

**The Wilshire House**  
**at Union Station**

**FREQUENTLY ASKED QUESTIONS**

**To access The Wilshire House's homepage, go to [www.cmmrealty.com](http://www.cmmrealty.com), select HOA Management, then select The Wilshire House.**

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

To pay your regime fees, send your email address to [thewilshirehouseinfo@cmmrealty.com](mailto:thewilshirehouseinfo@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) 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 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). The water shut off valves are located outside of each Unit in the common hallway above the ceiling tiles on floors 1, 2, 4, 6, and 8. Please note that the valves shut off two (2) units simultaneously except for the 1<sup>st</sup> floor. A floor plan identifying the exact location of the shut-off valves can be found under the Documents tab of The Wilshire House homepage on CMM Realty's website.

4. **Are pets allowed?** Dogs are prohibited from the property regardless of if you are a homeowner, tenant, or a guest. Only a cat is permitted by a homeowner.

**5. Is there any type of access control for the property?** The main entrance to the building utilizes a key fob for entry and the parking entrances use a garage remote. Guests gain access to the building through the telephone entry system at the main entrance. Through the telephone entry system, guests look up the resident's last name and dial the associated code number. This will ring the resident and they can unlock the door from their phone. The door to the pool area uses the same key fob as the main entrance.

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

**6. Is there a fitness center?** We do not have a fitness center onsite, but there is a pedestrian bridge that connects our property to the Strom Thurmond Wellness and Fitness Center. This wellness and fitness center is part of the UofSC campus and not available to the general public.

**7. How do you handle package deliveries?** We have a package closet located on the first floor that you have access to 24/7. The delivering service provider will notify the residents that a package was delivered. This closet has 24/7 camera surveillance but is available to all residents so receiving packages is at your risk.

**8. 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.

**9. Who manages our Homeowners Association?** CMM Realty, Inc. has been managing our property since 1986. Their offices are located on the 1<sup>st</sup> floor and their office number is 803-779-1844.

**10. How do I set up my account for the WIFI system and cable TV?** Please understand that activating your WIFI account is the 1<sup>st</sup> step and activating your cable tv is another. First, send an email to [thewilshirehouseinfo@cmmrealty.com](mailto:thewilshirehouseinfo@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.

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 your set box top (cable box) and connect to your tv. There is not a cost for these boxes because they are included in The Wilshire House bulk account contract.

**11. Where do guests park?** There is guest parking in any visitor space on the upper deck garage. These spaces are clearly marked for your convenience. We strongly encourage residents not to allow their friends access to the parking just for the purpose of close campus parking. The rules and regulations address this issue and visitors violating this restriction will be towed without advanced warning.

**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.

**12. 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 the Architectural Review to the board for approval if necessary. 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 The Wilshire House HOA c/o CMM Realty, Inc. 1100 Wheat Street, Columbia, SC 29201 as the certificate holder and be on file with CMM Realty prior to any work commencing.

**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.**

**13. What are our amenities?** The Wilshire House is located within the UofSC campus footprint and has a pedestrian bridge connecting to the Storm Thurmond Wellness and Fitness Center, a state-of-the-art facility situated in the heart of the campus. Our 2-level parking garage has access-controlled gates, and surveillance cameras monitoring the area. Each condominium unit has 1 assigned parking space and there are 56 additional spaces for 2<sup>nd</sup> cars or guests. Our swimming pool and pavilion with its wide screen TV, fireplace and gas grill is perfect for resident functions. Additionally, we have a furnished clubroom, and the main building entrance has surveillance cameras and a telephone entry system.

CMM Realty has been managing The Wilshire House since 1986. Their office is located on the 1<sup>st</sup> floor and is available to assist you in anyway.

**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).