

DIRECT LINE WEEKLY SUBMISSIONS AUGUS 26, 2022

Saturday August 20, 2022

Regarding time you suggested of 30 days in arrears, and Voting. This time frame is very short and if an accounting error is suspected, a longer time frame should be applied. Also 30 days overdue could be an honest error or omission. 30 day period should be from the time a person is identified as overdue, and receives a reminder.

Janet Kierdorf

Answer:

You may have logged off before this vote was completed. We actually amended the motion to 60 days.

Just listened to the recent board meeting and heard of all the renovation that will be done in the future to the Club House.

The one feature that needs to be looked at is the men's lavatory in the Club House main floor.

This area is used frequently by owners and renters alike.

There is absolutely no ventilation fan in this room, it becomes extremely humid and stinky in there.

As I am sure with people using the toilets & showers this is a poor reflection on our facilities.

It is not too hard of a project to do and could be placed on some sort of a time clock to make it somewhat electrically efficient .

Answer:

Thank you for your direct line. I will have Mark look into this and find a solution to the issue.

Sunday August 21, 2022

Thanks for your subcommittee's work on the replacement pool furniture. Will there be an opportunity for interested property owners to also order furniture for our lots at the discount price?

Answer:

Thank you for your direct line. We are working with a local company to order the necessary pool furniture and umbrellas from. We are not discussing any type of discounted furniture for owners. You are welcome to reach out to them and inquire their cost of furniture pieces. We are working with Casual Living in Bluffton.

Tuesday 23, 2022

Why is the rental/management split @ 50/50? I own lots in 2 other upscale motorcoach resorts with the same services provided by management and amenities provided to guests and owners. One is 80/20 the other 70/30 both in favor of the owner.

Also is there any further discussion/decision concerning a propane exchange on the resort?

Answer:

The 50/50 rental split is written in the Covenants that were established in 1979. It has been a many years-long issue, as we all recognize the splits in other higher-end resorts are more favorable towards the owners. Changing the covenants is extremely difficult and we were advised it requires either a 100% affirmative vote by the owners or petitioning the court to allow the change. To make the 50/50 split more palatable, as we recently announced, a monetary per diem incentive for owners in the rental pool has been implemented.

Regarding a propane exchange, the resort had one several years ago but it was disbanded after a very short time. I don't know why it wasn't successful but it is something we can look into again.

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Wednesday August 24, 2022

Having just been at HHIMR there were some observations I wanted to share with everyone who isn't there to see as I feel it is pertinent so it may be addressed. The Direct Line does not allow me to attach a document with photos which would be helpful, so I will look at sending it to the board's email addresses for their review. With the talk about security patrolling and the resort has had some thefts in the past, I noticed while walking one evening that more than 55 of the low-level lighting on our streets and pathways were not working or so dimly lit useless (only about half were tagged with orange tape). The entire walkway next to lot 66 was not lit up. With all the safety concerns including snake envenomations, I think this should be a priority. Many of the large globe lights around the pool/clubhouse/parking lot area were also out. 55+ lights are pretty significant. Can we please check/fix this on a regular basis? I know some are out because some are tied into lot pedestals, but checking breakers and bulbs can't be that hard of a job for someone. Breakers could be off, wires broken or just disconnected or a bad bulb. It's obvious some light posts have been removed from lots. Others are obstructed by weeds or landscape plants. Is there some sort of feasibility of getting these lights off individual lots and running power lines through the resort, therefore, the lights aren't tied into the owner's pedestals. If not feasible we will have less and less lights as lines are cut/disconnected/breaker turned off from individual lots pedestals. Hate to resurface our roads and then do this project. Thanks.

Jennifer London

Answer:

Thank you for your direct line. Mark, our Facilities Manager, is responsible for the maintenance on our pagoda lights. It is difficult for him to know what is out during the day but he does try to test them when time allows. I will communicate with the Security Company the importance of tagging lights that are also dim, not just out. As for the lights at the clubhouse, I was just up there late on Monday and did not notice any lights that were out. If you are available I would like for Mark to come by and speak with you to get a better knowledge of the location to address the issue.
