

Tenant Handbook

Fineberg Management, Inc.
One Washington Street, Suite 400
Wellesley, MA 02481

Thank you for choosing to live at a Fineberg Management property. Our goal is to make your experience with us as enjoyable as possible. Please review this handbook for pertinent information that may help you during your residency with us. Kindly note, management reserves the right to amend the policies contained within this handbook in its sole discretion.

Management and Maintenance Office Information

Management Office:

One Washington Street, Suite #400
Wellesley, MA 02481-9139
Office: 781-239-1480
Fax: 781-239-1191
www.finebergcompanies.com

Maintenance Office:

39 Lancaster Terrace
Brookline, MA 02446
Office: 617-734-8008
Fax: 888-231-2683

Emergency Contacts:

Police.....911
Fire.....911
Ambulance.....911
Poison Control Center..... 800-222-1222

Utility Information

If you are a new tenant, you must contact each utility company directly to have the billing for separately metered utilities transferred into your name as of the day that you occupy the apartment.

It is the tenants' responsibility to contact the utility company promptly to set up their account, or risk having service disconnected.

Brighton residents, please note the following: If National Grid/Eversource is having trouble locating your unit, please have them look up the unit under Brookline.

Units with ELECTRIC stoves do not need to set up a gas account with National Grid.

Electricity

Eversource 800-592-2000 www.Eversource.com

Gas

National Grid 800-233-5325 www.NationalGridUS.com

Internet, Phone, Cable

Comcast

For residents of Fenway, Allston, Brighton & Brookline, contact:

Paul Moran
Residential Property Consultant
(617) 515-3367
PAUL_MORAN@COMCAST.COM

Resident Portal (For Online Payments and Maintenance Requests)

Fineberg residents are encouraged to set up an account on our resident portal, **Rent Café**.

Through Rent Café, tenants are able to pay rent online, submit maintenance requests, update contact information, and more (tenants may also download the mobile app version).

Instructions on how to set up your Rent Café account are included with your move-in packet and are also accessible on our website at www.finebergcompanies.com.

Online payment is preferred. Checks and money orders may be delivered by mail to:

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Maintenance

For Non-Emergencies: Tenants are encouraged to submit all non-emergency maintenance requests via our online resident portal, Rent Café. Simply log in to your account and click on the Maintenance Request tab where you can enter your work request.

Maintenance Requests submitted online through Rent Cafe are only received during normal business hours **(8:00 AM – 4:00 PM, Monday through Friday)**.

For Emergencies: Please call the maintenance office at 617-734-8008.

If an emergency takes place after regular business hours, your call will be dispatched to the on-call Fineberg Maintenance staff member through our answering service.

DO NOT SUBMIT AN EMERGENCY MAINTENANCE REQUEST THROUGH RENT CAFÉ OR VIA EMAIL.

Management Policies and Charges

Lost Keys & Mailbox Keys: Duplicate keys (security door, unit key, mailbox) may be purchased at the Maintenance office for \$50 per key. Please call the Maintenance office to order extra or replacement keys. Each unit only receives one (1) mailbox key at move-in. If your mailbox lock is not working properly, please call maintenance for repair.

Lock Out: A \$50.00 lock out fee will be charged at all hours (Mon-Fri, Saturdays, Sundays and Holidays).

Lock Changes or Private Locks: Private locks are not permitted to be installed. Please reference your lease for additional information.

Blown Fuses & Resetting the Breaker: A \$25.00 fee will be charged if maintenance needs go out to reset the breaker or change the fuse in your apartment. To avoid this fee, become familiar with the location of the breaker/fuse box for your unit or call the Maintenance Office to receive directions.

Illegal Installation of Laundry Machines & Dishwashers: Tenants are not permitted under any circumstance to install any washing machine, clothes dryer or dishwasher in apartments (per section 6 of the Lease). This rule is strictly enforced.

Renters Insurance

Per your Lease (section 17), it is the tenant's own obligation to insure his/her personal property. It is strongly recommended that you obtain your own renters insurance policy. Rental insurance is for coverage of your personal property in the event of a flood, fire, or theft, etc.

Heat & Hot Water

Tenants should never tamper with radiators, boilers or hot water heaters. Should you experience an issue regarding your heat or hot water, please call the maintenance office immediately at 617-734-8008.

Pest Control

Per your Lease (section 28), tenants are required to report any pest sightings to our office (617-734-8008) and to cooperate with management and management's Pest Control professionals to prepare your unit for treatment.

All building interiors/exteriors and units are exterminated preventatively on a routine basis. Do not attempt to self-treat your unit or hire an outside Pest Control company.

PLEASE NOTE: MAINTAINING THE CLEANLINESS OF YOUR APARTMENT AS WELL AS THE COMMON AREAS OF THE BUILDING IS THE MOST IMPORTANT WAY TO PREVENT PEST ISSUES.

Smoke & Carbon Monoxide Detectors (CO2)

All units are required by law to have a smoke detector and a carbon monoxide detector installed (some units may have one combination smoke & carbon monoxide detector).

If your smoke or CO2 detector is "chirping" or beeping loudly, please call the maintenance office to change the device or replace the batteries.

It is unlawful to disengage the detector(s) as this may cause damage to the device. If this does occur, you may be held responsible for the cost of replacement (\$50-\$100).

Trash Disposal

Proper and adequate disposal of your bags of garbage, trash and/or recycling in the designated receptacles is necessary for the cleanliness of the building and the control of pests. DO NOT leave any loose bags of garbage/trash anywhere on the exterior of the building or in the hallways/common areas of building.

It is your responsibility to ensure that all garbage is tightly secured in plastic trash bags and that your trash and/or recycling is placed INSIDE each respective receptacle and cardboard boxes are broken down. Trash receptacles, recycling bins and/or dumpsters are typically located in the back of the building or in the basement.

Laundry Rooms

Tenants are encouraged to use their building's designated laundry room. Most buildings have on-site laundry rooms located on the ground floor or in the basement. If your building does not have a laundry room on-site, please contact the maintenance office for directions to the nearest accessible laundry room.

Laundry Service: Automatic Laundry

Automatic Laundry (<https://automaticlaundry.com/>) services the machines in all of our laundry rooms.

For any service related problems with a washer or dryer in your building, please contact Automatic Laundry immediately to request service:

- Request service online: <https://automaticlaundry.com/request-service-apartment/>
- Request service by phone: **617-969-4340**

Please alert our maintenance office if issues already reported have not been resolved in a timely manner.

Laundry Payment

For laundry payment, please download the free LaundryConnect Pay app (via the Apple Store or Google Play). Instructions on how to register the mobile app for your laundry room are provided in your move-in packet.

Contact Automatic Laundry's payment administrator at [617-969-4340](tel:617-969-4340) (ext 110 or 127) with any questions.

Parking

Parking is available for rent at various locations throughout Fineberg Properties. Please call the Management office for parking rates and availability.

Any vehicle parked in a reserved Fineberg parking lot without an authorized parking sticker will be towed at the owner's expense.

Storage

The fire code states that all common areas (including the basements) and grounds must be kept clear of bicycles, baby carriages and any other articles or obstructions. Bicycles should not be chained or otherwise secured to pipes, railings or any other surface located in or around the buildings.

The storage of any gas powered motorcycles, mopeds, or vehicles of any kind in a location other than a specific parking space assigned by Fineberg Management is strictly prohibited.

Management is not responsible for any lost or stolen property. Any of the aforementioned items left in these areas will be removed promptly.

Roofs, Fire Escapes, Balconies & Decks

The use and/or storage of any gas or charcoal grills, barbeques or hibachis on the roofs, fire escapes, fire balconies or any part of the property is strictly prohibited.

Tenants are not permitted to access the roofs, fire escapes or fire balconies at any time, except in the event of a fire related emergency. Use of these areas for storage is strictly prohibited.

Packages/Mail Delivery

Any package or letter delivered/left at the property on behalf of any Resident is done so at the sole risk of loss to Resident. Management is not responsible for lost, stolen or damaged packages delivered or left at the property. Please refer to the "Notice to Residents: Package Policy" posted by the mailboxes in your building.

If your name needs to be added to the building directory, contact the Management office at 781-239-1480.

Security

Solicitors are not permitted to enter any of Fineberg Management's buildings. Building security requires the cooperation of all tenants. Do not allow strangers to access the building as you enter/exit the building. Please report any solicitors in the buildings or any problems with security doors or locks to the maintenance office immediately.

Occupancy

Only those who are named on the lease are permitted to occupy the apartment. Residents have no right to assign, sublet, or "host" any individuals not authorized/approved by Fineberg Management, as per section 36 of the Lease.

Additional occupants or substitute tenants must be approved by Management. Please contact the Management office at 781-239-1480 to obtain the proper forms to be submitted for approval.

Noise

Please be considerate of your neighbors and adhere to the terms of your Lease, which states that between the hours of 11:00 P.M. and 7:00 A.M. noise shall be kept at a sound level which will not disturb other occupants.