

WINDMILL HARBOUR

PROPERTY OWNERS ASSOCIATION



NEWSLETTER FOR THE PROPERTY OWNERS ASSOCIATION (POA) OF WINDMILL HARBOUR

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September - October 2009

Windmill Harbour POA Selects Community Management Provider

A collaborative effort by board members and residents of the Windmill Harbour (WH) community has resulted in the selection of a new management provider. The expiration of the current management contract at the end of 2009 was the perfect opportunity for the board to reassess goals and take a good look at how management of the plantation could be improved. The board was committed to a very comprehensive selection process which would enable a clear business decision based upon facts and figures.

The management company that has been selected is IMC Resort Services, Inc. headed up by President and CEO Ronald Fenstermaker. IMC fought very hard to win the contract and offered the full range of services required at a very attractive price. IMC will have a qualified manager assigned full time to WH who will work out of IMC offices but will be on our premises daily. IMC handles about 50 accounts in our regional area and has a reputation as a quality provider. Their references were exemplary.

A "bid team" comprised of community members and board members participated in writing the Request For Proposal (RFP) as well as thoroughly vetting all proposals. (Please review the July-August Newsletter for details on the RFP). All references and credentials were checked and prices quoted were thoroughly reviewed to assure that a full range of services would be included.

Each company's management team was interviewed in detail on their premises including owners, officers, on site managers, accounting, and administrative teams. Recommendations of the bid team unanimously supported the selection of IMC based upon quality of provider, reputation in the community, availability of a qualified full time on site manager, and fair price. No General Managers (GMs) bid on the contract. Research indicates that there is a perception in the industry that communities with less than 1,000 housing units do not warrant a full time GM. This probably deterred GMs from responding as WH is well below that industry standard.

Management fees paid to IMC have been established including their increases over the three year contract. There will be minimal transition costs, and the POA fees in 2010 will be less than the fees in 2009. Full budgets will be developed in September and costs other than management fees need to be reviewed before we can determine homeowner fees for next year. Management fees are a big portion of our operating budget and stabilizing those fees over the three year contract will be a major advantage as the board works hard to keep your costs down during this difficult economic time.

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**Visit the Windmill Harbour
POA website at
www.windmillharbour.org**

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EDITOR'S NOTE:

**Please contact Margaret McManus
at margaretmcm@roadrunner.com
or 681-1884 if you have any news
for the community.**

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The role definition and expectations in various functional areas (i.e. ARB daily functions) were clearly delineated in the RFP. A method for the board to measure quarterly performance of the management company was defined and will be included in the new contract. Work has already begun to transition WH to the new management company in an orderly manner and contract development will begin shortly.

Many thanks go to the PAI team headed up by Don Christy and Deanna Anderson for their many years of hard work and dedication to WH. They will finish out the 2009 contract year and will assist in the transition to IMC.

Update on the Traffic Light Study

Windmill Harbour is one of a very few gated plantations in the area bordering on US 278 that does not have a traffic signal. Over the years many property owners have expressed concern about exiting and entering our community. This concern has been exacerbated by the prospect of the planned "flyover ramp" connecting traffic from Bluffton Parkway directly through to the Hilton Head Island bridges. This means that traffic will bypass the Moss Creek traffic signal which would make exiting/entering WH even more difficult. To address this concern, the POA established an Entrance Traffic Committee several years ago and the committee has been working on this issue since that time. In 2008, the committee retained an engineering consultant firm, the Dennis Corporation of Columbia, to conduct a study that could be presented to the South Carolina Department of Transportation officials. This study was the basis for a determination by these officials that our community met some of the state's criteria for traffic signal approval and that our request for a signal would be considered.

The Entrance Traffic Committee along with members of the POA board will be holding two "town hall" meetings in October to present the current status of their studies and their plans to move forward with securing a satisfactory resolution in the future. The meetings will be held at the **South Carolina Yacht Club on Saturday, October 10 at 9:30 in the Chart Room, and Thursday, October 15 at 6:30 in the Gatesby Lounge.**

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This issue is of major importance to our community. The POA board and the committee invite your participation at these meetings and will welcome your questions and comments.

Long Range Planning for Windmill Harbour

The POA board has begun working on long range planning for the plantation in an effort to keep WH updated and competitive with other plantations on Hilton Head Island. Our property values are dependent upon keeping WH current and we need to plan for upgrades that can be budgeted over time. Our plantation is over 20 years old and a review of the amenities and features of other plantations in the area indicate the need for WH to modernize in some areas. At the last POA board meeting, the board voted to hire a local land planning company Witmer, Jones, Keefer to review the community with those guidelines in mind. The focus will be on maintaining the Charleston style as originally planned for the community, both in appearance and in landscaping, while updating and modernizing amenities and infrastructure. Their first project will be finishing up the “pocket park” on Sparwheel by adding a small patio and seating area. Working with our POA landscaping committee, the company will plan and coordinate the design of open spaces within the community and draw up a new approach for the front entry to include possible changes to the gate house. Witmer, Jones, Keefer is in the process of working up design approaches and cost estimates at this point. They will make a full presentation at this year’s annual meeting.

**Annual Meeting
November 21, 2009
Mark your calendar!**

WH POA Fall Gardening Seminar “Putting Your Garden to Bed for Winter” Thursday, October 8th at 10AM 113 Harbour Passage - Barbara Lindblad’s home

The WH POA and our landscaping company, Valley Crest, are joining forces again to present another informative gardening seminar at no charge for POA members. Catrina Dickinson and Tim Drake of Valley Crest will present a gardening lecture which will include tips on fertilization, cutting back plants, and mulching.

Catrina will present a slide show with photos and information about cold weather accent plants that will keep your garden fresh all winter long. Please call Nancy Bachelder at 689-3300 to let her know you will attend. Seating is available for 40 people.

MOA appoints New Harbourmaster

Mike Hall has been appointed the new Harbourmaster of WH Marina and will assume his responsibilities on September 22nd. Mike has been the Harbourmaster at Wexford Plantation Marina for the past 3 ½ years. He is a licensed U.S. Merchant Marine Officer and holds his USCG OUPV Captain’s license with Assistance Towing Endorsement. He is also an instructor at the Hilton Head Sail and Power Squadron, a certified diver and current member of the South Carolina Marina Association. Please stop by the Harbourmaster’s office and welcome Mike.

Boaters, remember that the locks will be closed in January for repairs.

Crab Traps

Several crab traps in the water off of the fishing dock between Reef Club and Westwind have not been checked and crabs are dying in the traps because they don’t have food. Please remember to check your crab traps daily or at least every other day. Thank you for your attention to this matter.

Windmill Harbour Property Owner's Contact List

Property Administrators Inc. (PAI)
Main phone 843-842-1133
Email pai@paihhi.com

Don Christy - X 226
pai@paihhi.com
Contract Manager

Deanna Anderson – X232,
d.anderson@paihhi.com

Deanna has on site hours for homeowners at the SC Yacht Club every Wednesday 8:30 to 10 AM.

Jennifer Flematti – X 233
j.flematti@paihhi.com

Jennifer maintains email addresses for emergency and other contact purposes. Please call Jennifer to verify that we have your current email address and telephone number so that if there is an emergency we can contact you.

Security Office - 843-681-6405
Security Chief Willis Latham

Departure Information - If you leave WH for an extended period, you should fill out a form which is available at the security office with depart and return dates.

Golf Carts - Should be registered with security and have decals. Drivers should have a valid driver's license; or be over 12 and accompanied by a licensed driver who is at least 18.

Speed - Please comply with the 25 MPH speed limit within WH.

For Your Information:

Garbage - PAI provides garbage pick up at your home and also offers recycling. Call MaryAnn at the PAI main number for information and to schedule pick up. There are other companies that also provide trash removal services in WH, and there is a free recycling center on HHI off of Dillon Rd. Please don't put trash out prior to your pick up day.

Yard Debris - Bagged homeowner yard debris is collected by PAI at your curb the 2nd and 4th Wednesday of the month. Please use paper bags as the landscape landfill will not accept plastic bags and don't put yard debris out more than three days prior to pick up. This service is for homeowners only - landscapers must remove debris from the plantation.

Newcomers to Windmill Harbour - Contact Margaret McManus who chairs the Welcoming Committee at 843-681-1884 so that she can welcome you to WH and provide you with information about our community and HHI.

Dog Owners - Please use our dog waste receptacles placed throughout the plantation! All dogs must be leashed when you are walking them.

Evacuation - Prepare a personal emergency evacuation plan for your home. General guidelines and suggestions have been issued by the board and can be found on **www.windmillharbour.org**.

Visit our Community Website - www.windmillharbour.org
which includes the Harbour Living newsletter, events listings, classified ads,
SCYC information, hurricane preparedness, ability to contact PAI,
guest pass information, Architectural Review Board information, and more.