

Orchards of Habersham Grove

Frequently Asked Questions

1. **Question:** What utilities do I need to contact before moving in.

Answer: You will need to contact the gas company – shop around for the best price. City of Cumming Water 770-781-2020. Sawnee Electric 770 887-2363. Phone and Cable are the responsibility of the resident. Garbage Collection is covered by your dues and a trash can and recycle bin should be in your garage. If not please contact Sanitation Solutions 770-886-7323.

2. **Question:** I just moved in and I did not get keys to the mailbox.

Answer: All mailboxes and keys belong to the United States Postal Service. If you do not have a key to your mailbox, you must buy a new one from the USPS. The Association has no control or jurisdiction over the mailboxes.

3. **Question:** I want to install a Satellite Dish.

Answer: Before you do, please make sure you read Exhibit A in the Rules and Regulations (Page 18 and 19) and get approval. Any damage caused by the dish will be the owner's responsibility. It is also the owner's responsibility to remove it before selling the unit.

4. **Question:** I want to buy a condo unit and then lease/rent it.

Answer: Before you do, please make sure you read Pages 10-13 of the Rules and Regulations. Among other things, you must live in the unit for one year before you are eligible to rent it.

5. **Question:** I want to change the bushes and or flowers in front of my unit.

Answer: Before making any changes, make sure you read the Rules and Regulations on Landscaping (Page 3 and 4). All landscape changes in common areas must be approved by the Landscape Committee and the Board.

6. **Question:** Which circuit breaker in my garage works the outlet on the left wall?

Answer: Not all units are identical, so one size doesn't fit all. If your circuit breakers were not labeled by the builder or the previous owner, then it will be a matter of trial and error to find out which breaker operates which lights and outlets.

Tip: To make life easier for yourself in the future, label the circuit breaker as soon as you find out what it controls.

7. **Question:** My garbage disposal is broken, what do I do?

Question: My kitchen sink is dripping, who do I call?

Answer: First check the *Maintenance Responsibility Guide* on the website. In general, maintenance of everything inside the unit is the owner's responsibility. For any plumbing type issues (faucets, water heaters, disposals, toilets, drains, etc.) call a plumber for service. There is a list of *Service Providers* that residents have used on our Website.

8. Question: Why haven't they picked up my trash or my recycling today?

Question: They picked up my trash today and I can't find the empty container?

Answer: Any questions or problems with the garbage collection must be addressed to Custom Disposal Service, 770-977-2788 Email: customercare@customdisposal.com

Tip: Please refer to the *Trash Collection Information* details on our Website Homepage.

9. Question: How do I light my fireplace, and what happens if the electricity goes out?

Answer: If the electricity goes out, you can still light your fireplace by activating the switch on the wall. If it won't light for any reason, or you have any problem with your fireplace, call a service provider. Check out the list of *Service Providers* on our Website, as well as the *Maintenance Responsibility Guide*.

10. Question: I can't park in my own Driveway??

Answer: A driveway does not belong to the unit owner; it is considered a Limited Common Element. Per the Orchards of Habersham Grove Rules and Regulations, (Section IX, Paragraph B, page 7) "All parking by residents must be within the garage."

Tip: There is a lot of other very useful information listed in Section IX.

11. Question: Why can't my guests park on the street while visiting me?

Answer: It is very important we keep the streets clear in case emergency vehicles need to assist someone in the community. Please have your guests park in front of your garage (max 72 hours). See page 6 of the Rules and Regulations for more information.

12. Question: What kind of light bulbs are in my kitchen ceiling? Are they the screw in type?

Answer: Not all units are identical, so one size doesn't fit all. The maintenance of everything inside of the unit is the sole responsibility of the owner of that unit. A lot of owners call a handyman to change light bulbs, fix leaky faucets, and a host of other annoying problems that we are not able to handle ourselves. If you don't have a handyman that you use on a regular basis, check out the list of *Service Providers* on our Website.

13. Question: My Garage door isn't working....is that covered by insurance?

Answer: Garage door and garage door opener maintenance and repair are the responsibility of the unit owner. Check out the *Maintenance Responsibility Guide* on our Website, as well as the *Service Provider List*. Garage door replacement must be approved by the Board.

Tip: Remember to replace the batteries in your keypad opener and in your garage door opener on a regular basis. Sometimes that is all it takes.

14. Question: Do I contact Carefree Properties to re-program my garage keypad opener?

Answer: Garage door, garage door opener and key pad maintenance, repair and programming are the responsibility of the unit owner.

15. Question: It takes me 5 minutes to get hot water.....what's wrong?

Answer: As long as you eventually get hot water, there is nothing wrong. The reason it takes so long, is that the hot water tank is generally located at the opposite end of the unit from the bathrooms. It takes a while for the hot water to travel from one end of your unit to the other.

16. Question: Has the mail come yet?

Answer: That is the \$64,000 question that no one can answer!!

Tip: If you wait until after 3:30 or 4:00 pm to go and pick up your mail, chances are that the mail will have been delivered.

17. Question: I've been expecting a parcel delivery & UPS said they put it in the parcel bin. There are a couple of bins with keys in but won't open. What is the trick to open them?

Answer: If your parcel is coming via UPS (United Parcel Service), they will deliver it to your door. UPS is not allowed to use the Post Office mail bins. If your parcel is coming via USPS (United States Postal Service), the postman will place your parcel in one of the large bottom bins. He/she will then place the key to that large bin inside your mailbox. The key has a tag with the number of the corresponding bin which works the **top lock** of the large box. After you retrieve your parcel from the bin, leave the key in the lock.

18. Question: Why won't my printer print your Calendar?

Question: My computer got hacked, what do I do now?

Answer: Printers, computers, phones, TV's and all electronic equipment are personal possessions that give every one of us a lot of problems from time to time.

We can't live with them, but we can't live without them!! If you don't have someone who can fix your electronic problems, check out the list of *Service Providers* which residents have used successfully. That list can be found on our Website.

19. Question: Why is my water bill higher than my neighbor's?

Answer: All utilities are billed based on usage. Chances are that your neighbor uses less water than you do.

20. Question: I have green bugs coming out from under the baseboard.

Answer: The Association has a contract for termite protection for all the buildings, as well as a quarterly exterior spraying around all buildings by Team Pest. If there are any "crawlies" inside your house, call **Team Pest at 770-985-4444**. Let them know you are from the Orchards of Habersham Grove. They will spray inside your unit and charge you \$25.00 when they are here for their quarterly exterior spraying or they will charge you \$45 to come out on a different day.

21. Question: I received a scam phone call would you put it on the Grapevine?

Answer: Unfortunately, in this day and age, we all receive many scam phone calls every single day. We cannot publish every call on the *Grapevine*. Carol wouldn't get any rest!! She works very hard for all of us as it is.

22. Question: No water is coming out of my outside faucet...did you winterize it?

Answer: If no water is coming out of the outside faucet, chances are that the inside valve is turned off. Outside faucets are a unit owner's responsibility. Check out the *Maintenance Responsibility Guide* and the *Service Providers* list on our Website.

23. Question: How do I shut off the water to my water tank?

Answer: There is a valve on the copper pipe on top of your water heater.

Tip: While you are looking for that, make sure you know where the valve is to turn off the main water supply. It has a label hanging from it.

24. Question: Are others having a problem with their Maytag Refrigerator?

Answer: Not everyone has a Maytag refrigerator. All appliances (refrigerators, microwave ovens, stoves, dishwashers, washer and dryers, etc.) inside a unit are the sole responsibility of the owner of that unit. Eventually we all end up having problems with one or other appliance. If you do not have a vendor you can call for repairs, check out the *Service Providers* list on our Website for vendors that other owners have used.

25. Question: Do you have a key to my house? I'm locked out.

Answer: The Association does not keep duplicate keys of anyone's unit.

Tip: You might want to hide a key in your garage, or leave a key with a close neighbor, in case it happens again.

26. Question: What channel is the football game on in the Clubhouse?

Answer: The TV in the clubhouse is for the convenience of those who wish to use it. The Association does not keep a *TV Guide* or other form of TV schedules.

27. Question: I don't have any water and I can't take a shower.

Answer: If the water is cut off, it is generally a sign that the City of Cumming water bill has not been paid. This is a unit owner's responsibility. If you are certain the bill was paid on time, then call the water department 770-781-2020 and report the problem.

Tip: be prepared to come out and talk to the water department employee when he/she shows up at your door. It is not an Association responsibility.

28. Question: I have to replace my smoke alarm, how much does a new one cost?

Answer: Smoke alarms, just like thermostats, garage door openers, ceiling fans, light fixtures, exhaust fans, light switches, etc. are all inside the unit, which makes them the sole responsibility of the unit Owner. The Association is not responsible for replacement or pricing of any interior items.

Tip: Smoke alarms are only good for 10 years. If your unit has the original smoke alarms, make sure they are replaced no later than on their 10th anniversary.