

DIRECT LINE WEEKLY SUBMISSIONS SEPT 2, 2022

Wednesday August 24, 2022

Last week I had the pleasure of visiting HHIMR, I don't visit here enough. Not many coaches here, about 150 (many unoccupied, coach only on lot). With the resort being so empty and devoid of people you could easily see things that most other times one would not, unless specifically looking for something. When people are there we all tend to stop and talk and kind-of disregard our surroundings. Ha ha, like stand in the middle of the road talking while disregarding the vehicle wanting to pass. Because it was so empty this was a perfect time to look around and envision changes to our resort, no distractions. I wanted to contribute to the resort and this renewal project. I spent some time looking, investigating because of all the talk about renewing our paradise. Lots of talk on HH owners FB group and on Upscale RV Resorts about our resort and others. Of course some topics and comments were thoughtful and good, others of course not so, but I guess we take the good and the bad and come to a place in the middle and move on.

Direct line from what I saw wouldn't allow me to attach photos and I really feel they help tell the story and back up what I wrote in my direct lines today. Many of you are not there, many owners in general are not there enough of the time to witness what others see. Some of us don't have professional help inspecting our lots and fixing problems and I learned from this past visit some do have hired help that hadn't been doing their job. Many lots during this time of the year are dealing with weeds despite the use of weed preventers and the like, our lot had it's share of weeds. Our lot and I noticed other lots with leaking irrigation (I fixed mine and contacted one homeowner I knew on theirs and turned their system off until it gets fixed at their request). There are others I noticed that have leaks and those that have irrigation to come on early in the a.m. to not interfere with renters, leaks they may have go unnoticed. The river down the street by me got me checking my neighbors irrigation. I have a landscape light not working intermittently along with wifi not working intermittently.

Noting my own issues and neighbors issues along with the renewal project for HHIMR I tried to be a little more alert of my surroundings, especially being on the lookout for our not always friendly copperheads. As I noted in Direct Line I counted over 55 of the low level lighting alongside the road and walkways out. All the lights on the walkway next to lot 66 were out. As noted since they are tied into people's pedestals it could be an intermittent problem, bad bulb, cut wires, disconnected wire, missing bulb, turned off breaker, etc.... And the large globe lights around the pool had some that weren't working. Didn't count them-just noticed the clean one where I stood was out, but a lit one further way was filthy from dead bugs/debris. Many lights had orange tape around them, some of them were new fixtures. Not all the lights were out, many with very poorly lit bulbs. Some lights obstructed by landscape plants and some had weeds like self planted gum trees obstructing them. And when there were large gaps between lights, well I'll leave that up to your imagination as to why. With the talk about thefts and the issue with snakes and especially with there not being many people to see and hear what's going on lighting is pretty important.

Lots of tripping hazards I noticed. I'm an Occupational Therapist, safety is a priority with me. Irrigation drip lines sticking up around the dog poop bag stations could cause someone to trip. The significant damage to the cool deck has left some areas that should have a cone or sign because a child busy playing (or adult) could easily catch a toe and fall. Yes I know we are looking to fix, but I look at preventing falls today. None of us want another insurance claim. The black mold on the pavers and tennis courts is another area. The tennis courts are the worst and when that stuff is wet it is slick. I know, I have fallen. People were playing tennis while I was there, the courts are open. I do see the areas in the pickle ball court from roots. That looks minor compared to the black mold in the tennis courts and the cool deck issues in the pool area, but two of those courts are closed off. But, we paid out on someone tripping over their own feet playing pickle ball according to what was posted on FB owner's group.

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I sent an email to renewingparadise@gmail.com which Dave Irwin gets with some of what I thought are great suggestions for paradise. Of course we all have our opinions on what paradise needs and how it should look, LOL. Dave said he shared that email with you so no need for me to duplicate anything any further and you can see his email with photos. Primarily the unkempt, non maintained, filth that was observed made me sad.

I don't know what everyone's job description is and who is responsible for what, but everyone should pitch in and go beyond their job description. Time and time again I come to Hilton Head to see trash (not a lot, but it's there) at the end of the lots by the road, dog poop bags and misc garbage sitting in our trash containers at the end of our lots. I also see trash alongside the road or even misc branches that have come down on the pad or even on the grass. On our lot the Greenery just drove around the branches when mowing vs kicking out of the way (they weren't big). I already know that the Greenery doesn't pick up misc trash that isn't bagged, but can't someone else go around and pick it up and dispose of it? Renters don't know the rules as well as owners. There has been old rusted furniture or free stuff nobody wants left out and stays there the entire week I'm there with nobody just getting it and disposing of it properly.

I want to bring up a couple of things to ponder. I have no good answers.

This week we have the riprap being put down in the lagoon area. Yea, hopefully that is the last time equipment is back there and the issues with dirt washing out from both sides which has caused some lots have the back of their property start caving in will be fixed. Not sure HHIMR is doing any lot fixes or only the riprap. So many questions on that project that turned into a bigger project than intended. I already once made a comment to one of the committees about infrastructure and water drainage issues we have in this resort. The more lots that are redone with bigger impervious pads the more issues with water drainage. Our creek sees a lot of the water not only from our loop, both sides, but water from the pickle ball courts as well. Some time during a torrential rain ya'll need to put some rain jackets on and some tall rubber boots and come check out the rivers on my phase of the development. But my main point is with the work on the lagoon right now the "road" behind the forest lots is really being used and getting muddy. Back behind lot 109 ish/110ish there is a muddy ditch on the road which they tried putting rock in, but the pickup truck they take back there gets stuck and they have to pull him out. I can see and hear this through the trees. I hope when they finish the project you have a pipe put in that ditch and don't fill it in. Behind all these lots it is low and has no chance of draining into the lagoon back there because the road back there sits higher than the surrounding land on the lot side (that was from the original work). Further down closer to lot 100 there is a pipe which has now broken because of the heavy equipment traveling over it multiple times a day. Standing water is a recipe for mosquitos and our friends, venomous snakes.

Regarding the riprap. I noticed there are several RV's down where the work is being done in my loop. Wondering if any are renters or are all owners. I ask because there is a pump which runs all day while they work to drain the water out of the lagoon where they are working. It is quite LOUD and very annoying, certainly not peaceful. As owners we have to suck it up. As renters, they should not. I did see a couple and a dog on a lot out watching TV outside frequently, not sure if they were owners. If there are renters back there I hope they were given the opportunity to move (we have lots of open lots) or given a discount from the LLC as the owner should not lose any money.

So something else to think about. I again don't have any good answers. RV's break down. Sometimes these breakdowns prevent us from safely leaving our spot until fixed, essential issues (bad tire, slide won't retract, fluid leakage, etc...). We are very fortunate to have good people in the area with some right within the resort that can take care of us in a couple of hours or days and get us on our way without the inconvenience of having our RV towed or driving several hundred miles to get work done, and dealing

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with hotels or time away from work. But, when something isn't essential/safety related and is more than a weeks worth of a job, do we have any rules? Do we want rules/guidelines? How do owners feel about extensive non essential mechanical or body work done on site that go beyond a couple of hours or even a couple of days worth of work and can be easily seen while walking the resort or those who are next door? How do renters feel about it? During my one week there last week there were two folks having work done on their RVs, one some mechanical work and the other some bodywork. After one week these jobs aren't completed. I can't answer how long before we arrived they were being worked on and I don't know how long before either job is complete. Do other 5 star resorts allow repair work that isn't essential be done on lots? One upscale RV resort in Blairsville, GA made someone leave the resort because of a mechanical issue where the 50 amp transfer switch broke or something and they needed to run the generator at night to run the AC's. The resort wouldn't allow the generator to run. The mechanical job at HHIMR involved having all tires off the coach with by the time I left only the front tires back on and the back of the coach remained on jacks. The bodywork was a coach next door to me, a work camper's RV, Tom and his wife who are lovely people. During our stay during the weekday we listened to Sean's (the resort is so fortunate to have a great bodywork repair person on site) compressor kick on/off when he used some air tools and later in the week not only the compressor noise, but then the smell of the undercoating paint which one day I observed spray traveling ~20+' away from where he was spraying (see video). Unfortunately I had to at times keep my dogs inside rather than out with me because the noise scared one of them and the smell was making them sneeze. As an owner I can see the benefit of having the ability to have someone right there do work on my coach. It can be a great thing, save us a ton of money and so much more convenient then driving to NIRVC in Atlanta or Newmar in Indiana (which we had to do). Next time I need body work I know I can bring it to HHIMR and have work done on it. But, as a renter is this good for the resort?

Jennifer London

Answer:

You raise a great number of different observations and opinions in your email below. Rather than respond to every item, let me sum up that all of the maintenance issues you cite pertaining to the common areas are in various stages of being addressed, including but not limited to the pool deck, tennis courts resurfacing, pickle ball courts roots problem, cleaning throughout the resort, lighting, lagoon, etc.

With regard to renters being subjected to noise from construction or RV repairs, etc., oftentimes, work by the vendors is at the mercy of the weather and therefore, it is very difficult to forewarn a renter. Wendy does handle any complaints by renters on an individual basis and strives to resolve them in a satisfactory manner.

With regard to the roads and drainage infrastructure, this too is being addressed. As you know, our resort is over 40 years old with aging infrastructure that is in constant need of repair. It was recently decided, as part of the LT Planning Committee, to hire an engineer to review and assess our drainage needs throughout the resort. While we will continue to make repairs in the interim, a complete assessment will give us a good picture of what is needed overall.

With regard to the Greenery's services, Wendy and several board members have been in serious talks with them. They are aware of our issues and we are giving them a timeline of when we expect to see improvements with the quality of their services.

Thank you for your direct line and for offering your opinions.

While visiting HHIMR this past week I was saddened to see how run-down/filthy areas looked. With it being summer and only about 150 coaches (many unoccupied) here why does the resort look so dirty? It's not busy. Please inspect and fix what needs to be fixed, pay someone to clean, and more frequently

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when we have had wet weather and mold issues. A 5-star resort should not look like this. I focused on the centralized area including pickle ball, tennis courts, green space, pool, and kid's play area. Besides a significant amount of lighting out throughout the resort, there were weeds/dead plants bushes, exposed irrigation drip lines around the pickleball courts by the dog poop bag station (need to be staked down) creating a tripping hazard, the black matting under the rocks that surround the courts are all torn, exposed in areas from the blowing off of debris from the courts (need to be staked down, rocks rakes back in place), rocks blown away with exposed dirt and looks messy, excessive spanish moss hanging off fences around the courts (pull it off-ok on trees unsightly on fence), rollers (3) for tennis courts filthy/1+broken, tennis courts surface covered in black mold (sure slippery when wet) and still were used while we were there, black wind screens both courts green from mold, rock walls by walkways black from mold, pavers on walkways and in pool area blackened from mold (not as bad as tennis courts), stuff just sitting on tables by poolhouse unclaimed for a week, wash buckets, tables, and other stuff surrounding the closed snack shack instead of putting in a closet, knee high weeds in the right fenced in AC unit right side of the building (can see if on balcony or stairs), rotten wooden gate on the same area, rotten dilapidated corn hull game on green space, broken wood bike rack by dog wash with exposed nails (entire week I was there), dog poop bag stations covered in green/black mold and bird poop, low-level lighting, green posts (besides more than 55 lights out) so dirty/covered with dead bugs, large globe lights filthy (many lights out), wooden bike rack and shuffleboard game same area so filthy with mold and tree debris, dead oak tree branch hanging down above kids slide in play area, clubhouse gutters past due for being blown free of pine needles, trash/recycle bins covers in pool area blackened with mold, debris and mold in and under elevator, and significant tripping hazards in pool area from the exposed power to the elevator which now has a cone by it and cooldeck coming up multiple areas. Pool area is open despite these significant tripping areas with no cones/signs. Some serious safety issues along with filth some of which can cause an accident. Wet moldy surfaces have resulted in myself falling. I can't wrap my head around the filth which the mold isn't just a little mold and hasn't just developed. Who is responsible for inspecting/fixing lights, and cleaning filth including mold from surfaces? How often and who pressure washes pavers, blocks, and windscreens? How frequently is this being done? It's a shame I can't attach photos here, but I will elsewhere to alert folks. Please increase inspections, perform maintenance work, and clean up the resort including and not limited to weeding, pressure washing, removing broken items, and replace broken and dilapidated items, and securing items to prevent tripping accidents. Our census is low and with cooler weather not far off hopefully we see more renters. A clean safe resort makes for happy owners and renters. But, in this current condition if I was a renter I would not be back.

Jennifer London

Answer:

Typically, Wendy would respond to this type of submission. However, since the content is the same as what is in the email I responded to a little while ago, I figured I would respond to this one as well. We appreciate your input and want to reassure you that all of the issues you mention below are being addressed.

Saturday August 27, 2022

I would like to remove our lot from the rental program. I do not see an online form for requesting removal from the rental program. Please re-explain the process for me.
Thank You.

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Answer:

Thank you for your direct line. The rental Program waiver can be found on the Owner Page of the website. It is located under Rental Program for owners: Rental Program Documents: Rental Program Waiver.

Monday August 29, 2022

I would like to suggest we spruce up the entrance area to the resort with just a few more plants. There is a barren area a little behind the flag poles at the entrance where there is nothing in the median other than pine straw. I think some of the new plantings like were planted along the bike path would look very nice there--the taller grasses. Also as you pull up to the entrance gate where our sign board is off to the right, we need some plantings there like podocarpus or ligustrums which would provide a privacy hedge for those owners right there along the entrance fence line. I would also suggest once you pull through the gate, the old hedges there need to be replaced with something new. They look old and leggy. At one time we had approval for new plantings on both sides of the Welcome Center but I am not sure what happened to that plan. There are no plantings on the left side of the building and the ones on the right side are overgrown. Thank you.

Answer:

Thank you for your direct line. This is something I will discuss with the board, currently we are waiting for 2 other projects to be completed by the Greenery. Until those projects are done, I prefer not to add another task to their list. I will keep your suggestions on file and also tour the entire clubhouse/entrance area for potential vegetation opportunities.

Tuesday August 30, 2022

Do we have a written procedure for preparing for a potential tropical or hurricane? If not, it would be good to do that now. Such a plan would include tasks and sequences for battening down and securing property, as well as preserving resort records, computers, servers, and vehicles. In addition, the water level in the lake is to be reduced in accordance with HHI Town policy. Possibly the Town has a procedure we could adapt for our use.

Marianne Riddile

Answer:

Thank you for your direct line. We do have procedures in place for any potential hazards. We are reviewing and making any necessary changes. When we have the final draft we will share with all owners.

Wednesday August 31, 2022

A large pine tree was hit by lightning on lot #231 last spring and has died as expected. How long does the lot owner have to arrange for the tree to be removed? The lightning strike seems to have also killed a tree on the adjoining lot #230. The tree on lot #231 has completely shed its needles and will soon be shedding dead limbs. This lot seems to be in the rental pool. I think we need to get it out of the rental pool immediately so that it doesn't cost us a damage claim and the tree should be scheduled for removal. Both trees are eyesores in the midst of our lush green paradise.

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Answer:

Thank you for the direct line. We are aware of the tree that was struck by lightning and Terrence has an arborist coming to inspect the status. He is also going to reach out to the owner in regards to the other tree.

Thursday September 1, 2022

Concerned to see the courts are being pressure washed. It was brought to our attention when I was on the board that the court surface should not be pressure washed. No need to respond.

Answer:

Thank you for the direct line. Mark was not pressure washing the courts this week, he was taking care of the mold on the court screens. He did sample a spot on the Tennis Court to see if our scrubber could clean up the mold buildup on it.

Friday September 2, 2022

GUEST OF OWNER POLICY CHANGE

We purchased our lot in 2013 with the understanding (see Rules & Regulations) that we could allow a friend or guest "to stay on our lot (in the guests' motorcoach) for a total of six weeks each calendar year". After 21 days, an amenities fee of \$20 per day would be charged.

The current Guest Authorization Form states that after 21 days per lot have been used, any guest on that lot must pay 1/2 the regular rental rate to the Resort. After 42 days, any Guest must pay the full rental rate.

This is a substantial change to the Guest of Owner Policy. Please explain the reason and justification for the change. We also have some questions for further clarification, since the language in the current Guest Authorization Form could be misleading.

1. Does the "length of stay" reset on a calendar year basis?
2. Does the allowed "Guest of Owner days per lot" change with Guest/Coach and also reset annually?
3. Has our software provider added the additional fields required for tracking and the ability to track these items?
4. If so, who is responsible for monitoring this program and do we track the additional revenue in a separate account?
5. Was this change ever approved by a vote of the Association Membership and officially incorporated into the Rules & Regulations?

Larry Carlson

Answer:

Under the old rule, the 21 day limit was tracked by "lot" and it came to board's attention that several owners were allowing their common guest to stay indefinitely by simply having that guest move from lot to lot. The result was that each time the guest moved to a different lot, the initial 21 day free period started over.

A committee was formed in the fall of 2019 to ascertain what would be a fair and equitable benefit that also could not take advantage of it, and the current rule was enacted in November 2019. As you state below, the current rule is that the first 21 days to a guest of owner are free, the next 21 days are subject to a 50% rental fee, and thereafter the guest is subject to the full rental fee. Also, it is now tracked by the "coach" rather than by the "lot".

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In answer to your questions:

1. For the owner, it doesn't reset annually as there is no limit to how many "guests" the owner can have on his or her lot throughout the year.
2. The length of stay for the guest is measured from the first day the coach occupies a lot. For instance if your guest comes in on Dec. 15th, the 21 days of free rent would end on Jan. 5th. Also, keep in mind that the occupancy is based on the "coach", not on the lot. For example, if the guest occupies one lot starting on Dec. 15th and then moves to another lot on Jan. 2nd, the 21 days of free rent still ends on Jan. 5th.
3. Staylist keeps track of this and will charge 50% to the guest starting on day 22 and full price on day 42.
4. This change did not require the vote of the membership. It was voted on by the board at the Nov. 9, 2019 board meeting and is in those minutes, making it official.

I hope this clarifies this issue and answers your questions.
