

DEC. 4, 2015 - GETTING PREPARED FOR NEW ENTRY DOORS AND LOCKS

Our renovation project is moving forward and is on schedule. Accordingly, we expect to begin installing new doors and locks around the 10th of January. Many of you have asked if the HOA will be notifying you when your door is about to be changed and how you go about getting the new keys. So here is what we know....

Every owner will receive a letter a few days before their door and lock are changed. While the work is being done, a management company supervisor will be on hand to insure that access to your unit is protected and the work is being performed properly. The process is expected to take between 60 and 90 minutes to complete.

You will be given the option of ordering a hard key (old fashioned metal key) and tumbler mechanism that fits your lock exclusively. You may also order additional hard keys. A Master Key for all units will be kept in a secure safe in the HOA office for emergency use only.

You will also receive two RFID card keys, encoded for one year for your personal use. Key services will be available to all owners at the HOA office on the ground floor of the Executive Tower from 9 'til 5, Monday through Friday, and at the Front Desk in the Main Lobby at all other times. Unit owners will never be charged for parking passes or re-coding keys. Replacement keys (if yours is lost) will cost \$1.00 each and you can receive up to two.

ALL rental guests and personal guests must obtain keys and parking passes either at the HOA office or the Front Desk. They must also present proof of their right to occupy the unit. This can be a rental receipt or letter from you. By doing so, we comply with the South Carolina Innkeepers Act and insure that your unit is not wrongfully occupied or entered. The HOA will maintain these records in the event you have an issue with the guest. Each guest will be charged a \$20 administrative charge by the HOA to cover the cost of issuing permits and keys and maintaining records. This is not a final fixed fee and the Board of Directors may act to change that amount once they have an opportunity to review the associated costs. Guests of the in-house rental company, Sands Resorts, will not be charged the fee, as Sands Resorts will provide these services at their expense. Those owners renting units themselves or through an off-site agent will have the option of prepaying these fees and providing the HOA with an arrivals list for guest convenience.

ALL guests checking-in to any unit will also receive a copy of the "Rules and Regulations" of the Association. Inasmuch as the new RDIF keys cost considerably more than the old magnetic strip keys, we strongly encourage all owners to have their guests return the keys upon check-out for re-use. This will help lower the cost and benefit us all.

The new locks will enable us to "interrogate" them to see who has entered the unit during the past seven days and exactly when. Should you ever need this service, please contact the management company and they will assist you.

The new doors are solid African mahogany and will have a natural oiled finish on the exterior. Room identification numbers will now be mounted to the wall to the right of the entry door. No

other devices, signs or attachments are permitted on the door exterior to preserve architectural consistency. Owners wishing to I install a “peep-hole” may contact the HOA office for further info. It is my understanding that these can be purchased and will be installed by HOA staff, again to insure architectural consistency. The inside of the door may be finished any way you choose, stain, paint, etc.. You may place signs or other information on the inside of the door. The South Tower units have never had door closers and really should have them. If you have already installed one, it will be remounted on the new door. If you have not, we strongly encourage you to do so. The HOA will have these available and can install them at your request. They prevent persons from leaving and not properly closing the door, thereby giving your guests an extra measure of security. They also prevent doors from slamming on small fingers when guests leave the balcony doors open. The strong winds we get can cause a powerful vacuum, and doors can slam with tremendous force.

Hopefully, I have been able to answer most of your questions and for those who need additional information, you can always reach the folks at RAM 843-449-2204 during regular business hours. I have heard many enthusiastic comments about the improvements and we are looking forward to a much improved resort atmosphere.