

SHIPYARD PROPERTY OWNERS' ASSOCIATION ANNUAL MEETING MINUTES

MARCH 8, 2022

1. Roll Call

President Kevin McMahon called the 2021 Annual Meeting of the Shipyard Property Owners' Association to order at 4:00 p.m. and reported that a quorum had been established. The total represented by proxy or attendance was 1,221 or 58%.

2. Review of Prior Minutes

Mr. McMahon entertained a motion to dispense with the reading of the prior minutes. A motion was officially made to waive the reading of the prior minutes and to approve them as written. The motion was seconded and passed.

3. Welcome & Opening Remarks – Kevin McMahon, Shipyard POA President

As in years past, Mr. McMahon thanked and congratulated the current Board of Directors and the Executive Committee for another year of successful operations. He noted that the incoming members would meet shortly for an organization meeting at the end of March 2022. He also thanked all additional committees and their members for all the hard work this past year. The POA management team (Meredith Elmore, Lawrence Alexander, and Sally Warren) was recognized for an extraordinary year of leadership. The entirety of the POA staff was also thanked for working diligently through the past year. He also thanked the POA legal counsel and accounting personnel for their contributions throughout the 2021 year. A special thank you was given to the guest speakers and representatives from the commercial entities.

4. Financial Report – Dennis Foley, Shipyard POA Secretary/Treasurer

Dennis Foley was introduced by Mr. McMahon to deliver the strategic and financial planning report. Mr. Foley presented a full review of the 2021 operations and highlighted the major accomplishments. He thanked the Board of Directors and the POA management team for helping to ensure the improvement of property owner values while enhancing the quality of life within the Shipyard community. He also expressed gratitude for their help with excelling in strategic planning, maintaining a prime banking relationship with TD Bank, and continuing the road resurfacing and path widening projects. He commended the Architectural Review Board Chairman, Joe Strivieri for his dedication to renovating the beach walkway. He also thanked the Financial Planning Committee and Board of Directors for a successful audit of 2020 operations, maintaining a less than 1% receivable and another strong year in Enhancement Income. He noted that continuing development of the Shipyard brand has been achieved through significant improvements on the website and creating a social media presence.

Mr. Foley went on to review the sources of revenue and expenses, followed by emphasizing that Shipyard continues to be a well-maintained community without additional or increased assessment fees. He was recorded stating that the POA continued paving the roads, widening the pathways and maintaining positive community relations all while operating within budget. In closing, he emphasized the unprecedented enhancement news for 2021 and a total of \$671,615.09 in the catastrophic reserve fund. He once again thanked the Board of Directors, all POA volunteers, and the POA staff for consistently working to make Shipyard the desired place to live.

5. Manager's Report – Meredith Elmore, General Manager

Dr. Elmore reported that the past year was full of "firsts" and "lasts", as the previous meeting was the first with a limited in-person audience as well as virtual attendance. It was also the last

meeting when the previous General Manager, Sally Warren, addressed the community. The first quarter focused on the beach walkway replacement and bathroom refresh projects, during the ongoing adjustment of administrative work from home. She reported that by mid-March 2021, the ribbon-cutting ceremony of the beach walkway was held, and other minor renovations were completed in the beach area. It was noted that the Welcome Center also opened resumed normal business hours by the end of March.

She went on to report that the second quarter was a turning point for those on Hilton Head Island, as it began to look more normal than the year prior. The Heritage golf tournament resurfaced as a reduced attendance event, but at least it was some sign of normalcy. By the beginning of May 2021, it was noted that increased real estate activity would likely result in doubling the enhancement income realized in 2020, but an ongoing issue of low inventory was still prevalent. She stated that by mid-May, the start of the airport runway expansion started to allow more visitors on Hilton Head Island. Dr. Elmore continued by noting that the hurricane season arrived sooner than expected, as the first named storm of the season was announced on May 21st. It was also noted that social distancing standards began to adjust and the first POA event in quite some time (*Name That Tune*) was held on June 29th.

In the third quarter, the Financial Planning and Executive committees met to discuss further enhancement projects. This included previously approved bike path widening that began on Gloucester and Kingston Road, but it was noted that this is a several-year goal. She also stated that a decision was made that motorized vehicles would not be used on the paths due to safety concerns. The POA team rounded out the 3rd quarter by completing some of the smaller facility and property projects that could not be managed in during the summer months.

Dr. Elmore reported that in the fourth quarter, Mrs. Warren gave official notice to the Executive Committee that she would be retiring at the end of the year. Dr. Elmore also reported that a national search was conducted to for a new General Manager, but the Executive Committee officially offered her the position by late October. She stated that plans to restructure the administrative team to best fit the growing community was her top priority. To achieve the goal of having an effect team for Shipyard owners, Dr. Elmore reported that she decided to divide the former Director of Operations position into two different roles, with one more focused on human resources and executive services and the other on membership services and facilities management. Thus, the roles of Administrative Operations Lead and Membership Services Specialist were created. Further, the Communications Assistant position was developed into the more comprehensive role of Internal Communications Coordinator. With the restructuring of the administrative team, more of a “team approach” was promoted going forward. In closing, Dr. Elmore stated that Katelyn Coward (Administrative Operations Lead) and Anne Kropiewnicki (Internal Communications Coordinator) would come forward to give specifics on each of their roles, as well as the Membership Services Specialist position.

6. Operations Report – Katelyn Coward, Administrative Operations Lead

Katelyn Coward introduced herself and began to explain her responsibility of providing personalized administrative support to the General Manager and the Board of Directors. She stated that she attends and writes meeting minutes for the Board of Directors, Executive Committee, Finance Committee, and any others as requested. She went on to report that her primary responsibility is creating and maintaining Human Resource strategies and serving as the related point of contact. It was noted that associated duties include improving POA employee performance and procuring materials/resources, while ensuring compliance. This includes overseeing onboarding, coaching & counseling, and team interviewing. With a focus on day-to-day operations, she looks for ways to increase the quality of customer service and implement best practices across all the POA staff as directed by management. In summation, she reported that

this new position was created to increase operational efficiency, ensure an effective workplace environment, and provide personal service to the Board of Directors and support for the General Manager.

Ms. Coward went on to explain the Membership Services Specialist role on behalf of Andrea Martenson. She stated that this dedicated role is the other part of the former Director of Operations position and was formed in efforts to yield a personalized point of contact for Shipyard owners. She explained that the primary function is to provide service to the owners while ensuring that covenant standards are followed consistently. The process includes conducting bi-weekly common property inspections and maintaining a log to uphold facility status and records. Mrs. Martenson also acts as the liaison for the Architectural Review Board and Community Standards Committee.

7. Communications Report – Anne Kropiewnicki, Communications Coordinator

Anne Kropiewnicki introduced herself and spoke about when she started with Shipyard in early November 2021. She noted that the Membership Services Specialist headed programs such as N-Touch and the Short-Term Rental Program. The Membership Services Specialist created a way for new home buyers to obtain all the information they will need as Shipyard Owners through a New Homeowner Meeting. The information will include the regime management company, owner vehicle decals, and Owner Code. She noted that the New Homeowner Meeting started in response to the booming real estate market. If anyone is interested in learning more contact the Membership Services Specialist.

Ms. Kropiewnicki reported that there have been significant improvements to the website and a social media presence has been established to create easy and effective communication. She noted her dedication is to keep information current on all platforms, as this allows Shipyard Owners to be advised of any changes or events quickly and effectively. Ms. Kropiewnicki reported much of her time has been spent on updating the website with features and information such as downloadable forms, a Beach Club section to promote weddings and events, an updated Newsfeed section, and an interactive event calendar for owners. With the improvements, a Meet the Team section filled with pictures and contact information was created to ensure owners can connect directly with the correct POA employee. In addition to updating the website, Ms. Kropiewnicki noted new Facebook and Instagram pages were created for additional accessibility. In terms of community connection, it has been recorded that weekly owner updates, monthly News You Can Use fliers, and quarterly *Anchor* issues are appreciated and valued by the community and will continue. Ms. Kropiewnicki noted that any person who would like to receive the information can register through her. She also explained that correct and accurate contact information is important with the hurricane season approaching again.

8. Guest Speakers – Commercial Updates

The following representatives for commercial entities within Shipyard gave summaries of their 2021 operations and plans for 2022:

- Adriaan Radder, General Manager of the Sonesta Resort
- Katelyn Coward for Kim Lutian, Director of Marketing for Van Der Meer Tennis

9. Awards/Presentations

The *Decade of Service Award* was presented to Kevin McMahon for his 10+ years of serving as the Board of Director President, Executive Committee member, Community Standards Committee (*formerly Community Pride*) member, and so much more. He was also recognized for his constant dedication to Shipyard owners and constant support of the POA team throughout the

years. The *Good Neighbor Award* was presented to all Shipyard Property Owners in recognition for their support this past year during many challenges and their patience during the POA's recent transition. Dr. Elmore was also presented an award for over 25 years of service and dedication to the POA.

10. Q & A

The question-and-answer period was handled via email and phone prior to the annual meeting.

11. Adjournment

It was moved, seconded, and approved to adjourn the meeting at 4:44 p.m. on March 8, 2022. Shipyard Owners in attendance were invited to enjoy a social gathering immediately following the meeting.