



CONCORD
WEST OF THE ASHLEY

RESIDENT HANDBOOK

Concord West of the Ashley HOA Contact Info:

Management Office: 843-766-1684
843-766-1686 Fax
office@concordcondo.net

Emergency Number: 843-863-6700 **(for after-hours maintenance emergencies only)**

Police Non-Emergency: 843-743-7200

Management Office Hours: Mon-Fri 9:00 am-5:00 pm, Wed 9:00 am-6:00 pm, Sat 9:00 am-12:00 pm; Sun Closed

Pool Hours- 5:00 am-11:00 pm. Pools are open from March 31st through September 31st. Board of Directors may choose to adjust the time frame depending on weather.

Fitness Center- 5:00 am-11:00 pm.

Bike Shelter- Located by the tennis courts. Please stop by management office to register your bike and pick up a bike decal.

Gate entry

The fob(s) provided at closing or by your property manager if you are leasing, will gain you access to all amenities and will also open the community gates via the card reader located on each entrance call box. You can open the gates after hours for guests via your cell phone. To use this function, provide your 3-digit directory code to your guests. The guest should enter this number at the call box and your cell will be called. You should then answer and press 9 to open the gate. If you are unaware of your code, please contact the management office. **Gates are open from 6:00 am-7:00 pm.**

Amenities

We hope you take advantage of all the wonderful amenities that will be offer to you at Concord West of the Ashley! All rules and regulations applying to the conduct of the Unit Owners also apply to their families, guests, and invitees. Unit Owners/Tenants must accompany family, guests, or invitees when they are using the amenities.

Package Acceptance

We will gladly accept your packages if you are not at home at the time of delivery. The package delivery service will place notice on your door that the package has been delivered to the office. Deliveries can be picked up from the Management office during office hours only. **Please be aware that we will not open the office after hours so you can get your package as this is not considered an emergency.** If you are expecting an important delivery, please be sure to make appropriate arrangements to get the package during our office hours, such as having a friend pick up the package. The Management and Homeowners Association will not be responsible for

lost or damaged packages. Please notify Management in writing if you prefer that we not accept deliveries for you.

Key Release

Management will keep a copy of your key for emergency and scheduled preventive maintenance purposes only. Only in the event of scheduled preventative maintenance or emergencies such as fire or flood would constitute grounds for entry in your home. If you decide to change the locks to the unit, a copy must be provided to Management. If you need someone to enter your home when you are not there, Management will provide the key only if this request is in writing via email, or if you call and give us permission.

Lock Outs

In the event of a lockout after hours, a locksmith should be contacted. Management does not provide after-hours lock out service. In the event of a lockout during business hours, you may contact Management for assistance. We will provide you with a copy of the key, which must be returned to the office.

Maintenance

The Concord Homeowners Association **does not employ maintenance staff**. If you are experiencing maintenance issue, such as the air conditioner or heater is not functioning, it is the owner's responsibility for repair.

If you are experiencing a maintenance emergency, such as water actively leaking into your condominium, please contact the office during business hours or call the emergency pager after hours at (843) 863-6700 immediately.

Community Rules and Regulations

The Management Office will be strictly enforcing all rules and regulations specified in the Concord West of the Ashley Master Deed. Please review the procedures below regarding various violations and their subsequent consequences. We ask that all owners and tenants take these rules and regulations seriously. They have been established to help ensure that our property remains an attractive, safe, and enjoyable community to live in. Owners whose units are occupied by tenants will be notified via email and/or phone if their tenant is in violation of one of the community policies. The owners will be the one held ultimately responsible for fees resulting from the violation. We strongly suggest that each owner provide their tenant with a copy of the Rules and Regulations.

PARKING

We realize that parking is sometimes limited directly in front of each building however, it is important that the following guidelines are followed:

- Do not park in a handicapped parking space unless you have a handicap tag.
- Do not park along any curbs that are not designated parking areas.
- Do not park in the white striped spots. They are reserved for emergency vehicles only.

- Do not leave vehicles in the lot that are lacking plates, expired tags, or are in inoperable condition.
- Boats and recreational vehicles are prohibited on property unless they are being stored in garage unit.

All of the above violations will be addressed by written notice first. Concord West of the Ashley will tow after 24 hours. Per the regulations set forth in the Master Deed, towing will be enforced at the owner's expense. Charleston City police officers regularly patrol the property and will be issuing tickets for vehicles in violation.

PETS

- An owner or occupant may keep no more than a total of two (2) dogs and/or cats per unit and a reasonable number of other generally recognized household pets. No Potbellied Pigs, Snakes, Pit Bulls, Rottweilers, Doberman pinschers, or other animals determined in the Board's sole discretion to be dangerous, may be brought onto or kept in the condominium at any time.
- All pets must be on a leash when on the property grounds. It is a **COUNTY LAW** that **pets must be leashed at all times** or the owner may be fined up to \$1,000.00 in addition to fines imposed by the Concord HOA. If a resident is observed with their pet off of the leash, they will be automatically charged a \$25 fine per occurrence.
- **Pick up after your pet!** Responsible parties must pick up and dispose of pet waste properly. Doggy stations are located throughout the property for your convenience. A \$25.00 fee will be charged to the owners account for each violation.

TRASH RULES

- Trash/trash bags/debris are prohibited in breezeways and any other common area. If it is discovered that a resident has violated this rule, a 24-hour notice will be issued. The area will be inspected after that 24-hour period has passed and any trash remaining will result in a \$25 trash removal fee. Additional occurrences will be charged \$25 immediately, without warning. Any stains or debris left in the breezeway, due to trash being left out will be the responsibility of the resident to remedy. If the mess remains after notice has been given a \$25 Cleaning Fee will be applied to the unit owner's account.
- **Large items (furniture, appliances, mattresses, etc.) will not be picked up by the trash company and should not be left outside the dumpster.** You are personally responsible for the disposal of these items. A fee of \$500.00 per item per occurrence will be assessed for violators. Contact Charleston County Landfill/Bees Ferry Rd at 843-571-0929 for information and hours.

SHORT TERM RENTALS ARE PROHIBITED

- Concord West of the Ashley continues to proactively enforce the rule that prohibits the establishment and advertising of short term and vacation rentals. The Master Deed for the community prohibits rentals of less than 9 months. This includes renting rooms and daily rentals as well.
- Concord management intends to continue our vigorous and proactive enforcement of this rule and we will continue to monitor Internet websites for listings. Owners found to be listing or renting their condo for less than 9 months are subject to the deactivation of amenities cards, fines of \$50.00 per day, and legal action. Please be sure to discuss this

important rule with your tenants, if applicable, as Owners are liable for the actions of their tenants.

- Please contact the Management Office (843) 766-1684, if you believe a unit is being used as a short-term rental

NOISE DISTURBANCES

Noise disturbances have become an increasingly serious problem among some of our residents. It is important to always be mindful of how your activities within your unit may be affecting your neighbors. Each resident deserves the right to peacefully enjoy his or her condominium. Common noise complaints such as loud stomping, music and pet noise will be addressed with warning notices. Upon the third complaint a \$25 fee will be charged to the owner's account. For more serious and disruptive disturbances such as parties an automatic fine of \$100 will be charged without notice. Additionally, the Homeowners Association has scheduled regular patrols of the property by off-duty officers with the Charleston Police Department to monitor the property and respond to such disorder.

SIGNAGE

Any type of sign or advertisement is absolutely prohibited whether it is inside the confines of a unit, on your vehicle or on the patio area. Signage will be addressed initially with a written notice to the occupant and/or owner. A deadline of one week will be allowed to remove the item in violation. If it is found that said item is not removed by the date specified a fine of \$25 will be charged to the owner. Additionally, a \$10 charge will be enforced for each following day that the sign remains displayed. Increasing fines of \$50-\$75 will be charged if the violation occurs again. Once an initial notice has been sent for the first violation no further warnings will occur.

BALCONY ITEMS

As outlined in the Master Deed no items may be hung or draped from the balcony area. This includes but is not limited to STRING LIGHTS, BAMBOO SHADES, TOWELS, LAUNDRY, GRILLS, AND BIKES. No items can sit on or drape over the balcony railing. Colored lightbulbs are prohibited in the balcony light fixtures. Any units found to be in violation of these regulations will be sent a warning notice allowing 24 hours for removal. If that deadline is not met, a \$25 fine will automatically be charged. For each day that the violation continues a \$10 fine will also be charged to the owners account.

ITEMS IN BREEZWAY

Entry mats are the only acceptable items that may exist in the breezeway area. Any resident storing bikes, furniture, potted plants or any other items in the breezeway will not only be in violation of our community policies but the Fire Marshall's regulations as well. If an item is discovered in the breezeway Management will tag it with a warning notice allowing 24 hours for its removal. If the item is not removed during the allotted time, then the owner of the item(s) will be charged \$25. Additionally, the resident will continue to accumulate a charge of \$10 for each day it remains in the breezeway after the specified deadline.

GRILLS

As stated in the Concord West of the Ashley Master Deed all gas and charcoal grills are absolutely prohibited from being used or stored within the condominium unit (this includes the GARAGE and BALCONY). We ask that all residents strictly adhere to this policy as it has been set in place to help ensure your safety and the safety of your neighbors. If it is discovered that you are storing a gas or charcoal grill on your patio you will be given a warning notice. The notice will specify an exact date and time by which the grill must be removed. If you have not removed it by the deadline date you will automatically be charged \$100. There will be a \$25 charge for each day thereafter that the grill remains in place. Any further occurrences will result in increased fines ranging from \$200-\$300.

Pool and Pool Area Rules

Please review the following pool rules and reminders. These rules have been established by the Concord Homeowners Association to ensure the safety and enjoyment of our residents and guests.

- 1) **No glass is allowed within the pool and pool fenced areas at ANYTIME.** This is a policy of the SC Department of Health and Environmental Control and is a condition of our pool operations permit. If DHEC inspects the pool and observes glass within the pool area, the pool will be closed indefinitely. In addition, if broken glass is found in the pool or pool patio, the pool will also have to be closed and possibly drained, at the expense of the Homeowners. No glass bottles, cups, plates etc. shall be brought into the pool area, including in coolers. All glass items must remain outside of the fenced pool area.
***Plastic cups are available at both pools for your convenience*.**
- 2) **No smoking in pool area.** Smoking is permitted outside the pool gate(s) only.
- 3) **Three guest limit per UNIT.** This policy has been established to reduce overcrowding at the pools. Please observe this policy between 11am and 5pm on Saturdays, Sundays, and holidays.
- 4) **All guests must be accompanied by a resident.** If you have a guest(s) that will be using the pool while you are not with them, please provide the Concord Management Office with the name of your guest(s) and the dates that they are expected to use the pools. Failure to do so may result in your guest not being permitted to enter the pool area.
- 5) **No pets are allowed within the pool and pool fenced areas at ANYTIME.** This is a policy of SC Department of Health and Environmental Control and is a condition of our pool operations permit. If DHEC inspects the pool and observes pets within the pool and fenced pool area, the pool will be closed indefinitely.
- 6) **No boisterous behavior or loud music is permitted at the pools.** Please be respectful of those around you and those who live near the pools.
- 7) **No one under the age of 16 is allowed in the pools and pool fenced areas without an adult.**
- 8) **Pool and pool patio areas close at 10 pm on Sundays thru Thursday and 11 pm on Friday and Saturday.** The gates will lock at closing time. Persons caught using the pools after hours may be fined or have pool privileges revoked.

9) **All Owners and Residents using the pools must have in their possession an active Gate Card.** No person will be permitted to enter the pool areas without an active Gate Card. Owners and residents are PROHIBITED from giving gate cards to non-residents and non-legal owners. Failure to comply may lead to card deactivation.

10) **No parties or large gatherings are permitted at the pools unless amenity areas have been reserved through the Concord Management Office (Kitchen).** Those responsible for unauthorized parties and large gatherings may be subjected to fines and/or suspension of pool and amenity privileges.

11) **Absolutely no beer kegs will be permitted in the common areas of Concord.** All common areas include the pools, pool patios, cabanas, tennis courts, clubhouse building, fitness center building, indoor kitchen at the back comply with this rule may result in finest and/or suspension of pool and amenity privileges, as well as other possible enforcement actions by the City of Charleston Police Department.

12) **The pool gates should not be propped open at any time.** They must remain closed for safety reasons and to prevent non-authorized persons from using the pools.

About Pool Attendants and Pool Use Procedures:

Pool attendants provided by Sarah Titus Inc. and/or City of Charleston Police Officers will be monitoring the pool areas on weekends and at various times throughout the week. When Pool Attendants are present, all owners and renters will be required to sign in when entering the pool areas. It is imperative that the Concord Management Office have a copy of all rental lease agreements so that the names of tenants can be added to the list of the owners and renters. **If you have not provided a copy of your lease and/or your tenant's lease to the Concord Management Office, please do so immediately.** If multiple people live in a unit, please be sure that all names are included on the lease (either has lessee(s) or others living in the unit). Those persons not included on the list may be prevented from entering the pool areas at that time. This additional measure is to ensure that only owners, current residents, and authorized guests are using the Concord pool and amenities. The list of owners and renters will be updated weekly. **Please remember that all residents and owners must have an active Gate Card in their possession when using the pools.**

REMINDERS:

- 1) Please remember to have your active gate card with you while you are using the amenities.
- 2) Please make sure that fires are completely out after use of the fire-pits.
- 3) Please remember to turn off the gas grills and TV's after use.
- 4) Please remember that recycling bins are available at both pools.
- 5) Security surveillance cameras are in use at the pools, amenity areas, and complex entrances.
- 6) If you observe any misuse of the pools, pool areas, and amenities, please notify Management at (843)766-1684 or office@concordcondo.net. If necessary, please contact the Charleston Police Department non-emergency number at 843-743-7200.

**** Concord Management and Staff, Sarah Titus Inc., and City of Charleston Police Officers, will be enforcing the above pool rules.***

Condo Maintenance

KNOW WHERE THE WATER SHUTOFF VALVE IS LOCATED!!!!!!!

It is your responsibility to make sure the contractors know where your individual water shut off is to the unit and the building, PRIOR to the commencement of work or you may be subject to fines and damages done to other units as a result of the contractor construction activities.

Individual Unit Water Shut off valve:

- Every unit has a water shut off valve. The valve is located in the water heater closet. Look towards the back of the water heater and you should see a ball valve there similar to the one below.



- It is imperative that all owners, inform tenants of the location of the water shut off valve located at the back of the water heater. It is critically important for all residents to know the location before a disaster happens, to prevent substantial damage to your unit and others.

Attic Space/Sprinkler Heads

- We would like to remind the top floor residents with attic access hatches in their closet that no one, including contractors or home inspectors, are allowed in the attic space.
- DO NOT hang items from sprinkler heads. Sprinklers have a big job to do, and their small parts are too fragile for being used as hanging devices. Hanging items and inserting devices can break or interfere with the mechanism.

Water Heater Replacement

The original water heaters installed at Concord have reached the end of their life expectancy. If your unit currently has the original water heater, it is required that you contract with a licensed/insured plumber/contractor to replace the water heater.

Water Heater Closet

DO NOT store any items in the water heater closet. Too much weight on the pipes could lead to a potential leak in your unit if they were to break.

Annual Fireplace Inspection

According to the National Fire Protection Association chimneys, fireplaces, and vents need to be inspected yearly (even if not used very often). Also look for cracks in the fire bricks, as this is also a fire hazard. If you have a unit with a fireplace, please be sure to have yours inspected and cleaned as needed.

Have your dryer vent inspected and cleaned by a PROFESSIONAL annually.

Lint and other debris can build up in your dryer hose and vent duct, reducing air flow and creating a fire hazard. These hazards can be avoided by thoroughly inspecting and cleaning your dryer vent every year.

Helpful reminders to keep your HVAC system in good condition:

- The filter should be changed every (30) days.
- When replacing your filter, you should also check to see if the coils appear to be dirty. If so, do not attempt to clean them yourself. You will need to call an HVAC specialist to have this done.
- Check regularly to make sure that there isn't any water over-flowing outside of HVAC unit. During the cooling operation, add a couple ounces of bleach to the drain pan when you change filter. This will help keep the drain line clear.
- You should have your HVAC unit serviced bi-yearly by a professional technician. During this inspection, have them clear your drain line and check for a drain pan safety device. If you do not have one, it is advised to add one. They are inexpensive and can save a disaster from happening to you and your neighbors.
- The outdoor units are labeled. When in heating; periodically check the outdoor unit during operation to make sure it is running. You may be running on your indoor electrical heat strips only. This will drive up your utility bill.

Smoke Detector Testing

Residents should test the detectors in the unit monthly. Push the button, hold for 3 seconds, it should beep loudly. If nothing happens when the button is pressed, then it is time to change the battery or change the smoke detector. After battery replacement, slide the door to the battery compartment closed to lock in the battery. Then push and hold the test button for 3 seconds to reset the detector. You will need to reset all detectors following a battery replacement, otherwise, you may have continued chirping/beeping.

Alterations of Units

YOU ARE RESPONSIBLE FOR ENSURING THAT THE CONTRACTOR HIRED HAS THE PROPER INSURANCE SHOULD A WATER LOSS AND/OR ADDITIONAL DAMAGES OCCUR WITHIN YOUR UNIT OR SURROUNDING UNITS.

No owner or occupant may make any alteration within a unit which involves connecting to Common Element Pipes, lines, conduits, and/or other apparatus for access to common utilities without prior written HOA approval. NO owner or occupant shall make any interior modifications to or place an excessive load on any structural or load bearing portions of a unit without first obtaining the prior of the HOA. All alterations made to a unit by a contractor or subcontractor hired by an owner or occupant must be approved in writing by the HOA of Concord West of the Ashely Condominium Association prior to the commencement of any work. In order for the HOA to approve the work, several items must be completed and submitted for review 45 day prior to any work commencing. These items include, but are not limited to:

- 1. Proof of insurance (general liability and worker's compensation) naming the Association as an additional insured.**
- 2. Copies of any required permits.**
- 3. A report or drawing prepared by a licensed structural engineer (when applicable).**
- 4. Contact number of contractor in case of emergency.**

The community compactor is not to be used to dispose of any construction related materials. It is the responsibility of the contractor to dispose of the material off of the property. Working hours for contractors are Monday-Friday, 9am-6pm and Saturday, 10am-5pm. Work is not permitted after these hours or on Sundays or Holidays.

Replacing Carpet with Tile or Hardwood Floors

- No owner, occupant or any other person may replace carpeting with tile, marble, vinyl, hardwood floor, or any other hard surfaced flooring material, on the interior of a Unit, which is located above another Unit, without first obtaining written approval from the Board.
- Before any person may replace carpeting with a hard-surfaced floor material in any Unit, the Owner must apply for written approval from the Board by submitting the following information:
 1. Unit Address, and the Name, address, phone number, and email address for Owner of the Unit;
 2. Name, address, phone number, and email address for the tenant or occupant, if applicable;
 3. Company name, address, phone number, and email address for the contractor anticipated to perform the work;
 4. Information regarding type of flooring material to be used and a measurement of the thickness of the material;
 5. Information regarding the type of underlayment and material and thickness of the mat to be used;
 6. Photo or sample of both the flooring material and underlayment
- A rating of IIC65 for impact sound transmission absorption is equivalent to the sound absorption for materials such as carpet. Therefore, noise level requirements shall be considered met if the owner provides evidence that the proposed flooring will have a rating of IIC 65 for impact sound transmission absorption or higher.