



Resident Handbook



Thank you for making a Hamilton Company property your home. Throughout your residency, we will make every effort to make your experience with us as comfortable and enjoyable as possible.

Please look through this handbook to find essential information you may need as a Hamilton Company resident.

Business Hours:

Monday - Friday
9:00 A.M. – 5:00 P.M.

www.TheHamiltonCompany.com

39 Brighton Avenue
Allston, MA 02134
617-783-0039 Fax
617-783-0568
Equal Opportunity Housing
Revised 8/17/18





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OFFICE INFORMATION

The Hamilton Company main office is located at:
39 Brighton Avenue, 2nd Floor, Allston, MA 02134

**Office Hours are Monday through Friday
from 9:00 AM until 5:00 PM.**

Our telephone number is **(617) 783-0039** and our fax number is (617) 783-0568. Maintenance requests may also be sent to maintenance@thehamiltoncompany.com or requested online at www.TheHamiltonCompany.com (Please call the main number and press "2" for emergency maintenance requests).

You can also contact your local Hamilton Company site office directly:

Downtown Boylston Office

62 Boylston Street, 2nd Floor, Boston, MA 02116
(617) 426-3060
62BMaintenance@TheHamiltonCompany.com

Andover Office

311 Lowell Street, Andover, MA 01810
(978) 623-8155
HamiltonGreen@TheHamiltonCompany.com

Arlington Office

50 Grove Street, Arlington, MA 02472
(781) 643-9500

Atrium Office

1079 Commonwealth Avenue, 2nd Floor
Boston, MA 02215
Office: (617) 787-1905
Security/Emergencies: (617) 787-3488
AtriumMaintenance@TheHamiltonCompany.com

Brockton Office

30 Oak Street Extension #101, Brockton, MA 02301
(508) 580-3042

Dexter Park Office

175-185 Freeman Street
Brookline, MA 02446
(617) 738-1533
DexterMaintenance@TheHamiltonCompany.com

Framingham Office

15 Queensway #1, Framingham, MA 01701
(508) 877-2847

Watertown Office

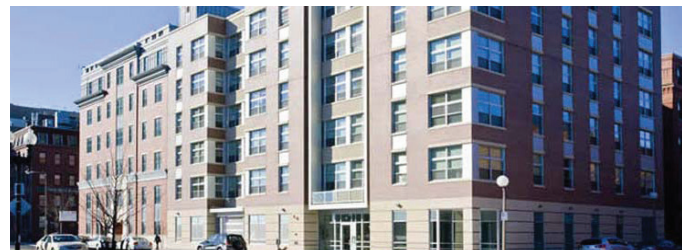
233 Main Street, Watertown, MA 02472
(617) 923-3435

Woburn/Westgate Office

1 Westgate Drive, Woburn, MA 01801
(781) 933-1247

Worcester Office

382 Sunderland Road #1, Worcester, MA 01604
(508) 756-0199



PAY ONLINE

Although we accept rental payment by certified check, personal check or money order, we encourage you to **pay online**.

Save time and money by using our online payment service. You have the option of making a one-time payment or a reoccurring automatic payment. You can also have the money taken directly out of your checking account or you can pay by using your debit or credit card (fees may apply).

Log onto our website www.TheHamiltonCompany.com and click Pay Rent Online. You will be guided through a step-by-step process of creating an account. You will only have to do this once.



RENT PAYMENT

- > Rent is due on the 1st of each month. You will not be sent an invoice, statement or bill.
- > Write your address and apartment number on all checks and money orders to ensure proper application to your account.
- > Cash will not be accepted. Please pay by certified check, personal check, money order or online through our website (see page 4).
- > Payment should be made to your specific apartment complex, NOT "The Hamilton Company." Please refer to your lease for further information.
- > A fee of \$35.00 will be charged for returned or bounced checks. A certified check or money order will be required to replace returned checks.
- > If during your residency, two (2) or more personal checks are returned during a six (6) month period, The Hamilton Company will no longer accept personal checks. You will be required to pay your rent using a certified check or money order.
- > We will not accept rent checks from anyone not named on the lease as a Resident or Guarantor. All other checks will be returned. We do not accept business checks.

BOSTON RESIDENTS

Checks and money orders may be delivered by mail or in person to:

The Hamilton Company
39 Brighton Avenue
Allston, MA 02134

If the office is closed, there is a drop slot available to the left of our front lobby door for your convenience.

SUBURBAN RESIDENTS

Checks and money orders may be delivered by mail or in person to your local site office. Please see pages 3-4 for contact information.

UTILITIES

Before you move in, please contact the following utility companies to begin service and avoid disconnection (refer to your lease to see which utilities are included in your rent):

Brookline and Boston Residents:

Eversource	Electricity	1-800-592-2000
National Grid	Gas Services Only	1-617-469-2300
RCN	Cable, phone, Internet	1-866-856-4842
Verizon	Phone	1-800-837-4966
Comcast	Cable, Phone, Internet Paul Moran, Residential Property Consultant Paul_Moran@cable.comcast.com	1-617-599-7995

Cambridge Residents:

Eversource	Electricity	1-800-592-2000
Eversource	Gas	1-800-592-2000
Verizon	Phone	1-800-870-9999
Comcast	Cable, Phone, Internet Paul Moran, Residential Property Consultant Paul_Moran@cable.comcast.com	1-617-599-7995

Suburban Residents:

Please obtain utility company information from your local site office.

If this is your first account, the utility company may require a deposit.

You must make your own arrangements with any cable, telephone or internet provider as they may need to enter your apartment to complete the installation of equipment. We advise making your appointment during our business hours, in case the technician needs assistance from a maintenance staff member.

Satellite dishes are not permitted. Any satellite dish installed without your Property Manager's consent is subject to immediate removal. You will be held responsible for any costs or damages to the premises and building as a result of installation and removal.



HEAT AND HOT WATER

If your lease requires you to provide heat and/or hot water for your apartment, please be sure to read and follow the following policies:

Gas and Oil Systems

The Hamilton Company contracts with a company to service your heating system. Information on this service is available 24/7 by calling (617) 783-0039 or your local site office directly. Other fuel companies are NOT AUTHORIZED to perform any boiler maintenance. Any repair work required to fix an unauthorized repair will be billed to you.

Oil Systems

If your heat is supplied by oil and you have an individual heating unit for your apartment, it is your responsibility to monitor the fuel gauge. Do not allow it to fall below the quarter mark. There will be a service charge to your account if you run out of oil, as the boiler must be restarted. **ONLY THE HAMILTON COMPANY PERSONNEL CAN RESTART THE BOILER.** Any fuel remaining at the end of your lease term will be considered abandoned. The Hamilton Company will not buy back any unused fuel.

ENERGY CONSERVATION TIPS

Thermostat

Adjust the thermostat in your apartment to reduce usage late at night or while you are away from your apartment. The recommended settings while you are at home are 68°F - 70°F in the summer and 78°F in the winter. **Do not turn off the thermostat or leave your windows open during an extended vacation and never set the thermostat below 60°F during the winter.** If you set your thermostat below 60°F, your pipes may freeze and burst. You will be held responsible for any damages that occur.

Faucets and Sinks

Avoid running water excessively for washing dishes, taking long showers, etc. Let dishes collect so a full load can be done. Contact the Maintenance Department if your faucet leaks so we can replace any necessary parts.

Leaks

Please report any other water leaks you notice on the property to the Maintenance Department.

Drafts

If you notice any drafts from your windows or doors, contact the Maintenance Department to request weather-stripping or caulking, as needed.

Laundry

Wash only full loads of clothing in order to conserve water and be sure to select the appropriate water setting for your clothing. Whenever possible, use cold water to cut the cost incurred by using hot water. Before starting the dryer, clean the lint filter for better air circulation.

Lights

Turn off lights that you are not using. Replace your light bulbs with energy-saving fluorescent lighting. Install motion sensors or add timers in order to use lights only when necessary. Replacing light bulbs is the responsibility of the tenant.

Blinds

Take advantage of solar energy. Open blinds during the day to let the sun into your apartment to warm up your home. During colder weather and at night, close the blinds to keep the heat inside the apartment. If you are trying to keep your apartment cool, keep blinds and curtains closed to avoid direct sunlight.

For more tips, please visit www.energy.gov/energysaver

MAINTENANCE SERVICES

We're here to help!

The Hamilton Company takes pride in providing you with the most professional and efficient service possible. Our staff maintenance technicians are professionally trained and certified.

Maintenance requests may be made in writing or by calling our Maintenance Department at (617) 783-0039*. Non-emergency maintenance requests may also be submitted on our website or emailed to Maintenance@TheHamiltonCompany.com.

If you have an emergency outside of business hours, please call our **24-hour Answering Service at (617) 783-0039** and press "2" for maintenance emergencies. The operator will get you in touch with our On-Call Technician.

*Please refer to Pages 3-4 for the contact information for your local site office. If you are a resident of **The Atrium or 62 Boylston Street**, all non-emergency maintenance requests should be submitted through a Maintenance Request Form located at the Security Desk in the Lobby.

APARTMENT TURNSOVERS

Please be advised that due to the nature of our business, there are certain months of the year when we have a high volume of apartment turnovers. Specifically, June 1st and September 1st are our busiest days of the year. The majority of our apartment turnovers occur on these days.

Although we strive to provide the best possible customer service, there is a high probability that we may not be able to attend to your apartment on the first day of your lease to have it painted and cleaned during our busy season. In addition to the high volume of work to complete in a 12-hour period, we are sometimes delayed as we wait for former tenants to vacate. We appreciate your patience and understanding in this matter and apologize in advance for any inconvenience this may cause you.

In most cases, painting and cleaning is completed no later than the 10th day after your lease commences. All miscellaneous repairs will be completed within 30 days, and any emergency issues are addressed immediately.



WHO IS RESPONSIBLE?

Insurance

We suggest that you contact your insurance agent regarding renter's insurance policy. **Our building insurance does not cover any of your personal property** in the event of fire, water damage or theft. When shopping for insurance please specify that you are looking for personal content/apartment renter's insurance.

Light Bulbs

You are responsible for replacing light bulbs for your apartment. We recommend that you keep spare bulbs on hand and use energy efficient lighting wherever possible.

Clogs

Please do not attempt to clear any drain in your apartment by using acids like Draino, etc. These products do not work well, but they can damage pipes and create a hazardous condition for the plumber who comes in to clear the clog later. Contact our Maintenance Department if you are experiencing slow drainage.

Heat and Hot Water

Please do not tamper with the radiators, boiler or hot water heater. It is a criminal offense and can be dangerous to both you and the building. Contact the Maintenance Department if you have any problem concerning heat or hot water.

Keys, Locks and Lockouts

For your protection, we will not issue a key to any person not named on the lease. This includes all friends or relatives not officially listed as residents. You must show us proper government-issued photo identification before we will issue you a key or give you access to your apartment.

To ensure prompt repairs and control of emergencies, we do not allow lock changes or additional locks. If you wish to have your lock changed or an additional lock installed, please contact our office so we can make the arrangements. The cost is a minimum of \$200.00.

If you lose any keys, you may purchase duplicate keys from our office during business hours for \$25.00 per missing apartment or building key and \$35.00 for the mailbox key. Make sure to bring a photo ID as we will need to verify that you are on the lease.

If you are locked out of your apartment after office hours and ask us to give you access, you will be charged \$150.00, which is equal to the Landlord's costs for this courtesy.

Extermination

Please notify the Maintenance Department if you experience pest problems. We will schedule an appointment with our professional extermination company at no cost to you. Do not attempt to treat your own apartment. Store-bought chemicals do not work, but they do interfere with the effectiveness of the pest control company's chemicals.

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. Please also take out your trash and recycling frequently. Dumpsters are generally located at the back of the building.

Smoke and Carbon Monoxide Detectors

These devices are intended to alert you in the event of a fire or gas emergency; it is important that your smoke and carbon monoxide detector(s) are working efficiently at all times. For your safety, please check your detector(s) on a regular basis. If you are not sure how to complete the inspection, do not hesitate to call us. Contact the Maintenance Department if you are experiencing any problems with smoke detector(s) operation.

Never disengage the detector(s). If you remove or damage your detector(s), you may be held responsible for the cost of replacement (\$50-\$100) and any fine(s) incurred.

Please note that not all units are required to have carbon monoxide detectors installed and some units may have combination smoke & carbon monoxide detectors.

Defrosting Your Refrigerator

Defrosting takes time and must be done by using the appropriate dial setting and allowing ice and frost to melt. Please do not chip away ice in an attempt to speed up the defrosting of your refrigerator. Sharp or blunt instruments easily puncture the walls and tubing of your fridge and freezer. You will be charged for any damages.

Grills

The use and/or storage of grills and hibachis on any part of the property, especially the balconies, is strictly prohibited. It is a violation of your lease and a serious fire hazard.

Air-Conditioning

If your apartment does not come with a through-the-wall air conditioner (A/C) or central air conditioning, you may purchase any window air conditioner you would like. Please make sure the power is no greater than 8,000 BTUs, so that you do not blow a fuse every time you use your A/C.

The Hamilton Company can install your A/C at a cost of \$100.00 per A/C unit. This price includes labor, materials, installation of the A/C unit, as well as removal of the unit from your window at the end of the season. This charge is payable by check on the day of installation, or it can be added to your next month's rent check. Please be sure to make the Maintenance Department aware of your choice of payment when you call to schedule the installation.

On the desired installation date, please remove the A/C unit from the box and place it on the floor in front of the window you wish to have it installed in. When you have done this, let us know and we will send your superintendent to install it for you.

Alternately, you have the option of installing the A/C unit yourself, but must make The Hamilton Company aware of the installation so that it can be inspected for safety, free of charge. If you need assistance removing the window screens while installing the unit, please let us know and we will remove them for you at no charge. If you damage your window screens or your window while attempting to install the A/C unit, you will be charged accordingly upon move-out. **If you choose to install your own a/c unit without informing us, you assume liability for the A/C unit and any potential harm or damage it may cause.**

Rubbish and Storage

Proper disposal of trash is necessary for the cleanliness of the building and the elimination of fire hazards and pests. Please use plastic bags when disposing of garbage, especially Christmas trees. Dumpsters and recycling bins are generally located in the back of the building or in the basement. If you cannot find the dumpsters or recycling bins, please call our main office or your local site office.

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.

Additionally, **all common areas and grounds must be kept clear of baby carriages, bicycles and other personal items.** If found, these belongings may be removed and disposed of without warning.

Paint

You may paint the walls in your apartment any color you would like as long as you do not damage the wall, floor or any other fixtures. You must also restore the wall to its original color before the end of your residency. The Maintenance Department can provide you with the original paint color at a deposit of \$10 per gallon can of paint, which will be refunded to you when you return the can(s) to us, even if it/they is/are empty. You will be charged for any damages and necessary re-painting.

Laundry

Your laundry room is usually located in the basement of your building, unless specified otherwise. If you have trouble finding it, please call the Maintenance Department.

Some buildings have coin operated laundry machines. Some buildings require Mac Gray laundry cards to use the machines. Laundry cards can be purchased at several VTM locations; please call the Maintenance Department or your local site office for details. Each laundry card costs \$5, which is fully refundable once the card has been returned to our Head Office at 39 Brighton Avenue in Allston. You may load a maximum of \$40 onto each card. If you lose your laundry card, you must purchase another one.

COMMUNITY RULES AND REGULATIONS

The Hamilton Company strives to keep all residents comfortable and content during their occupancy. These requests were designed to benefit both you and your neighbors. Your support and adherence to these rules and regulations is greatly appreciated.

Parking

Residents must complete The Hamilton Company's parking contract and obtain an authorized sticker from their local site office prior to parking in any Hamilton Company parking lot. Stickers are coded by location and are not interchangeable with any other Hamilton Company parking lot. **Any car parked in a reserved Hamilton Company parking lot without a valid parking contract and an authorized sticker will be towed at the owner's expense.**

Parking contracts and stickers may be obtained from the Hamilton Company office. Please call your local site office for parking rates and availability. Although parking is available at various locations throughout The Hamilton Company portfolio, we cannot guarantee a parking space for every resident. If a lot is full, there may be a waiting list. Visit our website for a list of our available parking lots.

Before a sticker is issued, residents must submit a completed parking contract and submit a copy of valid automobile registration. Sticker numbers and automobile registration numbers are recorded. We do not allow oversized or unregistered vehicles to park in our lots.

Guest parking is not available. Please make your guests aware of this. Their vehicles are in danger of being towed at their expense.

Stickers should be displayed in the upper left-hand corner of the front window on the driver's side, unless the window is tinted. Failure to properly display a sticker will result in your vehicle being towed. **Stickers are not transferable;** you cannot use this sticker for any other vehicle. All stickers must be returned to The Hamilton Company when terminating your parking rights. If you wish to terminate your contract early, you **must provide written notification a full thirty (30) days prior to the date you wish to terminate the contract.** If you do not and/or are unable to return your sticker, you will be charged \$50.00.

Occupancy

Only people named on the lease are allowed to occupy your apartment. We do not allow subletting of your apartment. If you wish to add or substitute persons in your apartment, you must notify our office so that the appropriate forms may be forwarded for completion. **No substitutes will be permitted without Landlord approval and proper documentation, including leases.** There is an administrative fee of \$75.00-\$100.00 for removing, substituting or adding names to the lease. At all times, the individuals on the lease must be occupying the apartment.

It is prohibited to rent any room in the apartment through services such as Airbnb. This is a direct violation of your lease and can lead to an eviction.

Pets

Pets are permitted at select properties only. Please call your local site office for specific information regarding the pet policy at your complex.

Respect Your Neighbors

Community living requires each resident to consider his/her neighbors. Excessive noise inside apartments, common areas and outside areas is not permitted at any time. We encourage you to enjoy yourself, but not at the expense of your neighbors. If you are experiencing disturbances, please contact your property coordinator.

QUESTIONS ABOUT YOUR LEASE?

DISCLAIMER: The following information is for convenience only. If any of the information below conflicts with your lease, the lease shall supersede, as it is the legal document.

Renewal

We truly hope you enjoy your residency with The Hamilton Company. We will send you a renewal letter in a timely fashion and hope you decide to stay. In some cases, we will not extend a renewal offer.

- > If two or more rent payments in any lease period are received later than the 5th business 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 or for any other reason, at the landlord's discretion.
- > 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. If your rent increases, you may be asked to increase the amount of deposit money held on account for the next year.

Early Termination of Lease

While we hope you will remain a resident of The Hamilton Company indefinitely, we do realize that circumstances may require you to move. Please review the following information regarding lease termination:

- > There are two options for an early termination of your lease:
 - *Traditional Lease Break: You must notify The Hamilton Company, in writing with **30 days or more notice**, of your desire to terminate your lease early. At that time, The Hamilton Company will list your apartment as available for re-letting, and will attempt to find a new resident. If/ when a new resident is identified, and a new lease is signed for the unit, the Landlord will consent to the termination of your lease upon payment of an administrative fee in the amount of one ½ month 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.*
 - *Early Opt-Out: You must notify The Hamilton Company, in writing within 60 days' notice, of your desire to terminate your lease early, as well as pay an administrative fee in the amount of two month's rent. Once the fee and notice is received, the lease termination date shall be amended.*
- > The administrative fee, in part, compensates the Landlord for the administrative costs incurred due to the early termination of your lease.

For more information on these topics, please contact your Property Coordinator.

TENANT SURVEY

We care about what our residents think! We strive to deliver great customer service and want to hear your ideas for improvement!

Please take time to complete The Hamilton Company's Tenant Survey. Go to www.TheHamiltonCompany.com, click on "Tenant Services," then click on "Forms & Information."

Complete a short Tenant Experience Survey or a Maintenance Review Survey to be entered into a drawing for a **\$50 American Express Gift Certificate!**

The Hamilton Company is proud of our affiliation with [Commonwealth Sports Club](#) located at 1079 Commonwealth Avenue in Boston. Our residents can enjoy membership at a discounted rate of \$59 per month (4 month minimum.) Please call (617) 206-4426 for more information.





Resident Handbook Acknowledgement

I/we, _____

in bldg./apt.# _____ have received a copy of The Hamilton Company 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
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Resident Signature	Date
--------------------	------

Resident Signature	Date
--------------------	------

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

WELCOME TO THE NEIGHBORHOOD

CSS COMMONWEALTH SPORTS CLUB

NOW LET'S HAVE SOME FUN!

1079 COMMONWEALTH AVENUE • 617-254-1711



f COMMONWEALTHSPORTSCLUB.COM



JOIN THE FUN

WITH A 7 DAY COMPLIMENTARY MEMBERSHIP

Free Group Fitness Classes including Zumba®, BODYPUMP™, SPINNING® & Classic Mat Pilates • CSC Rx Small Group Training Salt-water Pool & Whirlpool • Personal Training • Steam Room & Sauna • The Yoga Barre • Pure Pilates Studio • Free Parking!

CSS COMMONWEALTH SPORTS CLUB



That's what we are here, a community. Everyone at Commonwealth Sports Club is committed to providing you with a unique member experience. Our qualified professionals, innovative programs, and services are designed to help you reach your goals and achieve real results.

Call and start your personalized, results driven program NOW! **617-254-1711** or send us an email at membership@commonwealthsportsclub.com.

*Must be 18 years or older and activated by October 15, 2014.

1079 Commonwealth Ave • commonwealthsportsclub.com