

CHERITON GROVE CORPORATION

**CHERITON GROVE APARTMENTS
20 Cheriton Road
West Roxbury, MA 02132**

TENANT HANDBOOK

AND

BUILDING INFORMATION



CHERITON GROVE CORPORATION
Cheriton Grove Apartments
20 Cheriton Road
West Roxbury, MA 02132
Tel. # 617-325-1913 TDD # 1-800-545-1833 x184

1. INTRODUCTION

- A. The Owner: The Cheriton Grove Corporation owns the building and land that Cheriton Grove Apartments sits on. The Sponsor of this project is the American Arabic Benevolent Association (AABA).

The AABA has been providing human and recreational services for the elderly since its formation in 1975. The Association is composed of over 900 members representing community and civic organizations, churches and businesses in and around the West Roxbury area.

The AABA's organizational commitment to sponsor a Section 202 development is best exemplified by the fact that the AABA has responded and continues to respond to requests for Section 202 fund reservations.

- B. The Management Agent: The Cheriton Grove Corporation has hired The Community Builders, Inc. (TCB) to manage the day-to-day operations of Cheriton Grove Apartments. The Community Builders, Inc. (TCB) is a private nonprofit corporation that provides services to community-based groups in developing and managing housing for low and moderate-income people. TCB's main office is located at 95 Berkeley Street - Boston, MA 02116. Their telephone number is 617-695-9595. TCB's current management portfolio includes 5,069 residential units plus 201,000 square feet of commercial (office space), which includes both subsidized and market rent housing for families and senior citizens.
- C. Handbook Intent: This Tenant Handbook is intended as the document that outlines issues not specifically documented through a detailed Cheriton Grove Corporation policy. This Handbook is included as part of your lease agreement and therefore violations can include termination of your lease. If you have questions, please consult this Tenant Handbook and/or the Site Manager for assistance/clarification. Keep this Handbook readily available and feel free to consult with it often, as our hired management company has been given full authority for its implementation and compliance thereof. All of the issues discussed in this Handbook have been developed to protect all tenants and to be fair, reasonable, and consistent in their application. We welcome your stay here and hope you enjoy the building, your neighbors, and the services provided. Please respect your neighbors and the building, as this is home to many. Copies of this Handbook and specific policies governing Cheriton Grove Apartments are available on the Cheriton Grove Corporation web site www.cheritongrove.org/library or by contacting the Site Manager.

2. MAINTENANCE

A. Routine Repairs:

- i. All requests for repairs should be made to the Site Manager in the management office. He/She will fill out a work order listing your name, apartment number and the work to be completed. **Please, do not report maintenance problems directly to the Superintendent.** He/She is unable to perform work without a written work order from the management office.
- ii. Like other things in life, equipment use and occupied space has to be checked on a regular basis. Local management needs to be told about problems that may be occurring. **DO NOT WAIT TO INFORM MANAGEMENT.** The sooner you make the Site Manager aware of a problem, the quicker management can address your concerns. Not only will these keep small problems from turning into major ones, but also it will insure that Apartments are kept in the best possible condition.
- iii. In the event that maintenance personnel need to enter an apartment when you are not at home, they will leave a notice that he/she has been there, and will state the reason for the visit. Please be assured that someone from the maintenance staff will accompany any outside contractor. Management is not responsible for any maintenance costs caused by anything other than normal use or wear & tear. Repairs due to tenant abuse will be the responsibility of the tenant responsible for the damage to pay the cost for the negligence/abuse.

PLEASE NOTE: It is your right to refuse to allow a maintenance person to enter for routine maintenance when you are not at home. However, this decision may prevent repairs from being made in a timely manner.

- iv. Please do not expect the Superintendent to provide labor for personal services such as moving furniture, hanging pictures, etc. If you need these services, please see the Site Manager in the management office. He/She may be able to suggest outside help.
 - v. If you schedule work for your apartment directly with an outside vendor, they must register with the management office upon entering the building. Management has a right to know what work is going to be completed to ensure building safety and to prevent building systems from being affected. You are required to coordinate any needed repair or service activity with the management office prior to contacting any outside vendor.
- B. Emergencies (For example, bursts pipe or fire.) Maintenance personnel will enter your apartment even without prior approval, as the need to protect the safety of other tenants and to prevent further building damage is paramount.

3. MANAGEMENT OFFICES / STAFF

A. Staffing - The local management staff includes a Site Manager, a Resident Service Coordinator and a Superintendent.

- i. The local management office is located on the first floor of Cheriton Grove Apartments. The Office hours are Monday through Friday from 9:00 AM to 5:00 PM. The office staff will be available during these times to answer your questions and to address any comments or concerns you have about your residency at Cheriton Grove Apartments.
- ii. The Site Manager is a direct employee of TCB and is responsible for the overall operation of Cheriton Grove Apartments. He/She schedules work by outside contractors, pays the bills, oversees the Superintendent, handles all paperwork, and responds to tenant issues. He/She works a regular 40-hour week from Monday through Friday.
- iii. The Resident Service Coordinator (RSC) is a direct employee of AABA. The RSC is generally available Monday through Friday from 9:00 AM through 2:00 PM and is responsible for providing or establishing support services for all residents.
- iv. The Superintendent is a direct employee of TCB and is responsible for the maintenance of all-public areas, grounds, and for building repairs. He/She works a regular 40-hour week from Monday through Friday. In addition, he/she is on 24-hour Emergency call. The Superintendent is responsible to the Site Manager of the facility.
- v. If no one is in the management office or your needs are outside of normal business hours, the property will be responded to by an answering service. Please call the office number 617-325-1913 and wait for the answering service to pick up and they will take a message. **In case of an emergency**, the answering service will notify the Superintendent immediately.

B. Inspections, Recertification and Lease Renewal

- i. Inspections of your apartment will occur within 10 days after you move in and annually thereafter. The Site Manager will contact you to arrange a time to perform these inspections. Visits by the staff provide you with an opportunity to bring any concerns about your apartment to management's attention and will give our staff the opportunity to make preventive maintenance checks.
- ii. There are also government inspections and reviews that require a certain number of random or selected apartments be inspected. This requirement is to ensure government regulations are being adhered to. Advance notice will be given, if apartments to be inspected are known ahead of time.
- iii. You will also be required to verify your income and assets in order to determine the amount of your rent for the upcoming year. Annual income and asset recertification

is required of all tenants. It is important that you cooperate with the management office to simplify this process.

C. Rent Payment.

- i. Rent is due on the first day of every month. While the government subsidizes the operational cost of this building, they do not pay for 100% of the cost. Tenant rent is needed in order to operate the building efficiently and effectively. Rents must be received in the management office promptly at the beginning of each month. Please make your check or money order payable to the ***Cheriton Grove Corporation***. No cash will be accepted. Please keep your canceled check or money order stub as your receipt. Please put your apartment number on the upper left-hand corner of your check.
- ii. Rent payment for a Cheriton Grove Apartment includes heat and water & sewer. Tenants pay for their own electricity, as each apartment is separately metered, telephone service and cable service. The window air conditioner operates on the apartment's electricity.

4. **LOCAL AREA INFORMATION**

- A. Your mailing address is: _____ (your name)
20 Cheriton Road, Apt. # _____
West Roxbury, MA 02132

Please be sure to include your apartment number when giving out your new address. This will help the postman to deliver your mail promptly.

B. Transportation

- i. There are MBTA bus stops on both sides of Washington Street at the corner of Edgemere Road, which will take you to either Forest Hills (this side of Washington Street), or to the Dedham Mall and beyond (on the other side of Washington Street). MBTA Bus Schedules change seasonally and are available in the 1st floor Lobby area, the Community Room or from the Resident Service Coordinator. The two (2)-bus routes available to and from Forest Hill Station are 34 and 34E.
- ii. The Senior Shuttle Bus to Roche Brothers on Centre Street in West Roxbury comes every other week. Notice of this will be on the bulletin board in the first floor Lobby area along with a sign up sheet. The Senior Shuttle Bus is available to all seniors with a 3-day notification within the Boston area. Call 617-635-3000 for further information.
- iii. Seniors can purchase Taxi Coupons at ½ price every other month, which is a program coordinated by the Elderly Commission of the City of Boston. Please see the Site Manager for further details. Local available Taxi companies are:
 - Town Taxi 617-536-5000
 - Red Cab 617-734-5000

- American Taxi (Cambridge) 617-218-2500
- People Choice Transportation 617-869-9612
- West Roxbury Taxi 781-429-8812

C. Places of Worship

There are many local and nearby places of worship that are accessible by walking, bus or other means:

- St. Stephen's Methodist Church, 5160 Washington Street, West Roxbury
- Our Lady of Annunciation Cathedral, 7 VFW Parkway, Roslindale
- St. Matthew's Syrian Orthodox Church, 149 Park Street. West Roxbury
- St. John Chrysostom, 4750 Washington Street. West Roxbury
- St. George Orthodox Church, 55 Emmonsdale Road, West Roxbury
- Temple Hillel Bnai Torah, 120 Corey Street, West Roxbury

D. Shopping

i. Food

- Roche Brothers on 1800 Centre Street in West Roxbury
- Star Market on 75 Spring Street in West Roxbury
- Super Stop & Shop at the Dedham Mall in Dedham
- Shaw's Market at the Dedham Plaza on Providence Highway
- BJ's Wholesale Club across from the Dedham Plaza on Providence Highway
- International/specialty food stores in the area - consult the Verizon Yellow Pages

ii. Clothing and Other

- Dedham Mall (includes such stores as: Sears, TJ Maxx, Foot Locker, Radio Shack, Old Navy, DSW Shoes, and other specialty shops)
- Dedham Plaza (includes Friendly's, Dress Barn, Pier One Imports, and others)

E. Pharmacies

- Brooks – 4600 Washington Street, Roslindale (at the top of Washington Street in Roslindale heading towards Forest Hills) - 617-323-3823
- CVS – 17 Eastern Avenue, Dedham (Dedham Center) - 781-326-7186
- CVS – 270 Bussey Street, Dedham (continue down Grove Street) - 781-407-0825
- Walgreens - 1999 Centre Street, West Roxbury - 617-469-2698
- CVS – 1421 Centre Street, West Roxbury - 617-469-0295

F. Banking Needs

- Citizens Bank – 777 South Street in Roslindale Square, which is accessible by taking the MBTA bus towards Forest Hills.
- Eastern Bank and Citizens Bank (inside Super Stop & Shop) are next to the Dedham Mall, which is accessible by taking the MBTA 34 and/or 34E bus routes.
- Dedham Savings Bank – 260 Bussey Street (continue down Grove Street) in Dedham.

- iv. Hyde Park Savings Bank at the Dedham Plaza and is accessible by taking the MBTA 34E bus route.
- v. Centre Street in West Roxbury has several banks:
 - Citizens Bank – 1999 Centre Street
 - Hyde Park Savings Bank – 1920 Centre Street
 - The Cooperative Bank – 1915 Centre Street
 - Bank of America – 1857 Centre Street
 - People’s Federal Savings Bank – 1905 Centre Street
 - Sovereign Bank – 1850 Centre Street
- vi. Dedham Center – accessible by taking the MBTA 34 and/or 34E bus routes:
 - Citizens Bank at the corner of Bryant Avenue and eastern Avenue
 - Dedham Co-Operative Bank - 402 Washington Street
 - Sovereign Bank – 339 Washington Street

- G. Hospitals - many Hospitals are available and within access to Cheriton Grove Apartments:
- Faulkner Hospital, 1153 Centre Street, Jamaica Plain - 617-522-5800
 - Caritas Hospital of Norwood, 800 Washington Street, Norwood - 617-769-4000
 - V.A. Medical Center, 1400 VFW Parkway, West Roxbury - 617-323-7700
 - N.E. Deaconess Hospital. 185 Pilgrim Road, Boston - 617-732-7000
 - Brigham & Women’s, 75 Frances Street, Boston - 617-732-5500
 - Beth Israel Hospital, 330 Brookline Avenue, Boston - 617-735-2000

H. Miscellaneous

There are several neighborhood stores and businesses within walking distance of Cheriton Grove Apartments, such as: Variety Stores, Pizza Shops, Insurance Agency, Dry Cleaners, Hairdressing, Nail Shop, etc. Please consult your Verizon Yellow Pages for specific needs.

5. **SECURITY:**

Every attempt has been made to secure your home and building. It is essential, however, that if you see strangers in the halls of the building or common areas, that you alert your neighbors. Any suspicious actions should be reported to the police by calling 9-1-1, and to the management office (617-325-1913). It is important that you know your neighbors. The best protection a building has is people who look out for each other.

- A. Cameras - There are several cameras that monitor and record on-going activities in specific areas of the property, which the Owner and Management Company feel are necessary to ensure the security of the tenants and building:

- i. Front Door Entrance - The front entrance is equipped with a camera system that allows tenants to see who is at the front entry door, before access is granted to that person. The tenant should turn their TV channel selector to 13, which will have a view of the front entryway. For those residents who have cable, a special switch is

needed. See the Site Manager about installation and use of this switch.

Remember, always know your caller before opening the door.

- ii. Front Parking Lot – On the exterior of the front part of the building, there is a camera that monitors and records the on-goings of the parking lot and entrance to the parking lot. This camera constantly pans the entire area.
- iii. Back Doors/Community Room – An interior ceiling mounted camera monitors and records the 2 rear building entrances into the Community Room.

B. Communication

- i. Tele-entry – Cheriton Grove Apartments utilizes a Tele-entry system to allow visitors into the building. Visitors requiring access to an apartment dial the 4-digit extension number listed in the panel on the left hand wall, as they enter the first front entry door. The system then rings to the telephone within the apartment. Tenants can converse with the visitor and press the number '9' on their telephone, which will release the 2nd front entry door and allow the visitor entry into the building. Do not hesitate to ask again if you did not hear the visitor's name. Remember to turn your TV channel selector to 13 to view the front entryway. ONLY when you are sure of whom the visitor is, should you press the number '9' button.

Special Note: Tenants that do not have a hard wired apartment telephone can not use the Tele-entry system. We cannot allow the system to be programmed to a cell phone. This ensures remote activation of the front door does not occur, which could allow a stranger in the building sight unseen. Tenants will have to use the wall mounted apartment call button to allow building access by a visitor. Visitors will have to use a cell phone to call tenants that do not have a hard wired apartment telephone.

- ii. Intercom - There is an intercom panel in each apartment. The Management Office has the ability to call each apartment by dialing their 3-digit extension from a special phone in the office. Once the tenant hears the voice they can respond without the use of a telephone. This feature is also used to make general building announcements that everyone can hear. The speak button on the intercom panel next to the intercom microphone has not been activated for use by tenants at this time.

C. Security Alarms

- i. The two (2) rear doors off the Community Room are alarmed from 10:00 PM to 7:00AM and are not to be used during these hours. There is an intercom and speaker system at these rear doors, which local management operates through a 3-digit extension from a special telephone in the office. The alarm will sound throughout some areas of the building.

D. Fire Detection System

- i. All areas of the building, including each apartment, are covered by smoke and/or heat detectors. The building system is checked and tested quarterly by outside licensed

professionals to ensure it will operate in case of an emergency. Each smoke detector is programmed to activate if enough of the detector's sensor/eye is clouded for a certain length of time. A heat detector will activate if the sensor raises a certain number of degrees within a designated length of time. These are all preprogrammed by the system manufacturer, prior to installation, to meet current Fire Codes.

- ii. Apartment detectors are not connected to the building's central system. If one goes off from cooking or smoking, please open your windows and not your apartment door, as this may set off the building system detectors and the Fire Department will be automatically notified and respond.

In the event you see smoke or fire, you should activate the building system by pulling one of the "Pull Stations" located at either end of your floor, which will alert your neighbors, the Fire Department, and our security alarm company.

- E. Fire Suppression System - All public areas of the building are equipped with sprinklers. The system is checked and tested quarterly by outside licensed professionals to ensure it will operate in case of an emergency. A sprinkler head will activate if the liquid in a sprinkler head increases in temperature over a designated period of time. The water in the pipe will be released through any activated sprinkler head.
- F. Carbon Monoxide Detectors - The Boiler Room on the first floor is equipped with a battery operated detector that sounds an alarm locally. The Owner is required by law to replace the battery once a year. When a suitable combination smoke and carbon monoxide detector is available on the market, the Owner will purchase one, have it hard wired (electrical power) and connected to the Fire Alarm panel. According to the manufacturer, the alarm will go off if the level of carbon monoxide in the air exceeds 70 ppm. (parts per million). For bedroom detectors, see Section 8J.
- G. Keys Each tenant is given 3 types of keys at the time of lease signing:
 - i. Front and Rear Entryway – An electronic key called a FOB is given to each tenant and is programmed and specifically assigned to a tenant. A building eye is located on the right hand wall just after you pass through the first front door and on the outside wall at the rear entrance. Wave the key over the walleye. When it turns green, you will hear a low buzz and you may enter through the 2nd front door or the single rear door. If you feel the need to provide a 2nd FOB to another family member, in cases of emergency, you must get approval from the Site Manager and pay for the 2nd FOB.
 - ii. Apartment Door – Each apartment front door is keyed individually. Keys should not be duplicated nor given out to non-residents. If you feel the need to provide a spare key to another family member, in cases of emergency, please contact the Site Manager for concurrence and file notation.

The apartment front door is equipped with a dead bolt system, which will deter anyone from breaking in. For your personal safety and the safety of your property, please make sure you use these locks, especially during the night time.

- iii. Mailbox – Each apartment has there own assigned mailbox and key on the first floor across from the Management office door, which is where the US Mail is placed, along with any other Owner or Management notices and information.
 - iv. If you loose any of your given/ assigned keys, please notify the management office immediately. **If locks have to be changed, we will have to bill you for the expense.** If you are locked out of your apartment after normal business hours, please dial the management office number, 617-325-1913, where you will be connected to the answering service for further assistance.
 - v. Only Cheriton Grove residents will be issued keys. By controlling the number of keys, we hope to avoid vandalism and thefts from occurring in the community.
- H. Emergencies - The Superintendent is on 24-hour call for emergencies ONLY, which is defined as a fire, electrical failure, water leak, heat failure, or hot water failure. Refer to the Emergency/Evacuation Procedures for additional details.

The Superintendent should not be called for any problem that can wait until the next business day. If you have a problem in your apartment that you feel can't wait until regular working hours to be resolved, please call the office at 617-325-1913. If it is an emergency, the Superintendent will be notified by the answering service as soon as possible.

6. SAFETY

- A. Hallways, Stairways, and Common Areas - The halls are an area of the building that you share with your neighbors. Therefore, it is important that you maintain them in such a way that the health and safety of all of the residents are protected. Help keep the carpet in the hallways, the heavy vinyl treads on the stairs, and the stairways, clean. Do not place trash in the hallways. Do not store any of your belongings in the hallways or stairways.
- B. Elevator - Cheriton Grove is equipped with one elevator. There is no reason to feel unsure about using it. Major safety upgrades were completed in late 2005 and early 2006. The elevator is serviced monthly and is equipped with an emergency alarm, which can be used in the unlikely event that the equipment fails. The emergency alarm will summon assistance immediately. There is a telephone in the elevator that is monitored by the management office and answering service. Massachusetts State Law prohibits smoking in elevators.

In case of fire, DO NOT ATTEMPT TO USE THE ELEVATOR.
- C. Emergency Call - Emergency pull cords are in each bedroom and bathroom. This cord is to be used for an emergency, should you fall or in the event that you are ill. When you pull the cord, an alarm will ring and the light above the outside of the Apartment door will go on. If Management has left for the day and you notice that the alarm is coming from your corridor, take note of what apartment has a light lit over the door and call the answering service at 617-325-1913. This system is based on a "buddy" system for alerting personnel.
- D. Evacuation Procedures – In the event of a building emergency that requires you to evacuate

the building, there are procedures to follow that will lead you safely out of the building. The most important thing to remember is to follow procedures and remain calm. There is a one-page Emergency/Evacuation Procedures document provided by the management office to guide you. Read the document and keep it posted in a convenient and accessible location within your apartment.

The Boston Fire Department has a list of individuals that need assistance.

- E. Fire Drills – During the course of each year, local management will arrange and conduct a fire drill to observe how residents react while trying to evacuate the building and will make modifications to the evacuation procedures as necessary. Residents should treat any drill as a real alarm. There is a one-page Fire Drill Procedures document provided by the management office to guide you. Read the document and keep it posted in a convenient and accessible location within your apartment. Remember – **DO NOT USE THE ELEVATOR DURING FIRE DRIL EXERCISES.**
7. **POLICIES** – policies, procedures, this handbook, and information governing Cheriton Grove Apartments are available from the Cheriton Grove Corporation website located on www.cheritongrove.org/library. Listed below are short summaries of the governing policies that apply:
- A. Smoking - Cheriton Grove Apartments is a smoke free building. Smoking is permitted only in your apartment or outside in designated areas across from the front entry of the building. Remember to use the ashtrays that are located on the side of the benches. There is no smoking on or near the rear patio.
 - B. Visitors and Guests
 - i. Please remember that Cheriton Grove Apartments is primarily a senior housing facility and as such, there is an expectation that late night visits will be very limited. Quiet time is generally from 10 PM to 7:00 AM daily. Activities related to any type of business operation should occur outside these designated quiet time hours.
 - ii. All homemakers, visiting nurses, and personal care attendants are also to abide by the Lease or Handbook rules and regulations.
 - iii. You are responsible for the behavior of all visitors and guests within your apartment and all individuals associated with your visitors and guests within the building.
 - iv. Under the terms of your lease, you are not permitted to have persons occupying the premises, except on a temporary basis, without the prior written permission of the management company. This means that if your guest(s) stays more than a cumulative total of fourteen (14) days in a calendar year, they are considered to be residing in your unit. If you do not have written permission from the management office for this, they will be considered to be an unauthorized occupant. The purpose of this requirement is to allow you to have occasional out-of-town visitors or persons who might stay briefly with you for emergencies. It is not meant to allow consistent companionship or constant overnight guests. If you do need help for a period of time

longer than fourteen (14) days, you can ask permission to have a person stay with you, but you have to get that permission in advance and in writing from the management office. You are responsible for the conduct of your guests, regardless of how long they are staying in your unit or whether you have received permission from the management company to have them stay in your unit.

- v. Unless an emergency, all overnight guests must be registered and receive approval from the Site Manager prior to his/her stay. If an emergency and the Site Manager cannot be immediately notified, you must immediately notify the answering service on 617-325-1913 and the Site Manager the next morning of the next business day.

- C. Parking Stickers – Only Cheriton Grove Residents will receive a parking sticker, which should be affixed to the driver’s side front windshield, lower corner. All unauthorized vehicles, including those of unregistered/unapproved overnight guests, will be towed at the vehicle owner’s expense. Please inform relatives, guests, friends, and individuals who might be visiting you to park in the designated and marked visitor parking spaces. For additional information consult the Parking Regulations policy.

- D. Exterminating - Extermination services are provided monthly in all common areas. Individual monthly apartment service is available for those residents who sign up prior to each month’s application. Please contact the Site Manager if you require these services.

- E. Community Room - The Community Room is open at all times. You may use the room if a function, activity, or meeting is not scheduled for that date. If you wish to use the Community Room for a private party, you should reserve the room at least fourteen (14) days before the function by contacting the Site Manager. Please note that you are expected to leave the room as you found it. A \$50.00 cleaning deposit will be required when you reserve the room. If the room has been cleaned properly after the function, your deposit will be returned. If the room was not cleaned, the \$50.00 will be retained to cover the costs of cleaning the room. If there are any additional damages the charges will be billed to the resident who reserved the room.

- F. Laundry Room - No laundry equipment [washers or dryers] are allowed in any apartment. Washers and dryers are located on the first floor in the Laundry Room. The Laundry Room equipment is owned, serviced, and maintained by an outside contractor, Mac Gray. At this time, the cost of a wash is \$1.00 and a one-hour dry is \$1.00. If any machine is in need of service, please notify Mac Gray directly on 1-800-622-4729 or the Management Office. Please clean the lint filter after each use to assure an adequate drying cycle. Please help keep the Laundry Room clean. The Laundry Room is to be used by building residents only.

- G. Pets – Cheriton Grove Corporation has a written policy regarding the types of pets that are allowed to live at Cheriton Grove Apartments. The Site Manager will be happy to review this document with you. Non-residents are not allowed to bring pets onto the property.

- H. High School Community Service – The Cheriton Grove Corporation has an established

Community Service Policy, which allows High School students that need to perform community service work as part of their graduation or program completion to voluntarily provide assistance to seniors or the property management firm as part of a students required community service work. The Resident Service Coordinator has been delegated the overseer of this policy.

8. **YOUR APARTMENT**

A. **Insurance** - While the Cheriton Grove Corporation carries insurance on the building covering structures, common areas, and building equipment, this policy does not cover any contents of your apartment. We recommend that you obtain insurance to have your belongings insured against fire, theft, water damage, etc. Renters Insurance is relatively inexpensive [\$121 annually for \$6,000 coverage - \$149 annually for \$10,000 coverage - \$180 annually for \$15,000 coverage], is at your own expense. There are varying Renters Insurance policies available for different levels of coverage. Consult your insurance agent for the specific policy that fits your needs.

B. **Electricity** - You are responsible for your own electric bill. You will have to call the building's service provider, NSTAR, on 800-592-2000, to establish an account and set up your billing. You should do this prior to your actual move-in date to ensure service is provided and ready for your use.

C. **Telephone** – The building has been rewired by Verizon Communications. There is one telephone jack in your apartment. You are responsible for your own telephone bill. You will have to call Verizon on 800-838-9426 to establish an account, set-up the type of service you require, as well as your billing arrangements. You should do this prior to your actual move-in date to ensure service is provided and ready for your use.

Additional jacks may be installed with permission from local Management at your expense. Please do not run cords from one jack to another room and create a tripping hazard.

D. **Heat** – Rent payments includes heat, which is provided by a gas fired hot water system. There is a thermostat control in each apartment. If you have any questions about how to use the thermostat, please contact the Management Office on 617-325-1913.

E. **Cable** - The building has been wired for Cable service, which is provided by Comcast. Tenants are responsible for the installation and bills for cable service. If you wish to have Comcast Cable in your apartment, call Comcast on 800-266-2278. A master antenna is also wired to the building. You should do this prior to your actual move-in date to ensure service is provided and ready for your use.

F. **International Channels** – The Cheriton Grove building has been wired to receive international channels through the Dish Network. Tenants are responsible for the connection and billing for this service. If you wish to receive international channels in your apartment, call the Dish Network on 1-800-333-3474 to obtain what channels or

packages are available. You should do this prior to your actual move-in date to ensure service is provided and ready for your use.

- G. Circuit Breaker – Each apartment has a circuit breaker panel box. If you overload a circuit, a breaker will be tripped and what was running will shut off. Go to the panel, look for the breaker that has tripped “Off” and move it back to the "On" position so that it matches all the others. Please report any ongoing problem to the Management Office.
- H. Locks - Your apartment doors are NOT self-locking. Be sure to bolt your door from the inside when you are home and use your key from the outside when you go out. For your personal safety and the safety of your possessions, it is strongly recommended that you keep your door locked at all times.
- I. Smoke Detectors - Each apartment is equipped with a self-contained smoke detector. If you are cooking and the smoke detector goes off, please open your windows first. Do not open your apartment door because you will set off the building detector system and the Fire Department will be notified and respond.
- J. Carbon Monoxide Detectors – Each apartment is equipped with a battery operated detector within 10 feet of the bedroom door in the one bedroom units and at least 5 feet away from the stoves in the studio apartments, as required by the regulation and the manufacturer's instructions. If activated, the detector will sound a local alarm. The Owner is required by law to replace the batteries once a year. When a suitable combination smoke and carbon monoxide detector is available on the market, the Owner will purchase them, have them hard wired (electrical power). According to the manufacturer, the alarm will go off if the level of carbon monoxide in the air exceeds 70 ppm. (parts per million). The boiler room has a carbon monoxide detector installed in it.
- K. Exhaust Fans – There are 2 apartment exhaust fans, which should be cleaned regularly:
 - i. A Kitchen fan, which should be used at all times when cooking, in order to prevent the accumulation of smoke and the activation of the apartment smoke detector; and,
 - ii. A Bathroom fan, which works from a wall mounted switch within the Bathroom.
- L. Trash Disposal – There is a trash room located in the elevator lobby on each floor. Trash should be wrapped and tied in SMALL PLASTIC TRASH BAGS and placed in the trash chute. Please keep in mind that no trash package should be as large as to block the chute. Please **DO NOT** throw bottles, aerosol cans, cloths hangers, newspapers, paper bags, magazines, cardboard, etc. down the chute. Those items should be put placed in the large recycling bins as part of the Recycling Policy. Furniture, cardboard boxes and small household appliances should be put outside in the dumpsters.
- M. Recycling
 - i. In compliance with regulations issued by the City of Boston, the Cheriton Grove Corporation has established a building recycling program that requires each tenant to

participate. Individual recycling bins are provided for each apartment by the City of Boston through the property management company. There are large recycling containers on the back patio (or some other identified area) and clearly marked “Paper Recycling” and “Container Recycling”. Tenants should empty out their individual apartment bins as needed. Management staff will empty/clean the containers as necessary. Please see the Recycling Policy for acceptable recyclable materials.

- ii. Please do not throw any garbage or non-recyclable materials in the containers, as the containers will then smell and bring bugs. Please see the Site Manager for a complete copy of the Recycling Program details.

N. Garbage Disposal - For your convenience, each kitchen sink is equipped with a garbage disposal. Please do not put bones, gristle, nutshells, fruit pits, or similar items down your garbage disposal. Grease should only be put down the sink in small quantities. If you have a pan of grease, pour it into a can or wipe it out with paper towels and put it in the trash. Too much grease can cause buildup and clogging of pipes. Please run cold water before, during and after using the disposal.

O. Interior Decoration - No painting, repairs, or alterations is permitted without written permission by the Site Manager. You may hang pictures or mirrors. If you plan to hang a heavy picture or mirror, please speak to the Site Manager or Superintendent, who will inform you how to accomplish this without damage to the walls. Do not use self-adhesive tapes, as they damage the walls.

P. Stove - Your apartment is furnished with a Whirlpool electric stove. To keep it clean, wipe regularly with a damp cloth. If you need assistance operating your stove, please contact the Site Manager or Superintendent.

Q. Refrigerators – Your apartment is furnished with a frost free energy star refrigerator manufactured by Whirlpool. The recommended setting for your refrigerator is between 3 & 5. Your temperature setting is located inside the refrigerator. Start by setting the refrigerator on 5. If you find it is too cold or not cold enough, make the necessary changes.

R. Tub/Sink - Please do not use an abrasive cleanser when cleaning the bathroom sink or tub, as it will scratch the surface. "Soft Scrub" is recommended.

Do not use adhesive non-slip material in the bottom of the tub. A removable mat is highly recommended.

S. Floor Care - Your carpet should be vacuumed on a regular basis. You will be required to pay for the repair or replacement of any damaged carpet. Your kitchen and bathroom floors are vinyl and can be damp mopped.

If you have any questions, please feel free to contact the management office and they will be happy

to assist you. We hope your stay with us is an enjoyable one.

Site Manager – Rita Ludington
Superintendent – Kameel Daher

Resident Service Coordinator – _____

Local Management: Ofc. # 617-325-1913
Fax # 617-325-4169