

HILTON HEAD PLANTATION
2023 ANNUAL REPORT



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HILTON HEAD PLANTATION PROPERTY OWNERS' ASSOCIATION



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Hilton Head Plantation Property Owners' Association, Inc.

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Director of Security

Major Warren Gaither

Deputy Director of Security

Capt. Vanessa Green

Lieutenants

Shaquana Blackshear
Tomika Busby
Timothy Harrell

Sergeants

William Bruce
Juaneka McClay
Michael Passamano
Theoron Weeks

Officers

OFF. Juan Arzu
OFF. Tyshaneka Devore
CPL. Michael Howard
PFC. Larry Kornstadt
PFC. Daverin Mortensen
CPL. David Munroe
CPL. Carl Olson
OFF. Christopher Peebles
CPL. Adrian Pinckney
PFC. Kelsey Rahmlow
PFC. Michael Ruffin
OFF. Pedro Sanchez
PFC. Christopher Spears

P/T Officers

CPL. Patrick Story
OFF. Jeff Marchioni
PFC. Angela Williamson

Dispatchers

PFC. Adasha Brooks
CPL. Vera Ford

Gate Greeters

Faye Banks
Patricia Heyward
Shavonne Smith

GOVERNANCE:

Under By-Laws adopted in 1977, the HHPPOA is governed by an elected nine-member policy-making Board of Directors serving overlapping three-year terms, and an appointed General Manager.

PROPERTY STATUS (12/31/23):

HILTON HEAD PLANTATION:	3,711 ACRES	72 MILES OF ROAD	88 LAGOONS
FAMILY DWELLING UNITS:	4,230	UNDEVELOPED LOTS: 82	TOTAL: 4,312

SERVICES:

Covenants Enforcements:	POA Staff	Electric:	Palmetto Electric
Road Maintenance:	POA Staff	Fire:	Town of Hilton Head Island Fire Dept.
Recreation:	POA Staff	Police:	Beaufort County Sheriff's Dept.
Security:	POA Staff	Postal:	US Postal Service Rural Delivery
Landscaping Debris:	Self-Service Debris Pile	Telephone:	Hargray Telephone Company
Building Permits & Inspections:		Water & Sewer:	PSD
HHP Architectural Review Board and Town of Hilton Head Island		Household Trash Collection:	N/A

President's Letter to Property Owners

To say the least, 2023 was a unique and special year for our community. May 25 was the 50th anniversary of HHP. The Articles of Incorporation were filed on that day in 1973, and the HHPPOA was officially recognized as a corporation. From that original vision of 16,000 homes and condominiums, we have developed into a wonderful residential community of 4,250 homes focused on its full and part-time residents. In November, we celebrated our anniversary at a Coffee with Peter, recognizing memorable moments during those 50 years.

We also paid a special tribute to our past presidents with a slide and video presentation (available on our website), which was followed later that day by another memorable achievement for the year- the official opening of our new Dolphin Head Recreation Center. Our beautiful new facility has a sprawling deck, screened-in porch, and an event lawn with a trellis area looking out at Port Royal Sound. In addition, there is a picnic shelter, barbeque grills, a fire pit, a hard surface sports court lined for basketball and pickleball, and a state-of-the-art playground, which is being enjoyed by our children and grandchildren.

As you will read in the annual audit, our community continues to run with a strong financial position, with revenues ahead of expenses, the Capital Transfer Fee providing the funding for major capital projects (Dolphin Head, for one), and an increase of only 2.38% to our annual assessment for the coming year. Revenue enhancement this past year can be attributed to an increase in investment interest, increased tennis members, Kids Kamp, the RV/Boat Storage reorganization and restoration, *Plantation Living* Advertising, commercial pass revenue, and capital transfer fees.

As in the past, this year also included the continuation of the many events and activities that make HHP a very special place to live. There were concerts provided by talented members of HHP and HHI, such as the HHI Big Band and our own local Garage Band. Kids Kamp once again had increased demand and enrollment and provided so many activities for the Kampers. Special programs (educational, fitness, hobby-focused, etc.) facilitated by our great Recreation Department were held regularly. Our holiday events, such as the celebration of the 4th of July, Veterans Day, Thanksgiving, and Christmas, were all well attended. Our other special amenities, including the Spring Lake pool, tennis, pickle ball, and bocce facilities at the Racquet Center, the leisure trails, and the Spring Lake Pavilion and Plantation House, all provide opportunities to stay busy and enjoy life. Coffees with Peter have also provided opportunities to hear from and speak with our Mayor, Alan Perry; our

Town Manager, Marc Orlando; State Senator, Tom Davis; Beaufort Chief of Police, PJ Tanner; and Beaufort School Superintendent, Frank Rodriguez.

Our residents continue to interact with each other through their individual interests through regular participation in over 60 of our clubs. New clubs formed during the past year include Backgammon, Board Game, Convertible Car, Corn Hole, European Travel and Culture, Karaoke, Mini Cooper, Motorcycle, Pickleball, Virtual Reality, and Women's Java Clubs.

The Board and management continue to communicate openly with our residents through *Plantation Living*, our website, and Coffees with Peter. Coming in 2024 will be the next tri-annual survey developed by our Committees. This is an opportunity for our residents to provide their input and guidance on where to focus our attention and plan for our next major capital project. In addition to what comes out of the survey is a decision by the State with regard to our application to sand scrape Pine Island and replenish the beach, the start of the Main Street improvement project by the Town, and a final decision on the Bridge and 278 Corridor Project.

Finally, a huge thank you to everyone who volunteers for the many events and projects that allow us to live so well here, and to our staff for everything they do every day for us.

It has been an honor to serve on the POA Board and as President this past year. I look forward to continuing my service to the community and you, the residents.

Respectfully submitted,
Ed Schottland, President



2023 POA Operations - Administration

The General Manager's office provides staff support to the Hilton Head Plantation's Board of Directors and its committees. The Service Center maintains the records of the Board, its committees, and all the Association's legal documents. The General Manager's office also provides oversight for all the POA's departments and affords guidance as needed. Overall, coordination for your monthly newsletter (*Plantation Living*), the POA Website (www.hiltonheadplantation.com), and the Newcomer's Welcome Packets come under the jurisdiction of the General Manager's office.

We welcomed 2023 with the Dolphin Head Renovation project underway after finally clearing all the permitting hurdles, including an archaeological dig for artifacts. Part of the work area was the site of the original Myrtle Bank Plantation complex. The recovered artifacts will be displayed in the new Dolphin Head Recreation facility. This new compound, which opened officially on November 16, 2023, was the culmination of years of planning. The final cost roughly \$4 million and includes an integrated pathway system, a new multigenerational and inclusive playground, a hard surface court for both basketball, pickleball, and other games, a new picnic shelter, fire pit, expanded parking, dog station, trellis, and event lawn and of course a new building with an expansive deck that sits on the Port Royal sound. If you have yet to visit this site, it is a must-see.

Besides Dolphin Head, renovations to our leisure paths and roadways were tackled. Due to many folks choosing to relocate to our area, Hilton Head Plantation continued to see real estate sales go up, even with the unfortunate consequence of rising interest rates. Higher home prices and higher interest rates fuel our Capital Fund, which paid for the Dolphin Head Project without needing a special assessment. We are tracking end-of-year budget results for 2023, and we are fairly confident that when the 2023 audit is completed, it will show a significant positive variance to the budget, which has been earmarked by the Board to completely pay off the Dolphin Head Project without the need to borrow internally from ourselves short term.

We tackled a total renovation of the RV Boat Storage area and cleared out many delinquent and abandoned items. This process opened many more spaces in the storage area and increased this amenity's value as a revenue source. A new, more

secure gate for the entrance to this area has been installed that includes better accountability as well as video surveillance to help track those who may seek entrance illegally.

The Security Department has stepped up speeding and stop sign enforcement. The Department now wears bodycams for your protection and theirs and another layer of accountability. Two semi-permanent speed boards were installed on Seabrook Drive and Santa Maria Drive. Another more portable device has been purchased and will be deployed at hot spot locations throughout the property.

Our Kids Kamp program had to be capped again this year as demand once again exceeded our capacity. Our Tennis program expanded its league and teaching offerings as well as experimented with the lining of two clay courts with additional lines for four Pickleball Courts.

"The Charles," which is a condominium developed on the site of the Old Fort Pub, is now completely occupied, and "Waterway Gardens" has two units occupied. The Pine Island sand scraping project received additional attention due to the misunderstanding that Park Creek, which empties into the Port Royal Sound between Pine Island and Ribaut Island, was the subject of a dredging project from beginning to end. This contention was totally erroneous. We are hopeful that this project will be approved after this was made clear at a DHEC Hearing. Our project merely moves the sand that the POA (you as property owners) paid for by trucking in sand from an upstate location to be moved from the Northwest corner of Pine Island to the Pine Island Isthmus. This very popular amenity is under the constant forces of natural erosion and needs a regular source of approved sand at a reasonable expense. We need to protect this amenity so it will continue to be accessible to all property owners, serve as an ecological barrier to the entire marsh, and protect our vital stormwater management outfall.

This year, we celebrated our 50th anniversary. As part of that recognition, all the past presidents who could be located were interviewed so they could share what they felt were their most valued contributions during their term in office. These video vignettes were compiled and served as one of the backdrops to our formal celebration held on November 16th. HHP has been fortunate to

2023 POA Operations - Administration *(cont'd.)*

have so many volunteers who continue giving their time and talent for all the right reasons. I have spoken to many board members from other communities over my 35 years of being involved with community association management, and yes, it is a commitment of time and talent. What have I found most remarkable and unique about most of HHP's board members? They signed on for two terms, and some have sought a third after taking off the mandatory year. Far too often, I come across board members from other large communities who can't wait to serve one term and get off the board due to the nonstop complaining and member dissatisfaction. We have been blessed with board members and property owners who look out for the community as a whole, seek out member input, and go out of their way not to focus on myopic special interests but on the improvement of the community as a whole in a fiscally responsible manner. Due to their focus and oversight, HHP has made incremental improvements year after year with policies, amenity improvements, public-private partnerships with the Town, and maintaining the infrastructure that keeps HHP a step ahead of the competition. The video presentation that was played at the November 16th Coffee is available on our website (www.hiltonheadplantation.com).

The committees of the board composed of property owners has been busy working on a recommendation to the board for the next property owner survey slated to be distributed in April 2024. It is through these surveys the Board gleans direction on what property owners value, how the Board and staff are performing and what priorities the community has for the coming years.

Please review all the Department Head input on these pages as they detail all the accomplishments on a more focused level.

We also continued to work with the Trustees of the Hilton Head Plantation Conservancy Foundation to raise funds to benefit the Whooping Crane and Cypress conservancies. Over \$23,565 was raised in 2023, with the present HHPPOA personnel continuing to absorb the cost of administering the work of the Conservancy Foundation.

Once again, our strong Accounting Department, bolstered by the oversight of the Board and the Finance Committee, continued to maintain HHPPOA's excellent financial position both in

substance, as evidenced by the excess in revenue over expenses, and the care in the management of the POA's financial and other tangible assets.

A program requiring guests to provide identification in the form of a driver's license or other acceptable form of photo ID was continued. This procedure was designed to ensure that the person requesting a guest pass is the person whose name is on the pass. Keeping you safe is a primary goal, and although we can never guarantee that the Plantation will be totally crime-free, we do strive to take reasonable precautions to identify who is picking up a pass to enter the property.

Online voting for POA activities was introduced in 2017 and successfully utilized in 2018, 2019, 2020, 2021, 2022 and 2023. In 2017, just under 50% of eligible property owners voted online. In 2023, that percentage was over 84%. We further incentivized online voting this year by making your online vote a requirement to be included in our drawing for the five POA Gift Certificates; we also imposed a requirement that if you mail in your voting and annual meeting proxy, the property owner will be responsible for the postage.

Providing you with quality and efficient services will continue to be the goal of the entire Hilton Head Plantation POA staff.



Peter Kristian, General Manager

2023 POA Operations - Security

The Hilton Head Plantation Security Department cannot operate at its maximum potential without the support of the homeowners that we serve. Promoting and maintaining a safe community environment takes more than your Security Officers. No amount of law enforcement training can match the value of the eyes and ears of concerned community members who report suspicious behavior, safety hazards, and violations of law. This allows HHP's Security Department to take a proactive, instead of reactive, approach to the safety and well-being of the community we serve. It is our department's goal to be community-based problem-solvers. We have challenged our Officers to adhere to and maintain the highest ethical standards in administering services with your safety as their prime mission. We will continue to meet this commitment daily with courtesy, sensitivity, and constant vigilance.

The Security Department is responsible for providing many services to residents of HHP.

The most visible is access control to the community at three gates where approximately 12,000 vehicles are processed daily by our Officers. That totals over four million vehicles annually!

Protecting life and property, traffic control, keeping the peace, and the enforcement of State Laws, and the Plantation's Rules and Regulations, are some of the department's other basic missions.

Security personnel patrol 72 miles of roads and amenity areas; additionally, they respond to and complete reports on lost, missing, and stolen property; respond to medical emergencies; inspect homes of residents who are away; provide animal control; respond to fire and burglar alarms; jump-start vehicles; assist residents who are locked out of homes or autos; provide gas for stranded vehicles; provide security checks of commercial areas after closing; and conduct health and comfort checks for the elderly.

Once again, during 2023, crime on Hilton Head Plantation was very low. This was due in part to the homeowners' vigilance and the gate and patrol officer's protocols seem to be working very well.

In 2023, our Officers logged a more than of 101,047 miles patrolling residential areas. Security Officers responded to 250 alarms from residential homes and businesses and, additionally, Officers responded to 4654 calls for service from our residences and businesses.

Included in these calls for service were, 605 medical assists, 825 resident assists, 29 traffic collisions (7 were deer-related), 70 incidents of trespassing, 12 domestic disturbances, 3 cases of disturbing the peace, 9 cases of vandalism, and thousands of calls regarding animal complaints, improper parking, lost and found items, prowlers, and Covenant/Rules and Regulations violations. There were two breaking into Motor Vehicles cases reported to the Security Department.

Additionally, Security Officers completed over 36,700 security checks for our away-from-home residents and commercial properties.

Over the last 12 months, 101 State tickets were written for speeding to drivers on Hilton Head Plantation roadways for a total of over 400 traffic stops.



Officer McClay and Officer Kornstadt

2023 POA Operations - Security (cont'd.)

Security Officers issued 1,004 non-moving violations for such things as pets running at-large, RV's/boats in driveways overnight, and illegal parking.

Many of our Security Officers were recognized this year for outstanding accomplishments. Three of our Officers, Michael Howard, Larry Kornstadt, and Juanika McClay all very unassumingly distinguished themselves in the fall of 2023. Officer Howard successfully performing the heimlich maneuver on an individual choking at the Main Gate, and Officer Kornstadt and Officer McClay, while performing a Health and Welfare check, located a property owner on the floor of their home who was barely able to make a noise to be heard. We are indeed proud of all our Officers as both of these Officers serve as a reflection of the value our Security Department provides.

Mr. Howard's life-saving heimlich maneuver earned him a very special accolade. The Security Directors of South Carolina named Cpl. Michael Howard *Officer of the Year* for the greater Hilton Head area. He was honored at the January 2024 Chiefs Association Meeting at Wexford.

The Security Department purchased body cameras for all Officers this year. This is another way to keep you and the Officer safe.

We are happy to announce that we can now accept credit cards at the gates for a more convenient transaction for our homeowners who are having deliveries. This has been requested for years, and we are happy to offer it now.

Keeping crime on Hilton Head Plantation low and educating our residents about locking their doors when away from their homes and autos continue to be the priorities of the department.



*Major Warren Gaither and
Captain Vanessa Green*



Officer Howard pictured with his wife and Major Gaither accepting his award for Officer of the Year at the Chiefs Association Meeting at Wexford.

2023 POA Operations - Maintenance

Maintaining a community takes more than your Maintenance Department's workers in the field. We value the eyes, ears, and support of our homeowners and residents. Property Owners helped the Maintenance Department immensely this year by reporting safety hazards, vandalism, and other illegal activities such as debris dumping and clearing/cutting on POA Property.

Our Maintenance Committee members worked hard to address each reported suggestion or concern offered by our community members. The Maintenance Committee members unselfishly give numerous hours for area inspections, field studies for major improvements, and personal site visits for individual common property evaluations. They promote training, the procurements of up-to-date equipment, and most of all, a safe work environment. This provides a proactive approach to repair and maintenance issues, which oftentimes are reactive. Thank you, Maintenance Committee, for all you do!

We began the year with our annual Pine Island Beach renourishment importing over 3,000 cubic yards of sand from our DHEC approved upland source. HHPPOA has a permit application in place with DHEC and US Army Corps of Engineers to retrieve our own migrated sand that washes away from the isthmus corridor location at the Pine Island boardwalk area.

We reprofiled many drainage ditches and created stormwater systems that did not exist at two locations to alleviate standing water in our roads and common areas. Staff was involved with the Town of Hilton Head drainage system upgrades at Bayshore II development and Cypress Community with the installation of a new 54" pipe system to one of our major outfalls.

Other contracted projects included painting the exterior of the POA Service Center and Security building, painting the interior of the Security Office building and Tennis Pro Shop, and landscaping upgrades at the Main Entrance and Plantation House. Repairs were made to the Whooping Crane Conservancy boardwalk and the Tennis Pro Shop bleachers, as well as the Plantation House roof. With the approval from the General Manager and Board of Directors, we made the economic decision to hire Salt Marsh Aquatics as our Pond Care provider. This new contractor was influential regarding the purchase and installation of over 1500 grass eating carp into our ponds throughout the Plantation. This will help reduce

the amount chemicals used to control grassy weeds in our systems. Tree removal and trimming of low hanging limbs are continuous to allow clearance for emergency vehicles and eliminate visual obstructions for all travelers.



The staff handles daily tasks such as housekeeping and grooming of the Tennis and Bocce ball courts, lining and minor resurfacing, event setups and takedowns, mulch deliveries, and light audits. Other tasks include building, assembling and installing mailboxes. We install all signs, benches, tables, waste receptacles, and chain posts. We also do sign repairs, touch-up deck repairs, painting, minor plumbing and electrical repairs, and all HVAC filter. Last...service as well as our vehicle fleet and equipment service. Minor perimeter fence. This task will continue to allow safe access to Pine Island for all visitors.

2023 Road Repair included "milling and overlay" of nearly 35,000 square yards of newly paved road surfaces, including the widening of the access road to the Farm and debris drop site. We repaired close to 1,000 linear feet of root-damaged leisure paths and roadways using the "cut and patch" asphalt repair method.

In-house projects completed this year included replacing the Bocce ball court boundary timbers and building an extension fence behind the courts. We replaced the retaining wall at Spring Lake Recreation, Tennis Pro Shop. We replaced a lazy river pump controller and repaired the pools cooling system. The POA generator transfer switch and fueling station monitor systems were both upgraded and we played a major role in the renovations of our RV/Boat Storage Area.

2023 POA Operations - Tennis/Bocce

2023 was one of the busiest tennis years we've ever had with Instructional Programming, Social Play, and Events. We hired two new Tennis Professionals, Carmine Barnada and Mark Hanna, to round out our teaching staff of four total pros. With all the additional staff, we were able to run more robust adult and junior clinics and lesson offerings totaling more than 2,500 hours of combined programming. One of the most notable additions was our first-ever Junior Tennis Camp (*pictured below*), which ran eight weeks throughout the summer after the HHP Kids Kamp. Along with our increased instructional programming, the Spring Lake Social Committee was hard at work putting together monthly tennis socials that got everyone out playing and enjoying the club.

Spring Lake welcomed another racquet sport to the club during late summer, Pickleball. The teaching courts, courts 1 and 2, were lined to add four Har-Tru Pickleball courts. Having pickleball as an added

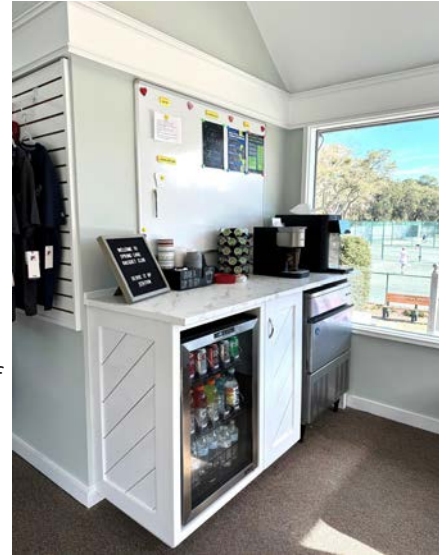


option brought out a whole new group of players to enjoy the Spring Lake Recreation Area and got more people utilizing the Racquet Club with weekly round robins and instructional clinics.

The Bocce program was in full roll this year, bringing in its highest participation in 18 years of operation. Over 240 players competed between the fall and spring leagues, along with many other events throughout the year. The Bocce area received some significant updates this year with the replacement of the court boundary boards, extension of the privacy fence and removal of the bushes behind the court to give more space for spectators, new umbrellas for some much-needed shade, and the yearly

court resurfacing.

The Tennis Facility got a huge facelift this year. The yearly tennis court resurfacing took place along with the re-taping of six courts and adding two tons of material to the remaining six courts. The Tennis Proshop was repainted, the bleachers leading to tennis court #9 were replaced and the bushes next to court #9 were removed to enhance the viewing.



We also added court cleaning stations on every court that gives all players the opportunity to groom their own courts and keep them playing fresh and even.

If you didn't come out to Spring Lake Racquet Club in 2023, we'd love to get you involved in one of our many programs this year.



2023 POA Operations - Community Relations

Covenants

The Community Relations Department continues its overall emphasis on education to reach out to new owners and longtime residents in our community. Potential Covenant violations come to the POA's attention through distinct endeavors: **by the Security Department, the members of the Covenants Committee, Property Owners, and support from the POA's Architectural Review Board.** The Covenants staff works in a cooperative manner with our homeowners to encourage personal responsibility in the maintenance of their property, which enhances and influences the community as a whole. Monitoring of our protective Covenants involves many different facets, which fall into four basic categories: people, pets, parking, and property.

During 2023, the Community Relations Department investigated and processed 1,095 non-moving Covenant violations. Of the violations reported, over 60% were fine letters forwarded to Residents and Contractors who were non-compliant. An influx of abuse of guest passes, and no valid driver's license is the majority of violations to be issued by security. The Covenant staff communicated with residents by forwarding letters and/or emails, phone calls, and, in some cases, personal site visits to address concerns. A fresh start and an opportunity to follow through lead to positive momentum for the betterment of the greater community.

A lighter approach to Covenants compliance is featured in a monthly article in *Plantation Living* starring "Harry Heron" who is the Master Covenants Bird and "the voice of reason and compliance". He often focuses on current trends and problems we have in our neighborhoods. Harry comments on day-to-day compliance issues and may offer solutions to our homeowners' concerns. Harry will continue to comment on harmonious living by focusing on compliance with contractors who are non-compliant, residents and their guests being more responsible pet owners, vehicle parking resolutions, abuse of guest passes, and rules of conduct and behavior.

Harry did see an increase in abuse of contractor decals not affixed to vehicle windshields as instructed and passing daily work passes to unauthorized drivers, in which Covenants and HHP Security have become more consistent with levying fines and other penalties against violators. Our commercial vendors are periodically reminded that all service providers must purchase the required day passes and monthly or yearly decals, even if it is just for an estimate. Compliance with this requirement will eliminate the number of guest passes being used for commercial vendors and alert residents of how misuse of the guest pass policy can cause yearly assessments to increase. Guest passes will only

be issued to visitors for the specific non-commercial purpose of visiting a Resident.

Harry also mentions the convenient amenities that are provided by the community such as the landscape drop-off area. This outstanding benefit provides a pleasant and easy way for residents to dispose of their landscape debris in an environmentally sound manner. This helps to eliminate the illegal dumping on common property and open space areas.

Our discounted yearly Realtor Decal (\$25) continues to be a success. Realtors are provided with an information packet that highlights the many different amenities to assist them when showing property within the Plantation. Also included is a welcome packet for the realtor's prospective homebuyers, with loads of community information that is consistently updated.

The Covenants staff assists the Security Department with daily entries made into the Incident Report Log, gathers data for monthly reports, graphs, tracking trends, juvenile activity, researches, and gathers reports for pending cases, posts information of Covenant violations to monitor, manages the Emergency Card Information database, and posts weekly Realtor Open Houses for compliance.

A new renovation has taken place in the RV/Boat Storage Area. We have a total of 207 spaces, for which 185 spaces have been rented. To date, we have collected \$123,130. A new gate with updated technology was installed in January 2024.

The Community Relations Department continues to communicate, educate, and work with homeowners. The task of demonstrating the value of sustaining our community, both aesthetically and functionally, is our ongoing mission. These practices and programs are focused on sustaining harmonious living and protecting and enhancing every member's property values. The reasonable enforcement of our governing documents, and arming and advising residents with equitable solutions to issues, is designed to assure residents that their investment will continue to grow and be protected throughout the years. The objective continues to be keeping our community an attractive and pleasant place to call home.

Architectural Review Board (ARB)

From the very beginning, the natural environment was the main attraction for homebuyers to purchase and call HHP their home. The developer determined the overall land plan and infrastructure and then documented the regulations and covenants needed to guide development to meet this goal.

2023 POA Operations - Community Relations *(cont'd.)*

One of the tools used to protect this primary asset is the Architectural Review Board's Guidelines, which were established to ensure that development would proceed in an orderly, well-planned manner and in harmony with the natural environment. Every two years, the Guidelines are reviewed and updated. The Guidelines protect the community from unattractive and irresponsible construction, thus enhancing the overall beauty and cohesiveness of the development, maintaining property values, and protecting the environment. The responsibility of the ARB is to review, approve, and/or disapprove all plans for improvements, accept property owners' compliance deposits, establish and collect fees, and assess fines for non-compliance. The ARB meets on the fourth Thursday of each month. During the Holiday Season the meeting dates are moved up one week. Submissions to the ARB are due by noon on the fourth Monday of each month. The ARB Office closed during the monthly ARB meetings.

The ARB Department has forwarded email blasts encouraging residents to clean or repair their mailboxes and reminding residents that all exterior equipment not in a service yard must be enclosed. One of the major concerns for homeowners is the rising cost of insurance. Home Insurance rates for most coastal islands are based on several factors, most of which the ARB Office is asked to verify, including the age of home, roof age, and distance from the sound, just to name a few.

During 2023, over 216 homes were purchased by new property owners in our community. Review applications for major home improvements such as swimming pool installations, garage and bonus room, Carolina Rooms, and screen porch additions have been steady. Smaller projects like painting, window and door installments, garages, paver-driverways/repairs, new landscape designs, and tree removal are moving forward. Seven (7) unimproved lots were approved for new construction this year. Four (4) new homes were completed. There are twelve (12) new construction projects that are still in progress. Four (4) are in the final stages of completion, six (6) homes are at a mid-point, and two (2) have just started construction. Five (5) Town Homes on Waterway Lane (*pictured to the right*) and the "Charles," a 22-unit complex on Skull Creek Drive, completed around the Spring/Summer of 2023. The Dolphin Head Project was completed in November 2023.

The ARB works with Property Owners interested in enhancing their living space by adding bonus rooms, Carolina rooms, screen porches, and room additions. Smaller home enhancements would include deck upgrades, driveway/walkway improvements and paver enhancements, window replacement, outdoor kitchens, and redesigning their landscape to add the elements of hardscape.

The department continues to convert new house plans and renovation plans to CD-ROM. This is an effort to ensure that in the event of a disaster, original house plans will be available for rebuilding. The program cuts down on paper usage, is cost-efficient, and makes it easier for the homeowner to access their house plans.

The department provides copies of plans, ARB Guidelines, and documents, and every improvement a homeowner has made to their property, to Realtors, Architects, Contractors, Surveyors. Providing this information helps ensure that all plans, documents, and submittals are prepared in accordance with the ARB Guidelines and satisfy the Town of Hilton Head Island building code and all other governing codes, rules, and regulations.

Tree Mitigation: the ARB adopted this policy to prevent the decline of the existing arboreal assets of the Plantation and provide guidelines for tree removal and mitigation requirements. Trees are an important part of the HHP community. Our common property, open space, and backyards are lined with trees that create a peaceful, aesthetically pleasing environment. Trees increase our quality of life by providing oxygen and improving the air quality.

The ARB will provide permission to remove trees meeting the established criteria. Information can be found on the POA's website: www.hiltonheadplantation.com. Go to Community Information and Documents and click on ARB Tree Mitigation Policy.

The ARB plays a vital role in keeping HHP in harmony with nature while considering the diverse architectural and design desires of our property owners. In this manner, the ARB and its staff seek to maintain and enhance property values.



2023 POA Operations - Activities

For 2023, the Activities Department kicked off the year with our annual Kids Night Out event in January. We also hosted the first of three Community Blood Drives of the year as well as held our first-ever Volunteer Outreach Event with 15 different non-profit organizations in attendance. At the end of January, we embarked on an adventure with our first overseas group trip of 35 courageous souls to brave the cold and snow in Iceland.

Throughout the year, we continued to offer a variety of seminars and workshops on topics such as "Heart Healthy," "Bladder & Bowel Health," "Social Security Planning," "Medicare & Tips to Decompress from Stress," "Taxes & Retirement," "Wills vs. Trusts," as well as two separate AARP Safe Driver Courses. We were also happy to host a panel of speakers from the Hilton Head Hospital as well as partner with Beaufort Memorial Hospital on learning the "Latest Medical Developments in our Area." Other topics that were presented include "Stroke Awareness," "Foot & Ankle," "Preserving Family Memories," "Medicare Made Clear," "Cataracts," "Breast Health," "Parkinson's Disease," "A Healthy Back for Life," several on "Elder Law" or "Estate Planning," and finishing up with "Cyber Security" just before Thanksgiving.

We were also excited to bring back our Vegas Casino Night, which is always a lot of fun. Other events held during the first quarter of the year include two Knife-Sharpening Events and the kickoff to our ever-popular Cooking Live series.

For Easter, we partnered with The Country Club of Hilton Head to offer the Easter Egg Hunt & Brunch and for Easter Sunday, we held the Easter Sunrise Service at the Plantation House since the Dolphin Head Recreation Area was still under construction. Throughout the year, we continued to offer a variety of art classes and workshops with LeAnn Kalita, LouAnne Barrett, Carol Iglesias, and Nancy Mitchell. Two new types of classes that were offered in 2023 include the Brain Boosters Class by Memory Matters as well as two Master Ballroom Classes for Beginners with Paul & Alina from the Fred Astaire Dance Studio of HHI. In the spring and fall, we also teamed up with Soccer Shots to offer a developmental soccer league for kids ages 2-8.

The Hilton Head Big Band kicked off the concert

season with their "Spring Fling" quickly followed by the "Garage Band" concert. The summer lineup was then made complete with the "Deas-Guyz" concert and the "Tower of Funk & the Choosy Mothers Horns" (pictured below) concert both held in July. The Hilton Head Big Band then concluded the year with their annual Christmas Concert in the Plantation House parking lot. All the concerts were well attended and continue to be the most popular events we offer throughout the year.



The Spring Lake Pool was once again the place to be this summer. With a full season being open from April 1 to October 31, we experienced a total attendance of 50,870 residents for the season, which was a 3% decrease from 2022.

This year we continued to offer a plethora of fitness classes for the residents. Some of the newer classes that continued from 2022 or that were brand new this year included Fusion Fitness, Jungle Body, Country Line Dancing, and Rock, Roll & Release with Foam Rolling. Others that were offered in various sessions include Hatha Yoga, Yoga Nidra, Yoga for Osteoporosis, Qigong, and Golf Fitness. Low-Impact Aerobics, Total Body Conditioning, Gentle Yoga, Chair Yoga, Pilates, and Core, Strength, & Balance continued to be offered as part of our Universal Fitness Ticket Program. Morning Water Aerobics as well as Deep-end Water Aerobics were also both well attended throughout the summer season.

Kids Kamp was offered once again as an eight-week program with record registration numbers. And, just like last year, registration filled up early and within two weeks into the Pre-Registration

2023 POA Operations - Activities *(cont'd.)*

period, we were starting to take names for a wait list. We experienced a slight decrease of 7% in total enrollment from 2021 to 2022. With the total enrollment decreasing from 364 in 2022 to 339 in 2023, the registered weekly average enrollment also decreased from 229 in 2022 to 198 in 2023. The actual daily average enrollment decreased minimally, however, from 150 in 2022 to 146 in 2023. Some of the new weekly themes for 2023 included "Coastal Paradise Week," "Superheroes & Sidekicks Week," "Rodeos & Wranglers Week," "Jammin' Jungle Safari Week," "Arcade Adventure Week," and "Promising Picassos Week." As for the special events, we were excited to offer a visit by POPS of Hilton Head, a visit by naturalist Jill Moore from Moore 2 Life, inflatable waterslides, a pool party, an art class led by artist LouAnne Barrett, and the End-of-Kamp Show on the final day of Kids Kamp.

Summer events wouldn't be complete without our annual Spring Lake Pool Summer Kick-off Party and our annual HHP Day – July 4th Celebration. Another fun summer event included the annual Teen/Tween Party which was held at Adventure Cove in July. We also held an informational meeting about our second overseas group trip – this time to Tuscany. We received an overwhelming response from the community, and we will be taking two full buses with 89 people to Italy in March 2024.

Our fall lineup didn't disappoint, as we had an array of fun events being offered. We held our "Disney" Bingo Night in early September, followed by a busy schedule in October. The Trash & Treasure Sale, the Halloween Pet Parade, and the Fall Harvest Party were all very well attended.

We also held three separate days of flu shot clinics with the help of Burke's Main Street Pharmacy and the local CVS Pharmacy; not to mention, another Community Blood Drive in the fall as well as our annual Veterans Day Observance Ceremony in November. Tom Stevens returned to offer two more Knife-Sharpening Events for the community, and for the second time we offered Holiday Photo Mini-Sessions with help from photographer Stephanie Dunn. The year's activities ended with the Kids Holiday Party and the Holiday Hayride.

Our biggest accomplishment of the year was the completion of the Dolphin Head Recreation Project

which finished up in November with the Grand Opening being held on the afternoon of November 16. The entire community was invited to walk-through the new Dolphin Head Rec Center and visit the grounds of the newly opened park and playground, and attendees were "Wowed" by the gorgeous views and the entire renovation that make this a spectacular amenity for all to enjoy. The Staff and Board continues to work with Nix Construction and Wood + Partners to fine tune minor items. Staff are also working on signage and the plaques for the Memorial & Honorarium Program, which are forthcoming. The Dolphin Head Memorial & Honorarium Program was a huge success with over \$50,000 received in generous donations. And, outside of Dolphin Head, several new benches were added within the community along with a few tree donations.

The POA also continues to implement a Veterans Memorial Brick Program whereby residents can purchase a brick in memory or honor of a loved one who served in the military and have it placed in a special area in front of the flagpole.

The numerous POA-sponsored clubs continued to offer engaging activities for the entire community to get involved in. Between monthly dinners and meetings, fun adventures off-island, to car shows and toy drives, there was something for everyone.

As for our special events, we continued to see record numbers in attendance and tremendous support from community members. For many of our special events, we rely heavily on the countless volunteers who selflessly contribute their time, talents, and energy to make this an incredible place to live. Thank you to all of you for supporting our Activities Department, and we look forward to the new adventures that await in 2024.



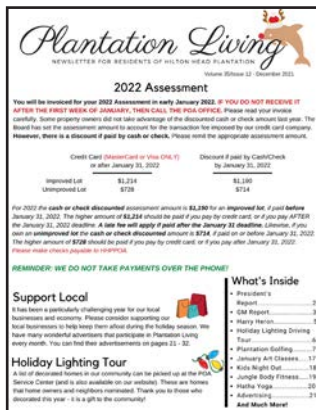
2023 POA Operations - Communications

In the POA's continuing effort to provide residents with accurate, timely, and useful information, the Communications Department utilizes a variety of informational tools, including the following.

PUBLICATIONS

Plantation Living

Current news and historical information are provided to residents, the general public, and off-site property owners via the monthly newsletter. In addition to news, paid advertising is accepted. Advertising revenue for 2023 exceeded the annual target for another year. In



October, we hit the highest month of advertising revenue to date. We continue to receive positive feedback from advertisers and residents. Due to the increased amount of advertising requests, we began adding four pages to the newsletter with the Board's approval to allow for more advertising and accommodate the numerous new HHP clubs.

Multiple printing bids are periodically obtained in order to maintain the best cost for value to the POA. The Department met with other vendors this year.

There is a substantial savings in postage costs by signing up new, out-of-town Property Owners to receive *Plantation Living* via email, rather than automatically mailing the newsletter to them. The Department continues to upload the newsletter to the website and email to all residents.

Annual Report

The Communications Department designs and coordinates the printing and distribution of the Annual Report and the Annual Meeting election materials. The Board has granted the POA permission to print the Audit separately this year. This also saves the POA a large amount of money by being able to print fewer copies and save on postage. Hard copies will be available at the Annual Meeting once it is completed, but they will also be available in the POA Service Center, and on our website.

The History of HHP Booklets

These historical booklets were finalized in December 2016 for sale. The HHP Conservancy Foundation sponsored the printing of the booklets and proceeds will be returned to benefit the foundation. In 2019 the Communications Committee decided to 'rebrand'

them by naming them 'The History of HHP' rather than 'General Howard A. Davis' booklets. This was a huge success. In 2023, we sold 35 copies. You can purchase this book at the POA Service Center.

50 Years of Hilton Head Plantation

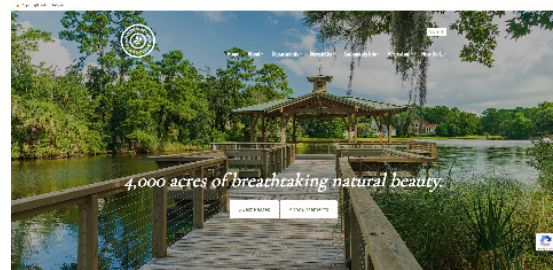
2023 marked 50 years of Hilton Head Plantation. We celebrated the occasion at our November Coffee with Peter. The Communications Department orchestrated the event. The morning began with a slideshow presentation of pictures over the 50 years, including many before and afters of the different amenities on our property.

At the event, past HHPPOA Board Presidents were honored with a brief introduction and a special cord. Following the cord distribution, a video montage was played of each of those past Board Presidents sharing the things they love about Hilton Head Plantation, the accomplishments they made, and the various challenges they faced while on the Board. The video was filmed and edited by Communications Coordinator Leah Davis. You can find the video on our website, www.hiltonheadplantation.com.

WEBSITE: www.hiltonheadplantation.com

• **Online Classified Ads** – This popular feature on HHP's website enables residents to rent or sell items or services, and to acquire bargains from their neighbors. We can now incorporate pictures, which is a new feature with the new website.

• **Email Services** – Since 2006, the POA has offered email notifications to residents for any or all of the four different services: Urgent Information (hurricane information, weather alerts, and other emergency situations); Safety Alerts (criminal activity and safety tips); and Plantation Activities (Coffee with Peter, Trash and Treasure Sale, Pet Parade, Holiday Lighting Contest, etc.). Also, part-time or non-resident property owners may opt to receive *Plantation Living* electronically. When residents sign up for one or all of these email services, they receive periodic information about the topic selected. To date, over **10,000 residents** have signed up (either via HHP's website or by visiting the POA Service Center) to receive these email notices.



2023 POA Operations - Communications (cont'd.)

After HHP's challenging days during Hurricane Matthew in October 2016, and every hurricane scare since, the Communications Department stayed alert through Hurricane and Tropical Storm scares. Nevertheless, the Department continues to be extremely busy sending multiple weekly emails to keep residents informed and encouraged.

Electronic Community Announcement Boards

The Department is responsible for uploading weekly messages to the community on the electronic community announcement boards at both the Main Gate and Cypress Gate. At the end of 2023, two brand new monitors were purchased. These monitors are designed for outdoor use, and we hope will provide a clearer quality image. Those monitors will be installed in early 2024.

Instagram

In 2020, an Instagram account was created for HHP. Instagram is an entirely visual platform. Unlike Facebook, which relies on both text and pictures, or Twitter, which relies on text alone, Instagram's sole purpose is to enable users to share images or videos with their audience. This is the first type of social media account that the association has joined, and it has been increasingly more popular. We use this social tool to get information to residents about POA Service Center news, events, and activities. We also use Instagram to share photos that staff and residents take on the property, whether they are nature-based or pictures of them at different POA sponsored events.



Communications Projects

The Department is involved in presenting information to the residents for various projects such as:

- **Note Cards** - Scenes from around HHP were taken by resident photographers, and note cards were produced and are sold to benefit the HHP Conservancy Foundation. In 2023, 53 packs of note cards were sold.



- **HHP Street Map** –

The Communications Department redesigned the HHP Street Map in 2021. The department worked with the ARB, Maintenance, and Security Departments to update all streets, homes, lagoons, and businesses on the property. Wood + Partners designed the map, and DX Print & Mail printed them. The Communications

Department obtained four advertisers to help cover the cost for this redesign.

- **Hurricane Guide** – HHP's Hurricane Evacuation Guide was inserted into the June 2023 *Plantation Living* and posted on the website.

- **Community Surveys** – The 2021 Resident Opinion Survey appeared in the April 2021 issue of *Plantation Living* and was posted on the HHP website. We had the highest participation in any survey to date, with about 1,823 people participating. The survey results can be found online under the Documents/Forms/Minutes tab.

The POA Board of Directors and staff, with the Communications Department's assistance, survey the community on a variety and timely topics. The Communications Department inputs the information into Survey Monkey and sends it out to the community through an email blast, and posts it on the website.

In 2023, the Communications Committee began working on the 2024 Resident Opinion Survey. The Communication Committee collects input from all of the HHPPOA Committees and then, with their recommendation, develops the survey. The Resident Opinion Survey was submitted for Board approval early in 2024. The approved survey will be published in the April edition of *Plantation Living* and will also be available online through Survey Monkey.

Holiday Light Tour & Halloween Trick-or-Treat Trail

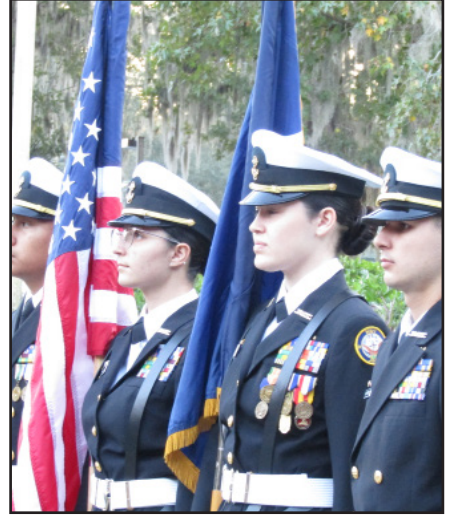
During the Christmas season, the annual Holiday Light Tour took place. Residents signed up to be included on the list, and it continues to be a very popular tradition at the holidays. This coincided with the Activities Department Holiday Hayride.

The Communications Department also puts together a trick-or-treat trail list to help children in the community easily locate the homes that were passing out candy. This has become incredibly valued as the community is so large and this helps streamline trick-or-treating.

We continue to receive positive feedback and gratitude on both lists.

Communications Committee

The Department values the hard work and expertise of a dedicated volunteer committee that tirelessly contributes to various projects.



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