

BAYRIDGE REALTY

508-534-9768
www.bayridgerealtyllc.com

Tenant Handbook

RESIDENT INFORMATION

Welcome and thank you for choosing Bayridge Realty for your new home. We will make every effort to make your residency a pleasant one.

The purpose of this handbook is to provide you with essential information so that you may enjoy your residency. We appreciate your comments and suggestions. Please call us at 508-543-9768.

UTILITIES

Prior to move in date please contact the following utility companies to commence service:

Nstar	Electricity, Gas	1-800-592-2000
National Grid	Electricity, Gas	1-617-469-2300
Columbia Gas	Gas Service Only	1-800-688-6160
North Attleboro Electric Department	Electricity	1-508-643-6300
Mansfield Electric Department	Electricity	1-508-261-7361
Verizon	Cable, phone, Internet	1-800-837-4966
RCN	Cable, phone, Internet	1-866-856-4842
Comcast	Cable, Phone, Internet	1-800-266-2278

ENERGY CONSERVATION TIPS

THERMOSTAT

Adjust the thermostat in your unit to reduce usage while at work, school or late at night. Recommended settings while at home are 68 – 70 degrees in the winter. **DO NOT turn off the thermostat during freezing weather or when leaving the apartment vacant for extended periods of time - this may cause frozen pipes, leaking and damage to your belongings.** The lowest temperature setting you should set your thermostat at during winter or when vacant is 55-60 degrees.

FAUCETS

Contact us if your faucet leaks so we can repair or replace it.

LEAKS

Please report any water leaks noted on the property. This includes toilets that continue to run and don't shut off.

MAINTENANCE SERVICES - WHO TO CALL

Bayridge Realty takes pride in providing excellent service for you. Our service technicians are professionally trained to service your needs. Requests may be made by calling our office at 508-534-9768. Non-emergency maintenance requests may also be submitted to our Maintenance Department in writing, online at <http://bayridgerealtyllc.com/tenant-services/> or e-mailing MAINTENANCE@BAYRIDGEREALTYLLC.COM

RENTAL TURNOVERS

Please be advised due to the nature of our business there are certain months of the year when we have high apartment turnover (i.e. June-September). Although we like to provide the best possible customer service, there is a high possibility we may not be able to get to your apartment on the first to have it fully prepared. Per the terms of your lease, we have up to 30 days to get your apartment completed; this includes painting, cleaning and miscellaneous repairs. In most cases, preparations are completed no later than the 10th day after the lease commencement date. All miscellaneous repairs are completed within 30 days and any emergency related issues are addressed immediately.

We appreciate your understanding in this matter and apologize for any inconvenience this may cause you.

WHO IS RESPONSIBLE?

YOU ARE RESPONSIBLE FOR REPLACING LIGHT BULBS FOR YOUR APARTMENT.
We recommend that you keep spare bulbs on hand.

PLEASE DO NOT ATTEMPT TO CLEAR ANY DRAIN IN YOUR APARTMENT BY USING ACID, such as, Draino, etc. This causes damage to pipes as well as creating a hazardous condition for the plumber who comes in to clear the clog later.

PLEASE DO NOT TAMPER WITH THE BOILER OR FURNACE. It is a criminal offense and can be dangerous to both you and the building. Please contact the Maintenance Department if you have any problem concerning heat.

KEYS - For your protection, we will not issue a key to any person whose name is not on the lease. This will include all friends or relatives who are not officially listed as residents. You must show us proper identification before we will issue a key or let you into your apartment.

We have supplied one key to the residence. To ensure prompt repairs and control of emergencies, we do not allow lock changes or additional locks. If you wish to have the lock changed or have an additional lock installed, please contact our office so we can make the arrangements. The cost is a minimum of \$75.00. If you lose the key you may purchase duplicate keys at our office for \$5.00 per key. After office hours (5:00 p.m. - 9:00 a.m.), there will be a lockout charge to you of \$95.00 that is equal to the Landlord's costs for this courtesy.

LEASE INFORMATION

RENEWAL

- ◆ If two or more rent payments in any lease period are received later than the first day of the month we will not renew your lease for the following lease term. Please be advised that the Landlord reserves the right of non-renewal should the resident be in default of the lease term or not in compliance with any property or company rules/policies during the existing lease term.
- ◆ Please be reminded that your last months rent will only be applied to the final last month of your tenancy. If you renew your lease, you must pay the last month of the current lease.

EARLY TERMINATION OF LEASE

We hope you will remain a resident of Bayridge Realty indefinitely. However, we do realize that circumstances may require you to move. Please review the following information regarding lease termination:

- ◆ We do not allow subletting of your apartment or assignment of your lease under any circumstances.
- ◆ Bayridge Realty will not permit an early termination of lease until and unless the apartment is rented to another resident.
- ◆ You must notify Bayridge Realty, in writing, of your desire to terminate your lease early. At that time, Bayridge Realty will list your apartment as available for rent, and will attempt to find a new resident. If or when a new resident is located, and a new lease is signed for the unit, the Landlord will consent to the termination of your lease upon your paying an administrative fee in the amount of half a month's rent. You will also be billed for a pro-rata share of any brokerage commissions previously paid by the Landlord if you vacate during the original lease term. Additionally you will be responsible for any negative rent difference from your lease rent and current market conditions.
- ◆ This administrative fee, in part, compensates the Landlord for the administrative costs incurred due to the early termination of your lease, and it is specifically allowed to be collected by Landlord pursuant to the terms of your lease agreement.
- ◆ Until and unless the apartment has been rented, Landlord has consented to the termination of the lease, and if applicable, the administrative fee has been paid, you continue to be responsible for paying rent under the terms of your lease until its expiration date.
- ◆ If you are breaking your lease, your last months rent will not be applied to the last month that you live there. The only way your last month will be applied is if your apartment has been rented and the new residents have signed a lease. Otherwise, the last month you live in the apartment must be paid and your previously paid last month's rent will be returned after you leave the unit.

PAYMENT OF RENT

1. All rents are due on the first of each month. You will not be billed for your rent.
2. Rent payments in cash will not be accepted. Payment is to be made by personal check, certified check, money order or direct auto pay.
3. If more than two checks during your residency are returned by the bank in any six month period you may not pay any future rent by personal check.
4. If a check is returned by the bank a fee of \$35.00 will be charged. A money order or certified funds must replace any returned check. Returned checks cannot be re-deposited. We will NOT accept rent checks from anyone whose name is not on the lease as a Resident or a Guarantor. If we receive such a check it will be returned. **Please be sure to list your address and apartment # and address on all rent checks to insure proper credit to your account.** Checks should be either mailed or dropped off at the office.

COMMUNITY RULES AND REGULATIONS

It is the desire of Management to make and keep all residents comfortable and content during their occupancy. We strive to make your residency an enjoyable one; however, cooperation on your part is needed to make the community run smoothly for all concerned. These rules were designed to benefit you and your neighbors, your support of and adherence to these rules and regulations is greatly appreciated.

OCCUPANCY

Only those people named on the lease are allowed to occupy your apartment. If you wish to add or substitute people in your apartment you must notify our office so that the appropriate forms may be forwarded for completion. ***No substitutes will be permitted until Landlord approves applicants and all parties have executed new lease documents.*** There is an administrative fee of \$500.00 for removing, substituting, or adding names to the lease at all properties.

PETS

Pets are permitted at select properties only. Please call our office for specific information regarding the pet policy at your unit.

NOISE CONTROL

Community living requires each resident to consider his/her neighbors. Excessive noise and loud music in apartments, hallways or outside areas are not permitted at any time. Enjoy yourself, but do not disturb your neighbors. If one of your neighbors is not adhering to this regulation, please contact our office.

CABLE TV

Satellite dishes are prohibited. Prior to establishing cable TV and internet service, some providers request a letter of permission from the property owner, which we are happy to provide. Unfortunately, because of damage we have experienced in the past, the installation of satellite dishes on our buildings is not permitted. All our properties have access to wired cable TV and internet through standard providers. Any satellite dish installed is subject to immediate removal by the Landlord and you will be held responsible for any damages to the premises and/or the building as a result of installation

FROZEN PIPES

To prevent water pipes from freezing during cold weather do not turn your thermostat below 65 degrees Fahrenheit. Also, be sure your windows remain closed when your apartment is unattended. If damage occurs as a result of frozen pipes you may be held responsible for the cost of the damage.

RUBBISH AND STORAGE

Please call our office to find out where to dispose of rubbish at the building. Proper disposal of trash is necessary for the cleanliness of the building and the elimination of fire hazards, etc. **IT IS IMPORTANT THAT ALL RESIDENTS COOPERATE BY USING PLASTIC BAGS WHEN THEY DISPOSE OF TRASH TO ELIMINATE ANY PROBLEMS OF PESTS, ETC. ALSO, WHEN BRINGING IN OR REMOVING CHRISTMAS TREES, PLEASE USE A TREE DISPOSAL BAG WHEN TRAVELING THROUGH THE COMMON AREAS.**

DO NOT leave your trash in the hallway or any other common area. It is the responsibility of each resident to clean up after him/herself. In addition, the Fire Code specifies that nothing may be stored in the hallways or basements unless otherwise instructed, **THEREFORE, ALL COMMON AREAS AND GROUNDS MUST BE KEPT CLEAR OF TRASH, BABY CARRIAGES, BICYCLES, DOORMATS, ETC. THESE BELONGINGS WILL BE REMOVED AND DISPOSED OF WITHOUT WARNING.**

HEATING

If your lease requires you to provide heat and/or hot water to your apartment, please be sure to read the following policies concerning individual heating systems:

GAS AND OIL SYSTEMS

Bayridge Realty contracts with a company to service your individual heating systems. This service is available 24-hours by the office. Your individual fuel company **IS NOT** AUTHORIZED to perform any boiler maintenance. Any service work required as a result of an unauthorized repair will be billed to you.

OIL SYSTEMS

If heat is supplied by oil and you have an individual heating unit for your apartment, it is your responsibility to monitor the fuel gauge and not allow it to go below the quarter mark. There will

be a service charge to your account if you run out of oil and the boiler must be restarted. **ONLY THE BAYRIDGE REALTY PERSONNEL CAN RESTART THE BOILER.** At the end of the lease term, any fuel remaining in the tank shall be deemed abandoned. The Bayridge Realty will not buy back any unused fuel.

EXTERMINATION

A professional extermination company treats the buildings. Please notify the office if you do have a pest problem and we will schedule an appointment. The cleanliness of the building is essential to avoid pest problems. We suggest prompt disposal of all brown paper grocery bags and cardboard boxes as both frequently contain insect nests.

INSURANCE

We suggest that you contact your insurance agent regarding a renter's insurance policy. **Our building insurance does not cover any of your personal property** in the event of fire, water damage, or theft.

SMOKE DETECTORS

Smoke detectors should be checked on a regular basis. If you are not sure how to inspect yours, please do not hesitate to call us. Please make sure the smoke detector(s) is working at all times. Call our office if you are having any problems with the operation of your smoke detector(s). This is for your safety and protection as well as the other residents in your building. **DO NOT DISENGAGE THE SMOKE DETECTOR(S).**

CARBON MONOXIDE DETECTORS

The carbon monoxide detector works very similar to a smoke detector. If it detects any fossil fuel odors, it will alert you. This detector(s) is not to be removed by you for any reason. If we find that it has been removed by you, you will be held responsible for the cost of replacing it (\$50-\$100). Be aware this device is intended to alert you in the event of an emergency. In addition, if Bayridge Realty is found out of compliance by the City, we can be fined and we will bill you back if you are found liable of tampering with the detector.

Please note that not all units are required to have carbon monoxide detectors installed. Please contact the Maintenance Department if you have any questions or concerns.

DEFROSTING YOUR REFRIGERATOR

Please do not chip away ice in an attempt to speed up the defrosting of your refrigerator. Defrosting takes time and must be done by using the appropriate dial setting, and allowing ice and frost to melt. Sharp or blunt instruments easily puncture the walls and tubing of your freezer. The cost of the repair, which can sometimes exceed \$200, will be required to be paid by you. PLEASE BE CAREFUL.

GRILLS

The use and/or storage of grills and hibachis on any part of the building (specifically balconies) are strictly prohibited due to fire and insurance laws. This is not only a violation of your lease this is also a serious fire hazard.

AIR-CONDITIONING

NO AIR-CONDITIONER is permitted to be installed without first obtaining Bayridge Realty approval. Please contact Bayridge Realty at (508) 534-9768 in order to receive installation instructions and obtain written approval of the Property Manager *prior* to installation. Any **AIR-CONDITIONER** installed prior to obtaining written Landlord consent and not installed in a safe and esthetic manner is subject to immediate removal by the Landlord and you will be held responsible for any damages to the premises and/or the building as a result of installation.

Resident Handbook Acknowledgement

I/we, _____
in bldg./apt.# _____ have
received a copy of The Bayridge Realty Handbook and have read and understand the
contents. I/we agree to abide by all policies and regulations stated in the Handbook.

Resident Signature Date

Resident Signature Date

Resident Signature Date

Resident Signature Date

A copy of this acknowledgement must be signed at move in and will be retained on file
by management.