

Palmetto Hall POA and Golf Club Responsibilities

An area of frequent confusion within the Palmetto Hall Community is the distinction of responsibilities between the Golf Club and the Palmetto Hall POA. The POA staff and the Golf Club team work together to make Palmetto Hall a vibrant and thriving community. Since there are two separate entities within the community, there is a division of responsibility that is unavoidable. An explanation of the distinction below might be helpful to those who live here and those considering making Palmetto Hall their home.

There are a lot of factors that have contributed to the confusion but as many of the longtime residents of PH will remember, the community at first was owned and operated by Greenwood Development. The golf courses and the PHPOA were controlled by the same entity. At that time, if there was a PHPOA issue or a golf course issue, one call would be made to Greenwood and the resident would get their answer. With the sale of the golf course many years ago, and the turning over of the PHPOA to the residents, the responsibilities were split between the golf course operator and the resident's PHPOA.

To begin with, Heritage Golf Group (HGG) is the owner/operator of the golf courses, the land and buildings. The club house, pool, tennis courts and playground area near the pool are also the responsibility of Heritage Golf Group. Any food service question should be directed to the club house either to the general manager, the club manager or to the membership coordinator. Names and phone numbers have been provided to the residents, so the appropriate person can be called. Some residents have asked the question of why they need to belong to the club as either a golf or a social member. The simple answer is that the By-Laws of the club and the Palmetto Hall Covenants were set up this way years ago. HGG makes the rules as to the golf course operation, including fees for member play as well as outside play. They establish the price of the yearly golf package as well as the cart program. They also determine the price they will charge for the mandatory social membership. Residents then have the responsibility to determine which package and program fits their needs. Any questions related to club membership should be directed to HGG.

The role of the PHPOA in our community is to handle virtually everything that is not the responsibility of the club and the golf course operation. Every property owner is a member of the POA and pays a POA assessment annually. Starting at the front gate, the PHPOA is responsible for the security of the community including the roads and the guard house. The security crossings at Fish Haul Road to and from the Hills holes 5 and 6 are the responsibility of the PHPOA. The PHPOA has the responsibility for all the maintenance along the right of ways in the community as well as some areas where irrigation is present.

As we found out after Hurricane Matthew, responsibilities become a little blurred when we start talking about drainage. There was flooding along Fort Howell area near the club after the storm. The primary culprits in the cause of that flooding were the lagoons that were not draining properly or just had too much water to handle effectively. That responsibility lies with HGG, as they own all of the lagoons in the community except one. Lagoon levels and the workings of the drainage system are generally not the responsibility of the PHPOA. However, the POA has worked diligently with the Town of Hilton Head to have blockages cleared in pipes between lagoons as well as troubleshooting issues in other areas. We now have a lagoon system that is draining properly and an operational plan with HGG to prepare the lagoons for major storms.

Besides security, maintenance, and covenant compliance, the PHPOA's major responsibility is to see that the community building standards are maintained for new construction or remodels. That is done through the Architecture Review Board, ARB, with the PHPOA general manager, Courtney Struna, as the ARB Administrator. The ARB membership is made up of community volunteers, an outside architect and the PHPOA general

manager. Managing the building process is a very challenging task and especially difficult to maintain consistency when the membership on that committee changes over time.

To summarize the differing responsibilities for the PHPOA and HGG, the simplest way to remember who does what is to think of the activity. If it is golf, pool, tennis or club house related including food service, HGG is responsible. If it is security, maintenance on PHPOA owned property, covenants or it relates to the construction of homes, it is PHPOA's responsibility. Finally, if it is the responsibility of HGG then they will be the entity to contact to handle issues relating to those amenities.