

**GOALS FOR 2009**  
**Community Services Associates (CSA)**

**PROMOTE EFFECTIVE COMMUNICATIONS**

We will continue to build on existing efforts to improve communications among CSA Staff, CSA Board, and Property Owners. These on-going efforts include the following.

**Coffee with Cary:** Continue monthly meetings (first Wednesday @ 9 AM).

**E-Mail:** Broaden distribution of our most timely and cost-saving communication medium between CSA Management and Property Owners. Please ensure CSA (csanews@csaseapines.com) has your current e-mail address.

**CSA Web Site (csaseapines.com):** Enhance design and expand content to provide Property Owners a complete and user-friendly source of accurate information.

**Time-Warner CSA Information Channel (Channel 69):** Continue work with Time-Warner to improve reliability of channel operations and enhance content

**Sea Pines Community News:** Improve reporting of CSA financial, maintenance, security, and administrative information in cooperation with its publisher, ASPPPO.

We will solicit and examine ideas for improving CSA and Property Owner communication. These could include such things as the following.

**Neighborhood Association Meetings:** In cooperation with ASPPPO, adopt as forums for CSA Board and Staff representatives to highlight significant CSA activities, receive comments, and respond to questions.

**Focus Town Meetings:** Schedule sessions to focus on a key subject or activity (e.g., security, maintenance standards, amenities, gate access, etc.) affecting our community, and entertain new proposals. Meetings to be scheduled during development stage before final decisions are made.

**Audio and Video Upgrades:** Improve information display capabilities for meetings in the CSA Administrative Building and the Sea Pines Community Center.

**PLAN FOR THE FUTURE**

We will embark on a strategic planning process for Sea Pines. This plan will build on previous efforts and address the following:

**Community Standards:** Develop standards for services, infrastructure, and amenities desired by Property Owners, and which will maintain Sea Pines as a desirable investment among premier private communities.

**Operations Outlook:** Develop assumptions and plan to acquire and maintain the operating resources and infrastructure necessary to achieve and maintain our Community Standards.

**Disaster Recovery:** Develop contingency operations plan for pre-storm preparations and post-storm recovery. Develop assumptions to estimate loss of revenue and extent of infrastructure damage to be expected from unpredicted storms and other casualty losses.

**Covenant Update and Restatement:** With advice and counsel by ASPPPO, develop and implement a cooperative effort among all Property Owners to update, consolidate, and restate Sea Pines Covenants.

**Long-Range Financial Plan:** Develop assumptions and funding options to support implementation of our updated Strategic Plan.

Endorsed by the CSA Board of Directors on April 28, 2009

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John McLauchlin, President CSA