



## RESIDENT HANDBOOK

Welcome!

We hope that your tenancy with The Mount Vernon Company will be a long and satisfying one. We have prepared this resident handbook for your reference in an effort to explain the operations of your apartment.

This handbook also serves as an **addendum to your lease**. Please read this handbook carefully. You will be responsible for the information contained in this booklet. If you have any questions or concerns, please call the Management Office at (617) 267-0006.

### MANAGEMENT OFFICE INFORMATION

The Corporate Office is located at 516 Western Ave. Boston MA 02135

**Important Contact Information:**

Main Office Phone: 617-267-0006

Emergency Maintenance Line: 617-566-8515

Website: [www.mvernon.com](http://www.mvernon.com)

**Management Office Hours:**

Monday - Friday 9:00AM-5:00PM

Saturday & Sunday: Closed

**Summer Office Hours:** (Memorial Day- Labor Day)

Monday - Thursday 9:00AM-5:00PM

Friday 9:00AM-3:00PM

Saturday & Sunday: Closed

**Management Team:**

Director of Leasing: Matt DeNino | [mdenino@mvernon.com](mailto:mdenino@mvernon.com)

Senior Property Manager: Stacey Maciel | [smaciel@gmail.com](mailto:smaciel@gmail.com)

Property Manager: Danielle Lazarz | [dlazarz@mvernon.com](mailto:dlazarz@mvernon.com)

Property Manager: Matthew Heimbegner | [mheimbegner@mvernon.com](mailto:mheimbegner@mvernon.com)

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## **LEASING AND PAYMENT POLICIES**

### **RENTAL PAYMENTS**

**Rent is due on the 1<sup>st</sup> of each month.** All payments should be made through Rent Café, our resident portal. Please register for access at [www.rentcafe.com](http://www.rentcafe.com). Your property manager will also send you a registration link via email prior to move in. We accept checks mailed to our main office as well. Please understand that the Management Office cannot accept payment in the form of cash.

Payments may be made as one-time payments or scheduled as recurring auto-payments. It is important to note that there is a credit card processing fee applied to any credit or debit card payments. To avoid this processing fee, recurring payments must be set up using your bank account. The system will give you an option for "Bank Account" and will prompt you to input your account number and routing number.

**Debit Card Payments-** The payment agent charges a service fee as per your payment amount. For payments up to \$999.99 the service fee is \$3.95; payments \$999.99-\$1999.99 will have a service fee of \$4.95; and for all payments greater than \$1999.99 a \$9.95 fee will apply. The service fee covers bank, payment agent, and network fees to ensure the safety and security of your transaction. Please understand that the property management team does not receive any portion of these fees. The service fee will not be displayed on your ledger. Service fee is non-refundable.

**Credit Card Payments-** The payment agent charges a service fee of 2.95% per credit card transaction. The service fee covers bank, payment agent, and network fees to ensure the safety and security of your transaction. Please understand that the property management team does not receive any portion of these fees. The service fee will not display on your ledger. Service fee is non-refundable.

**Late Fees-** For any balance dues that roll over into the following month, a \$50 late fee will be applied to your resident ledger. Late fees are applied on the 1<sup>st</sup> of the month following when payment was originally due.

#### **Returned Checks**

If your check is returned by the bank for any reason, your rental account will be charged \$50.00 as a returned check fee. 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 and will be applied to your resident ledger. This includes fees associated with Notice to Quits that go out through our legal team around the 15th of the month for any outstanding rent balances.

### **MOVING IN**

**As a reminder per your lease agreement, you may not start moving items into the apartment until 12:00pm NOON on your lease start date. Our team only has 24 hours to turnover the home between the outgoing residents move out and your move in. For this reason, unfortunately, we cannot accommodate an early move in.**

Moving furniture or personal belongings is permitted during the hours of 7:00AM and 8:00PM. **Please be sure to contact the City/Town to obtain a moving permit.** This will ensure that you have a dedicated space on the street for your truck as we cannot accommodate moving vehicles in any of our parking lots. Residents are allowed to move through either door of the building, provided the moving van/truck does not block multiple parking spaces or building access. Entry doors may not be propped open during the move, especially with rocks or tools, due to the damage to the frame that door propping causes. If you need to hold the door open during your move, we recommend bungee cords.

If you worked with a broker to lease your new home, please reach out to them directly to arrange for key pickup. Our turnover team will paint, clean, and inspect each apartment before our new residents move in. Should you notice anything that needs to be adjusted or repaired upon move in please submit a maintenance request through the resident portal, and we'll send our maintenance team to address the issue for you.

## MOVING OUT

**As a reminder the apartment MUST be empty by 12:00pm NOON on your lease end date.**

Prior to your departure a member of our maintenance team will conduct a move out inspection of your home. We will reach out with a separate email to notify you of when they will be by. You do not need to be home during this time though of course you are welcome to be there. This inspection is simply so that our team can get an idea of the work needed for the unit turn (paint, patch, maintenance repairs, etc.)

**We do require that the apartment be cleaned prior to move out.** All appliances should be empty and clean, floors should be broom swept. Please ensure that the apartment is free of garbage, furniture, and any wall-mounted items. We will fill any minor holes from photographs and art, but any holes bigger than a dime will need to be filled and repaired prior to move out to avoid charges. The Mount Vernon Company has the right to charge residents for damage to the property because of negligence, carelessness or misuse. If any charges are incurred, a "Bill/ Invoice" will be added to your resident ledger. All our keys must be returned within twenty-four hours of vacating your apartment.

It is your responsibility to notify all utility companies of your departure. This includes setting up your change of address with the US Postal Service for mail forwarding, you can do that [here](#). Should you vacate a few days prior to your formal move-out date, **it is your responsibility to keep utilities active in your name through the date you provided written notice.** Depending on the utilities that you have set up for your home, you will need to contact National Grid at 1-800-233-5325 for gas, and Eversource at 1-800-592-2000 for electricity.

## 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. Residents will be charged for the disposal of any large items that are left in the apartment.

When moving out, we ask that you please do not leave any free or unwanted items in the entrance, basement, on the ground in the trash area, or in any of the common areas of the building. It is your responsibility to dispose of these items. Smaller unwanted items will need to

be disposed of in the trash receptacles provided or pick up will need to be arranged with a third party for any bulk or oversize items.

### **Last Month Rent Deposit/Refund**

By law, you must leave a forwarding address in order to receive your deposit/deposit status disposition. Status on refund checks and Security Deposit interest will be forwarded within thirty days of the date of your lease end date.

Please note that the Mount Vernon Company stopped requiring security deposits as of 2015, so any tenant who moved in after 2015 will not have a security deposit on file.

The Mount Vernon Company collects a last month rent deposit upon move in. Your last month rent deposit will remain on file until the end of your lease. If you are moving out at the end of your current lease term, your property manager will apply your last month rent deposit towards the rent balance due for the last month of your tenancy. If you choose to renew your lease for another term, the last month rent deposit will remain on file and will roll over to the new lease term.

### **LEASE RENEWALS**

Leases are NOT self-renewing. A lease renewal form will be sent to you several months prior to your present lease expiration date. We request that you give a one hundred twenty (120) day written notice of your renewal or termination plans. **The Mount Vernon Company reserves the right to not offer renewal of your lease for any reason.**

### **TERMINATING YOUR LEASE**

#### **Early Termination**

You may buy out and/or terminate your lease agreement prior to the end of the lease term and stop all liability for paying rent for the remainder of your lease term provided the following occurs:

You must give us at least ninety (120) days written notice that you wish to terminate your lease agreement early prior to the termination date giving us the specific date that you will be completely vacating the premises and returning all keys, and that date must be on the last day of the given month.

You must not be in default of your current lease agreement.

You must continue to pay any rent and other financial obligations under your current lease agreement until you vacate the premises.

You must move out on the vacate date that you gave in your written notice and not hold over; and

**You must pay an early termination fee, which is equal to two month's rent simultaneously with providing written notice that you wish to exercise your right to terminate your current lease early prior to the end of the lease term.**

Failure to abide by all terms in this paragraph, including but not limited to making the required payment of the early termination fee will automatically void your right to terminate your lease early prior to the end of the lease date. Any breach of these agreements means that The Mount

Vernon Company shall be entitled to pursue any and all remedies provided or recognized by applicable law on behalf of the Owners.

If you have already submitted a renewal or non-renewal agreement, you may not be eligible for an early termination.

### **Subletting**

The Mount Vernon Company does not allow subletting of apartments. Your lease is a binding contract that holds you responsible for payment through the full term of the lease.

### **Lease Changes**

We understand that during your lease term you may need to move out early due to lifestyle changes. Along with the lease termination option in your lease agreement, you also have the option to find someone to take over the remainder of your lease term. For a lease change you would be responsible for finding the applicant(s) and connecting them with your property manager. You can post your own ads online on Facebook Marketplace, Craigslist, or if you know someone looking you can certainly have them apply. The incoming resident will need to meet our income and credit qualifications before their application can be approved.

You will need to reach out to your property manager directly regarding the details for this process. If we are holding a last month rent deposit on account, this will be transferred over to those remaining on the lease. The incoming resident will need to reimburse the outgoing resident directly for any portion of the last month rent deposit that they paid. There is a \$300 fee associated with all lease changes.

### **Apartment Transfers**

Because transferring from one apartment to another is a difficult and costly procedure, transfers are strictly limited. In order to qualify for an apartment transfer, you must (a) experience a change in family size, or (b) have a documented medical reason for requesting a transfer. In certain cases, a transfer may be permitted when there is a serious problem, which affects the management of the property. If you meet one of the criteria listed above, you should submit a written request to Management explaining why a transfer is necessary. Key considerations in granting a transfer will be your rental payment history; your current rental status; waiting list for transfer; and whether or not the transfer would interfere with the overall operations or maintenance of the property. If your transfer request is approved, you will be expected to accept the first apartment offered in the size you require.

## **UTILITIES**

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. Your property manager will reach out with a move-in checklist ahead of your move in. Please refer to this checklist for utility details for your specific apartment building.

### **Electricity**

Residents are responsible for their electric usage, unless otherwise noted. Please contact the electric company at least five days in advance of your lease start date, as it may take several days to process your request and open an account in your name. Eversource can be contacted at (800) 592-2000.

## **Heat**

In Massachusetts, the heating season is between September 15th and May 31st. The Mount Vernon Company maintenance team will ensure that the heat for all properties within our portfolio is turned on during that time. The heat in most buildings is tied to a central heating system. If you have a thermostat in your apartment or a separate heating system, do not leave your heat lower than 60° Fahrenheit to prevent water pipes from freezing. If you encounter a problem with heat in your apartment, please call the 24-hour emergency maintenance service at (617) 566-8515. A representative of either our maintenance personnel or the heating company will be dispatched.

It is important to remember that portable heaters should only be used temporarily during extreme emergencies. These temporary heating sources should never be left on overnight, and users must ensure they are free and clear of combustible materials. Ovens and stoves should NEVER be used as a heating source.

## **Gas**

Certain buildings will require you to set up an account with National Grid-Gas if you have a gas stove. National Grid-Gas can be reached at (800) 732-3400.

## **Cable & Internet**

Cable and internet services are the responsibility of the resident. Your unit is equipped with cable and internet coax services. Please contact your property manager for more information or refer to your move-in checklist for more details.

## **Mail & Deliveries**

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. You can update your mailing address at [www.USPS.com](http://www.USPS.com). 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 shortly after you move in.

**The Mount Vernon Company is not responsible for lost or stolen packages.** While it is the carrier's job to place parcels inside the locked entry door, this is not always the case. If you are planning to be out of town and are expecting deliveries, we strongly recommend that you notify the carriers and ask that they hold the packages for you at one of their pick-up locations until you return. Additionally, if you are expecting an expensive delivery, it may be wise to require a signature. Please do not leave packages sitting in the entrance for days at a time. If you receive food delivery services, and you plan to be away, please be sure to reschedule the delivery so that it is not left sitting in the entry until you return.

## **Trash Removal**

Trash removal for each building is different; please refer to your move in checklist or contact the office for your trash removal days.

If onsite recycling toppers are provided, we ask that all boxes be broken down and placed neatly inside. All trash should be placed in sealed plastic bags in the trash receptacles at your building. These can be found in the trash room, basement, or at the rear of the property (our bigger buildings typically have onsite dumpsters). 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 and/or common areas will be considered to be trash and will be discarded. This includes shoes, umbrellas, shirts and instruments. If The Mount Vernon Company receives a fine for improper waste disposal due to

a trash violation, the fee will be charged back to your resident ledger and can be paid with your next scheduled rent payment.

Large items such as mattresses, couches, furniture, and box springs are not permitted to be left curbside or in the trash area. Our trash company will not dispose of these for us. We have included a list below of contacts who will dispose of these bulk items for you. Please reach out to them directly to coordinate pick-up.

- <https://www.junk-king.com> Junk King – 617-318-6888 -
- 1-800-GOT-JUNK – 1-866-627-0534
- The Junkluggers – 1-844-338-5511

### **Renter's Insurance**

The Mount Vernon Company **requires** all residents to purchase renter's insurance. Although The Mount Vernon Company carries adequate insurance to protect the buildings and the property, this insurance does not provide coverage on your privately owned furnishings and valuables. The Mount Vernon Company 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. The Mount Vernon Company will not reimburse you for expenses related to damage or loss of personal property.

You may obtain insurance from any carrier authorized or to admitted doing business in Massachusetts. We require that your renter's insurance policy list personal liability coverage of at least \$100,000, your address including unit number must be listed on the policy, and The Mount Vernon Company must be listed as an interested party so that we receive notifications if your policy is canceled or renewed during your tenancy.

Mount Vernon is partnered with Lemonade Insurance as our preferred renter's insurance provider. If you are interested in signing up for a policy with them, please use this link: [Lemonade Insurance](#)

## **GENERAL RESIDENT INFORMATION**

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

### **Pets**

Are not permitted unless otherwise approved through a member of our management team. Please reach out directly to your property manager **BEFORE** getting a pet to ensure that they are permitted at your location.

If permitted, we require a copy of the pets most recent vaccination records, a photo to identify him/her, and a signed pet addendum. If you have an emotional support animal, we will also require a copy of your ESA letter signed by a licensed professional.

### **Common Areas**

We regularly clean the hallways, stairways, and other common areas both inside and outside the building. To preserve a clean and organized environment, residents should properly dispose of empty bottles and food wrappers. Please report any damages or debris to the Management Office.

No one may play in the hallways, stairways, or in other common areas of the building.

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.

Storage of any items in these areas may represent a fire or building code violation and is not permitted.

No one may ride bikes, roller skate, roller blade or skateboard in the hallways, on the lawns, or on the sidewalks.

No one should loiter around the buildings or disturb other residents with loud talking or noise, especially between the hours of 9:00PM and 9:00AM.

### **Guests**

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. Guests may not occupy an apartment for more than seven (7) days without written consent from the Management Office. Any guest(s) who violates rules, causes a disturbance, abuses (physically or verbally) another guest, resident, The Mount Vernon Staff, or the property will be banned from the property at Management's discretion.

### **Noise/Disturbance**

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 ensuring that disturbing noises are not made by their guests or other occupants.

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.

Residents may not conduct any vocal or instrumental instruction in their apartment.

### **Parking**

NOT ALL BUILDINGS HAVE PARKING. Parking is by permit only and subject to availability. Residents using a parking space must fill out a parking agreement from the Management Office. MVC parking stickers will be issued for authorized vehicles, which should then be affixed to the rear driver's side window of the vehicle. Parking stickers will only be issued to Residents who are designated as a Lessee on the lease and only for vehicles registered in their names. The Mount Vernon Company reserves the right to tow vehicles which are in violation of parking guidelines. All expenses associated with towing and storage of the vehicle will be the sole responsibility of

the vehicle's owner. We cannot accommodate residential guest parking.

All vehicles parked in The Mount Vernon Company spaces must be in good working order, in good physical condition, and have a valid registration and plates.

Authorized vehicles will be limited to cars, pick-up trucks, vans, utility vehicles, and motorcycles. Campers, trailers, boats, or other vehicles not listed above shall not be parked at The Mount Vernon Company.

Parking in designated spaces only. Vehicles parked in fire lanes or other unauthorized places are subject to tow at the owner's expense.

No parking in handicapped spaces, except with authorized permit. Vehicles parked in handicapped spaces will be towed at the owner's expense.

No parking in front of the dumpsters. Vehicles parked in front of dumpsters will be subject to tow at the owner's expense should it interfere with refuse removal.

No changing of oil, repairs, or car washing is permitted in the parking lot.

### **Smoking**

There is **absolutely no smoking of any kind (including marijuana and cigarettes) in the apartments, common areas, or within 25 ft of the building**. You will be charged for damage to the apartment upon moving out if your apartment smells of smoke or walls are stained due to smoke.

Residents with wood plank decks should refrain from smoking on the balcony due to the potential fire hazard. Please do not scatter cigarette butts on the ground or near the building entrances or throw them off the balconies. This creates an unsightly appearance and can also become a fire hazard.

### **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 all costs and repairs, both in and outside of your unit, as well as any insurance related expenses incurred by the Landlord.

### **Laundry Facilities**

Laundry facilities are located on the ground level of some buildings. You will need to download the Plain Silver app to your phone so that you can add money to utilize the machines or coins may be used instead. Laundry facilities are for the use of residents only. Posted operating instructions should be adhered to ensure the proper use and care of the equipment, thus eliminating unnecessary breakdowns.

If a machine malfunctions or is in need of service, please contact Commonwealth Appliance Inc at [service@commonwealthappliance.com](mailto:service@commonwealthappliance.com) or 617-361-1516, this information is posted in the laundry room. Let the operator know the machine number and in which building you are having trouble.

Please leave the machines clean (including removing lint from the dryer vents) and dispose of any laundry-related trash (detergent boxes and bottles, dryer sheets, etc.) in the supplied trash

bin. Please do not leave your trash on the folding table or on the floor. Use of clothing dyes in the washing machines is strictly prohibited. Please remove your clothing promptly after the wash or dry cycles are completed as other residents may need to use the machines. If you are using laundry "pods", please make sure to put these in along with your laundry load. They do not go in the small tray. The tray is for liquid laundry detergent or liquid softeners only. Please be cautious not to overload the machines. We suggest that you do not wash bulky items such as large comforters as these may take longer to wash and dry. Please do not wash items covered in pet hair as this can clog the machines.

*NOTE: It is strongly recommended that you stay in the laundry room with your belongings. The Mount Vernon Company is not responsible for theft or damage of personal belongings from laundry rooms. The installation of washers or dryers is not allowed in apartments, unless already done by MVC. This rule is strictly enforced.*

### **Storage**

The Mount Vernon Company does not provide storage. Personal items may not be stored in the hallways, entrance ways, or any other common area of the building. Personal belongings found in common areas may be disposed of without notice. The Mount Vernon Company cannot be held responsible for such damage or loss.

## **SAFETY AND SECURITY**

### **Intercom System & Front Door Buzzer**

In most buildings the intercom system is located outside the main entrance to the building and connects to your cellphone. If your intercom system has a directory, your property manager will program your name and personal phone number into the system prior to move in. Your visitors will choose your name from the buzzer screen directory by dialing a three-digit code, which will automatically call your phone. You will be able to speak to the visitor from your phone through the buzzer system. Press 9 on your phone to let your visitor in, or simply hang up to deny access. Please do not hold the buzzer longer than necessary; a few seconds is plenty of time for one person to access the door.

If you are not expecting visitors, please **DO NOT** buzz anyone into the building. Please do not prop doors open with rocks or packages, and please ensure that doors are being closed behind you when coming and going from the building. **If you notice any suspicious activity, please contact the police to report the incident immediately.**

Note: Some buildings do not have intercoms that link to cell phones.

### **Building Entry/ Locks & Keys**

The entry doors to your buildings 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.

### **Solicitors**

No solicitation is allowed at The Mount Vernon Company. 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 Procedure**

In case of fire, please follow these instructions.

Call the fire department at: 911

Remain calm as you state your address, phone number, and exactly what is burning and where. Do not assume that someone has already called.

Whenever possible, please report any fire - large or small - to the Management Office.

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 Procedure**

We suggest that everyone practice the following fire safety procedures:

Learn the location of all your exits, fire extinguishers, and pull stations.

Prepare and practice a family escape plan. Have more than one exit route in case one is blocked or impassable.

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 office.

Do not open doors that are hot to the touch.

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 building.

Always keep a current fire extinguisher in your apartment at an easy to remember place, i.e. under the kitchen sink.

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 Escapes**

There is ABSOLUTELY no one permitted to utilize the fire escapes for anything other than egressing the building in the event of a fire. We do not permit bird feeders or plants on fire escapes; these will be removed by management. Any resident found in violation of this policy will be immediately evicted. Rooftop access is prohibited as well.

**MAINTENANCE PROCEDURES**

The Mount Vernon Company has an on-site maintenance staff to attend to your routine maintenance needs during your residency with us. We also offer 24-hour emergency maintenance service.

### **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 building. If management requires access to your home for a non-emergency maintenance item not requested by the resident, we are required to provide 48 hours' notice.

**All non-urgent maintenance requests must be submitted via your Rent Café resident portal.** This ensures that our management team can track all requests submitted for your home and that maintenance can address any issues as quickly as possible. We ask that you please do not email your service requests directly to your property manager as we may be onsite and may not see your email right away. Repairs are usually made during office hours Monday through Friday.

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. If you have a pet or would like to be home for service, please be sure to indicate this under access notes on your Rent Café resident portal when submitting the service request.

### **Emergency Maintenance Requests**

Emergency maintenance involves no heat, no water, no power, plumbing issues, leaks, or floods. Any repair or situation not of this nature is considered routine and will be attended to during business hours. In the event of an emergency (i.e. lock out, power outage, water damage, heating issues, fire safety issue, or leaks) please call our 24/7 on call maintenance line at **617-566-8515** for assistance.

**If you smell smoke or suspect a fire, IMMEDIATELY call 911.**

**If you suspect a gas leak in your home, please reach out to National Grid at 1-800-233-5325 to report the leak.** They can dispatch a technician with the necessary equipment to detect the leak and will address accordingly. As every report of a gas leak is a potentially hazardous situation, we recommend you evacuate the premises along with any family members and pets and wait for our technician to arrive.

**Maintenance and/or management 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.** At times, it may be necessary to enter a resident's apartment for repair work that was not requested by that resident, such as in the event of a leak in the unit that is affecting other residents. The Management Office will attempt to reach the affected resident in advance of entry unless the repair is deemed an emergency in which case Maintenance has the right to enter your unit without notice.

### **Unit Lock Out**

Please call our 24/7 emergency maintenance line in the event of a lock-out and they will dispatch MVC's locksmith. The number is 617-566-8515. For lockouts that occur outside of business hours (Monday through Friday 8:00am to 6:00pm), there is a fee of \$150.00. This fee will be added to your ledger and should be paid with your next rent check.

### **Keys**

In the instance that you misplace your keys and need to request an additional set, please submit a maintenance ticket on your Rent Café resident portal. We charge \$15 for each additional building key and unit key and \$10 for a new mail key. This fee will be added to your resident ledger and can be paid with rent the following month.

### **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 flush food, paper, dental floss, paper towels, sanitary napkins, tampons, cat litter, or other inappropriate items that may cause a plumbing issue. 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 day. **We do not allow bidets at any of our properties.**

In the event of a plumbing emergency in your unit, such as a water pipe breakage, please first attempt to shut off the water via the apartment's water main control, then call the office and state that you have a plumbing emergency. For any damages (beyond normal wear and tear) that are found and can be attributed to resident abuse or neglect, will be charged to your resident ledger, this includes labor and materials.

**It is the resident's responsibility to inform us if you have a running toilet, clogged drain, or any leaking plumbing fixtures in your home, so our team can address them immediately.** When these types of maintenance items go unreported, they can lead to much bigger issues and leaks in the building. We want to make sure to address them as quickly as possible.

### **Apartment Inspections**

Management makes annual apartment inspections to each 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 to include labor and materials. Payment for such damage is due within 30 days of billing.

The City of Boston also requires that we do inspections of each rental unit every 3-5 years. The inspector will need access to every home along with the common areas in the building. The inspector will be checking smoke detectors, hot water, bathroom fixtures, kitchen fixtures, kitchen appliances, and heating systems. It is required that our residents provide access to ISD for this inspection and complete a consent form provided by management.

### **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.

### **Pest Control**

We have pest control service scheduled monthly for all common areas at our properties.

It is important to note that pest issues are not typically something that go away immediately so we ask that you please be patient while we work to resolve any issues that may arise. It can

sometimes take several visits before we get rid of the pests completely, so we ask that if you continue to notice pests in your home that you continue to report them on your Rent Café resident portal. Pest issues can sometimes be caused by other underlying issues or sanitation issues in other homes in the building, so it is important for our team to continue to dispatch our pest control technicians for service so that we can get to the root of the cause. **DO NOT UNDER ANY CIRCUMSTANCE SELF TREAT.** Please leave all treatments to the professionals.

If a pest issue is reported, your property manager will reach out to pest control to schedule service. **All prep work must be completed prior to pest controls' arrival.**

## **APARTMENT CARE AND CLEANING**

Your apartment will come equipped with appliances. 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 cleansers.

If an appliance isn't working properly, please check the following things before calling the office for service: check for a reset switch or button, make sure the appliance is plugged in and that the controls are properly set. Finally, check the circuit breaker to see if it has been tripped.

Per your Rental Agreement, we have the right to expect the apartment to be kept in clean and sanitary condition. In addition, we reserve the right to determine what kind of conditions we will permit. Just as we have a responsibility to provide you with a clean common area and decent housing, so do you have the responsibility to keep your home in a clean and orderly condition. Cleanliness violations can lead to sanitation and pest problems within the building.

Please ensure that all trash is disposed of in a timely manner, trash bags should not be left out in your home and all **trash must be stored in a container with a lid.** All cabinets, walls, appliances, and countertops should be deep cleaned so that any grease and food residue is removed as soon as possible. Additionally, food should not be left out on the countertops, floors, or tables and dishes and food should not be left in your kitchen sink overnight. Pet food should be stored inside a sealed container.

### **Garbage Disposal**

Some apartments at The Mount Vernon Company have garbage disposals in their kitchen sink. Here are some hints to keep it running smoothly and odor- free:

Always run cold water when the disposal is on. Cold water will help to solidify and 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, damaging the disposal.

Dump ice cubes into a running disposal periodically to keep the blades sharp.

**Do not throw bones, chicken fat or skin, celery, onionskins, banana skins, artichokes, flower stems, utensils, coffee grounds, pasta and rice, eggshells and seafood shells, grease and oil, or chemical drain openers into your disposal.** All of these items could cause the disposal to clog or cause damage to it.

If your disposal does clog, shut it off immediately. Continuing to run a clogged disposal can burn out the motor.

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.

Always run your disposal prior to running the dishwasher to prevent backwash or backup into the sink.

To keep your disposal and drain smelling fresh, use a fresh lemon or a half a cup of baking soda weekly.

### **Refrigerator**

Some helpful hints to keep your refrigerator working efficiently:

Most MVC apartments 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 1/4 inch. The more ice that builds up, the less efficient your freezer will cool.

Do not use sharp objects to remove ice deposits from freezer. This could damage the freezer and the resident would be held responsible.

Periodically vacuum around and behind your refrigerator to prevent dust build-up, especially where the fan and motor are located.

### **Stove & Oven**

Keep heating elements and spill trays clean to prevent the possibility of cooking fires.

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.

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**

A simple regimen will ensure a long-lasting carpet. Some suggested guidelines are:

Vacuum at least weekly.

Promptly remove spills by blotting, not rubbing, with a wet cloth.

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.

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.

Hardwood floors- 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 in proper care of the tub. When 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 the Management Office 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 repaired at the resident's expense. Damages of this nature found upon move-out will be charged directly to the tenant. Please call the office if you have any questions.

Our team will provide shower curtain rods and curtain liners at move in. Please ensure that these are used to avoid water spilling over onto the floor when showering. The bottom of the shower curtain liner must be inside the tub to avoid spillage. Excessive water on the floor outside of the tub can lead to leaks in units below.

**Window A/C Units**

There will be a \$25 fee for our maintenance team to assist with the installation and removal of your AC unit in your home. If you need assistance with this, please submit a service request on your Rent Café resident portal and a member of our team can assist. The fee will be added to your resident ledger by management and can be paid with the following months' rent.

If you have a window AC in your home we ask that you please remove this no later than November 1<sup>st</sup>. Leaving a window AC installed in your home can contribute to heat loss and wasted energy.

**Windows/Window Blinds**

Your apartment has been supplied with mini blinds. It 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. If the blinds are found to be broken upon your move-out, you will be charged for the replacement of the blinds.