

Adesso Homeowners Association

FREQUENTLY ASKED QUESTIONS

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

- 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 \$50. There is not a notice sent each month.

To pay your regime fees, send your email address to adessoinfo@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 purchases, loading dock and club room reservation 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 803-251-2420.

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. 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 unit shut off valves are in the HVAC/water heater closet in each unit and the lever is yellow.
- 3. What is Active Building and how do I gain access?** Active Building is a community forum where communication is posted for homeowners and a way for homeowners to communicate with each other. Homeowners need to email adessoinfo@cmmrealty.com to receive your invitation to Active Building. Once the request for access is received, you will receive an email link inviting you to join Active Building. Click on the link and follow the instructions to get set up. If you have any questions, please contact the front desk at 803-251-2420.

- 4. How can I reserve the loading dock or the club room?** Log in to Active Building at <https://adessohoa.activebuilding.com/login> and select Reserve amenity and fill in the needed information. When your reservation is submitted, this will alert the front desk and property manager and fees will be posted accordingly to your homeowner ledger. Email adessoinfo@cmmrealty.com for an invite to Active Building if you have not registered.
- 5. 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. Also, communication is posted into Active Building.
- 6. Are pets allowed?** Homeowners are permitted to have certain pets. Please see the rules and regulations for size limits on dogs and other restrictions.
- 7. What does my regime fee (HOA dues) include?** 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 included water, sewer, highspeed internet, cable tv, common area maintenance, custodial services, trash disposal, 24/7 Doorperson staff, on-site Property Manager, property and general liability insurance for the common areas, and a reserve account transfer.
- 8. What information is needed for a vendor or handyman to do work in my unit?** The hours for work are Monday-Friday 8:30am-6:00pm. All vendors and contractors must have a current Certificate of Insurance, COI, on file with the Front desk. Adesso HOA, 601 Main Street, Columbia, SC 29201, needs to be named as the Certificate Holder. The vendor or contractors insurance agency needs send the COI to adessoinfo@cmmrealty.com prior to any work being performed.
- 9. 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 Adesso, 601 Main 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 Adesso. 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.

10. How do I update my guest list? Log in to Active Building at <https://adessohoa.activebuilding.com/login> and click on Add a guest, you must be registered for Active Building. Email adessoinfo@cmmrealty.com for an invite to Active Building if you are not registered. See question #2 for more information on Active Building.

11. How do I dispose of mattresses, TV's, microwaves, and other large items? Call 1-800 Got Junk at 803-518-9020 and they will make arrangements to come to the property and haul off your items or contact your handyman for these services. For a no cost option, you can go to the Richland County Landfill located at 1070 Caughman Road, Columbia, SC 29209 to dispose of these types of items. They cannot be left in the dumpster area, loading dock, or recycling area. Only household trash can be disposed of in the trash chute.

12. Does Adesso Recycle and if so how do I participate? Adesso has recycling bins located at the end of each hallway near the service elevator. Also, when logged in to Active Building you can click on community, general information, recycling locations and other information, and you will find a flyer with recycling locations and other information regarding recycling.

13. Is parking provided and is there guest parking? Each unit has at least one assigned parking space per unit.

The building does not offer guest parking. There are city metered parking spaces located on Main Street. The parking spaces that are located as you enter the parking garage off of Main Street are for the commercial tenants/patrons only. No guest or homeowner is permitted to park in these spaces. The commercial owner has posted signs indicating that vehicles will be towed if they are not a patron of the commercial businesses.

14. Is there a service elevator for moving furniture/large items? Yes, it can be reserved in 4-hour increments. The elevator is reserved when you reserve the loading dock through Active Building <https://adessohoa.activebuilding.com/login> or you can contact the front desk staff at 803-251-2420 for assistance. The cost to reserve is \$100.

15. Who manages our Homeowners Association? CMM Realty, Inc. has been managing our property since 2017. Their offices are located at 1100 Wheat Street, Columbia, SC. 29201, and their phone number is 803-779-1844. CMM Realty's on-site Property Manager at Adesso is located on the first floor across from the front desk.

16. How do I set up my account for the WIFI system and cable TV? When you move into your unit you have a modem/access point already installed. You will need to refer to your new resident packet provided by the front desk to get your unit password to gain access to your WIFI system in your unit.

To receive cable TV service, you will need to contact Spectrum at 855-243-8892 to get your two (2) cable TV boxes mailed to you or you can go to the Spectrum store at 950 Harden Street and pick up your two (2) cable boxes and connect to your TV. There is a not a cost for the cable boxes because they are included in Adesso's bulk account contract.

17. Who is the provider for electricity? Dominion Energy-1-800-251-7234.

18. 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.