

2020 New Owner Survey Results

To help understand concerns and bring a more harmonious lifestyle to Palmetto Dunes, the Association began surveying new property owners monthly in 2020.

Total Surveys Sent Out: 271

Total Surveys Completed: 111

How did you learn about Palmetto Dunes?

- 68% Prior Vacation
- 32% Real Estate Agent
- 23% Friends/Family
- 10% Other
- 7% Internet Search
- 1% Magazine

What attracted you to Palmetto Dunes?

- 93% Proximity to the ocean
- 82% Natural beauty of the community
- 67% Ability to rent the property
- 64% Resort amenities-golf, tennis, pickleball, kayaking
- 58% Attractive property values/appreciation potential
- 56% Access to mid-island stores, restaurants, and entertainment
- 42% Lake and lagoon system for boating and fishing
- 31% Fiscally conserve plantation w low annual fees/no requirement to join a country club
- 17% Access to the marina at Shelter Cove
- 12% Friends/family who live in Palmetto Dunes
- 5% Access to gigabit fiber
- 3% Other

What other communities did you consider?

- 64% Sea Pines
- 23% North Forrest Beach/Coligny/South Forrest Beach
- 31% Shipyard
- 15% No Other
- 11% Port Royal
- 8% Leamington
- 5% Hilton Head Plantation
- 5% Indigo Run
- 3% Hilton Head Beach & Tennis
- 3% Long Cove
- 3% Palmetto Hall
- 2% Singleton/Burkes Beach

Why did you select Palmetto Dunes?

- 37% Location
- 34% Beach Access
- 33% Environment
- 25% Design of Home
- 24% Amenities
- 23% Community
- 15% Rentability

Which best describes your residency status in your newly purchased property?

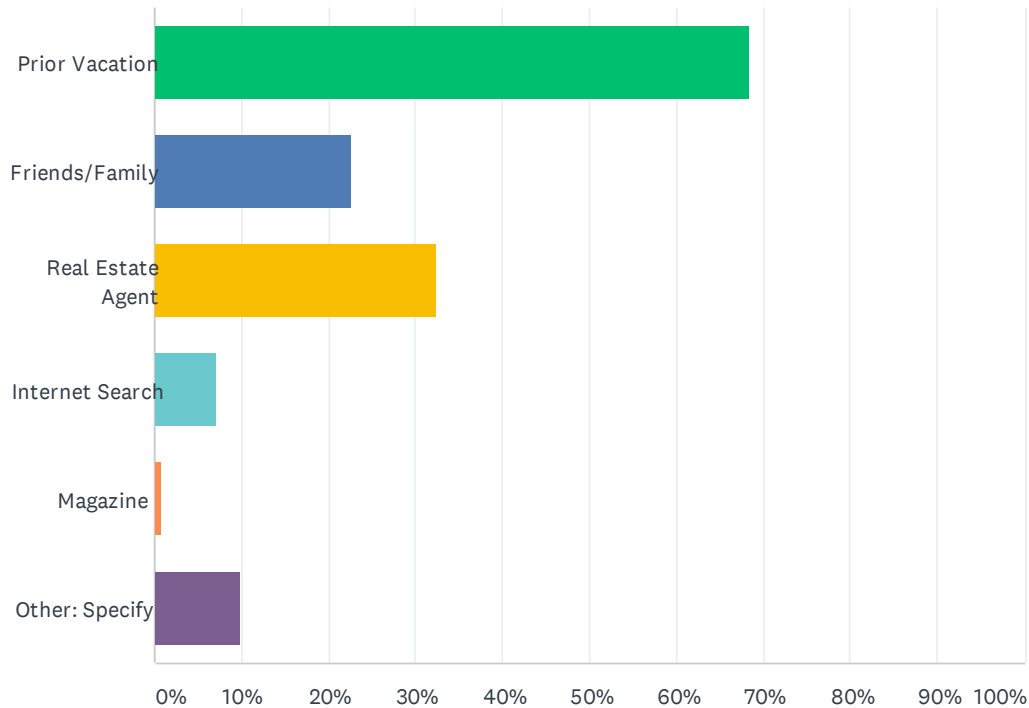
- 71% Part-Time
- 17% Investor
- 10% Full-Time
- 2% Not Sure

Do you intend to rent your property on a short-term basis?

- 64% Yes
- 19% No
- 17% Not Sure

Q2 How did you learn about Palmetto Dunes? (Select all that apply)

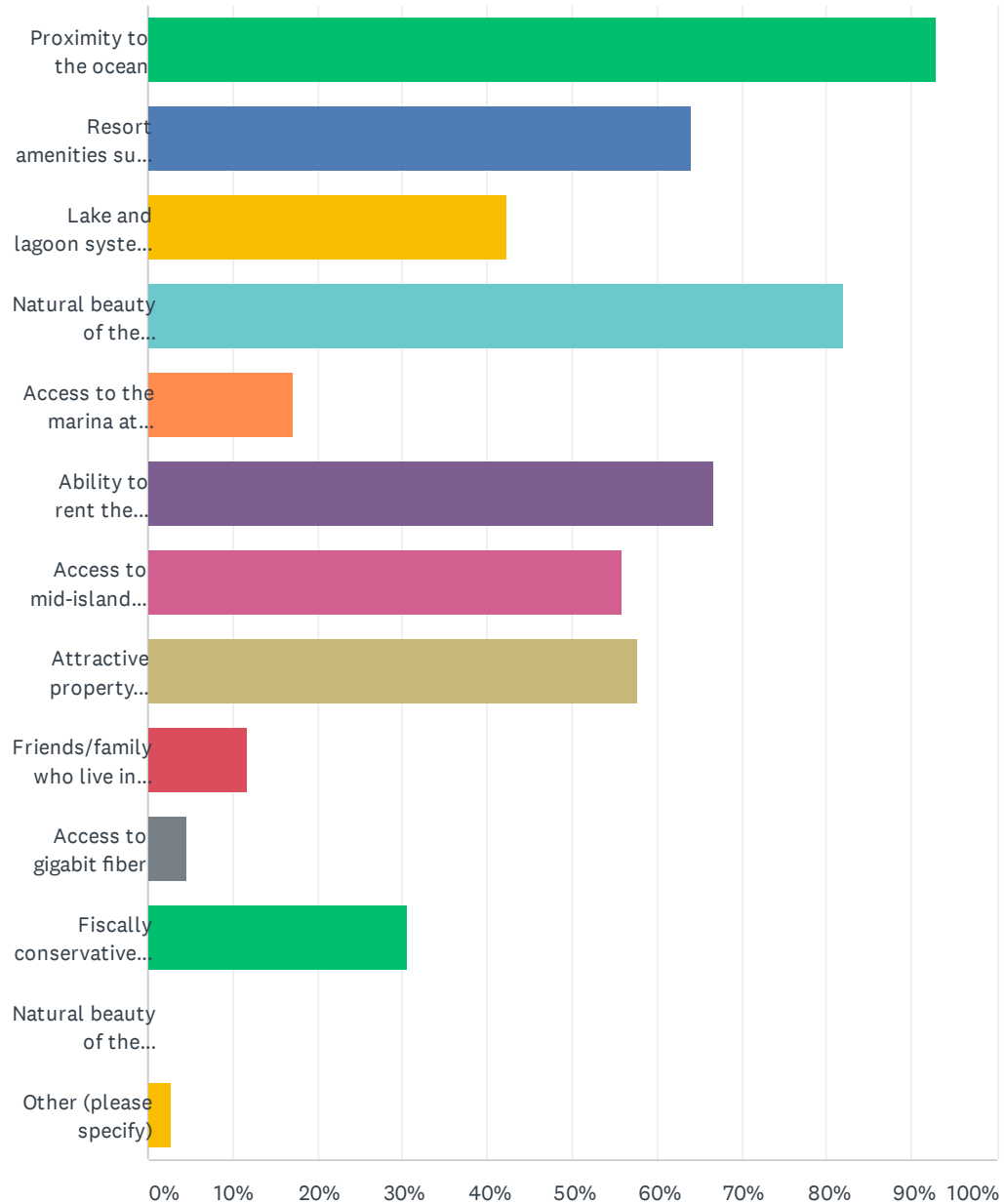
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Prior Vacation	68.47%	76
Friends/Family	22.52%	25
Real Estate Agent	32.43%	36
Internet Search	7.21%	8
Magazine	0.90%	1
Other: Specify	9.91%	11
Total Respondents: 111		

Q3 What attracted you to Palmetto Dunes? (Select all that apply)

Answered: 111 Skipped: 0

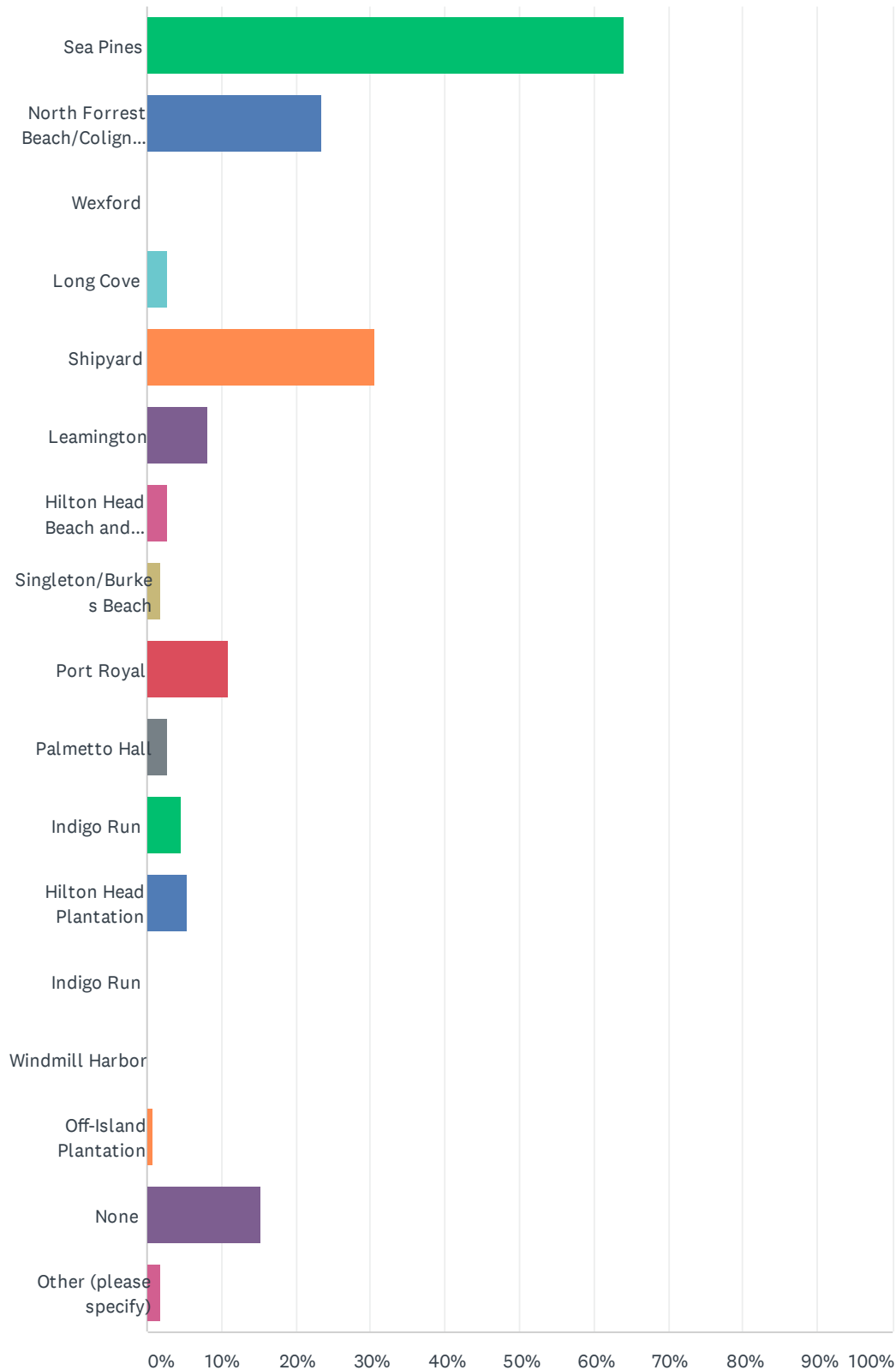


ANSWER CHOICES	RESPONSES	
Proximity to the ocean	92.79%	103
Resort amenities such as golf, tennis, pickleball and kayaking	63.96%	71
Lake and lagoon system for boating and fishing	42.34%	47
Natural beauty of the community	81.98%	91
Access to the marina at Shelter Cove	17.12%	19
Ability to rent the property	66.67%	74
Access to mid-island stores, restaurants and entertainment	55.86%	62
Attractive property values/appreciation potential	57.66%	64
Friends/family who live in Palmetto Dunes	11.71%	13
Access to gigabit fiber	4.50%	5
Fiscally conservative plantation with low annual fees/no requirement to join a country club	30.63%	34
Natural beauty of the community	0.00%	0
Other (please specify)	2.70%	3
Total Respondents: 111		

#	OTHER (PLEASE SPECIFY)	DATE
1	Quiet compared to Sea Pines and don't have to go through Pope Circle	9/8/2020 11:15 AM
2	Safe for our Kids	8/4/2020 10:39 PM
3	I have owned 1 Condo (1 Hickory Cove) and 2 houses - 4 Full Sweep and 34 Sea Lane starting in 1991	5/6/2020 10:02 AM

Q4 What other communities did you consider? (Select all that apply)

Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES
Sea Pines	63.96% 71
North Forrest Beach/Coligny/South Forrest Beach	23.42% 26
Wexford	0.00% 0
Long Cove	2.70% 3
Shipyard	30.63% 34
Leamington	8.11% 9
Hilton Head Beach and Tennis	2.70% 3
Singleton/Burkes Beach	1.80% 2
Port Royal	10.81% 12
Palmetto Hall	2.70% 3
Indigo Run	4.50% 5
Hilton Head Plantation	5.41% 6
Indigo Run	0.00% 0
Windmill Harbor	0.00% 0
Off-Island Plantation	0.90% 1
None	15.32% 17
Other (please specify)	1.80% 2
Total Respondents: 111	

#	OTHER (PLEASE SPECIFY)	DATE
1	Palmento Bluff	11/2/2020 11:28 AM
2	we own properties in sea pines	6/3/2020 2:23 PM

Q5 Why did you select Palmetto Dunes? (Please be as specific as possible)

Answered: 109 Skipped: 2

#	RESPONSES	DATE
1	Location, environment, rentability	1/21/2021 2:13 PM
2	We wanted to be in the center of island and have the flexibility to rent out our property short term, should the need arise. We also love the tennis center and play there multiple times a week.	1/21/2021 9:08 AM
3	The entire area is well maintained with all amenities within walking distance or short bike ride.	1/21/2021 7:21 AM
4	We love it, gated, activities, biking, and beach access	1/20/2021 1:46 PM
5	Combination of real estate price w/ amenities	1/20/2021 10:31 AM
6	Perfect location.	1/20/2021 10:25 AM
7	Location and value	1/10/2021 2:49 PM
8	Gated along with the area amenities. I feel safe in the area. Places to ride or walk.	1/6/2021 7:56 PM
9	We liked the size of the property, the condition of the resort, the connectivity within the resort, proximity to restaurants, and the rental activity	1/6/2021 3:42 PM
10	We have vacationed in Hilton Head for many years and primarily stayed at Palmetto Dunes and Sea Pines. We have exclusively stayed in PD for the last 10+ years and love it. Our favorite part are the wonderful beaches, cleanliness, and landscaping.	1/6/2021 3:29 PM
11	We have vacationed there most of our adult lives, and just really liked the location.	1/6/2021 3:10 PM
12	Beach access, value proposition, rental opportunities.	1/6/2021 1:05 PM
13	Best place we could find to purchase	1/6/2021 12:36 PM
14	The natural beauty of the resort and the design of the villa	1/6/2021 12:31 PM
15	House was what we wanted and PD has a nice neighborhood feel. We have vacationed at Marriott Surfwatch for about 15 years wanted to put roots down in this area.	1/6/2021 11:58 AM
16	We love the pickleball center and wanted to be close to that. Also love that we can walk to the general store and the Dunes House, as well as the beach. Also renting bikes right there and being able to bike to Shelter Cove area.	1/6/2021 11:33 AM
17	Palmetto Dunes answered all of our needs in a vacation home, where we can enjoy the amenities, location, and shopping with our adult children and future grandchildren.	1/6/2021 10:59 AM
18	Beautiful area, access to the beach and harbor. Villas are individual units, not multiple floors.	1/6/2021 10:57 AM
19	reasonable price, very good facilities and proximity to restaurants/beach/golf	12/26/2020 1:12 PM
20	The condo we bought was actually what we wanted in a great community with a great location.	12/22/2020 1:45 PM
21	Preferred the community feel	12/22/2020 10:09 AM
22	Familiar with this community , wanted a villa more of a home than an apartment. Ability to rent because of amenities offered	12/22/2020 3:42 AM
23	1. preferred location 2. Availability of real estate on market in our property size and price range	12/9/2020 9:18 PM
24	Beach access and quality of homes	12/8/2020 6:00 PM
25	Location to ocean	12/8/2020 11:19 AM
26	We really like the mid island location, the proximity to the beach and the overall beauty	12/8/2020 10:05 AM
27	Have just loved the entire community since the 1980s	12/8/2020 9:40 AM
28	This is my second home in PD. We have owned a home in PD for 7+ Years. Although we looked at the entire island, we came back to PD due to the Investment opportunity, the gated community, and the beauty of the area. Lastly, the proximity to the ocean.	12/8/2020 9:28 AM
29	The attractive location, the appearance and the ability to rent my home.	12/8/2020 7:02 AM
30	We love the amenities. The special care to attention to detail as an example the bike paths and how well they are taken care of	12/8/2020 6:51 AM

31	Location and natural beauty	12/8/2020 12:05 AM
32	It is more beach focused. The mid-island beaches are the most beautiful. I've grown up coming here so it has always felt like a second home. We also are forward thinking and like that, even during busy season, the traffic is nothing compared with Sea Pines. This is significant when we hope to have grandchildren some day. I remember being an early teen and being allowed to ride bikes through the plantation worry-free	11/17/2020 10:15 PM
33	Location and the price of the condo at short sale	11/16/2020 3:12 PM
34	Better house and better value	11/9/2020 11:10 AM
35	We really liked Villamare - perfect 2nd home for us and ability to rent it out on occasion. Plus, we have a small dog and having a development that allowed owners to have their pets was also a critical factor. We wanted a concrete building on the ocean, and it was perfect for us.	11/3/2020 3:20 PM
36	Beautiful and well maintained. So much to do without going anywhere.	11/3/2020 9:01 AM
37	Value. Great community, golf, beach. Love the lifestyle.	11/2/2020 6:58 PM
38	Value	11/2/2020 5:27 PM
39	We liked the yard size and the neighborhood feel. Also, central island location.	11/2/2020 3:07 PM
40	better beach access, more amenities to our liking , especially tennis and more familiar from previous vacations.	11/2/2020 3:02 PM
41	Beautiful area, close to ocean, gated community	11/2/2020 2:57 PM
42	Access to beaches.	11/2/2020 12:44 PM
43	My parents have owned a condo in PD since 1989, and I have many fond memories of childhood visits to HHI. This past April, I saw my kids having a blast riding their bikes, going to the Ocean, and doing all the things I enjoyed as a child in Palmetto Dunes. That drove my wife and I to make the decision to buy a house of our own so that we can continue the tradition of HHI vacations onto a third generation and hopefully beyond.	11/2/2020 11:51 AM
44	We have been vacationing at PD for 15 years and have looked at properties before, just never did go through with it. We love PD.	11/2/2020 11:50 AM
45	Always enjoyed coming to Hilton Head years ago when my parents owned property in Palmetto Dunes.	11/2/2020 11:38 AM
46	ocean view	11/2/2020 11:28 AM
47	It was a combination of price location and amenities. Sea Pines was our first choice however the price did not fit within our budget for it desired location	11/2/2020 11:08 AM
48	I've been coming to PD since 1974 with my family. Love the lagoon, fishing, golf, and the ocean.	11/2/2020 10:40 AM
49	We've stayed many times and like proximity of Villamare to the beach	11/2/2020 10:36 AM
50	Pool right behind the condo. Multiple beach accesses. Reputation	11/2/2020 10:33 AM
51	The home that was available at the price. Security, appearance, location, and golf courses.	11/2/2020 10:28 AM
52	Long history of going to PD. Lovely area	11/2/2020 10:26 AM
53	Proximity to ocean and more residential meaning not a lot of shops and restaurants within the plantation	10/19/2020 7:15 AM
54	Been vacationing in HH for years and always in Palmetto Dunes. Good investment	10/18/2020 1:36 PM
55	Beach access and Dunes House location	10/16/2020 4:02 PM
56	This is a beautiful community. I like the proximity to Shelter Cove. We also found a home to remodel then rent that was cost effective for us.	10/16/2020 3:20 PM
57	The villa we liked was close to the beach. We have stayed in PD on vacations and love the community.	9/23/2020 9:49 PM

Palmetto Dunes Property Owner Welcome Survey

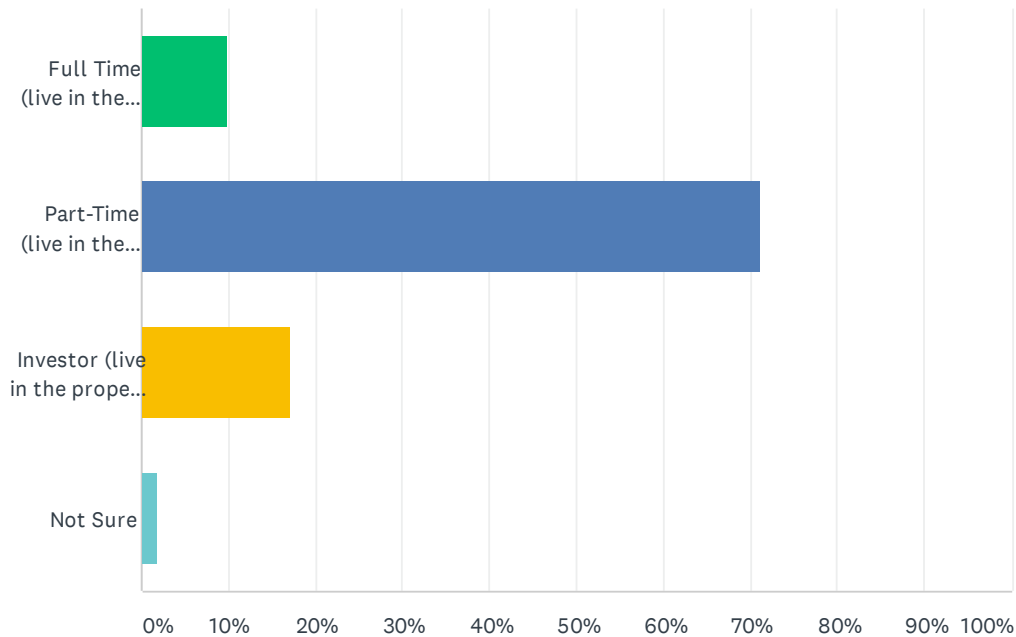
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58	Great price for what we were looking for	9/22/2020 9:26 PM
59	lagoon gated community beauty of Palmetto Dunes	9/22/2020 8:27 PM
60	Location, reputation, beautiful surroundings, amenities	9/22/2020 11:33 AM
61	The specific property we purchased	9/22/2020 11:19 AM
62	We love the Mariners section. It has everything we could ask for. The aesthetics are fantastic, and we're proud to be new owners in the beautiful area.	9/22/2020 11:01 AM
63	We like the area and how well manicure they keep palmetto dunes	9/21/2020 10:49 AM
64	Loved the location, security and beautiful setting	9/16/2020 1:21 PM
65	We have stayed with friends and vacationed at Villamare. We love the location and the beautiful grounds.	9/13/2020 11:01 AM
66	The home	9/9/2020 8:45 AM
67	The upscale neighborhood, the ability to rent, prior rental success, outstanding golf and other sports activities.	9/9/2020 8:38 AM
68	We purchased the home from family.	9/8/2020 12:33 PM
69	Location in the middle of the Island. Don't have to go through Pope Circle	9/8/2020 11:15 AM
70	Just loved the feel of the community.	9/8/2020 10:53 AM
71	Size of the plantation, Lagoon system and proximity to the Ocean.	9/8/2020 10:48 AM
72	Found an ocean front condo nicely furnished.	9/8/2020 10:26 AM
73	Ability to rent. Proximity to beach.	8/18/2020 7:37 PM
74	Lagoon system, tennis, bike paths, Dunes House	8/18/2020 3:20 PM
75	For all of the reasons selected above.	8/18/2020 12:46 PM
76	Was our favorite place to vacation x 20 years. So bought 1st home in 2012. now another. Look forward to gathering w/ large family. Will retire to PD eventually.	8/18/2020 11:55 AM
77	Superior to the others	8/18/2020 11:21 AM
78	We fell in love with St. Andrews and now with Queens Grant	8/6/2020 1:19 PM
79	I like to be among activity and people contact. Lots of walking trails for my dog and I	8/5/2020 10:15 AM
80	Beautiful property, lots of trees, safe for kids, proximity to beach, neighborhood feel w/beach!	8/4/2020 10:39 PM
81	We liked the location of Palmetto Dunes, the layout and beauty of the community and the size	8/4/2020 3:53 PM
82	Liked the home we purchased	8/4/2020 1:14 PM
83	Centrally located with beautiful atmosphere.	8/4/2020 11:59 AM
84	High rental Possibility and nationwide publicity	7/15/2020 11:28 AM
85	The view lagoon golfcourse	7/4/2020 1:42 PM
86	To be honest, I don't know. It was a bit impulsive as we were in Hilton Head for 6 weeks during the pandemic and found we loved being on the island. We really hope Palmetto Dunes redoes the Beach Club. We bought before we saw that facility and were disappointed in it. We've already spent a lot of money on delivery fees, the initial payment, etc. We hope to see some improvements in the community.	7/1/2020 1:48 PM
87	Proximity to ocean and gate house access to maintain beach crowding.	7/1/2020 11:49 AM
88	Lagoon access, possibility of community, the mode of housing in the complex. QG seems more like cluster housing rather than condo's.	7/1/2020 11:21 AM
89	All the reasons in previous question	7/1/2020 11:20 AM
90	Beautiful, safe, close to all shopping, close to Shelter Cove, the Dunes Buggy, tennis, golf,	6/12/2020 10:29 AM

	pickleball, kayaking, close to beach; beach access; ability to rent	
91	Beautiful home and setting. Appears to have very good community setting and activities. Look forward in becoming involved in Palmetto and the island.	6/12/2020 12:08 AM
92	access to the more private beaches ,and rental income	6/11/2020 12:33 PM
93	WE specialize in vacation rental properties. WE have 5 in HHI, 3 in PD. You tend to get more value in a house there then other plantations. With that said, we find the new property coventent restrictions of PD to be awful. We have attempted to make upgrades to two properties only to be stopped by property offsets (new vs grandfathered) and the people in charge of working with owners seem completely against a common ground.	6/3/2020 2:23 PM
94	Reason as bly prices home with good beach proximity.	6/1/2020 2:04 PM
95	Proximity to beach and Shelter Cove (shops/restaurants)	6/1/2020 7:56 AM
96	Location, home	5/29/2020 7:35 AM
97	A likable unit became available	5/28/2020 11:28 PM
98	Location	5/28/2020 3:04 PM
99	Great location, liked the laid back feel and friendly people.	5/28/2020 1:03 PM
100	We liked the townhouse and the setting.	5/28/2020 12:58 PM
101	Owned here before. Loved the home layout. Bought same as owned before.	5/28/2020 12:49 PM
102	We love tree lined streets, smaller community, close to restaurants.	5/28/2020 12:31 PM
103	Beautiful community, family friendly,location being mid-island.	5/20/2020 10:06 AM
104	We love Queens Grant and the view our villa offers	5/10/2020 2:43 PM
105	Overall attractiveness of the neighborhood.	5/7/2020 11:11 AM
106	We found everything we were looking for in the house we purchased - proximity to ocean, a pool, the lagoon, the right sized house, mid island location, etc....	5/6/2020 9:15 PM
107	Accessibility of location and family proximity.	5/6/2020 1:06 PM
108	The value proposition of the property was excellent. Unlike Sea Pines, where the homes are all cookie cutter and in many cases dated and overpriced, PD has struck the right balance of trusting property owners to make the right decisions to improve the property.	5/6/2020 11:25 AM
109	Location, Past experience	5/6/2020 10:02 AM

Q6 Which best describes your intended residency status in your newly purchased property? (Select one)

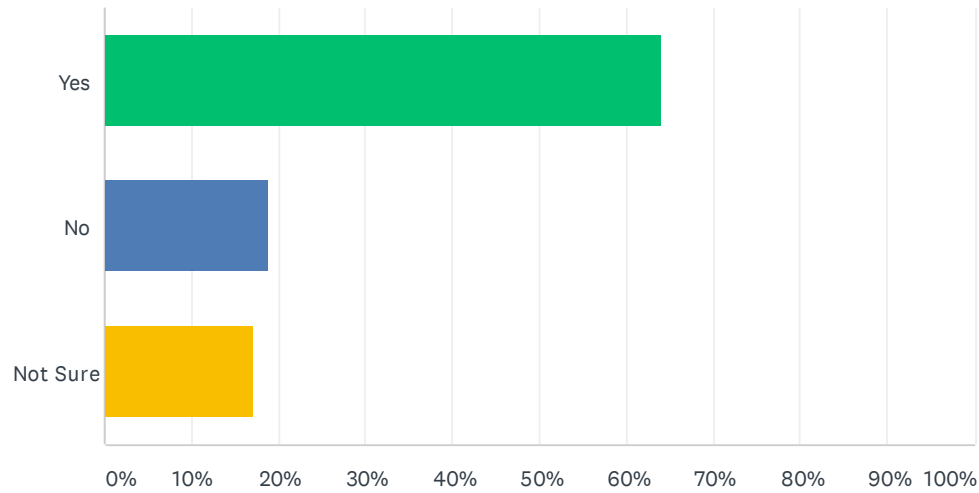
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full Time (live in the property 6 or more months per year)	9.91%	11
Part-Time (live in the property between 2 weeks and less than 6 months per year)	71.17%	79
Investor (live in the property less than 2 weeks per year)	17.12%	19
Not Sure	1.80%	2
TOTAL		111

Q7 Do you intend to rent your property on a short-term basis? (Select one)

Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	63.96%	71
No	18.92%	21
Not Sure	17.12%	19
TOTAL		111

Q8 If you have any questions about Palmetto Dunes you would like answered, please provide them below. (Please be as specific as possible)

Answered: 28 Skipped: 83

#	RESPONSES	DATE
1	Non	1/6/2021 1:05 PM
2	Need information on garbage pickup - is there a common dumpster in the area we could use? What renovations require a permit?	1/6/2021 10:57 AM
3	where do i get information about PD activities eg code for tennis courts in Inverness	12/26/2020 1:12 PM
4	We have a couple of items that came up on our inspection report when we purchased that we need to find out if the HOA is responsible for...cracked boots on the roof that we need to address before they start leaking and a sprinkler head (within a foot of the home) that hits the siding and patio door and is causing wood rot (not to mention the inability to use the exterior a few times a day!)	12/22/2020 10:09 AM
5	Why is there no preferred rates in tennis and golf tee times?	12/8/2020 11:19 AM
6	none	11/2/2020 3:02 PM
7	None at this time	11/2/2020 11:51 AM
8	None as of this time.	11/2/2020 11:50 AM
9	What is the review process by the board in Queens Grant V for ARB approval and how long does it take to receive feedback on ARB submission?	11/2/2020 11:38 AM
10	I'm interested in your five and 10 year plans for continued development and reinvestment to keep Palmetto dunes a leading vacation destination	11/2/2020 11:08 AM
11	I need someone to speak to about the owners app so my wife and I can register to get updates on happenings in PD. Also to learn the schedule for the Dunes House Grill, the Dunes Buggy, etc. If someone could please call me at 404-372-4434. Bob Pavloff. Thank you	11/2/2020 10:40 AM
12	None at this time	10/16/2020 3:20 PM
13	None yet, but I'm sure I'll have done. Monica Stites has been extremely helpful.	9/22/2020 11:01 AM
14	None	9/16/2020 1:21 PM
15	Is the association responsible for maintenance of the deck?	9/9/2020 8:38 AM
16	Do we have access to a resort pool, like other Plantations?	9/8/2020 10:53 AM
17	IN regards to having my son working on some renovations in my condo, what are the hours of the day that work activity can be done (regarding noise level, etc.)?	8/5/2020 10:15 AM
18	I was surprised by the unkept landscaping at both the Moorings and the Villas areas. This is prime location with high visibility to the beach access and should be freshened up with pine needles at a minimum. Is this Landscaping something that property owners are responsible for coordinating on their own? Or should the regime handle this detail?	8/4/2020 10:39 PM
19	Where is my welcome packet	7/4/2020 1:42 PM
20	What are the amenities that we are paying for?	7/1/2020 1:48 PM
21	Why are none of the paths lit	7/1/2020 11:20 AM
22	Not at this time as I do not retire for 1 year. Next. June My wife and look forward in being full time residents	6/12/2020 12:08 AM
23	as mentioned below, we have had two issues with new properties in PD's that were not solved well. One cost us \$5000 even after getting a special permission to plant grass. The plantation must have rules - put when they prevent improvements on properties because there is now a 15 ft offset where it was grandfathered at 10 makes zero sense. Thus I have had much greater frustration with how PD is run than how SP is run when it comes to property ownership.	6/3/2020 2:23 PM
24	This is hardly a "Welcome Survey". Not a single question about how welcoming the staff is or the property management aspect. Several PDPOA staff have been very helpful other couldn't be bothered. The property management side (speaking from experience) is marginal at best. Google Kingsley Surveys if resident satisfaction is your goal.	5/28/2020 11:28 PM
25	How can we get golf carts accepted for residents to have? We currently live in a golf, tennis,	5/28/2020 12:58 PM

	swim community and love using our golf cart as most all residents do.	
26	How many guest parking passes can you authorize at one time? Is there a limit to how many guest parking passes you are allowed per year?	5/10/2020 2:43 PM
27	No	5/7/2020 11:11 AM
28	We plan to do something with the garage and some of the landscaping. We are not sure what needs to be approved or the process. I believe we have the appropriate phone number and plan to call with these questions.	5/6/2020 9:15 PM