

# Carolina Walk

## FREQUENTLY ASKED QUESTIONS

To access Carolina Walk's homepage, go to [www.cmmrealty.com](http://www.cmmrealty.com), select HOA Management, then select Carolina Walk.

1. **When are regime fees due and how are they paid?** The homeowners' regime fees (HOA dues) are due on the 1<sup>st</sup> of every month and are late after the 21<sup>st</sup>. The late fee is \$30. There is not a notice sent each month.

To pay your regime fees, send your email address to [carolinawalkinfo@cmmrealty.com](mailto:carolinawalkinfo@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, gate remote purchases and Game Day 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 1<sup>st</sup> 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. The shut off valve for each unit is in the HVAC/water heater closet and has a red handle.

- 4. What are our amenities?** 20,000 square foot rooftop pavilion, that can accommodate up to 350 guests, 7 wide screen TVs, large climate-controlled restrooms, 8 story parking garage situated between the 2 residential towers, and sun deck.
- 5. 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 1<sup>st</sup> for the upcoming year and is emailed. The current regime fees cover water, sewer, cable TV, and internet, trash disposal, pest control, landscaping, on-site Maintenance, common area maintenance and custodial services, property and general liability insurance for the common areas, and a reserve account transfer.
- 6. Are pets allowed?** Homeowners are permitted to have a maximum of two (2) pets. Please see the rules and regulations for size limits on dogs and other restrictions.
- 7. Is there any type of access control for the property?** The garage entrance utilizes a garage remote or an access card for entry. The building entrances require a key fob. All of these must be programmed by our Property Manager 803-399-9390. For guests, there is a telephone entry system at the garage entrance. Guests will look up the resident in the directory by the last name and press the dial button. The resident can open the gate from their phone. New homeowners need to get their key fobs, gate remotes, and/or access cards from the seller to avoid having to purchase these from the homeowners' association. There are approximately 20 surveillance cameras with 24/7 recording covering many parts of the grounds and parking garages.
- 8. How do I set up my account for the WIFI system and cable TV?** To receive Spectrum equipment for your unit (two (2) standard cable boxes, one (1) modem & one (1) wireless router) you will need to call the Spectrum bulk customer care line at 833-697-7328 or go to 950 Harden Street to pick up your equipment. If you are a new owner, you may be required to show a copy of your closing paperwork or deed for the unit.
- 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 Carolina Walk POA 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 Carolina Walk. 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. 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.

**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.

**11. 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 [carolinawalkinfo@cmmrealty.com](mailto:carolinawalkinfo@cmmrealty.com).

**12. How are packages delivered to Residents?** Packages are to be delivered to the package room located in the south tower on the second floor. You will receive a delivery notification from the delivery provider letting you know the package has been delivered. The office does not accept packages.

**13. Is there guest parking?** When there is a **Gameday** event, there is not any guest parking available. Other than **Gameday** events, there is guest parking in front of the garage entrance and on the 8<sup>th</sup> floor of the garage. If a **Gameday** event is scheduled and you are parked in one of these spaces, you will be towed without notice.

**14. 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](mailto:cassy@cmmrealty.com).