

THE RETREAT AT RIVERLAND

Homeowner Guide



ACCOUNT INFO/ONLINE PAYMENTS

Please visit

<https://cmg.cincweb.com/>

Click the account login/payment button and enter your information. Once your information is verified, you will receive your password by email.

Assessment Fee Information

Assessments due on the 1st of each month.

Send ALL Payments To

*Retreat at Riverland
P.O Box 1207
Commerce, GA 30529*

Payment must be received and processed by the 15th to avoid late fees

Board Members

Brian Carstens
Charles Wilson
Danielle Lowe
Karen Fowler
Robert Rakowski

Association Email

retreatatriverland@cmgcharleston.com

ARB APPLICATION

You can find the Architectural Review

Form at: <http://>

[www.cmgcharleston.com/
RRiverland_Docs/Retreat%20ARB%
20Request%202014.pdf?x44830](http://www.cmgcharleston.com/RRiverland_Docs/Retreat%20ARB%20Request%202014.pdf?x44830)

What does the assessment pay for:

The business of your Association is to maintain the common area, clubhouse maintenance and repair, pool, pressure wash 1 time per year, general maintenance and repair, fitness center, landscape maintenance, tree trimming, lake/pond maintenance, irrigation, interior/exterior pest control, termite bond, boatyard, elevator maintenance, watchman services, janitorial, gate maintenance, sign maintenance. The Assessments are used to cover these expenses. As a member of the Association, you are required to pay a share of the costs, whether or not you use the community amenities.

FREQUENTLY ASKED QUESTIONS

THE RETREAT AT RIVERLAND

GATE REMOTE

Gate remotes can be purchased for \$50.00 from the management group

POOL KEY INFORMATION:

Pool keys – The pool key fob fee is \$35. If any fob is lost or stolen, a replacement is available for \$35.00 payable to Retreat at Riverland HOA.

How many keys are allowed per household? One fob per household

POOL INFORMATION

The pool is open from March 30th through October 30th

CLUBHOUSE RENTALS:

First time rental is free for up to 4 hours- once per calendar year. Rental fee for 4 hours (including set-up time) is \$75. Each additional hour or fraction of hour over 4 hours is \$25. There is a cleaning/damage deposit of \$150.00 that is refundable provided no cleaning is required and no damages were done. Two separate checks made payable to The Retreat Homeowners Association. The following fees will be due upon the execution of this Reservation Agreement. Reservations must be made at least ten (10) days prior to the event. Last minute requests with special circumstances can be made to the Board of Directors or a Pool/Clubhouse Committee member. Reservations can be made for the Clubhouse and Bar-B-Q Deck only. The pool and pool deck area CANNOT BE RESERVED. In the event you wish to cancel a reservation, please contact the Management Company reservation agent or a Clubhouse/Pool Committee member as early as possible. A minimum of 48 hours is required for all cancellations; otherwise, a cancellation fee of \$50.00 will be deducted from your deposit.

RESERVATION AGREEMENT can be downloaded online at http://cmgcharleston.com/RRiverland_Docs/Riverland%20Clubhouse%20Reservation%20Agreement.pdf

STORAGE:

To reserve a space in the Boatyard, a registration form must be completed for each item for which storage space is required and submitted to Community Management Group (CMG) at SupportTeam@cmgcharleston.com or delivered to 349 Folly Rd, Suite 2B; Charleston, SC. Storage in this facility is restricted to the Owners and Tenants of the HOA and the Riverland Woods Apartments only. This will not include family members, friends or others without the approval of the HOA Board of Directors. The storage form can be downloaded online at http://www.cmgcharleston.com/RRiverland_Docs/Boatyard%20Registration%20Form%20-2017.docx?x44830

Fee for 2018 is \$135.00.

At the time of registration, a decal will be issued that must be clearly visible on the stored item at all times. The decal must be applied in the most conspicuous location of the stored item so it is clearly visible from the traveled path, for example if a trailer will be left in the Boatyard without the boat for ANY length of time, the decal should be placed on the trailer closest to the hitch where it is in plain sight. For items that will be covered, the decal must be placed in an uncovered location so it remains visible at all times.

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ARC Details

Q: What is the Process?

A: Owners may make alterations to the interior of their units without the approval of the Board of Directors so long as the alterations do not involve structural changes. All alterations that can be seen from the exterior of the unit must get prior approval from the Board of Directors. See Exterior Modifications. Upon submitting an ARB form with your request for changes/modifications, either the Architectural Review Committee will take time to review your plans and determine if they comply with the governing documents and regulations as outlined by the developer. You will be notified of the decision to either approve or deny your request within 30 days of submission and involves a number of steps depending upon the details and specifications of your plans. When a decision is made, you will be sent an official letter from the association that you can retain for your records.

Q: Where do I find the form?

A: The form can be found here: http://www.cmgcharleston.com/RRiverland_Docs/Retreat%20ARB%20Request%202014.pdf?x44830

Q: How do I get my plat?

A: The first place to check is your closing packet—you should have received a copy when you purchased your property. If you are unable to locate it there, contact your developer. If your builder or developer is no longer able to be reached, you can pay to have a surveyor create one for you. Check your local listings for a surveyor.

Q: Where do I send the form?

A: Retreat at Riverland

349 Folly Rd, Ste. 2B Charleston, SC, 29412 Email: RetreatatRiverland@cmgcharleston.com Fax: 843-795-8482

Important Links

Community Page:

<http://cmgcharleston.com/retreat-at-riverland/>

Governing Documents:

[http://www.cmgcharleston.com/RRiverland_Docs/Retreat%20at%20Riverland%20HPR%20Master%20Deed%20COMPLETE%20\(OCR\)%20.pdf?x44830](http://www.cmgcharleston.com/RRiverland_Docs/Retreat%20at%20Riverland%20HPR%20Master%20Deed%20COMPLETE%20(OCR)%20.pdf?x44830)

Contact Information (please keep your contact information up-to-date so we can keep you informed!):

<http://cmgcharleston.com/contacts/>

Dates to Remember

Annual Meeting Date:

The annual meeting is held in January of each year. All members will be notified at least 30 days in advance of the meeting.



Community
Management
Group

Street address:

349 Folly Rd

Suite 2B

Charleston, SC 29412

Phone: (843)795-8484

Fax: (843) 795-8482

<http://cmgcharleston.com/>

RetreatatRiverland@cmgcharleston.com

FREQUENT CONTACTS

RETREAT AT RIVERLAND

Insurance Information

HUB International - Jill Amore
Jill.amore@hubinternational.com or (864) 213-4434
2430 Mall Drive
Charleston, SC 29406

Utilities Information

Electric Company Contact: SCE&G—Phone: 1-800-251-7234 <https://www.sceg.com/>

Water Department Contact: Charleston Water Systems
843-727-6800 www.charlestonwater.com

Garbage Collection Contact: Carolina Waste 576-1100
NO PICK-UP, DUMPSTER BY 300 Building

GARBAGE PICK UP DAY—Wednesday

Other Information

Landscaper— Yellowstone Landscaping

Pool— US Aquatics

Ponds— Lake Doctors

Signs down/Trees down/county property— Association responsibility—Private

Elevators— Thyssen-Krupp

Pest Control— Advanced Termite and Pest 843-795-6767

Power Outage/lines down: SCE&G 1-800-251-7234 Downed/sparking power lines 1-888-333- 4465

Water Department-- Charleston Water Systems (843) 727-6800
www.charlestonwater.com

City Website-- www.charleston-sc.gov

County Website--www.charlestoncounty.org

VIOLATION POLICY

Community Management Group is contracted by your Association to perform weekly inspections and to note anything that is in noncompliance to the Governing Documents and Enforcement Policy in place. Once a violation has been noted a courtesy notice is sent, if the same violation occurs a second time a second courtesy notice is sent. After the third occurrence fines begin to incur beginning at \$25 and doubling every 10 days thereafter until resolved.

<http://cmgcharleston.com/retreat-at-riverland/>