

619 King

FREQUENTLY ASKED QUESTIONS

To access 619 King's homepage, go to www.cmmrealty.com, at the top select HOA Management, then select 619 King.

1. **When are regime fees due and how are they paid?** The homeowners' regime fees (HOA dues) are due on the 1st of every month and are late after the 10th. The late fee is the highest interest rate by the SC Court. There is not a notice sent each month.

To pay your regime fees, send your email address to 619Kinginfo@cmmrealty.com. We will send you an invitation to create your private homeowner portal. It is through the homeowner portal that you pay your regime fees. When setting up your automated payment in your portal, we highly recommend selecting the **PAY BALANCE** option. This way if there is any increase in your regime fees or other fees (like key fob/remote purchases, pet fees, gym fees) billed to your account the portal will automatically pay the increase which will prevent you from getting charged late fees. If you have any questions while setting up your homeowner portal, please contact our Property Manager at 803-399-9390.

On or before December 1st of each year, CMM Realty, Inc. will send all homeowners the board approved operating budget for the coming year to your homeowner portal (posted to your Shared Documents and emailed) and an explanation if there is an increase.

2. **How will I receive communication, information, and notices as a homeowner?** Communication will be posted in the Shared Documents in your homeowner portal and simultaneously you will receive an email alerting you of the notification.
3. **Water leaks, what to do?** It is very important for all homeowners to know the location of their water shut-off valves. These should be labeled with a tag. In the event of a water leak, turn OFF the water by turning the valve to the right (righty tighty, lefty loosey). These valves are in different locations throughout the property. The water shut off valves are in the ceiling of the storage closets of each unit located on floors 1, 2, 4, 6, and 8. If you must turn the water off to your unit it will turn off your unit as well as the unit above. The only exception is floor 1 which will only turn off that unit. Please be mindful that these are the original shut off valves from when the building was built.

- 4. What does my regime fee (HOA dues) cover?** Please refer to the operating budget that is uploaded to your Shared Documents in your homeowner portal by December 1st for the upcoming year and is emailed. The current regime fees cover water, sewer, pest control, trash disposal, landscaping, common area maintenance and custodial services, property and general liability insurance for the common areas, and a reserve account transfer.
- 5. Are pets allowed?** Homeowners are allowed to have a pet provided the Pet Agreement and Registration Form (PARF) is completed and signed with deposit received (the PARF can be accessed in the Documents tab on 619 King's homepage of CMM Realty's website). There are specific dog walking areas near the property.
- 6. Is there any type of access control for the property?** At the main entrance, there is a telephone entry system for guests to gain access to the building. Residents have a key to access the exterior doors located at the main entrance, Blossom Street, and Devine Street. Also, homeowners can purchase a remote to access the Blossom Street exterior door. New homeowners will need to get their keys and remotes from the seller to avoid having to purchase these from the homeowners' association. There are surveillance cameras with 24/7 recording covering many parts of the grounds.
- 7. How do I arrange to move-in or move-out of the building?** Please contact our property manager at 803-399-9390 or email 619Kinginfo@cmmrealty.com to schedule your move-in or move-out date. An elevator key is provided and will need to be picked up from CMM Realty, Inc. 1100 Wheat Street, Columbia, SC 29201. The Blossom Street door is the only door to be used for move-in or move-out. For new homeowners, our property manager will need to program your phone number in the call box located at the main entrance to the building.
- 8. What is the process for repairing or renovating my unit?** Please submit an Architectural Review from your homeowner portal identifying your proposed scope of work. The Property Manager will present this architectural review to the board for review. If the proposed scope of work is going to affect any of the major systems of the building such as plumbing, electrical, or heating ventilation air conditioning (HVAC), then these contractors must be licensed and insured. The contractor's certificate of insurance (COI) must name The Hermitage House c/o CMM Realty, Inc. 1100 Wheat Street, Columbia, SC 29201 as the certificate holder and must be on file with CMM Realty prior to any work commencing.

Please be advised that the South Carolina Department of Environmental Control (SCDHEC) has guidelines and requirements when renovating a property like 619 King. If you are disturbing the sheetrock, ceiling texture, or floor coverings in any way, you will be required to have these areas tested for asbestos by a SCDHEC

approved contractor prior to any work being performed. Any materials that are positive for asbestos will have to be abated and disposed of in compliance with SCDHEC requirements and regulations. All contractors and vendors must be licensed and insured.

DRILLING OR PENETRATING INTO THE CONCRETE FLOOR OR CEILING SLAB IN ANY MANNER IS PROHIBITED AND CAN ADVERSLY COMPROMISE THE STRUCTURAL ENGETRITY OF THE BUILDING.

9. **Do we have a reserve account as part of our financial statements? Why is this important?** Yes, there is a reserve account that is funded from the homeowners' monthly regime fees (HOA dues). The reserve account is necessary for future costs of repairs, maintenance, and replacement of common area components. A properly funded reserve account will help avoid the need for special assessments. Special assessments are charged to the homeowners based on their pro-rata share of common area ownership referenced in the master deed and are necessary when the reserve account lacks the necessary cash to pay for a common area component's repair and/or replacement.
10. **How are packages delivered to Residents?** Packages are to be delivered to the residents at their unit.
- 11 **If I observe a maintenance issue in the common areas, what should I do?** Please submit a service request through your homeowner portal and our Property Manager will issue a work order to the appropriate vendor. Homeowners are responsible for overseeing repairs and maintenance to their condominium.
- 12 **What are our amenities?** We have a telephone access entry system, clubroom, two (2) elevators, one (1) assigned parking space per unit, library, gym, and an on-site laundry facility.
- 13 **Who is the provider for electricity, Internet & Cable TV?** Electricity-Dominion Energy-1-800-251-7234, Internet/WIFI and Cable TV- Spectrum- 855-243-8892.
- 14 **Who manages our Homeowners Association?** CMM Realty, Inc. has been managing our property since 2022. Their home office is located at 1100 Wheat Street, Columbia, SC. 29201, and their office number is 803-779-1844. The property managers direct number is 803-399-9390 and email is 619Kinginfo@cmmrealty.com.
- 15 **If I decide to sell or rent my condo, can CMM Realty handle it for me?** Yes, please contact Cassy Robertson, CMM Realty's Senior Property Manager. Her direct line is 803-779-8606 or email her at cassy@cmmrealty.com.