here to help with shredding the documents. I am assuming that right now you guys shred all your documents in house right now with all the personal information of customer's credit cards and everything like that, so I just wanted to suggest maybe we get a company out and for those of us that are staying in the park long term we could get our documents together to add to the pile and maybe we can pay a contribution fee to cover the cost. I know right now you can go to a UPS store and they charge you like \$1 per pound but I just thought this might be a better solution.

Reply from Aaron Cartwright – The company I just called out hadn't been out in about 3 years so they just destroyed 40 boxes full of paperwork from the office. We only called them out because we had so many years of paperwork built up from years and years of us not shredding paperwork and it cost us \$85 to make the trip out and \$7 per banker box. We are at a point now where we will only need to call them out once a year to destroy the paperwork.

Comment from Talley Snow – Do we have any shredders in the office Aaron? And if we do, is that something where our members could come and shred the papers they have or is that pushing it?

Reply from Aaron Cartwright – I know we don't use them very often so it would probably be something that we should not start overloading them with paperwork. I would say it would be best to use UPS since they are set up for those services.

Terri Polehonki (Locker 450) – I thought I heard a while back somewhere that there was a different kind of paint that we were going to look into for our space numbers and the speed bumps in the park, so I was wondering if we ended up getting that paint? I noticed the guys work so hard to paint the site numbers and bumps and by the afternoon it looks bad and this last time when they finished doing it, it just seemed to get dirty so fast.

Reply from Darin Batty – We were talking about this paint the other day and it is a very expensive product so we are not going to utilize it as often until the new roads are in place, which we hope to get done within the next year.

Reply from Aaron Cartwright – We currently are using the thermal plastic paint and it is very expensive to get but it is the kind of facilities we have where it is all dirt and asphalt and gravel and people are constantly dragging their vehicles over it daily. So, short of me having them wash it daily, I don't see a solution until we get the roads done.

Joelyn Lutz (Locker 369) – This is more so for the members where I was wondering if anyone has any plans to do any activities during the Holidays? I know I plan on carrying on the dog parade for Halloween, but I was wondering where we stood with the Beach Club and if there is anyone doing anything?

Reply from Talley Snow – I think as we get into the winter months, we do not have the people here that are in the Social Club. But, I would like to say it would be nice to do something for the winter holidays like we did last year.

Reply from Nancy Houck – I believe Jodi Garges was talking about doing some things for the Holidays so might be best to get together with her.

Board Member's Comments

John Watkins – I just wanted to say that Mike is very appreciative of coming back and he was really happy and feels like he is apart of the team again. He is not ready to go 100% quite yet but he is aware of that and everyone on the team is supportive of that but still makes him feel included so thank you Aaron for that. He was missed during summertime and it is great to have him around. The other thing I would like to say is we caught a lot of slack for the credit card transaction fees but if you take a look at the P&L sheet you can see that we are narrowing the gap and it isn't costing us to run the credit cards which was our intent in implementing the transaction fee. I also know the Social Club is planning on raffling of a Traeger at the annual meeting or something like that. It is nice to have everyone support the Beach Club because it is how they give back and help out the park.

Charlie Weeks – The Beach Club have been doing some phenomenal events that have turned out really well from what I have heard. All the feedback is positive and they have done a really good job getting money and donating it back to park and purchasing items for the park and it is much appreciated. The other thing I wanted to say is that we are coming into election time and next month we will be opening it up for resumes for the board of directors. There will be three spots coming up next March so we will make sure to put reminders out for everyone so we can start getting those resumes coming in. So please put your name in the hat if you are interested in running for it. The last thing I wanted to say is that Aaron and I discussed the text messages for members and customers and how great it was that we got the free run with the company we are working with to book reservations. So, because it was such a success, we decided to invest in the program and get it added so we could use it all the time so now we are just waiting for the company to finish up the last couple of details and steps and it will be any day now that we will have those text messages back. This is a great investment so the employees in the office can send out reminders and keep you up to date when there will be water shut offs or outages of any kind and we look forward to using this new tool to keep everyone updated. It is used for gentle reminders like dog cleanups and also let people know when there is major things like the water being turned off as well as they were using it to let people know when the social events were happening in the park so it is just a great way to communicate with the guests and it goes right through our property management system.

Reply from Nancy Houck – By the way, thank you guys for taking care of the pipe in the site by us because it was great to have it done when we got back from vacation.

Meeting adjourned at 10:17am.

Respectfully Submitted,

Frank Polehonki
Board of Directors – Secretary

Cc

Jennifer Del Monte
Senior Reservation Agent

Guest Survey Comments from August 2024

- My stay was great. All of the staff is excellent and park looked very well maintained. It's a great place to stay.
- Love the office staff!!!!!!
- Need to have a better TV connection. Picture keeps going off.
- We had a great stay, came in late Thursday night planned to stay till Sunday but headed out late Saturday, we didn't use any amenities but it all looked very well taken care of. We stayed around 15 years ago here and will definitely be staying here in the future. Denay George.
- Everyone was pleasant. It would be a bit crowded for a long stay.
- Aaron and staff are awesome sauce – yard guys so helpful.
- Needs better Wi-Fi.
- Just appreciate everybody there at Holiday RV from office people specially Aaron and Jennifer to maintenance guys you go above and beyond on helping if it's up to me I'll give everybody a raise there thank you very much.
- Better explanation to first time visitors about where their spot boundaries are. We should not be left to fend off aggressive newbies because they feel they don't have enough room for the vehicles.
- Everything fine, despite the narrow places.
- Your staff is very well trained, experienced and helpful. Please keep them happy. They do a good job.
- I do not, we were very pleased again. Look forward to many more stays there.
- People need to patrol and make sure others are following the quiet hours. Some people behind us were so loud the first night didn't sleep well.
- We had drunk people coming in around 12:00am talking loudly by our trailer. One guy decided to pee on our tires at around 2am. At 6:00am there were people starting their trucks and dogs barking. We know this isn't managements fault, it was just our experience.
- Trailer spaces are very narrow, barely enough room to park a big truck next to your trailer.
- Overall was a good stay. will return again.
- Some other guest parked in our pull through without asking for one night. It worked out cause we were still able fit our Jeep, but it was a pretty tight fit.
- Crowded, too many permanents. I was at 115, my neighbor at 116 or 114 was using my electricity.
- I have always have a great time when I visit the park and everyone is very helpful.
- Too many unsupervised kids this trip. Dogs off leash and excessive barking dogs. Space are too tight.
- 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.
- Love it here:)
- The dog run with the gravel is discussing! I've noticed that Mike since has been gone things aren't getting taken care of as well as they were when he was here.
- Flowerpots around the BBQ.
- Check bathrooms more frequently. Thank you.
- Maintenance stop throwing cigarette butts on ground. It's disgusting. Why is smoking allowed all day, there needs to be a designated area for them and it should be allowed on their breaks and lunches.
- We should use the big power washers we bought, that was a big expense for the park – also the dog in spot 120 pees on others property a lot – please let them know to go to the dog run. Thank you.
- Any word on sprucing up the Magnolia Center? Seems like things take soooo long to get done with this board now that we have. Very little if any involvement from them. Why?? What are their job descriptions. Do others ask this question too? Ver sad. Seems Aaron has a disadvantage having little if any support from them.
- You should reach out to as many members and owners and ask why they don't get involved or come to the Board Meetings... if you all think it's because they things it's all great... You are sadly mistaken.
- Mop floors daily especially in laundry room and clubhouse. Maybe a check off list would be helpful??
- Microwave? Beautiful facility. Thank you!

All Motions

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

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

Talley Snow made a motion to accept the August 2024 financials and pay the bills, seconded by Darin Batty.

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

Darin Batty made a motion to pay up to \$2500 to Mike's Tri-County Locksmith to repair/replace locks at restroom, pool and laundry, seconded by Don Smith.

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

John Watkins made a motion to adjourn to executive session, seconded by Darin Batty.

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