

**HILTON HEAD PLANTATION
2018 ANNUAL REPORT**



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**HILTON HEAD PLANTATION
PROPERTY OWNERS'
ASSOCIATION**

PO Box 21940, Hilton Head Island, SC 29925
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www.hiltonheadplantation.com

Hilton Head Plantation Property Owners' Association, Inc.

2018 BOARD OF DIRECTORS

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Lois Wilkinson, Vice President
Jim Lucas, Treasurer
Audrey King, Secretary

Members:

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Robert Clemens
Jonathan Heron
Ann Schwab
Mary Ann Strayer

STAFF:

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CMCA®, LSM™, PCAM®

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Front Desk/Receptionist

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Assistant General Manager

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PCAM®

Staff Accountant/HR

Natalie Keene, CMCA®

Records Clerk

Angela Graves

Director of Maintenance

David Mills

Maintenance Staff

James Mills - P/T
Daniel Mills - P/T
Monique Mills - P/T
Katherine Hernandez - P/T

ARB Administrator/ Community Relations

Betsy Weppner

ARB Inspector

Jim Nasuti - P/T

Community Relations Specialist

Michele Chisolm

Director of Activities

Chrissy Kristian, CMCA®

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Special Events Coordinator

Margie Lechowicz - P/T

Communications Coordinator

Leah Davis

Tennis Pro

Keith Ferda

Tennis Clerks

Geraldine Fink - P/T
Thomas Larkin - P/T
Dennis Malick - P/T
Robert Wallace - P/T

Director of Security

Chief Art Benoit

Deputy Director of Security

Capt. Warren Gaither

Lieutenants

Joseph Farmer
Vanessa Green
Williette Lee

Sergeants

Michael Harrell
Theoron Weeks

Officers

OFF. Michael Bartholomew
CPL. William Bruce
CPL. Tomika Busby
OFF. Robert Busch
OFF. Dana Chapel
PFC. Russell Conway
OFF. Shekeem Eady
OFF. Daniel Marshall
CPL. Donald Martin
PFC. Juaneka McClay
CPL. Carl Olson
OFF. Lashay Parker
PFC. Adrian Pinckney
OFF. Michael Ruffin
OFF. Shawanda Stokes
OFF. Patrick Story
PFC. Angela Williamson

P/T Officers

CPL. Cody Forbes
CPL. Raymond Gibbo
PFC. Arvel Graham
OFF. David Henderson
OFF. Sarah Norton

Dispatchers

Cpl. Vera Ford

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 (12/31/18):

HILTON HEAD PLANTATION:	3,711 ACRES	72 MILES OF ROAD	88 LAGOONS
FAMILY DWELLING UNITS:	4,149	UNDEVELOPED LOTS: 129	TOTAL: 4,278

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
Landscape 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

Let me see if I can overcome the reluctance of many to look at the Annual Report. It is an informative document that tells a story. Your community's leaders (Board of Directors and Professional Staff) recount how they have handled the trust residents placed in them. It provides factual information and shared pictures of every aspect of running a community of over 10,000 residents living in over 4,100 dwelling units. Beyond maintaining infrastructure and vital services, learn how special Hilton Head Plantation is because of staff that goes above just doing the minimum, and committees that look for creative ways to make living here a safe and memorable experience for residents of all age groups and walks of life. Let your mind wander back over the year through pictures of what a fun place you have created through participation in all the activities available here in Hilton Head Plantation.

The financial strength of your Property Owners Association (POA) goes back to foundations laid by leaders with great foresight years ago. The Capital Transfer fee (from real estate sales) provides a consistent source of income to fund Capital Improvement projects, like the Spring Lake Pool renovation. Over the next several years it will allow the POA to accumulate Capital Improvement Funds to undertake major enhancements to the facilities at Dolphin Head. The Weather Casualty Fund provides a reserve to cushion the financial impact of major weather events, like we experienced with Hurricane Matthew in 2016. We are well on the way to restoring this fund to the \$ 2.5 million dollar level recommended by the Finance Committee and adopted by the Board. The Repair and Replacement Fund, as the name implies, accumulates funds to carry out projects that are identified, prioritized, and approved by the Board each year. This is accomplished through our strategic planning process, and a careful assessment of expected life for things like roofs, exterior painting, interior painting, flooring, major equipment, HVAC systems, and roadways.

We work in partnership with the Town of Hilton Head Island and entities that provide essential services to all residents of the Island. Partnerships are important in keeping services like water, sewer, electricity, telephone, and internet at a high level of availability and reliability, but also affordable. Hargray's major fiber optic cable project was followed by Spectrum upgrading its fiber optic capabilities and services. The four golf courses in HHP use reclaimed water for irrigation through arrangements with the Public Service District. Stormwater management is critically important to protect life and property. Paths for stormwater are determined by natural forces and do not respect

property lines drawn on a map. The Town of Hilton Head had the foresight to create a Stormwater Management Agreement with various residential and commercial operations on the Island to integrate the stormwater planning and responsibility under one office. This arrangement has benefited HHP significantly. During 2018 you may have seen the work performed by the Town to restore capabilities within HHP to manage stormwater. The Town of Hilton Head provided monetary support for Pine Island Beach re-nourishment.

Technology in the form of email and internet communications have improved our ability to get event reminders, important notices, and emergency messages out to residents quickly. We have also been able to save significant mailing costs by residents electronically completing the triennial survey and annual Board of Director voting. In 2019, voting will be especially important in that along with voting to fill three Board of Director positions, residents will vote on a change to the Class A Covenants to address the issue of Short-Term Rentals.

Need a summer camp experience for children or grandchildren? Want to join others in group activities? Want to explore your passion for things like gardening, farming, or fishing? Want ways to meet new people and have relaxing fun together? Want to join others to share talents in art, music, or literature? All these possibilities and more are available right here in Hilton Head Plantation. We are a residential community for all ages and interests. Just read a few issues of *Plantation Living* and you will know why no one should be bored or alone. It has been an honor for me to serve on the POA Board of Directors as your President. Thank you to all of the volunteers who give of their time and talents to make the job of the Board and Staff easy and fun. I look forward to continuing my service to the community and you, the residents.

Respectfully submitted,

Toney Mathews, President



2018 POA Operations - Administration

The General Manager's office is responsible for providing staff support to the Plantation's Board of Directors and its committees. The POA 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 new homeowners' welcome packets come under the jurisdiction of the General Manager's office.

During 2018, dodging Hurricanes was once again a focus as Florence and Michael threatened. Both systems luckily just gave our area some modest wind and rain. The POA Service Center was backed up with new resident orientations as Hilton Head Plantation continued its leadership in real estate sales on HHI. The Capital Transfer Fees associated with Real Estate transactions continued to fill the coffers of the POA's Capital Improvement Fund. This trend in home sales was so brisk that we retired the internal loan that funded the Spring Lake Pool in early 2018, a full three years ahead of the projected 2020 payoff.

If 2017 was our year of "physical recovery" from Hurricane Matthew and our brush with Hurricane Irma, 2018 proved to be our year of "fiscal recovery." By the end of 2018, the coffers of our Weather Casualty Fund were brought to approximately \$800,000. With an infusion of funds in 2019 from an elevated assessment; that balance should hit the \$1,900,000 mark. Our positive performance in 2018 performance will add to this positive position. Keep in mind that our Weather Casualty Fund in September of 2017 was a negative number due to all the needed repairs to our common elements. We also logged one of the lowest delinquency rates for assessments since 2015. Sound fiscal management, maintaining HHP's market position, and the continued enhancement of property values continues to be the Board's focus and is facilitated by several initiatives.

The Boardwalk to Pine Island was completed, and additional sand funded from an agreement

brokered with the Town of Hilton Head Island was deployed. An additional permit was obtained in the fall of 2018 to install revetment to protect the upland where the new boardwalk transitions onto the Pine Island isthmus.

The spring 2018 resident opinion survey of Property Owners gave the Board excellent direction. Among the preferences the survey provided was the Dolphin Head Recreation Area as your clear choice for the next renovation project. You also overwhelming supported funding for the continued access to the Pine Island Beach.

Several Town funded Stormwater Management projects were completed including; two projects in the Pineland area, one off Flagship, and a third on Christo Drive. High Bluff Road was resurfaced and as well as sections of Bird Song Way. David Mills, our Director of Maintenance coordinated these efforts.

We negotiated the purchase of a new "Woodhog". This is the large machine that reduces all our landscape debris to useable mulch. Our old 2005 "Woodhog" saw us through two hurricanes and countless tropical storms and nor'easters. The "Woodhog" usually resides in our maintenance yard, but during events such as a Hurricane it has been moved to the ballfield or to a site on the Plantation where it is more prudent to reduce the material onsite, rather than transport the debris to the ballfield or maintenance yard.

The community tackled the issue of Short-Term Rentals and a vote on a Covenant Amendment is on your ballot for your consideration. The Department 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 \$16,905 was raised in 2018 with the present HHPPOA personnel continuing to absorb the cost of administering the work of the Conservancy Foundation.

The POA's Road Toll program which was adopted by the Board in 2013 to aggressively pursue the collection of past due assessments from property owners that are more than two years behind in paying the dues owed to the POA, it continued

2018 POA Operations - Administration (cont'd.)

to prove to be an exceptional tool this year. Each property owner bears the expense of carrying these delinquent accounts. To forgo the time and expense of foreclosing on these properties, the Board chose to charge a toll for the vehicles used by these severely delinquent owners to motivate them to arrange for payment plans. This makes the individual deal with the inconvenience of paying a daily toll for their vehicles to use the Plantation's roads and other services. In 2018, we once again experienced the lowest delinquency rate since the year 2006.

We continued to make improvements to *Plantation Living*. In 2018 we added an additional color edition. Due to the popularity of these color editions, our advertising revenue surpassed our budgeted target for 2018 as we experience the highest revenue from ad sales from the inception of the ad program. Advertisers continue to realize the value of using *Plantation Living* to promote their services and products to our over 4,150 households.

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 once again available in 2018. In 2017, just under 50% of eligible property owners voted online. In 2018 that percentage rose to almost 60%. 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.

Our bimonthly Coffees continue to be well-attended, and serve as an opportunity for the greater community, the Board, and residents to exchange information in an informal atmosphere. This format continues to be widely praised.

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

We hope you find the 2018 Annual Report full of updates and other useful information about the excellent status of your POA. The annual Audit is usually contained within these pages, however this year in an effort to get your voting materials out as early as possible for the proposed Short Term Rental Amendment, the Audit was not ready at the time of this early publication and mailing. The Audit will be available at the Annual Meeting, via email blasts, and hard copies at the POA Service Center in early to mid-March.

We encourage you to vote for Directors and the Short-Term Rental Amendment. **Checking the 'yes' box is a vote in favor of adopting the Short-Term Rental Amendment, which would limit leases to six (6) months or more.** Voting for this amendment to the Class A Covenants is limited to properties subject to the Class A Covenants. If you did not receive a ballot for voting on the Short-Term Rental Amendment your property was not subject to the Class A Covenants.

Thank you for choosing Hilton Head Plantation as your home we look forward to serving you for many years to come.



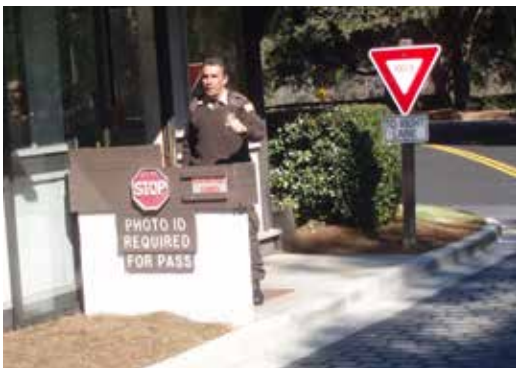
Peter Kristian, General Manager

2018 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 it serves. 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 the Plantation. The most visible is access control to the Plantation 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.

Once again, our Island was impacted by two Hurricane scares in 2018. Hurricanes Michael and Florence threatened the lowcountry; but luckily just gave our area some modest wind and rain. The Security Department was well prepared for both



(above) Corporal Raymond Gibbo checks vehicles as they enter Hilton Head Plantation.

storms. Keeping the gates manned and the patrols moving about on the Plantation while some residents chose to evacuate played a large role in suppressing any foul play that might have happened otherwise.

Security personnel patrols 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 2018 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 2018, our Officers logged a total of 105,249 miles patrolling the Plantation's residential areas. Security Officers responded to 334 alarms from residential homes and businesses and, additionally, Officers responded to 4,088 calls for service from our residences and businesses. Included in these calls for service were, 559 medical assists, 1,030 resident assists, 44 traffic collisions (8 were deer-related), 62 incidents of trespassing, 13 domestic disturbances, 5 cases of disturbing the peace, 4 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 no motor vehicle break-in cases reported to the Security Department.

Additionally, Security Officers completed over 39,271 security checks for our away-from-home residents and commercial properties. Over the last 12 months, 215 State tickets were written for speeding to drivers on Hilton Head Plantation roadways for a total of over 400 traffic stops. Security Officers issued 2,209 non-moving violations for such things as pets running at-large, RV's/boats in driveways overnight, and illegal parking.

2018 POA Operations - Security (cont'd.)

The Security Department reduced the deer herd by 24 this year, and continued its very successful participation in the Deer Management Program, thus helping in the preservation of the natural habitat on the Plantation.

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.

In the early summer of 2018 one of our residents became disoriented and lost his way in the 127-acre Whooping Crane Conservancy. This individual remained lost and exposed to the elements for several days while HHP Security, HHI Fire and Rescue, and Beaufort County Sheriff's Deputies searched the Plantation. Due to our email blasts and the relationship Security Officers have developed with our residents, a resident living in the Big Woods subdivision called HHP Security and reported what they felt was a faint cry for help coming from a heavily wooded area behind their home. Our Security Officers responded and verified the resident's suspicions which started a chain reaction that ultimately lead to finding the missing individual. The search was a joint venture with Beaufort County Law Enforcement, HHI Fire and Rescue, and HHP Security. The Mayor and Town Council of Hilton Head Island recognized all the agencies involved in this operation, including the residents of Hilton Head Plantation and the HHP Security Department.



(above L-R) Lieutenant Vanessa Green and Lieutenant Williette Lee in front of the Dodge Charger patrol vehicles.



HHP Dispatch Center processed 4,088 calls for service in 2018.

(843)342-9980

(843)681-2459

2018 POA Operations - Maintenance

It is hard to believe that we started 2018 shoveling snow away from our amenity entrances and de-icing our steps and walkways. We made attempts at freeze control by insulating pipes, dripping faucets, and covering plants; but after a blustery winter storm that brought days of below freezing temperatures, we spent the following days on damage repairs (including the fire sprinkler system at the Plantation House). Spring brought new plant life to the barren areas still healing from the devastation of Hurricane Matthew, with the help of numerous property owners purchasing trees and other plants to reforest cul-de-sacs, open spaces, and many other areas of HHPPOA common property. An Eagle Scout candidate teamed up with our Staff to assist with the cleanup and fill stump holes at Talbird and Elliot Cemeteries. Hilton Head Plantation was recognized at the Eagle Scout's Court of Honor ceremony for our contribution to this project.

We worked with the Town of Hilton Head's stormwater department to make improvements to our drainage infrastructure and increase the flow of rain water through our systems. Our POA contract with the Town of HHI has helped save the property owners assessment increases by funding major drainage improvement and repair projects. We worked with private contractors to clean ditches and channels, and we installed new drainage pipes to prevent street flooding in areas not covered under the Town's contract.

After obtaining permits from DHEC's Ocean and Coastal Resource Management and the Army Corps of Engineers, we were able to apply additional re-nourishment sand to the beach at Pine Island, build a boardwalk to access the beach, and we added armor stone revetment to the west bank of Dolphin Head to prevent further erosion and protect the new boardwalk. We completed the construction of the beautiful 500-foot boardwalk that serves as a bridge over a tidal creek that separates Dolphin Head Recreation Area and Pine Island during high tides. The amazing structure provides a safe corridor to and from Pine Island or a platform to gaze at nature's beauty.

Our paving crews were busy repairing numerous areas of root damaged roads and leisure paths.

Even though inclement weather events hindered productivity, we were successful in milling and resurfacing over two miles of roadways, and reused the crushed asphalt millings to build a security road to patrol the perimeter fence at the powerline. Restriping of roadways include Seabrook Drive from the three points intersection to Ribaut Island, High Bluff Road, and Birdsong Way.

Other projects completed in 2018 include replacing the sliding doors at the Security guard gates, replacing the upstairs windows at the Plantation House, and repairing the handrail post at the Cypress boardwalk. We replaced the two-ton HVAC system at the Dispatch Center, the five-ton HVAC system at the POA Service Center, and added a HVAC system at the visitor's gate house. We painted the outdoor fences and handrails at Spring Lake Pavilion and the guard rails on the Ribaut Island bridge. The crosswalks and stop bars were painted at all intersecting roads to Dolphin Head Drive.

The Maintenance Department handles daily and weekly tasks such as housekeeping, grooming the tennis and bocce court grooming, lining and minor resurfacing, event set-ups, mulch deliveries, and light audits including minor electrical repairs, plumbing and irrigation repairs. Our staff builds, assembles, and installs mailboxes; and we install all signs, benches, waste receptacles, doggie-bag dispensers, and house numbers.

Congratulations to Palmetto Coastal Landscaping for the renewal of their contract with HHPPOA. Under the leadership of Ricky Smith, the Palmetto Coastal team are the major players in keeping the Plantation beautiful. The pride that they take in the community shows in their day-to-day routine operations, not to mention the task that they perform outside of their contractual obligations, such as storm prep and clean-up. Acknowledgement and appreciation goes to Estate Management for our pond maintenance, and DeSimone Construction for our marine and earth works.

2018 POA Operations - Tennis



Spring Lake Tennis had a few tropical systems in 2018. Florence and Michael came through, but left minimal damage. About seven tons of new material had to be added to the courts, and some expected debris clean up occurred.

The Spring Lake Tennis facility had 127 Annual Memberships (240 people) during 2018. Although the courts were down a week or so due to the storms, they were still busy with over 18,500 hours of court time used. A combined 1,500 residents and guests used the tennis facility throughout 2018.

Due to the increase in USTA and Interclub League Tennis, the sponsored/past Hilton Head Plantation Property Owners' Membership program added twelve new annual memberships.

A big contribution to the overall revenue for the club has been Spring Lake's increased participation in the USTA and Interclub program. Every year a number of team records are broken and 2018 did not disappoint. Sixty-six teams consisting of men, women, mixed, combo, 18s, 40s, 55s, 65s, 70s, and 75s divisions. Nineteen teams won their respective local league and participated in the State Championships, with one team winning the State Champion title.

On the "lighter side" of competition, Spring Lake Tennis held its Friday/Saturday socials, which are hosted by the Tennis Committee. They were well attended included themes such as Oktoberfest, New Year's Potluck, Pizza/Pizza, and Luck of the Irish.

The traditional Wimbledon Team Tennis (34 years in existence), had over 50 participants followed by the "Champagne, Strawberries, and Cream" Award Celebration.

The Bocce program (in its 13 years of operation)

consisted of two leagues, spring and fall. The courts were busy with over 1,100 hours used. The Bocce Ball Club consisted of 95 memberships. The courts were resurfaced four times throughout the year, and a few new benches were added.

During 2018, tennis court maintenance included resurfacing and re-taping six courts, and adding two tons of material to each of the remaining six courts. The fences on courts 3 thru 8 were painted electrostatically. Courts 9 thru 12 will be painted in 2019. New pine straw was also added to the grounds around Spring Lake and the tennis facility.

One of the top certified tennis court contractors from Hagerstown, Maryland provided their yearly facility inspection and offered suggestions on the daily and yearly court maintenance.



Above: Spring Lake Springers were State Champions - winning three rounds of hard fought matches. (Men's 65 & over 7.5 combo)

2018 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, and 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 Plantation 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 2018, the Community Relations Department investigated and processed over **2,224 non-moving Covenant violations.** There were 2,400 less violations reported than 2017. Of the violations reported, 37 were fine letters forwarded to those residents who were non-compliant. An influx of new property owners caused the vast 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 were made to address our concerns. A fresh start and an opportunity to follow through lead to a positive momentum for the betterment of the greater community.

During 2018, the Covenants staff and committee members updated the existing Rules and Regulations that were approved by the POA Board. The updated version of the HHPPOA Rules and Regulations have been recorded and filed in the Beaufort County Land Records. As with all things, change is inevitable, and the Covenants staff looks forward to the contributes of its volunteers.

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 the leash laws, and residents and their guests being more responsible pet owners, vehicle parking resolutions, dumping on common property and POA open space, and behavior. Harry did see an increase in dog issues this past year, in which Covenants and HHP Security has become more consistent with levying fines and other penalties against



"Harry Heron" - the Covenants

violators. Dog owners have a legal "duty of care" (obligation) to ensure their dogs will not injure another person or damage personal property. Speaking from personal experience everyone loves a Heron, but not everyone likes dogs. All pets must be on a leash while off your private property (this includes Pine Island, and Dolphin Head areas). It is very important that property owners and leaseholders recognize the need to implement this rule. In September, Harry got a new look. Harry's given name is Harry Giovanni Heron. The POA had a contest for the BEST LIKELESS of Harry. The winner was Ralph Sutton, who sat Harry down for a caricature at Spring Lake.

Our commercial vendors are periodically reminded that all service providers must purchase the required day passes, monthly, or yearly decal (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. Harry also mentions the convenient amenities that are provided by the Plantation 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. The POA has added a new amenity to this wonderful community. The Pine Island Boardwalk/Bridge was opened in May. It is a beautiful addition to the Dolphin Head Recreation Area. Harry never fails to remind residents of how the Covenants helps to protect the aesthetics and property values for all owners. We hope you enjoy reading Harry's column for updates and his monthly analysis and insights.

The Holiday Lighting Contest/Driving Tour featured a wonderful display of homes decorated for the Christmas and Hanukkah seasons. The holiday spirit was alive and well in 2018. Again, the tour list was by far larger than previous years. It was a popular experience for our residents to share with their families and guests.

Our discounted yearly Realtor Decal (\$25) continues to be a success, with this year being the highest average of Hilton Head Island Realtors with valid HHP Realtor Decals. Realtors are provided with an information packet that highlights the many different amenities to assist them when showing property within the Plantation.

2018 POA Operations - Community Relations (cont'd.)

Also included is a welcome packet for the realtor's prospective homebuyers, with loads of Plantation 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.

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 Hilton Head Plantation 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. 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. Submissions to the ARB are due on the fourth Monday of each month.

The ARB Department publishes a quarterly article in *Plantation Living*: "**The ABC's of the ARB**". The purpose of this article is to provide residents with

accurate information on exterior home improvement projects, including what information, documents, and building permits are needed for the submission through the construction phase.

During 2018, over 230 homes were purchased by new property owners in our Plantation. As with any existing home purchase, the new owners were anxious to make their newly acquired property their own by remodeling the interior, exterior, and outdoor living spaces. Many new Property Owners visited the ARB office inquiring about the Plantation's building and remodeling process, review fees, and submission dates. The office noticed an increase in home improvement permit requests for painting, window and door installments, garages, paver driveways/repairs, new landscape designs, and tree removal. This surge in new ownership has created a building boom in our Plantation. The increase involved 19 new homes being reviewed and approved for building, of which 9 homes have been completed, 4 are in the final stages of construction, 3 homes are at a mid-point and 3 have started construction.

In addition, the ARB approved **49 major additions**. These include the following 14 screen porches, 12 room additions 9 garages, 8 Carolina rooms, and 6 bonus room additions. The ARB provided an administrative approval for 178 smaller home enhancements: 27 deck upgrades, 68 driveway/walkways improvements and paver enhancements, 45 window/door replacements, 2 outdoor kitchens, and 13 fire pit additions, and 23 total new landscape designs (adding elements of hardscape). Many reroofs and repaints were approved for existing homes. The ARB issued 632 Building Permits and 615 Tree Permits. The office responded to over 5,350 requests for service and/or assistance.

The department continues to convert new house plans and renovation plans to CD-ROM. This is an effort to insure 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.

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. The ARB will provide permission to remove trees meeting the established criteria. Information can be found on the POA's website: www.hiltonheadplantation.com under the Documents Tab/Tree Mitigation. 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 seeks to maintain and enhance property values.

2018 POA Operations - Activities

In 2018, the Activities Department introduced a variety of new and exciting classes and programs including the Watercolor Painting Classes, the Oyster Bloom & Tree Workshops, the Valentine Bingo Night, the Teen/Tween Kayak Trip, and the "My Way: Musical Tribute to Frank Sinatra" show with pre-theatre party at Club Seats Grille. The lineup of new seminar topics for the year included Safe Strides – Fall Prevention Program, Annuities, Life Insurance, Cyber Fraud, Energy Saving Tips, Coastal Property Insurance, After-A-Loss, Essential Oils, Medicare, Art League of Hilton Head, and Nutrigenomics.

Other programs that continue to grow in popularity include the Cooking Live Series, the Caribbean Pool Party, Kids' Night Out, the fall Trash & Treasure Sale, as well as the spring and summer Concert Series with Rob Ingman, Deas-Guyz, and the HHP Big Band. New to the summer concert lineup in 2018 – TARGET the Band. Also back by popular demand was a spring Home Sense Series with The Home Depot, two AARP Driver Safety Courses, Flu Shots, a community Blood Drive, as well as the Long-Term Care seminar, the Top IRA Mistakes Lunch & Learn, and the Essentials of Elder Law – It's More than Just Wills seminar.

During the year, we continued the tradition of our various holiday programs such as the St. Patrick's Day Blarney Bash, the Easter Sunrise Service, the Easter Egg Hunt & Brunch partnering with The Country Club of Hilton Head, the 4th of July – HHP Day Celebration, the Halloween Pet Parade, the Fall Harvest Party, and the 13th Annual Veterans Day Observance Ceremony once again hosted by the Hilton Head Island High School NJROTC Unit. The year concluded with the Children's Holiday Party, the Holiday Hayride, and then with the "Claus Café."

We continue to offer a diverse schedule of fitness classes such as Low-Impact Aerobics, Total Body Conditioning, Gentle Yoga, Chair Yoga, Total Fitness, Intermediate and Beginner Pilates, Morning Water Aerobics, and Deep-end Water Aerobics. We also continued to offer sessions of Qigong throughout the year. In September, we partnered with Whitney Rolf, Reebok CrossFit Coastal Carolina Trainer, to offer a series of FREE Saturday morning

workouts at the Dolphin Head Recreation Area called *Strength at the Sound*.

Numerous HHP families continued to support our "Kids Kamp" summer program, however, we experienced a decrease of 9% in total enrollment from 2017 to 2018. With the total enrollment dropping from 331 in 2017 to 302 in 2018, the weekly average enrollment also decreased from 166 in 2017 to 137 in 2018. The daily average enrollment also dropped from 123 in 2017 to 104 in 2018. We still offered Kids Kamp for eight weeks, and some of the new weekly themes for 2018 included "Splash into Summer Week", "Barnyard Bonanza Week", "World Cup Soccer Week", "Spirit of America Week", "Passport to Fun Week", and "Space is the Place Week." Special events this year included a pool party, a visit from the HHP Dog Club, country line dancing lessons, a soccer tournament, a visit from the Kona Ice Truck, a visit from the Hilton Head Island Fire & Rescue Dept. and their big red fire truck, a scavenger hunt, and the End-of-Kamp Show.

Residents continued to enjoy the beautiful Spring Lake Pool. Attendance slightly dipped, however, from 2018 to 2017 by 6% with 50,747 individuals enjoying the new and improved Spring Lake Pool for its third season which lasted from the beginning of April through the end of October.

A few of the major projects that took place in 2018 included the installation of new windows upstairs at the Plantation House, the painting of the outdoor handrails at the Spring Lake Pavilion, adding additional sand to the Dolphin Head playground as well as the purchase of a smaller set of soccer goals for the ball fields at the end of the year.

Additionally, the POA continued to provide the opportunity for donations through the Memorial & Honorarium Program. Several new benches were added throughout the Plantation under this program. The POA 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.

Overall the year was marked with a plethora

2018 POA Operations - Activities (cont'd.)

of activities, memorable events, and rewarding accomplishments. Our volunteers and the POA sponsored clubs continue to offer valuable contributions to this wonderful community with their donations and support of the POA, facilities, activities, special events, and landscape. We continue to be amazed with the generosity of these special people, and the Department thanks the community for its continued support and assistance.



2018 POA Operations - Communications

This year the Communications Department said goodbye to Denise McAllister. We thank Denise for her years of service and the time she spent growing the Communications Department. Leah Davis started in March 2018 as the new Communications Coordinator and has since given the Department a fresh perspective. 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 2018 greatly exceeded the annual target, finishing the year with the highest amount in *Plantation Living* history. We continue to receive positive feedback from advertisers and residents.

Multiple printing bids are periodically obtained in order to maintain the best cost for value to the POA. Since 2013, the Department has produced three color issues each year which increased in 2017 to four color issues (March, June, September, and December). In 2019 there will be six color issues of *Plantation Living*, rotating every other month after negotiating printing costs. *Plantation Living* underwent a design change in May, giving the newsletter an updated and fresh look. Our black and white issues are now printed on the same paper we use for our color issues.

A substantial savings in postage costs has been achieved due to 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 promote the viewing of the color versions of the newsletter online.

Annual Report

The Communications Department designs and coordinates the printing and distribution of the Annual Report and the Annual Meeting election materials.

General Howard Davis booklet

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.



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.
- 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, nearly 4,684 residents have signed up (either via HHP's website or by

2018 POA Operations - Communications (cont'd.)

visiting the POA Service Center) to receive these email notices.

The Communications Department periodically promotes the Email Services feature to residents – in *Plantation Living*, on the electronic announcement boards at both entrances.

After HHP's challenging days during Hurricane Matthew in October 2016, and Hurricane Irma in September 2017, the Communications Department stayed alert through Hurricane and Tropical Storm scares this year. Thankfully, this year our Island did not see devastation from Michael and Florence. Nevertheless, the Department was extremely busy sending multiple daily emails to keep residents informed and encouraged.

- **Safety Alerts** – In order to communicate swiftly to HHP residents, a Safety Information Alert is featured on the website.

- **Online Resident Directory** – After the POA's last hardcopy Resident Directory was produced in 2005, it was determined that the costs and time involved were prohibitive. Also, as soon as the Directory was printed, it became inaccurate since member information changes continually. To counteract these challenges, and to serve more Internet users, a decision was made to implement an online, member-generated Resident Directory in September 2008. Approximately 2,394 residents have joined thus far, with additional participants signing up weekly.

- **Search feature on website** – In an ongoing effort to improve the user's experience, the Department implemented a search button at the top of the website. Further work will be conducted to streamline and improve the search process in 2019.

Electronic Community Announcement Boards

Working in conjunction with the Administration and Maintenance Departments at the end of 2010, the Communications Department was involved in the introduction of the first electronic announcement board at HHP's Main Gate. A second board was added in March 2013 at the Cypress Gate. The

Department is responsible for uploading daily messages to the community.



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.

- **Hurricane Guide** – HHP's Hurricane Evacuation Guide was inserted into the June 2018 *Plantation Living* and posted on the website.

- **2018 Resident Opinion Survey** – The 2018 Resident Opinion Survey appeared in the April 2018 issue of *Plantation Living* and was posted on the HHP website. We had the highest amount of participation in the survey, with about 1,778 people participating. The survey results can be found online under the Documents/Forms/Minutes tab.

- **Harry the Heron Photo Contest** – During the summer months we asked our residents to participate in a contest to design Harry Heron – our Master Covenants Bird from *Plantation Living*. We had an overwhelming amount of submissions, ranging from photographs, drawings, paintings, and watercolors. In September, the winner was announced on the cover of *Plantation Living*. Congratulations to Ralph Sutton!

Communications Committee

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



**HILTON HEAD
PLANTATION**
PROPERTY OWNERS' ASSOCIATION
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