

Frequently Asked Questions About Hilton Head Island Motorcoach Resort

GENERAL QUESTIONS

What exactly is Hilton Head Island Motorcoach Resort?

It is a luxury motorcoach resort consisting of 50 acres of woodland setting accented with live oaks dripping with Spanish moss, palms, ferns and flowering shrubs, designed for the convenience and enjoyment of motorcoaches only.

Who owns the Resort?

Each of the 401 individual sites is privately owned with fee simple title just as home sites are normally owned in a community. The common elements, i.e., streets, clubhouse, tennis/pickleball courts, swimming pool and other improvements are owned in common by the site owners and make up the Hilton Head Island Motorcoach Property Owners Association.

The HHIMR rental business is an LLC and wholly owned by the property owners' association. We own the trademarks to our name and logo as well as multiple domain names associated with our Resort. The Resort was originally developed by Outdoor Resorts of America which was a premier luxury motorcoach developer in the U.S. and Canada.

What are the fees associated with lot ownership?

The quarterly maintenance fee is \$600.00. This provides for maintenance and upkeep of the common facilities and roadways. It also includes the following for the resort as well as individual lots: water and sewer, cable TV, wireless internet access, garbage pick up, lawn maintenance (lawn is mowed weekly, lawn and driveway blown free of leaves). This quarterly fee also provides for a capital improvement fund.

What is considered an owner's responsibility regarding lot ownership?

An owner is responsible for the following: **electricity** (which is a contract between the owner and Palmetto Electric Cooperative); **telephone** (which may be provided by Hargray Communications); **taxes**, which are based on Beaufort County's assessed value; and **liability insurance**. The Resort's general liability policy will provide coverage for the Resort and its' members as a commercial operation. Members are limited to the commercial third-party exposure only. This policy will not provide liability coverage for the member's exclusive use or occupancy.

What about liability insurance on my lot?

The General Liability Policy covers the “Resort” and its members as a commercial operation. Members are limited to the commercial, third-party exposure only. **This policy will not provide liability coverage for the member’s exclusive use or occupancy.** Each owner therefore has the responsibility to provide his/her own coverage.

What is the relationship between this Resort and the Hilton Harbor RV Resort and Yacht Club on the north end of Hilton Head Island?

None, except that ORA developed both resorts.

Why is the Resort limited to motorhomes?

The land was purchased from the Hilton Head Company subject to certain conditions of use. One of those conditions or covenants specifically prohibited the Resort from accepting any type of recreational vehicles other than Class A and C motorhomes.

Are there other restrictive covenants as well?

Yes, there are. For example, building fences, installing permanent screened rooms or non-conforming storage sheds, etc. are specifically prohibited. A copy of the complete Covenants is posted in the owners' section of the website @ <http://www.hhmotorcoachresort.com/owners/index.php>

What are the dimensions of my lot?

There is no rule of thumb as many lots have been improved. It is best to obtain an as-built survey to know where the property lines are. Deeded plats are available at the Beaufort County Registrar of Deeds Office. Many owners have had their lots recently surveyed.

What about real estate taxes on my lot?

You will receive a tax bill directly from Beaufort County each year.

How do I sell my lot?

You may sell your lot yourself, if you wish, just as you might do with any other real property. If you prefer to use professionals, there are two highly effective real estate sales people who specialize in our Resort. Their information is available on our website. <http://www.hhmotorcoachresort.com/own/>

May I have mail and packages sent to me at the Resort?

Yes, there is a mailroom in the median across from the office that is open from 9:00 AM to 5:00 PM daily. Each owner is assigned a small letter mailbox that has a key. Packages are placed on an open shelf. Mail and packages should be addressed to your name, 133 Arrow Road, Hilton Head Island, SC 29928. Please have your mail discontinued if you will be away for an extended period, as it accumulates (we have limited mail space) and the Hilton Head Post Office will

not forward mail addressed to 133 Arrow Road. We do not accept responsibility or assume liability for mail or packages received at the Resort.

How do I go about registering complaints and/or making suggestions for improvement of the Resort?

Please use the Direct Line for questions, complaints and suggestions. All Board Members and the manager see these submissions. The Direct Line may be accessed in the Owners' section of the website.
<http://www.hhimotorcoachresort.com/direct-line/>

What should I do if I see rules and regulations of the Resort being broken?

Report your observations to the Resort Manager by calling the main phone number and selecting "manager" @ 843-539-9749

Is it okay to ask a worker to take care of a problem on my lot?

No. Such requests should be made using the "Report Resort Repairs" button in the owners' section of the website. If urgent, call the Resort Manager. For assistance with certain repairs that are the responsibility of the lot owner, there is a list of approved contractors on the owners' section of the website.

Does the Resort have any type of golf and/or tennis discounts available?

We do have golf discount cards available at the front office. Since we have our own tennis and pickleball facilities, no special arrangements have been made with island tennis clubs.

Are there any regularly scheduled social activities at the Resort?

We have an Activities Director who plans regular activities. There are also groups that gather for various card games and mahjong. Activities are also posted on a bulletin board in the lower clubhouse lounge.
http://www.hhimotorcoachresort.com/events_calendar/

Are bicycles available for rent at the Resort?

Information is available in the front office for businesses that will deliver and pick up rental bicycles.

Beach Parking

Beach parking at Coligny Beach is free.

THE OWNER'S ASSOCIATION

How is our Motorcoach Resort governed and managed?

The Property Owner's Association is operated as a homeowners association and the governing body is the Board of Directors, elected by the membership of the Association. The Resort is managed by the Resort Manager.

The Rental & Sales Office is a Limited Liability Corporation owned by all 401 owners. This business is managed by the Resort Manager under policies set by the Board of Directors.

How many seats are there on the Board of Directors?

There are seven (7) seats on the Board with vacated positions open for election each year. The executive officers of President, Vice President, Secretary and Treasurer are elected by the Board members. Each Director position has a tenure of three years. In case of a resignation, the Board may appoint a replacement to fill the position until the next election.

Does the Board of Directors run the daily affairs of the Resort?

No. The Board sets policies and procedures for implementation by the Resort Manager who is employed by the Owners' Association. The Resort Manager is responsible for maintenance, enforcement of rules and regulations, payment of bills, collection of receivables, preparation of financial statements, and more.

Who belongs to the Owner's Association?

Ownership of a site in the Resort automatically confers membership in the Association. There are no outside members. The annual meeting of the Owners' Association is typically held around the beginning of April of each year.

How are nominees for election to the Board selected?

Each year, in advance of the annual meeting, the Elections Committee solicits applications from interested owners. In order to run for the Board, you must be listed as an owner on the deed or according to the other requirements listed in the By-laws. Requests for applicants are usually sent out in December and January with voting taking place in March.

SITE RENTALS

May I rent my lot directly without going through the front office?

No. All lot rentals must be handled by the Rental Office.

Who sets rental rates?

The Board of Directors.

How is site rental income distributed?

The site owner receives 50% of the net daily rental charge.

Can a friend use my lot in my absence?

Each owner may allow guests to stay on his lot in the guests' motorcoach for a total of six weeks each calendar year. However, if the guest stays longer than 21 days at one time, an amenities fee of \$20 per day will be charged after the 21st day.

Should I tell the Rental Office when I plan to use my lot personally?

If you are in the rental pool, it is crucial that you block out the dates you plan to use your site in our reservation system. If you have not received training on using the site, please call the Front Desk Manager and ask her to block out the dates for you.

Must I make my lot available for rent when I am not using it?

While the Resort has the exclusive right to rent, participation in the rental program is not mandatory. Participation in the rental program is encouraged as the Resort's share of the rental income is used for operation and maintenance of the Resort.

How much rental income can I expect from my lot?

Since renters are given a free choice of site, it all depends on their selection. Generally, sites near the amenities and those on the lake seem to rent more frequently, as well as those that have been improved and enhanced. It is important that you have flattering photos of your site uploaded to the rental software site.

COMMON AND RECREATIONAL FACILITIES

May I have guests and may they use the recreational facilities?

Yes, but you must be present and accompany your guests when they use the exercise room, swimming pool, tennis courts, etc.

Who is entitled to use the Owner's lounge on the second floor of the clubhouse? There are certain restrictions and a fee may be charged depending on the number of people attending. Arrangements should be made with the Resort Manager.

What provisions have been made for the repair and maintenance of the common facilities?

A capital fund has been established for these purposes.

Is the swimming pool heated year round?

Typically the pool is heated or cooled to 86 degrees by three heat pumps in all months except December, January, and February. The pool heating typically begins sometime in March depending on the air temperature.

When is the snack bar at the pool operational?

The snack bar is operated seasonally. The schedule is posted on the Snack Shack and the calendar on our website.

Are there any special rules concerning use of the pool?

Yes, there are a number of specific rules that allow for the safety and enjoyment of all users including no smoking, no large floats, no diving, no glass. Children and young teens should be accompanied by an adult at all times as there is no lifeguard. The hot tub is off-limits to children under the age of 14. Pets are excluded from the entire pool area. Other specific rules are posted at the pool.

Are there any specific rules governing the use of the tennis and pickleball courts?

The rules are posted on the courts. The lights for night play are controlled by a timer located between courts 4 and 5, and are operative from about 6:00 pm EST to 10:00 pm.

Where is the shuffleboard equipment stored?

The equipment may be signed out from the front office.

INDIVIDUAL LOT INFORMATION

May I store a tow dolly on my lot?

Yes, on the pad if there is adequate space, but strictly not on the grass and must be removed when the motorcoach and/or car are not present on-site. Two wheel car dollies may be stored in the lot by the maintenance area based on space availability. The dolly must be registered at the Front Office, appropriately tagged and may remain only while the motorcoach is in residence.

Are there any restrictions on the number of vehicles that can be parked on an individual lot?

Yes. There is no parking or driving on the grass or non-paved surfaces. You may park two cars on your site if the pad at the roadway is wide enough for side-by-side parking with both cars completely on the pad, Overflow parking is available at the recreational facility on a short term basis.

May I store my car on my lot when my motorcoach is not present?

In 2011 the Board modified the rules and regulations to permit that owners may leave their car on the owner's lot without a motorcoach present for up to six weeks contingent upon the owner obtaining the appropriate parking tag from the front office that must be hung on the vehicle's rear view mirror. This is not intended for long-term storage.

Are there any restrictions on the type of landscaping I can do?

Generally no, but it is advisable to submit your plans to the Property Enhancement Committee (PEC) before starting new work or making major changes.

Who should I contact to have special landscaping work done on my lot?

A list of approved vendors and contractors is available on the owners' website: <http://www.hhimotorcoachresort.com/owners/index.php>

May I install a sprinkler system on my lot if I wish?

Yes. You can do the installation yourself or contract with whomever you wish to do the work.

If I have a sprinkler system on my lot, how should it be set while I am away?

The lawn care experts suggest that the system be set for about 10-15 minutes per zone every third day. Owners are responsible for the reliable operation of the irrigation system. Sprinkler systems should be turned off during late fall and winter.

Can I make changes and upgrades to my pad?

Generally yes, but plans must be submitted and approved by the Property Enhancement Committee (PEC) before work commences. This requirement applies to any and all permanent structural modifications. There are also guidelines for furniture and other items allowed on lots.

Are there any guidelines as to the colors that can be used to stain decks, sheds and benches?

See the PEC Guidelines for the latest requirements.
<http://www.hhimotorcoachresort.com/wp-content/uploads/2018/02/18R.-PEC-Guidelines-2018-Revision-white.pdf>

May I install outside lights?

Yes, with certain very specific exceptions. See the PEC Guidelines on the owners' section of the website.

May I have a name plaque on my lot?

Small, unobtrusive name plaques are permitted.

May I have telephone or Internet service installed at my lot?

Yes. Contact Hargray Communications to make necessary arrangements for installation and billing.

How do I make arrangements to have my propane tank filled?

Propane is delivered to the Resort once a week. Leave your name and lot number at the front office and your tank will be filled on the next delivery day. Owner must be present to accept delivery.

Can the water be shut off on my lot during the winter to prevent freeze damage?

Yes. All lots have a shut off valve near the utility pedestal.

How do I dispose of garbage and trash?

All refuse should be placed in a sturdy plastic bag and left at the front of your lot. Pickups are made between 10:00 am and 1:00 pm. Please do not leave refuse out overnight.

Landscape debris should be placed at the front of your lot for pickup on Monday and Friday as weather permits.

Are golf carts permitted in the resort?

Golf carts are not permitted in the Resort.

Are there limitations on the kind of pets allowed?

We only allow dogs and cats. No exotic animals including pigs.