

**HILTON HEAD PLANTATION
2022 ANNUAL REPORT**



2022 ANNUAL REPORT

HILTON HEAD PLANTATION PROPERTY OWNERS' ASSOCIATION

PO Box 21940, Hilton Head Island, SC 29925

Telephone: (843) 681-8800

Fax: (843) 681-8801

www.hiltonheadplantation.com



Hilton Head Plantation Property Owners' Association, Inc.

2022 BOARD OF DIRECTORS

Lorraine Schmidt, President
Ed Schottland, Vice President
Jon Heron, Treasurer
Carlton Dallas, Secretary

Members:
Jordan Berliner
Rex Garniewicz
David Pollock

Ann Schwab
Betsy Weppner

STAFF:

General Manager

T. Peter Kristian
CMCA®, LSM™, PCAM®

Executive Secretary

Sharon P. White

Assistant General Manager

Todd Lindstrom
PCAM®

Staff Accountant/HR

Natalie Keene
CMCA®, AMS®

Records Clerk

Angela Graves

Director of Maintenance

David Mills

Maintenance Staff

Franklin Callison - P/T
James Mills - P/T
Susan Syme - P/T

ARB Administrator/ Community Relations

Michele Chisolm

ARB Inspector

Scott Simmons - P/T

Community Relations Specialist

Williette Lee

Director of Activities

Chrissy Kristian
CMCA®, AMS®, PCAM®

Assistant Director of Activities

Jen Westerfeld

Communications Coordinator

Leah Davis

Front Desk/Receptionist

Amy Leary
Yessica Santiago

Tennis Pro

Trevor Scott, USPTA, PTR

Tennis Clerks

Judy Larkin - P/T
Tom Larkin - P/T
John Mancini - P/T
Julie Taylor - P/T
Bob Wallace - P/T
Patty Yeates - P/T

Director of Security

Major Warren Gaither

Deputy Director of Security

Capt. Vanessa Green

Lieutenants

Shaquana Blackshear
Tomika Busby
Timothy Harrell

Sergeants

William Bruce
Juaneka McClay
Michael Passamano
Theoron Weeks

Officers

OFF. Juan Arzu
CPL. Michael Howard
OFF. Abrieanna Jones
OFF. Sarah Knowles
OFF. Larry Kornstadt
PFC. Daniel Marshall
OFF. Daverin Mortensen
CPL. David Munroe
CPL. Carl Olson
CPL. Adrian Pinckney
OFF. Kelsey Rahmlow
OFF. Christopher Spears
OFF. Elizabeth Wright

P/T Officers

OFF. Judith Dyas
PFC. George Hall III
CPL. Patrick Story
OFF. Jeff Marchionio
PFC. Angela Williamson

Dispatchers

PFC. Adasha Brooks
CPL. Vera Ford

Gate Greeters

Patricia Heyward
Shavonne Smith

GOVERNANCE:

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

PROPERTY STATUS (12/31/22):

HILTON HEAD PLANTATION:	3,711 ACRES	72 MILES OF ROAD	88 LAGOONS
FAMILY DWELLING UNITS:	4,199	UNDEVELOPED LOTS: 79	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

I can confidently say that our community successfully prevailed after prior years of COVID challenges. Between the adaptability of our residents, HHPPOA staff, and Board, we flourished in 2022. The reasons for this include the following:

Real Estate Boom: while there was a downside to the inflation that touched all our wallets, the benefit was HHP homes/villas sold at historic highs, often due to bidding wars. There were several benefits to this. In addition to the obvious higher-than-expected return on investment for the seller, we welcomed many new neighbors and, at the same time, enjoyed a greater-than-ever influx of real estate transfer fees, which segways nicely to my next subject.

Dolphin Head Recreation Area Renovation: The record sales volume generated approximately nearly \$622,000 in transfer fees, which automatically rolled over into the Capital Fund. For those new neighbors, the Capital Fund contains the funds reserved for financing the new Dolphin Head Recreation Facility, which includes the community building, picnic pavilion, sports, playground, and other amenities.

As with prior HHP Capital projects, the Board expects to self-fund the entire project. Capital Fund estimates indicate we have 80% of the project costs covered. The project had a slow start, primarily due to its historical past.

Preliminary excavation and footing activities required the onsite presence of an archaeologist to oversee and document the operation. Awaiting the final State Historical Preservation Office's (SHPO) approval was finally received in mid-December. However, then Mother Nature's prolonged deep freeze resulted in another delay. A project within this project is creating a kiosk to document this area's historical significance as well as display several of the artifacts discovered. We are grateful that HHPPOA Board member, Rex Garniewicz, has agreed to draft the historical summary and lend his expertise in the design/display of some of the artifacts. The kiosk/display will be located inside the Community Building.

HHPPOA Staff, Board, Volunteers: To paraphrase Thomas Jefferson, "The harder we work, the luckier we get." The HHPPOA staff and Board's past and present efforts epitomize that saying. Peter just celebrated his 23rd year as HHP GM. Also, both Todd Lindstrom and Angela Graves celebrated 25 years with the POA. Chrissy Kristian, Activities Director, completed her PCAM and CMCA certification and Natalie Keene, Staff Accountant/HR, is working towards completing those certifications. Michelle Chisholm, ARB Director, progress toward her CMCA, is well underway. Upon Keith Ferda's retirement as Tennis Pro, Trevor Scott was hired as his replacement. Another staff success story, as tennis memberships/play has soared, enhancements to the reservation system and hosting tennis events spotlight HHP's tennis amenities and competitiveness! I will also give a shout out to Chrissy and her staff for delivering another awesome season of Kids Kamp. As you may recall, we experienced an extremely

difficult labor market this past year. In fact, you may have seen several administrative HHPPOA staff in their roles as Kid Kamp crossing guards, easily identified by their purple tee shirts.

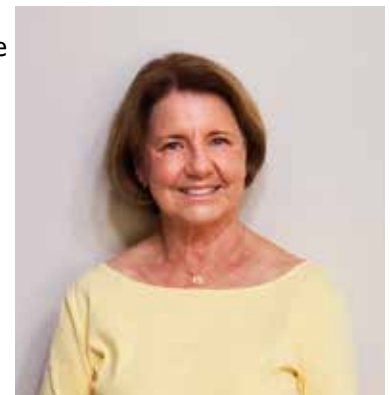
The Board completed its biannual review and updating of the Strategic Plan. The Board uses this tool for guidance as well as means of measuring progress towards the goals outlined in the plan. As in prior years, there were updates to the ARB and Covenant section, which were reported in *Plantation Living* and a Coffee with Peter. They are also available on the HHP website. The Board also welcomed a new member, Carlton Dallas, to the board, a wise electoral choice by the HHP residents. HHPPOA isn't an outstanding, financially stable community by accident. It is due to dedicated folks: staff, Board, Committee members, and volunteers that HHPPOA contribute their time and experience, which results in success.

The 278 Corridor Project remains a Board focus. Through his extensive town contacts, Peter keeps us current on the multiple consultant reports. We have a new mayor who shares HHP's perspective and hope our new Councilwoman will also. As previously reported, our State Senator, Tom Davis, remains committed to ensuring the final design will reflect elements supporting the best interest of our community.

Security/Safety: We live in a beautiful place, surrounded by the beauty and creatures of the low country. Our Security Department, led by Major Warren Gaither, has a dedicated staff who conscientiously work to protect us, sometimes from ourselves. HHP has an easy-to-use gate pass system. Unfortunately, some residents abuse it, calling in passes for those without the intention of visiting them at their homes. In a well-documented example, the "visitor" used the pass to gain access to HHP and damaged over 30 mailboxes. Unlocked cars are another target. And despite monthly warnings in *Plantation Living* and lagoon sign postings, there are still residents that don't heed the continual warnings about avoiding/coexisting with the native and local wildlife, particularly the apex critter, the alligator, or his neighbors, snakes, fox, and raccoons. Please heed these warnings and stay safe. We have miles of bike/walking paths; please travel on them responsibly.

I have been honored, these past months, to have served as your Board President.

My job has been made, easier by the supportive HHP staff, collegial fellow board members, and understanding residents. Enjoy a safe and happy new year.



-- Lorraine Schmidt

2022 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.

We finally emerged from the pandemic by loosening restrictions on travel, masks, and vaccine mandates. HHP Staff prepared for programs, activities, and events without the specter of all the baggage we needed to carry to conduct many daily routines. Travel opened up again and it seemed that everyone wanted to get on a plane to visit those places that were off-limits for so long.

As the stay-at-home-to-work option waned, one of the many insights that resulted, some folks realized they did not have to go to the office to work. As long as one had a good internet connection, cell phone service, a nearby transportation hub, and zoom capability, they would be able to continue to have the convenience of working from home. Once that reality sank in, many abandoned their northern homes where taxes were higher; crime was a concern, and the general cost of living was on the high side. This crowd headed to many areas of the country, and Hilton Head was on the list as one of the sought-after alternative locations.

As we emerged from the remnants of the pandemic, some folks flush with additional resources wanted to make home improvements. That situation, along with generous government programs, seemed to fuel inflation and a worker shortage. To complicate matters, products were scarce as supply chains needed to be re-established. Many workers decided to stay on the sidelines, which affected manufacturing and like services and strained our local stores and restaurants. Many businesses continued to limit hours due to a lack of staff. All these events fed into a need to increase wages to attract workers and keep the staff you currently have on board. HHP was no exception; we raised starting salaries several times and, in fairness, adjusted our veterans' salaries accordingly. We instituted a gas card program to assist our staff with

the rising price of fuel.

Through all this, folks continued to flock to Hilton Head Island and Hilton Head Plantation to purchase a home. The Capital Transfer Fee is funded from a ¼ of 1% assessment on all property sales in HHP. These transactions funded and continue to fund the Dolphin Head renovation project that is presently underway.

During the spring and most of the summer, we continued to have an economics 101 scenario of supply and demand. The cost of things continued up, and the ability to get those same things to market also went up. The result was not only difficulty getting services locally but nationally and internationally. Theories abound on the reasons for worker shortages, and there is a certain validity to all such theories. Regardless of the theories, the bottom line continued to be many employers jockeying for a small pool of willing workers. Finally, in the latter part of the summer and early fall, we started to see products and services making a modest recovery. However, inflation was now a continuing factor and gaining speed which caused many folks to cut back on purchases of nonessential items. Retirees that relied on their investments for income saw their nest eggs shrink dramatically in value. Despite a modest downturn in *Plantation Living* Advertising, the POA continued to hold on to a positive budget variance to budget as we head towards the year's end.

Our many accomplishments include: breaking ground on the long-awaited Dolphin Head Recreation renovation; that project is slated for completion by the end of 2023. The Board completed a review of the ARB Guidelines, the Rules and Regulations, and updated the HHP Strategic Plan. We completed another re-nourishment to Pine Island and presently have coastal engineers working on securing an alternative sand source instead of trucking in sand from an upstate location. The Board also was able to have the Town of HHI include Pine Island Beach in its 2025 Beach re-nourishment program, which is a huge win for the entire HHP community. Our Spring Lake Tennis program was revitalized, and our Kids Kamp program had to be capped due to the high demand for this program. We were in excellent shape financially as we headed into 2023. We also prepared for and dodged two hurricanes which is always a challenge.

2022 POA Operations - Administration (cont'd.)

"The Charles" is presently under construction at the former site of the Old Fort Pub and is slated for completion in February/March of this year. Five of the units for Waterway Gardens are also under construction and are due for completion in the spring of this year.

HHP continued to be impacted by all the noted economic situations. The price of fuel, the price of asphalt, the inability to get certain products and services in a timely manner, and of course, competition for staff. Through all of this, you once again voted us the Best Gated Community in the Low Country by *Hilton Head Monthly*!

Hilton Head Plantation has been blessed with exceptional Board leadership and a cadre of dedicated staff over the years. The Board and Staff are constantly looking into the future to weigh the benefits of new amenities, programs, and innovations to keep us as the go-to residential community on Hilton Head Island. The Board has been diligent about getting resident input via triennial surveys. HHP Boards, over the years, have adopted a fiscal policy of pay-as-you-go, which has negated the need for special assessments for amenity additions or rebuilds. The result of your input and the Board's fiscal policy has brought us the Bocce courts, the Spring Lake Pavilion, the Spring Lake Pool, and now the Dolphin Head Recreation project, which will transform that area in so many ways. These improvements and sound fiscal management have continued to move home sales in HHP, even with rising home mortgage interest rates. The Board is also credited with working with the Town of Hilton Head Island on many stormwater management projects and the Town's commitment to take over responsibility for the Pine Island Beach renourishment starting in 2025. Both initiatives have had a positive impact on HHP's fiscal position.

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

We also continued to work with the Trustees of the Hilton Head Plantation Conservancy Foundation to raise funds to benefit the Whooping Crane and Cypress conservancies. Over \$25,623 was raised in 2022, with the present HHPPOA personnel continuing to absorb the cost of administering the

work of the Conservancy Foundation. Once again, our strong Accounting Department, bolstered by the oversight of the Board and the Finance Committee, continued to maintain HHPPOA's excellent financial position both in substance, as evidenced by the excess in revenue over expenses, and the care in the management of the POA's financial and other tangible assets.

A program requiring guests to provide identification in the form of a driver's license or 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, and although we can never guarantee that the community will be totally crime-free, we do strive to take reasonable precautions to identify who is picking up a pass to enter the property.

Online voting for POA activities was introduced in 2017 and successfully utilized in 2018, 2019, 2020, 2021, and 2022. In 2017, just under 50% of eligible property owners voted online. In 2022 that percentage was over 72%. We further incentivized online voting this year by making your online vote a requirement to be included in our drawing for the five POA Gift Certificates; we also imposed a requirement that if you mail in your voting and annual meeting proxy, the property owner will be responsible for the postage.

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



Peter Kristian, General Manager

2022 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 law violations. This allows HHP's Security Department to take a proactive, instead of reactive, approach to the safety and well-being of the community we serve. It is our department's goal to be community-based problem-solvers. We have challenged our Officers to adhere to and maintain the highest ethical standards in administering services with your safety as their prime mission. We will continue to meet this commitment daily with courtesy, sensitivity, and constant vigilance.

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

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



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



The year 2022 proved to be a very active Hurricane Season; however, due to weather patterns, most of the named storm events did not directly affect our area. However, the Security Department, along with the other divisions of the HHPPOA, remained vigilant in their preparation and monitoring of hurricane season.

Security personnel patrolled 72 miles of roads and amenity areas; additionally, they responded to and completed reports on lost, missing, and stolen property; responded to medical emergencies; inspected homes of residents who are away; provided animal control; responded to fire and burglar alarms; jump-started vehicles; assisted residents who are locked out of homes or autos; provided gas for stranded vehicles; provided security checks of commercial areas after closing; and conducted health and comfort checks for the elderly.

Once again, during 2022, crime on HHP was very low. This was partly due to the homeowners' vigilance, and the gate and patrol officer's protocols seemed to work very well.

2022 POA Operations - Security (cont'd.)

In 2022, our Officers logged a total of 98,437 miles patrolling residential areas. Security Officers responded to 158 alarms from residential homes and businesses, and additionally, Officers responded to 3,643 calls for service from our residences and businesses.

Included in these calls for service were 481 medical assists, 781 resident assists, 25 traffic collisions (2 were deer-related), five incidents of trespassing, two domestic disturbances, zero cases of disturbing the peace, 30 cases of vandalism, and thousands of calls regarding animal complaints, improper parking, lost and found items, prowlers, and Covenant/Rules and Regulations violations. There were two Breaking into Motor Vehicles cases reported to the Security Department.



Additionally, Security Officers completed over 34,028 security checks for our away-from-home residents and commercial properties. Over the last 12 months, only 47 State tickets were written for speeding to drivers on Hilton Head Plantation roadways for a total of over 100 traffic stops. Security Officers issued 944 non-moving violations for such things as pets running at large, RV's/boats in driveways overnight, and illegal parking.

2022 POA Operations - Maintenance

We began the year with a major beach renourishment project at Pine Island. According to our DHEC Ocean & Coastal Resource Management permit, we were able to truck in over 5,000 cubic yards of approved sand from an upland source to replace the beach sand that had washed away from the isthmus corridor to Pine Island. The Town of Hilton Head Island helps with funding a large portion of this project, and we are working with them to bring Pine Island Beach under the Town's Beach renourishment program starting in 2025. Staff is working with a coastal engineering firm to submit and obtain the proper permitting for Pine Island's shoreline nourishment.

We refurbished the main entrance sign at Hwy 278 and repainted all the subdivision signs throughout the property. We freshened the median entrance islands with new flowering shrubs and other plant materials. Staff planted and hand-watered mitigation trees and shrubs at some of our non-irrigated common areas, where plants were removed for drainage improvement.

With DeSimone Construction's help, our staff reprofiled several hundred feet of ditches to improve positive flow drainage on our roadsides and around the tennis courts. We installed a basin and pipe system to alleviate standing water on the road at Pine Warbler and High Bluff Rd and performed many point repairs to damaged pipes. The Town of Hilton Head Island stormwater department made drainage improvements by replacing or repairing the piping systems at Edgewood Dr. & Stillwater Ln., King Rail Ln, Conservancy Court, and Cougar Run. They dredged sediment from the Black Gum Place outfall pipe ends.

A few of our daily tasks include grooming the tennis & bocce ball courts, including some minor resurfacing as needed, event set-ups/takedowns, mailbox assemblies/installations, light audits, and housekeeping. We grind the property owners' landscape debris that is discarded at the drop site into a viable groundcover mulch and deliver this mulch to the property owners each week as requested by calling the POA Service Center. We repair minor electrical and plumbing problems, wood rot, and storm damage repairs on our decks, bridges/boardwalks, fences, and structures. We

repair and paint our street signs and service our HVAC systems.



In addition to repairing and repaving many areas of roads and leisure paths, and curbs, we resurfaced and restriped the Spring Lake Recreation Area parking lot. Other accomplishments include replacing the HVAC duct systems and repainting the interior walls at the Security guard houses and dispatch center. Troubleshooting, locating and repairing two electrical service entry cables for our lighting at Big Wood and the Tennis/Spring Lake Recreation Area parking entrance. We repoured a new ring cap on the fire pit at Spring Lake Pavilion. We made repairs to the Spring Lake Pool's lazy river system by replacing the pump shaft, propeller, and inline diffuser. We also repaired and replaced several pond aeration systems.

Once again, thank you to Palmetto Coastal Landscaping for going above and beyond their contractual responsibilities to help our HHPPOA staff prepare for the threat of Tropical Storm Colin and Hurricanes Ian and Nicole. Preparing for a storm and the associated torrential rains is an extra task, and the Palmetto Coastal team played a major role in ensuring we were as prepared as possible. We are thankful that our area was not hit directly, and we are thankful for Palmetto Coastal.

2022 POA Operations - Tennis/Bocce



If you wandered by the Spring Lake Tennis Center this past year, the only way to describe it would be to say we were a little busy. Court usage was through the roof hosting over 60 USTA/Interclub teams, over 600 hours of weekly instructional clinics, and monthly social events. Along with increases in all our offerings this year, we gained an additional 72 new memberships over the 170 in 2021. We all couldn't get enough tennis!

In 2022, we brought back an old tradition to Spring Lake Racquet Club with the first Club Championship since 1995. For the inaugural event, we had over 60 players participate for a month of flex-scheduled matches culminating in our big finals event, which brought crowds of spectators to cheer on their favorite players. Along with the Club Championship, we also brought the best Pros from all over the island to compete at Spring Lake for the Hilton Head Pro League, where we had over 200 spectators flooding the grounds to watch some of the island's best tennis to offer.

The regular, well-attended monthly tennis socials, hosted by the Tennis Social Committee, were also back this year, starting with the traditional January 1st Hangover Party. Some other themes included the Super Bowl Social, Almost Cinco de Mayo, and Oktoberfest, all well attended. Proceeds made from the events helped the Social Committee purchase, new court organizers, rocking chairs for the lower pavilion, and improved landscaping around the upper patio. The Tennis Pro Shop also got a big facelift this year with the addition of the new digital court sheet behind the front desk, tennis racquet demos for member use, and the updated club logo now available on all the swag to show on and off the court.

The Bocce program (in its 17th year of operation) was in full roll this year, with over 130 families participating between the fall and spring leagues along with many other events throughout the year, including the spring bocce festa and their first-ever December double elimination tournament. With all the extra play, the courts were resurfaced a few times throughout the year, and the court drainage system was cleaned and flushed out.

During 2022, tennis court maintenance included resurfacing and re-taping six courts and adding two tons of material to the remaining six courts. We also replaced all eight court benches and added two awnings to court 2 to provide much-needed shade. The clay build-up in the drainage swell behind courts 8 and 12 was removed, and the tops of all 93 windscreens were changed from heavy-duty zip-ties to plastic clips for quick removal and installation in the event of future storms.

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



2022 POA Operations - Community Relations

Covenants

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

During 2022, the Community Relations Department investigated and processed 1,986 non-moving Covenant violations. Of the violations reported, over 60% were fine letters forwarded to Residents and Contractors who were non-compliant. An influx of abuse of guest passes and 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 passes, rules of conduct, and behavior.

Harry did see an increase in abuse of guest passes and Contractor decals not affixed to vehicle windshield as instructed, in which Covenants and HHP Security has 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 decals, even if it is just for an estimate. Compliance with this requirement will eliminate the number of guest passes being used for commercial vendors, and alert residents of how the misuse of the guest pass policy can cause yearly assessments to increase. Guest passes will only be issued to visitors for the specific non-commercial purpose of visiting a resident.

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

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

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

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

2022 POA Operations - Community Relations (cont'd.)

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.

Rising mortgage rates and a possible recession threaten the housing market. The number of homes sold in 2022 dropped from the previous year. Residents downsized or sold their existing homes, but we still welcomed New Residents.

The ARB Department publishes a quarterly article in *Plantation Living*: "The ABCs of the ARB." This article aims 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. 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. The COVID-19 pandemic has allowed Residents staying at home to personally combat those maintenance issues they have been putting off for weeks and months.

In 2022, over 197 homes, 17 villas, and 12 lots were purchased by new property owners in our community. Review applications for major home improvements decreased.

Residents started with smaller projects like painting, window and door installments, garages, paver-driveways /repairs, new landscape designs, and tree removal. Eight (8) unimproved lots were approved for new construction this year. Nine (9) new homes were completed. Twenty (20) new construction projects are still in progress. Five (5) are in the final stages of completion, four (4) homes are at a mid-point, and three (3) have started construction in December 2022, two (2) building projects started for a 22-unit multifamily construction, and 13 Town Homes. The multifamily unit is projected to be completed by the Spring of 2023. Only five of the Town Homes Project have been completed.

The ARB works with Property Owners interested in enhancing their living space by adding bonus rooms, Carolina rooms, screen porches, and room additions. More minor 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 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 homeowners 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.

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 essential part of the HHP community. Our common property, open space, and backyards are lined with trees that create a peaceful, and aesthetically pleasing environment. Trees increase our quality of life by providing oxygen and improving air quality.

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

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



2022 POA Operations - Activities

For 2022, the Activities Department kicked off the year with our annual Kids Night Out event in January. We also hosted the first Community Blood Drive of the year and the Estate Planning Seminar in late January. Throughout the year, we were able to offer a variety of seminars and workshops on topics such as "Using Home Equity to Close the Retirement Gap," "Wills vs. Trusts," "Better Body, Better Brain," "Places to Visit in the Lowcountry," as well as two separate AARP Safe Driver Courses. Other topics that were presented included "Dementia," "Market Update," "Know Before You Go – Navigating through the Levels of Care in the Post-Acute Continuum," "Medicare," and a "Home Insurance" Seminar that was held in early December.

We were also excited to host another Food Truck Festival in late February as well as the Harry O'Heron's Pub Party for St. Patrick's Day in March. Other events that were held during the first quarter of the year included two Knife-Sharpening Events as well as the kickoff to our ever-popular Cooking Live series.

For Easter, we partnered with The Country Club of Hilton Head to offer the Easter Egg Hunt & Brunch, and for Easter Sunday, we held the Easter Sunrise Service, which were both well attended. Throughout the year, we continued to offer a variety of art classes and workshops with both LeAnn Kalita and LouAnne Barrett. Two new classes offered in 2022 included the multiple "Lunch & Learn" Cooking Classes with Mary Kay Gill and a "Photography for Beginners" Class with Michele Hutchinson.

The Hilton Head Big Band kicked off the concert season with their "Spring Fling" beginning in April. This concert was soon followed by the Rob Ingman Concert, the final concert held at the "old" Dolphin Head Recreation Area before the area closed for renovations. The summer lineup was then completed with "Stee & the Ear Candy Band" performing in June and "Deas-Guyz" in July. The Hilton Head Big Band then concluded the year with their annual Christmas Concert in the Plantation House parking lot. All the concerts were well attended and continue to be the most popular events we offer throughout the year.

The Spring Lake Pool was once again the place to be this summer. With a full season being open from April 1 to October 31, we experienced a total attendance of 52,414 residents for the season, which was a 2% increase from 2021.

This year we added several new fitness classes as well as continued all of the favorites. New classes included Jungle Body, Strength Smart, Country Line Dancing, and Rock, Roll & Release with Foam Rolling. Others that were offered in various sessions include Hatha Yoga, Yoga Nidra, Yoga for Osteoporosis, Qigong, and Golf Fitness. Low-Impact Aerobics, Total Body Conditioning, Gentle Yoga, Chair Yoga, Total Tabata, Pilates, and Core, Strength, & Balance continued to be offered as part of our Universal Fitness Ticket Program. Morning Water Aerobics, as well as Deep-end Water Aerobics, were also both well attended throughout the summer season.

Kids Kamp was back to being an eight-week program with record registration numbers. This was the first time in history that registration closed at the end of the pre-registration period. We experienced a significant increase of 16% in total enrollment from 2021 to 2022. With the total enrollment increasing from 314 in 2021 to 364 in 2022, the registered weekly average enrollment also increased from 215 in 2021 to 229 in 2022. The actual daily average enrollment decreased, however, from 160 in 2021 to 150 in 2022.

Some of the new weekly themes for 2022 included "Color Me Crazy Week," "Blockbuster Blowout Week," "Retro Revival Week," "Beat the Heat Week," and "Harry Potter Palooza Week." As for the special events, we were excited to offer a color run, a pool party, a visit from POPS of Hilton Head, inflatable waterslides, Harry Potter Trivia, and the End-of-Kamp Show on the final day of Kids Kamp.

Summer events wouldn't be complete without our annual Spring Lake Pool Summer Kickoff Party and our annual HHP Day – July 4th Celebration. Another fun summer event included the Teen/Tween Shark Fishing Adventure aboard the Captain Hook.

Our fall lineup didn't disappoint as we had an array of fun events being offered. We held our "Totally

2022 POA Operations - Activities *(cont'd.)*

80s" Bingo Party in early September followed by a busy schedule in October. The Trash & Treasure Sale, the Trunk-or-Treat Tailgate Party, and the Halloween Pet Parade were all very well attended. We also held two separate days of flu shot clinics with the help of the local CVS Pharmacy; not to mention, another Community Blood Drive in the fall as well as our annual Veterans Day Observance Ceremony in November. Tom Stevens returned to offer two more Knife-Sharpening Events for the community, and for the first time ever we offered Holiday Photo Mini-Sessions with help from photographer Stephanie Dunn. The year's activities ended with the Holiday Hayride and the Kids' Holiday Party.

With continued community support, the Board did its due diligence and in May of 2022 they selected Nix Construction as the chosen contractor for the Dolphin Head Renovation Project. Nix Construction then mobilized the area in June, and they were able to officially begin the construction phase of the project in July.

The Board and Staff continue to work closely with Wood + Partners and Nix Construction to move the Dolphin Head Renovation Project forward throughout the construction phase with hopes of completion by the end of 2023 or early 2024.

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 have it placed in a special area in front of the flagpole.

This year marked the first year back to a more "normal" setting. Several POA-sponsored clubs returned to their usual club and dinner schedules; however, attendance was still down, and memberships have seen a decline in recent years. As for our special events, we continued to see record numbers in attendance and tremendous support from community members. For many of our special events, we rely heavily on the countless volunteers who selflessly contribute their time, talents, and energy to make this an incredible place

to live. Thank you to all of you for supporting our Activities Department, and we look forward to the new adventures that await in 2023.



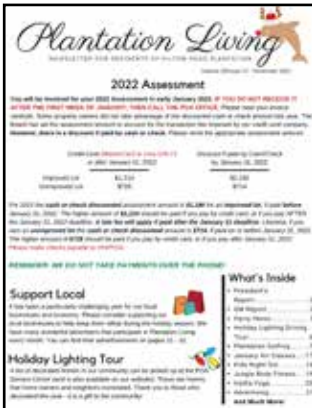
2022 POA Operations - Communications

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 2022 exceeded the annual target even though it was slower than we anticipated. 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.

The Department met with multiple vendors this year.

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 2023. 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

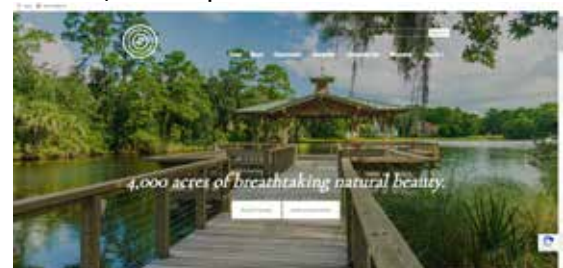
the Communications Committee decided to 'rebrand' them by naming them 'The History of HHP' rather than 'General Howard A. Davis' booklets. This was a huge success. In 2022, we sold 38 copies. You can purchase this book at the POA Service Center.

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 have found the navigation of the new website far more user-friendly. The website was built by Hazel Digital Media out of Bluffton. A few features below continue to be the most hit 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



2022 POA Operations - Communications (cont'd.)

extremely busy sending multiple weekly emails to keep residents informed and encouraged.

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 1,417 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, 49 packs of note cards were sold.
- **HHP Street Map** – The Communications



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

- **Hurricane Guide** – HHP's Hurricane Evacuation Guide was inserted into the June 2022 *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.

Holiday Light Tour & Halloween Trick-or-Treat Trail

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 Hayride.

The Communications Department put together a trick-or-treat trail list to help children in the community easily locate the homes that were passing out candy. This has become incredibly valued as the community is so large and this helps streamline trick-or-treating. This year we had over 80 homes on the list, but were told many more than that participated.

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
www.hiltonheadplantation.com