

DIRECT LINES WEEKLY SUBMISSIONS

Thursday July 21, 2022

Is there a location where owners that rent can go to see the reviews that renters have left regarding their lot? I'm asking in light of recent suggestions in Postings, asking owners to keep their lots in the best condition.

Greg Knapp

Answer:

Thank you for your direct line. We do not currently have a platform that displays rental guest feedback. We have implemented a guest survey, at the moment we have only had 3 returned. This is something that the staff will have to brainstorm on ways to record/share any feedback that is received. I will keep you posted on the progress.

There seems to be an ant problem surrounding the pool decking area. No matter where I sit tiny brown biting ants crawl all over me. I think we need some pesticides in the area. The deck could also use a power washing to remove black mold

Answer:

Thank you for your Directline. I will have Terminix to treat the pool area. I have requested the Pool Cleaning Company to take care of the mold surrounding the pool.

Friday July 22, 2022

Question: "Regarding the Owners Hold Harmless Waiver Agreement"

As an owner, do I execute this form for each movement of my coach or does the executed the form remain enforceable until it is rescinded/revoked?

Answer:

Owners need sign it only once until it is rescinded/revoked and it will be kept in your file.

I had submitted this suggestion last week, but here it is again. We have a South Carolina University school of Hospitality and Resort Management here in Hilton Head. They need placements for work experience. Rolf talked to them and they were interested in receiving an application from our resort, and he forwarded the information to Kathy, but nothing happened. This could be an advantageous relationship and provide a potential source for employees, perhaps summer or part time. An intern could help with events, owners week, activities, or in whatever way Wendy determines. Community connections can only help our resort.

Janet Kierdorf

Answer:

Thank you for your directline. I agree that we should have connections throughout our community. I will research this and bring it to the personnel committee to determine if this is a benefit for the resort.

Saturday July 23, 2022

One lot on our loop (142) is extremely weedy. It definitely detracts from the looks of the area. Another lost a large tree limb in the recent storm. I understand that these are two different situations. In accordance with the covenants, can the Board request our Resort manager have lot 142 weeded and charge the

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owners the cost? And is there a plan to have the large tree limb removed? Please bear in mind that we are new owners and are asking for information.

Answer:

Thank you for your Directline. The Property Enhancement Committee has addressed the weed situation with lot 142. In order to address the tree branch there are multiple steps that were necessary prior to removal. When a tree or limbs have fallen on an owners lot, the responsibility falls on the owner. If they are here they handle the legwork of finding a vendor that can assist them. When they are not in the resort, the staff will provide all of the necessary information and still the owner must make the decision. Once that is done, we have to be placed on a schedule. The branch will be removed this week, weather permitting.

Hi there,

First, I wanted to thank the board for all of the thought and effort that went into the new hold harmless waivers. That being said, one thing really stood out, and I'm wondering if maybe it was just an oversight. The 3rd bullet down, in regards to the pool says that children under 13 must be accompanied by an adult, and are not allowed in the hot tub. To me, this says that 13 year olds can be in the pool and pool area, unsupervised, as long as they stay out of the hot tub. That seems pretty young to me, and since the old waiver stated (copied from the June 3 Postings):

CHILDREN: All children under the age of 16 must-have adult supervision while in the Resort.

I'm thinking that maybe it was just an oversight.

here were a couple of other unusual items, but they are much more minor. For example, it appears that both the owner and renter documents are nearly identical, which makes sense, except that the owner's release still references 'rental of a lot' in section 1, and again in the second to the last bullet, when it refers to 'use of a rental lot'. Also, both pages on each document say 'page 1 of 2'.

Sorry...I just notice things :-)

Thanks for all that you do

Toby

Answer:

The expiration of our General Liability policy on July 31st, by default set the deadline for implementing the HHW on the same day, which is just a week from today. With the understanding that the HHW may need some further tweaking, the Board deemed appropriate to share the HHW documents asap so that (1) the owners will have a week to process, digest and prepare for the new reality and (2) the Board receives valuable feedback and suggestions from the owners to further improve the HHW Agreement.

Case in point, your comments/suggestions is valuable input, and are currently under review. An updated version will be posted on next week's PfP, but keep in mind that based on future conditions, the HHW will always be subject to change.

Thank you for noticing things.

We would like to know what the dates are for "Owner's Weeks" in 2023?

Answer:

The spring annual owners week in 2023 is March 27 to April 1st. The dates for the 2023 fall owners week has not yet been determined.

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Sunday July 24, 2022

The project at the lagoon seems to be at a standstill. The lagoon is filled with run off water from the street after numerous rainfalls. The lagoon is filled with stagnant algae infested water with several clusters of grass growing in the water. There is more erosion occurring on the property banks along the lagoon. This project needs to move along swiftly with the installation of rip rap as promised. The well pump needs to be turned on to have moving water as it was in the past and the weir needs to be adjusted to keep the water flowing. As it sits it is a mosquito infested area caused by the stagnant water. Possibly we should have pumps installed like by the lake to keep the water moving. The bank which now has a softer grade is starting to erode as well again.

Answer:

Thank you for your direct line. The Lagoon project is at a current standstill, we are waiting for J & S Construction to remove the last tree stump and install the riprap along the sites. We have been calling them weekly to receive an estimated completion date. I will follow up with our architect in regards to the well pump.

Monday July 25, 2022

Since it was announced in Postings from Paradise on Friday we will no longer be charged for water overages, can we change our policy restricting guests from washing their RVs on site?

This is information sent into Resort Manager on June 10, 2022 regarding the costs associated with one coach washing:

I went online to get a specific amount charged to a commercial account for water usage today which is \$3.58 per 1000 gallons. The coach detailing team I talked to last year said they tote 35 gallons of water in the resort to wash an RV. This means that it costs \$.1253 cents for water to wash an RV. The costs for commercial sewer for 35 gallons would be \$.23065. The total cost to one owner for 35 gallons of water/sewer usage to wash an RV would be \$.35595 each time an RV is washed on their site.

As we stated in our Direct Line request to you and the Board, we believe this is a rule/policy which needs to be revisited and revised. This is a great amenity/perk to offer to our rental guests. As guests are paying \$120 a night for the rental of our lots, we believe a \$.36 perk is a reasonable request.

Answer:

Thank you for your direct line. I will have to discuss this with the board, I am not familiar as to why it was added to the rules as prohibited. I will update you of the decision.
