

# 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, recreational buildings, tennis courts, swimming pool, and other improvements are owned in common by the site owners and make up the Hilton Head Motorcoach Property Owners Association.

The resort was developed by Outdoor Resorts of America (ORA), which is the premier luxury motorcoach developer in the U.S. and Canada, headquartered in Bermuda Dunes, CA. In December 2002 the Hilton Head Motorcoach Property Owner's Association purchased the Rental and Sales Office from the developer.

### ***Are there fees associated with lot ownership?***

Yes, a quarterly maintenance fee in the amount of \$800.00. 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.

When a lot is sold or transferred to a new owner, a transfer fee of \$1125.00 and an administrative/processing fee of \$125.00 are assessed. This provision does not apply to transfers between spouses.

### ***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, although the resort does provide wireless internet access at each site); 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; and taxes, which are based on Beaufort County's assessed value.

***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. In all other respects, the two resorts operate completely independently of each other.

***Why is the Resort limited to motor homes?***

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 motor homes.

***Are there other restrictive covenants as well?***

Yes, there are. For example, the building of fences, installation of permanent screened rooms, construction of non-conforming storage sheds, etc. are specifically prohibited. A copy of the complete Covenants is available from the management office.

***How far does my lot line extend on each side?***

Usually 3 feet beyond the paving on the closed side to 3 feet from the adjacent pad on the open side. Deeded plats are available at the Beaufort County Registrar of Deeds Office. Owners are, of course, at liberty to have their sites surveyed at their own expense.

***What about real estate taxes on my lot?***

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

***May I sell my lot directly or must I go through the Resort broker?***

You may sell your lot directly if you wish just as you might do with any other real property. However, if sold through the Resort office, commissions fund the operation of the Rental and Sales Office.

***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.

***Can I have mail sent to me at the Resort?***

Yes, the Resort will receive and deliver mail and packages to our mail center located in a small building across from the Welcome Center at the entrance of the Resort. Be sure the sender uses the "133 Arrow Road" address and includes your Lot Number. Including your Lot Number will ensure that your mail is delivered to your mailbox. Please have your mail discontinued if you will be away for an extended period, as it accumulates (you have limited mail space in your

mailbox). We accept mail and packages as a courtesy, but we do not accept responsibility or assume liability for mail or packages after receipt by the Resort.

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

Please access the Direct Line on the Owner's Portal of the website. [www.hhimr.com](http://www.hhimr.com). Or contact the Resort Manager by email or cell phone.

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

Report your observations to the Direct Line on the Owner's Portal of the website. [www.hhimr.com](http://www.hhimr.com). Or contact the Resort Manager by email or cell phone. to the Resort Manager.

***Can the cost of my lot be depreciated for tax purposes?***

That is a question that can only be answered by your tax counsel.

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

No. Such requests must be made to the Direct Line on the Owner's Portal of the website. [www.hhimr.com](http://www.hhimr.com). Or contact the Resort Manager by email or cell phone.

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

Since we have our own tennis facilities, no special arrangements have been made with island tennis clubs.

***Are there any regularly scheduled social activities at the Resort?***

Activities of various types are offered when enough owners/guests are in residence to warrant. Notices are posted in the lower clubhouse building and at the front office.

***Are bicycles available for rent at the Resort?***

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

***Resident Beach Parking Pass***

A resident beach parking pass is available at Town Hall (off Wexford Circle) with proof of land ownership (deed or property tax receipt) for a fee.

## **THE OWNER'S ASSOCIATION**

***How is our Motorcoach Resort governed and managed?***

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

The Rental & Sales Office is a Limited Liability Corporation owned by all 401 owners. This business is managed by the Resort Manager and the governing body is the Board of Directors, elected by the membership of the Association.

***How many seats are there on the Board of Directors?***

There are seven (7) seats with vacated positions open for election each year. The executive offices of President, Vice President, Secretary, and Treasurer are elected by fellow Board members. The Director position on the Board is for three (3) years or, if appointed, it will be to fill the remainder of the time of the person he/she is replacing.

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

No. The Board sets policies and procedures which are implemented by the Resort Manager who is employed by the Owner's Association. The Resort Manager is responsible for landscape maintenance, enforcement of rules and regulations, payment of bills, collection of receivables, preparation of financial statements, the workamping staff, etc.

***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 Owner's Association is held in April of each year.

***How are nominees for election to the Board selected?***

Each year, in advance of the annual meeting, the Nominating Committee prepares a slate of candidates from the membership of the Owner's Association. Anyone interested in running for the Board should contact the Resort Manager for an application.

## **RENTALS**

***Can 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 daily rental charge.

***Can a friend use my lot in my absence?***

In the Guest of Owner program any LOT may be used free of charge for 21 days (consecutive or separately). Once the first 21 days per lot have been used, any guest on that lot will then compensate the Resort at a rate of the regular rental rate for up to 21 additional days. After 42 total days of use on any individual lot, any Guest will pay the full rental rate.

OWNER to GUEST may occupy a lot free of charge for 21 days (consecutive or separately). After 21 days, the Guest/Coach must compensate the Resort at the rate of the regular rental rate for up to 21 additional days (all proceeds to go to the Resort with no compensation to the lot Owner). After 42 days in the Resort, the Guest/Coach will pay the full rental rate. These provisions apply whether the Guest remains on a single site, or moves to another site. It is the coach being used, not the name under which the Guest is registered that will be used to determine the length of stay.

OWNER to OWNER use (example: while an owner is improving their lot) shall not be subject to the provisions above. The Owner to Owner Lot use form must be completed and signed by both Owners. Any expenses incurred as a result of such use shall be handled between the respective Owners, and the Resort shall incur no expenses as a result of such use. The Resort will receive no compensation as a result of such use. This use shall not count toward each lot's allowed Guest or Owner days.

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

Yes. Once you are an Owner you will be provided a user name and password for the reservation system. Owners can check when their site is rented online through the owners portal or directly through [app.staylist.com](http://app.staylist.com) with the personalized username and password that is provided. Also a phone call as far in advance as possible will enable the office to remove your lot from the rental program for the period of time you plan to occupy it. It is the Resort's policy not to displace renters, therefore advance notice is required.

***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. However, the rental income is used for the operation of the rental program, and participation is therefore encouraged.

***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.

## **COMMON AND RECREATIONAL FACILITIES**

***May I have guests and can they use the recreational facilities?***

Yes, but not in your absence. You must 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 recreational building?***

Every owner is entitled to use that facility. Owners cards are included in each New Owner's Packet. Additional cards may be purchased from the Resort Manager for a nominal fee.

How do I go about getting a magnetic card to open the security gate?

Cards are included in each New Owner's Packet. Additional cards may be purchased from the Resort Manager for a nominal fee.

***May I use the facilities of the recreation building for private functions?***

Yes, but there are certain restrictions and a fee may be charged depending on the number of people attending. Arrangements should be made with the Activities Director.

***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?***

Yes and No. In 2011 three heat pumps were installed. Therefore, depending on the time of year, the pool is either heated or cooled.

***Are there any special rules concerning the use of the pool?***

Only those dictated by common sense and the consideration of others. Pets are excluded from the entire pool area as are glass containers of any type. Other specific rules are posted at the pool.

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

Only those posted at 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 activities 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, it can't be visible from the road 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. We are prohibited by the covenants from parking more than one automobile and one recreational vehicle on a particular lot and both vehicles must be on the paved pad. In 2011 the Board modified the rules and regulations to allow two cars on a lot 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 in the Clubhouse parking lot on a short term basis. The necessary car passes to park at the Clubhouse are available at the front office.

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

The covenants prohibit parking an automobile on a lot without a motorcoach. However, 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 rearview 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?***

References are available in the front office for companies that the owners may contract for services.

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

Yes. All lots must have an irrigation system. 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.

***Can decks be enlarged, bench backs installed, cooktops erected?***

Generally yes, but plans must be submitted and approved by the Property Enhancement Committee before work commences. This requirement applies to any and all permanent structural modifications.

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

To maintain the aesthetic qualities of the Resort, it is preferred that a choice be made from the established shades. Stain/paint color samples are available at the front office.

***May I install outside lights?***

Yes, with certain very specific exceptions. In any event, your plan must be submitted to and approved by the PEC before work commences.

***May I have a name plaque on my lot?***

Small, unobtrusive name plaques are permitted.

***May I have telephone service installed on my lot?***

Yes. Contact Hargray Communications (843-785-2166) 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. The 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 Thursday as weather permits.