

January 9, 2026

To: Shawn Colin, Vice President/COO Sea Pines CSA

From: Gary Glass, Chair, on behalf of Sea Pines POA Community Standards Committee

Community Standards: Initial Priorities for Improvement

A. Introduction

The Sea Pines Community Standards Rules and Regulations have been in effect for 4½ years now. Thousands of violation notices — and very close to the same number of remediations — have occurred, so there is a substantial knowledge base about administration of the standards.

And there is a timely opportunity for improvement, especially since the recent appointment of the CSA COO. Based on Sea Pines POA members' questions, experiences and limited knowledge regarding the CS rules and regulations, and their desire to be heard, the directors of the Sea Pines POA created a Community Standards (CS) Committee. Through this Committee, the Sea Pines POA aims to work with CSA toward clarity, consistency and effectiveness in transparent administration and understanding of the rules and regulations.

The CS Committee believes that greater community involvement in, and understanding of, community standards can help CSA smooth the way toward fulfilling the purpose of the rules and regulations and reducing homeowner concerns and misunderstandings.

Toward that positive goal, and through study and discussion, the CS Committee has identified four areas as initial priorities: **improvements to the CSA Dashboard and providing additional data, enforcement clarity, short-term rentals and noise at night.**

Cooperatively addressing these would benefit all Sea Pines stakeholders. And in doing so, those involved should be able to set a pattern for helpful collaboration on other CS issues.

For each of the four priorities, the CS Committee has identified central concerns, raised questions aimed toward improvements, and suggested action items.

B. Four Initial Priorities

1. Improvements to CSA Dashboard and Providing Additional Data

Concerns: The recently introduced CSA Dashboard web page on community standards is an important first step. Yet the information (at least as currently provided) is sparse, disjointed and lacking trend and comparative contexts. We understand this is a work in progress — and want to help. Residential property owners have all sorts of opinions about CSA and the CS rules and regulations. Without more complete factual data, confusion and irritation spread harmfully and unnecessarily.

Questions regarding the Dashboard and additional data to be provided ...

1. With the pie charts, how about a note underneath each that describes or otherwise makes clear what each category label means? For example, the PowerPoint presented at the November 18, 2025, CSA Board meeting had such descriptions (e.g., “landscaping-related” means ground cover, mowing, weeding, etc.; “unsightly” means beach items, sporting equipment, general items in view; “maintenance-related” means power washing, roof debris, general house maintenance; “architectural” means a structure or alteration of property without ARB approval; and other descriptions for the other category labels).
2. Provide what percentage of cases are resolved with issuance of a single notice?
3. Provide the average number of days between violation notice given and resolution confirmed?
4. Provide the number of separate violations within the stated time period at the same property (without identifying the property address)? It would be helpful to know if there are repeat violators and problem properties or if the majority are “one-offs.”
5. Provide the percentage of violations that are reported by neighbors versus routine oversight by CS personnel?
6. Provide a pie chart showing, by percentages of the total, the initial violations at the properties of (a) full-time residents, (b) owners who rent short-term and (c) part-time residents and others?
7. For each quarter, including year-end, provide the corresponding year-ago data?

Suggestions ...

We believe improving the website as requested in the questions above would significantly help property owners understand and support the administration of CS standards. Such

information can be important in the formulation of CS policy by the CSA Board, including by the homeowners' elected representatives.

The CS Committee stands ready to gather, and share with CSA, additional information regarding residential property owner questions, concerns and experiences with the CS system, and thus improve homeowner buy-in.

The Committee also believes it would be constructive to host a forum for productive discussion between CSA's CS experts and residential property owners about the data's significance and how it can be part of a foundation for improvement and understanding.

2. Enforcement Clarity

Concerns: Sea Pines homeowners have expressed two main concerns to us. They wonder whether the rules are applied consistently — some have received violation notices for things that seem extremely minor — and many of those who receive their first violation letter feel it is harsh and immediately demanding. To one degree or another, there is a sense of malevolent mystery and skepticism about how the system works.

We understand, from Shawn Colin's presentation at the Nov. 18 CSA Board of Directors meeting and his Dec. 15 conversation with the CS Committee, that a large part of these concerns is now being addressed at the CSA staff level. For example, on December 15, Mr. Colin advised the CS Committee that starting around December 1, CSA's CS officers' standard procedure may now be to deliver a first violation notice personally rather than through a formal letter and that follow up if necessary will be in writing. This is a promising first step and should be communicated to residents to help alleviate some of the above concerns.

Questions ...

1. On a day-to-day basis, how does CSA's CS enforcement system work? What is the typical day in the life of CSA's enforcement officers and staff entail?
2. After considering its 4.5 years of experience with the CS rules and regulations, does CSA believe its current degree of enforcement, in general, is sufficiently successful?
3. Are there particular rules that are most difficult to enforce? Which ones, and why?

4. Within CSA, both CS officers and security officers appear to have some overlapping responsibilities in enforcing the rules. In CSA's judgment, is this structure working well?

Suggestions ...

The CS Committee is ready to work with CSA to improve the tone and wording of initial violation notices and/or other ways to deliver the notice that might be better received by homeowners. To many, the initial notice comes across as somewhat harsh and leads some to feel that they must address the infraction ASAP or face a fine. Clarity regarding timing plus a gentler tone may be more effective and engender good will.

The CS Committee also is willing to assist with CSA's outreach and awareness efforts and provide homeowner feedback to CSA regarding enforcement methods, clarity, consistency, and effectiveness. Property owner cooperation can fulfill the objectives of the CS rules and improve enforcement buy-in and community perception.

3. Short-Term Rentals

Concerns: In general, owners of short-term rental (STR) properties and property management companies take the rules and compliance seriously but need further information and support to improve overall compliance and the quality of life for all in Sea Pines. In particular, violation notifications via postal mail take a lot of time to arrive, and the available STR-specific violation information can be vague, limiting the ability of homeowners and property managers to prioritize and effectuate solutions quickly.

Additionally, the compliance and enforcement issues mentioned in other sections of this report often become more of a problem with STRs since owners usually are not on the property and their property management companies are frequently unaware of alleged violations until much later, often after renters have checked out of the rental property.

Questions ...

1. Can CSA categorize CS violations and complaints into maintenance-related vs. tenant-related issues? Such highlighting would enable better response and prevention of alleged CS violations at STRs.
2. Would it make sense to have a separate additional website for short-term renting in Sea Pines, one that included all rules, expectations, and resources for the benefit of renters, owners, and the community alike?

Suggestions ...

CSA could build and maintain a comprehensive rental property database, including property manager contact information.

CSA could devise faster problem notification processes, including direct alerts to property managers when applicable. This seems particularly necessary regarding noise issues.

CSA could periodically meet with STR owners and managers to discuss concerns, collaborate on improvements and diminish community resentment of STRs.

4. Noise at Night

Concerns: This is a difficult issue because, unlike with property conditions visible to CSA's CS officers, the reporting of apparent noise violations is almost always left up to Sea Pines homeowners. They are the ones who, expecting to enjoy the serenity of a gated and civilized community, must call Sea Pines Security about their neighbors.

Uncertainty regarding what constitutes too much noise and what to do about it perplexes homeowners, owners of rental property, and renters. A major problem here is that anyone looking at the CSA website for noise rules, responses and solutions cannot readily find and understand them.

Questions ...

1. Would CSA like to have a CS Committee member walk them through the CSA website and explain some of the confusion and difficulty locating, reconciling and understanding the CS rules and regulations regarding noise at night?
2. Can the CSA Dashboard post more data on the specifics of noise complaints, beyond just quarterly totals, to include the numbers of apparent violations in the categories of full-time resident/short-term rental/part-time resident and other?
3. How does a security officer go about enforcing the noise rules?
4. What are the Sea Pines penalties, if any, for repeated violations?
5. What is CSA's relationship with the Town regarding noise-level enforcement?
6. The Town ordinances regarding noise are complex when specifying how much is too much noise. Could CSA create and post more specific guidance (not legally binding; perhaps a decibels-at-a-certain-distance number) based on the Town rules?

Suggestions ...

In addition to getting the answers to these questions, the CS Committee is willing to assist CSA with homeowner education regarding the noise at night issues that concern many residents.

C. Conclusion

The POA's Community Standards Committee welcomes the opportunity to address any of the questions or issues in this report with CSA. The Committee is also prepared to assist CSA in communicating any potential actions that arise from this report. On December 15, the Committee advised Shawn Colin that it would like to hold a joint town hall with CSA on March 12, 2026, to engage and educate our members on these and other issues relating to community standards issues. We hope that CSA will work with us on this effort and join us.