

DIRECT LINES WEEKLY SUBMISSIONS

Saturday July 16, 2022

Yeah and yippee! On reinstating the electric blowers for use by workampers. Now to resolve the next problem: when workampers blow off the rental lots, they simply blow the leaf trash out into the middle of the street. So now the street is littered with leaf trash. This is a very BAD look for the Resort—it makes it look dirty and untended. Further, Lot 351 is surrounded by rental lots so that means on any given day, the street in front of our lot is littered with dead leaves and pine straw. Then, if the wind is right, this blows up into our lot! Not acceptable. Allegedly they do this because a street sweeper will suck it up, but guess what! The street sweeper only comes by once a week if then, so that trash is out there for up to 7 days. When we blow off our own lot, we sweep the trash into a small neat pile at the edge of the road. This has been SOP since we bought in 2004. Why is it that the workampers can't blow the leaves into the street and then wrangle them into a pile at the side of the road like most owners do? Again, blowing the leaves into the street trashes the resort. Why is this being done? It makes no sense!

Marianne Riddile

Answer:

Thank you for your direct line. I appreciate your feedback. You are correct that leaving the debris in the roadway does not give off the reputation we desire for the resort. This will be addressed and changes will be made on the process of cleaning up the rental sites.

Just a suggestion on the hours of the laundry room. I believe the last wash should be posted as of 8:00pm not 8:30pm. In hearing some comments some people are upset that they cannot get into the laundry room after 10:00pm. What they don't realize is that if they put their clothes in washer after 8:30pm it is a 40 minute wash cycle. Then some are not on time to put into dryer. The lowest time on dryer is 50 minutes. Now that puts their clothes still drying after 10pm. They try to come get their clothes to fold and doors locked. Then sometimes they leave the next day and forget their clothes. Easy fix to change the time. Thank you.

Answer:

Thank you for your direct line. I was not aware of the times that the washer and dryers use for a cycle, as you pointed out the 8:30 pm posted time does not leave much wiggle room. This is a simple fix and we will have a new sign posted.

Tuesday 19, 2022

Just a note of concern. The ground by pickleball court # 1 has some roots lifting the green area making its way toward court #1. I think this should be addressed ASAP or that court will be unusable. Also the center pieces that hold down the nets are broken. We need to come up with a better way or it will continue to happen

Marlene Pollack

Answer:

Thank you for the direct line. We are aware of these areas on the courts. We are working on receiving quotes from reputable companies to repair the nets and remove the roots. We will keep you all informed of when we will be able to have the work completed.

Wednesday July 20, 2022

Owners who rent forum. I would like the board's guidance on setting up a forum for owners who also rent their lots. This forum would not be meant to take place of the owners packet which has good information.

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I see posts on the owners facebook page that relates directly to owners who rent, which does not correlate to non renting owners. I also believe there would be more conversations if the forum was more open and relevant to the topic of renting lots. I would ask the board to sponsor an official facebook private group for these purposes, I am willing to moderate the group. If the board does not feel this should be an official group, I would like to ask permission to setup a private group that does not use the official resort name, but can at least be advertised to current owners who may have the desire to join. Thank you
Dennis Durick

Answer:

Thank you for your direct line and for reaching out to get our feedback on having a Facebook Rental Forum site. Please be advised there already is a Facebook site, under "HHI Motorcoach Resort Rental Program", <https://www.facebook.com/groups/858187904952220/>. As noted under the site's "Members" list, Marc London is the administrator.

Also, please note that the HHIMR Board does not sanction any of the Facebook sites. In addition, just as you did in your direct line, if a site is to contain any part of the HHIMR name, Board permission must first be obtained. We recognize that people are drawn to social media to discuss issues and to voice their opinions, which can be a useful sharing medium. However, social media has also shown it can be a source of spreading misinformation so discretion should be exercised. Although the Board does not officially sanction them, as long as they remain respectable and the administrators monitor them, they are allowed.

Questions on first quarter financials

1. POA has 1.5 million dollars in bank. Why only \$550.00 in interest?
2. With that much money in banks why are we being charged a bank fee?
3. Under line 424 and 474 how do you have negative figures for income?
4. Why aren't capital projected listed individually to better show owners actual project costs?

John Scott

Answer:

1. POA has 1.5 million dollars in bank. Why only \$550.00 in interest?

The POA cash funds are deposited in an INTRAFI (formerly ICS) account. The advantage of those accounts is that they provide insurance for all funds above the \$250,000 FDIC limit. The disadvantage is that they offer a very low variable interest rate currently 0.125%. The same also applies to the LLC cash funds.

2. With that much money in banks why are we being charged a bank fee?

The Resort is not incurring any Bank fees or charges on a regular basis. The total \$224.63 "Bank Service charges" is for (1) a \$214.63 late fee imposed by Spectrum in 2021 that appears to have been coded under the wrong account number and (2) a \$10 returned check fee imposed by So. Atlantic Bank that we did not recover from the Guest.

3. Under line 424 and 474 how do you have negative figures for income?

These are related to undeposited funds from 2021. To "clean up" 2021, journal entries were made in Q1 of 2022 that caused those two accounts to show negative income. There are similar J.E. from 2021 in multiple accounts and per our request Island Financial will create a special account number to keep those J.E.s separate. This will be reflected in Q2 financial reports.

4. Why aren't capital projected listed individually to better show owners actual project costs?

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Creating individual account numbers for each project it would be a very time consuming task for our limited resources. Individual capital projects and budgets are communicated at the time of approval. Project progress updates and completions are posted in Postings from Paradise. Upon request via DL the Manager could provide cost figurers to anyone interested.

Please let me know if you have any additional questions.
