

SUN CITY HILTON HEAD COMMUNITY ASSOCIATION, INC.

BOARD OF DIRECTORS

2005 VISION / MISSION STATEMENTS

AND

GOALS & OBJECTIVES

VISION STATEMENT

SUN CITY HILTON HEAD WILL BE A PREMIER, WELL MANAGED, AND FINANCIALLY SECURE ACTIVE ADULT COMMUNITY. RESIDENTS WILL ENJOY A RICHLY DIVERSE LIFESTYLE IN AN AFFORDABLE, SAFE AND AESTHETICALLY PLEASING ENVIRONMENT, DISTINGUISHED BY A CULTURE OF EXTENSIVE RESIDENT INVOLVEMENT, RESPECT FOR THE RIGHTS OF OTHERS AND COMMITMENT TO THE COMMON GOOD OF THE COMMUNITY.

MISSION STATEMENT

MAINTAIN AND PROTECT THE SUN CITY HILTON HEAD LIFESTYLE AND COMMUNITY VALUES THROUGH ETHICAL CONDUCT, VISIONARY PLANNING FOR THE FUTURE, ACTIVE AND CREATIVE COMMUNICATION, AND PRUDENT AND FISCALLY SOUND BUSINESS DECISIONS.

GOALS & OBJECTIVES

I. FINANCIAL:

GOAL #1: Improve the Board's ability to oversee financial operations and communicate the financial condition of the community association to the residents, by developing policies, planning processes and models, operating procedures and relevant reports.

OBJECTIVES:

A. Review and revise current procedures and establish a process that ensures compliance by the chartered clubs regarding audits and financial guidelines. (Complete in IV Quarter)

B. Develop a set of specifications for the overall insurance package to include an update of all association insurable assets and a review of replacement values. Secure competitive quotes for the overall insurance package and for a separate package breaking out the Neighborhood insurable assets. (Complete in II Quarter)

C. Develop a set of specifications for the seasonal labor package and secure competitive quotes for providing this service to the community. (Complete in II Quarter)

D. Establish a comprehensive policy governing the use of community association facilities by invited guests of residents. The policy to include an appropriate fee schedule and registration procedures. (Complete in I Quarter)

E. Review the current 5-year financial plan with a reference to the revised Land Plan and make appropriate changes. (Completion in III Quarter)

GOAL #2: Develop and implement the necessary models, systems and procedures to assure continued achievement of sustainable financial performance and security of the golf operations

OBJECTIVES:

A. Evaluate the performance of the golf operations financial model on a regular basis and adjust as necessary. (Complete in II Quarter)

- B. Evaluate and establish a golf reserve policy that protects all golf assets on behalf of the community. (Complete in III Quarter)**

II. COMMUNITY GOVERNANCE:

GOAL #3: Enhance community governance by strengthening the systems, procedures and organizations that support it.

OBJECTIVES:

- A. Complete a comprehensive review of all community rules, policies and procedures including the following:**
- 1. Room scheduling and rental policy.**
 - 2. Pool scheduling and use policy.**
 - 3. Use of community association facilities and the requirement to show appropriate identification for residents and their invited guests.**
 - 4. Develop a policy relating to the installation and removal of hurricane shutters prior to and following a storm event.**
(Complete in I Quarter)
- B. Develop and implement a plan to use Contracted Security Officers and other association staff members in the uniform enforcement of all community rules.**
(Complete in I Quarter)
- C. Upgrade the use of activity cards**
- 1. Issue new “Swipeable” activity cards to all residents.**
 - 2. Institute procedures requiring all residents and their invited guests to show a valid “Activity Card” or “Guest Pass” when using certain community association facilities.**
 - 3. Introduce a “Swipe Card” access control system at all community association facilities requiring controlled access.**
 - 4. Create timeline for implementing the new “Swipe Card” access control system.**
(Complete in II Quarter)
- D. Complete a comprehensive review and update of all policies and procedures regarding the board-appointed committees to include:**
- 1. Committee charters.**
 - 2. Procedures for filling committee vacancies.**
 - 3. Establishment of new committees.**
 - 4. Development of guidelines for qualifications of committee members.**
(Complete in III Quarter)

E. Study the long-term effect of the number of neighborhoods on the governance structure and evaluate the potential for realignment of neighborhood boundaries for future voting purposes. (Complete in III Quarter)

F. Implement a policy for receiving facilities and property from the developer that satisfies the board's "due diligence" requirements. (Complete in I Quarter)

G. Assure that procedures are in place to enforce the community's age restriction requirements. (Complete in I Quarter)

GOAL #4: Improve on Board communications by expanding communications venues, embracing technological advances, more fully integrating resident input into Board initiatives, and by continuously improving current communications vehicles.

OBJECTIVES:

A. Develop a comprehensive communications strategy for the entire community incorporating the following:

- 1. Publications**
 - 2. Things You Should Know releases**
 - 3. Telephone message system**
 - 4. Cable Community Channels**
 - 5. Web Site**
 - 6. Bulletin Boards**
 - 7. Telephone Directory**
 - 8. Community Maps**
 - 9. Advertising opportunities**
 - 10. Cable Service**
- (Complete in IV Quarter)**

III. PRESERVATION OF LIFESTYLE:

GOAL #5: Preserve, protect and enhance the active adult community lifestyle.

OBJECTIVES:

- A. Review and accept the plan for relocation of the Sports Park and ensure effective and timely implementation of the plan. (Completion in I Quarter)**
- B. Participate in development of the building requirements for the new activities building to be located adjacent to Pickney Hall as well as any modifications to Pickney Hall. (Completion in II Quarter)**
- C. Participate in development of the building requirements for the expansion of the Crafts Building. (Completion in II Quarter)**
- D. Ensure that the Okatie Creek Golf Course drainage problems are being addressed by monitoring the following:**
 - 1. Complete a trial project to improve drainage at the Okatie Creek Golf Course and evaluate the projects' effectiveness. (Completion in III Quarter)**
 - 2. Implement a schedule for improving drainage problems at other locations on the Okatie Creek Golf Course. (Completion in IV Quarter)**
- E. Implement a resident survey process to establish a base line of information and to provide reliable data regarding resident satisfaction with facilities and services currently being provided by the association. (Completion in IV Quarter)**
- G. Review the findings of the recently completed Traffic Study and monitor the progress made on the implementation of the recommendations. (Completion in II Quarter)**

IV. STRATEGIC PLANNING:

GOAL #6: Develop and implement a strategic plan for the community that assures its long-term success.

OBJECTIVES:

- A. Establish appropriate Vision and Mission statements. (Completion in I Quarter)**
- B. Define the role of the Strategic Planning Committee versus the other Board appointed committees. (Completion in I Quarter)**
- C. Identify the top three strategic issues facing the community. (Completion in II Quarter)**
- D. Formulate an action plan for dealing with the three strategic issues. (Completion in III Quarter)**

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