



HOMEOWNERS' HANDBOOK

Revised December 2023

Staff/Locations at Hilton Head Island Beach and Tennis Resort

The following is an updated list of phone numbers of important departments at the Resort. Please keep this list available for your use.

Executive Director execdir@hhibeachandtennis.com	843-842-0010	Ext. 2001
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General Manager rental@hhibeachandtennis.com Handles day-to-day operation of on-site rentals, questions on short-term rentals	843-842-0025	Ext. 2036
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Front Desk Check-in guests for the rental department, car passes and general questions	843-842-4402	Ext. 2011
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Director of Owner Services os@hhibeachandtennis.com All regime-related questions, insurance needs, key control, owner's concerns, & pest control	843-842-0019	Ext. 2002
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Owner Services Specialist os2@hhibeachandtennis.com	843-842-0020	Ext. 2004
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Property Controller cjimenez@hhibeachandtennis.com All accounting questions	843-842-0036	Ext. 2999
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Regime Accounts cpentz@hhibeachandtennis.com Regime payments and statements	843-842-0045	Ext. 2005
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Maintenance Office Manager maint@hhibeachandtennis.com Person to contact for maintenance requests and questions	843-842-0032	Ext. 2021
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Director of Security dweatherwax@hhibeachandtennis.com Day-to-day operation of property security, maintaining resort rules	843-842-0006	Ext. 2061
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Telecommunications/IT support@hhibeachandtennis.com Handles all cable, internet, and telephone issues, questions, and restrictions	843-842-0035	Ext. 2024
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Security Direct Number.....	843-842-0003 (ext. 2000)
Security Fax Line.....	843-842-8126
Email - security@hhibeachandtennis.com	
Hilton Head Island Beach and Tennis Resort.....	843-842-4402
Owner Services Office Fax Line.....	843-686-0585
Accounting Fax Line.....	843-842-0037
Maintenance Department Fax Line.....	843-341-2820
Rental Reservations Number.....	800-ISLAND1
Tennis Pro-Shop.....	843-785-0079 (ext. 2020)
Bicycle Rental.....	843-842-0005 (ext. 2029)
CocoNutz Sportz Bar	843-842-0043 (ext. 2043)
Jamaica Joe's Beach Bar.....	843-842-0044 (ext. 2044)
Gator's Pizza.....	843-842-0004 (ext. 2075)

TO CALL VILLA TO VILLA

Ocean Villa
A Bldg. - 1 + Villa #
B Bldg. - 2 + Villa #
C Bldg. - 3 + Villa #

Admirals Row
4 + Villa #

Tennis Villas
6 + Bldg. # + Villa #
(Bldg. A=1, B=2, C=3, D=4, E=5, F=6, G=7)

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Welcome to Hilton Head Island Beach and Tennis Resort...

It is our desire to provide you with information concerning your resort, and we look forward to your input and suggestions.

The resort is made up of three Homeowner Associations that own all the buildings and amenities situated on 57 acres of lush island paradise. The Board of Directors employs a professional management team who runs the day-to-day operations of the property and are dedicated to providing a pinnacle of friendly and courteous personalized service.

We hope that the information in this handbook will help you to better understand our various policies, programs, and procedures. Should you have questions, please do not hesitate to contact your Executive Director or Regime Board of Directors.

We look forward to working with you.

Presidents

Admirals Row Regime
Ocean Villas Regime
Tennis Villas Regime

Hilton Head Island Beach and Tennis Resort

Know Your Resort

The Convention Center, also known as the CVC, houses our administrative offices, owner services, on-site rental department, restaurants, banquet facilities & meeting spaces.

Administrative offices and Owner Services are open Monday through Friday 8:00am-5:00pm. Owner Services is also open on Saturday 8:30am-12:00pm. For after-hours assistance contact the Security Gate, 843-842-0003 or ext. 2000 from your unit.

On Site Venues:

CocoNutz Sportz Bar is open year-round. It offers entertainment and a varied menu. (843-842-0043 or ext. 2043). Pool tables are available for recreation and league play. Hours of operation are from 4:00PM to 12:00AM.

Gator'z Pizza located in the Convention Center, offers pizza, wings, and more with a family friendly atmosphere. (843-842-0004 or ext. 2075). Open seasonally at 5:00PM to 10:00PM.

Jamaica Joe'z Beach Bar is located beside Hilton Head Island's largest oceanfront pool and is open seasonally from 11:00AM to 9:00PM. Entertainment and food are available. (843-842-0044 or ext. 2044)

The Convention Center (CVC) offers up to 12,000 square feet of banquet and meeting space, which can accommodate as many as 1000 people. Audio / Visual equipment is available upon request. The ballroom offers a beautiful space for a total wedding package or reception. Our lovely Carolina Room is available for smaller events. Contact our Sales & Catering department at 843-842-0029.

On-Site Rental Program

The CVC manages an On-Site Rental Program dedicated to providing the highest level of full-service property management support for our owners. We offer a stress-free 24-hour guest support program with streamlined reservation management, excellent housekeeping staff with the ability to leverage technology and experience to set your optimal nightly rate – all this with the freedom to visit your home as frequently as you like.

Contact the Owner Relations Manager Daryl Charles at 843-842-0015 or dcharles@hhibeachandtennis.com for more details on the benefits of the on-site rental program.

The Front Desk in the CVC is dedicated to a full-service Villa rental operation. Hours of operation are 7:00am until 10:00pm each day. The duties of the Guest Service Representatives (GSR) who work at the location are to assist in all rental activities such as reservations, check-in, and check-out procedures, and assist guests of the Resort rental program.

The GSR are also available to assist guests of the Resort on a limited basis.

Owners who rent their villas independently are responsible for their guests' needs.

Please visit the Resort website at www.hhibeachandtennis.com to peruse the current villa accommodations.

A Catered Affair

Discover the perfect destination for beach weddings in our 12, 000 sq. ft. ballroom. Our wedding specialist is available to assist you in all your planning.

The Resort features space for 10 – 1000 guests for meeting and conferences.

On-site villas offers convenience for multiple day conferences or personal time before and after your work schedule.

If friends or family need a venue for work or social events, please refer them to Hilton Head Island Beach and Tennis Resort. Visit our website at www.hhibeachandtennis.com or email dschnider@hhibeachandtennis.com

Century 21, A Low Country Real Estate

Century 21 A Low Country Real Estate company is located in the Convention Center and has been the premier on-site real estate company for over 30 years. If you are looking to buy or sell property at the Hilton Head Beach and Tennis Resort or Island wide, let them put their expertise to work for you. Agents are experienced, dedicated and knowledgeable and service all of Hilton Head, Bluffton, and Sun City. Contact them at 843-842-1616 or visit their website at www.c21lowcountry.com

Obligations of Your Resort Management

1. Provide an experienced manager to oversee all phases of the physical operation of the property.
2. Prepare a detailed annual budget and present it to the Board at least 60 days prior to the beginning of the fiscal year.
3. Hire, discharge and supervise employees and / or independent contractors required for the operation and maintenance of the property.
4. Maintain inventories of all furniture, equipment and supplies of the resort and recommend purchases to the Board, when necessary.
5. Collect individual owner assessments and Regime Fees. Management shall report monthly to the Board of any delinquency in the payment of assessments from the individual owners and shall make every effort to collect on such account.
6. Prepare and present to the Board monthly and annual reports of financial transactions by the Management of behalf of the Regimes and keep the Board advised of the status.
7. Organize the annual and any special meetings of the Regime, including the preparation and delivery of notices of the meetings and the preparation of the Ballots and Proxy forms, as approved by the Board. Management shall also prepare a suggested agenda for all such meetings, assist in the conduct of the meetings, assist in the election process relative to the election of Directors and attend all meetings, unless otherwise requested by the Board.
8. Maintain all minutes of the meetings for both the Regimes and the Board.
9. Keep and maintain a complete and accurate list of ownership.
10. Furnish to the Board, as a Regime expense, insurance coverage as required by the By-Laws and as approved by the Board.
11. Management shall have no direct responsibilities for and shall not be required to maintain or repair individual's units, except for such repairs as may be authorized by the By-Laws to avoid significant risk, loss or injury to other portions of the property or occupancies.

Obligations of the Owners

The majority of these obligations are referenced from the Regime Master Deed and By-Laws.

1. All owners are obligated to observe the governing documents which include the Master Deed, By-Laws, Rules and Regulations, Use Restrictions, Design Guideline, and Code of Conduct/Policies set forth by the Board of Directors.
2. Each owner is obligated to pay all annual, monthly and special assessments levied by the Board of Directors. The Board of Directors reserves the right to apply late fees to any delinquent Regime account and to bring litigation against any owner in the form of a lien and or foreclosure, if the past indebtedness is not resolved. The owner will be responsible for all costs and legal fees incurred during this process.
3. No owner shall make any structural modifications or alterations upon any of the common elements. Owners are responsible for contractors or vendors they hire; all work must be confined to the owner's villa and no work is to be performed or storage of furniture or construction materials are to be stored in the common hallways.
4. Every owner shall perform, promptly, all maintenance and repair work required by the Master Deed, which, if omitted, would affect that owner's condominium or that belonging to some other owner.
5. Each owner shall grant right of entry to the Board or its duly authorized agent whether such owner is present at the time or not.
6. All owners shall be aware that interior window treatments and doors visible from a common area must have white or off-white window treatments. Tint, foil, cardboard, contact paper, or painted windows are not allowed.
7. No occupant of a villa shall post any advertisement or poster of any kind in or on the condominium property, except as authorized by the Board or as permitted in the Master Deed.
8. All owners are hereby notified that they are responsible for all damages incurred to all surrounding or vertical units from faulty plumbing fixtures or a water heater.
9. All owners are responsible for the conduct of guests using their villas. If a fine levied to a guest is not paid within 10 days of the citation, the owner's account will be debited. Owners are notified, in writing, for all fines levied against their villas' guests.
10. An owner shall reimburse the Regime for any expenditures incurred in repairing and/or replacing any common elements or facilities damaged by such an owner, his family, guest, or lessees.
11. No owner, his/her family, guest, or lessee shall place in any common areas of facility any furniture, package, or object of any kind. Such area shall be used for no purpose other than normal transit or use in the facility provided.
12. Occupants of villas shall use extreme care about making noise or using musical instruments, radio, television, and/or amplifiers that may disturb other occupants.

Homeowners' Regime Association

Purpose

The purpose of the Homeowners' Association is to provide a collective form of government administration for the owner of the Hilton Head Island Beach & Tennis Resort. Each individual Regime is a S.C. Nonprofit Corporation and subject to the South Carolina Horizontal Property Act with a Master Deed & By-Laws. Copies of the Master Deed and By-Laws are available on the homeowner website, www.beachandtennispoa.com under the tab Deeds and By-Laws.

The Homeowners' Association has been established to oversee the property and all of the activities of the owners and all persons using or occupying the facilities. The Association is also responsible for establishing and maintaining rules and regulations pertaining to the resort and its activities.

Members

Every owner in the regime is a member of the Homeowners' Association and has voting privileges if current on all regime fees and assessments.

Regimes

The Homeowners' Association consists of three regimes:

- Admirals Row Regime (which represents **21%** of the Association)
- Ocean Villas Regime (which represents **59%** of the Association)
- Tennis Villas Regime (which represents **20%** of the Association)

Board of Directors

The Association is governed by a Board of Directors consisting of a set number of representatives from each Regime. All members of the Board must be owners in good standing. Consistent with By-Laws, the Board shall:

1. Contact all Association businesses and prescribe the rules and regulations for the use of the regime and all facilities on the property.
2. Set the common expenses for the operation of the resort annually, including, but not limited to, payments under all agreements.
3. Fix, impose and remit penalties for violation of the By-Laws and Rules and Regulations.
4. Serve without compensation (except for travel allowances).
5. Plan an annual Homeowners' Meeting to be held during the fourth quarter. The date will be announced in writing no later than 20 days prior to the meeting.
6. Elect from the Board within 30 days after each annual meeting, a President, Vice President, Secretary, and Treasurer. In the event of a vacancy during the year, the Board can appoint an owner, in good standing, to fill the unexpired term.
7. Schedule at least one regular meeting of the Board quarterly, at a time designated by the Presidents. A simple majority of the members of the Board shall constitute a quorum for the purposes of transacting Association business.
8. Ensure that repairs or capital expenditures to the "common grounds" have a unanimous decision by all three homeowners' associations.
9. Perform all other duties and obligations imposed and exercise all rights granted by the Master Deed.

Accounting

The Accounting office is available to answer questions about your regime bills Monday through Friday 9:00 a.m. until 4:00 p.m. Questions on your statements may be directed to Accounts Receivable at (843) 842-0045 or in-house at ext. 2005.

The monthly statement reflects the owner's name and address, account number, amount due and the Regime to which the villa is a member. All amounts are due on the first of each month. Payments received in the Owner Services office after the tenth of the month are considered past due and can be subject to late fees. For your convenience, we offer automatic draft directly from your checking account. Drafts are taken on or about the tenth of each month and will change based on the day of the week this date falls. Please contact Accounts Receivable for further details and required forms.

Address changes may be made through a written request to the Owner Services office. For new owners, records are changed ONLY when the Owner Services department is in receipt of the closing documentation. Closing documentation is further defined as a signed and recorded HUD-1, recorded deed or other Court approved documentation clearly identifying the new owner. No keys, decals, or access to any unit will be permitted until documentation is verified.

Major Regime Expenses

These expenses drive the yearly budget and thus the regime fees. A few of the expenses are considered common expenses and are paid by a consolidated budget. Some are regime specific. A few carry over into both common and specific.

Administrative Expenses

Payroll
Accounting Salaries & Wages
Administrative Salaries & Wages
Maintenance Salaries & Wages
Taxes & Benefits
Workers Compensation
Health Insurance
Holiday/Sick/Vacation Pay

Maintenance

Pool Supplies/Service
Grounds
Building Maintenance
Elevators
Pest Control
Miscellaneous

Insurance

See "Insurance" section.

Tennis Courts

Security

Utilities

Water & Sewage
Trash Removal
Common Electric
Telephone

Other Expenses

Legal and Professional Fees
Cable Television
Office Expenses
Capital Expenses Reserve
Convention Center Deficit
(if needed)

Common Expenses

General Repairs
Capital Improvements

Tennis Pro Shop / Exercise Room

Committee Guidelines

The HHIB&TR consists of three separate regimes, each having its own Master Deed. The Master Deed serves as the governing document for each Regime and delineates specifications therein with respect to the management and administration of each Regime.

The By-Laws of the Resort are common to all the Regimes and “prescribe the Rules and Regulations for use of the Regime(s) and all facilities and property...”

These guidelines were developed to assist each of the committees in their functioning and to describe the responsibility and operation of each committee. The three Master Deeds and By-Laws were reviewed and referenced in developing these Guidelines. In that the committees and their responsibilities have developed and expanded over time; these Guidelines are meant to serve as a “frame of reference” for the work of each committee.

The following primary committees have oversight responsibility for varied facets of the operations and functioning of the Resort:

Finance – To have general oversight responsibility for the fiscal management of the common area of the Resort.

Insurance – To work with Administration under the guidelines of the Master Deed.

Legal – To investigate any legal issues identified by staff member and/or owners.

Operations – To have oversight responsibilities for all buildings, grounds, and equipment used in the operations of all common property within the Resort.

Recreation – To have oversight responsibilities for all recreational activities at the Resort.

Rules – To have responsibility for establishing and promulgating rules and regulations for the use of the Resort facilities.

Each committee is composed of one representative from each of the three Regimes. The respective President of each regime appoints the committee representatives annually. These three members constitute the voting members for each committee.

Any motion passed by the committee except for the CVC committee, must be presented to all three regimes for approval. All three regimes must approve the motion for it to be ratified.

Each Regime President also shall appoint annually one alternate to each of these committees. The alternates shall serve without voting and shall assume the responsibility of the voting member of his/her Regime in their absence.

The voting members of each committee shall elect from amongst themselves one person to serve as the Chair of the committee with exception of the Operations Committee, which will rotate the Chair position every year equally between the three regimes. Any voting Committee member may make or second a motion.

Each Chair shall be responsible for conducting the business of the committee, which shall include but is not limited to:

- Arrange for and chair meetings.
- Prepare the agenda for each meeting.
- Appoint a recorder for each meeting.
- Assure that committee minutes are submitted in a timely manner.
- Serve as liaison and report to others, as requested.
- Communicate with the committee on a regular basis.

There are no term limits to serving on a committee or to serving as Chair of a committee.

It is recommended no one should serve concurrently as chair of more than one committee.

It is recommended, in addition to the regularly scheduled quarterly meetings, that each committee should meet at least once annually as an assembled group.

Hilton Head Island Beach & Tennis Resort

Long Term Tenant Policies

A Long-Term Lease, for the purpose of this Rule, is defined as an exclusive occupancy of a Unit or Units, by any person or persons other than the Owner for more than 91 days. Month to Month tenancies is considered Long Term Tenants if occupying unit(s) over 91 days for exclusive use. Leasing shall include exclusive occupancy by the child or parent of the Owner(s). The Long-Term Lessee hereinafter shall be referred to as an LTT. Association refers to the three regimes, or HOA's.

PRIOR TO ENTERING INTO A LEASE AGREEMENT, the Owner must submit to the Owner Services Office the following along with fees stated. Fees are subject to change.

- Long Term Tenant packet (available online at www.beachandtennispoa.com)
- Approved Background Check (\$50.00 fee per adult tenant)
- Parking Decal Form (\$25.00 fee for the term of lease)
- Other information as required by the Association.
- Written acceptance by the Executive Director

The above must be completed in its entirety before submission. Failure to comply with these requirements will result in a fine of \$1,000.00 weekly until Owner complies.

Once the tenant is approved, the Owner is required to provide Management with a written lease agreement for an LTT. A refundable security deposit of \$200.00 must be paid for each adult tenant in the event of damage to regime owned property or non-paid violation citation. This is not included in any security deposit for the owner's personal property. Maximum long-term occupancy is 4 people in a one bedroom and 6 people in a two-bedroom unit. Owner shall provide a copy of HHIBT rules and regulations or summary thereof to the tenant.

The Association shall employ a professional investigative agency to assist in the verification of the application, cost to be paid by Owner. The Executive Director shall rely on the accuracy of the information on the application and the report of the investigative agency. The Executive Director and Board of Directors assume no responsibility for confirming any of said information and shall not be liable for any mistakes made in the application or in the report of the investigative agency.

The Executive Director will review the application and background report to determine if the proposed tenant(s) presence in the HHIBT community could impact the health, safety, or welfare of Owners and residents. No decision shall be based on race, color, sex, religion, national origin, familial status, or disability. Decisions shall be in accordance with the Fair Housing Act of 1968 and the Title VIII Amendment of 1988.

The Executive Director or representative will notify the Owner or Management Company of its decision within three (3) days of receipt of required information unless unusual circumstances prevent this timeline. Disposition of application shall be sent to email of Owner/Management Company provided in the application. It will be the responsibility of the Owner to inform the applicant of the decision.

Reasonable Accommodations Policy

Hilton Head Island Beach and Tennis (HHIBT) Resort is an inclusive property and welcomes all owners and guests regardless of race, color, sex, religion, national origin, familial status or disability in accordance with the Fair Housing Act (FHA) of 1968 and Title VIII Amendment of 1988.

Our Master Deed does not permit pets. We do comply with the Americans with Disabilities Act (ADA), FHA, and Housing and Urban Development (HUD) relating to assistance animals. An assistance animal is any animal that works, provides assistance, performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. To that effect, we have adopted our Reasonable Accommodations Policy regarding such animals.

Effective October 1, 2022, no accommodations for emotional support animals will be made for guests choosing to rent on a short-term basis. Short term rentals are defined as less than 91 days. It is the responsibility of the Homeowner to notify their renters that a \$250.00 per day fine will be assessed for anyone in violation. The fine will commence from the time at which it is identified that the animal is in the residence. The Homeowner will be notified of the violation at the time violation is noted by Security and will be required to rectify the situation. The daily violation fine will be assessed until the animal is removed from property.

Entrance into HHIBT's gated community with an animal requires prior completion of the attached documents. Applicants for waiver from the no pet policy must present the forms prior to entrance onto the property in sufficient time for approval. The individual requiring an assistance animal is the only person granted exception from the normal requirements for animals.

All assistance animals must be up to date on rabies vaccinations and all other vaccinations as required by The Town Hilton Head Island Ordinance. A current picture of the assistance animal and proof of vaccination and registration must be provided to the Association. Permanent residents must update these on an annual basis. This applies to all past, present, and future assistance animals.

All approved animals must be on a leash outside of their residence. Services animals, in accordance with federal regulations, are permitted to accompany their owner in all places at the Resort for them to perform their work. Emotional Support animals are permitted only in their residence and outdoors, this does not include the common amenity areas or Convention Center Building.

Our staff is trained to be sensitive to the needs of visitors and owners who require such assistance.

Please visit www.HUD.gov for complete information relating to assistance animal regulation.

The required forms are included below. Upon completion by a qualified medical or social services professional, return the forms to os@hhibeachandtennis.com.

Hilton Head Island Beach and Tennis

Application for Reasonable Accommodation

Complete this form if you have a disability and would like to request accommodation. If you require assistance in completing this form, or wish to make a request orally, please contact the Owners Services Office 843-842-0019.

Villa Owner Name _____ Villa # _____

Person requesting accommodation _____

Date of arrival _____

1. Please describe the reasonable accommodation you are requesting:
2. Please explain why this reasonable accommodation is needed. You need not provide detailed information about the nature or severity of the disability.
3. If you are requesting to have an assistance animal in the villa, please complete the following:
 - (a) Is it readily apparent that the assistance animal is a trained service animal (for example, an animal trained to assist you with a visual impairment or similar disability)? ____Y ____N
 - (b) If your answer to 3 (a) above was No, please complete the following:
 - i. Type of animal: _____
 - ii. Is the animal required because of a disability? ____Y ____N
 - iii. Does the animal perform work or do tasks for you because of your disability? ____Y ____N
4. If the animal performs work or tasks for you, please provide the following:
 - (a) A statement from a health or social service provider professional indicating that you have a disability (i.e., you have a physical or mental impairment that substantially limits one or more major life activities). You may use, but are not required to do so, Form B. If Form B is not used, you will make a copy available for the health or social service professional to review.
 - (b) An explanation of how the animal has been trained to do work or perform tasks that improve one or more symptoms or effects of your disability.

5. If the animal does not perform work or do tasks for you, but provides emotional support or improves one or more effects of your disability, please provide the following:

(a) A statement from a health or social service professional indicating

i. that you have a disability.

ii. the animal would provide emotional support or other assistance that would improve one or more symptoms or effects of your disability

iii. how the animal improves the symptoms or effects. You may use, but are not required to do so, Form B. If Form B is not used, you will make a copy available for the health or social service professional to review.

6. Please submit a photograph of the animal after you have selected an animal.

7. In accordance with The Town of Hilton Head Island requirements, if the assistance animal is a cat or dog, evidence of rabies immunization is required.

If you are requesting a different modification, please describe it here:

Form B: Assistance Animal Requests: Health Care Professional Form

Applicant _____

Villa Number at Hilton Head Beach & Tennis _____

Owner of Villa _____

I, _____, (applicant name) intend to request that Hilton Head Island Beach and Tennis Resort permit me to keep an assistance animal as a reasonable accommodation for my disability. In connection with that application, I am requesting that you complete this form regarding my disability.

Signature

Date

Person requesting accommodation if different from villa owner

To Be Completed by Health or Social Services Professional

Name of Professional Health / Social Service Professional

State and License #

Address _____

Telephone _____

1. Does the individual identified above have a disability¹ that substantially limits one or more major life activities? The term "major life activity" means those activities that are of vital importance to daily life, such as seeing, hearing, walking, breathing, performing manual tasks, caring for oneself, learning, and speaking. This list of major life activities is not exhaustive. A major life activity is "substantially limiting" if the impairment prevents or severely restricts the major life activity and has a permanent or long-term impact.

2. How does or would an assistance animal provide disability-related assistance to the individual? One example of assistance is alleviating one or more of the symptoms or effects of the disability.

¹ A disability under the federal Fair Housing Act, codified at 42 U.S.C. §§ 3601-3619, includes, but is not limited to, **such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, Human Immunodeficiency Virus infection, mental retardation, emotional illness, drug addiction (other than addiction caused by current, illegal use of a controlled substance) and alcoholism.**

3. For animals who do not perform work or do tasks for the individual, how would the animal improve one or more of the symptoms or effects of the disability?

4. If you would like to submit additional supporting materials, please provide them with this form.

Print Name & Title of Health / Social Service Provider

Signature of Health / Social Service Provider

Date

This procedure must be updated on an annual basis. This applies to all past, present, and future animals.

Balcony Requirements for Hilton Head Island Beach and Tennis Resort

Each Regime may modify their requirements

All owners are required to notify their Regime Boards and management prior to making any changes to their unit.

1. All Owners are obligated to observe the rules and regulations set forth by the Board of Directors.
2. The balcony floor covering shall be carpet and will be in keeping with the current established color scheme of the building. Exceptions will be made by approval of the Board of Directors of your regime.
3. No weight benches, treadmills, exercise bikes or any other exercise equipment permitted on the balcony.
4. No building materials, appliances, mattresses, storage components, or other inside furniture will be permitted on the balcony unless a variance is obtained from Owner Services. Variance will be granted upon request with the start date and completion date of renovation.
5. Approved Items: Only outside type patio furniture, thermometers, beach theme pictures and towel rack are allowed. These types of items may not be hung outside the vertical plane of the inside rail. Installation of ceiling fans is at the discretion of the Regime Board. Those already in place have been grandfathered in.
6. Nothing can be attached to, placed on, or hung over the balcony railings including towels, bathing suits, laundry, flowerpots, etc. Clothing, clotheslines, hammocks, and swings may not be hung on balconies. Fines will be issued for non-compliance.
7. Tasteful Seasonal Holiday Decorations for limited periods of time, not to exceed one (1) week prior to and one (1) week following the appropriate holiday date. Exceptions will be by management approval for specific holidays (i.e. Christmas for two (2) weeks before and after the Holiday date).
8. In accordance with the Master Deed and By-laws, Ocean Villas will not allow any plants (real or artificial) on the balconies. Fines will be assessed. Tennis Villas does not allow hanging plants.
9. No bird feeders or wind chimes.

Approved Window Dressing

1. White or off-white window blinds or curtains.
2. No tint on the inside hallway window; no foil, no cardboard, and no painted windows.
3. Balcony windows and doors are NOT permitted to be tinted.
4. All broken or fogged windows are to be replaced immediately at the Owner's expense.

Approved Villa Hall Doors

1. Board recommended No-Smoking Sign, to keep uniformity. These can be purchased at Facility Services.
2. Board recommended Key-Boxes are permitted. The owner takes full responsibility in case of unlawful entry due to key theft. If key box is not in use, it must be removed at Owner's expense.
3. No plaques or Welcome Signs.
4. Doorknockers approved on a door-by-door basis.
5. Door Mats are prohibited in Ocean Villas Buildings. Tennis Villas mats must have rubber backing.
6. Real Estate Advertising is not permitted. This includes business cards, company logos, or materials.
7. All On-Premises Rental units cannot display either a "Key box" or "Real Estate" lock box on doors or doorframes.
8. All door locks will be brushed or satin nickel. Keypad door locks are only permissible with prior Board approval.

Fine Process for Balcony, Window and Door Violations

1. Courtesy Notice or Verbal Warning by telephone to correct deficiency.
2. The second violation will be a written warning delivered to the occupant of the villa with a copy to the owner. If the villa is on a rental program, a copy will be sent to the rental agent.
3. Third notice will result in a \$25.00 fine up to \$100.00 fine, to be determined by the infraction, which will be assessed to the occupant of the villa. Fines not paid by the occupant will be billed to the Owner's account.
4. The fourth violation notice will result in a \$100.00 per day fine until the violation is corrected.
5. A \$250.00 fine will be levied against an Owner, or any occupant of this Resort if a "Pet" is discovered in a villa and is not removed immediately. This fine will be charged daily until the pet is removed from the premises. If the rental guest or other occupant does not pay these fines, the Owner will be charged.

In Addition, ...

If there are any questions about any specific item(s) that may or may not be allowed, the decision to allow that item will be left to the discretion of the Executive Director, the General Manager, or the Director of Owner Services.

If the Owner is dissatisfied with the management decision, the matter can be brought to the Board of Directors for resolution. The condition, however, cannot remain until the Board decision has been made.

Recreation

Pools

The Olympic-size oceanfront pool and pool deck are the largest on the island with an adjacent children's pool dedicated for ages up to 4 years old. A parent must accompany children. A second pool is located at Admirals Row. **SWIMMER DIAPERS are recommended by the South Carolina Health Department for children under the age of 3 years.** Our pools are smoke-free including vaping. Pool hours 9am – 9pm (year-round).

*There are no lifeguards at the pools. Pool attendants are on duty during our busiest season to oversee pool usage and maintain safety for all users. Pool users are subject to directives given from the pool attendant in charge. Owners/guests disregarding the attendant's directives are subject to removal from Security.

Fitness Area and Shuffleboard

These amenities are located by the oceanfront pool. Volleyball nets are on the beach. Shuffleboard equipment, volleyballs, bean bag lawn toss game, and horseshoes are free and available at the oceanside pool attendant stand. Pickleball equipment can be checked out at the Tennis Pro Shop. Please bring ID to sign these items out.

Tennis

Six lighted hard surface courts, eight hard surface Pickle Ball courts and a Pro Shop are available. Tennis is free for owners and guests of the resort. All off-premises players will be charged an hourly fee. Tennis is available between 8:00am and 10:00pm. Signing up at the Pro Shop is required.

Basketball

A basketball hoop and playground are located between the Tennis Villas lagoon and the Tennis Pro Shop. Basketballs are available in the Tennis Pro Shop. Please bring your ID to sign out.

Playground

Children **must** be accompanied by adults at the playground.

Picnic Areas

Picnic areas are located near the playground and Admirals Row. Picnic tables and grills are available for your use. Dispose of your trash and please do not leave coals unattended. Grilling is not permitted on villa balconies or other non-designated areas or any type of grill, including electric.

Bike Rentals

Bike rentals are year-round. The rental stand is located near the security gate. Bikes should always be locked up when unattended. The resort is not responsible for bikes.

Fitness Center

The fitness center is located at the Pro Shop near tennis court 1. The Fitness Center is open every day 6am – 10pm. Electronic cards for usage of the Fitness Center are available for owners only from Owners Services located in the Conference Center. Fitness cards are available for guests at the CVC front desk for a refundable security deposit of \$20.00.

Insurance

The Homeowners' Regime carries fire and extended coverage insurance to cover the building structures, along with general liability insurance to cover common areas. All owners should carry personal liability insurance to cover common areas. All owners should carry personal insurance (**HO-6**) to cover the interior of their villas and all furnishing (**it is highly recommended that you have a minimum of \$50,000 building or dwelling coverage**) and should carry personal liability insurance to protect themselves from claims arising from events inside their villas. Hilton Head Island Beach & Tennis Resort carries adequate liability insurance to protect itself in the event of a lawsuit from a loss that occurs in the common ground areas, but each owner should carry insurance for his/her own villa.

Your Regime insurance coverage, as chosen by the Board of Directors and Officers, includes:

- **Property Coverage** – “All Risk” form replacement cost for buildings common area & contents. Values are provided by your Board of Directors.
- **General Liability Coverage** – Comprehensive liability coverage for all common areas, amenities and recreational facilities owned by the Regime.
- **Earthquake and Flood Coverage** – Primary and / or excess coverage as required or chosen as an option by the Board of Directors.
- **Fidelity Bond Coverage** – Crime coverage for employees handling Regime funds.
- **Workers Compensation Coverage** – Coverage for job-related accidents for employees and uninsured sub-contractors.
- **Umbrella Liability Coverage** – Excess liability coverage for general liability, employer's liability and hired and non-owned automobiles.
- **Directors and Officers Liability Coverage** – Liability coverage for Board members for claims of negligence or wrongful acts.
- **Crime Policy** - Liability coverage for employees for claims of theft / stealing.

Your Regime coverage DOES NOT PROVIDE for liability within your villa for your personal household furnishings, any additions, or alterations to your unit, not for loss assessment provisions that might be included in your By-Laws. For assistance with these insurance needs, contact Owner Services at 843-842-0019 / 843-842-0020.

If you have a mortgage on your villa, your lender will require a certificate of insurance to give evidence of the coverage you have, to be submitted every year. This certificate is generated and mailed directly from the insurance company to all owners automatically, after the insurance renewal process in March. Owners may request copies of this certificate by contacting the insurance directly. **Please provide the Regime's insurance company with the name and mailing address of your lender, including your loan number. The insurance carrier will send a certificate of insurance to the lender, so you will not be surcharged for duplicate insurance placed by your mortgage lender.**

Keys

The By-Laws mandate that the Management office be supplied with an updated working key to every villa for pest control and for emergency situations. Pest Control services are every other month. This key is not designed to accommodate your rental agents, cleaning companies, or real estate agents. Any access to your villa by an off-site company for delivery or service must be authorized by the villa owner, through the Owner Services office (email, fax, or mail) before a key can be given out.

Our system of key control is detailed below:

It is mandatory that the Owner Services office always has a working key to every villa to include the deadbolt key. If, ten days after being contacted, we still do not have a copy, the lock will be re-keyed at the owner's expense. Conventional, key operated villa door locks or Regime approved keyless entry locks may be installed. Keyless locks must also have a key entry as well. Check with Owner Services prior to installing a keyless lock to ensure that you have purchased a Board approved lock. There are four procedures followed when helping people who have locked themselves out of a villa, which is not on the on-site rental program.

1. The rental company, or property manager will be contacted, to come and unlock the villa for the guest.
2. Security will escort a guest and open the door for a fee of \$30.00.
3. A locksmith will be contacted.
4. During regular business hours, guests may contact Owner Services and the owner to authorize providing guest with a key to gain entry to the unit.

NO EXCEPTIONS WILL BE MADE

It is the sole responsibility of the owner to supply a key to any real estate agent, cleaning company, or rental agent. If circumstances warrant the use of the regime key, a fee of \$30.00 will be charged to the person requiring access.

The Front Office and or Security will **NOT** be responsible to distribute keys to any owner, owner's guest, owner's agent, or vendors unless the villa is on the on-premises rental program.

Security Passes

All vehicles entering the property must have an appropriate gate pass or decal. Guest Passes and Commercial Passes must be displayed on the dashboard on the driver's side of the vehicle and remain on the dash during entire stay. All decals must be affixed to the windshield on the bottom of the driver's side of the vehicle.

This policy will help to ensure that only vehicles with legitimate businesses will be allowed to pass through the gate. This includes all long or short-term tenants, commercial vehicles, owners, and their guests.

Permanent decals are required for all owners and long-term tenants. All decals can be obtained through Owner Services. Applications can be mailed or completed in the office. Decals are not mailed but are supplied directly to the owner. Owner decals are for immediate family only (**immediate family: Mother, Father, and Children**) and will only be provided with picture ID and valid vehicle registration. Any violation of this policy will result in a fine and the confiscation of the decals in question.

Rental vehicles do not qualify for an owner's decal; a temporary guest pass must be used in the case of a rental vehicle.

Commercial vehicles, such as those belonging to real estate agents, rental agents, maintenance or repair companies, and cleaning companies are required to have Commercial decals or Daily Commercial passes before gaining access. Applications for the Annual Decal are available at Owner Services Monday through Friday 8:00 a.m. to 5:00 p.m. and Saturday 8:30 a.m. to 12:00 p.m. A fee will be charged for Commercial Decals as follows: \$10.00 per day, \$175.00 per affixed decal or \$250.00 for a transferable (floater) decal per calendar year. For multiple decals, the first 5 decals are \$175.00 per year with all additional decals being one half of the annual fee. Commercial Decals are purchased for the calendar year. **The above prices are subject to change.**

Guest Passes

All owners and co-owners will receive a Personal Identification Number (PIN). This PIN can only be used by the owner's immediate family, which includes spouse and children and parents. It should not be given out to anyone else. These PINs are randomly computer generated to ensure privacy and security. PIN numbers are required to create guest passes.

Long Term Tenants will be issued their own PIN. It can only be used by the name (s) on the lease that is on file with Owner Services.

On the Guest Pass Request Form, there is a space for the PIN. Remember not to place the PIN on the form you give to your guests. Anyone abusing the PIN by providing it to persons outside the immediate family will have the PIN removed from the security pass system. The owner will be issued a new PIN and there will be a \$100.00 re-issue charge. Security will assign a generic PIN for all property managers and property management companies as well as Short Term Renters.

For units with multiple owners on the deed, Owner Services will mail the primary owner (the individual who receives all the mailings) all PINs for all owners. It will be that owner's responsibility to contact other owners and provide them with their PIN.

All persons renting or staying in a villa will pick up their dashboard Gate Pass (filed by guest last name) inside the Convention Center Building (CVC) at the Front Desk between the hours for 8am -10pm. There will be a separate Gate Pass area reserved to the right side of the Front Desk for those picking upon their passes from staff members. Between the hours of 10pm – 8am passes can be picked up from the Security gate.

How to create Gate Passes:

1. Owner Website – www.beachandtennispoa.com This is the most efficient and preferred option of getting the information to the Gate Pass office and assists owners in tracking their rental and visitor passes.
2. You can print the Gate Pass form (located on the website under Forms), complete it, scan, and email to guestpass@hhibeachandtennis.com
3. We will accept pass requests in person at the Front Desk. If you have multiple requests, we will ask you to write down the requests.
4. We will accept pass requests over the telephone at 843.842.0017. Please have your PIN available when requesting passes over the telephone. Pass requests will not be entered without a valid PIN given to the officer.
5. Any owner calling in a day pass for someone when the owner is not on property will be fined \$500.00 per occurrence.
6. Guests renting a unit, who want an outside visitor will be required to purchase a \$25.00 pass per vehicle, to park on property. This pass is only valid for one day.

HHI Beach & Tennis Resort

Guest Pass Request

Owner/Property Manager
Name & Phone # _____

Guest's **LAST NAME only** _____

Villa # _____ PIN# _____
(**Not to be given to rental guest**)

*Arrival Date _____ Arrival Time _____
(**4PM unless otherwise noted**)

Departure Date _____ Departure Time _____
(**10AM unless otherwise noted**)

of Vehicle/Gate Pass Needed _____ **# of Rental Guests** _____

Owner/Property Manager
Signature / Authorization _____

This is a RENTAL of our Villa _____
(**\$35 per Gate Pass charged to Owner**)

Pass(es) are for our guests/visitors _____

*Guests cannot occupy the villa until it is cleaned.

****Any tenant requiring an assistance animal must have all required forms approved by HHBT Owner Services department prior to entrance to resort. Entrance will be denied without these previously approved forms.**

HHI Beach & Tennis Resort
40 Folly Field Road
Hilton Head, SC 29928
os@hhibeachandtennis.com
843-842-0019

Owners who misrepresent a Rental as Guest Passes for Guests/Visitors, will be subject to a \$500 fine for each occurrence.

Parking and Vehicle Regulations

1. Commercial vehicles with entrance permits are allowed on the property Mon-Sat between the hours of 8 a.m. and 7 p.m., for service and deliveries. A commercial vehicle is defined as any vehicle that has “markings,” “company logo,” or “writing” on it or any vehicle that will occupy more than one parking place. It also refers to marked or unmarked vehicles with equipment attached such as ladder holders, pipes, tools, cords, or parts of any type exposed to public view, or any vehicle used for maintenance and repairs. A commercial vehicle is also defined as any vehicle which has an affixed annual contractor decal, or vehicles in possession of a commercial daily pass.
2. Recreational Vehicles (RV’s), travel trailers, campers, boats, and boat trailers, are allowed to park in the designated areas only. They may not remain for more than **14 days** in any 30-day period. This privilege is extended **to** visiting guests of owner or rental guest. Those not in compliance with these regulations will be towed from Resort property.
3. Emergency service and other services vehicles i.e., heat & air vehicles, electricians, plumbers, etc. are permitted access to tend to emergency situations at any time but would still be required to possess a Commercial Decal or pay the daily entry fee.
4. Access is permitted to government licensed commercial vehicles, law enforcement, emergency, educational, institutional, and religious vehicles with logos.
5. The South Carolina Highway Patrol advises that it is unlawful to park on Folly Field Road.
6. Security will use discretion in permitting tasteful signage on vehicles.
7. Maintenance of or washing vehicles on property will not be permitted.
8. Do not park on grass or within yellow stairway access marks.
9. No vehicles are to be left inside or outside the Security Gate for more than 7 days without being driven. This is to verify that vehicles have not been abandoned or are inoperable. Vehicles in violation will be towed from property at owner’s expense.
10. Vehicles with flat tires for more than 24 hours is considered abandoned and will be towed at owner’s expense.
11. Obey all traffic signs including short-term parking signs by The Boardwalk.
12. No “FOR SALE” signs allowed on vehicles.
13. No vehicles without valid state registration or license plates with month/year stickers allowed on property.

Our Security staff will enforce these regulations. A citation showing a warning or monetary fine will be issued according to the following sequence:

1st Violation – Verbal Warning or Courtesy Notice

2nd Violation – Citation Written Warning

3rd Violation – Citation with Monetary Fine of \$25 - \$100

The Director of Security has authority to issue monetary fines prior to a 3rd violation when it is appropriate for the offense. Security reserves the right to tow any vehicle for any offense or if deemed necessary due to violation of any local, state, or federal law. Fines will be the sole responsibility of the owner of the vehicle or the Villa Owner.

While Security will make regular rounds, and make every effort to protect the property, neither Management nor the Homeowners’ Association will be responsible for damage to any vehicle parked anywhere on the property.

Questions & Answers

What do my Regime and Insurance fees cover?

Your Regime fees cover the expenses of repairs and capital improvements to your building complex, utilities (water, telephone, etc.), a portion of the “common grounds” expense, and other items that are approved by your Regime Board Members. Your monthly insurance fees cover the **common** property insurance program for your specific homeowner’s association.

Does the general liability insurance policy for the Resort cover my furniture and contents of my villa?

No, the general liability or Resort insurance policy covers all structures and common grounds in case of a major disaster. The buildings will be built back according to the original structure at development. The Resort insurance will not cover floor coverings, all furniture, wall decorum, or any upgrades that you have made to your villa during your ownership. All your personal belongings must be covered by a (HO-6) policy that you must purchase independently of the Resort insurance. It is suggested that the amount of this coverage be a minimum of \$50,000 for your protection.

What are my tennis privileges?

Homeowners and guests are entitled to unlimited use of the tennis courts free of charge, on space available basis. Call the Pro Shop for reservations, ext. 2020.

I didn’t get that information in the mail. Why not? Why didn’t you call me when this happened?

Owners must be responsible for providing us with current addresses and phone numbers. We cannot contact you if you have moved, dropped your post office box, or changed employment and have not informed Owner Services. Whenever anything changes, our ability to communicate with you either by letter or by phone is threatened. We must be able to communicate with you.

If my rental agent has someone occupying my villa during the time, I plan to visit Hilton Head Island Beach & Tennis Resort, am I able to rent a villa through the on-site rental program?

Yes, we are more than happy to rent to any owner on a space available basis.

Why should I refurbish my unit?

If your villa has not been refurbished in the last few years, you may be minimizing your investment. Refurbished villas fare better on both the rental and the real estate market as they provide a more saleable product. Remember you are competing with more modern properties on the Island that are made of brass, glass, and glitter and have a more modern image.

I have questions regarding the Master Deed and By-Laws, but I don’t have a copy. How can I get one?

You should have received a copy of the Master Deed and By-Laws from your attorney when you purchased the villa. If you did not receive a copy, Master Deed and By-Laws are available **on** the Resort’s website at www.beachandtennispoa.com. Please contact Owner Services for unlock code to the website.

Why is it when I call Front Desk to ask for assistance, I am asked if my Villa is on the Hilton Head Island Beach & Tennis Resort rental program? Why does it matter?

The personnel at the Front Desk are employees of the on-site rental program. They must distinguish whether this is a rental unit problem or if it is a problem that needs to be addressed by an outside source. The Front Desk can assist all others in emergency situations only. Once it is determined what the problem is and what avenue needs to be taken to correct the issue, then the Front Desk can direct the owner, owner’s guest, or other rental guests to the proper method of correcting their immediate situation. The Front Desk will offer telephone numbers for you to call to get assistance from the company or person who issued your Guest Pass Request or who is responsible for the upkeep of the Villa you are occupying.

I need work done in my villa, whom do I call?

A list of licensed and insured contractors is available at the Owner Service Department or Facility Services Department. Certain renovations done to the villas require a building permit per The Town of Hilton Head Island, SC. Villa renovations are permitted between the hours of **8:00 AM – 7:00 PM, Monday through Saturday**. No work is allowed on **Sunday except by homeowners between the hours of 12pm – 7pm**. Work done by owners on Sunday must be work that will not generate noise that will disturb anyone else on property. No work is allowed on **Memorial Day, Fourth of July, Thanksgiving, Christmas, or New Year's Day**. The Facilities Services Department will be glad to assist you Monday through Friday from 8:00 AM until 5:00 PM in determining whether you need a permit for the work you desire to do in your Villa, please call 843-842-4402 and ask for the Director of Facility Services. Please be aware that all plumbing, electrical, and carpentry work needs a licensed individual in the state of South Carolina and the Town of Hilton Head to qualify (be legal) to do your renovations.

Am I allowed to have a washer and / or dryer in my unit?

Installation of washers and dryers is prohibited, even if your unit already has a hook up or your unit has a washer and dryer in it and it no longer works, unless otherwise specified by your regime Board of Directors. If it cannot be repaired, it cannot be replaced.

Rules of the Resort

1. **Parking Decals** are required for all long-term rental tenants. Before the purchase of the decal, the Owner Services Office must have a current Lease Agreement along with all other required documents (including Background Check (\$50.00, subject to change), \$200.00 Security Deposit per adult & copy of valid Drivers' License). The parking decals, in the amount of \$25.00 (subject to change) for term of lease, may be purchased at Owner Services Monday through Friday from 8:00 a.m. to 5:00 p.m., Saturday, 8:30 a.m. to 12:00 p.m. **Temporary passes are not permitted for long-term tenants.**
2. **Bicycles** must be kept in bike racks or in the villa, not on the balconies, except Admirals Row balconies. Owners need bike decals to keep them on property; decals are available at the Owner Services Office. Unsecured and/or unsightly will be confiscated by security and stored for a determined period of 6 months. Those without decals will be discarded after the period. Owners of decaled bikes will be contacted and notified of removal.
3. **No Mopeds, Motorcycles, and Electric Scooters** are allowed behind the Security Gate. All these types of equipment must be parked in the CVC parking lot directly in front of the Security Gate in the assigned area.
4. **No Major Vehicle Repairs** are allowed on property. Emergency vehicle repairs must be completed within 2 hours.
5. **No Pets** are allowed on property. **Automatic \$100.00 per day fine, if the pet is not removed immediately.**
6. **No riding skateboards, skates, or bicycles** allowed in buildings, on the tennis courts, on sidewalks, or ramps.
7. **Grilling is permitted only at picnic areas.**
8. **Drones are prohibited from being flown in the resort.**
9. Nothing is allowed to be hung over the Balcony Railings including towels, bathing suits, laundry, flowerpots, etc. Clothing, clotheslines, hammocks, and swings may not be hung on balconies. **Fines will be issued for non-compliance.**
10. **Garbage** or other debris is not allowed in hallways, laundry rooms or balconies. Please use the dumpsters located throughout the Resort. **\$50.00 fine for not disposing of trash properly.** A construction dumpster near Facility Services is available for Owners ONLY.
11. **Keep all doors and windows locked.** Use peepholes. Call Security if you experience problems: **ext. 2000 or 843-842-0003.**
12. **Villa Door Locks** must be key operated. **Admirals Row, Ocean Villas, and Tennis Villas allow keyless entry locks.** Check with Owner Services for authorized type of locks. **Owner Services must have an operable key for each villa in this Resort for EMERGENCY reasons. The Resort reserves the right to re-key or change locks to comply with local fire codes.**
13. **No loud music** or noise at any time!
14. **Walk** only on streets and sidewalks. Do not walk in flowerbeds or landscaped areas.
15. **Pools:** Please observe all posted rules and regulations. Do not remove furniture from pool areas. Smoking / Vaping only in designated areas. Food is not permitted around the perimeter of the pool. No personal furniture or canopies/umbrellas in the pool area.
16. **Tennis Courts** need to be reserved. Call the pro shop 843-842-0079 or ext. 2020. Tennis courts will only be used for the game of tennis **or pickle ball.**
17. **No Advertising** is allowed on the grounds, in or on vehicles, or displayed from any villa.
18. **South Carolina State Law prohibits fireworks** – Fines will be charged to all violators.
19. **Do Not Feed Wildlife.** Feeding sea gulls, alligators, feral cats, or other animals is prohibited on the resort property and is subject to fine.
20. **Firearms:** Upon entering the residential section of the resort whether an owner, long or short-term renter or guest in possession of a firearm is required to notify security. All SC laws shall govern firearms.
21. **Catch and Release Fishing** is allowed in posted areas.
22. **No Private Vehicles** with logos, construction debris, refuse, or equipment will be allowed to park overnight behind the Security Gate. All vehicles having the above items will be allowed to park in the CVC parking lot for no more than 24 hours without permission by the Executive Management of the Resort
23. **Rental Guests** must be 21 years old or have an adult present in the condo for the duration of their rental period.
24. **Beach Patrol:** This service is provided only during the summer season and is available during daytime hours only, usually ending at 5:00 PM. If you wish to walk on the beach after sunset, remember that all our beaches have public access areas, and you should always walk with a companion. **NEVER WALK ALONE!**

25. **In Case of Emergency:** If you should observe any of the following, please call **911 or Security at Ext. 2000** immediately:

1. An illness or injury
2. An accident
3. A fire
4. A lost child
5. Vandalism
6. Fighting on Resort property
7. Theft
8. Domestic argument
9. Individual with a weapon

Thank you for your assistance in this matter. We are here to assist in protecting and keeping you safe.

26. **All Common Areas** should be vacated and clear of all public gatherings or activities by 11:30 PM.
27. **Do Not Leave Clothing** unattended in the laundry rooms.
28. **Obey All Resort Signage and the Speed Limit of 10 MPH.** Remember, all signs located on the Resort are for your benefit. Please adhere to all rules and posted speed limits. Removal of these signs will result in a monetary fine equitable to damages occurred.
29. As of **July 1st, 2023**, E-Bikes and their Batteries are not allowed beyond the security gatehouse. A monetary fine of \$250.00 will be assessed to the owner of the device.

Telephone Service

The Regimes own and operate a telephone-switching network at Hilton Head Island Beach and Tennis Resort. Each villa owner is part owner of this telephone system as part of their common property. It is located in the Convention Center and all services emanate from this location.

No outside vendors will be allowed to connect or provide any communication services within the Resort while it continues to own and provide these services.

The cost is paid through your regime fee with one single-line telephone with message waiting light.

Additional Features:

Voice Mail Information on retrieving messages is posted on the landline phone.

Unlimited Long Distance

Our telephone numbers are not automatically placed in the Hargray Telephone Directory. If you wish to have your name and villa listed, it must be done through the Telecommunications Office for a yearly fee.

Cable Television Service

The Regimes own and operate the Cable TV infrastructure at Hilton Head Island Beach and Tennis Resort. It is located in the Convention Center and all services emanate from this location. As written in the Master Deed and By-Laws, all owners are responsible for paying the annual dues set by the Board of Directors.

No outside vendors will be allowed to connect or provide any communications services within the Resort while it continues to own and provide these services.

Includes: A single Cable TV hookup per unit. All additional hookups are installed at the owner's expense and must be approved by the Executive Director.

Internet

Our internet service provider is Hargray Communications. This service is paid by each owner and billed monthly on your statement. For issues with your internet, contact Hargray directly at 843-686-1138

****Fees set annually by the Board of Directors**

Please be aware that your Board of Directors passed a resolution in 2005 that has a direct effect on your responsibility of you as a Villa Owner. This resolution covers the issue of "Hot Water Heater" that are 10 years of age or older. All villa owners are requested to carry an HO-6 insurance policy. This policy should provide protection for any event including a loss incurred by an outdated or faulty water heater. For those owners who do not feel the need for this policy, be it resolved that the villa owner will be held responsible for any and all clean up, interior damages and structural damages uncured by all surrounding Villa Owners, both below and adjacent to include all cost associated with this type of loss. This does not relieve any owners from their responsibility from other damage that also happens but does express the importance of this type of insurance need.

Please review the attached resolution.



Date: April 20, 2005

Memo: All Hilton Head Island Beach and Tennis Resort Board Members

From: Charles Sharpe
Legal Committee Chairman

Subject: Resolution for Water Heater Liability

After several continuing conversations regarding the problems that all three regimes are confronted with concerning the water damages that are created when old model water heaters burst, it is the recommendation of the legal committee to present the following resolution to be adopted property wide:

RESOLUTION:

It is recommended as of May 2005, by the Admirals Row, Ocean Villas, and Tennis Villas Regimes, that all property owners check the age of their water heaters. The purchase of new water heaters should have a minimum of 6 years warranty; all water heaters over 10 years of age from date of manufacture should be replaced immediately and continually upgraded, as necessary. It is the direct responsibility of the owner for all liability regarding water damage within their respective villa, all surrounding villas, and building structures that are affected if the above stipulations are not met.

With considerable deliberation and counsel from our attorneys, the legal committee feels that the above resolution will resolve the issue of all future responsibilities of water damage that have posed questions in the past.

Per the unanimous decision of the Hilton Head Island Beach and Tennis Board of Directors, this resolution was passed and became effective on May 2005.

The Admirals Row, Ocean Villas, and Tennis Villas Regimes will no longer be responsible for filing an insurance claim involving the failure of any homeowner to comply with the new resolutions concerning the replacement of all water heaters that are 10 years of age or older. It will be the sole responsibility of the homeowner whose Villa generates problems, creation water damage to other privately-owned Villas or to the structural portions of any buildings to provide full restitution to all parties.



Water Damage Responsibility

All three regimes voted on rule changes on water damage responsibility, and these changes were approved April 30, 2022:

It is the responsibility of the condo owner(s) to be proactive in the timely maintenance, repair, and replacements of appliances, HVAC systems, hot water tanks, and any other water-related components within their dwelling.

All water-related damage claims made to the Resort will be inspected to determine the cause of the problem and the basis of the claim.

In the event of water damage found to be due to neglect or lack of proper maintenance/repair, the owner will be solely responsible for the cost of the damage incurred, including but not limited to replacement/repair and future subfloor damage if not mitigated or repaired by a licensed professional. Failure to maintain unit responsibilities will result in the owner being liable for all damages.

Town of Hilton Head and HHI Beach and Tennis Resort Requirements for Renovation

1. Carpet, tile, wood flooring, painting, and wallpaper or anything that could be considered decorating are exempt from local and state codes.
2. Any plumbing, including setting a toilet, sinks, or tubs, requires a licensed plumber and a town permit.
3. Any electrical changes, re-wiring, or any other electrical work that is not a maintenance item will need a licensed electrician and a town permit.
4. Any demolition of sheetrock, popcorn ceilings, or removal of walls will need a licensed commercial general contractor, not a residential builder, along with a town permit.
5. Owners cannot act as their own general contractor. If the cost of the job, including all materials and labor is greater than \$5,000 a general contractor must be used to obtain the permit.
6. Water heaters older than 10 years should be replaced (Hilton Head Beach & Tennis recommendation). Any damage incurred by water heaters more than 10 years of age will be the sole responsibility of the owner who has been negligent, and all repairs will become the expense of that responsible owner.
7. Hilton Head Beach & Tennis recommends that you hire licensed contractors that have liability and worker's compensation insurance. For Owner's Information: All contractors hired having 3 or more employees must have Worker's Compensation Insurance.
8. Hilton Head Beach & Tennis recommends that you do not use laminate wood flooring in your unit, because of the possible water leaks that could ruin your wood floors and surrounding units. Ceramic tile, carpet, or vinyl is recommended. An area carpet on tile is helpful for comfort and to reduce noise below. Tennis Villas and Admirals Row have adopted a Hard Surface Procedure. Contact Owner Services for these procedures.
9. Villa Construction: As of July 1, 2023, the following additions and/ or modifications to the Resort Requirements for Renovation will be enforced.
10. No Construction work can be performed in the hallways; construction equipment and/or supplies may not be stored anywhere (except inside a vehicle or condo). However, exceptions may be approved through the facility on an individual basis.
11. Luggage Carts may not be used for Construction tools, supplies, or materials.
12. The use of the resort dumpster may **not** be used unless paid for. All the above infractions are subject to a monetary fine of \$500.00 per occurrence. No furniture is allowed in the construction dumpster.

The hours of Construction Dumpster are 8:00 am to 5:00 pm Monday through Friday and Saturday from 8 am to 3pm.



The following form must be filled out completely **PRIOR** to any or all major work and sent to Facility Services Department.

RENOVATION APPLICATION / **HHBT PERMIT**

This application must be completed in its entirety and submitted to the Facility Services Office for approval prior to any work being performed in any unit at the Ocean Villas, Admirals Row or Tennis Villas Regimes. Approval must be granted before work can begin on any project that involves plumbing, electrical, HVAC or the structure of the building including demolition of sheetrock, ceilings, and removal of walls. A valid certificate of insurance must also be attached to this Renovation Application for each General Contractor and / or Subcontractor performing any work in the unit. Once approval is granted, this application will serve as HHB&T permit which must be posted in the unit along with the Town of Hilton Head Island building permit if applicable and visible from the exterior, prior to the commencement of any work.

Owner Name: _____ Unit # _____ Total Value of Work: \$ _____

General Contractor Company Name: _____

S.C. State License Number: _____

Town of Hilton Head Business License Number: _____

Insurance Company: _____

Plumbing Company Name: _____

S.C. State License Number: _____

Town of Hilton Head Business License Number: _____

Insurance Company: _____

Electrical Company Name: _____

S.C. State License Number: _____

Town of Hilton Head Business License Number: _____

Insurance Company: _____

HVAC Company Name: _____

S.C. State License Number: _____

Town of Hilton Head Business License Number: _____

Insurance Company: _____

Description of Work to Include Start and Finish Date:

Dumpster Fee Schedule

<u>Value of Work</u>	<u>Dumpster Fee</u>
\$ 300 - \$ 2,500	\$ 50.00
\$ 2,501 - \$ 5,000	\$ 100.00
\$ 5,001 - \$ 7,500	\$ 150.00
\$ 7,501 - \$ 10,000	\$ 200.00
\$ 10,001 - \$ 15,000	\$ 250.00
Over \$ 15,001	\$ 300.00

Use of Resort Dumpster Needed: _____ (Yes) _____ (No) Fee: \$ _____

Dumpster Fee must be submitted in the form of a check made payable to Hilton Head Island Beach and Tennis Resort at the time of application submission.

If any work is performed without an approved renovation application and appropriate building permits, the job will be closed down and the owner may be subject to fines from both the Town of Hilton Head and HHB&T.

Applicant Printed Name

Applicant Signature

Date

Approved By:		Date:	
Date Check Received:	/ /	Check #:	Amount:
Received By:			

Resources

The following is a list of sources you may find helpful in managing your villa from out of the Hilton Head area.

Telephone number listed will assist in establishing utilities in your villa:

Palmetto Electric Co. 800-922-0983 or 843-681-5551

Beaufort Country Treasurer 843-525-7925 – Tax Bill

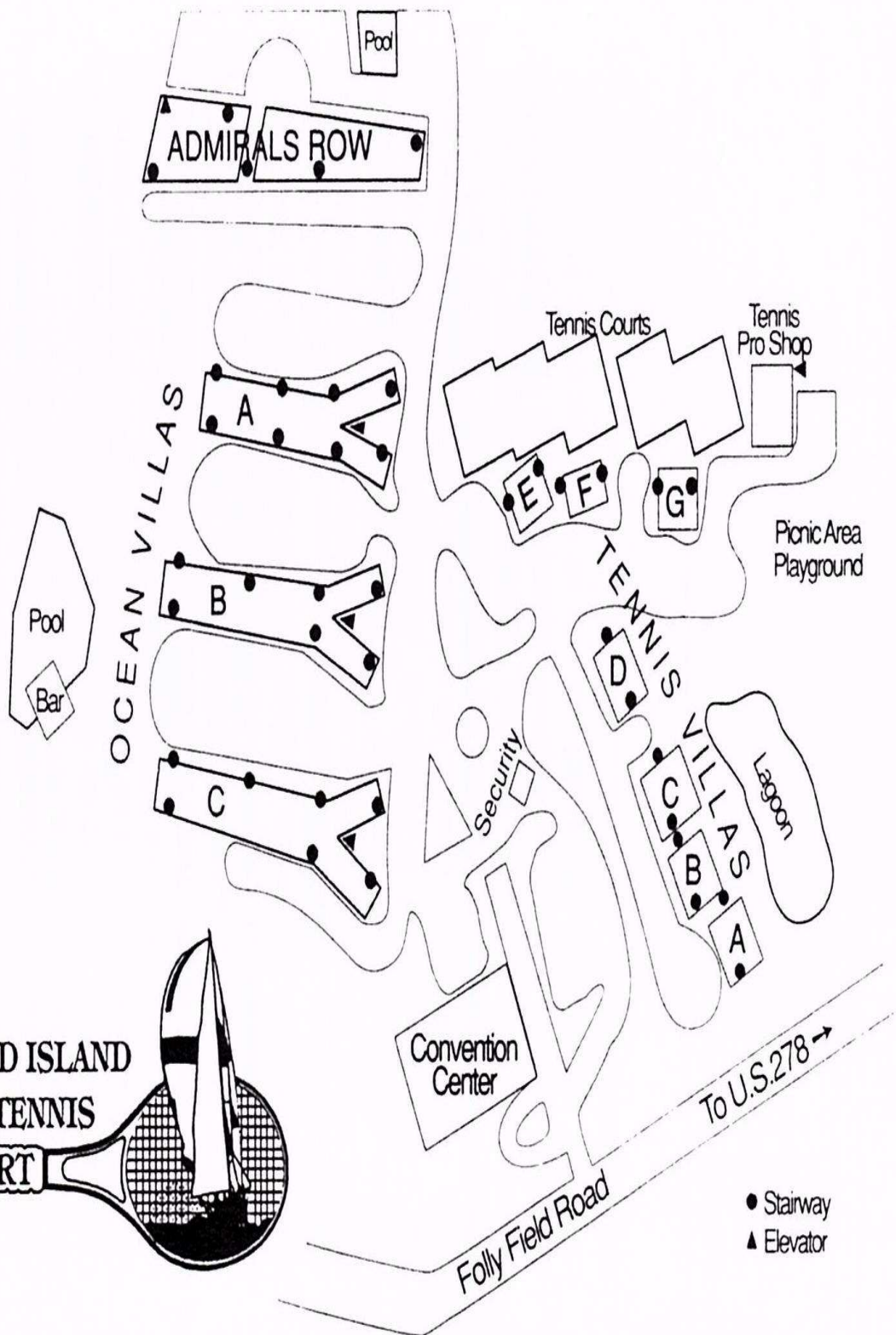
Almanac Climate Summary

	Average Maximum Temperature	Average Minimum Temperature	Average Precipitation
Month	°F	°F	INCHES
January	58	38	3.8
February	61	41	3.3
March	68	48	4
April	76	55	2.9
May	83	64	3.7
June	88	70	5.5
July	91	74	6.3
August	89	73	7.3
September	85	69	5
October	77	58	2.7
November	69	48	2.4
December	61	41	3

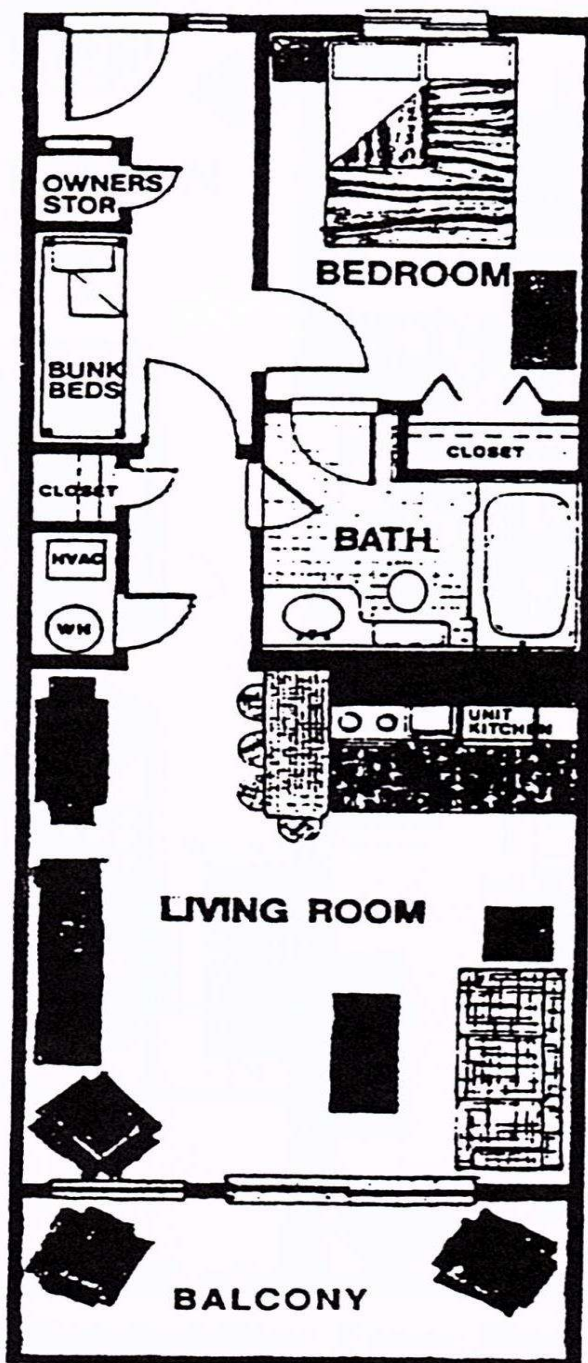
Atlantic Ocean

HILTON HEAD ISLAND BEACH & TENNIS RESORT

RESORT

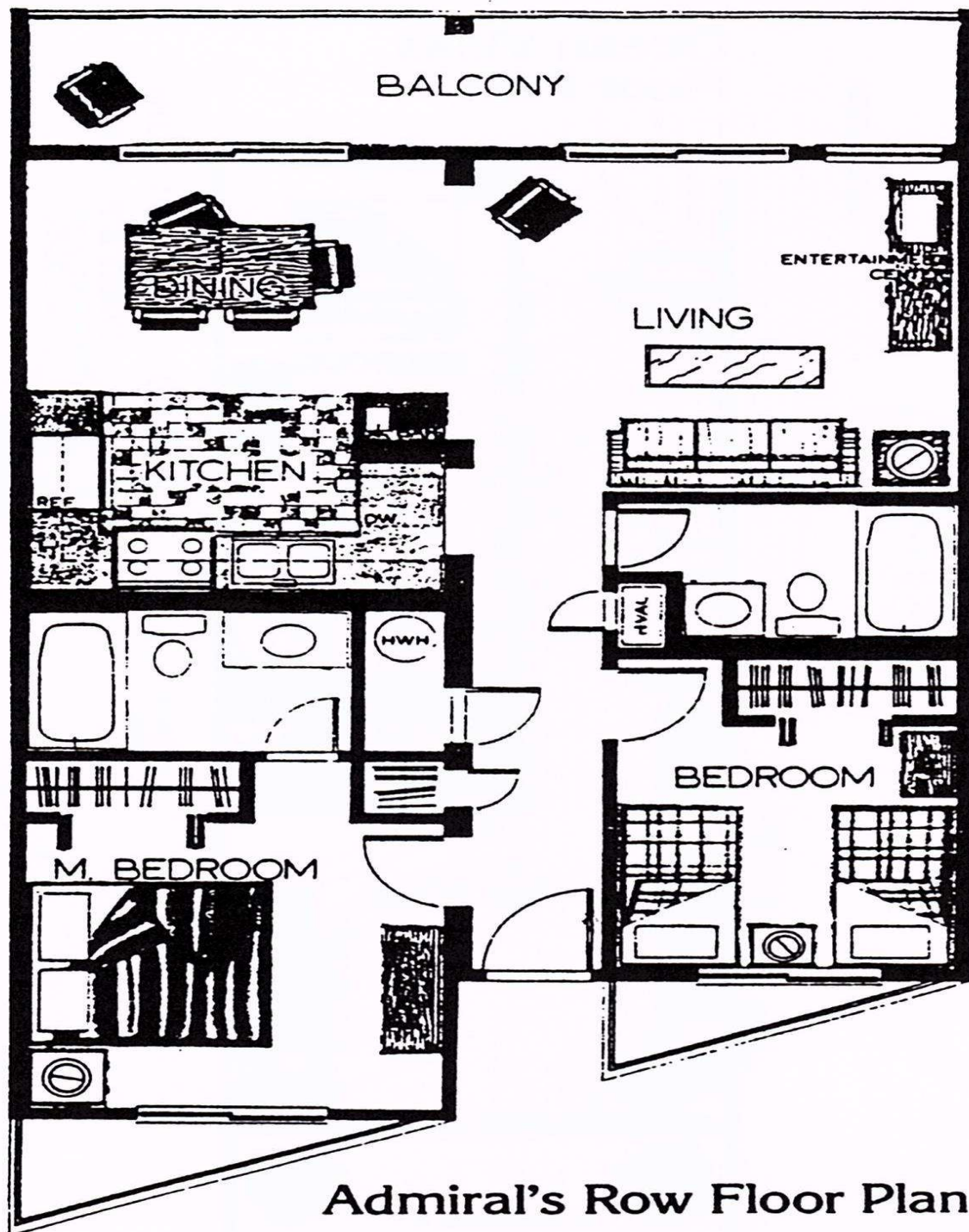


Ocean Villas Floor Plan



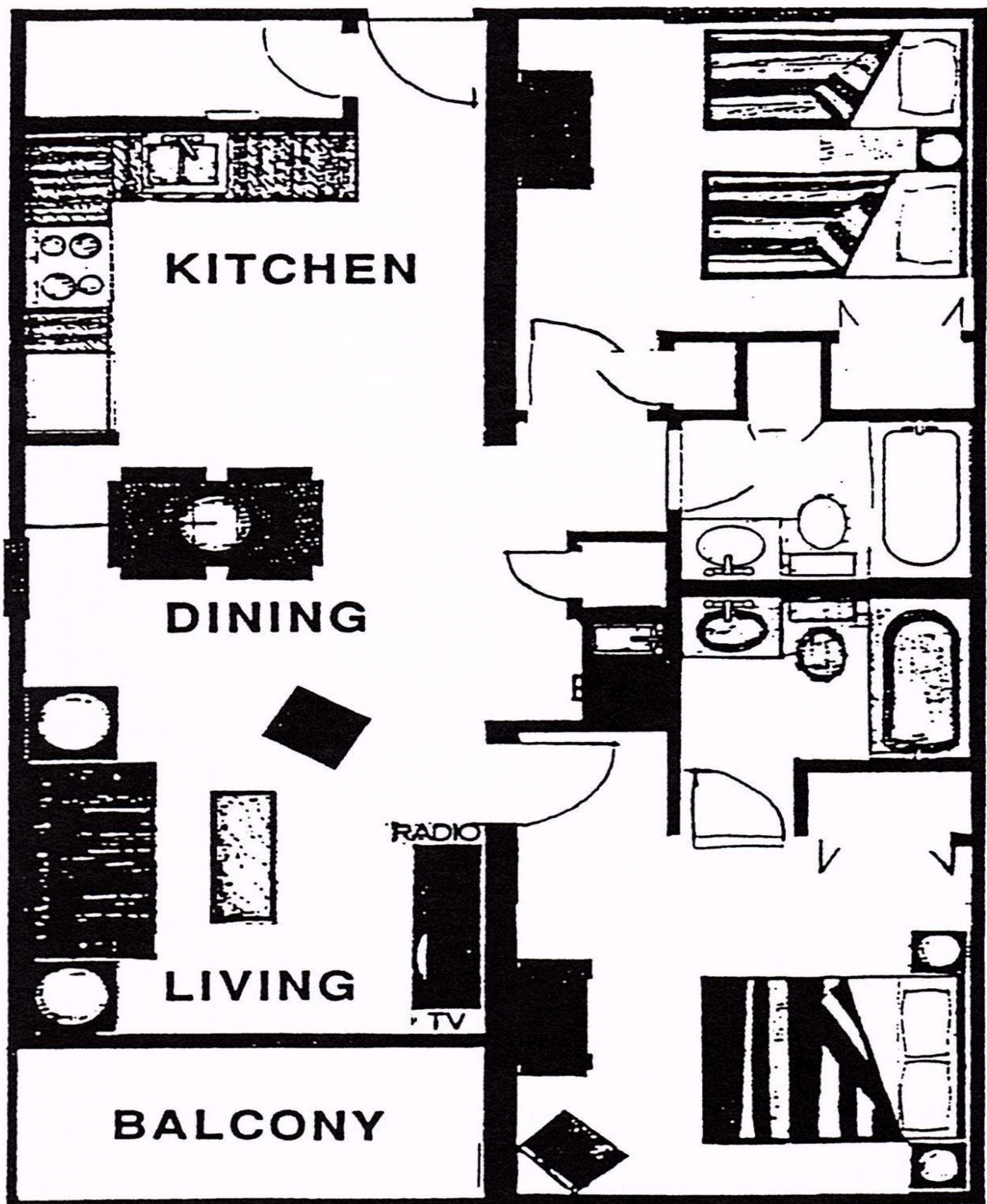
*Due to refurbishing projects by individual owners, floor plans may vary.

APPENDIX C



Admiral's Row Floor Plan
2 BEDROOM VILLA

*Due to refurbishing projects by individual owners, floor plans may vary.



Tennis Villas Floor Plan

*Due to refurbishing projects by individual owners, floor plans may vary.

Tennis Villas

In addition to carpet, TV BOD approved Alternate Deck Flooring in October 2022. Owners may now install or have installed new Tech Wood **Ultra Shield Natural** composite decking in a neutral color brown tone (like the building color). The carpet must be removed, and the facility service department must inspect and approve the membrane.

Balcony fans

Installation of new balcony fans must be outdoor-rated single fans of an earth-tone color to the building. Single-head fans only, no hanging flowerpot