

## BOARD MATTERS

### OCEAN COVE VILLAS, PALMETTO DUNES' HIDDEN GEM

Ocean Cove Villas is conveniently nestled in the heart of Palmetto Dunes. A brief saunter across Mooring Buoy yields the crashing waves and soft sand that make the beaches of Hilton Head Island a vacation destination for many. The 37 villas in Ocean Cove are surrounded by wildlife and the natural landscape that homeowners and guests find irresistible during the summer months. The high standard maintained by the Ocean Cove community combines a relaxed setting with all the amenities of an active lifestyle.

Perhaps the main reason Ocean Cove maintains its lifestyle standard is the focus the Board of Directors places on property, safety, governance, and communication. The Board not only looks to maintain its common areas, but actively searches for opportunities to enhance the comfort of each owner and guest. With an extremely active and attentive Board of Directors, Ocean Cove Villas recently completed a renovation project to further improve the exterior aesthetics throughout the property. Job specs were sent to local contractors in mid 2010. Upon receipt of the proposals, the Board reviewed the prices and references of each vendor to make its final selection. As with any renovation/construction project of this magnitude, difficulties did arise, but the Board's meticulous oversight brought the project to completion. The Board President, Mr. Dick Yannelli, deserves a great deal of praise not only for the supervision of the project, but the efforts exhausted in the day-to-day upkeep of Ocean Cove Villas. Mr. Yannelli devotes endless hours meeting with contractors, conversing with homeowners and closely monitoring vendors to continually enhance the values for each of the villa owners. He and each of the additional Board members deserve a great deal of gratitude for their time and efforts to continue improvements at Ocean Cove Villas.

Ocean Cove Villas is managed by Patrick Thompson at ASI. He holds his Certified Manager of Community Associations (CMCA<sup>®</sup>) designation. He has managed Ocean Cove and worked closely with the Board since 2009.

#### IN THIS ISSUE

PG 2 | HURRICANE TIPS

PG 3 | IT'S A GIRL

PG 3 | FROM THE CEO

PG 3 | KEY POLICY

PG 4 | ASSOCIA SUPPORTS KIDS

PG 4 | COMMUNITY MANAGERS

PG 5 | ASSOCIA HIGHLIGHTS

1040 William Hilton Pkwy, Ste 200  
Hilton Head, SC 29928

Tel: (843) 785-7070 or (843) 842-3600  
Fax: (843) 785-4951

Office Hours:

Monday - Thursday 8:30 am - 5:00 pm

Friday 8:30 am - 4:00 pm

[www.asihhi.com](http://www.asihhi.com)

**SUMMER  
2011**





# HURRICANE PREPAREDNESS TIPS

The best way to contact your Management Company (Association Services Inc.) in case of a catastrophic event will be to visit our web-site [www.asihhi.com](http://www.asihhi.com).

More importantly, when the Governor of South Carolina issues a voluntary evacuation, please leave the Island at that time. This will enable you to select your evacuation destination; if you elect to wait, the Highway Patrol will be telling you where you are going as to your final evacuation route.

## BE PREPARED

Where will you be when disaster strikes? You could be anywhere. How will you find your family? Are they safe? Disasters or emergencies can strike quickly and at any time. You can cope with disaster by being prepared in advance. You may wish to follow the steps outlined below to be prepared to make it less stressful on you and your family. Remember the ability to cope with an emergency is greatly dependent on a positive mind set and preparation.

## GET INFORMED

- Contact your local Red Cross Chapter to gather the information you will need to create a plan. In Beaufort County, the phone number of the American Red Cross Palmetto Chapter is 843-757-7437.
- For instance, we are in the hurricane belt and require different plans.
- Take the time to learn about the Town of Hilton Head Island community response plans, evacuation routes and emergency shelters.
- Find out how the local authorities plan to warn you in the event of a disaster, and how they will provide the information during and after a disaster.

## MAKE A PLAN

- Meet with your family members to review the information that you have obtained.
- Choose an out of town contact. This could be a friend or relative. Following the disaster, family members can call this person and tell them where they are.
- Decide where to meet. During a disaster, you and your family might become separated. Arrange a place to meet beforehand in case you are not allowed to return to your home.
- Know the evacuation routes for your location and review them with your family members. Don't forget to include your pets as they are a big part of your family.

## ACTION CHECK LIST

- Know where to turn off the utilities to your home. Keep the tools needed to do this close at hand.
- Take an inventory of your home. The preferred method is to take pictures of everything so you can show the insurance adjuster. When taking pictures, make sure to photograph the exterior of your home. This should include your cars, boats and recreational vehicles.
- Keep a list of all jewelry and collectibles along with any receipts of the purchase.
- All important papers should be contained in fire-proof container and be available for evacuation.

## ASSEMBLE A DISASTER SUPPLIES KIT

A disaster kit is a collection of basic items that a family will need to survive the first 72 – 96 hours after the disaster is over.

- Drinking water for each person for three to four days. The recommended quantity is one gallon per person per day.
- Non perishable food for three - four days along with a manual can opener.

- A portable weather radio and extra batteries.
- A good quality first aid kit with enough supplies for the entire family is needed.
- Sanitation and hygiene items such as liquid hand sanitizer, toilet paper and moist towelettes need to be added to your kit.
- Any special medications for family members should be included in your first aid kit. Review and renew prescriptions with your doctor prior to hurricane season.

## MAINTAIN YOUR PLAN

- Review your plan every six months.
- Repair or replace any items that are either out of date or expired.
- Check expiration dates on food, medical supplies, prescriptions and water supplies.
- Make sure to pack all of your supplies in secure containers for ease of transportation.

## INFORMATIONAL WEBSITES TO VISIT

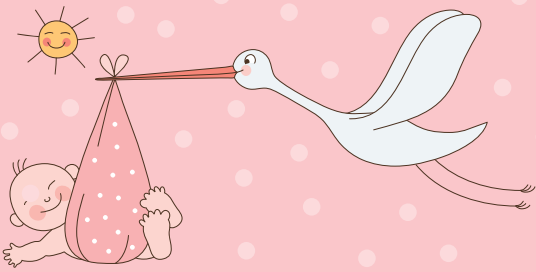
- Town of Hilton Head Island: [www.hiltonheadislandsc.gov](http://www.hiltonheadislandsc.gov)
- Beaufort County Emergency Management: [www.bcgov.net](http://www.bcgov.net)
- South Carolina Emergency Management Division: [www.scemd.org](http://www.scemd.org)
- South Carolina Traffic Cameras: [www.scdot.org](http://www.scdot.org)
- SC Traffic Information/Road Condition: [www.sctraffic.org](http://www.sctraffic.org)
- National Hurricane Center: [www.nhc.noaa.gov](http://www.nhc.noaa.gov)
- Lowcountry Redcross: [www.lowcountryredcross.org](http://www.lowcountryredcross.org)

## RECOVERY INFORMATION

- FEMA: [www.fema.gov](http://www.fema.gov)
- SC Insurance News Service: 800-252-3455

## MEDIA RESOURCES

- Island Packet: [www.islandpacket.com](http://www.islandpacket.com)
- Emergency Broadcast Station: 97.3 Kiss FM
- Clear Channel: 98.7 The River
- Spanish Radio: Sol WNFO 1430 AM



## IT'S A GIRL

Dusty Hill, executive assistant, welcomed into the world Elissa Layne Hill on April 19<sup>th</sup> weighing 7 pounds, 12 ounces. Ellie was 21½ inches long. ASI has welcomed Dusty back from maternity leave!



## Key Policy

It continues to be the policy of Association Services to release homeowners' keys only to pest control companies for the servicing of individual units or for emergencies where there is the possibility of damage to the unit. (i.e. plumbing, roof leaks, etc.) Keys will not be released to individual contractors to perform maintenance or repairs. It is the responsibility of each owner to provide any contractor with access to their unit. This policy has been initiated to keep key loss and the resulting inconvenience to the owners to a minimum.

## FROM THE CEO, KEVIN CARUSO

I would like to take this opportunity to highlight two staff members who have recently been promoted to leadership positions here at ASI. Both have demonstrated a strong work ethic, a commitment to excellence in their duties, leadership skills and have improved the delivery and quality of services to our clients.

Dianne Flood has been promoted to Chief Operations Officer and is responsible for the daily operation of our Financial, Administrative and Maintenance departments. Dianne joined ASI last year as our Accounting Supervisor. She quickly made many improvements within the department to improve the timeliness and quality of financial reporting to our boards. Dianne also demonstrated superior organizational skills and desired to become more involved in all aspects of our operation. Her professional background includes serving as a corporate controller of a public company, working on mergers and acquisitions, restructuring branches, providing financial analysis, projections, budgets, and financial statements.

Herman Wandall has been promoted to Maintenance Director and is responsible for supervising our maintenance technicians, contractors, preparing proposals and quality control. Earlier this year, Herman joined ASI as a maintenance technician and quickly demonstrated his knowledge of all aspects of building systems and leadership skills. Herman's professional background includes serving as a project manager of luxury homes and large commercial buildings, home inspector, and carpenter. Herman has a degree in building construction and has served 8 years active duty in the Marine Corps.

If you have not met these two exceptional employees yet, please feel free to stop by our office or call to talk with them. In Herman's case, you can schedule a time to meet with him on site to discuss any maintenance issues. I know you will find Dianne and Herman to be very personable, eager to find solutions to any problems, and they are continually looking for ways to improve our services to you as a board member as well as to all their co-owners.



DIANNE FLOOD



HERMAN WANDALL

# Associa Supports Kids in YOUR neighborhood



In February, Associa launched nationally the Associa Supports Kids (ASK) program in communities across the U.S. The program is Associa's way to show its support for the health and safety of our children in and around the home. "Thousands of children live and play in Associa-managed communities, and we have an opportunity to make a difference," said John Carona, President and CEO of Associa. "Through the Associa Supports Kids program, we are helping protect our kids and helping them grow into well-rounded people."

**Safety:** One focus of ASK is to educate parents and kids about safety through our brochure and on the ASK website: [www.associasupportskids.org](http://www.associasupportskids.org), which features fun downloadable tips and facts for kids, and a variety of Safety Tips and Statistics for parents and grandparents. At neighborhood events, Scout, our lovable golden retriever mascot, hands out Safety Tip Coloring books and plush Scout toys to each child in attendance. Parents receive an Associa Supports Kids safety brochure and a ChildPrint identification kit for each of their children.

**Sports and Fitness Sponsorships:** ASK is also focused on keeping kids strong and healthy by promoting physical activity.

Studies show that the average American child spends more than seven and a half hours a day watching TV or movies, or using phones or video games. Scout wants to lend a helping paw by assisting in kids passions to stay strong. To help, ASK offers a kids' health and fitness brochure that details how parents may request sponsorships for their children's team sports activities, up to \$250 annually, for teams associated with a community managed by an Associa company.

**Safe and strong kids:** Associa Supports Kids demonstrates Associa's firm commitment to safe communities and safe, healthy kids. Plus, the program makes a great addition to any Associa community looking to enhance a positive community experience for their residents. To find out more about Associa Supports Kids, visit our website at [www.associasupportskids.org](http://www.associasupportskids.org) or contact your community manager.

## Meet the Community Managers of ASI

Often as a Board member, you are usually communicating directly with the one community manager assigned to your individual account. Listed to the right are all of the community managers here at Association Services, Inc. We are pleased to have all of the management team carry a designation of Certified Manager of Community Associations affiliation. As a team member we continue to support local and national programs such as CAI – Community Associates Institute and attend many continuing education classes.

LAPHANIE BANKS, CMCA®

PAIGE BRAGG, CMCA®

CARL LEWIS, CMCA®

CAROLYN NEELY, CMCA®, AMS®

CRAIG LESTER, CMCA®

PATRICK THOMPSON, CMCA®

ALAN ROBERDS, PCAM®

# ASSOCIA HIGHLIGHTS



**EXCLUSIVE SAVINGS VIA ASSOCIA.** Associa Advantage can offer you discounts and unique purchasing opportunities for your home and community. Open your door to a world of savings on household goods and services. Because your community is managed by an Associa company, you are a member of the Associa Advantage family and can now enjoy savings as much as 30% on household goods and services. Paint to Pest Control, Carpet to Cabinets and Garage Doors to Gutters are all available from our licensed, certified and/or insured companies in the Associa Advantage program. Visit us at [www.associaadvantage.com](http://www.associaadvantage.com) and start taking advantage of this exclusive program.



**DO YOU WISH THAT YOU HAD A CLONE?** Do you have items to be done, but no one to do them? It could be as simple as sending a birthday present to your sister-in-law or as involved as making your travel plans.

**ASSOCIERGE CAN PROVIDE YOU WITH YOUR OWN PERSONAL CONCIERGE...**

Associerge is your exclusive private virtual concierge, available to you 24 hours a day, 365 days a year. As a resident within an ASI managed community, you will enjoy the exclusive benefit of membership. Use Associerge to make arrangements for errands, shopping, entertainment and travel and much more. It's first class service – designed to save you time! Check it out at [www.associerge.com](http://www.associerge.com).





 **Associa**<sup>®</sup>  
Association Services, Inc.

1040 William Hilton Pkwy, Ste 200  
Hilton Head, SC 29928

Tel: (843) 785-7070 or (843) 842-3600

Fax: (843) 785-4951

[www.asihhi.com](http://www.asihhi.com)