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Photo by Chris St Jacques

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GIVING BACK



SUPPORTING FAMILIES

**HILTON HEAD PLANTATION
2021 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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P/T Officers

OFF. Judith Anderson
CPL. Raymond Gibbo
PFC. Arvel Graham
CPL. Patrick Story

Dispatchers

CPL. Vera Ford
PFC. Tiffany Smith-Lee
PFC. Angela Williamson

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 (12/31/21):

HILTON HEAD PLANTATION:	3,711 ACRES	72 MILES OF ROAD	88 LAGOONS
FAMILY DWELLING UNITS:	4,190	UNDEVELOPED LOTS: 88	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

"Hopefully, we will shortly get back to our everyday lives and enjoy this beautiful place we call home."

The prior sentence is the final line from the President's Message in last year's HHP Annual Report. To me, it provided hope that COVID would become under control. In reality, we learned that COVID would not be under control within the near future, so we have had to learn how to move forward with it. We saw that mandates don't work. We learned that shutdowns don't work. However, we learned that as individuals, we could take care of ourselves with vaccines, masks, and social distancing, and in doing so, we could enjoy this beautiful place we call home. Our staff has monitored the environment throughout the year and pushed forward with live and online events that bonded our community spirit while maintaining a healthy situation.

We had a record Kids Kamp, Coffees with Peter were able to be held indoors, and traditional festivities such as Independence Day and Halloween were enjoyed. HHP will continue to monitor and adapt as needed.

Every three years, we complete the Residents Opinion Survey. This Survey is one of the major sources of direction for our community. Participation was fantastic, and a lot of information came into the Board of Directors and the staff. The answers to the survey questions and the written comments were carefully evaluated by the respective departments and committees and will be important elements that guide us going forward.

This past year, we celebrated the retirement of our Tennis Pro, Keith Ferda. Keith's 41 years at HHP have been incredibly delightful for our stellar tennis program, and even if you don't play tennis, you have probably enjoyed being entertained by him as he hosted the HHP Day watermelon or pie-eating contests. We all wish Keith a happy and healthy retirement. Fortunately for us, while we were saluting Keith's career, we welcomed our new Tennis Pro, Trevor Scott. Let's hope that we can witness Trevor matching Keith's 41 years at HHP.

The 278 Corridor Project has garnered a lot of attention from the Staff and residents of HHP. Many of us took the time to study SCDOT's preferred version and provided feedback that largely focused on eliminating the eastbound left turn onto Squire Pope Road and the new traffic light and U-turn at Old Wild Horse Road. Our focus then turned to the recommendations provided by the Town of Hilton Head's hired consultants. This version largely answered HHP's concerns for the project, and our Board and staff encouraged the Town to move forward with in the parameters of this direction. While we don't yet know how SCDOT will react to what the Town and County will request, we do know that our State Senator, Tom Davis, has agreed to put his extensive capabilities toward preventing a scenario that is not in the best interest of our community.

We have almost reached the end of our permit, which allows us to renourish the beach area between Dolphin Head and Pine Island. In order to get ahead of the permit's expiration, we have hired an engineering consultant to study the project and lead us forward in the re-permitting process. We have also been engaged with the Town of Hilton Head and are staying in regular communication as their consultant studies the situation in parallel with our work. Our discussions center on determining the best long-term strategy between getting sand to the beach as part of the Town's regular dredging, trucking sand from the mainland, or scraping sand from the backside of Pine Island.

We have made significant progress with the Dolphin Head Recreation Area renovation, although it has been at a snail's pace. Many things factored in, causing us to move much slower than we had anticipated.

COVID, specimen trees, historical impacts, unexpected approvals, and rigid code enforcement in the wake of the condo collapse in Surfside, Florida, all had significant impacts. The good news is that the project is moving forward, and we are nearing the last of the required approvals. We are all antsy to get the bid requests extended and begin to see where the dollars will fall. One bright spot in the delay is that our real estate market has filled our coffers with significant Capital Transfer money. Between the funds that are already in the Capital Transfer Fund and the strength of our other reserves from which we may borrow from, I am quite optimistic that we will not require any outside financing for this magnificent project. So, a lot has happened in the past year. As we end our fiscal year, I believe that we are as strong a community as ever and poised for continued success. I think the leisure paths, lagoons, beautiful pool, tennis facility, well-kept buildings, beach access, social clubs and events, events for children, conservancies, and low assessments make a living here the finest choice for everyone.

So, I will end this piece with a slightly different closing. Let's cherish our everyday lives and enjoy this beautiful place we call home.

-- Jon Heron



2021 POA Operations - Administration

The General Manager's office is responsible for providing 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.

The year 2021 began with the world still locked down in many ways and in the grips of the pandemic. Unfortunately, this reality served as the backdrop for most of our endeavors. Zoom meetings were the norm, travel was restricted, masks were a requirement for most indoor areas, and each of us personally knew someone affected by the disease. HHP's annual meeting was held outdoors. As spring approached and a vaccine was approved and rolled out for use by those most vulnerable, we started to see some light at the end of that very long tunnel. Once the vaccine distribution was expanded to other population segments, we further inched out of this sequestered situation. Unfortunately, we are still living with and dealing with possible mutations of the COVID virus and adapting accordingly.

As more and more folks took advantage of the readily available vaccine, our local area continued to open up. Different parts of the world, and for that matter, parts of the USA, handled restrictions that addressed their situation and philosophy. By early summer, some areas were allowed to be patronized without a mask; travel opened up as hotels, and short-term rentals were adapted to allow tourists and patrons to visit in a safe environment. HHP's Spring Lake Pool opened with only a few restrictions; our Kids Kamp program was a hit so much that we had to limit registration for the first time in the program's history. Schools opened for in-person learning. Home sales in HHP soared, as did property values as new residents competed for a limited inventory of homes on the market.

Visitors flocked to our Island home, and as residents, we found traffic more challenging and dining especially difficult without making a reservation well in advance. The shortage of workers affected every business. Due to staffing difficulties, many restaurants restricted their hours or closed on certain days. The Town of HHI grappled with and still grapples with the issues of workforce housing, transportation improvements, regulating short-term rentals, and

looking to balance somehow our primary industry, tourism, with the capacity of our infrastructure and the tolerance of full-time property owners.

We saw progress in several areas - the Town of HHI took a position on the State of South Carolina's Transportation Department's plans for the US 278 Corridor from Moss Creek to Spanish Wells Road, the Town started the process of taking over Main Street from the Merchant's Association, the Town is taking a look at short-term rentals, reclaiming Islander's Beach for Island Residents and continues to take baby steps in the area of workforce housing. We have also opened a dialogue with our elected officials with the Town on additional assistance with Pine Island Beach renourishment.

As we emerged from the pandemic, HHP held its first indoor Coffee with Peter in July. We had several well-attended outdoor concerts, hosted a long-overdue new residents meeting, and reopened to POA Service Center incrementally to arrive at our pre-COVID hours of operation.

We launched a new and improved HHP website, updated our HHP Map, performed our triannual resident survey, started construction on two new subdivisions, The Charles and the Town Homes on Waterway Place; the ARB processed hundreds of requests for exterior modifications, and dozens of brand-new homes were either completed or are presently under construction. The Dolphin Head renovation project slowly moved towards permitting. The housing boom had several notable effects on HHP. We experienced our best year for the Capital Transfer Fee marking over \$740,000. Increased renovations and ARB submissions fueled gate pass revenue and ARB review fee revenue. As local businesses opened, they flocked to our newsletter Plantation Living for advertising as we enjoyed one of the best years for ad revenue on record. On a sad note, long-time Tennis Professional Keith Ferda retired after over 40 years as HHP's Tennis Professional. We welcomed Trevor Scott as our new Tennis Professional with Keith's retirement. Trevor quickly made the position his own with outstanding results as we realized gains in that area of the budget.

Unfortunately, as all of you are keenly aware, although we made progress with vaccines, home sales, and renovations, the larger economy was affected in some negative ways. Fuel prices have skyrocketed, which impacted all things that required energy to manufacture or transport. This impact came at the same time many parts of the country were

2021 POA Operations - Administration *(cont'd.)*

coming out of the throws of the pandemic, and all these emerging areas wanted products and services at the same time. However, not all parts of the country or the world were emerging simultaneously. The result was an Economics 101 scenario of supply and demand. The cost of things went up, and the ability to get those same things to market also increased. The result was not only difficulty getting services locally but nationally and internationally. To compound the situation, willing workers were scarce. All can speculate on the reasons for the worker shortages, and there may be validity to all such theories. Regardless of all the theories, the bottom line panned out to be many employers jockeying for a small pool of willing workers. Again Economics 101 kicks in, and the employer with the best wage package, business culture, and benefits took control of the labor market. After all of these challenges, you would think our performance to the budget would be in negative territory, not so. We ended the year with a healthy positive variance to budget.

On a somber note, we bid farewell to one of the finest restaurants on HHI, the Old Fort Pub. Progress is a double-edged sword as many, myself included, mourned the loss of this fine dining establishment. As previously mentioned, "The Charles" is presently under construction at the former site of the Old Fort Pub.

All the noted economic situations impacted HHP. The price of fuel, the cost of asphalt, the inability to get specific products and services promptly, and competition for staff. Through all of this, you once again voted us the Best Residential Community in the Island Packet and Best Gated Community in Hilton Head Monthly!

The Board of Directors and our Committee members stepped up with support, innovation, and extreme patience as they did everything possible to keep you, themselves, staff, visitors, and vendors safe. At the same time, they juggled meetings and social distancing and safely reopened all HHP's amenities and indoor meetings.

Many of you took the time to write notes, emails, letters, and now face-to-face kind words of support. Both the staff and the Board so much appreciate these overtures of support. It has been thus far quite an extraordinary year.

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 \$25,623 was raised in 2021, 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 a driver's license or another 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. Although we can never guarantee that the Plantation will be totally crime-free, we 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, and 2021. In 2017, just under 50% of eligible property owners voted online. In 2021 that percentage rose to almost 75%. 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 required 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.

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

2021 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 community residents.

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!



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

Protecting life and property, traffic control, keeping the peace, enforcing 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 2021, crime on Hilton Head Plantation was very low. This was partly due to the homeowners' vigilance, and the gate and patrol officer's protocols seem to be working very well.

In 2021, our Officers logged more than 113,202 miles patrolling the residential areas. Security Officers responded to 250 alarms from residential homes and businesses, and, additionally, Officers responded to 4,654 calls for service from our residences and businesses.

Included in these calls for service were 5,061 medical assists, 909 resident assists, 42 traffic collisions (6 were deer-related), 26 incidents of trespassing, 2 domestic disturbances, 5 cases of disturbing the peace, 3 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 breaking into motor vehicles cases reported to the Security Department.

Additionally, Security Officers completed over 36,445 security checks for our away-from-home residents and commercial properties.

Over the last 12 months, 43 State tickets were written for speeding to drivers on Hilton Head Plantation roadways for a total of over 150 traffic

2021 POA Operations - Security (cont'd.)

stops. Security Officers issued 1,778 non-moving violations for such things as pets running at large, RV's/boats in driveways overnight, and illegal parking.

In 2021, COVID and its variants, unfortunately, impacted the Security Department's services. Our officers followed appropriate protocols to keep residents, visitors, and vendors safe. While welcoming many new officers, the department is extremely fortunate to have many Senior Officers that are certified State Law Enforcement Department (SLED) trainers. SLED Instructors train these Senior Officers off-campus. HHP's certified SLED Officers can then train our new officers on site in HHP, saving the department on both travel and the cost of outside classes and training. This unique capability speeds the training process and allows our Senior Officers to train to the required SLED curriculum and instill the HHP Security Officer Culture of Community Policing and Customer Service. We are fortunate that our two top officers who lead the Security Department have over 20 years of experience with HHP Security.

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



Top: Security responding to an alligator call.

Middle: Security's newest vehicle.

Bottom: Town of HHI Emergency Management Director, Tom Dunn, giving a presentation on Hurricane Preparedness to residents.



2021 POA Operations - Maintenance

The 2021 replacement budget allowed us to purchase needed equipment to help our staff work safely and efficiently. We replaced our 2008 backhoe/loader with a new Caterpillar 420XE 100 horsepower backhoe and bought a used Caterpillar 208M front-end loader to load the debris into our Morbark Wood Hog grinder. The Wood Hog grinds your landscape debris into viable groundcover mulch that we use throughout the community. We also purchased a 45 ft. X 8 ft. X 9 ft. Conex container to store and secure our tools, supplies, and equipment.

In addition to our daily routine task of grooming tennis and bocce ball courts, event set-ups and take-downs, mailbox and assembly installations, and housekeeping services at all of our facilities, the maintenance staff provides weekly light audits, mulch deliveries, sign and split rail fence replacements/repairs. We provide full staff annual cleaning that includes pressure washing of decks, handrails, hard surfaces, and soft washing of exterior walls and painted surfaces. Staff cleans or replaces street signs and sign lighting with touch-up painting as needed.

This year we buffed and polished the Spring Lake Pool splash pad water features and bolstered the lazy river bridge with a fresh coat of paint, as well as painted the new front steps at the Spring Lake Tennis Pro Shop. Other in-house maintenance personnel tasks include a boardwalk and wooden bridge repairs (including our conservancies), perimeter fence and chain post repairs, plumbing and irrigation, carpentry and minor electrical repairs, and preventative maintenance on our HVAC systems and pool equipment. We install all benches, picnic tables, pond aeration systems, and we apply mulch or pine straw as a groundcover when needed.

Contracted maintenance projects for 2021 included: drainage improvements at Grey Fox, Manor Ct., Rookery Way. Seabrook Landing pipe and surface flow repairs, and Sara Ct. and Clove Hitch Ct. basin repairs. The Hickory Forest outfall at Port Royal Sound was excavated, graded, and reinforced with a large stone to improve this system. Leisure paths, curbs, and roads were repaired, including sections of Whooping Crane Way before restriping. Seawall repairs at Dolphin Head Rec., pond dredging at Crooked Pond and Prestwick Ct., and painting the

Spring Lake Pool pergola and the Spring Lake Pavilion dock. Our tree care provider removed numerous trees and limbs that were damaged during Tropical Storm Elsa as well as other natural causes, and Pine Island beach sand renourishment was a major success in hindering the high tides from breaching the beach and allowing our residents and guest to walk the beach to Pine Island safely.



Palmetto Coastal Landscaping provides our award-winning grounds maintenance services. Besides routine maintenance, they provide design and installation of all flower beds and additional planting, repairs, and maintenance to our vehicles and equipment. They diligently work with our in-house staff as first responders to help prevent flooding during torrential rains by lowering pond levels, clearing debris obstructions from drain basins, and keeping our ditches, pipes, and outfall structures clean to allow positive flow.

The Town of Hilton Head stormwater department provides maintenance to our drainage systems. They are responsible for the Jarvis Creek Pump Station and all other watershed outfalls and structures. HHPPOA staff works very closely with the Town's stormwater representatives to identify problems and determine corrective measures. Repairs in 2021 included Edgewood Drive - Pipe cleaning and camera inspection/Identifying necessary point repairs, Cypress Marsh powerline - Pipe replacement/point repair, Black Gum Place - Replaced over 400 LF of 24" HDPE root damaged pipe. Hilton Head Plantation residents, contact your Director of Maintenance, David Mills, at Dmills@hhppoa.org to report stormwater flooding issues.



2021 POA Operations - Tennis/Bocce



A lot was happening at Spring Lake Tennis this year. Keith Ferda, who was the Director for 41 years, retired and new Tennis Pro -Trevor Scott, is now at the helm. We made it through a couple of bad weather events. Hurricane Elsa was the worst of it, with minimal damage.

Court usage was through the roof this year with the return of USTA leagues, increased options for weekly instructional clinics, and a new junior tennis program, all of which led to more than 170 memberships taken out, compared to the 150 memberships in 2020.

To assist with the high-volume play, the front desk transitioned from pen and paper reservations to our new state of the art Court Reserve System. Court Reserve is a 100% online event registration platform, which is an all-in-one app where our members can book court time, register for clinics, and stay up to date with all upcoming events and notices.

Spring Lake Tennis over the last few years has had numerous USTA/Interclub Teams that qualify and participate in the State Championships, and this year coming out of the shutdown of all USTA Leagues; we were still able to host over 30 teams and had two teams bring home the state titles.

The regular, well-attended monthly tennis socials, hosted by the Tennis Committee, were also back this year, starting with the Traditional Wimbledon Team Tennis event. Some of the other themes included the Ice Cream Social and Oktoberfest, all well attended. Proceeds made from the events helped the Tennis Committee

purchase new scorekeepers, upgraded chairs for the pro shop coffee bar area, and improved landscaping around the upper patio.

The Bocce program (in its 16 years of operation) was able to hold both its fall and spring leagues, with the spring league having around 50 teams participating. The courts were resurfaced a few times throughout the year, the court drainage system was cleaned and flushed out, and we were able to add much-needed shade with the purchase of four new umbrellas.

In 2021, tennis court maintenance included: Resurfacing and re-taping six courts. Adding two tons of material to the remaining six courts. Trimming the trees between courts 6-8 and 9-12. One of the top certified tennis court contractors from Hagerstown, Maryland, provided their yearly facility inspection and offered daily and annual court maintenance suggestions.



2021 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 cooperatively with our homeowners to encourage personal responsibility in maintaining their property, which enhances and influences the community as a whole. Monitoring our protective Covenants involves many different facets, which fall into four basic categories: people, pets, parking, and property.

In 2021, the Community Relations Department investigated and processed 1,936 non-moving Covenant violations. Of the violations reported, over sixty percent were fine letters forwarded to Residents and Contractors who were non-compliant. An influx of abuse of guest passes and recreational vehicles parked after designated work hours 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 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 non-compliant Contractors, residents, and their guests being more responsible pet owners, vehicle parking resolutions, abuse of guest pass, rules of conduct, and behavior.

Harry did see an increase in recreational vehicles parked after designated work hours. 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, 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 the misuse of the guest pass policy can cause yearly assessments to increase. Guest passes will only be issued to visitors for a specific non-commercial purpose of visiting a Resident.

Harry also mentions the convenient amenities 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 eliminate illegal dumping on common property and open space areas.

The POA conducts the Holiday Lighting Driving Tour as an encouragement for lighting up our holidays. The Holiday Lighting Driving Tour featured a wonderful display of homes decorated for the Christmas and Hanukkah seasons. 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. Realtors are provided with an information packet highlighting 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 Plantation information 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 also promote harmonious living, protect, and enhance 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 is to keep our community an attractive and pleasant place to call home.

Architectural Review Board (ARB)

The natural environment was the main attraction for homebuyers to purchase and call Hilton Head Plantation their home from the very beginning. 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

2021 POA Operations - Community Relations *(cont'd.)*

proceed orderly, well-planned, 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 is closed during the monthly ARB meetings.

The COVID-19 pandemic continues to have an unprecedented impact on our lives. The shortage of supplies and labor did not put a damper on the progressive home improvements on HHP. Residents were confined to their homes as living spaces were adapted to home offices. Twelve hours at home became 24 hours at home. Residents downsized or sold their existing homes while we welcomed many new residents. The challenge is unprecedented, but our mission is still unchanged.

The ARB Department has forwarded email blasts encouraging Residents to clean or repair their mailboxes and reminded Residents that all exterior equipment not in a service yard must be enclosed. COVID-19 pandemic has allowed Residents to stay at home to combat the maintenance issues they have been putting off for weeks and months.

In 2021, over 286 homes were purchased by new property owners in our community. 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 communities building and remodeling process, review fees, and submission dates. Our office noticed increased 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. Eighteen unimproved lots were approved for new construction this year. Eleven new homes were completed. There are twenty new construction projects still in progress. Four are in the final stages of completion, five homes are at a mid-point, and four have started construction. Four new homes have completed the preliminary stages of review. Two building projects are underway for a 22-unit multifamily construction and 12 Town Homes.

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/walkways improvements and paver enhancements, window replacement, outdoor kitchens, and redesigning their landscape to add hardscape elements.

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

The department provides copies of plans, ARB Guidelines, documents, and every improvement a homeowner has made to their property to Realtors, Architects, Contractors, and 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 our property owners' diverse architectural and design desires. In this manner, the ARB and its staff seek to maintain and enhance property values.



2021 POA Operations - Activities

For 2021, the Activities Department continued to make adjustments to the Activities Schedule due to COVID. The year kicked off with limited numbers permitted to sign up for our annual Kids Night Out event in January. We also hosted the first Community Blood Drive of the year and Suzanna Eibuszyc's book presentation on *Memory is Our Home* in late January.

For February, March, and April, we were able to offer a variety of seminars and virtual presentations on topics such as "The Beauty of Sleep," "Peripheral Neuropathy," "Oncology Massage," "Aging at Home," as well as the AARP "Smart Driver TEK" Zoom presentation. We were also excited to host our first-ever Food Truck Festival in late February, which was very well attended. And, for St. Patrick's Day, we hosted the Harry O'Heron's Irish Pub Friday Fish Fry, and we had a great turnout.

We were excited to bring back the Easter Sunrise Service this year, but we opted to offer another year of the Easter Basket Deliveries by the Easter Bunny in lieu of the Easter Egg Hunt & Brunch. In the spring, we also held our ever-popular Cooking Live series with local chefs but, again, did so in a limited capacity. As always, every session sold out quickly, with waiting lists for each date. We also offered various art classes and workshops with LeAnn Kalita throughout the year, which were very well attended.

Our concert series started earlier this year with the HHP Big Band kicking off the season with their "Spring Fling" at the end of April. This concert was soon followed by the Rob Ingman concert and Ken Kolbe concert – both being held at our Dolphin Head Recreation Area. We added a music component to our second Food Truck Festival in May, having Brad Swanson perform. Thankfully, the party didn't stop there, and we were able to enjoy two new bands to the summer lineup, with "Stee & the Ear Candy Band" performing in June along with "The Radio Sparks" in July. In November, we were grateful to have the HHP Garage Band Club perform, and the HHP Big Band ended the year with their annual Christmas Concert in the Plantation House parking lot.

This year, we could open the Spring Lake Pool on time and without major modifications.

Temperatures were still checked, and waivers were still signed in the early part of the season. Thankfully, by mid-May, we were able to set out the pool furniture, so residents didn't have to "bring their own chairs" for the remainder of the season. It was nice to have things back to a more normal setting by the start of summer. The Spring Lake Pool stayed open until the end of October with a total attendance of 51,159 residents for the season (April through October), an 85% increase from 2020 in which we experienced a much shorter season (June through October).

This year we continued to offer a plethora of fitness classes such as Low-Impact Aerobics, Total Body Conditioning, Gentle Yoga, Chair Yoga, Total Tabata, Intermediate and Beginner Pilates, and Core, Strength, & Balance. We were also able to begin Morning Water Aerobics and Deep-end Water Aerobics at their usual start times in the season. We even continued to offer sessions of Qigong, Yoga Nidra, Hatha Yoga, and a few sessions of Golf Fitness, Men's Pilates, and Beginner and Intermediate Tai Chi earlier in the year.

With the shortened summer break for Beaufort County School District students, Kids Kamp was also shortened to a six-week program instead of eight weeks. Despite the shortened program, numerous HHP families continued to support our "Kids Kamp" summer program, and for the first time in the program's history, we had to close registration. We experienced a significant increase of 32% in total enrollment from 2020 to 2021. With the total enrollment increasing from 238 in 2020 up to 314 in 2021, the weekly average enrollment also increased from 139 in 2020 to 215 in 2021. Likewise, the average daily enrollment increased from 114 in 2020 to 160 in 2021. The new weekly themes for 2021 included "Patriotic Party Week," "Tropical Tiki Week," "Heroes & Villains Week," "Lost in Time Week," "Jungle Mania Week," and "Out of this World Week." This year, some of the special events included a color run, a pool party, a visit from the Kona Ice Truck, inflatables from Fun Time, and the End-of-Kamp Show on the final day of Kids Kamp.

Summer events wouldn't be complete without our annual HHP Day – July 4th Celebration that was actually held on July 3rd this year. The fun games

2021 POA Operations - Activities *(cont'd.)*

were stationed outside, along with the ever-popular mechanical shark and dunk tank. We were still able to have the patriotic parade, pool games, and offer the pie and watermelon eating contests. Other summer events included the Caribbean Pool Party in early June and the annual Teen/Tween event in July, which was hosted by JLK Events.

Our fall lineup was full of a variety of online as well as in-person presentations, including "Managing Stress in a Stressful World," "Cycling Safety," "Air Quality," "Wills vs. Trusts," "The American Rescue Plan Act," "Understanding & Treating Vertigo," "Therapeutic Touch," and "What's New Medicare 2022." Other fall activities scheduled included three separate days of flu shots with the help of the local CVS Pharmacy and The Cypress; not to mention, the College Spirit Bingo Night, the Trash and Treasure Sale, the Fall Harvest Party, the Halloween Pet Parade, and another Community Blood Drive. The year's activities ended with the Holiday Hayride, the Kids Holiday Party, and the Gingerbread House Competition.

With continued community support, the Board worked closely with Wood + Partners to submit our application to the Town of HHI to move the Dolphin Head Renovation Project forward in the permitting phase. Several steps were included in this part of the process, so we are hopeful to have the necessary permits in hand by early 2022 to start the project's bidding phase. This will be an exciting project that we are looking forward to moving along in the coming months.

A couple of minor projects that took place behind the scenes in 2021 included the replacement of carpet on the lower level of the Spring Lake Pavilion and purchasing new furniture for the Plantation House. New outdoor bulletin boards were also ordered for the Plantation House and Spring Lake Pool areas and will hopefully be installed in early 2022.

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 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 has it placed in a

special area in front of the flagpole.

This year marked another year of adapting to changes and being flexible for meetings and special events. Several POA-sponsored clubs continued to persevere and reinvent the wheel for their own meetings and get-togethers. And although many clubs still chose not to meet in large-group settings, we slowly experienced a steady climb of private rentals in the clubhouses. However, 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 2022.



2021 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 2021 exceeded the annual target. 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.

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 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 again for 2022. 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 2021, we sold 35 copies. You can purchase this book at the POA Service Center.

WEBSITE: www.hiltonheadplantation.com

In 2020, the HHP website underwent a complete design change with a new company. After over a year of input from the Communications Committee, Board of Directors, Staff, and suggestions from HHP residents, we launched the new website in January 2021. We trust you will find the navigation of the website far more user-friendly. The website was built by Hazel Digital Media out of Bluffton. A few features below continue to be popular on our website.

- **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 5,000 residents have signed up (either via HHP's website or by visiting the POA Service Center) to receive these email notices.

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 daily emails to keep residents informed and encouraged.



2021 POA Operations - Communications (cont'd.)

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. In 2021, we installed a new screen at Main Gate. The Department is responsible for uploading daily messages to the community.

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. We have started giving our paid advertisers in *Plantation Living* more exposure and sharing their businesses on our page. Currently, HHP has 1,246 followers since joining Instagram in April 2020.

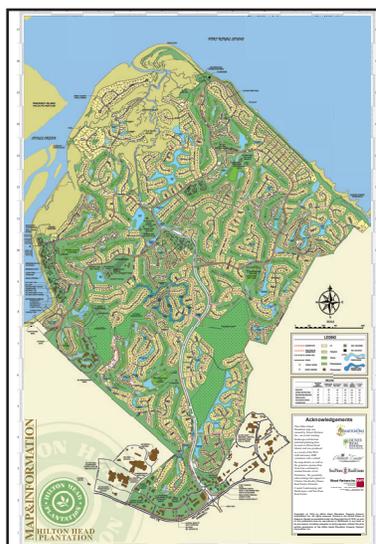


Communications Projects

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 2021, 44 packs of note cards were sold.

- **HHP Street Map** – The Communications Department redesigned the HHP Street Map this year. 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 2021 *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 next survey will go out in 2024.

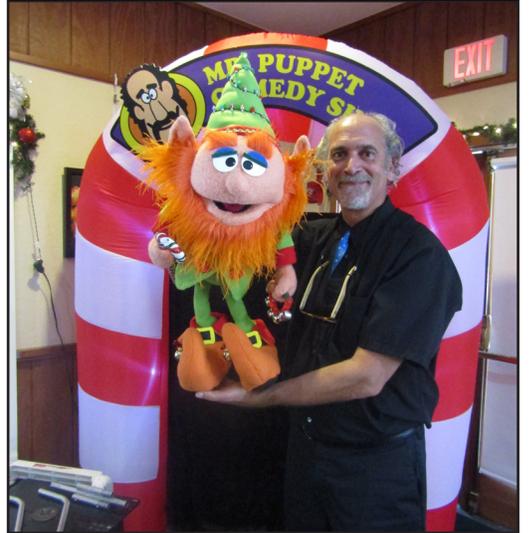
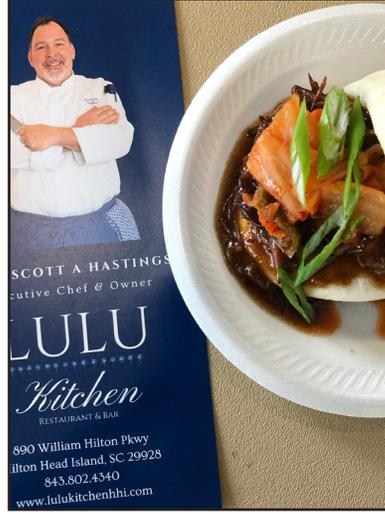
Throughout the year, the POA Board of Directors and staff, with the Communications Department's assistance, survey the community on a variety and timely topics. The Communications Department inputs the information into Survey Monkey and sends it out to the community through an email blast, and posts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

Drive-Thru Easter Egg Hunt & Holiday Light Tour

In 2020, we adapted to a new normal, and we did just that. The Communications Department put together a 'Drive-Thru Easter Egg Hunt' after the in-person Easter Egg Hunt was canceled due to COVID-19. We continued that tradition in 2021. Residents were asked to 'hide' or proudly display Easter eggs and decorations on their property for their neighbors to drive by and view. An email blast was sent with a list of over 100 participating homes. During the Christmas season, the annual Holiday Light Tour took place with the highest amount of participation to date. This coincided with the Activities Department Holiday Light Tour.

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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