



This newsletter is created and distributed by the combined efforts of the Board of Directors and Management of The Hammocks Association, Inc. for the benefit of our property owners.

From the President

Caroline Durham

Your Board is very excited to be working on your behalf this year. Our goal is to be a Board that's transparent and accountable to the owners, one that will make decisions that are fiscally responsible and sustainable while enhancing the owner experience.

During our February meeting, we set priorities for the year, consisting of renewing insurance policies, preparing the budget, making ongoing refurbishment decisions, reviewing our management contract, updating the organizational documents, and replacing the pool.

We also want to communicate better with our owners. This newsletter will be one method of doing that, and we're working on a revamped website to be released later this year. The website will be the repository for forms and information, such as the governing documents, the audited financial statements and owner exchange forms.

Typically, the Board has face-to-face meetings six or seven times per year and conference calls as needed. These meetings are open to owners to present concerns to the Board. While expressing concerns is available at any time, Board meetings offer a formal method of hearing and responding to those concerns. The meeting schedule is included in this newsletter, and we request that you please submit your concerns in writing to Cindy Capps no later than the Monday prior to each meeting.

No board can be effective without the assistance of committees. We rely on committees, whose work is done outside

of board meetings, to do the heavy lifting. We recently added an ad hoc committee to review and update the procedures for assigning weeks to those who own crofter utilization rights. Volunteering on a committee is a great way to learn more about The Hammocks and provide input. Please contact Cindy Capps if you are interested in serving on a committee.

Committees

Finance and Long-Range Planning

Randy Tomsic, Chair

Buildings and Grounds

Harold Burton, Chair

Governing Documents Review

Zack Matheny, Chair

Communications

Mary Hamilton, Chair

Crofter Utilization Review (Ad-Hoc)

Randy Tomsic, Chair

2018 Board Meeting Schedule

March 23rd

June 1st

August 24th

October 16th & 17th Budget Workshop

December 6th Annual Meeting

*Subject to change without written notice

Manager's Report

Cindy Capps

Spring is just around the corner, and after a bitterly frigid winter we are enjoying warmer weather on Bald Head. The dandelions are starting to pop up at The Hammocks and the Island wildlife is waking up. Owners and their guests may even be lucky enough to see a fawn or one of the resident alligators. It is a perfect time to enjoy a round of golf, bike ride or walk along the beach. We remain focused on owner satisfaction, and it is our goal to give you the very best quality service and efficient operation. Please be reminded of the following as you stay and leave the Island each season:

Clarification on Crofter Utilization

This time of year, it is inevitable that requests to rent a Crofter will pop-up on the Owner Yahoo discussion board. All Crofter usage is exclusive to the owners who purchased Crofter Utilization Rights.

Crofters CANNOT be rented or exchanged.

All Crofter utilization requests should go through your onsite management team.

Rental of the detached third bedroom Crofters in Summer and Spring Mews (associated with Cottages 44, 45, 52 and 53) is prohibited by the Village of Bald Head Island.

Golf Cart News

Some owners will find new carts in their garages! We very deliberately selected factory direct carts that would not require lots of repair and maintenance, would fit in our garages and would not exceed 18 mph. The new fleet of carts is manufactured by Club Car. They are



"This month's business meeting is the same as last month's business meeting but with many more problems."



similar in style to the original EZ-GO carts. We cannot change the seats, nor can we speed up the carts. The lease on the remainder of the fleet (25, 28, 30, 32, 45, 47, 51, 53) will expire at the end of the season and will be replaced with these same new Club Cars.

Don't forget to charge your cart!

- The charger for the new carts is found underneath the back seat and has a retractable cord.
- Please back into your garage and use the new **RED** outlet installed on the back wall to charge the cart.
- You should hear three (3) beeps to indicate the cart is receiving a charge.

Fasten the flaps!

We only get new enclosures on the golf carts at the beginning of the three-year lease. Please help the longevity of our new carts by carefully rolling the flaps up when not in use, and carefully tucking the hooks inside. When using the flaps, please make sure they are securely fastened to the body of the cart. Covers left unzipped or unsecured to the cart cause damage. The flapping sides tear and the hooks break off. The enclosure can no longer be tightened to a secure fit. Notify management immediately if you notice damages.

Conversion to Spectrum

We negotiated a special package to include the Golf Channel. This requires Spectrum to rewrite the code on each of our accounts. We continue to work closely with Spectrum through this transition to limit issues including interruption of service. Some owners have received erroneous calls stating we haven't paid the bill. This rewrite is a technical issue, not a billing one. Please contact The Hammocks office for assistance should you experience any issues while in residence.

Remember to log out of your accounts (Netflix, Hulu, etc.) prior to check out.

Interval International & Trading Places

Recently, several owners posted questions about the benefit of membership with Interval International. Learn more about the benefits of Interval International and watch helpful videos under Interval HD by visiting www.intervalworld.com.

Hammocks owners are also members of Trading Places through our management company, VRI. For more information visit www.vriresorts.com and select the Vacation Programs menu.

Updated Reserve Study

The Hammocks has several large expenditures in the immediate future, which will need to be paid from our reserve fund. We've been working with a reserve study originally conducted in 2015. We commissioned an update to the study this year. The study is very detailed and includes estimates, both in dollars and timing, for everything we know needs replacing/refurbishing. It also contains a contingency for unexpected items. This study is a major component in how we determine how much our dues will contribute to the reserve balances for the next several years.

Buildings and Grounds Update

The Association is responsible for the maintenance of the road from the curve before the entrance sign all the way to the clubhouse. We will repave the road during the next island-wide paving project (likely 2018). Once it's been paved, we plan to dedicate the right-of-way and transfer maintenance responsibilities to the Village.

The pool is approaching end of life, resulting in maintenance and safety issues. Safety of our owners and guests is our

biggest concern, and we have identified the pool as a top priority in 2018. The Board is considering a variety of replacement options, including another fiberglass pool or converting to a gunite (concrete) pool. Logistics and cost will certainly factor into the final decision. Owners with an interest in evaluating our property needs should consider joining the Buildings and Grounds Committee.

Due to the burst fire suppression system pipes in Cottage 24, insurance repairs are under way and should be completed by the end of March, pending delivery of the carpet and bathroom fixtures.

The Hammocks management team continues to focus attention on the maintenance of the cottages and the ongoing refurbishment project. If you do not plan to utilize your week, we ask that you please let us know so we can schedule any necessary maintenance, carpet cleaning, kitchen inventory refresh, pressure washing or the annual deep clean.



Governing Documents

Our organizational documents, which are the Articles of Incorporation, Bylaws, Declaration of Condominium and its amendments, govern everything we do. The Developer created our governing documents in the late 90s and did an excellent job in planning The Hammocks for long-term viability, but many things have changed since then, including having



a board consisting entirely of owners rather than Developer appointees. It's time to update our governing documents to reflect changes in governance, operations and federal and state laws. We welcome any owner with knowledge of legal documents and an interest in assisting with the revisions to join the Governing Documents Review Committee.

Management Contract

When The Hammocks Association was first organized, the Developer provided management services. Those services included owner billing and collections, accounting services, owner/guest services and conducting day-to-day operations. When the Developer turned over control to our owner board, BHI Limited remained in a management role for a year in order to assist in bidding out a new management contract. The Board selected Vacation Resorts International (VRI) for a five-year engagement starting in 2014.

It's time to evaluate whether we continue with VRI or do something different. This review is not being done out of any dissatisfaction with VRI but rather as a prudent evaluation of the needs of the Association. You might ask why we even need a management company. The Board will certainly assess multiple alternatives, and we're in the early stages of this important evaluation. We'll keep you updated as we move through this process.

Summer Mews Refurbishments

In January, we welcomed our first family into the refurbished Sanderling Cottage (51). We are on schedule to move owners back into Salt Air Cottage (53) in March, and Sunbonnet Cottage (55) by Memorial Day 2018.

As we continue the refurbishments, the specific scope of work on each house may vary due to its age and condition. For example, kitchens with solid surface

countertops will have those countertops replaced with granite. The intent is to ensure that all refurbishments are of the same quality as Autumn Mews.

"Our family of 8 had the pleasure of being the first residents at newly renovated unit 51 back in January! We all enjoyed our stay and loved our "new" place. The updated décor and color palette is beautiful – beachy with an elegant edge. I especially liked the larger kitchen table which seated everyone comfortably. The upgraded showers were very nice, and especially liked that all are now walk-in! Kudos to all involved in making these upgrades happen – we are looking so forward to our return in April!"



2017 Property Tax Quick Reference

Property tax information can be found on your annual billing statement.

Crofter (21 & 25 ONLY): **\$75.00**
2BR (22 & 30 ONLY): **\$424.00**
3 BR: **\$508.80**

Island Mini Storage Announcement

Great news! The climate controlled mini storage located on BHI is finally open. For

more information, visit the website www.islandministoragebhi.com.

Stay Informed on Bald Head Island

We encourage owners to sign-up for notifications to plan your time on island better and so you are aware of important notices while in residence (such as ferry interruptions, boil water advisories, etc.). You can sign up to receive email updates from Bald Head Island Club, Shoals Club, Bald Head Island Conservancy, Maritime Market, Bald Head Association, and the Village's Voice. Useful links and phone numbers are below:

- www.baldheadassociation.com
- www.bhiclub.net
- www.bhic.org
- www.baldheadislandferry.com
- www.maritimemarketbhi.com
- www.shoalsclub.com
- www.villagebhi.org

- Public Safety – 911
- Clubhouse – (910) 457-3767
- BHI Transportation – (910) 457-5003
- BHI Club – (910) 457-7300
- Shoals Club – (910) 454-4888
- Maritime Market – (910) 457-7450
- Island Hardware – (910) 454-0810
- IPS – (910) 454-4864
- Marina – (910) 457-7380

Highlighting our Team Members

Sam Raymer, Asst. General Manager

You don't have to plant your feet on The Hammocks property for long before you run into the smiling face of Sam Raymer.

Sam is ready to make your week at Bald Head Island the best it can be! Though you probably know his face and name, here are some fun facts about Sam.

Sam is a Leo, born in August of 1988, and grew up in Statesville, NC with his older brother. He has fond memories of being "home," and enjoyed hours in an attic



disguised as a time capsule or roaming acreage of woods near his neighborhood.

Sam taught himself to play guitar and piano by listening to recordings and playing along. That tutelage continued through college and remains to this day one of his favorite pastimes.

Following graduation from NC State in Raleigh, Sam left the city for Southport and ultimately found his job on BHI.

Sam never directly applied for his job; someone thought he might be a good fit and recommended him to Cindy Capps. When she called to set up an interview, he accepted because he was looking for a job. We're certainly glad he made that decision!



Uncle Sam with his niece

Sam loves working on Bald Head Island. He reminds himself every day, as he drives in the golf cart, just how lucky he is to spend his days in such a beautiful place. His favorite spot on the island is the upstairs view from The Hammocks clubhouse. (Ours too!) Sam loves how he can watch the seasons change and catch a little glimpse of the ocean there, a

juxtaposition of beauty in nature and architecture.

If and when Sam has a little free time, you won't find him idle. At home, he'll be playing music with friends or, when on island, taking a walk on the beach.

We are thrilled to welcome Sam to The Hammocks management team and are fortunate to have such a dedicated individual on staff.

Contact Us

Please send all payment inquiries, maintenance concerns, insurance certification or other requests to OwnerServices@HammocksClub.org or call the Clubhouse at (910) 457-3767.

Please send requests and concerns to be addressed by the Board of Directors to cindy@hammocksclub.org.

The Hammocks Association, Inc.

Cindy Capps, General Manager
(910) 457-7425
cindy@hammocksclub.org

Vacation Resorts International

Justin Smith, VP of Resort Operations
(508) 737-3508
justin.smith@vriresorts.com

Interval International

Customer Service (800) 722-1797
www.intervalworld.com

2018 Board of Directors

Caroline Durham, President
Sundial Cottage (26) Week G
510 Fountain Place
Burlington, NC 27215
(336) 213-7091
caroline@hospiceac.org

Harold Burton, Vice President
Sea Star Cottage (43) Week F
402 Wild Dunes Circle
Wilmington, NC 28411
(910) 742-4316
hburton@ec.rr.com

Mary Hamilton, Secretary
Osprey Cottage (49) Week H
1611 Springview Lane
Durham, NC 27705
(919) 475-2024
mbham55@gmail.com

Randy Tomsic, Treasurer
Windswept Cottage (24) Week K
2102 Lytham Court
Wilmington, NC 28405
(910) 508-2719
randy.tomsic@wellsfargo.com

Zack Matheny, Director
Marsh Hawk Cottage (52) Week H
3204 Round Hill Road
Greensboro, NC 27408
(336) 686-1336
zackmatheny@gmail.com



"Tom, this is Kate from the office. Boy, you're a hard person to reach when you're on vacation!"