



Frequently Asked Questions

This document was written as an aid to new residents to help answer those questions that “aren’t written down anywhere” or “would have been helpful to know about earlier”.

FAQs:

Q: What can I do to help make my move-in go smoothly?

A: First, refer to the Moving section of the Rules and Regulations. Second, contact the Association Manager to set the date, arrange for elevator pads to be installed, and ensure the move-in fee has been settled. Third, hire professionals or have enough food and refreshments to ensure your friends and family take good care of your stuff and our building.

Q: Where I used to live, I was able to leave all of my boxes and packing items used for moving at the [fill in the blank] and the [fill in the blank] would pick it up for us. Can I do that here?

A: Probably not. You’re not in [fill in the blank] anymore. The good news is that you should have no trouble adapting with a little attention and care. Recycling—what can be recycled and how and where it’s picked up—is handled differently throughout the country and from building to building. Recycling and trash pickup rules even vary for city and county residences and businesses just outside our property. The Lofts has a private company who handles waste and recycling and we are bound by their requirements. You should never leave trash or recycling outside of your unit, the recycling bins, the dumpster, or loose in the trash chute rooms. Our housekeeping team will not pick up after you or compress and place your recycling inside the bins or dumpster. Put another way: you should put all trash and recycling inside the trash chute (don’t stuff oversized items!), inside the dumpster, or inside one of the recycling bins. Refer to the Waste and Recycling section of the Rules and Regs for details and what to do with all of those moving boxes if they won’t go into the recycling bins and your eco-conscience won’t allow you to trash them.

Q: How do I arrange to have utilities turned on in my unit?

A: If on-site activation is required, the Association Manager will provide the utility company with the code to access to the mechanical room where your electricity/cable/satellite/phone connections are housed. Below are the contact numbers for the most common utilities at Mills Mill:

Duke Power (www.duke-energy.com/south-carolina/service.asp) (1-800-769-3766)
Charter Cable (www.charter.com) (1-888-438-2427)
DirectTV (www.directv.com) (1-855-229-4388 or 1-800-531-5000)
AT&T (www.att.com) (1-800-288-2020)

The following are paid for by the Association and should not require setup:

Piedmont Natural Gas (www.piedmontng.com) (1-800-752-7504) * gas range only *
Greenville Water (www.greenvillewater.com) (1-864-241-6000)

Q: How many proximity cards am I allowed to have and how do I get more?

A: Each unit is allocated up to five proximity cards (a.k.a., swipe cards or fobs). Contact the Association Manager to purchase additional cards or to replace lost/damaged cards. The three primary reasons for cards you have to stop working: damage to the card's internal antenna or chip; exposure to electro static discharge; exposure to strong magnetic fields. The Association Manager will instruct you on how to pay for (check or money order) and pick up your new card(s) and can provide you with an optional ID badge holder (plastic sheath with key-ring) that can extend the life of your card. Finally, each card is assigned a unique number to allow you and the Association Manager to ensure that cards no longer in the possession of an owner or renter are disabled. One suggestion is to record the number (the last five-digits) of each card so you can easily report and disable a card if one is lost or stolen.

Q: Does the Association Manager keep a "master key" for all units in case I lock myself out?

A: No. Refer to the Maintenance & Emergency Manual for suggestions on storing an extra key and recording contact information from immediate neighbors.

Q: How do I get my name programmed into the names dialer at the visitor entrance?

A: The Association Manager can walk you through the steps to determine and collect which number and displayed name are to be stored in the directory for your unit. It is possible to have multiple names per unit in the directory dialer if needed. It is suggested that you practice entering the building by dialing yourself (assuming the number is cellular) before waiting until your first guest arrives to give it a try. It could also be helpful to save the number for the names dialer as a Contact into your phone with instructions (e.g., "Press '*' then '9' followed by a long tone for confirmation") so the number is recognizable when it dials your phone.

Q: What can I do if I'm locked outside of the building without my card and/or key?

A: There are several reasons why a resident can end up outside the building without what they need to get back in. It happens. If you have your phone, you can use the names dialer to buzz yourself in from the visitor entrance. No phone or card or key? You might inconvenience the neighbor with whom you left your spare key by dialing them... and perhaps repay the favor when they need you. If all else fails, you can contact the Association Manager (their number is posted on each door)... but be prepared to pay a service charge for them to dispatch someone (including a premium for nights/weekends) as well as a locksmith (if necessary).

Q: How can I get referrals for professionals who can service or repair my [fill in the blank]?

A: The Association Manager has a list of all the contractors who do work for us in the common areas of the building and service the equipment, systems, and appliances that the association is responsible to maintain. In addition to having a good understanding of the quirks of our building, such as where the AC condenser units are placed (normally on the roof for 2nd through 4th floor units, which requires coordination from the Association Manager to access) or what kind of studs do we have (metal), these professionals are vetted to make sure they are licensed and bonded, which is a requirement to do work in our building. Feel free to contact the Association Manager for a referral. An even better option, perhaps, is to rely on the experience of a neighbor. General searches for keyword(s) “plumber”, “patio doors”, “locksmith”, “electrician”, “dog walker”, or “sound proofing” on Nextdoor will not only give you tips or references to consider, but can let you know who to send a private message to for their first-hand experience. Finally, there is a “Recommendations” category on Nextdoor that is an option for you to post your own suggestions and experiences.

Q: Where can I get answers to additional frequently asked questions?

A: Neighbors are great sources of information, so consider asking in person or posting on Nextdoor. Newer versions of this document will be stored on Nextdoor under the category “Documents”. If all else fails, contact the Association Manager.