



## *Palmetto Hall New Owner Information*

Welcome to Palmetto Hall and congratulations on the purchase of your property! The Palmetto Hall POA Office is touching base with you prior to your closing to assist you with becoming a Palmetto Hall Owner.

Please, if possible, contact the POA office **before** closing, to arrange for a brief New Owner Orientation. It is best to have this orientation as soon as possible *AFTER* closing and *BEFORE* moving in. The orientation takes about 15 minutes. If you have purchased a lot, the New Owner Orientation is not as critical to schedule but will need to be done before access to Palmetto Hall is granted.

At the New Owner Orientation we want to meet, welcome and help acclimate every new owner; provide important documents; receive new owners' current contact information; set up a PIN number for calling in guest passes; and most importantly assign vehicle decals for Palmetto Hall access.

### *Things to keep in mind as you plan for Closing and "Move In" day:*

- ***Palmetto Hall Governing Documents:*** Palmetto Hall is governed by Covenants, By-laws, ARB Standards, Drainage Policy, and Rules and Regulations. These documents can all be found on our website: [palmettohallhhi.com](http://palmettohallhhi.com). **It is incumbent that prospective owners read these documents as soon as possible.** Due to concerns regarding animals, the Rules and Regulations enumerate limitations on dog breeds that are not allowed in the community. Hard copies of the documents will be provided at the New Owner Orientation.

- ***The Palmetto Hall POA Office*** is located outside of the community. Our address is:

11 Palmetto Parkway, Ste 201, Hilton Head Island, SC 29926

Office Hours: Monday, Tuesday, Thursday 8:00-4:00,

Wednesday and Friday 8:00-1:00

Telephone: 843-682-4182

Email address: [phpoa@palmettohallhhi.com](mailto:phpoa@palmettohallhhi.com)

- **Property Owner Vehicle Decals** will be issued at the New Owner's Orientation. For **each** of the vehicles you will be requesting a decal for, we will need to see **the registration and insurance**. A photocopy or picture (from your phone) of the registration/insurance is acceptable.
- **Contact Palmetto Hall Club, 843-342-2582, to set up your Club membership.** Palmetto Hall Club and the PH POA are two separate entities, with separate billing and staff.
- **If you have a moving vehicle, freight or furniture delivery,** a daily gate fee will need to be purchased if the truck does not have a PH annual commercial decal sticker. This can be paid at the gate on the day of delivery by the property owner, moving company or delivery company with credit card, cash, or a check. The security officer at the gate will provide you with a receipt for the transaction. The price for a daily gate fee is based on the number of wheels. (4 Wheels- \$15, 6 Wheels - \$30, 8+Wheels- \$50 )  
**If you are personally driving the moving vehicle, a gate fee will not be charged.**

*What if I cannot schedule the New Owners Orientation before I need to enter or move in to the community?*

- **Call the office** at 843-682-4182 ahead of time so arrangements can be made with Gate Security to grant special access.
- **If you close on a Wednesday or Friday afternoon OR when the office is closed and arrangements HAVE NOT been made ahead of time,** our security staff will need to call the Association Manager to confirm the closing and names of the new owners. This can take time and add to everyone's moving day stress!
- Please remember, we want to work with you to make sure all goes smoothly.