Frequently Asked Questions

FAQ, Restricted Activities:

1. Q. I am unable to attend the meeting, may I submit comments to the Rules and Regulations to the Board?
   A. Yes, members may submit comments to the member feedback link at mpb.tidings@palmettobluffclub.com

2. Q. I am moving into my new home and will need to keep my storage pod for more than 24 hours. What are my options?
   A. Please contact the Preservation Trust at 843-706-6469 for alternative storage locations.

3. Q. I have stored my boat/vehicle/trailer at the base yard at Highlander Road, does this change prohibit my doing so?
   A. Yes, the base yard, other than trailer storage for Boat Owners storing their boat at Wilson Landing, is for Developer use only.

4. Q. I wish to take pictures for my daughter's wedding both at our home as well as around Palmetto Bluff. Am I prohibited from doing this?
   A. No, the restriction is intended for commercial photography, members are free to photograph for personal use.

5. Q. Drones have become very popular, why are you restricting their use within Palmetto Bluff?
   A. This policy is to protect the privacy and solitude within Palmetto Bluff. Recent use of drones has caused concern amongst Palmetto Bluff Property Owners. Please contact the Preservation Trust if you wish to video your home with a drone for home sales purposes.

FAQs, Restricted Activities Qualified Rental Home Procedures:

1. Q. Why are these changes necessary, what issues have prompted them?
   A. As the rental business grows, we feel it is vital to establish basic guidelines to promote responsible and reputable companies for guests and owners. It is our goal to keep Palmetto Bluff members and guests equally protected and enjoyable for all.

2. Q. How were these new policies established?
   A. Palmetto Bluff has benchmarked policies in other communities that allow outside rentals and has determined those considered reasonable and beneficial to the community.

3. Q. The 72nd Supplement provides for owners of lots in certain defined areas within Palmetto Bluff the ability to rent their home for periods of less than six months through a "Qualified Rental Program". Where can I find what homes are allowed to rent for less than six months?
   A. A map of the "Qualified Rental Program" lots may be found on the member website under "Outside Party Rentals".

4 Q. Is the Montage rental program following these same policies?
   A. The Montage rental program follows all requirements as required in both the Supplement and Rules for the Founder Designated Rental Program.

5. Q. I have not been required to provide the names of all my rental guests before, why is there this new requirement?
   A. This change is to assist in better monitoring rental guest activity on property. This will provide a method to contact guests if needed.

6. Q. What is the Founder Designated Rental Program?
   A. This is the rental program operated by Montage.

7. Q. You are requiring my rental guest to acknowledge they are aware that Montage has no responsibility to provide emergency maintenance or cleaning service, why are you doing so?

A. This is for outside rental guest awareness. There have been growing instances whereby an outside rental guest has been frustrated as they were under the impression that Montage provides this maintenance and cleaning support.

8. Q. You are now requiring that the outside rental guest to check in with the Palmetto Club office and provide a credit card for payment of guest fees to access Club amenities. Why the change?
   A. This change is intended to register all outside rental guests wishing to access Palmetto Bluff Club facilities. We intend to create photo ID time stamped Club Access Cards for those guests wishing to use Club facilities. **Outside Rental Guests are no longer required to pay a guest fee if they choose not to access club amenities.**

9. Q. What will be the guest fee for Outside Rental Guests?
   A. The guest fee to access Club facilities is $75 per bedrooms in home per night. Outside Rental Guests may decline paying this fee if they opt to not have access to club amenities.

10. Q. This guest fee has increased significantly over previous guest fees, why?
    A. This increase is intended to cover the Club's new costs of:
       a. Increased Club staff to check-in guests wishing to use Club facilities
       b. New Photo ID processing
       c. Additional Staff attendants monitoring Club pool access
       d. New gates and RFID locks installed at the Club pools

    This guest fee is no longer a requirement, but an option should a rental guest wish to access defined Club facilities.

11. Q. Why are you basing the guest fee on the number of bedrooms in the home vs the number of occupants.
    A. Since we are unable to definitively confirm the number of occupants staying in the home, the number of bedrooms is a simple and consistent method to apply the fee.

12. Q. My guests have already reserved their homes with the previous fee structure, will you honor this guest fee?
    A. Yes, any documented reservations made prior to March 15 will pay the previous guest fee. The new guest fee structure will begin on March 15.

13. Q. Have you changed Club access with this new policy?
    A. No, Club access has not changed. The Club does reserve the right to change access in the future to protect member access. Club Amenity access is defined on the member website.

14. Q. You are now requiring all rental guest to provide proof of identification prior to allowing Club access. Is this required for all outside rental guests?
    A. The proof of identification will be required for all adults over the age of 18.

15. Q. I am a single property owner wishing to rent my home, am I required to adhere to these policies the same as someone managing multiple properties?
    A. Yes, this policy applies to all property managers. The only exception is that property owners renting their own homes are not required to have a SC Property Manager license. These property owners will be the sole contact for all rental requirements.

16. Q. You are now requiring that I establish a business entity or own a business entity that has authority to transact business in the State of South Carolina to participate in the Qualified Rental Program, why?
    A. This is a common requirement for operating a rental program and ensures a proper business has been established for this rental commerce.

17. Q. You are now requiring that I provide proof of payment for all local, state, and federal taxes, how frequently will I be required to provide this information?
    A. We anticipate requesting this information once a year, an EIN number and receipt of Town of Bluffton and State of SC annual registration receipt. More specifics will be forthcoming.

18. Q. The policy now requires that I or my property manager have a license as required by the South Carolina Real Estate Commission, what type of license is required?
    A. This typically would be the South Carolina Property Manager License, a Property Manager in Charge, or a real estate license.

19. Q. How soon will I be required to have this license?

A. We are allowing all property owners or managers to have a grace period to acquire this license by June 1, 2020.

20. Q. Can my home inside the gates of Palmetto Bluff be used for the office needed to satisfy the guidelines?
    A. Yes, a home office may be used, but not for check-in purposes. Please refer to the Community Charter as it relates to home business restrictions i.e. disruptive traffic.

21. Q. What is the deadline to meet compliance on these requirements?
    A. June 1, 2020 is the deadline for compliance.

22. Q. Who will be monitoring this compliance?
    A. The membership office will be tracking compliance for all rental properties. Should property owners fail to meet this compliance, rental guests will not be allowed access into the community.

23. Q. What actions will take place for non-compliance to this policy?
    A. The Preservation Trust will follow up with an escalating disciplinary structure that includes;
        I.   Verbal Warning
        II.   Written warning communicated by certified mail
        III. Fines to property owner
        IV.   Restriction of rental guest access to home.