



Samia Companies LLC



RESIDENT HANDBOOK

ADMINISTRATIVE OFFICE: 617-783-1024

**BOSTON/BRIGHTON/ALLSTON : EXTENSION 213
OUTSIDE BOSTON: EXTENSION 218**

Fax: 617-782-1398

MAINTENANCE OFFICE: 617-734-7800

Equal Housing Opportunity

www.thesamiacompanies.com

EMERGENCY NUMBERS

Fire.....911

Police.....911

Ambulance.....911

Poison Center.....617-232-2120

Samia Companies Maintenance.....617-734-7800

Revised June 2006

Samia Companies LLC is the managing agent for the Landlord. The purpose of this handbook is to provide you with essential information so that you may enjoy a trouble-free tenancy. Please read it and keep it handy.

UTILITIES

If you are a new tenant you must call to have the billing for separately metered utilities transferred into your name as of the day you occupy. If this is your first account, the utility company may require a deposit. Call the utility company promptly or they may disconnect your service. Some utility companies require at least a week's notice to transfer service. Be prepared to call early.

GAS

Boston area	Keyspan	617-469-2300
Middleborough	Middleborough Gas & Elec.	508-947-1371

ELECTRIC

Boston Area	NSTAR	800-592-2000
Braintree	Braintree Electric	781-348-2353
Middleborough	Middleborough Gas & Elec.	508-947-1371
Outside Boston area	National Grid	800-322-3223
Western MA	Utilities	800-301-7700

You must make your own arrangements with these utility companies since they may need to enter your apartment.

TELEPHONE/CABLE SERVICES

The Tenant shall be solely responsible for any and all costs associated with the installation, maintenance, repair or upgrade of all telephone and/or cable service supplied to the unit. In addition, the Landlord makes no representations regarding the fitness of any existing phone or cable wires and connections.

RENT

Rent payments are accepted by check, money order or bank check. Second party checks will not be accepted. A \$25.00 fee will be charged for returned checks. You will not be billed for your rent. Rent is due and payable on the first of each month. If rent is late more than two times within a twelve-month period your lease may not be renewed.

Checks Payable to: Samia Companies Agency Account
Mailing Address: Samia Companies LLC
60 Leo Birmingham Parkway
Brighton, MA 02135

Drop Box: Outside Front door entry of building
*Please No Cash 60 Leo Birmingham Parkway
Brighton, MA

Front Desk: Between 9:00 AM and 5:00 PM

Please list your apartment address and number on all rent payments.

INSURANCE

It is strongly suggested that you contact your insurance agent regarding obtaining a renter's insurance policy. The landlord's building insurance **does not cover your personal property.**

MAINTENANCE 617-734-7800

Please call 617-734-7800 for maintenance. If you have an emergency and the office is closed, the 24 hour answering service will contact the emergency maintenance personnel. Janitorial personnel are assigned to all buildings. Their responsibilities include cleaning of halls, hall windows and outside areas, etc.

DO NOT: tamper with the boiler. It is a criminal offense and can be dangerous to both you and the building. Please call maintenance if you have a problem concerning heat.

DO NOT: attempt to clear a drain using acid such as DRANO as it damages the pipes and creates a hazardous condition for the plumber who comes in to clear the clog later.

DO NOT: use hand dishwashing liquid as a substitute for automatic dishwashing detergent in the dishwasher. This causes the appliance to overflow and may cause damage for which you are responsible.

DO NOT: put foreign objects in the plumbing fixtures. A \$50.00 service fee will be charged to remove any foreign object. . It is recommended that you have a toilet plunger so that you may clear minor toilet clogs.

You will be charged all costs associated with your failure to comply with the above.

KEYS

One entry/apartment key per tenant is supplied. For security purposes, keys are issued only to tenants named in the lease.

Proper identification must be presented before a key will be issued including:

Lost Keys: Duplicate keys may be purchased at the Maintenance office at 225 Kelton Street, Allston, for \$2.00 per key. Please call the Maintenance office at 617-734-7800 to order keys.

Mailbox key: One mailbox key per apartment is issued. If you lose the mailbox key, you are responsible for the lock replacement cost of \$35.00. If the mailbox lock is not working properly, please call maintenance for repair. Do not tamper with the mailbox, as it may constitute a federal offense.

Lock Out: A \$50.00 lock out fee will be charged if after office hours (5: 00 PM-9: 00 A.M.)

Lock Changes/Additions: To ensure prompt repairs and control of emergencies, lock changes or additions are not permitted without written consent. If you wish to have a lock changed or have an additional lock installed the current cost for a lock change is \$35.00 and \$50.00 for installation of a new/additional lock. Please contact the Maintenance Department at 617-734-7800 to confirm cost and installation information.

RUBBISH/TRASH

Please call the maintenance office (617-734-7800) if you have any questions concerning rubbish/trash disposal. A \$50.00 fee will be charged if rubbish is not left in the proper area. Proper disposal of trash is necessary for the cleanliness of the building. It is important that all tenants cooperate by using plastic bags to dispose of trash. Tenants will be charged for city/town trash tickets issued as a result of tenants' actions.

PARKING

Any car parked in a reserved Samia parking lot without an authorized parking sticker will be towed. Guest parking is not available. Advise your guests not to park in the lot or they will be towed. Trucks, boats, trailers, oversized or unregistered vehicles are not permitted in any lot/parking accommodation and will be towed. Towing is at the vehicle owner's expense and is necessary to ensure sufficient spaces for stickered parking.

Current stickers should be displayed in the rear window. If rear window is tinted then please display sticker on the front windshield. Failure to properly display a sticker may result in the vehicle being towed.

Stickers are not transferable and must be returned to Samia Companies LLC upon termination of your parking rights. A \$125.00 fee will be charged for an unreturned sticker.

Buildings Where There Is No Charge for Parking:

Although parking is available at various locations, every tenant cannot be guaranteed a parking space.

Tenants must have an authorized parking sticker. Before an authorized sticker is issued, the tenant must show proof of tenancy and automobile registration, which shall be kept, on file.

Parking stickers may be obtained at Samia Companies LLC office Monday through Friday, 9:00 A.M. to 5:00 P.M.. You must have a sticker BEFORE parking in any lot.

Buildings Where Parking Is An Additional Charge:

A sticker will be issued with the parking lease.

Should you need parking please call the Samia office for parking rates and availability.

HEATING

RADIATORS: The knob located at the bottom left of the radiators in most units is not a regulating valve to adjust the heat. Please do not touch this knob. If a service call is required due to leaking or banging pipes and it is determined that the valve was shut off, you will be billed for any damage and service call. If you have a problem with the heat please call the maintenance department at 617-734-7800.

IF YOUR LEASE PROVIDES THAT YOU PAY FOR HEAT AND/OR HOT WATER
please read the following policies concerning individual heating systems:

GAS and OIL SYSTEMS: Samia Companies LLC contracts with a company to service individual heating systems. This service is available 24 hours a day by calling 617-734-7800. Fuel companies are not authorized to perform any boiler maintenance. Samia Companies LLC will not pay for any unauthorized service call or repair. And, any repair and/or service required, as a result of an unauthorized repair will be charged to you.

OIL SYSTEMS: *If heat is supplied by OIL, it is your responsibility to monitor the fuel gauge and not allow it to go below the quarter mark. There is a minimum service charge of \$75.00 to you if you run out of oil and the boiler must be restarted. ONLY authorized personnel may restart the boiler. Your landlord will not buy back-unused fuel. Any oil remaining in the tank at the end of your lease will be deemed abandoned.*

FROZEN PIPES

To prevent water pipes from freezing during cold weather, do not turn your thermostat below 50 degrees Fahrenheit. Please be sure your windows remain closed when your apartment is unattended. If damage occurs as a result of frozen pipes, you will be held responsible for the cost of the damage. If you have oil heat and are responsible for filling the tank please make sure that the tank does not run out of oil.

EMERGENCY EVACUATION

CARBON MONOXIDE, SMOKE DETECTORS,

Upon move-in please familiarize yourself with each and every exit way for your apartment, including any fire escape. Be sure to develop an evacuation plan with any roommates that provide for the quickest and safest exit from your apartment using the exit ways. In the event of fire or emergency alarm sounding, please follow this plan and proceed to the nearest exit.

Please make sure that all smoke and carbon monoxide detectors are working at all times. Call 617-734-7800 if you have any questions concerning the operation of a detector. Smoke and carbon monoxide detectors are for your safety as well as the other tenants in the building. Do not tamper with, disengage or remove a detector. A \$30 charge will be assessed to reconnect a detector, which has been tampered with or removed.

If the smoke detector goes off in your apartment due to a cooking smoke problem and not a fire, open a window and call 617-734-7800 immediately. Please do not open your door to the common hallway. If you open the apartment door to vent your apartment, the main building fire alarm may go off and the Fire Department may respond. The Fire Department may classify the call as a false alarm and charge the property up to \$200,

which will be charged to you. You will also be charged for the Alarm Company's service call to reset the system.

HALOGEN LIGHT WARNING: Please follow manufacturer's instructions. Do not place light near curtains or allow it to overheat.

PAINT

If you are interested in painting your apartment, the Maintenance Department supplies white and off-white paint. They will estimate how many gallons of paint are required and charge a deposit of \$5.00 per gallon. Supplies, brushes, etc are not included. Paint pick up is at the maintenance office, 225 Kelton Street, Allston, MA. Please call 617-734-7800 before picking up paint. The deposit refund will be processed upon your completion of painting and return of the paint cans to the maintenance office. If you paint your apartment any color other than white or off white and do not return it to white or off white at the end of your tenancy you will be charged the cost to repaint.

LAUNDRY

No washers or dryers are permitted in any apartment. Some buildings are equipped with individual coin-operated laundry facilities. These are provided as a convenience and your landlord and/or his agents are not responsible for loss of money or loss of or damage to clothing. Please remember to keep the laundry area neat and clean by using the trash receptacles provided. Please contact Maintenance at 617- 734-7800 for repairs.

STORAGE and EGRESS

The fire code specifies that nothing be stored in hallways, stairwells, basements or egresses such as porches, fire escapes, walkways, etc. Please keep those areas clear of trash/rubbish, bicycles, carriages, etc. Any and all items improperly stored in these areas will be removed and stored. Removal fee of \$50.00 and storage fees of \$20.00/day will be charged. Call maintenance 617-734-7800 to retrieve items. Items not retrieved within 10 days will be disposed of. No roof access is allowed except in the case of an emergency.

EXTERMINATION

The buildings are exterminated on a preventative routine basis. However, should you have a problem PLEASE call the Maintenance Department at 617-734-7800 to schedule an extermination

You will be given notice of extermination with instructions. **In order to effectively treat the building, your apartment must be properly prepared in accordance with the instructions. Failure to properly prepare is a breach of your tenancy/lease.** If the

extermination cannot be performed because you are not properly prepared you may be charged a service fee and the extermination will be re-scheduled. If you again fail to prepare your landlord will have no choice but to seek a court order and/or eviction.

The cleanliness of the building is essential to avoid pest problems. Please store all food items in closed containers and promptly dispose of all brown paper grocery bags and cardboard boxes as both frequently contain insect nests.

DEFROSTING THE REFRIGERATOR/FREEZER

Please do not chip away ice in an attempt to speed up defrosting. Defrosting takes time and must be done using the appropriate dial setting and allowing ice and frost to melt. The walls and tubing of the freezer are easily punctured by either sharp or blunt instruments. If you puncture the tubing or walls the refrigerator must be replaced and you will be required to pay for the replacement which may exceed \$400.00.

SATELLITE DISHES

The installation of Satellite dishes is strictly prohibited and will be removed immediately at the tenant's expense. Any and all damages to the landlord's property as a result of the installation will be charged to the tenant.

GRILLS

The use of grills and hibachis is strictly prohibited. No grills of any kind are permitted on the premises.

NO WATERBEDS ARE ALLOWED

PETS

No pets are allowed without written permission, which may be revoked any time.

NOISE

Please be considerate of your neighbors. Pursuant to the terms of your lease, loud music between 11:00 PM and 8:00 AM is not permitted. Noise, which creates a nuisance, is not permitted at any time of the day. Noise complaints must be in writing and sent to the property administrator.

SECURITY

Solicitors are not permitted in any of the buildings. Building security requires everyone's cooperation. Do not allow strangers to access via intercom system or as you enter or exit the building. Please report any problems with security doors or locks to the Maintenance office immediately

OCCUPANCY

Only people named in the lease are permitted to occupy the apartment. Unauthorized occupants will be cause for eviction.

Additional tenants and/or substituted tenants must be approved by the Property Administrator. If you wish to add or substitute a tenant please call the Property Administrator to obtain the proper forms to be submitted. No additions or substitutions are permitted unless the forms are completed and approved. All named tenants continue to be obligated under the lease until the substitution is approved.

EARLY TERMINATION OF LEASE

Subletting or assignment is not permitted. In the event that all tenants named in the lease desire to terminate the lease prior to its expiration they must all notify Samia Companies LLC in writing of their intent to vacate and provide the date of vacancy. The giving of this notice shall grant the landlord and its agents permission to show the apartment to prospective tenants. Samia Companies LLC will then list the apartment for re-let. All tenants named in the lease will continue to be responsible for paying rent under the terms of the lease until its expiration date, until and unless the apartment has been re-let with a signed lease. An administrative fee of half the current monthly rent will be charged to the tenants, as provided for in the lease, to compensate for administrative costs and brokerage commissions incurred due to early termination of the lease.

DAMAGES and CLEANING

Tenants shall be responsible for any and all damages cause to the unit, including without limitation, water damage caused by open windows. At the end of your lease agreement, your apartment is expected to be completely empty. Both kitchen and bathrooms are to be thoroughly cleaned, all carpets shampooed and all floors swept and left clean. Refrigerators, stoves, ovens, toilets, tubs and vanities **MUST** be left clean or cleaning charges will be incurred.