

Semi-Annual Board Meeting Minutes

Saturday, 11/10/18 – 1:00 p.m.

- **Call to order this Open Board Meeting, Saturday, November 10th, 2018**

- **Roll call**

Bobby Lowman

Gerry Fagan

Frank Claybaugh

Bud Beavers

Wayne Lee

Bill Weber

Terry Nichols

- **Proof of notice of meeting or waiver of notice**

Notice of meeting posted Monday, November 5th, 2018

- **Reading and disposal of any unapproved minute**

HHIMR Board Meeting Minutes have been approved and were posted on HHIMR website.

- **President's Report**

Welcome Bud Beavers. Bud accepted the appointment to the board when Mike Vos resigned. This is his first official board meeting. We appreciate his commitment to the resort.

- **Resort Manager**

1) With sincere APPRECIATION from this entire Board, I would like to welcome Jim Skellett back as HHIMR's Resort Manager.

2) Jim has spent many hours working and supporting HHIMR.

3) He was initially going to retire later this year; however, you all know he has come through several health obstacles this year, and he is feeling well enough to step back in as HHIMR's Resort Manager.

4) I would like to ask each of you to express your appreciation for the work he has done for HHIMR and to continue to support him.

- **Clubhouse Renovation Project – Status of Elevator and Restroom**

1) Building Renovations Committee was established with the new HHIMR Board Member, Mike Vos.

2) Mike sold his lot and resigned from the Board before this committee could progress with the project.

3) Dan Chinrock, HHIMR's previous Resort Manager, took over the project. Dan met with several architects and had set up a consultation with such Jim is now in touch with the architect.

4) We are all now on the same page and we should have further information shortly.

5) We are all very sorry for this delay.

6) This has been another year of great change and turnover. The Board appreciates your patience.

- **Real Estate**

1) Congratulations to David and Renee on their recent marriage.

Our sincere appreciation to all they have given to this resort.

2) Since the Alliance Group Realty started working in HHIMR, about 14 months, they have sold approximately 100 lots.

3) About a year ago a similar lot which would have sold for \$27,500; now would sell for about \$59,000.

- 4) On average most lots in HHIMR are worth more than about 40% of what they were worth a year ago.
- 5) This is a huge compliment to our realty team, and the resort thanks you for all your hard work.

- **Appreciation**

- 1) I would like to thank our staff-- Jim, Christine, Alex, Jamie and all HHIMR work campers for their hours of preparation and work for a very successful Owner's Week.
- 2) A big THANK YOU to Catherine and John Van Dyke for the Fish Fry.
- 3) A big THANK YOU to Joe and Tina Havard for the "Smokin" Supper.
- 4) A big c to Marge and Gary Burgess for the "Sip a dee doo dah" Wine Tasting Event.
- 5) I would also like to thank Joe and Tina again for all their work at the Snack Shack all this past year. Our resort is so much better with the two of you as a part of it.
- 6) Also, a big THANK YOU to all the volunteers from our owner hosted events such as crafts and tournaments to the food preparers and kitchen help who have made every event a huge success this week. We could not have done this without you.
- 7) Lastly, I would like to thank my fellow Board members and their spouses. This is a thankless job with no pay. It is not fun and games and sometimes stressful for us all; but it is very rewarding to all of us who invest our time and energy to make this resort better and better every year.

- **Manager's Report (Jim Skellet)**
State of the Resort from your manager

No one is more surprised than me that I am standing before you today. This has been an interesting year both personally and professionally. I am excited to be here and want to thank all of you for your support.

This has been a fantastic year for your resort. I will not try to list all that has been accomplished but I do want to highlight a few...

1. Over 80 lots have been sold or are under contract to close this year. Your property values have skyrocketed from an average of \$53,000 to over \$80,000 with some lots selling for over \$100,000.
2. Rental income is at record pace, increasing more than 25% over last year. This program not only provides income for the owners who participate in the program but also provides capital to the resort, which helps in maintaining your resort without raising POA fees.
3. You may recall our discussions last November about mail service. I am proud of our new mail center, which has been able to provide an excellent service to all owners.
4. We contracted with Bartlett Tree Service to help us develop a forest management plan for your resort. Phase 1 of this plan was to remove 78 plus dangerous trees.
5. This plan will help you and future owners maintain the integrity of your forest canopy, which has been valued at over 10 million dollars.
6. We upgraded the hot water system in the clubhouse--no more cold showers.

7. Installed all new washers and dryers including 2- 30# commercial grade washers. This was done at no expense to the resort. In fact it saves you money as we no longer have to pay for parts and maintenance fees.
8. We have signed a contract with Spectrum and are hopeful that for the next owner's meeting in April 2019 you will be using a new and improved Wi-Fi system.

There are many more items that we completed this year and your treasurer will go over more of them in his presentation.

Bottom line your resort is in excellent health, not only the physical plant but also financially.

- **Treasurer's Report (Gerry Fagan)**

Gerry gave a comprehensive report with slides that are posted on the website.

- **Committee Reports**

- **Property Enhancement Committee – Terry Nichols**

- During the last seven months the PEC Committee has approved 61 permits. Of those, a total of 40 have been sought for pad improvement with the remainder involving either tree removal or trimming. The Resort has become a virtual "boom town" and with this frenzied activity a number of issues have cropped up.
- Some of our owners have expressed dismay with the noise, dust, debris, and frequent congestion on our streets. Additionally, some owners have embarked upon self improvement projects for which a permit should have been obtained. At least two projects were stopped while in progress until the proper paperwork could be obtained. It is

absolutely imperative that every owner read and understand the guidelines that have been put in place to ensure conformity in adding to or modifying a lot.

- The above problems are not insurmountable, however each lot owner must surely acknowledge that the beautification of lots by new and old owners alike, coupled with the robust real estate sales by the Alliance Group have increased the value of each of our lots as well as the overall value and appeal of our Resort.
- The changes to the PEC guidelines have opened the door to some of these improvements, and the Committee has attempted to approve all applications within a two week period, with some approvals taking less than 24 hours. Having the resort manager as a member of the committee has helped tremendously as he not only serves as the initial point of contact, but is also on-site more frequently than any other committee member.
- Moving forward, I expect the improvements and construction to slow somewhat but am encouraged that owners seem interested in continuing to improve the appearance of their lots, which enhances Paradise for all of us. Since we're all in the same boat we should keep our oars in the water!

Communications Director – Wayne Lee

- With many new owners this year, I would like to take this opportunity to review the ways that the Board and the Resort communicates with you and vice versa. It is very important that we keep you informed and equally important that you can communicate with the Board and the Resort management.

- 1) **Constant contact** is a system by which notices are sent to the email address on file for site owners. Hopefully everyone has been receiving these. If not please see Christine to make sure we have your correct email address.
 - a. The Resort management can send out information to owners covering things such as:
 - i. Meeting schedules
 - ii. Announcements such as water or WI-FI being turned off, or change in propane delivery, or pool closing for cleaning, or status of other repairs within the Resort
 - b. The Board can send out information to owners covering things like:
 - i. Board actions
 - ii. Changes in management
 - iii. Special announcements
- 2) **Postings from Paradise** also sent to the email address on file for site owners
 - a. Established as an additional means of communications between the Resort and owners
 - b. Usually sent out each Friday with news segments from the Resort manager, activities manager, real estate team, and occasionally the Board of Directors
- 3) **Direct Line**
 - a. A link on the owners' page
 - b. A link at the bottom of the Postings from Paradise
 - c. A means for the owners to contact the Board directly
 - d. Can take up to 4 days to receive a response
 - e. There have been over 200 Direct Line submittals in the last 7 months
 - f. To be used for:
 - i. Communications between the Board and owners
 - ii. Suggestions to the Board
 - iii. Report long standing issues not resolved through reporting to front office/Resort manager

- iv. NOT for urgent issues
- v. Not for things like WI-FI passwords, or questions on rental checks, or questions about the Greenery picking up debris, or is the water back on yet, these are all things that we received DLs.

4) Contact the front office/Resort manager directly

- a. Report urgent issues such as water leaks, or an inoperable gate, or a safety issue
 - b. Information on things such as WI-FI passwords, or login information
 - c. Contact the Resort manager concerning Resort operations
 - d. Checking on your turn around date
 - e. Report issues that require attention from maintenance or management such as inoperable lights or an issue with the pool, or even report speeders
- 5) BTW, our Resort manager and our maintenance supervisor both are living in the Resort. They have normal hours of duty. They are not 24/7 employees. Please respect their off-duty time and let them enjoy their evenings. Same goes for our escorts/work campers. When they are not on duty please respect their time off. These folks work hard to keep our Resort running smoothly and looking good.
- 6) The Board and the Resort management does not and we will not conduct business via Facebook or twitter or snap chat. If you wish to contact the Board or Resort management please do so by the means that I just outlined.

Wayne Lee read the proposed motion to the board and owners.

Motion: “Prohibit the use, storage, or placement of freestanding residential/commercial refrigerators within the confines of the Hilton Head Island Motorcoach Resort. Refrigerators must be within the RV or built into an outdoor kitchen.”

Motion (Wayne Lee)

Second (Bill Weber)

Open forum with owners and board to discuss proposed motion.

Question was called.

Motion passed unanimously.

- **Unfinished business**
- **New business**
- **Motion for Adjournment**
 - Bob Lowman
 - Second Bill Weber
- Open discussion with owners