

**BOBSON REALTY**



**TENANT**

**HANDBOOK**

**BUSINESS HOURS**

**MONDAY Thru FRIDAY**

**8:30 AM – 4:30 PM**

**617-578-9800**

**4 Copley Place Suite 110**

**Boston, MA 02116**

**FAX: 617-578-9802**

**[www.BobsonRealty.com](http://www.BobsonRealty.com)**

***Real Estate Since 1937***

## RESIDENTIAL TENANT GUIDE

This handbook has been compiled to familiarize you with policies and procedures of Bobson Realty's apartment buildings. Please read this handbook carefully and use it for reference when future situations and questions arise. If you have any other questions or concerns not addressed here, please call the Management Office at (617) 578-9800.

Included in the handbook are key phone numbers. We suggest keeping these in a convenient location and update them as changes occur. Among the numbers included are those of management contacts, your local police and fire departments, and utility companies.

All residents are required to abide by the outline procedures and suggestions in order to maintain the highest possible quality of living for all those residing in Bobson's units. It is only with the cooperation of each and every resident that this goal can be achieved.

### MOVING IN / OUT

#### UTILITIES

**New Tenants:** Prior to moving in, please contact the appropriate utility companies to set up accounts in your own name(s) effective the first day of the lease or the date of the move-in, whichever is sooner.

**Outgoing Tenants:** Please contact the utility companies to disconnect your services effective the end of the lease date.

<b>National Grid</b>	<b>Gas (cooking)</b>	<b>617-469-2300</b>
<b>NSTAR</b>	<b>Electricity</b>	<b>800-592-2000</b>
<b>Verizon</b>	<b>Telephone</b>	<b>800-870-9999</b>
<b>RCN</b> (ONLY QUEENSBERRY STREET IS SET UP FOR RCN)	<b>Phone/Cable/Internet</b>	<b>800-RINGRCN</b>
<b>Comcast</b>	<b>Cable/Internet</b>	<b>617-279-1958 or 888-comcast</b>

**NOTE:** 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.

#### MAIL & DELIVERIES

##### Incoming/Outgoing tenants

In order to receive your mail promptly, you should notify your present post office of your change of address at least two weeks prior to your move. Please be sure to include your street address and apartment number on any address notification.

New tenants, we will add your name to the mailbox and intercom system as soon as possible after your lease start date.

***By law the office is not allowed to keep copies of mailbox keys. Please make an extra copy of this key, (if lost) we will have to change the entire lock and charge you \$25.00.***

## **MOVING DAY**

### **Incoming/Outgoing tenants:**

- Moving of furniture and personal belongings is permitted **ONLY** between the hours of **7:00 AM** until **9:00 PM**.
- Tenants are allowed to move only through the main entrances to the building.

***Entry doors Must NOT be propped open during the move, especially with rocks or tools. This is for security reasons and also to prevent damage to the doorframe.***

## **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 set of keys to the apartment/building per tenant. To ensure prompt repairs and control of emergencies, we do not allow lock changes or additional locks.
- If you lose the keys to your apartment or mailbox you may purchase duplicate keys at our office.
  - **BEACON HILL:** **\$25.00**
  - **HEMENWAY & BEACON ST:** **\$25.00**
  - **PETERBOROUGH & QUEENSBERRY ST:** **\$50.00**

### **LOCK-OUT FEES:**

- During office hours: (M-F 8:30AM – 4:30PM) **\$25.00.**
- After hours: **\$50.00.**

## **RENTERS INSURANCE**

Bobson Realty **encourages all residents to purchase renter's insurance.** Although, Bobson Realty carries adequate insurance to protect the buildings and the property, this insurance does not provide coverage on your privately owned furnishings and valuables.

- Bobson Realty is not responsible for loss or damage to your household goods or vehicle(s) in the event of fire, water, electrical, or smoke damage, theft or other misfortune; nor are we responsible for loss or damage to property left in storage areas or elsewhere in the community, including vehicles parked on site.

***Bobson Realty WILL NOT reimburse you for expenses related to damage or loss of personal property.***

## **KEY & SECURITY DEPOSIT REFUNDS (If Applicable)**

Bobson Realty has the right to charge residents for damage to the property as a result of negligence, carelessness or misuse. Status on Security Deposits will be forwarded within thirty days of the date of move out. If any charges are incurred, a "Bill/Invoice" will also be included.

- All of our keys must be returned within twenty-four hours of vacating your apartment.
- It is understood that the Security Deposit is not to be considered prepaid rent, nor shall damages be limited to the amount of such Security Deposit.

***By law, you must leave a forwarding address in order to receive your deposit/deposit status disposition.***

## **ABANDONED PROPERTY**

At the termination of the lease, residents must remove all personal property. Any property not removed shall be considered abandoned and the Management may dispose of it without being accountable to the previous resident for doing so.

## **PAYMENT OF RENT**

### **ALL RENT PAYMENTS ARE DUE ON OR BEFORE THE FIRST OF EACH MONTH.**

Payments can be made in the form of a personal check, cashier's check, certified bank check, money order, credit card (MC, VISA, AM/EX, DISCOVER), or cash. All checks or money orders should be made out to **BOBSON REALTY**.

Please make sure that your name; building, and apartment number are printed clearly on the check or money order. You may pay your rent in person, over the phone by credit card, or mail it to the office at: **Bobson Realty, 4 Copley Place, Suite 110, Boston, MA 02116.**

### **RETURNED CHECKS**

If the bank, for any reason, returns your check, your rental account will be charged \$25.00 as a returned check fee. The returned check and fees must be replaced within 48 hours of notification.

Chronic late payments and/or returned checks are grounds for eviction and/or termination of the lease. Any chronic payment problems will be reported to the National Credit Bureau.

### **LEGAL FEES**

Legal fees associated with delinquent rent payments are the responsibility of the resident. These fees are due upon receipt of a bill from the Management Office.

## **LEASE INFORMATION**

### **RENEWALS**

Leases are **NOT** self-renewing.

- If you receive an invitation to renew, please indicate your choice on our form and return it to the office as soon as possible.
- Please be reminded that your last month's 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.

***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.***

### **EARLY TERMINATION OF LEASE**

We hope you will remain a resident of Bobson Realty indefinitely. However, we do realize that circumstances may require you to move before the end of your lease. Please review the following information regarding lease termination:

- Bobson Realty, (the Landlord) will not permit an early termination of a lease until and unless the apartment is **re-let** to another tenant.
- You must notify Bobson Realty, in writing, of your desire to terminate your lease early. At that time, we will list your apartment as available for re-letting, and will attempt to find a new tenant.
- 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 \$150.00. If the new tenant is located by means of an independent real estate broker, you will also be billed any brokerage fee's paid by the Landlord. (Fee's are typically equal to one months rent)
- Until or unless the apartment has been re-let, you will 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 until your apartment has been re-let and the new tenants have signed a lease.

## **SUBLETTING**

- We will not change assignment of your lease under any circumstances.
- If you choose to sublet, you do so at your own risk. Any and all responsibilities remain with the Lessee.
- Bobson asks that tenants supply a name and contact number for anyone residing in your unit.

## **ROOMMATE CHANGES & ADDITIONS/REMOVALS**

Occasionally situations or circumstances arise in which one or more roommates need to move. Please review the following information regarding roommate changes:

- Tenants must complete a ROOMMATE CHANGE AGREEMENT form. The Agreement must be signed by all of the Tenants named on the original Lease and by any new tenants that you are proposing.
- At the time you deliver the signed Agreement to Landlord (Bobson), you must also deliver the following items:
  - a A completed rental application and guarantor form (if applicable) for any new roommate (s) proposed in the Agreement along with payment equal to their portion of 1 months rent.
  - b Payment by cash, check, money order, or credit card in the amount of \$150.00, which represents consideration paid to Landlord for processing the new tenant's application and granting the Roommate Change. If the Landlord does not consent to the Roommate Change, this amount will be refunded to you.
- Within thirty (30) days of receipt of all items specified in these instructions, the Landlord will either:
  - a Grant its consent by executing and delivering to you the Agreement, or:
  - b Will refuse its consent by returning your check paid to Landlord under 3 (b) above, along with a letter specifying its reason for withholding consent to your request.
- Landlord is under no obligation to grant its consent to any roommate substitutions or to execute your Roommate Change Agreement form.
- All monies due, by all tenants, including rents, security deposits (if applicable) or fees must be paid before approval of roommate change.

***IN THE EVENT LANDLORD DOES NOT GRANT ITS CONSENT TO YOUR REQUESTED ROOMMATE CHANGE, SUCH REQUESTED ROOMMATE CHANGE SHALL HAVE NO EFFECT AND ALL PRESENT TENANTS AS NAMED IN THE LEASE SHALL REMAIN ON THE LEASE AND SHALL BE RESPONSIBLE FOR ALL OF THE TENANTS OBLIGATIONS (INCLUDING THE PAYMENT OF RENT) AS STATED IN THE LEASE.***

## **MAINTENANCE SERVICES**

Bobson Realty takes pride in providing excellent service for you and has professionally trained maintenance staff to service your needs. Routine maintenance requests may be made by any of the following methods:

- By calling our office at **617-578-9800**.
- In writing, via email using the following e-mail address: [rentals@bobsonrealty.com](mailto:rentals@bobsonrealty.com) .
- Directly, by completing and submitting an APARTMENT MAINTENANCE REQUEST FORM located on the following website address: [www.bobsonrealty.com](http://www.bobsonrealty.com) .

When you do call or submit a request, please state your FULL name, complete address, phone number where you can be reached and a description of the problem.

Our maintenance personnel will make every effort to respond to your maintenance requests in a timely and efficient manner. Routine maintenance repairs are usually made during office hours.

## **ENERGY CONSERVATION TIPS**

- **FAUCETS:** Contact the office if your faucets leak so we can replace the washers.
- **LEAKS:** Please report any water leaks noted on the property.

## **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.

## **HEATING**

- **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 Office if you have any problem concerning heat. **THE USE OF ELECTRIC HEATERS IS NOT ALLOWED UNLESS INSTALLED BY MANAGEMENT.**

## **PLUMBING**

- Routine and emergency plumbing that is not due to neglect or abuse will be taken care of by Maintenance at no charge to you. In case of neglect or abuse, you will be charged for the repair.
- To prevent plumbing problems, we ask that you not put food, paper, sanitary napkins, tampons, or other inappropriate items that may cause a plumbing issue into the toilet.
- **PLEASE DO NOT ATTEMPT TO CLEAR ANY DRAIN IN YOUR APARTMENT BY USING ACID,** such as, Draino, etc. This causes damage to the pipes, as well as creating a hazardous condition for the plumber who comes in to clear the clog later.

## **MAINTENANCE EMERGENCIES**

In the event of an emergency, during non-business hours, please call our operator at **617-578-9945** and we will contact our emergency personnel to assist you. Again, be sure to give the operator or staff member your full name, address, and nature of problem.

**Bobson Realty identifies a MAINTENANCE EMERGENCY as any of the following:**

- **NO HEAT**
- **NO HOT WATER**
- **NO POWER**
- **MAJOR PLUMBING ISSUES**
- **FLOODING**
- **MAJOR LEAKS**

*Any situation not of this nature is considered routine and will be attended to during business hours.*

## **APARTMENT ACCESS**

At times, it may be necessary to enter a resident's apartment for repair work that was not requested by that resident, such as leaks from the apartment affecting other residents. Bobson Realty management will attempt to reach the affected resident in advance of entry, unless the repair is deemed an emergency.

***Management and/or maintenance do not need your permission to enter your unit in response to an emergency involving danger to residents, or damage to a building structure, or system.***

## **SAFETY AND SECURITY**

**If at any time you SMELL SMOKE or SUSPECT a FIRE, PLEASE Call the FIRE DEPARTMENT (911) IMMEDIATELY.**

### **EMERGENCY NUMBERS:**

<b>Boston Police:</b>	<b>911 or 617-343-4260</b>
<b>Boston Fire / Ambulance:</b>	<b>911 or 617-536-1500</b>
<b>Bobson Realty:</b>	<b>617 578 9800</b>
<b>After Hours Emergency:</b>	<b>617-578-9945</b>

### **GENERAL SAFETY PROCEDURES**

- It is strongly recommended that you keep a fire extinguisher in your unit.
- In case of a fire, use stairways and not elevators.

### **SMOKE DETECTORS**

- Smoke detectors should be checked on a regular basis. If you are having any problems with the operation of your smoke detector(s), please call the main office. This is for your safety and protection as well as the other tenants in your building.

***DO NOT DISENGAGE THE SMOKE DETECTOR(S), UNDER ANY CIRCUMSTANCES.***

### **FIREPLACES**

- Are strictly ornamental. **DO NOT USE UNDER ANY CIRCUMSTANCES.**

### **GRILLS AND FLAMMABLE MATERIALS**

- The Boston Fire Laws state, "No flammable, combustible, or explosive fluid, material, chemical or substance is allowed within a multi-resident apartment building." Therefore, it is a violation of the By-laws, as well as a serious fire hazard to use any type of grill on anything connected to the building. This includes fire escapes, staircases, and the roof.

### **ROOF ACCESS**

- For safety reasons, access to or use of the roof by tenants or their guests is **NOT PERMITTED**, except in case of an actual **emergency**, (i.e.: a **fire**). Any other use of the roof is **STRICTLY PROHIBITED** and in **VIOLATION** of your lease. **(See Section 2 of the Rider to Lease).**

***Tenant will be held responsible for the total cost of any/all repairs for damages sustained to the roof during unauthorized use.***

### **FRONT DOOR SECURITY SYSTEMS:**

- The intercom systems allow communication and entry to building through a buzzer located within each apartment unit.
- The TRIGON telephone intercom systems allow communication and entry through your regular telephone service without interference with telephone calls. This system will not work through a cellular phone; you must subscribe to a local ground telephone service.

## **GENERAL SECURITY GUIDELINES**

- Keep doors locked at all times
- Do not prop doors open even for a short period of time
- If locks are broken or doors do not shut properly, please notify the management immediately.
- Lock all windows when you leave your apartment unattended.
- Do not automatically press the door open buzzer when it sounds in your unit, even though you may be expecting someone.
- Do not let anyone follow you into the building that you do not know.
- Ask for identification from all utility and service personnel.
- Soliciting inside the building is not allowed. Do not hesitate to ask someone to leave if they should gain entrance.

## **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.

### **AIR-CONDITIONING**

Any AIR-CONDITIONING units are required to be below 8,000 BTU's. If for any reason the air conditioner causes an electrical problem, the tenant will have to remove it.

### **ALTERATIONS**

Although you may impulsively wake up one morning and decide that your apartment would look better with blue walls, that the garden would look cleaner if the shrubs were trimmed, and that the building would seem more luxurious if there were paintings hung in the halls, ***you cannot make alterations to any part of the common area or your apt unit without permission of the management.***

- **PAINT:** All requests must be made through the office. The authorized colors are white and off-white. Bobson maintenance will estimate how many gallons of paint are required and deliver the paint and supplies to your apartment. When you have finished painting, contact the office to arrange for an inspection.

***Please take care to protect hardwood floors, varnished wood trim, carpeting, etc while painting. All unopened paint cans should be returned to maintenance.***

### **COMMON AREAS**

We regularly clean the hallways, stairways, and other common areas both inside and outside the building. In an effort to maintain order and cleanliness in the building, residents should properly dispose of empty bottles, and food wrappers. **Please report any damages or debris to the Management Office.**

- Hallways, entrances, sidewalks, stairways, fire escapes and other common areas shall not be obstructed in any way or used for any purpose except as access to and from apartments.
- No one may play, ride bikes, roller skate, roller blade or skateboard in the hallways, basements, fire escapes or roofs of the buildings.
- No one should loiter around the buildings or disturb other residents with loud talking or noise, especially between the hours of 10:00 p.m. and 7:00 a.m.

### **ELEVATOR (11 Queensberry Street)**

- The elevator is for **PASSENGER USE** only. Please arrange to have **ALL FREIGHT CARRIED UP THE STAIRS**, because the elevator is not equipped to handle large or heavy loads, (i.e.; beds, appliances, and furniture.)

***If the elevator malfunctions due to TENANT misuse and requires repair, the responsible individuals will be assessed a fee for this repair.***

### **GUESTS**

A guest who stays for longer than an occasional overnight basis is considered a tenant and needs to fill out an application. No additional people who exert the characteristics of a tenant are allowed in an apartment without the management's knowledge.

- Residents will be held responsible for any disturbance or damage caused by their guests.
- Management reserves the right to ban any non-resident from the property.
- Any guest(s) who violates rules, causes a disturbance, abuses (physically or verbally) another guest, resident, Bobson Realty Staff, or the property will be banned from the property at Management's discretion.

### **LAUNDRY (11 Queensberry St and 11 & 19 Peterborough St)**

These buildings are equipped with a coin-operated laundry room in the basement. If any of the machines malfunction, please notify the management.

***Please keep the laundry room clean and neat as a courtesy to the other residents.***

### **NOISE/DISTURBANCES**

Community living requires each resident to consider his/her neighbors. Living in a multi-resident dwelling sometimes presents problems with noise. Please be aware that there are people living above, below, and/or beside you. The volume of your television, stereo, etc. should be at a level that only you and the inhabitants of your apartment can hear.

***Please be advised that repeated complaints of noise/disturbance are in direct violation of your lease agreement.***

- Residents may not make or allow their guests to make any noise that will disturb others. Residents are responsible for insuring that their guests or other occupants do not make disturbing noises.
- Door slamming, screaming, yelling, profanity, loud stereos, loud televisions, and loud playing of musical instruments are all considered disturbing and will not be tolerated.
- A tip for avoiding noise complaints: Avoid putting your stereo speakers directly on the floor or against a wall. Try putting them on foam rubber pads or on speaker stands, and keep the bass very low or off. Many noise complaints originate simply because the bass is vibrating into another resident's apartment, not because the actual volume is too high.

***If one of your neighbors is not adhering to this regulation, please contact our office.***

### **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 \$150.00 for removing, substituting, or adding names to the lease (see roommate changes and additions).***

## **PARKING**

Resident Parking Permits can be obtained at **Boston City Hall**. Permits are distributed by the **Office of the Parking Clerk, Room 224, City Hall**. Residents, or their representatives, must apply in person Monday through Friday, between the hours of 9:00 AM and 4:30 PM. All outstanding Boston parking tickets must be paid before a permit will be issued.

In addition to the application form, the following two pieces of information must be presented at the Office of the Parking Clerk when applying for a permit:

1. A valid Massachusetts automobile registration showing your car registered in your name and principally garaged at your current Boston address.
2. Proof of residency bearing your name and Boston address. The proof of residency can be any of the following listed below and must be current and postmarked within the past 30 days.
  - **Gas, Electric or Phone Bill**
  - **Cable Television Bill**
  - **Monthly Bank Statement**
  - **Credit Card Bill**

*If you have further questions, please call the Office of the Parking Clerk's Resident Parking Division at 617-635-4682.*

**PETS: NO PETS** are permitted on the premises, without written permission from the landlord.

## **RUBBISH DISPOSAL**

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 prevent and eliminate any problems with pests, etc.**

### **PETERBOROUGH AND QUEENSBURY ST:**

- Each building in the Fenway has its own trash room on the bottom floor, which is equipped with barrels. Trash must be bagged securely in plastic bags, placed in the barrels, and then covered with the lid. One barrel should be filled before another is used. Unusually large bags of trash should be broken down to fit into the barrels. **Garbage is collected on Tuesdays and Fridays.**

### **HEMENWAY ST:**

- Each floor has a trash barrel located on it. Please dispose your trash in securely fastened plastic bags and they will be taken to the dumpster by maintenance. Large items should be taken to the dumpster by the tenant.

### **BEACON ST:**

- Trash barrels are located behind the building. Trash must be bagged securely in plastic bags, placed in the barrels, and then covered with the lid.

### **BEACON HILL:**

- Trash must be brought to the curbside between **5:00 PM the night before and 7:00 AM** for **pick up on Monday, Wednesday, and Friday** mornings. You **MUST** only use the trash bags provided by Bobson Realty.

***NOTE: When bringing in or removing CHRISTMAS TREES, PLEASE use a tree disposal bag when traveling through the common areas of your building.***

## **SATELLITE DISHES**

- **NO** satellite dish installation is permitted anywhere on the premises.

## **STORAGE**

The City of Boston Fire Code specifies that nothing may be stored in the common areas, hallways, fire escapes or basements of resident buildings.

***All common areas and grounds must be kept clear of trash, bicycles, doormats, etc. Anything found in these areas by Bobson maintenance will be removed and disposed of without warning.***