

The Heritage

FREQUENTLY ASKED QUESTIONS

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

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

To pay your regime fees, send your email address to theheritageinfo@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 room reservations, key fob purchases, elevator 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 803-779-1844.

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. Additionally, there are monitors at the mailboxes and basement elevator lobby that will have announcements.
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. The location of the shut off valves for each unit are posted in the trash chute room on each floor and all shut off valves are tagged.

4. Does The Heritage have a defibrillator machine (AED machine)? Yes, the defibrillator machine (AED machine) is in the Gym area. This machine is a smart machine that will instruct you on how to use the machine and walk you through the process of use from start to finish. The Heritage is not liable for any malfunction of the machine and offers this as a lifesaving tool to use at your own risk.

5. What are our amenities? In addition to our 14,000 square feet of common area meeting rooms, we have a 6-level parking garage with access-controlled gates and camera surveillance. Each unit has deeded-assigned spaces per unit and guest park on level five (5) and six (6) of the parking garage. Whenever you enter or exit the garage, please wait until the roll up gate is completely closed so we do not have any unauthorized person gaining access to our facility. Our heated swimming pool has an outdoor kitchen and gas grill with private bathrooms. The fitness center is large with state-of-art equipment and tv's. Additionally, a hobby shop, wine cellar (available on first come first serve), concession and valet cart storage room, media room, card room, and The Heritage Club Room has a grand piano and fireplace.

6. 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.

7. If I am selling my unit, what do I need to do? The doorman has a copy of the Purchase Approval Application (PAA) or you can access the PAA at www.CMMRealty.com. At the top of CMM Realty's home page select HOA Management, then select The Heritage and under Documents will be the Purchase Approval Form and other helpful documents. Complete the form with signatures, attached the ratified contract of sale and turn this into the Welcome Committee at 1829 Senate Street or email the PAA with attachments to theheritageinfo@cmmrealty.com. Remember the master deed requires all ratified contracts to have an earnest money deposit of five (5%) percent of the purchase price. The Welcome Committee will contact the buyer's references and report to the Board of Directors provided the PAA and all associated documents are completed in their entirety. The buyers will need to meet with the Board of Directors prior to closing at one their regularly scheduled monthly meetings which is the third Monday of each month at 5:30 pm in the Card Room (January's meeting is the 3rd Tuesday). If more convenient for the buyers, they can attend the board meeting via Zoom if they provide their email address to theheritageinfo@cmmrealty.com prior to the meeting. The purpose of the

meeting is to give the buyers an opportunity to meet the board members and other residents and to ask questions of each other. The board will want to know if the buyers have read and understand the governing documents for the building such as rules and regulations, master deed, by-laws, and homeowner handbook.

8. Is there any type of access control for the property? We have 24/7 Doormen to personally open the main entrance doors and residents will need a key fob to gain access in case the doormen have momentarily stepped away. The access from the garage into the building is through the key fob. Access to the parking garage is through a garage remote. New homeowners need to get their garage remote and key fobs from the seller to avoid having to purchase these from the homeowners' association.

There are approximately 15 surveillance cameras with 24/7 recording covering many parts of the grounds.

9. What is the process for repairing or renovating my unit? Please contact our Maintenance Supervisor at 803-779-3366. If you renovate your unit you will need to submit a Request to Repair Notice to the Maintenance Supervisor. This form can be found at www.CMMRealty.com. On CMM Realty's home page select HOA Management, then select The Heritage and under Documents will be the Request to Repair Notice and other helpful documents.

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 need to be licensed and insured. The contractor's certificate of insurance (COI) needs to name The Heritage c/o CMM Realty, Inc. 1100 Wheat Street, Columbia, SC 29201 as the certificate holder and needs to 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 The Heritage. 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 you handle package deliveries? The front desk staff accepts the packages and puts them in the package room near the front door. Each day the package list on the bulletin board is updated to inform all residents of any deliveries received.

11. If I observe a maintenance issue in the common areas, what should I do? Please call the Maintenance Supervisor at 803-799-3366 or 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. 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.

13. Who manages our Homeowners Association? CMM Realty, Inc. has been managing our property since 1994. Their offices are located at 1100 Wheat Street, Columbia, SC. 29201, and their office number is 803-779-1844.

14. Where do guests park? There are 4 parking spaces and 1 handicapped space in the front of the building. Overnight parking is prohibited in any of these parking spaces. If your guest intends to be overnight, please ask them to park on level 5 or 6 in our parking garage.

15. How do I reserve the Card Room, The Heritage Club, or the Media Room? Please contact the Head Doorman, Monday-Friday from 8:00 am to 4:00 pm to make the reservation. You will be asked to fill out a reservation form. Each room can be reserved once in a 12-month period at no cost. Thereafter, for the next 12 months there is a \$50.00 clean up fee. Any fees will be posted to your

homeowner account. If you have selected the PAY BALANCE OPTION on your homeowner portal this fee will automatically be paid.

16. What is the process for reserving the elevator for moving in or out? The elevator must be reserved for either. Please contact the Head Doorman, Monday-Friday from 8:00 am to 4:00 pm to make the reservation. You will be asked to fill out the reservation form. Currently the deposit is \$300 with \$150 being refunded if the policies and procedures for elevator reservation are met. If you are moving 1 or 2 pieces of furniture or an appliance and it can be moved in a single trip, it is not necessary to reserve the elevator thus avoiding the reservation fee.

17. How do I set up my account for the WIFI system and cable TV? Please understand that activating your WIFI account is the 1st step and activating your cable tv is another. First, send an email to theheritageinfo@cmmrealty.com requesting access to the WIFI system. You will receive a link from Spectrum to activate your account. Follow the instructions in the email from Spectrum. If you need assistance with getting these services activated, please call Jim Morrison with Palmetto Audio at 803-814-7665. He has helped other homeowners and you will need to pay Jim for his services. There is a no cost option with Spectrum, call customer service line at 855-895-5302.

Setting up your cable tv can be done in 2 ways. 1. You can stream your cable tv service on your TV using the Spectrum App. First you must connect to the property WIFI, then visit the SpectrumTV.com or download the Spectrum TV App. The app or browser recognizes when you are connected to the property WIFI, so you can open the app or browser to instantly watch TV without manually signing in. OR 2. Go to the Spectrum store at 950 Harden Street and pick up 1 DVR box and 1 standard digital box and connect to your tv. There is not a cost for these boxes because they are included in The Heritage bulk account contract.

18. When are the monthly board meetings? Annual homeowners meeting? Are meeting minutes provided to homeowners? The board meets the 3rd Monday of each month at 5:30 pm in the Card Room except for January's meeting which is the 3rd Tuesday at 5:30 pm and it is an open meeting for all homeowners. The Annual Meeting of homeowners is the 4th Monday in March at 6:00 pm. Approved meeting minutes are posted to your homeowner portal each month.

19. 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.