

Dear Neighbors

Well, my second quarter as President has been rather interesting. We started the second quarter with a record-breaking rainfall in June and then capped it off with Category 5 Hurricane Dorian in September. Let's hope everything calms down.

For a quick overview, Charleston National was fortunate not to sustain any major damage to our community from Hurricane Dorian. Dorian was the dormant issue we faced in the third quarter. The HOA lagoon CN 11 had three Flappers, that were welded down and protecting the backflow of saltwater, that were blown off. Our **Lagoon Committee** Chair, Bruce Bingham, was immediately on it and has gotten confirmation that the manufacturer will pay for the cost to repair. Good job Bruce! Our flag was damaged and is being replaced. We are current reviewing all downed trees on HOA property and getting quotes for cleanup. Obviously, Charleston National is not the only community requesting cleanup quotes so the repairs may take a little longer than normal. I ask for your patience at this time. Our **Landscaping Committee** is busy reviewing what needs to be repaired.

Our property management firm, **Southern Community Services (SCS)**, has had some transition challenges over the last several months with their acquisition. We have a new Property Manager, **Beverly Harne**. If you have an issue or question, please call their Customer Service at (888) 898-4406. The customer service representative will either answer your question and/or contact Beverly to get back to you. Important, SCS's new computer system is providing our Board a report each month with the time and date of ALL calls to Customer Service and when the issue was resolved. We need you to call this number to allow your Board to hold SCS responsible for handling and resolving your issues and documenting your concerns.

Hurricane Dorian created some delays in installing our new Lighting system and the cancellation of our quarterly "Meet & Greet" at The Rusty Rudder. The City of Mt. Pleasant has had significant delays with garage and debris pickup. I know it has been a challenge to get everyone's debris cleaned up and to the street for pick-up. We have asked that our ride-around violation inspector take this into consideration.

However, separate from the hurricane, we have been experiencing trash, commodes, mattresses, and debris being put on the street as early as Wednesday to be picked up on the next Tuesday. Trash and debris are not to be put on the street until the night before pickup. Vendors doing repairs or yard maintenance are to carry their debris with them and NOT put it on the street according to the laws of City of Mt. Pleasant. Your Board needs your help in this process. If you see any type violation, please take a picture of it and email it directly to our new Property manager, Beverly Harne, at bharne@trustscs.com with time, date and location. Your identity will not be released. This will help us address the issue much quicker and not have to wait another week for an inspection.

Our **Architectural Review Committee** (ARC) has had multiple violations this year for residents not requesting approval for changes or additions to their homes, painting homes or shutters, roofs, tree removals and extended overnight stays for RV and boats. The ARC is trying to keep our neighborhood as attractive as possible to enhance your day-to-day enjoyment and particularly increase home resale values. Please go online to our HOA website, www.cnhoa.org for ARC forms or request them from our property management company, Southern Community Services (SCS), at info@trustscs.com or (888) 898-4406.

Finally, as Board members, we volunteer to serve our community. We hire a property management company, Southern Community Services (SCS), to manage the day-to-day operations of our community. We have Committees to stay on top of issues and provide SCS and your Board assistance in the decision process. SCS provides two primary services for Charleston National:

1. A professional, independent organization to manage our lagoons, landscaping, maintenance, restrictions and answering your questions
2. They work as an intermediary to handle complaints between neighbors. Hopefully they can minimize tensions between next door neighbors that have to live together on a long-term basis

SCS is here to document and voice your concerns. The Board tracks SCS's management and decisions. The Board will also be involved in any appeal situation and when we think SCS has not responded appropriately or in a timely manner. It is never appropriate for a Homeowner to approach a Board member in public or their home yelling and/or cursing over any of your issues. **Remember to always call the Customer Service at SCS (888) 898-4406 first** to give them and your Board an opportunity to review the situation before responding to your question/issue.

Attention New neighbors: Charleston National Golf Club (CNGC), controls your mandatory Amenities fees for the Swimming Pool, Tennis courts and Club House (excluding the golf course). Your Charleston National Homeowners Organization (CNHOA) and your Board is not a part of that organization. Neither do we have any governance power nor do we receive any of your monthly fees paid to CNGC. Your Board meets with CNGC periodically to discuss issues on behalf of your HOA. Their contact is Phyllis at (843) 884-3673 on any pool or tennis concerns or fee issues.

Respectfully submitted,
W. Chuck Cross
President
Charleston National Community Association