

The Hamilton Company's

RESIDENT HANDBOOK



BUSINESS HOURS:

MONDAY – THURSDAY 9:00 A.M. – 5:30 P.M.

FRIDAY 9:00 A.M. – 5:00 P.M.

617-783-0039

39 Brighton Avenue

Allston, MA 02134

Fax 617-783-0568

www.TheHamiltonCompany.com

Equal Opportunity Housing

Resident Information

Welcome and thank you for choosing The Hamilton Company for your new home. We will make every effort to make your tenancy a pleasant one.

The purpose of this handbook is to provide you with essential information so that you may enjoy your tenancy. We appreciate your comments and suggestions; please call us at (617) 783-0039 or the site office for your community.

PAY ON LINE

We are pleased to announce that you can now pay your rent online. Make a one time payment; have the money taken directly out of your checking account or pay using your credit card. You can even schedule payments in advance. Simply log onto our website www.thehamiltoncompany.com and you will be guided step by step through the process of creating an EZ pay account (you will only have to do this once). Within 48 hours your account will be set up and you can begin making payments.

UTILITIES

Prior to move in date please contact the following utility companies to commence service:
Boston Tenants:

Key Span Energy Delivery	Gas	1-617-469-2300
Nstar	Electricity	1-800-592-2000
Verizon	Phone	1-800-870-9999
RCN	Cable, phone, Internet	1-800-RINGRCN
Comcast	Cable and Internet	1-617-562-4267 or 1-888-comcast

Cambridge Tenants:

Nstar	Electricity	1-800-592-2000
Nstar	Gas	1-800-572-9300
Verizon	Phone	1-800-870-9999
Comcast	Cable and Internet	1-888-comcast

Suburban Tenants:

Please obtain utility company information from your leasing agent

If this is your first account, they may require a deposit. Please call them promptly or service may be disconnected. In addition, you must make your own arrangements with the Telephone Company since they may need to enter your apartment.

ENERGY CONSERVATION TIPS

THERMOSTAT

Adjust the thermostat in your apartment to reduce usage while at work or late at night. Recommended settings while at home are 68 – 70 degrees in the winter and 78 degrees in the summer. Do not turn off the thermostat during freezing weather or during a time the apartment will be vacant.

WEATHERSTRIPPING

Be alert to drafts and request that weatherstripping or caulking be provided as needed. Some older buildings settle slightly and create cracks that are difficult to correct.

FAUCETS

Contact us if your faucets leak so we can replace the washers.

LEAKS

Please report any water leaks noted on the property.

WATER

Avoid running water excessively for washing, dishes, showering, etc. Let dishes and clothes collect so that a full load can be done.

MAINTENANCE SERVICES



Who to Call?

The Hamilton Company takes pride in providing excellent service for you. Our service technicians are professionally trained to service your needs. Requests may be made in writing or by calling our Maintenance Department at (617) 783-0039. If you have an emergency during non-business hours, please call our 24-hour answering service also at (617) 783-0039 and we will contact our emergency personnel to assist you. Non-emergency maintenance requests may also be submitted to our Maintenance Department using the following e-mail address: maintenance@thehamiltoncompany.com.

*If you are an Atrium or 62 Boylston Street resident all maintenance requests should be submitted on a Maintenance Request Form located at the Security Desk in the Lobby. In an emergency, please call 617-787-3488 (Atrium), or call 617-426-3060 (62 Boylston St.). You may also call 911 in emergency.

**If you are a resident of the suburbs requests may be made in writing or by calling your on-site office.

Apartment Turnovers

Please be advised due to the nature of our business there are certain months of the year when we have high apartment turnover (i.e. June-September). Specifically, September 1 is our busiest day of the year. Most of our apartment turnover occurs on this day. Although we like to provide the best possible customer service, there is a high possibility we may not be able to get to your apartment on the first to have it painted and cleaned. Per the terms of your lease, we have up to 30 days to get your apartment completed; this includes painting, cleaning and miscellaneous repairs. In most cases, painting and cleaning is completed no later than the 10th day after the lease commencement date. All miscellaneous repairs are completed within 30 days and any emergency related issues are addressed immediately.

We appreciate your understanding in this matter and apologize for any inconvenience this may cause you.

Who is Responsible?

YOU ARE RESPONSIBLE FOR REPLACING LIGHT BULBS FOR YOUR APARTMENT. We recommend that you keep spare bulbs on hand.

YOU ARE RESPONSIBLE FOR REPLACING ELECTRIC FUSES FOR YOUR APARTMENT. We recommend that you locate your fuse box and keep spare fuses on hand. If you have any questions regarding fuses, please contact our Maintenance Department. If you replace the fuse and your electricity is not restored, call our office and/or Nstar for assistance.

PLEASE DO NOT ATTEMPT TO CLEAR ANY DRAIN IN YOUR APARTMENT BY USING ACID, such as, Draino, etc. This causes damage to pipes as well as creating a hazardous condition for the plumber who comes in to clear the clog later.

PLEASE DO NOT TAMPER WITH THE BOILER. It is a criminal offense and can be dangerous to both you and the building. Please contact the Maintenance Department if you have any problem concerning heat.

KEYS ---For your protection, we will not issue a key to any person whose name is not on the lease. This will include all friends or relatives who are not officially listed as tenants. You must show us proper Identification before we will issue a key or let you into your apartment.

We have supplied one key to the apartment per tenant. To ensure prompt repairs and control of emergencies, we do not allow lock changes or additional locks. If you wish to have the lock changed or have an additional lock installed, please contact our office so we can make the arrangements. The cost is a minimum of \$60.00.

If you lose the key to your apartment or mailbox you may purchase duplicate keys at our office for \$1.00 per key for the apartment key and \$35.00 for the mailbox key. After office hours (5:30 p.m. - 9:00 a.m.), there will be a lockout charge to you of \$75.00 that is equal to the Landlord's costs for this courtesy.

LEASE INFORMATION

RENEWAL

- ◆ If two or more rent payments in any lease period are received later than the first day of the month we will not renew your lease for the following lease term. Please be advised that the Landlord reserves the right of non-renewal should the tenant be in default of the lease term or not in compliance with any property or company rules/policies during the existing lease term.
- ◆ Please be reminded that your last months rent will only be applied to the last month of your tenancy. If you renew your lease, you must pay the last month of the current lease.

EARLY TERMINATION OF LEASE

We hope you will remain a resident of The Hamilton Company indefinitely. However, we do realize that circumstances may require you to move. Please review the following information regarding lease termination:

- ◆ We do not allow subletting of your apartment or assignment of your lease under any circumstances.
- ◆ The Landlord and The Hamilton Company will not permit an early termination of lease until and unless the apartment is re-let to another tenant.
- ◆ You must notify The Hamilton Company, in writing, of your desire to terminate your lease early. At that time, The Hamilton Company will list your apartment as available for re-letting, and will attempt to find a new tenant. If or when a new tenant is located, and a new lease is signed for the unit, the Landlord will consent to the termination of your lease upon your paying an administrative fee in the amount of \$50. You will also be billed for a pro-rata share of any brokerage commissions previously paid by the Landlord if you vacate during the original lease term. Additionally you will be responsible for any negative rent difference from your lease rent and current market conditions.
- ◆ This administrative fee, in part, compensates the Landlord for the administrative costs incurred due to the early termination of your lease, and it is specifically allowed to be collected by Landlord pursuant to the terms of your lease agreement.
- ◆ Until and unless the apartment has been re-let, Landlord has consented to the termination of the lease, and if applicable, the administrative fee has been paid, you continue to be responsible for paying rent under the terms of your lease until its expiration date.
- ◆ If you are breaking your lease, your last months rent will not be applied to the last month that you live there. The only way your last month will be applied is if your apartment has been re-let and the new tenants have signed a lease. Otherwise, the last month you live in the apartment must be paid.

PAYMENT OF RENT

1. All rents are due on the first of each month. You will not be billed for your rent.
2. Rent payments in cash will not be accepted. Payment is to be made by personal check, certified check, money order or on line.
3. Payment should be made to your specific apartment complex – NOT The Hamilton Company.
4. If a check is returned by the bank a fee of \$35.00 will be charged. A money order or certified funds must replace any returned check.
5. If more than two checks during your residency are returned by the bank in any six month period you may not pay any future rent by personal check.

We will NOT accept rent checks from anyone (including your parents) whose name is not on the lease as a Tenant or a Guarantor. If we receive such a check it will be returned. **Please be sure to list your apartment # and address on all rent checks to insure proper credit to your account.**

Boston Residents:

Checks should be either mailed or dropped off at The Hamilton Company at 39 Brighton Avenue, Allston, MA 02134. There is a mail slot to drop off your check if the office is closed.

Suburban Residents:

Checks should be either mailed or dropped off at the office. Please contact the rental office in your community for the mailing address.

COMMUNITY RULES AND REGULATIONS

It is the desire of Management to make and keep all residents comfortable and content during their occupancy. We strive to make your residency an enjoyable one; however, cooperation on your part is needed to make the community run smoothly for all concerned. These rules were designed to benefit you and your neighbors, your support of and adherence to these rules and regulations is greatly appreciated.

PARKING

At buildings where parking is included tenants must get an authorized sticker from our office. Authorized stickers and automobile registration numbers are recorded. Before a sticker is issued the tenant must show proof of automobile registration. Vehicle must be registered in tenant's name only. We do not allow oversized or unregistered vehicles to park in our lots.

PARKING STICKERS MAY BE OBTAINED AT THE HAMILTON COMPANY OFFICE, Monday through Friday, between 9:00 A.M. TO 5:30 P.M. Anyone moving into an apartment must obtain a parking sticker prior to parking in any lot. Although parking is available at various locations in The Hamilton Company lots we cannot guarantee a parking space for every tenant. Please call our office for parking rates and availability information. If a lot is full, there *may* be a waiting list that your name will be added to. **ANY CAR PARKED IN A RESERVED HAMILTON LOT WITHOUT AN AUTHORIZED STICKER WILL BE TOWED** – Stickers are color-coded and are not interchangeable with any other Hamilton Lot.

Guest parking is not available. Please advise your guests not to park in any lot or their vehicles may be towed.

Current stickers should be displayed in the rear side window of the driver's side of the vehicle. Failure to properly display a sticker will result in the vehicle being towed. Stickers are not transferable (you cannot use this sticker for ANY other vehicle). All stickers must be returned to The Hamilton Company when terminating your parking rights. If you desire to terminate your parking right and are unable to return your sticker you will be responsible for a \$50.00 unreturned sticker fee.

OCCUPANCY

Only those people named on the lease are allowed to occupy your apartment. If you wish to add or substitute people in your apartment you must notify our office so that the appropriate forms may be forwarded for completion. ***No substitutes will be permitted until Landlord approves applicants and all parties have executed new lease documents.*** There is an administrative fee of \$75.00 for removing, substituting, or adding names to the lease at all properties except the Atrium.

PETS

Pets are permitted at select properties only. Please call 617-783-0039 or the site office for your community for specific information regarding the pet policy at your complex.

NOISE CONTROL

Community living requires each resident to consider his/her neighbors. Excessive noise and loud music in apartments, hallways or outside areas are not permitted at any time. Enjoy yourself, but do not disturb your neighbors. If one of your neighbors is not adhering to this regulation, please contact our office.

SATELLITE DISHES

NO satellite dish installation is permitted without first obtaining The Hamilton Company approval and completing the necessary paperwork. Please contact The Hamilton Company at (617) 783-0039 in order to obtain the appropriate paperwork that is required ***prior*** to installation. Any satellite dish installed prior to obtaining written Landlord consent is subject to immediate removal by the Landlord and you will be held responsible for any damages to the premises and/or the building as a result of installation

FROZEN PIPES

To prevent water pipes from freezing during cold weather do not turn your thermostat below 65 degrees Fahrenheit. Also, be sure your windows remain closed when your apartment is unattended. If damage occurs as a result of frozen pipes you may be held responsible for the cost of the damage.

RUBBISH AND STORAGE

Please call our office or your Front Lobby Desk to find out where to dispose of rubbish at the building. Proper disposal of trash is necessary for the cleanliness of the building and the elimination of fire hazards, etc. IT IS IMPORTANT THAT ALL TENANTS COOPERATE BY USING PLASTIC BAGS WHEN THEY DISPOSE OF TRASH TO ELIMINATE ANY PROBLEMS OF PESTS, ETC. ALSO, WHEN BRINGING IN OR REMOVING CHRISTMAS TREES, PLEASE USE A TREE DISPOSAL BAG WHEN TRAVELING THROUGH THE COMMON AREAS.

DO NOT leave your trash in the hallway or any other common area. It is the responsibility of each resident to clean up after him/herself. In addition, the Fire Code specifies that nothing may be stored in the hallways or basements, THEREFORE, ALL COMMON AREAS AND GROUNDS MUST BE KEPT CLEAR OF TRASH, BABY CARRIAGES, BICYCLES, DOORMATS, ETC. THEY WILL BE REMOVED AND DISPOSED OF WITHOUT WARNING.

PAINT

Paint requisition forms are available in our office. We will estimate how many gallons of paint are required. You must make a \$10.00 deposit per gallon in either check or money order. NO CASH WILL BE ACCEPTED. Checks should be made payable to and will be deposited in the Hamilton Paint Refund Account. You will receive the paint from the Maintenance Department at the main office or from the site office for your community. The authorized colors are white and off-white. When you have finished painting, contact the office to arrange for an inspection. Once inspected and approved, your refund will be processed. All unopened paint cans should be returned to the Maintenance Department or the site office for your community. IMPORTANT: THIS PROCEDURE MUST BE FOLLOWED. NO REFUNDS WILL BE ISSUED UNDER ANY OTHER CIRCUMSTANCES.

HEATING

If your lease requires you to provide heat and/or hot water to your apartment, please be sure to read the following policies concerning individual heating systems:

GAS AND OIL SYSTEMS

The Hamilton Company contracts with a company to service your individual heating systems. This service is available 24-hours by calling 617-783-0039 or the site office for your community. Your individual fuel company IS NOT AUTHORIZED to perform any boiler maintenance. Any service work required as a result of an unauthorized repair will be billed to you.

OIL SYSTEMS

If heat is supplied by oil and you have an individual heating unit for your apartment, it is your responsibility to monitor the fuel gauge and not allow it to go below the quarter mark. There will be a service charge to your account if you run out of oil and the boiler must be restarted. ONLY THE HAMILTON COMPANY PERSONNEL CAN RESTART THE BOILER. At

the end of the lease term, any fuel remaining in the tank shall be deemed abandoned. The Hamilton Company will not buy back any unused fuel.

EXTERMINATION

A professional extermination company treats the buildings. Please notify the office if you do have a pest problem and we will schedule an appointment. The cleanliness of the building is essential to avoid pest problems. We suggest prompt disposal of all brown paper grocery bags and cardboard boxes as both frequently contain insect nests.

INSURANCE

We suggest that you contact your insurance agent regarding a renter's insurance policy. **Our building insurance does not cover any of your personal property** in the event of fire, water damage, or theft.

SMOKE DETECTORS

Smoke detectors should be checked on a regular basis. If you are not sure how to inspect yours, please do not hesitate to call us. Please make sure the smoke detector(s) is working at all times. Call our office or your Front Lobby Desk if you are having any problems with the operation of your smoke detector(s). This is for your safety and protection as well as the other tenants in your building. **DO NOT DISENGAGE THE SMOKE DETECTOR(S).**

CARBON MONOXIDE DETECTORS

The carbon monoxide detector works very similar to a smoke detector. If it detects any fossil fuel odors, it will alert you. This detector(s) is not to be removed by you for any reason. If we find that it has been removed by you, you will be held responsible for the cost of replacing it (\$50-\$100). Be aware this device is intended to alert you in the event of an emergency. In addition, if The Hamilton Company is found out of compliance by the City, we can be fined and we will bill you back if you are found liable of tampering with the detector.

Please note that not all units are required to have carbon monoxide detectors installed. Please contact the Maintenance Department or your site office if you have any questions or concerns.

DEFROSTING YOUR REFRIGERATOR

Please do not chip away ice in an attempt to speed up the defrosting of your refrigerator. Defrosting takes time and must be done by using the appropriate dial setting, and allowing ice and frost to melt. Sharp or blunt instruments easily puncture the walls and tubing of your freezer. The cost of the repair, which can sometimes exceed \$200, will be required to be paid by you. **PLEASE BE CAREFUL.**

GRILLS

The use and/or storage of grills and hibachis on any part of the property (specifically balconies) are strictly prohibited due to fire and insurance laws. This is not only a violation of your lease this is also a serious fire hazard.

AIR-CONDITIONING

NO AIR-CONDITIONER is permitted to be installed without first obtaining The Hamilton Company approval. Please contact The Hamilton Company at (617) 783-0039 or the site office for your community in order to receive installation instructions and obtain written approval of the Property Manager *prior* to installation. Any **AIR-CONDITIONER** installed prior to obtaining written Landlord consent and not installed in a safe and esthetic manner is subject to immediate removal by the Landlord and you will be held responsible for any damages to the premises and/or the building as a result of installation.

TENANT SURVEY

Please take time to complete The Hamilton Company's Tenant Survey. Go to www.thehamiltoncompany.com and click on Tenant Services and then Tenant Survey. We care about what our tenants think! We strive to deliver great customer service and we want to hear from you with ideas for improvement! Whether you need to make a maintenance repair call or renew your lease, we want your experience to be a positive one!

THE HAMILTON COMPANY

Resident Handbook Acknowledgement

I/we, _____
in bldg./apt.# _____ have
received a copy of The Hamilton Company Handbook and have read and understand the
contents. I/we agree to abide by all policies and regulations stated in the Handbook.

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date

A copy of this acknowledgement must be signed at move in and will be retained on file by management.
