

# Senate Plaza

## FREQUENTLY ASKED QUESTIONS

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

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 10<sup>th</sup>. The late fee is \$5. There is not a notice sent each month.

To pay your regime fees, send your email address to [senateplazainfo@cmmrealty.com](mailto:senateplazainfo@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 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 803-799-6145.

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 (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?** 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. In the event you need your water shut off to your entire unit you will need to call the door staff at 803-799-2515 and they will take care of turning the valve off for you.
4. **Is there any type of access control for the property?** We have a Doorperson staff 24/7 at the main entrance doors and residents will need a key fob to gain access at the front and back doors. New homeowners need to get their key fobs from the seller to avoid having to purchase these from the homeowners'

association. There are approximately 8 surveillance cameras with 24/7 recording covering many parts of the grounds.

- 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, all utilities, highspeed internet, cable tv, common area maintenance and custodial services, 24/7 Doorperson staff, Property Manager and Maintenance staff, property and general liability insurance for the common areas, debt service payments, and a reserve account transfer.
- 6. What kind of insurance coverage do I need for my condo?** Please consult with your insurance agent regarding an HO-6 policy and your mortgage company for their requirements.
- 7. Are pets allowed?** Dogs are prohibited from the property regardless, if you are a homeowner, tenant, or guest. Only a homeowner is permitted to have a cat.
- 8. Is parking provided?** One parking space per unit is provided. To receive your parking permit, please register your vehicle with the Head Doorperson once you move in. The Head Doorperson hours are Tuesday – Friday 8:00 am – 4:00 pm.
- 9. Is there guest parking?** Guest parking is in front of the building. Overnight guest(s) must register their vehicle with the Doorperson on duty to avoid having the vehicle towed.
- 10. Is there a service elevator for moving furniture/large items?** Yes, and it can be reserved in 4-hour increments through our on-site property manager at 803-799-6145 or [senateplazainfo@cmmrealty.com](mailto:senateplazainfo@cmmrealty.com).
- 11. How can I access the rules and regulations for the building?** These rules can be found at [www.CMMRealty.com](http://www.CMMRealty.com). At the top of the home page select HOA Management, then select Senate Plaza. Under the Documents tab you will find the Rules and Regulations and other helpful documents.
- 12. 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 803-799-6145 for further details or email [senateplazainfo@cmmrealty.com](mailto:senateplazainfo@cmmrealty.com).
- 13. Is pest control included in my regime fee?** Yes, they service the building on the 2<sup>nd</sup> Tuesday of each month.
- 14. 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.

**15. How do I set up my account for the WIFI system and cable TV?** To receive Spectrum equipment for your unit (cable box, modem & router) you will need to call the Spectrum bulk customer care line at 833-697-7328. If you are a new tenant, you will need to have your signed lease as proof of tenancy which you can find under the Shared Documents tab of your tenant portal. If you are a new owner, you may be required to show a copy of your closing paperwork or deed for the unit.

**16. How do you handle package deliveries?** The front desk staff accepts the packages and puts them in the package room near the front door. The delivering service provider will notify the residents that a package was delivered.

**17. 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 Senate Plaza 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 Senate Plaza. 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.**