

Memo

To: Board of Directors
From: Mary E. Boykin- Island Manager
Date: December 31, 2009

Re: Island Management Report

ADMINISTRATION

- **Committees**
 - Report from Election Committee reviewed and forwarded
 - Preliminary meeting with Environmental Committee
 - ACC reviewed new construction plans
 - BRC/Community Advisory Committee Chair planning first meeting and some preliminary plans to present to the board

- **Other Activities**
 - Teleconference with new HR Company to update employee handbook
 - Meeting with agent from OCRM
 - Spoke with representative of local company, planning meeting to survey phone system and receive quote on VOIP.
 - Sent more information on collections to company attorney
 - Attended quarterly managers meeting, presentation presented by legal firm from Columbia in regards to labor law in 2010
 - Received quotes for repairs to Community Center ceiling
 - Spoke with HIU about when they are going to repair N. Harbor Drive, so we can coordinate efforts.
 - Planned meeting with Reserve Advisors for the 22nd and 23rd of this month, they will start work on our reserve study. Information needed is being sent.
 - Planned meeting with Alpha Staff our new HR company for the 17th of this month.
 - Office will be closed on the 15th in observance of Presidents Day.

MAINTENANCE

- Boardwalk #4 has lost a great deal of sand and has been closed as the drop from the ramp makes it unusable
- Boardwalk #5 has also sustained damage and is now closed until repairs are made
- Boardwalk #3 is being repaired; when the boards were removed the stringers which were rotten fell off the frame work. More extensive repairs are being made.

- The strong winds knocked down several sections of fencing on the island, they have been reattached and reinforced as necessary
- The plumbing in the community center restrooms needed some work and the hot water heater has to be replaced.
- Several Backflow prevention devices have failing valves; a local plumbing company has been contacted to make these repairs.
- Simple electrical repairs have been made to the BRC.\
- A deer washed up on the beach and Maintenance removed and properly disposed of the carcass.
- Due to the weather, strong winds, rain and exceptionally high tides, a lot of trash and materials have been washing up on the beach and thanks to some diligent owners picking up sandbags etc., they have saved Maintenance a lot of time and effort as they have been trying to get all of the materials/trash off the beach.

BEACH AND RACQUET CLUB

- Club hours are seasonal; starting December 15th the shop will be open from 10 am to 5 pm Wednesday through Saturday.
- The pool has had the tiles repaired as required by DHEC and some of the concrete has also been repaired. Other issues with the concrete are being investigated
- During the repairs the pumps were turned off, we are waiting to see the affect on the electric bill.
- Timers for the pool pumps are being investigated, DHEC approval must be obtained before the pumps can be modified.
- When the weather improves the decking around the pool will have to be repainted

SECURITY REPORT

This reporting period (01/01/10 – 01/30/10) the Security Department had a total of 32 incidents, which included owners, guests, renters, contractors and security generated activity. The following is a brief synopsis of what occurred.

Employees:

Officer LaRue returned to work (full duty) on 01/18/10. Officer Brown is still on limited duty. She is assigned to work the gate only until her foot is completely healed.

Owners calls for service (18):

Owner called regarding open doors on a car. Car doors were closed.

Two owners complained the gate to Harbour Key was not working properly. Custom Security was notified.

Owner complained about dumpster not being covered at night. Contractor was notified.

Several owners complained about water being turned off. Water line was being repaired.

Owner complained about loose dog running around. Dog and owner were located. Worker accidentally let out dog.

Owner complained about barking dog. Owner of dog was notified.

Owner complained about brush being dumped. Security found two palm tree branches. Contractor was warned.

Owner complained someone had been on treadmill (fitness center) with sandy shoes.

Owner called regarding dead deer washed up on beach. Deer was removed.

Owner complained contractor trucks had left rut in grass. Contractor said rut would be repaired.

Owner called about missing dog. Dog returned home.

Owner called about dead battery in vehicle. Vehicle was "jumped."

Owner called from out of town after learning of the cold weather we were experiencing. Asked security to turn on outside facets to prevent pipes from freezing. Security turned water on and off for on week.

Owner called from work and asked security to check to be sure that front door of residence was locked. Door was locked.

Owner had car trouble at BRC and was given ride home.

Three owners (condos) called regarding broken water lines. Resort Management was notified.

Owner called about fire alarm going off. Building was checked and alarm was turned off. Resort Management was notified.

Out of town owner called and asked security to check residence for broken water lines. Residence was checked, no broken water pipes.

Owner Citations/Warnings (3).

Owner cited for circumventing pass procedure.

Warning for barking dog.

Warning for exiting Island through entrance way

Renters/Guest calls for service (2):

Renter called and asked for assistance in turning water on. Water was turned on.

Renter's vehicle had dead battery. Vehicle was "jumped."

Renter/Guest/Contractor Citations/Warnings (3):

Warning for illegal dumping. (contractor).

Warning for uncovered dumpster. (contractor)

Warning for parking on grass. (contractor)

Security generated activity/other:

Security located broken water line. Harbor Island Utilities was notified and responded.

Security placed road barricades and directed traffic around construction site while water line was being repaired.

Patrol located two open doors on residences after strong wind. Doors were locked and homes were secure.

Patrol found lights on in community center. Lights were turned off.

Patrol found River Room door unlocked. Door was locked.

Patrol found open window at a residence. Out of town owners were notified.