

Carriage Place Condominiums

FREQUENTLY ASKED QUESTIONS

To access Carriage Place's homepage, go to www.cmmrealty.com, select HOA Management, then select Carriage Place.

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 15th. The late fee is \$5. There is not a notice sent each month.

To pay your regime fees, send your email address to carriageplaceinfo@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 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 803-776-7984.

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 (uploaded 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 to 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. A property site plan is under the documents tab on the home page showing where the shut off valves are located for each building. The shut off valve boxes are painted bright blue. For building H, if standing in the parking lot facing the building the valve for the odd side of the building is located to the far right of the building where the grass and the mulch meet. If

standing at the entry door to the even side of the building the valve is in the bushes to the left of the door in front of unit H2.

- 4. What are our amenities?** Carriage Place offers a fitness center, media room/clubhouse, swimming pool, and on-site management office. Picnic tables and grills are located throughout the property.
- 5. Are pets allowed?** Homeowners are permitted to have certain pets. Please see the rules and regulations for size limits on dogs and other restrictions.
- 6. How are packages delivered to Residents?** Packages are to be delivered to the residents at their unit. The office does not accept packages.
- 7. 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 the common area 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.
- 8. Who manages our Homeowners Association?** CMM Realty, Inc. has been managing our property since 2007. Their home office is located at 1100 Wheat Street, Columbia, SC. 29201, and their office number is 803-779-1844. There is an on-site office at Carriage Place. Phone number is 803-776-7984 and email is carriageplaceinfo@cmmrealty.com .
- 9. Is internet/cable included in my regime fee?** Yes, Carriage Place has internet/cable through Spectrum. You will need to contact Spectrum Bulk Customer Care Line at 833-697-7328 to have your modem and cable boxes mailed to your unit. You will then need to connect your cable boxes to your TV. Also, you will need to connect your router to the modem in order to have WIFI throughout your unit. If you have any questions regarding connection, please contact Spectrum at 833-697-7328.
- 10. What is the process for any tenants to move-in any rental unit?**

All persons occupying units at Carriage Place in violation of the Move-in policy shall be subject to immediate eviction by Carriage Place. Unit

Owners or their authorized agents who violate this approval process or allow unapproved occupancy of their units shall be required to pay a \$500.00 illegal move in assessment together with all costs, including attorney's fees, incurred with evicting their tenant.

All prospective tenants at Carriage Place must be approved by the Association's Managing Agent prior to occupying any rental Unit. The Unit Owner or their authorized agent is required to submit the Resident Application (located on the documents tab of the Carriage Place homepage) for approval of all tenants to the Association's Managing Agent and is required to sign an Agency Appointment Form (located under the documents tab on the Carriage Place homepage) appointing Carriage Place Horizontal Property Regime or the Association's Managing Agent as the Owner's agent for the limited purpose of enforcing the provisions of Section II of the Rules and Regulations. The application process will include a national background screening check for any person 17 years of age or older. The cost is \$30 per person. The Association's Managing Agent will notify the Unit Owner or authorized agent in writing as to the decision of the Association. The decision of the Association as to occupancy is within their sole discretion and is final. No person will be allowed to move-in a unit at Carriage Place if their application has been denied.

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 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 Carriage Place 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 Carriage Place. 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.

13. **Is pest control included in my regime fee?** Yes, pest control services are included for each unit on a quarterly basis. The pest control company is on-site every Monday of each month.

14. **If I decide to sell or rent my condo, can CMM Realty handle it for me?**
Yes, please contact our on-site property manager at 803-776-7984 for further details or email carriageplaceinfo@cmmrealty.com.

15. **How can I access the rules and regulations for the property?** These rules can be found at www.CMMRealty.com. At the top of the home page select HOA Management, then select Carriage Place. Under the Documents tab you will find the Rules and Regulations and other helpful documents.