

Briargate Condominiums

FREQUENTLY ASKED QUESTIONS

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

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 \$15. There is not a notice sent each month.

To pay your regime fees, send your email address to briargateinfo@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 media/clubroom reservations, key fob purchases, background check 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 803-798-1396.

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 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. Please look at the site plan that is under the documents tab on the homepage that shows where each building shut off valve is located.
4. **Are pets allowed?** Homeowners are permitted to have certain pets. Please see the rules and regulations for size limits on dogs and other restrictions.

5. Who manages the Homeowners Association? CMM Realty, Inc. has been managing our property since 1993. Their home office is located at 1100 Wheat Street, Columbia, SC. 29201, and their number is 803-779-1844. There is an on-site office at Briargate. Phone number is 803-798-1396 and email is briargateinfo@cmmrealty.com.

6. 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 cover water, sewer, trash disposal, landscaping, pest control, common area maintenance, custodial services for common areas, Property Manager and Maintenance staff, property and general liability insurance for the common areas, debt service payments, and a reserve account transfer.

7. Who is the provider for cable and electricity? Spectrum for the cable and Internet/Wi-Fi- 855-243-8892, Dominion Energy for electricity-1-800-251-7234.

8. 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. 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. **These items cannot be disposed of or left by the dumpsters onsite at the property. Homeowners will be charged if these items are left on-site.**

9. Is there a Move-in policy for any prospective tenant for any rental unit?

All persons occupying units at Briargate in violation of the Move-in policy shall be subject to immediate eviction by Briargate. Unit Owners or their authorized agents who violate this approval process or allow unapproved occupancy of their units shall be required to pay Briargate a \$500.00 illegal move-in assessment together with all costs and including attorney's fees,

All prospective tenants at Briargate 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 Briargate 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 Briargate homepage) appointing Briargate Horizontal Property Regime or the Association's Managing Agent as the Owner's agent for the limited purpose of enforcing the provisions of Section VII 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 homeowners' association as to occupancy is within their sole discretion and is final. No person will be allowed to move-in a unit at Briargate if their application has been denied.

10. What are our amenities? We are a gated community with a telephone entry system for allowing guests access. If you are a resident, you will have a gate access card to open the gate. New homeowners will need to get their gate card from the seller to avoid having to purchase these from the homeowners' association. We have a clubhouse/media room with WIFI access, a customized fitness center with 24hr camera surveillance, two (2) large swimming pools, laundry facilities in each building, a custom designed playground, and picnic tables and grills located throughout the property.

The HOA office is connected to the clubhouse and is available to assist you in anyway. Office hours are Monday – Friday 9am -5pm.

11. How are packages delivered to Residents? Packages are to be delivered to the residents at their unit. The office does not accept packages.

12. 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 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.

13. 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.

14. How do I reserve the Media Room/Clubroom? Please contact the onsite management office at briargateinfo@cmmrealty.com to make the reservation. You will be asked to fill out a reservation form. Any fees will be posted to your homeowner account. If you have selected the PAY BALANCE OPTION in your homeowner portal this fee will automatically be paid.

15. 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 Briargate 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 Briargate. 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.

16. If I decide to sell or rent my condo, can CMM Realty handle it for me? Yes, please contact Nikole Martin, CMM Realty's On-Site Realtor and Property Manager. Her direct line is 803-726-8472 or email her at nikole@cmmrealty.com.