

# Sea Pines POA Community Standards Survey:

## Your Opinions-Fresh Possibilities

# History of Community Standards In Sea Pines

- Before 2018--Vague standards governing property appearance, etc.
- 2018--ASPPPO (aka Sea Pines POA) formed Land Use Management (LUM) Committee which became a joint group with the CSA Board
- 2021--First thorough set of community standards
- 2023--CSA took over LUM Committee and transferred community standards to CSA's CIMS Committee
- January 2024--CSA eliminated community standards from CIMS

# Why Did The POA Form Its Own Community Standards Committee? To Put The “Community” Back In Community Standards

- No community standards committee since January 2024
- Members raised concerns about community standards/enforcement in the November 2024 survey
- Members requested more information/education on community standards/enforcement
- Create a forum for members to provide input, offer suggestions, and share their concerns
- Share members’ views with CSA for consideration/potential action

# Community Standards Committee's First Actions (October 2025-Present)

- Several meetings with CSA representatives to work together collaboratively
- Meetings with presidents of neighborhood HOAs
- Five CS Committee meetings since October 2025
- Meetings with CSA's new VP/COO Shawn Colin - offer suggestions and request more information and education for members
- Memorandum to CSA on initial CS priorities: more data in community standards reports, enforcement clarity, STR matters, noise at night
- Conduct this survey...

# This Survey—Background And Participation

## Background

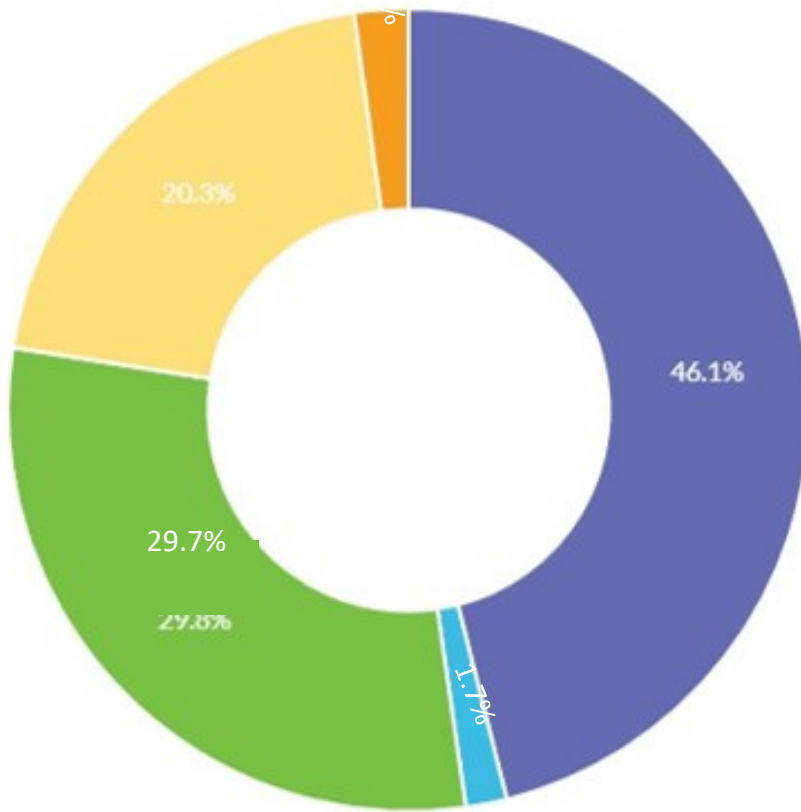
- Objective—Find out what our members are thinking and how we may help them
- Guide Committee’s focus and priorities in 2026 and beyond
- Share your feedback with CSA who is responsible for CS and enforcement
- Preserve and enhance the aesthetic appearance, quality of life and property values in Sea Pines

## Participation

- Overall 37% response rate (973 of 2,606)
- 1,845 separate comments to 5 open-ended questions

# Q1 How do you use your property in Sea Pines?

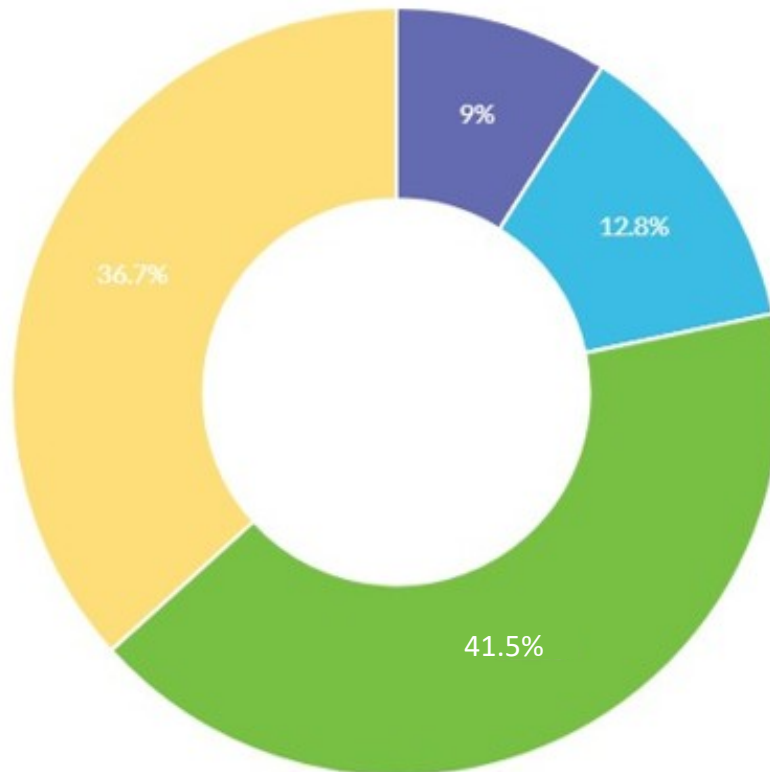
**75.8% Do Not Rent VS 24.2% Rent**



Choice	Total
Primary home (no rental)	444
Primary home (and rental)	16
Secondary home (no rental)	287
Secondary home (and rental)	196
Rental property only	21

# Q2 How satisfied are you with the community standards in Sea Pines?

## Most are satisfied with community standards



Choice	Total
Extremely dissatisfied	85
Somewhat dissatisfied	121
Somewhat satisfied	394
Extremely satisfied	348

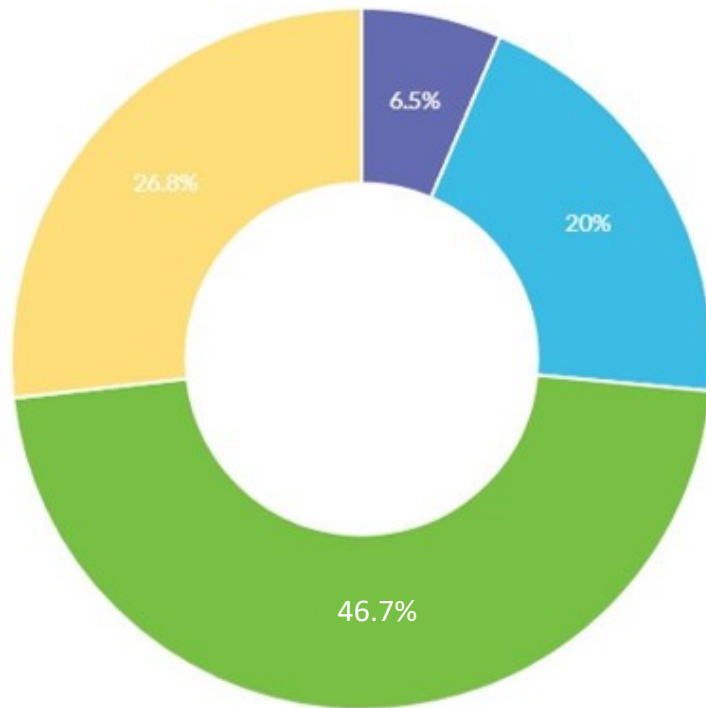
- Satisfied (extremely or somewhat) **78%**
- Dissatisfied (extremely or somewhat) **22%**

## Q2: How Satisfied Are You With The Community Standards In Sea Pines? (390 Comments)

- Positive/support for standards (20%)
- STR concerns (mostly too many or too big, less regarding rental behavior) (15%)
- Trees, natural environment, appearance praised (beautiful, well-maintained) (12%)
- Enforcement too strict/overly aggressive (9%)
- Enforcement inconsistent (8%)
- Noise concerns (leaf blowers, construction) (8%)
- New construction/house size concerns (7%)
- Enforcement too lax (3%)
- Other (such as ARB approvals, ground cover, lights at night, parking, etc.)

# Q3 How satisfied are you with the enforcement of the community standards in Sea Pines?

## Most are satisfied with enforcement of community standards



Choice	Total
Extremely dissatisfied	61
Somewhat dissatisfied	189
Somewhat satisfied	442
Extremely satisfied	253

Satisfied (extremely or somewhat) **73.5%**  
Dissatisfied (extremely or somewhat) **26.5%**

# Q3: How Satisfied Are You With The Enforcement Of The Community Standards In Sea Pines? (343 Comments)

- Positive about enforcement (17%)
- Property upkeep enforcement (12%)
- Inconsistent enforcement (11%)
- Construction oversight (10%)
- Process praised as good and fair (9%)
- STR enforcement (7%)
- Enforcement too lax (5%)
- E-bikes (4%)
- Other (many referred to their Q2 answers)

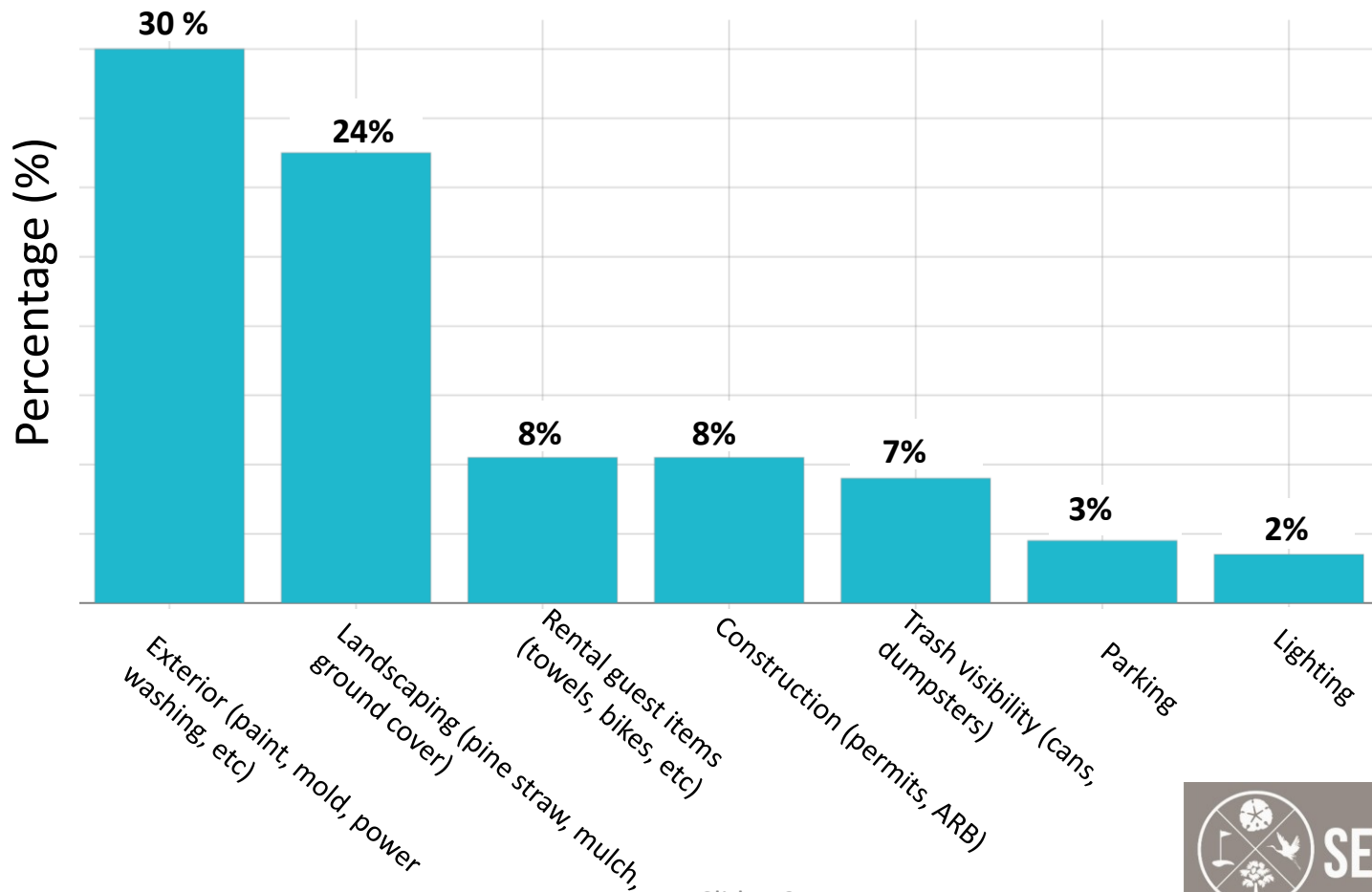
# Q3 Takeaways—How Residents Feel About Enforcement of Community Standards

- Enforcement debate is not about being too strict vs. too lax
- Residents accept strong enforcement/don't want weaker enforcement
- Real issue is consistency (citations uneven, perception of selective enforcement)

# **Q4: If You Have Received A Community Standards Violation Notice In The Past Two Years, Please Describe Your Experience With The Process And Interaction With CSA's Community Standards Department (199 Comments)**

- Positive experience (31%)
- Negative experience (30%)
- Neutral/ Descriptive experience (39%)

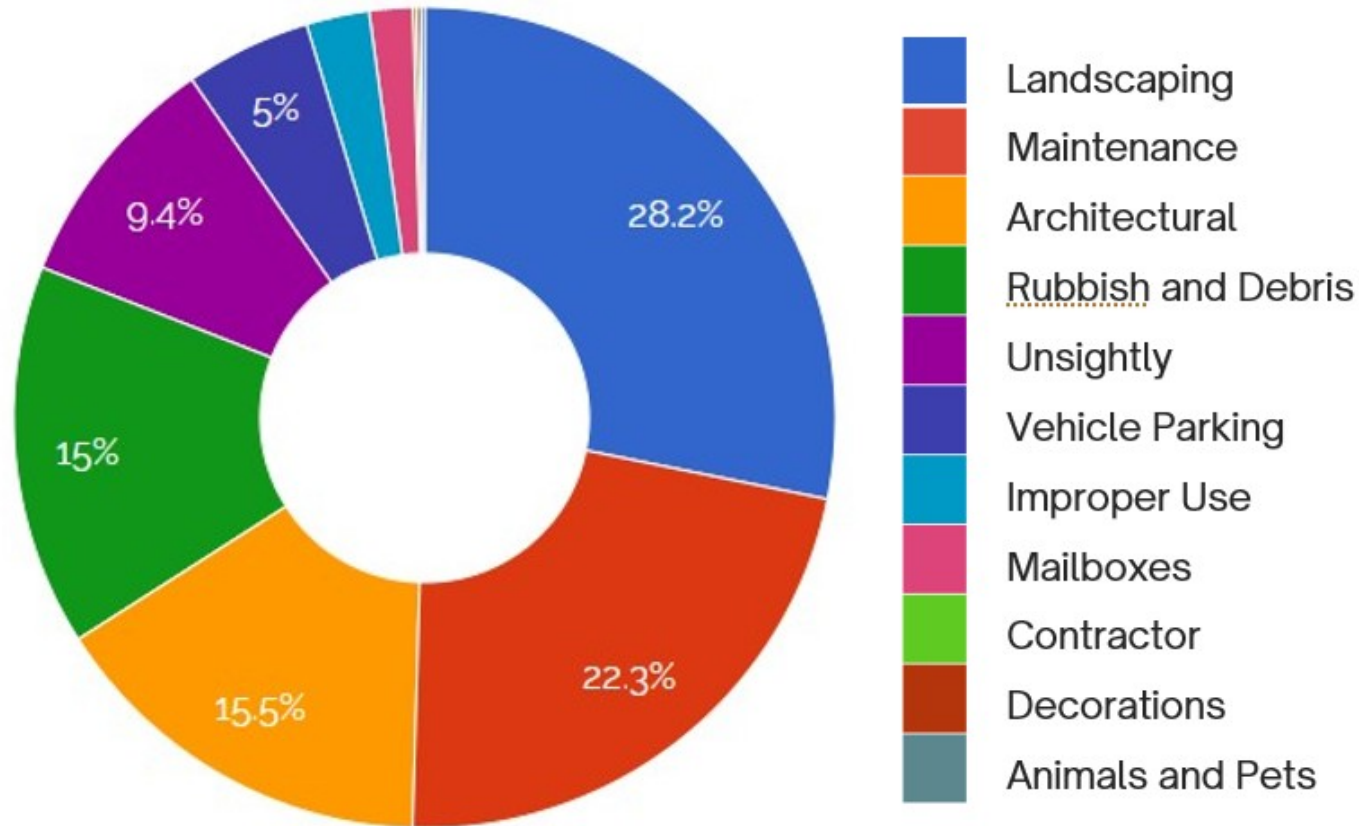
# Q4: Most Common Violation Types (Exterior And Landscaping Dominate)



# How Does CSA Report Community Standards Violations?

## CSA Dashboard – Quarterly Community Standards Reports

Quarter 4 Data: October 1 – December 31, 2025 (Sourced from the CSA website)



# Q4: How Many Violations Were Reported in CSA's 2025 Quarterly Community Standards Reports?

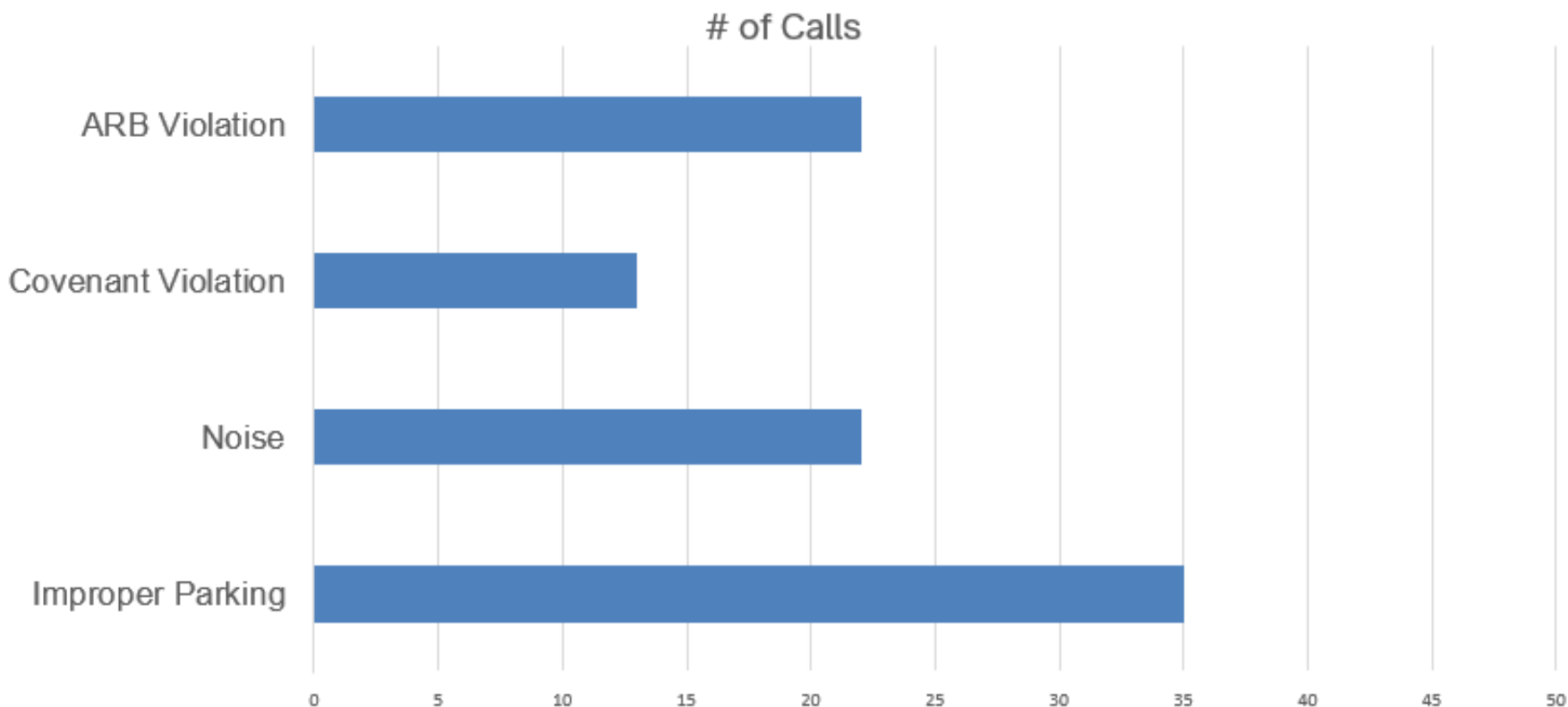
Approximately 2,400 community standards violations in 2025

- Landscaping-related (ground cover, mowing, weeding, etc.)—909 violations, 26%
- Maintenance-related (power-washing, roof debris, house maintenance)—429 violations, 18%
- Rubbish and debris—396 violations, 17%
- Unsightly (beach items, sporting equipment, general items in view) —396 violations, 16%
- Architectural (any structure or alteration to property without ARB approval) —313 violations, 13%
- Vehicle parking—140 violations, 6%
- Mailboxes—57 violations, 2%
- Improper use—55 violations, 2%
- Other: animals, pets, contractors

# How Else Does CSA Report Community Standards Violations?

## CSA Dashboard – Quarterly Safety, Security and Transportation Reports

Quarter 4 Data: October 1 – December 31, 2025 (Sourced from the CSA website)



# How Many Alleged Violations Were Reported in CSA's Q3 and Q4 2025 Safety, Security and Transportation Reports?

- Improper parking—107 violations
- Noise—72 violations
- Covenant violations—36 violations
- ARB violations—22 violations (Q4 only)

# Q4 Takeaways Regarding Your Violation Experiences

## Positives

- CSA staff professional, polite, courteous
- Reasonable time given to fix violations
- Clear explanation of what was needed and why

## Negatives

- Violation notices threatening/impersonal
- Cited for trivial issues while bigger issues are unaddressed
- Singled out or targeted inconsistently
- Not enough time to hire contractors to respond

# One More Thing—We Received Numerous Comments Concerning Infrastructure and CSA Properties

- Although not within CS Committee's scope, 5% of all comments related to these issues
- Members criticized lagoon maintenance, drainage, condition of certain neighborhood roads, paths, and common areas
- Contend that CSA common areas are not held to the same standard as residential properties
- Social contract with residents—lead by example, no double standard when it comes to community standards

# Q5: We Are Planning To Hold Educational Sessions On The Community Standards And Their Enforcement In Sea Pines. What Would You Like To Learn More About In These Educational Sessions?

(334 Comments)

**88% Want Education**

**12% Declined (With Thanks)**

- Specific standards (landscaping, lighting, parking)—14%
- What the standards actually are—many don't know the rules or where to find them—11%
- ARB process (how approvals work, timelines)—9%
- Governance (who decides what, authority CSA has)—8%
- Violation reporting and process—6%
- Enforcement (how are standards enforced, done consistently)—6%
- Common violations—3%
- STR Rules and Expectations-2%
- E-bike Enforcement-2%

# Q5 Takeaways Regarding Educational Sessions On Standards And Enforcement

- Many violations stem from ignorance, not defiance
- Proactive educational initiatives can reduce violations, improve compliance, and build trust and esprit de corps

# Q6: What Issues Would You Like The Sea Pines POA Community Standards Committee And CSA's Community Standards Department To Focus On And Prioritize Regarding The Community Standards And Their Enforcement In Sea Pines? (508 Comments)

- Property maintenance and appearance—28%
- E-bikes on paths—8%
- Enforcement approach (tone, education vs. punishment)—7%
- Enforcement consistency—7%
- STRs, volume and regulation—7%
- Renter behavior (noise, parking, compliance)—7%
- New construction/house size/ARB—7%
- Noise (leaf blowers, construction hours)—7%
- Better communication and education—5%
- Lighting rules—4%
- Approximately 20% offered no specific priority

## Q6 Takeaways On Issues To Focus On and Prioritize

- Property maintenance is the clear community priority—owners want Sea Pines to look its best
- Enforcement approach and consistency are important. “Enforce the rules fairly and focus on what matters the most—the appearance and character of our community”

# What Are The Key Messages From The Survey?

- Keep high standards—residents overwhelmingly support community standards, credit them for making Sea Pines special
- Enforce community standards consistently—same rules, same enforcement for every property, no exceptions, no perceived favorites
- Improve content and tone of first violation notice and acknowledge compliance promptly
- Educate owners proactively—many do not know standards, educational initiative will reduce violations and build community goodwill
- Address STR impacts — theme in many answers

# CSA's Recent Actions Regarding Community Standards And Enforcement

- 2025--Created Community Standards Report in Quarterly Dashboard
- Dec 2025—Instituted new in-person violation notice in lieu of formal violation letter, follow-up letter issued only if continued non-compliance
- Feb 2026—Community Update (by video) - Ryan Kash, CSA maintenance and community standards manager, discussed CSA's CS approach and priorities
- 2026—CSA may offer education modules on CS background, landscaping violations, rubbish/debris, ARB violations, parking, mailbox/appearance
- CSA's other plans TBD

# What Residents Love About Sea Pines

- Deep pride in community appearance and character is high
- Recognize that high standards positively impact property values
- Appreciate responsiveness and professionalism of staff interactions
- Community is engaged and offers constructive criticism—feedback is thoughtful input, not a pile of grievances

# What Are The POA's Next Steps?

- Continue to analyze survey results
- Share survey presentation and comments with POA members and CSA
- Develop and discuss recommendations regarding community standards and their enforcement with CSA
- Develop community standards priorities for 2026 and beyond

Last But Not Least

**Please Join Us For A Community  
Standards Town Hall With CSA's  
Community Standards Dept**

**March 12, 2026**

**4-6 pm**

Sea Pines Community Center  
and by Zoom

# Q&A and Discussion