

BETTER PLACE MANAGEMENT RESIDENT HANDBOOK

In order to help you understand the operation of your apartment we have prepared a Resident Handbook for your reference. This handbook has been crafted with the owners of your building and serves as an **addendum to your lease.**

Please read this handbook carefully and familiarize yourself with the policies and information provided within. As tenants you will be responsible for the information contained in this booklet. We realize that some of the information is common knowledge; however, we try to be as comprehensive as possible. If you have questions please feel free to contact us through your Better Place Management tenant website. The website is **www.betterplacemanagement.managebuilding.com/Resident**

We hope you will enjoy your tenancy!

MANAGEMENT OFFICE INFORMATION

The management office is located at 1051 Beacon Street, #203 in Brookline. We are at the St. Mary's stop on the C train of the Green Line.

We are open Monday – Friday from 10 a.m. – 4 p.m. and outside of these hours by appointment.

Our primary source of communication will be through your tenant website, however, if you are experiencing an emergency you may call 857-225-1710.

www.betterplacemanagement.managebuilding.com/Resident

Move In Procedure

Tenants may move in any time after noon on the first day of their lease. Keys and move in packets are available at Better Place Realty located at 1051 Beacon St, #203 in Brookline between the hours of 12 p.m. and 4 p.m. unless otherwise notified. Prior to moving in you will receive your tenant website login information via email. If you do not see it, please check your spam filters. By logging in to this website you will be able to track your payments, submit maintenance requests, view your lease, access documents and see any outstanding charges.

Upon move in, if you have any issues that would be considered either an emergency or a safety hazard please contact us at 857-225-1710 and they will be handled in a timely manner. All non-emergency maintenance requests should be submitted through your website and will be addressed during the first few weeks of your lease.

Apartment condition statements must be filled out and returned within 14 days of move in. This document can be found in the lease you were given at move in. This does not serve as a maintenance request but protects your security deposit. Any damage that occurs during your lease term and is not recorded as a pre-existing problem will be considered the responsibility of the tenant. In some cases you have already signed off that the apartment is in good and habitable condition. Should you not return your apartment condition statement after move in this document will serve as your lease condition upon move in.

Please be sure to set up utilities upon move in. We will discuss more in future pages. If you have questions about this please contact the management company.

Leasing and Payment Policies

RENTAL PAYMENTS:

All rental payments are due on or before the first (1st) of the month. When possible we ask for one check per apartment. You may also pay online through your tenant website. These payments may take up to 5 days to process so be sure to make your payment on time. **All checks should be made to your landlord, not Better Place Management. Checks made out to Better Place will be returned.** Please make sure your address and apartment number are clearly written on the check. You may pay your rent in person, leave it in the mailbox at the office or mail it to **Better Place Management, 1051 Beacon Street, #203 Brookline, MA 02446** using the rent envelopes provided upon move in. Be sure to use the correct entity when writing your check. If you do not know the correct entity it is located on the first page of your lease.

You will receive an email or phone call as a reminder that rent is due after the 5th. If rent is not received by the 10th or if rent is late for more than one month during your tenancy the owners of the building may send an eviction notice. If rent is more than 30 days late you will be subject to late fees at the discretion of the owners of your building. During this time the owners may also serve a notice to quit to begin the eviction process. If you know in advance that your rent may be late or there are extenuating circumstances please contact us.

RETURNED CHECKS:

If your check is returned by the bank for any reason, your account will be charged \$45 as a bounced check fee. The check and fees must be replaced within 48 hours of notification and be in the form of a certified

bank check or money order. You may also be required to pay all future payments in bank checks or money orders. 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.

SUBLETTING:

Subletting is allowed by the owners of the properties managed by Better Place Management as long as your account is in good standing and the application is approved in writing. Sublet agreements are between the lessee and the person he or she sublets to. Subletting does not release the original lessee from the lease terms. Any sublettor is required to fill out a sublet form with the person he or she is subletting from and it must be approved in writing by the owner or management company. No sublettor may move in without written approval.

The Subletting Procedure is as follows:

- 1.) Introduce sublettor to any roommates remaining in the apartment for their approval. Approval cannot be unreasonably withheld. Notify management of your intent to sublet and request forms.
- 2.) Have sublettor fill out a sublet agreement. If the sublettor is a student, he or she should have a guarantor form filled out by a parent to ensure rent payments are made. Sublet agreements are available in the document section of your website, at the management office or can be requested through the tenant portal. The same for the guarantor form.
- 3.) The owners of the building and management do not release prepaid last month's rent or security deposit until the end of the lease term. Security deposits will only be returned to the original lessee(s). It is up to the lessee to collect last month's rent from the sublettor.
- 4.) Please keep in mind when subletting the lessee is still responsible for rent being received on time. Any damage sustained will be the responsibility of the lessee.
- 5.) Sublettor must agree to abide by all terms of the lease and handbook. It is the responsibility of the lessee to provide his or her sublettor with relevant lease information and keys. Management will provide the sublettor access to the tenant website where the information is also found.
- 6.) The lessee is responsible for nonpayment by a sublettor. If a sublettor does not pay rent the lessee is responsible for submitting any owed funds or arrears.

ABANDONED PROPERTY:

At the termination of the lease, residents must remove all property not belonging to the Owner. Any property not removed shall be considered abandoned and the management may dispose of it without being accountable to the resident for doing so. Tenants who leave personal belongings in an apartment at the end of the lease term will jeopardize any security deposit being held.

There is a minimum charge of \$200 for removal of any personal items remaining at the end of the lease term.

SECURITY DEPOSIT REFUND:

The owners of the property have the right to charge residents for damage to the property as the result of negligence, carelessness or misuse. Status of Security Deposits will be forwarded within 30 days of the move out date. It is the responsibility of the tenants to provide the management company with a forwarding address for a prompt refund. If any charges are incurred, a bill or invoice will also be included. All of your keys including mailbox keys must be returned within 24 hours of vacating your apartment. By law, you must leave a forwarding address in order to receive your deposit/deposit disposition. Please understand that the Security Deposit is not considered prepaid rent, nor shall damage charges be limited to the amount of the Security Deposit.

If there is more than one tenant in the apartment, the tenant named on the escrow account or one representative of the apartment will receive the refunded security deposit and will be responsible for returning the money to the other tenants. Leases are jointly and severally bound and therefore we do not return individual portions of security deposits.

Tenants will be charged a minimum of \$100 if any key issued is not returned.

Tenants will be charged a minimum of \$200 if the apartment is not left in broom swept/clean condition upon vacating.

Tenants will be charged a minimum of \$200 if any personal belongings are left in the apartment at the end of the lease term.

We do not want to take money out of your security deposit! Please be sure to follow the instructions so it is not necessary. We want to return the entire deposit.

Jointly and Severally

All leases executed in Massachusetts are written jointly and severally. This means that all the tenants on the lease are responsible for the full amount of rent due each month. Please be sure that everyone submits rent together and on time to avoid penalties. This also means that any arrears or damages are the responsibility of all the lessees.

Utilities and Insurance

Residents are responsible for transferring all pertaining utilities into their own name effective the first day of the lease or on the date of move in, whichever is sooner.

ELECTRICITY:

Residents are responsible for their electric usage, unless otherwise noted. Please contact the electric company at least five days in advance as it will take several days to process your request and open an account in your name.

Eversource can be contacted at 800-592-2000

HEAT:

Heat is the responsibility of the tenants unless otherwise noted. The thermostat in your apartment should never be left on lower than 55 degrees Fahrenheit to prevent the pipes from freezing. In extreme cold conditions the kitchen and bath cabinets should be left open to allow heat from the apartment to circulate around the pipes. If there is a problem as a result of heat being turned off the charge for the repairs will be billed to the tenants. If you encounter a problem with your heat please contact the management phone at 857-225-1710 or contact us through your tenant website so we can address the problem quickly.

If your heat is not included in your rent, you will need to set up your heat provider. Please contact the appropriate company. If you do not know what type of heat you have, please ask the management company.

Electric: Eversource 800-592-2000

Gas: National Grid 617-469-2300

Oil: James Devaney Fuel 866-964-8383

If your heat is included in your rent it will be turned on by the management company as the temperature outside requires. If you are not getting heat in your apartment, first, check to be sure the heat valves are turned to the open position on your radiator. We are happy to walk you through the process at the beginning of the season. If all the valves are open and the heat is working elsewhere in the building please contact management. Should we respond to a no heat call and it is determined the valves were not opened by the tenant there will be a minimum charge of \$75.

AIR CONDITIONING:

Window units must be removed by October 1st. If you need assistance removing your air conditioning unit please contact management and we can send a representative to remove it for a charge of \$50. Tenants who do not remove their air conditioners by October 1st will receive notice that it must be removed. After 7 days of notice a \$200 charge will be assessed. Air conditioners may be reinstalled after April 1st. Heating fuel is very expensive and this is necessary to keep costs down.

CABLE AND INTERNET:

Cable and internet are the responsibility of the tenant. Please contact Comcast at 1-800-COMCAST for more information. You may also research other providers in your neighborhood.

TELEPHONE SERVICE:

Verizon, 1-800-870-9999, provides service to your apartment. You must make arrangements on your own to be present to let a technician in.

WATER AND SEWER PAYMENTS:

Some of the apartments managed by Better Place Management have separately metered water and sewer. If this is the case, you and your roommates have signed a Water and Sewer Addendum as part of your lease. You will receive a bill monthly with instructions for payment. All bills will reflect the starting read and the ending read and will be calculated by Boston Water and Sewer. We ask that one check be submitted for all water bills.

MAIL AND DELIVERIES:

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. We will add your name to the mailbox and intercom system within 10 days of your lease start date.

RENTER'S INSURANCE:

The owners of your building and Better Place Management asks that all residents to purchase renter's insurance to protect your individual furnishings, valuables and belongings in the event of loss or damage due to fire, flood, water, electrical damage, smoke damage, theft or other misfortune. Better Place Management or the building owners will not reimburse you for expenses related to damage or loss of personal property.

General Resident Information

We are glad to have you as part of the Better Place Management community. We ask for cooperation from all of our residents in a few important matters of safety and building maintenance.

PET POLICY:

Pets are allowed with permission of the Management in some, but not all, of our buildings. You must request permission to have any pets in your apartment. Only one pet is allowed per apartment. Tenants cannot withhold entry to the unit because of their pets. If a pet becomes a problem within the building the owner will be given a warning and a description of the problem. If the problems persist the owner will be asked to remove the pet from the apartment. If there are complaints about the pets including but not limited to excessive noise, unreasonable smell, lack of cleanliness, etc. the pet owner will receive one warning in writing to explain the complaint and offering the opportunity to rectify the situation. If the situation persists there will be a second written warning. If the situation continues after a second written warning, the owners will require that the pet be removed from the premises within 14 days.

All pets must be approved by Better Place Management. Pets cannot be brought into apartments without our knowledge. A pet acknowledgement must be attached to your lease.

COMMON AREAS:

We regularly clean the hallways, stairways and other common areas both inside and outside the building. In an effort to maintain orderliness and cleanliness, residents should properly dispose of all trash.

1. No one may play in the hallways, stairways or in other common areas of the building.
2. Hallways, balconies, entrances, patios, sidewalks, stairways, and other common areas shall not be obstructed in any way or used for any purpose except as access to and from apartments.
3. Storage of any items in these areas may violate a fire or building code and is not permitted.
4. No one may ride bikes, roller skate, roller blade or skateboard in the hallways, on the lawns or on the sidewalks.
5. 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.
6. Multiple violations may result in eviction.

GUESTS:

1. Residents will be held responsible for any disturbance or damage cause by their guests.
2. Management reserves the right to ban any non-resident from the property.
3. Guests may not occupy an apartment for more then seventy-two hours without written consent from the Management Office.

4. Any guest(s) who violate the rules, cause a disturbance, physically or verbally abuse another guest, resident, Better Place Management staff or the property will be banned at the Management's discretion.

NOISE/DISTURBANCES:

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.

1. Residents may not make or allow their guest to make any noise that will disturb others. Residents are responsible for insuring that disturbing noises are not made by their guests or other occupants.
2. Door slamming, screaming, yelling, profanity, loud stereos, loud televisions, and loud playing of musical instruments are all considered disturbing and will not be tolerated.
3. Residents may not conduct any vocal or instrumental instruction in their apartment.

PARTIES:

Any party that is disruptive to the other tenants in the building, disruptive to the neighbors or damages the property is not allowed at any time. We do not allow illegal substances, kegs or under-age drinking in our buildings. Students violating this policy will have both their guarantor and their school notified. Colleges in this area take these violations very seriously and may take disciplinary action. Violation of these policies will result in eviction.

TRASH REMOVAL:

Trash removal from the apartments to designated barrels or dumpsters outside of the building is the responsibility of the tenants.

Trash should never be left out in the hallways of the buildings, as this not only attracts pests, but also is in direct violation of insurance and fire codes. Any unclaimed items found in the hallways or common areas will be considered to be trash and will be discarded. This includes shoes, umbrellas, shirts, etc.

Improper storage of trash or personal belongings in the common areas will result in a minimum charge of \$100. Lessee(s) shall bear the cost of any fine or assessment from the city due to improper trash disposal.

At many of our properties, we have a crew to take the barrels out in the morning and return them from the street on trash day. We ask that tenants keep the area around the barrels clean. Please do not put trash outside the barrels and do not overflow them. If you feel you need more barrels to contain your trash please notify the management company. Adhering to this standard of cleanliness will result in a cleaner property and fewer pest problems both outside and inside the property.

EXTERMINATION

Extermination of the property is done on a regular basis for common areas and on scheduled times for individual units. Please notify the management company if you see any evidence of roaches, mice, ants or other pests. We notify tenants within a week of any in unit treatments unless it is an emergency situation or called in by a tenant. Preparation forms are located on your tenant website. We use a professional extermination company and they are available to answer any specific questions you may have about the procedure.

Bedbugs and fleas are pests brought in by tenants. Tenants should never bring furniture, rugs or other items into an apartment that have been found on the street or in second hand stores as they may be contaminated. If fleas or bedbugs are found in a unit the tenants responsible for the infestation will also be responsible for the charges associated with eradicating the problem. These infestations can spread to other units and be costly if not handled immediately. Resolving infestations may require tenants to vacate the apartment for a period of time and laundering all clothes and bed linens. The cost will be the responsibility of the tenants.

PARKING:

Some of our properties have a parking lot or designated parking area. In order to park in the parking lot at any time or for any amount of time you must have both a parking agreement signed by the management company and a sticker in your window. **THE TOWING COMPANY DOES RANDOM SWEEPS AND CARS NOT REGISTERED WITH BOTH THE MANAGEMENT COMPANY AND TOWING COMPANY WILL BE TOWED AT THE DRIVER'S EXPENSE.** Better Place Management and the owners will not be responsible for charges associated with unregistered cars parking in the lot or in designated spaces.

CANDLES:

For your own safety and the safety of others in the building, under no circumstances are tenants allowed to light/burn candles or incense. If a fire or any damage is caused due to the use of these items, you will be held personally responsible for any and all costs and repairs, both in and outside of your unit, as well as any insurance related expenses incurred by the landlord.

SMOKING:

Smoking is not allowed inside any property managed by Better Place Management. There is a minimum charge of \$100 for tenants or guests violating this rule. Smoking is not allowed within 25 feet of the property. Please dispose of cigarettes appropriately in a trash receptacle. Tenants will be responsible for the cost any painting or smoke remediation due to violation of this policy.

LAUNDRY FACILITIES:

Laundry facilities are available for tenant use.

If you have coin operated machines in the building or a washer and dryer in your unit and there are problems with performance please contact us. It is very important to keep in mind that these washer and dryers are meant for smaller, individual loads. If you are washing blankets, comforters or large loads of clothes you should not use these machines. If the machines break due to overloading and subsequent unbalance or other negligence, the tenants will be held responsible for the cost of the repair.

Tenants with laundry inside their unit will be responsible for the cost of repair with the exception of equipment failure not the fault of use.

STORAGE:

Better Place Management does not provide storage. Any personal items found in the hallways, entrance ways or any other common area of the building are subject to being disposed of without notice. This includes bicycles, scooters or strollers. Better Place Management cannot be held responsible for such damage or loss.

Safety and Security

DOORS AND ACCESS TO THE BUILDING:

Under no circumstances should doors be left or propped open. If you see this happening immediately notify the management company and remove the item holding the door open. It is very important that the doors remain locked at all time so only tenants and authorized individuals may enter the building.

INTERCOM SYSTEM AND FRONT DOOR BUZZERS:

If an intercom system is provided in your apartment entryway, it will allow you to talk to the person who has rung your doorbell. Please do not hold the buzzer longer than necessary. A couple of seconds is plenty of time for one person to access the door. Holding this button longer than necessary can allow a stranger to enter the building behind your guest. Do not allow anyone in the building who you do not know, either by physically opening the door or by using the intercom. We cannot emphasize enough the importance of not allowing a random caller into the building who calls from the intercom system and asks to be let in.

If your buzzer is not working please contact us through your website. It generally takes a few days to reprogram the system after turnover. Some are attached through cell phone notification. Please be sure to notify us of the number you would like to use.

BUILDING ENTRY/LOCKS AND KEYS:

The entry doors to your building are key-entry. Please be sure to use the handle instead of the key to open the door. Pulling the door open with your key can cause the key to bend or snap, as well as warp the hinges on the door, causing it to malfunction. You should take care to see that the door closes tightly behind you when entering or exiting the building. Please be sure to make positive identification prior to letting anyone into the building, even people who claim to be residents. Keep your windows locked when you are not at home. If you are friendly with one of your neighbors, you might notify him or her and ask them to keep an eye on your apartment if you intend to be gone for a period of time. It is also a good idea to notify the Management Office if you will be away for more than a few days.

SMOKE AND CO DETECTORS:

All apartments are equipped with one or more smoke detector and CO detectors. We check all apartments prior to move in to ensure that all detectors are present, working and accounted for. Batteries have been changed before move in. It is the tenant's responsibility to change batteries moving forward. Please be sure to regularly test smoke detectors to ensure they are working correctly and replace the battery in any detector in which the existing battery has become unserviceable. You will know a battery is running low when the detector begins to beep. If there is any defect, malfunction, or failure of a smoke detector you must notify Better Place Management immediately. If fire or damage is caused due to improper care of smoke detectors, you will be held personally responsible for any and all costs and repairs, both in and outside of your unit, as well as insurance related expenses incurred by the landlord.

GRILLS AND SPACE HEATERS:

For your own safety and the safety of others in the building, gas and charcoal grills, as well as space heaters, are strictly prohibited. At no time are grills or space heaters allowed to be stored or used on the premises. You assume full responsibility for any damage to your unit or others in the building caused by the use of these items.

SOLICITORS:

No solicitation is allowed at Better Place managed properties. If you notice or are bothered by solicitors, please call the office or the police immediately so that they can be escorted off the property.

POLICE DEPARTMENT:

In the event of an emergency, you should call 911.

FIRE REPORTING PROCEDURES:

In case of fire, please follow these instructions:

1. Call the fire department at 911.
2. Remain calm as you state your address, phone number, and exactly what is burning and where. Do not assume that someone has already called.
3. Whenever possible, please report any fire - large or small - to Better Place Management by calling (857)-225-1710.
4. If there is any possibility of danger, exit the area immediately. If you cannot exit your apartment, open a window and hang a towel or sheet from the window to alert rescue personnel. They will assist you as soon as possible.

FIRE SAFETY PROCEDURES:

We suggest that everyone practice the following fire safety procedures:

1. Learn the location of all your exits, fire extinguishers, and pull stations.
2. Prepare and practice an escape plan. Have more than one exit route, in case one is blocked or impassable.
3. Remember to stay low to the floor during a fire. Heat and smoke rise; more people die from intense heat and/or smoke inhalation than of the fire itself.
4. In the event of a fire, dial 911 to notify the fire department. If you are able, call the Management phone at (857)-225-1710.
5. Do not open doors that are hot to the touch.
6. If you smell smoke, see flames, or hear a fire alarm, do not panic. Instead, quickly and calmly exit the building using your closest escape route. If possible, alert your neighbors by yelling "FIRE!" and banging on apartment doors as you leave the buildings.
7. Always keep a current fire extinguisher in your apartment at an easy to remember place, i.e. under the kitchen sink.
8. In the event of a fire, use the "evacuate first, investigate later" approach. Evacuate the area immediately. Do not attempt to re-enter the building or to remove personal belongings.

FIRE EXTINGUISHERS:

Tampering with fire extinguishers in the building by tenants or guests will result in a \$500 fine.

FIRE ESCAPES:

There is ABSOLUTELY no one permitted to utilize the fire escapes for anything other than leaving the building in the event of a fire. Any resident found in violation of this policy will immediately be evicted. Rooftop access is prohibited as well.

Please be sure to notify management if you notice anything that could be a safety or security concern.

Maintenance Issues

Better Place Management offers 24-hour emergency maintenance service. You do not have the right to deny access to your apartment for repairs when you are not at home, but we will try to schedule the work for a mutually convenient time on an appointment basis whenever possible. Repairs are usually made during office hours Monday through Friday but also may take place in the evening or during the weekend depending on the situation and scheduling. We will always try to give you a time range when the repair person will be there. It is the responsibility of the tenant to ensure management has updated contact information including a working phone number and an email address. If you have a scheduled time and the person does not arrive please notify the management company.

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. The Management Office will attempt to reach the affected resident in advance of entry, unless the repair is deemed an emergency. Maintenance has the right to enter your unit without notice in cases of emergency.

We categorize maintenance into two different groups: routine and emergency.

ROUTINE MAINTENANCE REQUESTS:

Routine maintenance is any type of repair which is not of an emergency nature. In other words, it will not cause harm to an individual or the building. These requests can be reported during regular office hours by submitting a maintenance request through your BPM Buildium website. Be sure to include in your email your FULL name, complete address, and a description of the problem. Better Place Management makes every effort to respond to your maintenance requests in a timely and efficient manner, but they will be attended to in order of priority and may take up to one week to complete.

If routine maintenance is found to be caused by the tenants there will be a charge associated with the repair. The minimum charge is \$75 for a service call; however, it will be billed at time and a half or double time for after hour and weekend calls. If a specialist is required to come such as a plumber or electrician the tenant will be billed at the rate charged by the specialist. Some common repairs charged to tenants include but are not limited to:

- Clogged disposals due to excess food or foreign objects
- Clogged sinks due to food, hair or foreign objects
- Clogged toilets due to excessive or improper disposal of items (ONLY TOILET PAPER MAY BE DISPOSED OF IN THE TOILET)
- Broken doors, closets, windows
- Appliances broken by negligence or misuse

Any bills sent to tenants will be emailed and attached to your account. The charges can be seen on your BPM Buildium website. Payments must be received within 30 days of receipt. After 30 days a monthly late charge of 20% of the original bill will be added to your account.

EMERGENCY MAINTENANCE REQUESTS:

In the event of an emergency, you should call (857) 225-1710. Be sure to give the staff member your full name, address, and the nature of the problem and on-call maintenance will respond accordingly. **Better Place Management identifies an emergency as no heat, no water, no power, leak or flood.** Any repair or situation not of this nature is considered routine and will be attended to during business hours. We have an after hours answering service for emergency calls. If you smell smoke or suspect a fire, call the fire department IMMEDIATELY by dialing 911. Management and/or maintenance personnel do not need your permission to enter your unit in response to an emergency that would involve danger or damage to a system, building structure or residents.

UNIT LOCK-OUT:

Please call (857) 225-1710 and we will dispatch a staff member or lock smith to your location. The tenant is responsible to pay the locksmith upon arrival. The current fee is \$75.00 but is subject to change.

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 the case of neglect or abuse, you will be charged for the repair. To prevent plumbing problems, we ask that you not flush food, paper, sanitary napkins, tampons, q-tips, make up removal wipes, cleaning wipes or other inappropriate items that may cause a plumbing issue. Nothing but toilet paper may be put in the toilet. In the event of a clogged drain, we ask that you not pour any chemical (such as Drano) down the drain to try to solve the problem. The use of such chemicals may damage the pipes and can create a hazardous situation for anyone who comes to work on the drain at a later date. In the event of a plumbing emergency in your unit, such as water pipe breakage, please first attempt to shut off the water via the apartment's water main control and, then call the management phone at (857) 225-1710 and state that you have a plumbing emergency.

If you are experiencing leaks, dripping, consistently running toilets or any other plumbing malfunction please notify Better Place Management so we may resolve the issue.

APARTMENT INSPECTIONS:

Management does apartment inspections to each and every unit for preventative maintenance. You must allow Management to enter your unit for this purpose. If during the inspection, damages (beyond normal wear and tear) are found, which can be attributed to resident abuse or neglect, you will be charged for the damages including labor and materials. Payment for such damage is due within 30 days of billing.

SUPPLIES

If a light bulb burns out in your apartment, you are responsible for changing it. If you have any problems reaching the light fixture to replace the bulb, we will be happy to send a maintenance person to your apartment to assist you. However, you are responsible for purchasing the bulb. Residents are expected to use two shower curtains to prevent water leakage. The resident will be liable for any damages caused by water leakage due to improperly covered tub areas.

Apartment Care and Cleaning

Your apartment will come equipped with appliances. In order to maintain optimal efficiency and achieve energy conservation that can result in savings on your electric bill and increase the life of the appliances, we ask that you adhere to the following guidelines for your appliances. To clean appliances, counters and bathroom fixtures, we recommend a non-abrasive cleaner such as Soft Scrub with a soft sponge. Do not use steel wool, SOS pads or harsh abrasive cleaners. If an appliance is not working properly, please check the following before contacting the management company for service:

1. Check for a reset switch or button.
2. Make sure the appliance is plugged in.
3. Make sure the controls are properly set.
4. Check the circuit breaker to see if it has been tripped.

GARBAGE DISPOSAL:

Some apartments managed by Better Place Management have garbage disposals in the kitchen sink. Here are some tips to keep it running smoothly and odor-free:

1. Always run cold water when the disposal is on. Cold water will help to solidify the grease and allow it to be removed by the disposal. Hot water will melt grease and as it solidifies, it coats parts in the disposal causing inefficient operation or, over time, damage to the disposal.
2. Dump ice cubes into a running disposal periodically to keep the blades sharp.
3. Do not throw bones, chicken fat or skin, celery, onion skins, banana skins, artichokes, flower stems, utensils or chemical drain openers into your disposal. All of these items could cause the disposal to clog or cause damage to it.
4. If your disposal does clog, shut it off immediately. Continuing to run a clogged disposal can burn out the motor.
5. Never stick your hand inside a running disposal. If you must remove something from inside the disposal, it is safest to first shut off power to it from the breaker box.
6. Always run your disposal prior to running the dishwasher to prevent backwash or backup into the sink.
7. To keep your disposal and drain smelling fresh, use a fresh lemon or a half a cup of baking soda weekly.

REFRIGERATOR:

Some helpful tips to keep your refrigerator working efficiently:

1. Most apartments managed by Better Place have frost free refrigerators. However, some do not. If you have a freezer that produces frost, please defrost your freezer before the ice deposit exceeds ¼ inch. The more ice that builds up, the less efficient your freezer will cool.
2. Do not use sharp objects to remove ice deposits from freezer. This could damage the freezer and the resident would be held responsible.
3. Periodically vacuum around and behind your refrigerator to prevent dust build-up, especially where the fan and motor are located.

STOVE AND OVEN:

1. Keep heating elements and spill trays clean to prevent the possibility of cooking fires.
2. If you are unsure how to reassemble your burners after removing them for cleaning, please call maintenance to reinstall them. Trying to force them back into place could damage the elements or the stove connections, which would result in damage charges to the resident.
3. If a cooking fire does occur, do not put water on it! Water on cooking fires often causes it to blaze out of control. Instead, smother the fire by covering the pan, covering it with a towel or putting baking soda on it.

CARPETING:

If there is carpeting in your apartment it is easy to maintain. A simple regimen will ensure a long lasting, beautiful carpet. Some suggested guidelines are:

1. Vacuum at least weekly.
2. Promptly remove spills by blotting, not rubbing, with a wet cloth.
3. For heavy-set stains, a stain remover may be needed. You should always test spot the chemical inside a closet area to make sure it does not damage or bleach out the carpet. Again, when removing the stain, blot, don't rub. Rubbing can further set the stain or cause it to spread.
4. Yearly carpet shampooing will help to keep your carpeting looking fresh and clean. You can rent carpet shampooers at local hardware stores or have them cleaned by a professional firm who specializes in carpet cleaning.
5. Hardwood floors should be swept weekly. Use Murphy's Oil soap to clean.

RESURFACED TUBS:

The tub in your bathroom has most likely been resurfaced. This means that an additional coating has been added over the original finish of the tub. Due to this additional surface, some special care is needed for proper care of the tub. Properly cared for, your new tub surface will last for many years. Please do not use harsh abrasives or scrubbers to clean the tub. A bubbling cleanser, such as Scrubbing Bubbles by Dow and a sponge is recommended. Also, it is important to report dripping faucets in a resurfaced tub immediately,

as the constant dripping can cause cracks and peeling of the coating. If you notice any chipping or peeling, especially around the drain, please contact management immediately.

If caught early, such repairs are minor. Please do NOT use suction and/or adhesive mats or decals.

Water becomes trapped beneath suction mats, causing peeling and chipping. Also, adhesives and suction cups pull at the finish, causing it to rise up or pull away from the tub. Damage to the tub surface caused by use of suction mats, adhesive decals or mistreatment or neglect of the resident will be required at the resident's expense. Damages of this nature found upon move-out will be removed from your security deposit.

BATHROOMS:

Occasionally tenants will report mildew developing in the bathroom. Before contacting the management company, use a bleach solution to remove during regular cleaning. This eliminates the problem most of the time. If it does not resolve the problem please notify the management company so it can be addressed. If management is dispatched and is able to fix the problem with a bleach solution the tenant will be charged a minimum of \$75 for the service call.

WINDOWS AND WINDOW BLINDS:

Owners are not required to supply window treatments or blinds, however, if the owner of your building has supplied you with mini blinds is your responsibility to care for, clean, and maintain these fixtures. Should they need replacing due to abuse or neglect, the resident will be held responsible for such. You are responsible to clean the interior windows. We will clean the exterior windows in most buildings annually.

MOVE OUT PROCEDURE

Move out procedures have been determined by the owners of your building. Better Place Management is not able to make changes or modifications to the procedure. Please read carefully. If you sublet your apartment it will be the lessee's responsibility to ensure subletters abide by the following instructions.

All tenants must be completely moved out of their apartments by noon on the last day of his or her lease. This date can be found on front page of your lease. We will do a walk through within 24 hours and let you know if there are any issues in your apartment. Damage not reported on the initial apartment condition statement or reported during your lease must be repaired and will be charged out of your security deposit. It is important that you notify us ahead of time if you believe there is damage in your apartment. Please be sure to give us one person's forwarding address for prompt return of the security deposit. Again, it is the responsibility of this person to distribute the deposit among roommates.

When you are done moving and cleaning please leave the door to your unit open. **All keys must be returned to the office located at 1051 Beacon Street, #203 Brookline, MA or left in the freezer in the apartment upon the termination of the lease.** If you leave keys in the freezer please notify us of the time

you left them and the number of keys returned. Tenants who do not return keys on or before noon of the last day of the lease will be charged \$100 per set and an additional \$100 for the mailbox key. This will come out of the security deposit.

Apartments must be left in broom swept condition. This means all furniture and personal belongings must be removed. The refrigerator, stove, and cabinets must be cleared out and wiped down. The bathroom must be cleaned. Floors must be swept and carpets must be vacuumed. All trash must be removed from the apartment. Tenants who do not clean their apartments before vacating will be charged a minimum of \$200. This will come out of the security deposit.

Security deposit will be returned within 30 days of the end of your lease to one person on the lease. It is his or her responsibility to return each individual portion to the other roommates. If you have questions about the escrow accounts please let us know. Escrow funds are retained in account #66845424 at Century Bank, 1354 Beacon Street, Brookline, MA 02446 unless you are notified otherwise.

We understand that there is a lot of information to take in and thank you for taking the time to read through this handbook. You can always refer back to the handbook during your lease term to answer many of the questions you might have. We hope that you will enjoy your apartment and look forward to meeting you in the months to come.