

# *The Palmetto Hall* REPORTER



*Summer 2024*







## Palmetto Hall OWNERS' ASSOCIATION

P.O. BOX 23017  
Hilton Head Island, SC 29925

### POA OFFICE

Association Manager	Courtney Struna
Operations Manager	Bruce Massey
Staff	Lori Jenkins
	Gwen Perrine
Office	843.682.4182
Email	<a href="mailto:phpoa@palmettohallhhi.com">phpoa@palmettohallhhi.com</a>
Website	<a href="http://www.palmettohallhhi.com">www.palmettohallhhi.com</a>

### BOARD OF DIRECTORS

President	John Caverno
Vice President	Scott Slawson
Treasurer	Melinda Tunner
Secretary	Gary Finchum
Members at Large	Tim Gibson
	Sandy Hoover
	Scott Weiss

### POA COMMITTEES

ARB	CHAIRPERSONS
Finance	Marina Tiano
Maintenance & Infrastructure	Warren Shull
Personnel Committee	Frank Carollo
Safety & Security	BOD
	Walt Theiss

### WOMEN'S CLUB

Debbie Dusenberry

### HERITAGE GOLF GROUP

General Manager	Rob Ciapanna
Membership Coordinator	Noah Hightower
Head Golf Pro	Parker Mulford

### PH CLUB COMMITTEES

Men's Golf Association	Mike Williamson
Men's Golf League WED	Bobby Allen
Men's Golf League SAT	Joe Wiczorek
Women's Golf Association	Wendy Bowle



## Association Manager's REPORT

*by Courtney Struna*

Greetings Friends,

I hope you and yours have some summertime fun planned! Palmetto Hall has our annual golf cart parade planned for the 4th of July again this year. Residents decorate their golf carts or bikes with patriotic colors and bling. There is no sign up, just come and join the fun! The parade starts at 11:00 and the route starts at the club member parking lot and goes down Fort Howell to the second Sedge Fern, and then down Timber Marsh Lane. At the end of Timber Marsh Lane, the carts proceed down the cart path to the putting range and back on to Fort Howell and ends at the club again. It's a great way to kick off the holiday.

This time of year, we are mindful that we are halfway through another year. So far, the POA has undertaken some beautification projects at the front entrance, widened the resident lane, added some curbing to protect the roads and tackled a challenging drainage situation in the Sedge Fern/ Saxton Lane area. A survey of interest in improvements to the Recreation area was sent out in May to gain some insight about how the BOD might improve the utilization of the area. These projects all line up with the BOD initiatives established at the BOD retreat in January. During the planning retreat, the BOD redoubled their efforts to plan 3 evening BOD meetings and 3 BOD mixers along with the Annual meeting. This effort is to give owners opportunities to provide feedback on important things being undertaken in Palmetto Hall. On October 25th, the POA hosts a Fall Festival at the club. This is a POA sponsored event and all are welcome. It was very successful last year and we hope to continue to grow it to increase community involvement.

Speaking of the calendar... the occasional tropical storm or worse yet, hurricanes are a reality we must contend with during the summer months. It's the price we pay for living in such a beautiful place! Have you made a hurricane evacuation plan? There are abundant resources to help us prepare. Check out our website tab for Weather Emergencies and use the links to get educated. Take a little time to review your insurance policy, make a list of documents to pack in the event of an evacuation order, gather supplies, identify potential locations to evacuate to and ready your property for inclement weather if you are going to be out of town. Bring in loose items, remove umbrellas and lightweight items that could take flight during summer storms. Once you have made your preparations, you can relax and enjoy the summer months. Pray for an uneventful hurricane season!

Finally, the BOD and committees plays an important role in the workings of the POA. We are a small office and we rely heavily on the BOD members who all participate in BOD meetings as well as committee work. This is a hard working group.

Are you interested in learning more about the inner workings of your POA? Each property owner is a member of the POA and has an opportunity to provide input in the community by participating in the surveys, joining committees, voting in the annual BOD election, attending the BOD meetings and mixers and providing input during the two public comments portion of the meetings. The BOD values your feedback and wants direction from the community on improvements and initiatives. The nominating committee is active during the summer months canvassing for BOD candidates. Tim Gibson is the Nominating Committee Chair. The other committee members are Anne Lane, Frank Carollo and Jim Webb. Please reach out to a member of the committee or to me at the office 843.682.4182 if you have any interest in exploring a BOD position.



## Message from the P R E S I D E N T

*by John Caverno*

Hello, and Happy Summer!

I am happy to report that 2024 is shaping up to be another good year for Palmetto Hall. After several very busy years of new home construction, the number of new home starts has returned back to more normal levels. We currently have 6 homes under construction which leaves only 28 lots available. As you will see in Melinda's report, after four months our revenues are a \$18.5k behind budget (due mostly to lower contractor decal sales), while our YTD expenses are \$ 5k under budget. With several new homes underway, we are hopeful that our revenues will catch up to budgeted levels. In the meantime, we continue to manage expenses closely.

We have completed our first capital project of the year, widening the residents' access at the front gate house. This project provides quicker access to the community, primarily during the busy weekday morning hours. Our new landscaping partner, the Greenery, started looking after our community in April. So far, we have been pleased with the transition and we look forward to additional benefits from this new collaboration. We also worked closely with drainage experts from the Town of Hilton

## *Our Mission*

*To continuously improve Palmetto Hall as a premier residential community by enhancing property values for all owners and the quality of life for all residents.*

Head, as well as our engineering partners, to resolve a difficult drainage problem on Saxton Lane. During the summer months, you will also notice numerous locations where curbing will be installed on our roadways. This ongoing project not only provides an aesthetic upgrade, but also serves to strengthen the roads. The plan is to continue this project over the next few years.

Many of you have received (and perhaps have responded to) our survey regarding what, if anything, should be done with our ballfield in Tucker Ridge. This property represents the only POA owned amenity, and we have been talking about how best to utilize this space for several years. We are planning a Board Mixer at the ballfield on May 30th. Input gathered then, combined with the community survey, will help shape our path going forward. Stay tuned for additional developments.

In the meantime, stay safe and have a wonderful Hilton Head summer!



## ARB NEWS

*by Keith McCormack*

I would like to start by thanking Marina Tiano for serving on the ARB as our Chairperson for almost six years. The committee is very appreciative of her personal leadership, enthusiasm, time, expertise, and diligence she shared with us as we stayed focused on our mission of establishing and preserving architectural grade design and construction in order to enhance the value of each homeowner's investment. Thank you Marina and job well done!

As of 5/23, Palmetto Hall home and lot sales are down quarter over quarter in 2024. During the second quarter, three homes sold at an average price of \$858,111 compared to six homes in the first quarter of 2024 with an average selling price of \$988,167. During the second quarter, zero lots sold compared to one lot in the first quarter, averaging a selling price of \$245,000. There are currently two homes under contract, four homes for sale, and zero lots for sale within the community.

Palmetto Hall has 489 completed homes, six homes in construction and twenty-eight unimproved lots of the 523 total lots. Therefore, 93.5% of our community is complete, 1.1% is under construction, and 5.4% is unimproved.

Finally, I would like to welcome a new member, Art Malen, to the ARB. He is already making a positive impact on the committee and within our community.

The ARB members are Keith McCormack (Chairperson), Chris Coseo, Anne Waters, Charles Fauer, Jerry Timiraos, Joe D' Arezzo, Art Malen, Tom Crews (ARB consultant), Sandy Hoover (BOD liaison), and Courtney Struna (ARB administrator), Bruce Massey (ARB Inspector).





# Maintenance & Infrastructure PLANNING

by Frank Carollo and Bruce Massey



## Maintenance and Infrastructure Committee

Summer is almost here. Sure as rain we will all be wishing for cooler weather in the fall.

If you have not already done so, have your air conditioners systems checked. Many companies will offer priority service if you have annual contracts with them, which typically covers filters, equipment checks and drainage tubes.

Also check your irrigations systems and make sure you have a rain sensor. It is often observed that irrigation systems are running during the rain. This suggests that either the rain sensor is not working properly, or there isn't one. Rain sensors are not expensive and your landscaper or handy man can install one.

PSD customers are reminded of the Town of Hilton Head Island's local irrigation law, restricting irrigation to no more than two days a week at all times. All irrigation systems on the island must have working rain sensors.

### Projects:

1. The entrance road for the resident's lane was widened early this year and evidence shows that it has reduced congestion for residents using the residents only lane.
2. The second year of the multiyear curbing project along with a few road repairs commenced at the end of May. 18 curbs were installed along intersections. The curbing protects the road from breaking away when vehicles cut corners.

3. A community wide program for cleaning driveway culverts is being planned. The POA will hire a drainage contractor to complete the work and the cost will be shared by the property owners who participate. Keeping culverts and swales in proper condition for drainage is a homeowner's responsibility.

## Landscape Maintenance

Almost all improved properties have grass along the road edge. Keeping the grass edged and not letting it grow into the asphalt is very important. The POA landscape contractor is required to edge all the common areas, but the homeowners are responsible for their property. Frequent edging with a string line edger rather than blade is the best way to prevent damage to the asphalt. Herbicides can also be used, but one must follow the application instructions carefully and take care not to overspray onto the lawn. Often more than one application is necessary on stubborn grass.

For those who like to maintain their own yard it is important to take some precautions: stay hydrated, wear long sleeves, wear a hat, use gloves and use sun protection.

Have a great summer!



## Treasurer's Report

by Melinda Tunner

It's hard to believe it's June! The temperature is certainly hotter, and I have just come back from enjoying the community pool on such a beautiful day.

So let's get to business.

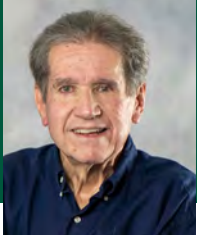
Here are some highlights of the financials through April:

- Revenues are slightly under our budget YTD (-\$18,504). All residential assessments have either been collected or are on a payment plan. We are still seeing a slow down in Decal Sales YTD (-\$11,262 to budget) which is a reflection of fewer ARB related projects. This is something we are continuing to monitor. And lastly, Interest Income is under budget YTD (-\$8,311) as the CDs we have invested in have not yet matured.
- Expenses are just under our budget YTD (-\$5,299). All major categories are under budget except for Security. Security is over plan YTD (+\$29,585) because the insurance payment was paid in full, but the budget was planned over 12 months.

- Net Ordinary Income of \$828,030 is under budget (-\$13,205) due to the revenue shortage.
- Over 78% of our holdings are invested in either CDs or mutual funds. CD rates are holding with the latest at 5.3%.
- We continue to invest in our community through our Capital Projects. Work has been completed on the widening of the entrance road, and the drainage issues on Saxton.

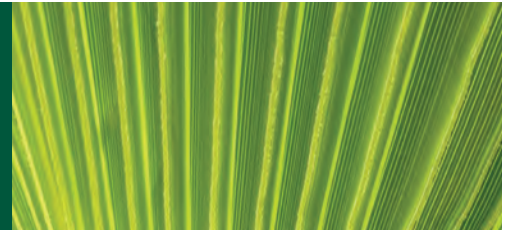
The 2023 Financial Audit has been completed and approved by the Board. If you are interested, you can access it on our website.

So what are we focusing on for the next few months? We will continue to monitor our revenue, especially the Decal Sales, since it is putting pressure on our overall revenue results. And as always be good financial stewards of our POA for both the short-term and long-term.



# Safety & Security Committee REPORT

by Walt Theiss



You can't say much about Safety & Security in Palmetto Hall without mentioning PSI (Palmetto Security Innovations). Ann and PK Phillippi started PSI five years ago. I recently sat down with them to discuss their experiences over that period.

Advantages/Disadvantages of living in PHP:

- They see living here as a great advantage. They know what is "normal" and what is not. They know our community's expectations regarding security. They can pivot as needed without going through multiple management layers located outside Hilton Head.
- Because they live here, they can double the security staff with one phone call. There are two officers on duty on each shift but in certain situations Ann and PK can respond as well.
- Living here they can respond to emergency calls from home.

What makes PSI different from other Security Companies?

- Living in PHP, they are invested in the community. They and their employees truly care about the residents of PHP.
- PHP residents are integral to employee retention. Most of their employees have been here for 3-5 years, which is exceptional in an industry with a 90%+ employee turnover each year. Employees who said they wanted to work as paid on call reversed their decisions and chose to work regular hours because they missed our residents.
- They are responsive to our community and can address dynamic changes as needed, as there are no layers of corporate bureaucracy to go through.
- Post orders are drafted, and officers are trained specifically to the needs of Palmetto Hall. Most large security companies do not do this.

What do you look for interviewing officers?

- Integrity: Are they honest and do they have the integrity to do the right thing no matter what?

- Attitude: Do they have the right attitude that contributes to a healthy work ethic and emotional resiliency?
- Do they have a Servant's Heart? Do they seek to do good?
- Are they trainable?
- Are they able to work successfully in a team?

Biggest surprises having your own company?

- The sheer emotional and financial investment it takes to own and operate a company with employees that are dependent upon you for their livelihood and a community that relies on you for their security.
- The amount of time invested in learning to successfully operate the business. They had a considerable amount of operational experience in security however, they had never operated a business before. This line of work requires lots of report filing as well as duties like payroll.

What experiences from your past career(s) are most beneficial?

- Ann has 27 years of law enforcement experience. She completes detailed reports that are reviewed by the BOD as well as by law enforcement for possible action. In addition, Ann is a Certified Public Manager and has completed law enforcement supervisory training. She is a trained Crime Analyst and served as a Federally-deputized Task Force Officer with the US Department of Justice – Drug Enforcement Administration.
- PK's five years of law enforcement experience with the Milwaukee Police Department, which is the 20th largest police department in the United States, as well as 17 years with the Milwaukee Fire Department. He has treated thousands of patients during his career as a Firefighter/Paramedic.

## WATER SAFETY

*Every beach, pool, every lake and every warm summer day holds the possibility of new, fun summer experiences. All you need to add is your undivided attention. Parents and guardians are cautioned all the time about water safety, but drownings still occur. Following are a few water safety precautions:*

- **Listen.** We need to face the water and listen for sounds of distress of children and others in the water – leave the earbuds/earphones off
- **Eyes on your Child.** Never leave your child alone; if you have to leave, take your child with you
- **Learn to Swim.** Find age-appropriate swim lessons for your child, but keep in mind that lessons do not make your child "drown-proof"
- **Not just the Lifeguard.** Lifeguards aren't babysitters; always keep your eyes on your child
- **Be aware of hazards in the water.** Don't let children play around drains and suction fittings of pools, or jetties and pipes in open water
- **Be Ready.** Always have a first aid kit and emergency contacts handy
- **Call/Push/Shock.** Get training in CPR and always know where the nearest Defibrillator is located -- even at the Pool or Beach.
- **Check the Water.** If a child is missing, check the water first. Drowning is the silent killer.





# Palmetto Hall WOMEN'S CLUB

~ enriching the lives of our neighbors ~

CONTACT: [phwcreservations@gmail.com](mailto:phwcreservations@gmail.com)

## 2023-2024 EXECUTIVE BOARD

Debbie Dusenberry

President

Berna Gaul

Vice President

Sharon Weiss

Treasurer

Beth Yarnold

Secretary

by Debbie Dusenberry, Women's Club President



I hope all is well with you and that you are enjoying the beautiful island weather.

In this newsletter, I wanted to share with you a couple of testimonials that I received from PHWC member after asking them what PHWC meant to them. Following are a couple of those responses:

*"Greetings! We continue to be thrilled we found our home and live here in Palmetto Hall. We heard such positive recommendations while house hunting, and our experience has been fantastic since*

*moving in Sept. 2021. Such warm and hospitable neighbors, always ready with a smile or wave and stop to catch up. We enjoy having lunch at the Clubhouse often, and I was glad to also join the Women's Club to meet many neighbors and have the opportunity to get involved in lots of new activities. Palmetto Hall has FAR exceeded our expectations and we could not be more pleased. I would encourage new residents to give PHWC a try as well, you'll be surprised at the variety of fun offered your way!" ~ Pasha Lubner*

*"We moved to Hilton Head to be in a warmer climate, close to the beach, and be able to play golf year-round. We found all of that at Palmetto Hall, but our big surprise was how warm and welcoming the community here is!! Our biggest concern was making new friends and now we are surrounded by lovely neighbors who have been so welcoming to us. The PHWC is a wonderful group*

*of women and there are many events to participate in which allows me to meet even more of our neighbors" ~ Sharon Weiss*

*"I invite you to join the PHWC and begin to take part in a wonderful journey. For me, the journey began when we moved to Palmetto Hall during the COVID era. The uncertainty of moving during COVID quickly diminished upon meeting two PHWC members! Respecting the 6-foot policy, we shared stories while sitting in lawn chairs around a pool. This informal welcome to the community was one of many meaningful experiences! My small circle of women grew quickly as our common interests shaped my activities. Check the PHWC website and contact the officers. So many meaningful experiences that will enhance your life in Palmetto Hall. Also, your joyful spirit and shared stories will brighten the lives of the women, and the members in our community." ~ Sylvia James*

The PHWC is a pretty unique organization and I believe that it is the heart of Palmetto Hall. I guarantee that you will find this group of ladies, friendly, welcoming, and outgoing. I feel sure that you will make new friends and form wonderful, lasting relationships with the women in our community.

Our 2024-2025 Membership Season starts June 1st. It only cost \$25.00 to join and we have some pretty amazing events all year long. Please see the Palmetto Hall Women's Club page on the [Palmettohallhi.com](http://Palmettohallhi.com) website under Woman's Club to see the membership form.

If you have any questions, please feel free to contact me at 843-415-8803 or send me a note at [PHWCreservations.com](mailto:PHWCreservations.com).

Sharing a couple of pictures of our Spring Luncheon.

Take care -

Debbie Dusenberry

President, PHWC



If you are new to the neighborhood, please check out our website at <https://www.palmettohallhi.com/index.php/womens-club> or call me at 843-415-8803 to discuss how you can get involved in PHWC.





## POA Heritage Committee

*by Tim Gibson*

Welcome to SUMMER. Everyone knows what that means: NO TRAFFIC AND HAVING THE BEACHES ALL TO OURSELVES! Okay, not exactly. This time of year, does mean many tourists coming to Hilton Head Island and recognizing what we already know for ourselves...how lucky we are to be here and what a fantastic neighborhood we live in each day.

We continue to strengthen our relationship with the Heritage Golf Group. The Cupp and Hills Courses are in terrific shape. Trees have been trimmed and landscaping touches continue to be made. Special thanks to Patrick and his staff for all of their continued efforts as Palmetto Hall courses remain a desired destination for those golfers in town looking for a fantastic golfing experience.

"The Clubhouse Renovation is going to happen." Thank you Rob Ciapanna and the Heritage Group for their commitment to this project as we expect to receive updated information in the near future. In the meantime Rob and the staff are continuing in their goal to bring the community back to the clubhouse. Please continue to watch the weekly

Palmetto Hall Eblast for updated summer events. Some of these events include Trivia Night, Kids Night Out, July 4th Parade & Cookout, and Palmetto Hall Tuesday Troupe. All provide an opportunity for neighbors and friends to get together for good times, food and entertainment. These are made possible thanks to the Food and Beverage team at Baird's Pub. They continue to provide an enjoyable experience regardless of the event.

Through this summer season, we hope you enjoy the pool, pickleball/tennis courts and the various events scheduled. We remain excited for 2024 and the continued growth and developments that all residents can plan to see. Please remember to stay connected. If you are not yet receiving the Palmetto Hall Golf & Country Club Eblast each Tuesday, please email Noah Hightower, [nhightower@heritagegolfgroup.com](mailto:nhightower@heritagegolfgroup.com) to get on the list.

Thank you Palmetto Hall Community.  
Have a safe and fantastic summer!



## SUMMER TIME REMINDER

Boats, jet ski's, scooters and motorcycles fall into the category of unauthorized vehicles within the Covenants of Palmetto Hall. They are not allowed in the community without the express written permission from the POA office and only for a limited period. When entering the community with an unauthorized vehicle, all drivers must enter the community through the visitor's lane and verify that permission has been granted for the unauthorized vehicle. Barcode decals will be disabled for anyone who is not following this protocol.

## WELCOME NEW NEIGHBORS & PROPERTY OWNERS!

Chantel Ellul	19 Sedge Fern	Chris Rounsville & Lori Metka	227 Fort Howell
Clyde & Charlotte Deskins	36 Timber Marsh	Genevie & Arnold Olender	4 Caladium Ct
Herb Chase & Taunie Moreland	7 Timber Marsh	David & Rebecca Dinius	21 Sedge Fern
Shayna Beck	1 Stevens Ct	Doug & Pam Griffin	4 Saxton Ln
Edward Soler	354 Fort Howell	James & Dyan Smith	324 Fort Howell

## Updated Website [www.palmettohallhhi.com](http://www.palmettohallhhi.com)

Have you visited the refurbished Palmetto Hall website? One of the new features is a calendar of events on the bottom of the Happenings page. This calendar of events was designed to provide a depository for dates of upcoming events to help avoid events overlapping.

On the Palmetto Hall Women's Club, is a new gallery of photos of PHWC events. Check it out!

Since computers keep website information in the memory, your short cuts might not work.

**The website address is the same as before: [www.palmettohallhhi.com](http://www.palmettohallhhi.com)**

If you can't get into the site, you will need to hard refresh your computer. The command is Control, F5.

If you have other issues, search "how to clear your cache" for your particular browser.

## HURRICANE PREPAREDNESS

The 2024 Hurricane season is here! It runs from June 1 to November 30. Hopefully we will not have any need for this preparation. The first important thing to do is to create your family's emergency plan. You will want to consider evacuation routes, local emergency management contacts, and a disaster supply kit. It is also a good idea to review your homeowner's insurance coverage. Communication is always important during a storm so please ensure the POA office has the most up to date contact info for your household, which should include a secondary contact with the office in case you cannot be reached. Any trees that may be a hazard to your home should be addressed now by a professional arborist. If a tree is recommended for removal, please coordinate that approval with the POA office.

Know where your household is planning to go before disaster strikes. Your destination may be a hotel, another city, or a shelter. Pet needs should be considered as not all shelters or hotels accept animals.

Once a hurricane or potential disaster has been identified, stay up-to-date on current conditions. Please familiarize yourself with the Town of Hilton Head's Hurricane Info at this link: <https://hiltonheadislandsc.gov/hurricane/>. If a mandatory evacuation is put into effect, both the POA office and Security will NOT be staffed. Your readiness now is the best way to keep safe during and after a storm.

### It is recommended that your disaster supply kit contain the following items:

- water - at least 1 gallon daily per person for 3 to 7 days
- food - at least enough for 3 to 7 days
- non-perishable packaged or canned food / juices
- foods for infants or the elderly
- snack foods
- non-electric can opener
- cooking tools / fuel
- paper plates / plastic utensils
- blankets / pillows, etc.
- clothing - seasonal / rain gear/ sturdy shoes
- first aid kit / medicines / prescription drugs
- special items - for babies and the elderly
- toiletries - hygiene items
- moisture wipes
- flashlight / batteries
- radio - battery operated and NOAA weather radio
- cash - banks and ATMs may not be open or available for extended periods.
- keys
- toys, books and games
- important documents - in a waterproof container
- insurance, medical records, bank account numbers, social security card, etc.
- document all valuables with photo/videotape if possible
- tools - keep a set with you during the storm
- vehicle fuel tanks filled up
- pet care items
- proper identification / immunization records
- ample supply of food and water
- a carrier or cage
- medications
- muzzle and leash





Pictures from last year's 4th of July Golf Cart Parade. We will have another 4th of July Parade this year. *Decorate your carts or bikes and ride along!*



Hilton Head Regional Healthcare is now part of Novant Health.



We're proud to work toward a healthier future for South Carolina — together.

[NovantHealth.org](https://www.novanthealth.org)

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# **4th of July** **COOKOUT**



**POTATO SALAD**  
**COLE SLAW**  
**WATERMELON SLICES**  
**HAMBURGERS**  
**HOT DOGS**  
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**THURSDAY, JULY 4**  
**11AM CART PARADE**  
**12PM-3PM COOKOUT AT THE POOL**





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# ROACHES

are not extinct... **YET!**



Roaches are the most despised pest. The only way to eliminate #1 is to call #1. We're working to make roaches as rare as the unicorn!

Until then, we're here if you need us.



## HILTON HEAD EXTERMINATORS

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# Committed to Our Community

Dr. Matt and his family have lived in Palmetto Hall since 2006 and on Hilton Head for 24 years. In 2000, he founded ROC Dental Group to provide the Lowcountry with the most advanced dental care in the country and support local nonprofits that promote wellness in our community. It would be our privilege to welcome you in and help you achieve your best oral and overall health.

**Pictured above:** Dr. Matthew Mastroiocco, University of Pittsburgh School of Dental Medicine, Dr. Robyn May, University of Louisville Dental School, Dr. Annette Callejo, The Ohio State College of Dentistry, Dr. Jordan Haire, University of Louisville Dental School



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## CONSIDERING A “RIGHT SIZE” MOVE?

While Palmetto Hall experiences slightly more inventory, home prices continue to rise. I have helped many clients find the “right size.” Allow me to advise on your next move!

## LET'S WORK TOGETHER!

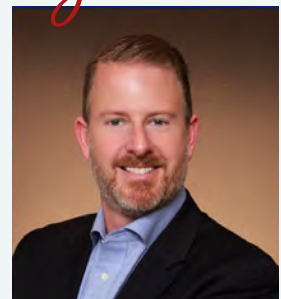
18 Year Palmetto Hall Owner and Resident  
20+ Years in Real Estate



*Call me for a current market analysis of our neighborhood.*



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