



Welcome New Residents.....

Dear Resident,

We would like to welcome you to your new home. We take tremendous pride in the properties we manage and in the skilled maintenance staff contracted to perform these duties. We hope your tenancy will be both a happy and pleasurable one.

Please read the handbook in order to familiarize yourself with our policies and procedures. The contents should answer any questions you may have regarding your tenancy. Please do not hesitate to contact our office if you have questions or concerns not addressed in the handbook.

We understand that the apartment you are renting is your home. With mutual respect and cooperation, we can make this building a place that everyone can be proud of.

Respectfully,

DELPHI PROPERTIES, LLC

Management Office

The Delphi Properties office is located at **1203 Boylston Street, Suite 102, Boston MA. 02215**. We provide twenty-four hour maintenance service to handle all necessary repairs. Our regular hours of operation are:

9:00 AM to 5:00 PM Monday through Thursday.

9:00 AM to 4:30 PM Fridays

CLOSED ON SATURDAYS AND SUNDAYS

If you have any questions or concerns please contact the office. All routine business should be conducted during regular office hours. Please notify the office immediately of any serious maintenance issues (i.e. ceiling leaks, electrical problems, flooding, blocked pipes, gas odors, etc...). It is important that you report any serious maintenance issues as soon as possible to prevent the possibility of additional damages. You have the option of submitting maintenance requests for **non-emergency** issues on our website.

In the event of an emergency, during normal office hours please call our main number 617-437-7800. After regular office hours, our answering service will direct the emergency to the on call maintenance personnel. The following examples would be considered an emergency: no heat, broken water pipe, flooding and fire.

Please be advised that you are not allowed to make any repairs or hire contractors to perform repairs no matter what the magnitude. In addition, painting the apartment, additions or alterations are not allowed. You will be charged for services if it is necessary for us to return the unit to its original state.

Delphi Properties, LLC Telephone Directory

Main Office 617.437.7800 Facsimile 617.249.0557

After Hours Emergencies *ONLY* 888-462-1092

www.delphiproperties.com

Additional Lease Policy and Procedures

Rental Payments

Rent payments are due and payable on or before the first day of each month. Payment may be in the form of personal check, cashiers/bank check or money order. ***Cash is not accepted.***

Checks are to be made payable to the following:

*If you reside at 1197, 1203, or 1209 Boylston Street in Boston please make checks payable to: **Boylston Street, LLC***

Boylston Street, LLC
C/O Delphi Properties, LLC
1203 Boylston Street, Suite 102
Boston, MA 02215

*If you reside at 3 or 5 Lothian Road and 1713 & 1715 Commonwealth Avenue in Brighton please make checks payable to: **Bostonian Realty, LLC***

Bostonian Realty, LLC
C/O Delphi Properties, LLC
1203 Boylston Street, Suite 102
Boston, MA 02215

*If you reside at 1610, 1616 or 1622 Massachusetts Avenue as well as 0 Chauncy Street in Cambridge, please make checks payable to: **Cambridge Realty, LLC***

Cambridge Realty, LLC
C/O Delphi Properties, LLC
1203 Boylston Street, Suite 102
Boston, MA 02215

Your cancelled check is your receipt. ***Please remember to write your apartment number and street address on your check*** in order for us to credit your account properly. Checks written incorrectly will be returned to you, delaying your rent payment.

You may mail your rent check to the above address or, you may drop it off at this same address. Be sure to place your check in a check-size envelope.

Returned Checks

There is a fee of **\$75.00** for any check returned by your bank for any reason. If your bank has returned your checks more than once; we will no longer accept personal checks towards payment of your rent. Required payment will be in the form of cashier's check/bank check or money order.

Occupancy

Only people whose names appear on the lease can occupy the premises. If you have someone living in your apartment whose name does not appear on the lease, this is a lease violation and grounds for eviction. Visitors may not stay beyond a two-week period of time. You must contact the office if there is an extenuating circumstance that would require a longer stay. No replacement or substitute tenant will be permitted unless applicants have been approved by Delphi Properties, LLC, proper forms and documentation completed and processing fees paid.

Early Lease Termination

We must receive a sixty day written notice of your intent to vacate the premises. We must receive notice prior to the first day of the month you plan to vacate.

You are responsible for payment of rent until such time as the apartment is rented or the end of the term of your lease, whichever should occur first. In addition, you are responsible for payment of the broker's fee, which is equal to the amount of one month's rent. (Subject to change)

Renter's Insurance

The contents of your apartment and all personal property must be insured by your own insurance provider. Delphi Properties, LLC is not liable for theft, loss or damage to your individual personal property. Our insurance policy does not cover your personal property. Please make arrangements for personal property insurance once you have taken possession of the premises.

Utilities

All new tenants must contact National Grid and/or Nstar in order to have the billing for gas and/or electric service transferred into your name. You must contact them immediately to prevent termination of service. In addition, it is necessary for you to make your own arrangements for both cable and telephone service.

For Gas Service:

(Gas Stove Usage)

National Grid
(800) 592-3223

www.nationalgridus.com

NSTAR Gas (Cambridge only)

(800) 592-2000

www.nstar.com

For Electric Service:

NSTAR Electric
(800) 592-2000
www.nstar.com

For TV, Internet & Phone Service:

(Landlord cannot guarantee the condition of any existing phone, cable wires, and internet connections)

COMCAST
617-279-1958

VERIZON
(800) 837-4966
www.verizon.com

NETBLAZR
617-606-3448
WWW.NETBLAZR.COM

If it is necessary for the utility company to gain access to the control room, you must make an appointment with the management office. Twenty- four hour notice is required.

Parking

Delphi Properties does not have parking located at any of our properties and all parking restrictions are regulated by the city

City of Boston:

Parking is restricted to **Resident Permit Parking Only (Unless noted otherwise)**. The following is the city of Boston's requirements:

- 1. A valid Massachusetts automobile registration showing your car registered and principally garaged in your name from your current Boston address*
- 2. One of the following proofs of residency bearing your name and Boston address. The proof of residency must be current- postmarked within the past 30 days.*

- Gas, Electric or Telephone Bill*
- Cable Television Bill*
- Monthly Bank Statement (excluding mortgage)*
- Credit Card Bill*
- Water and Sewer Bill*

Resident Parking Permits are available at Boston City Hall located at Government Center. Please visit www.cityofboston.gov for more details.

City of Cambridge:

Parking is restricted to **Resident Permit Parking Only (Unless noted otherwise)**. The following is the City of Cambridge's requirements:

To purchase a resident parking permit you must:

- 1. Submit proof of residency for Cambridge*
- 2. Have your car registered in your name at your Cambridge address*
- 3. Principally garaged at your Cambridge address*
- 4. Pay all outstanding parking tickets and excise tax*

Resident Parking Permits are available either by mail or in person. Please visit www.cambridgema.gov for more details.

Towing Unauthorized Vehicles (Boylston Street Property)

Vehicles parked in the back alley behind 1197 to 1209 Boylston Street will be towed at the owner's expense. Stanley Towing patrols the area and will tow unauthorized vehicles.

Pets

We have a two pet limit per apartment with a pet fee imposed in the amount of twenty-five (\$25.00) dollars per pet, per month. Please see the Pet Owner Policy and Procedures for more details.

Smoking

If you and your guests smoke cigarettes and will be smoking outside, please do not throw your cigarette butts on the ground surrounding the building. Bring an ashtray with you and dispose of cigarettes properly. Smoking is NOT allowed in the common areas of the buildings. (Stairwell, hallway, lobby, etc...)

Party Policy

We want you to enjoy your new home and we do want you to enjoy entertaining guests in your home. Please be aware, in accordance with the terms of your lease, you are responsible for the actions of your guests while they are visiting your home. It is your responsibility to ensure you and your guests behave in a manner not to offend your neighbors. Noisy, offensive use of the premises, damages to the premises, interference with the rights, comfort, safety or enjoyment of any other tenants will not be tolerated. We must ask that you be considerate of the grounds by cleaning the area of any debris or trash left by yourself or your guests.

Your cooperation by refraining from participating and/or hosting late and loud parties is appreciated.

Maintenance

Please be aware that it may be necessary for our maintenance staff to enter your apartment, without advance notification, if an emergency should arise.

Maintenance Charges and Expenses

Maintenance and services provided as a result of tenant negligence will be charged to the tenant.

Keys and Locks

If you lose your key, you will be charged for replacement. If you request to change the lock for your apartment or mailbox, you will be charged for its replacement. Locks may not be changed or replaced by the tenants.

Do not make copies of these keys. They will ruin your apartment and security door locks.

Lockouts

If you are locked out of your apartment during regular business hours, please call the office and we will dispatch maintenance personnel to allow you access to your unit. During business hours the **\$50.00 fee** must be remitted to the office. You must have proper identification in order to gain access into the apartment. If you are locked out of your apartment during the evening or weekend hours, please call the after hour's number. The answering service will notify the on-call personnel to allow access. There is a **\$50.00** fee for all lockouts, **EVEN IF YOU CALL BACK TO CANCEL THE REQUEST**. The fee must be paid to the individual who lets you into the apartment. Identification will be required for re-entry.

Discarding Unwanted Furniture & Other Large Items

Unwanted furniture and other large items must **NEVER** be placed in, on or around the dumpsters/trash receptacles or anywhere on the property. You must make arrangements to have them removed or you will be charged for removal, storage and for any citations we may receive from the City of Boston.

Rubbish Removal

1197, 1203 & 1209 Boylston Street in Boston

All garbage must be placed in plastic bags and **put inside the dumpster** located immediately behind Building 1203 in the alley. **Garbage must not be placed on the ground.** That is a violation of City of Boston code. Recycling barrels also are provided and are located in the courtyards. **PLEASE RECYCLE!**

3 & 5 Lothian Road in Brighton

All garbage must be placed in plastic bags and **put inside the dumpster** located in between both buildings through the back door. **Garbage must not be placed on the ground.** That is a violation of City of Boston code.

1713 & 1715 Commonwealth Avenue in Brighton

All garbage must be placed in plastic bags and **put inside the trash barrels** located in between both buildings in the courtyard. **Garbage must not be placed on the ground.** That is a violation of City of Boston code

1610, 1616 & 1622 Massachusetts Avenue and 0 Chauncy Street in Cambridge

All garbage must be placed in plastic bags and **put inside the trash barrels** located behind the buildings, inside the trash shed. **Garbage must not be placed on the ground.** That is a violation of City of Cambridge code. Recycling barrels also are provided which are located in the same area. Recycling is **Mandatory** in the City of Cambridge. **PLEASE RECYCLE!**

Common Areas

All common areas must be kept clear of any and all belongings. All items must be kept in your apartment (Including bicycles, shoes, umbrellas, etc...) There is NO STORAGE in the basement area(s). Any items found stored in the basement will be discarded by our maintenance staff. Your building may have bicycle racks. If so, you must label your bicycle(s) with your name, unit and phone number or it will be discarded. **NEVER CHAIN BICYCLES TO EXTERIOR FENCING OR THE BICYCLES WILL BE DISCARDED.**

Children are not allowed to play in the hallways, on the stairs, landings or in the basement of any of the buildings.

Decks, Porches, Landings

These areas are to be kept free from any type of furniture, storage and litter. Also, grilling (gas or coal) is not permitted on the decks, porches or landings per the corresponding Fire Department.

Laundry Facilities

Delphi Properties offers coin operated washer and dryers for your convenience. We make great effort to keep these areas clean and ask that you be respectful and help do the same. The location of the laundry rooms are below.

We have a vendor who is responsible for the laundry rooms. If there are any issues with the machines please contact them directly at the following:

Commonwealth Appliance, Inc.

O- 617-361-1516

F- 877-759-6004

1197, 1203 & 1209 Boylston Street in Boston

Coin operated washers and dryers are located in the **basement of 1203 Boylston Street**. Your building entry key gives you access to the Laundry Room. You may access the Laundry Room through the courtyard or through the main door of Building 1203, taking the back stairway.

3 & 5 Lothian Road in Brighton

Coin operated machines are located on the **First floor of 3 Lothian Road**. Your building entry key gives you access to the Laundry Room.

1713 & 1715 Commonwealth Avenue in Brighton

Coin operated machines are located in the basement of each building. You may access the Laundry Room by taking the back stairway.

1610, 1616 & 1622 Massachusetts Avenue and 0 Chauncy Street in Cambridge

Coin operated machines are located in the **basement if 1616 Massachusetts Avenue**. Your building entry key gives you access to the Laundry Room. You may access the Laundry Room through the courtyard or through the main door of Building 1616, taking the back stairway.

Roofs

You are not allowed access to the roof. This is a violation of your lease. The police will be notified.

Elevators

If the elevator service is disrupted while you are inside the elevator car, please call our office or emergency after hour's number and emergency technicians will be dispatched immediately.

Security Doors

Please make sure the front and back doors are closed and locked at all times. This is for everyone's protection. Do not buzz the door, or allow access to anyone you do not know. The security doors are for your protection.

Call box (Boylston Street & Cambridge only)

The call box/front door buzzer is tied to your local area codes, 617 & 857 ONLY. In order to use the call box please provide our office, in writing, your name, building and apartment number as well as your phone number to be programmed in the system. Once added to the call box you will see your name with a corresponding four digit code. This code is what your guests will enter to call you. You can speak with the person and allow them access. In order for them to gain access into the

building, you will press 9 on your phone. For everyone's safety, never let anyone you do not know into the building.

Antennas

Antennas, satellite dishes, wires, cables are not to be attached to the building or surrounding ground area. **THEY ARE NOT PERMITTED.**

Fire Alarm

If the building fire alarm is activated, please call the office and the Boston Fire Department. The fire department will check the building before they reset the fire alarm.

Blinds

Each unit is supplied with white blinds. These blinds are not to be removed.

Light Bulbs

Your apartment will be supplied with the proper light bulbs when you move in. Thereafter, you will be responsible for replacement of the bulbs during your tenancy. If it is necessary for maintenance to assist in changing bulbs/removing fixtures, please call in a work order with the office and leave replacement light bulb for maintenance. This includes the light bulb in your refrigerator. Light bulbs should not exceed 60W. If you replace your refrigerator bulb you must only use the proper appliance bulb. Using the wrong type of bulb is a fire hazard.

Garbage Disposal (if applicable)

To prevent problems that may occur with your garbage disposal, please **DO NOT** put any of the following items in your disposal: Bones, Egg Shells, Onion Skins, Celery, Corn Husks, Utensils, Glassware, Plastic ware, Chicken Fat/Skin, Grease. To properly operate your disposal, please run cold water while disposal is on, and for a minute or two after the disposal has been turned off. If your disposal is clogged and water does not drain from your kitchen sink, please press the reset button located on the side of the disposal unit, and turn on the wall switch to see if that will resolve the problem before calling the office. **DO NOT USE DRAIN CLEANERS AS THEY MAY DAMAGE THE PIPES.**

Toilets/Sink/Tubs

Please call the office if you should experience an overflow from the tank or bowl. If your drains are clogged please contact the office and maintenance will be dispatched. **DO NOT USE DRAIN CLEANERS AS THEY MAY DAMAGE THE PIPES.**

Christmas Trees

During the Holiday Season we understand you may want to adorn your apartment with decorations and/or a Christmas tree. We appreciate your cooperation in cleaning up the pine needles that tend to cover the stairs and

hallways as a result of bringing your tree to and from your apartment. Holiday lights should not be left on during your absence from the apartment. In addition, lit candles should never be left unsupervised.

Additional Safety Tips

Please do not leave candles burning unattended

Please do not leave a lit/hot stove unattended

Please do not leave appliances on while you are not in the apartment (stoves, fans)

Please do not leave your windows open during inclement weather –

* You will be charged for any damage that results from this negligence

Roommate/ Co-Tenant Guidelines

Please be advised that Delphi Properties, LLC does not get involved in individual roommate issues. Delphi Properties, LLC is not bound by any agreements made by and between the co-tenants. All tenants and guarantors are collectively responsible for compliance with all the terms and conditions of the lease. Our concern is with the entire apartment as a whole.

ROOMMATE GUIDELINES

When two or more people sign the same lease, they are considered co-tenants and share the same legal rights and responsibilities. If one co-tenant does not pay the rent, everyone's tenancy is affected.

RENTAL PAYMENTS:

RENT IS DUE ON OR BEFORE THE 1ST OF EACH MONTH. You may submit monthly rent payments in multiple checks as long as the full monthly rent is paid. Each co-tenant is liable to Delphi Properties, LLC for all of the rent. If one tenant does not pay their share of the rent, or moves out; the other tenants must still pay the full rent.

Co-tenants may divide the monthly rental payment equally or unequally. Although you may divide the monthly rent anyway you choose; the last month's rent and security deposit (paid prior to occupancy) are all divided equally. Please keep this in mind when your lease term expires. All refunds are divided equally and one check is made out to all names that are on the lease.

SUB-LETTING:

Delphi Properties, LLC will allow subletting on certain occasions. If a sublet is granted by management there will be a \$300.00 processing fee per sublet.