



**Board of Directors**

- Charlie Weeks (2021 – 2024) – President (Absent)
- Mark Schieber (2023 – 2026) – Vice President & Public Relations (Zoom)
- Denise Gagliardi (2021 – 2024) – Secretary
- Talley Snow (2022 – 2025) – Treasurer
- Darin Batty (2022 – 2025) – Management (Zoom)
- Tom Barcellos (2021 – 2024) – Collections
- John Watkins (2023 – 2026) – Rules and Regulations
- Don Smith (2023 – 2026) – Maintenance
- Charles Nunes (2019 – 2025) – Park Usage

Members Present – 22

Meeting called to order at 9:03am by Talley Snow.

Flag salute led by Albert Polehonki (Locker 152).

**President’s Address**

- Please silence or turn off all cell phones.
- This meeting is restricted to members only.
- 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 (11/30/23)	Monthly Comparison	November 2023	November 2022	Difference	% Change
Mechanics Bank-Operating	\$23,330.49	<b>Income</b>	\$115,061.22	\$95,884.64	\$19,176.58	20%
Mech. - Laundry	\$23,349.38	<b>Expense</b>	\$106,634.13	\$78,242.84	\$28,391.29	36%
Mech. - Dues	\$33,691.27	<b>Net Income</b>	\$6,131.79	\$71,456.01	-\$65,324.22	-91%
Mech. - Emergency Reserves	\$151,858.58					
Mech. - CIM Reserves	\$51,767.08					

December is a very slow month for us with the weather and the holiday season right around the corner. Things are still looking up from 2022 which is a good thing. Aside from that, I don’t have much to report other than we will start to see the decline in occupancy throughout the coming months due to weather and the time of year.

## **Collections – Tom Barcellos**

This is one of the best collections reports I get to give. We currently have a balance of \$1,141.83 outstanding from the two foreclosed shares we are going to be auctioning off today. After the auction, we will be able to pay back this balance as well as the expenses we have accumulated over time in the foreclosure process; we will start the bidding at \$8900.00 in order to cover all expenses. Once we have received all of our expenses and past due amount, we will be contacting the parties in order for them to collect the remaining amount from the auction. We have a 3<sup>rd</sup> share which has accumulated \$441.00 in past dues amounts but we are currently holding the foreclosure process due to an estate being involved but we have continued to stay in contact with that party. Once they have gone through their legal matters, they will then reach out to us in order to pay the appropriate fees and past due amounts.

The amount due from the June dues with all other shares is in the amount of \$1051.69 which equals out to about 7 people that have a past due amount. I am really happy with where we are standing today, and I want to say an excellent job was done by the staff in collecting the past-due amounts and keeping up with this in order to get it to the small amount owed.

*Comment from John Watkins – When we auction off the shares, how long do we hold the money for the parties to collect?*

*Reply from Tom Barcellos – We will hold onto it for a long time, and it is a very long process. If for some reason they do not collect, it does have the possibility to go back to the state, but we make every effort to get the funds back to the families and it is a very long process before it goes back to the state.*

## **Management – Darin Batty**

I don't really have anything to add other than we had a really busy November with the general public and members staying in the park and the staff has been doing a great job of keeping up on tasks and making sure the park stays busy!

## **Park Use – Charles Nunes**

Our park use for November 2023 was at 77.46% and a revenue of \$151,036.62 compared to November 2022 where our park use was 73.41% and a revenue of \$128,799.44. We are showing a \$22,237.18 increase in revenue as well as a 4% increase in park use. We have been doing really well this year, but we will start to see a decline in December as the winter months start to roll in. We are currently at 69% for park use this month but slowly seeing a decline over the following weeks to come but still holding steady with the New Year approaching.

## **Correspondence / Public Relations – Mark Schieber**

We are hearing a lot of the same things when it comes to the correspondence, but we did have one interesting comment this month and it was that we are not a party park because of some guests smoking marijuana outside of their RV. The only thing I can say is unfortunately on these holiday weekends, things will get rowdy and unfortunately our maintenance staff tries their best to control it, but we may have to be a little flexible with when we can't control everything that everyone does. I do know a lot of guests like to come to the park to let loose and we try to minimize how many rules they break while still allowing them to have a good time and enjoy themselves.

**November 2023 Guest Survey Comments:** *Please refer to the attached comments at the end of this document.*

## **Park Maintenance – Don Smith**

Not a lot to report as far as park maintenance is concerned other than just a couple of updates on some projects that Aaron and I have been working with maintenance on. Aaron is going to be ordering some Dri-Dek material to use in the bathrooms that will hold up better with the use and be a safer solution in the showers. It is normally used in commercial kitchens and bathrooms because it doesn't move as easily and helps with slipping. We are also going to be replacing the rubber dams in the showers to keep the water in since they have worn down over time.

We have placed the ground painting on hold recently because of the wind and rain we have been experiencing over the last couple of weeks. I am going to suggest that we switch over to thermal plastic paint because it will last a lot longer and it holds up in the weather as well as being easier to use in weather conditions.

I want to thank the maintenance for putting up the decorations throughout the park because we have had a lot of people taking pictures and making comments about how nice it looks. We are still working on the list for the maintenance guys so they know what is expected each day when they come into work, and it will make it easier for them to complete tasks. I will say the park is looking much nicer now that things have slowed down and they have more time to complete tasks and projects.

They have been putting together the new picnic tables and doing a great job distributing those throughout the sites. We are still looking into options for the landscaping and the shade sails, so we are hoping to have some more information and different options to present to everyone.

*Comment from Aaron Cartwright – One thing I did forget to mention is a problem we have with the Holiday RV Park sign in the front of the park; it is supposed to be lighting up but unfortunately it has not been doing that for the last couple of months. I am waiting on Santa Maria sign to physically come out and work on the sign to get it back up and running which has been hard since there aren't very many companies that work on those types of signs anymore. So, hopefully we will get someone out soon and get the sign back up and running with lights at night.*

*Comment from Frank Polehonki (Locker 450) – Are we planning to upgrade the furniture in the Magnolia Center when we go to install the new landscaping and shade sails? I am just wondering if this has been discussed or not to give it a more resort look and feel and to make it more comfortable and welcoming in the Magnolia Center.*

*Reply from Talley Snow – I know this is something that Aaron has been researching and looking into because he has been feeling for months that we can do small things like that in order to make the park look more welcoming. It is not something that we have a board have talked about yet, but I believe it is something that we as a board would all support and be happy to do. We would like to get the designs done for the shade sails and the landscaping before we put any new furniture in the Magnolia Center. But is definitely something on Aaron's radar and he will make sure it is on the board's radar.*

### **Rules and Regulations – John Watkins**

There is not much to report as far as old business on the rules and regulations other than I will be moving to finalize the rules and regulations for 2024 that I presented at the last board meeting. Aaron and I didn't hear anything from the owners with questions about the rules we were proposing, and the board members did clarify some things in order to make it a lot simpler to read and follow.

Aaron did express some concerns in regard to some things happening in the park so the board will be discussing those concerns and addressing them by letter later on.

### **Manager's Report – Aaron Cartwright**

Since the last board meeting, we did have our Thanksgiving Potluck which was very successful and fun. All of the food was gone and there weren't any leftovers which tells me it must have been really good! I wanted to thank everyone for the hard work they did in putting it together and making it a very nice dinner. We are looking forward to the holiday festivities that are coming in the month of December with another Christmas potluck and some other activities that are going to be happening as well!

I do want to make everyone aware that the facility hours have changed now that we are going into our winter months so our facilities will now be closing at 9:30pm instead of 10pm to give maintenance a chance to close everything down and give attention to the facilities as well as getting out of here on time. As we start to get really slow down in the park and

occupancy gets lower and lower, we will start to close the facilities down at 9pm so maintenance can really focus on the facilities and get out on time every night to spend time with their families. We will continue to leave the laundry room open until maintenance leaves because we do still have people using it until the end of the night and it does allow for revenue to come through the door still.

At the beginning of this month, the staff and a member who was interested in doing it as well completed CPR and AED training in order to know how to use the equipment and be able to give the correct assistance to someone who needs our help. We were able to carefully go through the training and now we know exactly what to do in case the situation should arise. We have the AED machines located throughout the park in 3 different locations: by the restroom, by the office and by the shop in the back of the park.

This is the time of the year when we have our annual review which is when the office staff will start to be very busy in the office. Jennifer is going to be going through and making sure all the locker information is updated with their addresses and also that we have the correct information to who owns each locker so we can mail out the annual packet in January. Liz did just print out the dues for February and so we will be going through them in order to mail those out and make sure all information is also correct. So, if we seem like we are all glued to the screen, or we seem a little busy it is more than likely because we are working on the dues or the annual packets or the other projects that need to be completed now that we are beginning a new year.

### **Reportable Actions – Denise Gagliardi**

We only have one reportable action from the last meeting and that is all reservations that exceed 30 days, including monthlies and snowbirds, that have a low-speed vehicle or neighborhood electric vehicle with pay a \$20 a month surcharge beginning January 1, 2024. And just to specify neighborhood electric vehicle is licensed or un-licensed golf cart.

### **Old Business**

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#### **1. Finalize 2024 Rules & Regulations – John Watkins**

In your board and member packets, you have the finalized rules and regulations that I would like to move to get adopted. I would like to get this approved so we can put it in the packet and Aaron can get moving with it for the annual mailing.

*Comment from Aaron Cartwright – This was a culmination of a process, and it took months to get to the point we are at with the rules. The board was very diligent, and we went through all the rules line by line and making sure we listened to every suggestion as well made sure to discuss every suggestion given. We didn't have many additions this year but any additions we did have as far as policies and procedures were not a benefit for one person but instead for the collective membership. I know everyone may not agree with the rules and they may not be the most liked, but we see it benefiting everyone and allowing for a better community overall with everyone enjoying the park as a whole.*

#### **2. Board Resumes for Candidates Dues – Talley Snow**

Today is the final day for us to accept any board resumes for the 2024 election. We do have a good group of people who have already submitted their resumes to us, and we currently have 7 candidates so it should be a good run this year. I will ask at this time if we have any more resumes that need to be submitted.

*Reply from Aaron Cartwright – At this time, we do not have anymore resumes at this time. The 7<sup>th</sup> candidate is going to be Shane Snow and was submitted late last night so we weren't able to include it in the packet.*

### **New Business**

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None

## Member's Comments

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Jodi Garges (Locker 602) – I do want to say thank you for the chair coverings on the chairs in the clubhouse as they are very comfortable now. I also want to encourage everyone to try and attend the festivities coming up in December for the Christmas celebration as we have a good amount coming up. We will have Frank caroling, Christmas potluck and white elephant gift exchange. There will also be a decorating your space contest with prizes involved in that. And we will also have a photo booth set up for the month of December for everyone to take photos and get silly!

Daniel Schmidt (Locker 405) – Is there any possibility we can put some trays to put some shampoo and soap on in the shower themselves instead of using the window ledge? I wasn't sure if there is anything out there that we could use that would work.

*Reply from Aaron Cartwright – It is just about finding the right product and inexpensive. I do know people regularly make a habit of using the window ledge and unfortunately that is not what they are used for and someone else does have to clean those up so I will research something we can use to assist in being able to set your items on.*

Darla Imperatrice (Locker 592) – I have a question on the credit card charges and the 3% transaction fee. Does this apply only to credit cards, or will it be on debit cards as well?

*Reply from Talley Snow – Yes it will be on debit and credit cards. It is 3% transaction fee starting on January 1<sup>st</sup> so I do highly encourage people to start writing checks or pay in cash for all transactions moving forward if they would like to avoid the transaction fee. The park can no longer pay the fees and we will have to pass on what we have been paying for all these years.*

*Reply from Darin Batty – But debit cards are coming directly from the bank and are not treated as a credit card.*

*Reply from Liz Cuccia – If you ACH from the bank, that is completely different but when you use a debit card with our system, it is treated as Visa or Mastercard and is considered a credit card through our system. We are charged the transactional fee as well. Zelle does not charge a fee but there is not a way for Zelle to work with our system as it is bank to bank transfer and our bank does not support Zelle as well as we do not have the capability to do ACH. We would have to do cash or check if you do not want to have the transactional fee otherwise any card used with be subject to that fee. You can also set up bill pay through your bank account, and they will automatically send us a check from the bank,*

*Reply from John Watkins – I know when I first brought this to the board's attention in the past, I was paying transactional fees on my other credit cards at different convenience stores and businesses so I knew it was something we would have to at some point move towards. We have just been losing too much money by paying these fees and not passing them along. I would like to know if a snowbird or monthly would like to pay for a chunk of their stay up front to avoid the charges, are they able to do that?*

*Reply from Aaron Cartwright – They absolutely can do that, and people have already been doing that.*

Jean Bureau (Locker 828) – I just wanted to comment how the Thanksgiving potluck was a huge success, and I was just wondering when I would get reimbursed for the personal money I put towards it because I was still waiting on that reimbursement? I am not sure who needs to approve that and who to go through other than Aaron and I gave him all the information and all the receipts.

*Reply from Liz Cuccia – The total is in with the checks. We had to wait until the board meeting to have the board members sign the check in order for him to get reimbursed. The board only signs checks once a month, so we had to wait for this meeting in order for you guys to be able to sign it.*

*Reply from Talley Snow – So Jean it looks like we have the total, and the check will be signed by the board of directors in executive session and we will have a check ready for you after executive session.*

## Board Member's Comments

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John Watkins – I have a couple of comments to make and the first one is making a comment about the decorations in the park. If you come into this park late at night it looks amazing coming into the park and the staff has done an amazing job with making it look really nice and welcoming. I was wondering if we knew where we stood with the reserve study.

*Reply from Tally Snow – We are still working on the reserve study and waiting on them to come back with it since the last reserve study did not include the current buildings that were updated with the new construction, but we don't have a current ETA on it.*

*Comment from John Watkins – The other comment I had was in regard to the comment on the pizza. Is there a way for us to install an outdoor pizza oven in the Magnolia Center?*

*Reply from Aaron Cartwright – It might be a possibility to install one, but we would need to make sure to secure it in place otherwise it may get ruined being outside.*

*Comment from Monika Harris (Locker 350) – What if we brought the food truck back? We seemed to make money from her, and it allows people to have different foods onsite that they can pay for.*

*Reply from Aaron Cartwright – We are working on trying to get her back in the park when the park is fuller at the end of the year.*

Don Smith – A couple of things I have heard from folks who have stopped by my site to discuss with me. The first thing is if we are going to continue to hold the meetings outside, they requested if it was cold if we could provide portable heaters because a lot of people do get cold sitting outside which is why we moved it inside today. The second thing is we had a lot of complaints about our sound system, and I know it is a challenge for us as well so maybe we could replace our current sound system with a new one. We should be able to invest in microphones or a new system, so we don't have to hold the microphones so close to our mouth with Covid and other viruses floating around right now. We may also have members who have trouble with hearing, and I think we need to try to accommodate them in the meetings.

Talley Snow – Another event that I can't remember if Jodi mentioned or not was the progressive party that is going to be occurring on December 31<sup>st</sup>. I am not sure of the full details, and I am not sure of how it works either so maybe if we can give a little more information on that as well.

*Reply from Jodi Garges (Locker 602) – It will be a progressive party on December 31<sup>st</sup> and we ask that people provide a side dish or appetizer and a cocktail or drink of some kind to share with everyone. We will have people walking around to different sites in order to get all the food and just celebrate bringing in the new year together. It will be a fun activity for everyone to join in on and we don't expect anything too extravagant. Flyers should be going up around the park soon and it will have more details on times and locations of all the activities happening. We will have a flyer with a list of the activities as well as individual flyers when it gets closer to the events.*

Meeting adjourned at 9:47am.

Respectfully Submitted,

Denise Gagliardi  
*Board of Directors – Secretary*

Cc

Jennifer Del Monte  
*Senior Reservation Agent*

## Guest Survey Comments from November 2023

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- Would like to see some green grass for your dog park please.
- If guests have an additional vehicle that you expect them to park off property, you should offer a shuttle to and from. Considering its about a mile away.
- A professional service moved our trailer in crooked, but Luke straightened it out for us. He deserves kudos for that.
- It's a parking lot, no trees or grass, but your bathrooms are clean.
- The staff was very friendly and extremely helpful. Everything seemed to be in good working condition.
- Sites so close together that once rig was parked there was no way we were going to be able to take it on day trips anywhere.
- Staff is super friendly and helpful. This was our second stay and we enjoyed the experience. Even guest are super friendly. Enjoyed the fact the pool is heated and got to swim even in the winter. Love that the location is walking distance to shops and restaurants.
- Had a great stay.
- Crowded but adequate.
- Ver small sites. If our truck was parked at our trailer we couldn't get around. Had to park offsite.
- Little small for motorhome or any coach over 33 foot.
- Spaces too close together.
- Other than the Wi-Fi, it was a great experience! Wi-Fi was very spotty.
- A couple of concerns, SPEEDERS, kids and adults on ebikes/scooters also speeding around the park. Several campers/trailers need cleaning up, lots of STUFF laying around, including plants. The staff is AMAZING.
- We love this park and especially the people who make our stays so very nice!
- Very impressed! Absolutely loved this place and looking forward to our next stay. Everyone from office to maintenance to the members that live there were all so very friendly. Thank you so much for a wonderful stay!!
- Wish you had more space between sites.
- Always appreciate the cleanliness and professionalism of the park. We have been guests there several times and have always come away refreshed. Thank you for a job well done!
- All the staff is excellent and very helpful. They go above and beyond to help. As shareholders, we are very grateful. Especially for Mike, Luke, Abigail and Jennifer. We had an unfortunate weekend during our long stay. We had a large group of people next to us and behind us. All of these people were with the same group. They had three loud Harley Davidson motorcycles. Smoked pot outside constantly where we had to close our windows to keep the smell to a minimum. It still permeated through the slides and it was miserable. There were loud after 10pm all three nights. We aren't a party park. We expect people to quietly enjoy themselves. But these people were extremely over the top loud and unconcerned about the late-night noise. I think the Board should consider making a rule that smoking dope should be confined to indoors of their trailers only. It's a nuisance to many people. Personally, I don't care what others do as long as it doesn't affect others...
- As always, our stay was enjoyable. The staff was helpful and the improvements to the cable/Wi-Fi were appreciated.
- This is a community clubhouse for everyone. Some members think it is just for them and will push whoever is using it out. It is really sad.
- Start a DVD lending library similar to the book library we currently have in the clubhouse. It will provide entertainment for the guests and residents staying in the park.
- I came to wash my clothes and all the washers and dryers had dog hair which is nasty. Make people clean up after themselves and possibly the park can prohibit them from washing their pets' blankets and clothing or charge them extra for doing it. Thank you for keeping this place nice.
- We liked the cleanliness of the park and its facilities. Restroom is nice and location of the park is awesome.
- Pizza! Food!
- Clean, love it!

## **All Motions**

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**Don Smith made a motion to approve the minutes of the November 2023 meeting, seconded by John Watkins.**

**Roll Call: Tom Barcellos, Darin Batty, Denise Gagliardi, Charles Nunes, Mark Schieber, Don Smith, Talley Snow and John Watkins. Charlie Weeks was absent.**

**Talley Snow made a motion to approve paying the bills and payroll, seconded by John Watkins.**

**Roll Call: Tom Barcellos, Darin Batty, Denise Gagliardi, Charles Nunes, Mark Schieber, Don Smith, Talley Snow and John Watkins. Charlie Weeks was absent.**

**John Watkins made a motion to approve the 2024 Rules and Regulations, seconded by Tom Barcellos.**

**Roll Call: Tom Barcellos, Darin Batty, Denise Gagliardi, Charles Nunes, Mark Schieber, Don Smith, Talley Snow and John Watkins. Charlie Weeks was absent.**

**Tom Barcellos made a motion to adjourn to executive session, seconded by John Watkins.**

**Roll Call: Tom Barcellos, Darin Batty, Denise Gagliardi, Charles Nunes, Mark Schieber, Don Smith, Talley Snow and John Watkins. Charlie Weeks was absent.**