

Report November 2014

The Week Ending November 21, 2014

Thank you to George & Brenda Smith (Lot 329) for anonymously placing pumpkins at the front office and clubhouse area during Halloween. What a nice random act of kindness!!!

Please keep Carol Fritschel, owner of Lot 396, in your prayers as her son, Gregg passed away on September 21st and her husband, Dr. Bill on November 14th.

Notes from our Maintenance Manager, Mike Foy

The Finance & Planning Committee, Chaired by Michel Leclerc, along with Jim McNeil, Lucinda DeSantis, Mike Foy and Suzanne Bishop, spent many months reviewing the current landscape contract, developed new specifications, interviewed various contractors and put the contract out to bid. Subsequently, on December 1st, we will be changing the Resort's landscape contractor from Valley Crest to The Greenery. The Greenery is a full service landscape construction and maintenance company that has been successfully operating in the local market for over 40 years. Their experience includes Harbourtown in Sea Pines, Long Cove Club, Sun City Hilton Head, Wexford and many other communities in the Lowcountry.

Thanks for your patience during this transition period. With their experience, I believe this will be a smooth transition. Your input is always welcome, and I will continue to provide updates on The Greenery and its operations.

In light of the early arrival of cold weather, we have discontinued heating the pool until early spring. The pool will remain open for those brave enough to swim and the hot tub is open year round.

We are in the process of putting up the resort Christmas decorations. Turns out we have one less week between Thanksgiving and Christmas, so we had to get moving on this project.

There are several projects planned for next year and a list of projects completed this year is available. As always, I am planning on what improvements that we can make to continue to have our resort as a top ten destination.

Landscape and Household Debris

The landscape company's contract provides for household garbage to be picked up by 10:00 a.m. each day and landscape debris on Mondays and Thursdays. The resort only has dumpsters to accommodate household trash and landscape debris. Therefore, if you have anything other than household trash or landscape debris, please call the office (do not go to Fernando rather than call the office) to arrange for items to be taken to the local landfill for disposal. There is a trash and recycling facility located on Dillon Road across 278 by Sam's Club and the Bluffton trash and recycling on the Bluffton Parkway. Certain items may need to be taken to the Hardeeville facility located on Rt. 462. If the resort needs to dispose of items, there will be a \$50 charge and any fees associated with the dump site.



Semi-Annual Board of Director's Meeting

Minutes from the meeting and slides from the Thursday and Friday Forums are posted in the Owners' section of the Resort website. Please review for more details. The following motions were passed at this meeting.

- A. **Adopt e-Voting & SimplyVoting.com: Motion 20141108-1** to implement e-voting for the Annual Board of Directors Election and that we subscribe to the SimplyVoting.com web service in order to conduct the election was made by Marianne Riddile, and seconded by Charlie Kendrick, PASSED unanimously.
- B. **Adopt Policies**
 1. **Coach Movement Policy:** Steve Aasheim outlined the proposed policy: office alerts owner in advance of 90-day date; there is an automatic 10 day grace period. An additional 20-day grace period will be given with written request from owner and then approval in writing from the manager. For extenuating circumstances, an additional 30-day grace period may be requested in writing to the manager for the President's approval. Fines of \$25/day will be levied beyond approved time period. **Motion 20141108-2** to adopt the Coach Movement Policy was made by Steve Aasheim, seconded by Ed Knott, PASSED unanimously.
 2. **Credit Card Fee Policy:** Manager Suzanne Bishop explained that when owners use a credit card to pay for their property maintenance fee, the current fee charged does not cover the actual fee charged by the bank. Suzanne read the proposed Credit Card Fee Policy: Owners wishing to pay their POA maintenance or other fees by credit card will be charged 3% of the total cost. **Motion 20141108-3** to adopt the policy was made by Don Beck, seconded by Marianne Riddile, PASSED unanimously.
 3. **Rental Reservation Deposit & Cancellation Policy:** Suzanne reviewed the current policy and then read the proposed policy: A one-day rack rate deposit will be taken for reservations less than 30 days (standard taxes included). Daily reservations must be cancelled 48 hours before your arrival date for a full refund of your deposit. No change to monthly reservations. **Motion 20141108-4** to adopt the policy was made by Michel Leclerc and seconded by Don Beck, PASSED unanimously.
- C. **Adopt Budget for 2015:** Michel Leclerc said the budget was mailed to the Board and was discussed by the Board on Wednesday, Nov. 6, 2014, and was then presented in the slideshow. He encouraged any owners wishing more detail to contact him via email and he would set up a GoToMeeting session with them to discuss the budget in more detail. **Motion 20141108-5** to adopt the Budget for 2015 was made by Michel Leclerc, seconded by Ed Knott, PASSED unanimously.
- D. **Adopt 70-604 Tax Resolution:** "That any excess of Association income over Association expenses for the year ending December 31, 2014, shall be applied against the subsequent tax year Association assessments as provided by the IRS Revenue Ruling 70-604. **Motion 20141108-6** to adopt the resolution made by Michel Leclerc, seconded by Charlie Kendrick, PASSED unanimously.
- E. **Authorization Year-End Audit/Tax Return: Motion 20141108-7** to hire Ray Warco, Webster Rogers to conduct the annual audit of the 2014 Books and prepare the Resort's tax returns was made by Michel Leclerc and seconded by Charlie Kendrick, PASSED unanimously.

Fitness Center Liability Waiver as it Pertains to Guests

Owners, please remember that rental guests **MUST** have a signed Health Club Waiver on file in the office to be granted card access to the Health Club Facility. If a rental guest's card does not open the doors, it is because they have not signed a waiver and do not have permission to use the facility. This is a liability waiver that protects the resort in the event of an injury and is very important. Please do not "open" the



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doors for guests to use the Health Club in the event that their card does not work, even if they feel they have signed a waiver. Please direct them back to the office to verify their paperwork. Thank you.

Community Service Efforts

Owner's that participated as vendors in the craft fair during our semi-annual meeting week donated items to be raffled off to raise money for local charities. Many thanks for these efforts that raised \$100 to the Deep Well Project and \$50 to the Hilton Head Humane Association.

We will be participating in the Toys for Tots effort for Christmas. A box will be placed in the clubhouse for new toys only and please do not wrap these gifts.

*Every day shared with the ones we love and our friends
is a gift which we are very thankful for.....Happy Thanksgiving!!!*



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