

603 CONCORD

at fresh pond

Welcome to 603 Concord! We are happy to have you as a part of our community! Please take a moment to read through this letter as it contains useful information about the building, its policies as well as helpful contact information.

Building Access

All residents will be provided with a set of keys, consisting of a unit key, a mailbox key, and a key to all the exterior doors (FOB) of 603 Concord. If a FOB is misplaced or not returned upon move out, there is a fee of \$100.

Trash/Recycling

Recycling bins are found in two garage locations. Posted signs indicate the items co-recycled in Cambridge. You are required to completely flatten all cardboard boxes and place all recyclables inside the bins. If you have a very large box that does not fit inside the bins, please lay the flattened cardboard between the bins. Do not place any plastic bags, Styrofoam, packing peanut, trash etc. in the recycling bins.

The trash dumpster is located outside at the end of the driveway. Please place all trash inside the dumpster and keep both the dumpster lids covered and the side doors closed.

Rent/Fees for Other Services

Security deposit is due at lease signing. Security Deposit is \$500, \$1,000 with one pet, and a full month's rent with more than one pet. Please make the full payment via your 603 Concord ResidentPortal (<https://www.rentcafe.com/residentservices/apartmentsforrent/userlogin.aspx>) on the Residential (Payment tab). Rent is due on the first of each month. Fees for other services such as Guest Parking should be paid by check, payable to **Abodez Acorn CW, LLC** and mailed directly to the Acorn Administrative Group:

Abodez Acorn CW, LLC
c/o Acorn Holdings, LLC
603 Concord Avenue Suite D
Cambridge MA 02138

Parking

If you have a parking space in the garage, you will be issued a clicker to operate the garage door. The garage door to the street can also be accessed by the punch code pad next to the garage door or pressing the green “open” button from inside the garage. Please do not give out this access code to non-residents.

You may only park in the garage parking space(s) assigned to your unit. If you have questions about which space you have been assigned, please contact the management. The garage will be monitored to ensure proper use, and unauthorized vehicles will be towed.

For street parking, you can obtain a resident parking permit, as well as a visitor pass. Please contact the City of Cambridge Traffic and Parking for more information.

<http://www.cambridgema.gov/traffic/>

Guest Parking

Guest parking is available for 603 Concord guests. The fee is \$15; contact management for availability. You will be given a guest parking pass to be displayed on the dashboard of your guest’s vehicle. For garage guest parking, you will not be given a garage transponder so you will need to coordinate garage entry for your guest. There is an electronic control box for the garage door accessible from inside the garage.

Units with Patios

For 1st floor units with patios, please note that items such as patio furniture and bicycles may be kept outside on your patio. Items such as grills, gas/propane tanks and other similar items cannot be used or stored on a patio. Additionally, no structures can be built on patios nothing can be attached to the building, fencing or shrubs, including decorative lights, locks or chains. A small patio umbrella may be used it should be left closed when not in use. No smoking is allowed on the patios, elsewhere in the building or on the property.

Ceiling lights, etc.

Units are equipped with ceiling lighting in the kitchen and bathroom(s). Residents may hire a licensed electrician to install additional ceiling lights. Management can also provide this service. Please contact them for an estimated fee.

No shelving, television mounts or other items may be attached to or hung onto the walls or ceilings within the unit as per your lease.

Front Door Electronic Entry

Please provide a unique 4 digit code for the unit entry to management which will be programmed for your unit.

Smoking

There is no smoking allowed anywhere in the building or the surrounding grounds. Please respect the other residents and refrain from smoking near the building. Please be sure your guests know this as well.

Common Areas

There should be no items stored in the common areas; unauthorized items are subject to removal. The common areas include: the patio on the first floor, parking garage, building hallways, lobby areas, roof deck, bicycle room, fitness room, function room, and kitchen. If you have items that do not fit inside your unit, you may store your belongings in the storage space(s) assigned to your unit. If you need additional storage, please contact the Building Management.

Please note, the garage parking spaces are for cars only. No bicycles (unless on a designated bicycle rack), furniture, spare tires, etc. may be stored in the garage spaces. To learn about Monster Rack garage storage solutions, please contact the Building Management.

When in the common areas, all guests and residents under the age of 18 must be accompanied by a resident over 18 years old while in the common room areas.

Community Room

The Community Room is open to all residents to use on a first-come, first-serve basis. This room includes a full kitchen, dining room, and outside barbeque grill as well as a flat-screen television. There is a community lending library of books, magazines and games for residents and guests to enjoy. You are welcome to take these books, etc. and then return them later. Please feel free to add to the collection.

To reserve the Function Room for an event, please visit the ResidentialPortal and fill out a request for reservation or contact Community Manager, Jorge Mogollon. Large parties may require a deposit. Please be sure to clean up the kitchen, grill, etc. after each use. If the propane tank is empty, please notify management. Again, no smoking is allowed on the deck or elsewhere on the property.

The 603 Concord free Wi-Fi can be accessed in the community room. (Wifi: Resident; Password: AcornWelcomesYou!)

Pet Policies and General Information

603 Concord is a pet-friendly building and many of our residents have cats and/or dogs. Management must approve of all pets in your unit per your lease/lease addendum.

WELCOME TO 603 CONCORD

- All dogs and cats must wear identification collars or tags, which include proof of current vaccinations.
- All residents must keep their pets under control at all times so that they don't disturb other residents and their guests. Pets are not allowed in the Computer or Community Rooms or the Guest Suite without prior permission from Management.
- Residents must clean up after their pets, both inside their unit and in all common areas and other parts of the property. We have provided a pet waste container at the front of the building for your convenience.
- Residents should not leave pets unsupervised in their unit for any unreasonable period of time, and must keep pets in appropriate, contained areas within their unit. Residents are not allowed to have non-resident pets in their unit unless Management has given permission.
- As responsible pet owner, please make sure that your renters' liability insurance policy covers damage caused by pet accidents and that it doesn't contain dog bite exclusion or other such limitations.
- The Landlord maintains the right to ask residents to remove any pet from the property or terminate the tenancy in the event of serious or repeated violations of the building pet policies.

Security Cameras

603 Concord is equipped with a number of security cameras that monitor the building at all times. Additionally, please know that there is a security camera in the Community Room.

Unsupervised Minors

All guests and residents under the age of 18 must be accompanied by a resident over the age of 18 while in the common room areas.

Bicycle Storage

Bike storage is available on a first-come first-serve basis located in the garage level near the fitness room. Outside of your unit, this is the only place available for bike storage. Please do not lock your bikes to the railings of the building. Also bicycle storage is for bicycles only; please do not leave any personal belongings in this area. Any bikes in unauthorized areas or personal belongings are subject to removal.

Maintenance / Service Hours

All work being done inside your unit (i.e., cable, internet, or other connection services, renovations, maintenance, etc.) should be conducted between 8 AM and 6 PM on Monday – Saturday. Violations are subject to \$100 fine and work stoppage, at the discretion of the Building Management.

For non-emergency maintenance issues, please submit a work order in the ResidentialPortal. Alternatively, you may contact Community Manager, Jorge Mogollon.

Jorge Mogollon
Community Manager
(617)433-9700 ext. 108
JMogollon@acornh.com

Utilities

All residents should set up gas and electric accounts with Eversource(1-800-592-2000). Cable TV, internet and telephone services are also available if desired from Comcast(1-800-934-6489).Please allow at least 5 business days to accommodate with installation. If contacting anyone else, management must be informed with at least 72 hours notice.

To set up Comcast service the vendors will need access to the buildings main electric room. Access to this room should be scheduled with Management during business hours (Monday–Friday 9am to 5pm). You must be present during installation.

USPS

You must put your name on your mailbox. Otherwise, your mail carrier Will NOT deliver your mail. Please also remember to forward your mail from your prior residence.

Lock-outs

If you are locked out of your unit during business hours (Mon-Fri 9am – 5pm) the Building Management may be available let you back inside your unit. During non-business hours, there is a fee of \$150.

Maintenance Emergencies

For any life-threatening emergencies or serious issues that warrant police or fire involvement, call 911.

If you have a maintenance emergency (such as a burst pipe causing water damage) during business hours, please contact the Building Management using contact details below.

If Building Management is not immediately available or during non-business hours, please contact the building's after-hours emergency maintenance team at (617) 433-9700 ext. 114.

Useful Contact Information

Management Office

Jorge Mogollon
Community Manager
(617) 433-9700 ext. 108
JMogollon@acornh.com

Abodez Acorn CW, LLC
c/o Acorn Holdings LLC
300 Washington Street Suite 805
Newton, MA 02458

Leasing: leasing@acornh.com

Accounting: accounting@acornh.com

Eversource Electric: 1-800-592-2000

Comcast Xfinity: 1-800-934-6489

City of Cambridge Traffic and Parking: 617-349-4700

Cambridge Post Office: 617-575-8700

Building Address: 603 Concord Avenue, Cambridge, MA 02138



City of Cambridge Tenants Rights and Resources

Tenants Rights and Resources Notification Ordinance
Cambridge Municipal Code Chapter 8.71
City of Cambridge, Massachusetts
Effective October 14, 2020

The City of Cambridge is glad that you have decided to make Cambridge your home!

In an effort to help you understand your rights and responsibilities as a tenant in Cambridge, and to make sure that you are aware of the many resources offered, effective October 14, 2020, the City of Cambridge now requires owners, landlords, and management companies to provide you with information at the start of your lease or tenancy as well as when your tenancy is being terminated. The link to the Tenants Rights and Resources Notification Ordinance can be found at www.CambridgeMA.gov/tenantsrights

Although the City cannot provide legal advice, if at any stage of your tenancy you have a question or are in need of assistance for any housing or housing related need we encourage you to contact an attorney or call/email one of the following resources:

- **Office of the Housing Liaison: 617-349-6337 / mpensak@CambridgeMA.gov**
- **Multi Service Center: 617-349-6340 / mmelo@CambridgeMA.gov**
- **Mass Attorney General's Guide to Landlord/Tenant Rights: <https://www.mass.gov/doc/the-attorney-generals-guide-to-landlordtenant-rights/download>**

We strongly encourage you to read all informational materials provided.

There are 3 sections of Information:

- ***Tenant Responsibilities and Tips***
- ***Tenant Rights***
- ***Tenant Resources***

THIS IS AN IMPORTANT NOTICE. PLEASE HAVE IT TRANSLATED.

Questa é una notizia molto importante. Per piacere falla tradurre.

Este es un aviso importante. Sírvase mandarlo traducir.

C'est important. Veuillez faire traduire.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG.

XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO NÀY.

Este é um aviso importante. Por favor mande traduzi-lo.

Es é un avizu importanti. Di favor, manda traduzil.

Se yon anons ki enpòtan anpil. Sou Ple, fè tradwi li pou w.

Σπουδαιε Πληροφορεια – Παρακαλω να το μεταφρασετε.

Information and translated resources available at www.CambridgeMA.gov/tenantsrights

Tenant Responsibilities and Tips

Paying Rent:

It is a tenant's responsibility to pay rent on a timely basis as set forth in your lease or rental agreement or otherwise agreed.

If you are struggling financially, PLEASE seek assistance! There are many local and state agencies that may be able to assist you financially no matter what your citizenship or legal status is. Please contact one of the numbers above or in the resource section of this guide.

Paying for Utilities and Other Required Housing Costs:

If you are expected by your rental agreement or lease to have utility services in your name, it is important for you to do so. If you have difficulty paying for your utilities and/or have arrears that prevent you from establishing new utility service in your name, please reach out to the Cambridge Multi Service Center for assistance at 617-349-6340.

Maintaining Your Unit:

Please assist the owner of your unit in maintaining a safe and healthy building. We live in a city where rodents and insects love to cohabitate. Please follow these tips to keep your unit and building safe from these pests:

- Always put dried pet food in an air-tight heavy plastic or metal container.
- If you do have a rodent or pest problem, keep all dried food such as snacks, rice, pasta, etc. in plastic bins even if the food is in a cabinet.
- Work with the owner or management company when they come to exterminate.
- Always place your trash in barrels with the lid securely closed. If using a dumpster, make sure to close the lid. If you have trash overflow, please contact your landlord to request more barrels.
- If your trash barrels have holes, do not put trash in, contact your landlord as they should be replaced to prevent rodent activity.
- If you notice any rodent activity, contact the City of Cambridge Inspectional Services Department at 617-349-6100 to request an inspection so they can work with the landlord to minimize activity.
- If you struggle with collecting, hoarding, or upkeep, please take advantage of the helpful free services available in the resources section.

Purchase Renter's Insurance:

Renter's Insurance is required by some landlords. Although you are not required by state or local law to purchase renter's insurance, if you are required to do so by the terms of your lease, we strongly encourage it. Even if not required by the terms of your lease, it is a good practice to purchase renter's insurance. The average cost in Massachusetts is \$16 per month. If something happens to your unit (fire, flood, etc.), your possessions may not be covered by the owner's insurance.

Lease Dates:

Pay attention to your lease or rental agreement dates and, upon renewal time, sign a new lease. While tenant at will agreements are fine, they may not afford you the same rights as a lease does.

Getting Help:

Housing issues and your rights and responsibilities can be confusing. We cannot provide legal advice, but we may be able to answer some of your questions and refer you to legal or other resources. If you have questions about vouchers, affordable housing, or who to contact at the City for housing concerns, please call the City's Housing Liaison Office at 617-349-6337 or email mpensak@CambridgeMA.gov.

Communicate! Talk to Your Landlord or to Us. Let's Work Together!



Tenant Rights

Only a COURT Can Order a Tenant to Leave their Home.

This is THE most important thing to remember! If a landlord gives you a notice to leave, it does not mean you have to leave. There is a court process that has to be followed before a tenant can be forced to leave their home. There is also help available to try to prevent the eviction without going to court.

The Basic Steps of an Eviction Process:

1. Notice to Quit

- In most cases, a landlord will issue a notice to quit. This may be hand delivered, mailed, or sent by a constable/sheriff. It is JUST the first in many steps.
- In most cases, the notice given is for 7, 14 or 30 days.
- If the notice is for non-payment of rent, it is usually for 14 days and there is a time frame to pay the back rent, although it may be different if there is a lease or if the tenant does not have a lease (and is considered "at will"). Remember there are resources to assist!
- Please call legal services or request financial assistance from the resources section of this guide. Many landlords will give tenants more time while resources are being sought as long as they know the tenant is making an effort.
- We do NOT recommend that you just leave your home! Especially if you have a Voucher.

2. Court Complaint

- If a tenant has not paid what they owe (arrear) and has not moved at the end of the time frame of the notice of non-renewal or other notice, the landlord may have a constable or sheriff send or give a court summons and complaint to the tenant. This lists a court date, answer date, and court location.
- The date and time are very important, and the tenant must appear for this court date at the time indicated on the summons and complaint. If the time listed is to be determined (TBD), look out for additional mailings from the court with scheduling information or consult with an attorney or contact the court for more information.

3. File an Answer

- The tenant should file their answer with the court and give a copy to the landlord by the Answer Date listed on the complaint.
- The answer can explain why the tenant is behind on rent, or why they believe they are not behind, or why they should not have to leave the unit, etc. It can also include claims that the tenant has against the landlord, such as conditions that violate health and safety codes.
- By the same deadline (the Answer Date), the tenant also has the right to file and serve Discovery Requests (requests for information from the landlord about the case) and demand a jury trial.
- Please get assistance with filing an Answer and Discovery Request. You can go to masslegalhelp.org or gbls.org/MADE or call one of the resources listed.

4. Right to Transfer

- The tenant may have the right to transfer cases filed in Cambridge District Court to the Eastern Housing Court. The tenant should ask an attorney about whether or not to transfer their eviction case.

5. Court Date

- The tenant must appear on time and if not, the tenant will automatically lose and could be ordered to move within about 12-14 days.
- The tenant's court date may be scheduled by the court to be held remotely by phone or by video. If the tenant is not able to participate in their hearing remotely, call the Court right away to request an in-person hearing.
- If something happens and the tenant cannot show, they can file a motion to remove the default, but make sure to do this as soon as possible.

- If both landlord and tenant show up, mediation is often offered by the court. If both parties agree to settle the case, a court document is signed. The tenant should NOT sign something they cannot follow through on, such as a repayment plan that is unaffordable. Again, seek assistance from an attorney.
 - If an agreement is not reached, a Judge or Jury trial takes place. The Judge (or Jury) decides any money due for rent and counterclaims and also who “gets possession” of the unit, which means whether the tenant gets to stay or has to leave but, that is NOT the end.
- 6. Appeal**
- If the landlord wins (at trial), and the tenant wishes to file an appeal, there is a limited time period in which to do so; usually the tenant has 10 days to file an appeal.
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- 7. Notice of Levy**
- If the landlord wins the right to possession and the tenant does not appeal, the court will likely issue an execution.
 - An execution typically allows a constable/sheriff to serve the tenant with a notice to vacate the unit within a certain period of time, frequently 48 hours.
 - If the tenant does not move out their belongings, the constable/sheriff can move them to a bonded warehouse and change the locks. The constable/sheriff must let the tenant know where the storage unit is located and what the fees are.
 - The tenant may file a motion in court to seek to temporarily stop the order to vacate.

The above describes the usual steps in a typical eviction, but there may be some changes in this due to COVID-19 restrictions such as the temporary federal (CDC) eviction moratorium for qualified tenants and the state’s temporary eviction moratorium. It is important that you seek legal help or call the court when you get any eviction complaint. Most court hearings are being held by videoconference or telephone and not in person due to the COVID-19 pandemic and it is possible that the trial date listed on the complaint could change. The court service center and the lawyer for the day are both working remotely, so seek legal help when you receive a notice to quit or a court complaint – the sooner the better!

Other Important Eviction Process Information

- Tenants cannot be just locked out or have their utilities shut off by the Landlord. If this happens, seek legal assistance immediately or call the police.
- There is currently no “Right to Counsel” for Eviction Cases like there is in criminal court. However, because most management companies have attorneys, whenever possible, seek legal assistance from one of the legal services or other agencies listed.
- Each individual eviction case is different, so tenants should always seek legal assistance whenever possible.
- If the tenant, or someone they know, has caused damage to the property, are responsible for a health and safety concern, or have conducted criminal activity on the property, the eviction process could move more quickly than in other situations.



Tenant Resources

City Resources

Multi Service Center	617-349-6340	
Housing Liaison to the City Manager	617-349-6337	mpensak@CambridgeMA.gov
Community Development Department	617-349-4622	housing@CambridgeMA.gov
Human Rights Commission	617-349-4396	hrc@CambridgeMA.gov
Cambridge Commission for Persons with Disabilities	617-349-4692	ccpd@CambridgeMA.gov
Inspectional Services	617-349-6100	inspectionalservices@CambridgeMA.gov
Cambridge Consumer Council	617-349-6150	consumer@CambridgeMA.gov

Financial Assistance (for Housing)

Multi Service Center	617-349-6337
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Legal Services and Mediation

Cambridge Somerville Legal Services	617-603-2700	
De Novo Center for Justice and Healing	617-661-1010	denovo.org
Just-A-Start Mediation Services	617-494-0444	contact@justastart.org, justastart.org

Affordable Housing Opportunities

Community Development Department	617-349-4622	housing@CambridgeMA.gov
Cambridge Housing Authority	617-864-3020	cambridge-housing.org
Just-A-Start (c/o Maloney Properties)	617-661-7190	contact@justastart.org
Homeowner's Rehab Inc (HRI)	617-868-4858 ext 200	info@homeownersrehab.org
For inquiries on housing availability	617-491-5466	cchi@wincco.com
Metro Housing Boston	617-859-0400	resourceline@metrohousingboston.org

Fair Housing

Human Rights Commission	617-349-4396	hrc@CambridgeMA.gov
Cambridge Commission for Persons with Disabilities	617-349-4692	ccpd@CambridgeMA.gov

Violence Prevention and Intervention

Transition House	617-868-1650
Crisis Line	617-661-7203

Credit Counseling

CEOC	617-868-2900	ceoccambridge.org/contact/
Just-A-Start	617-918-7525	contact@justastart.org

Tenant Organizing

Alliance of Cambridge Tenants	617-499-7031	tenants@earthlink.net
CEOC	617-868-2900	ceoccambridge.org/contact/

General Housing Services (Navigation, Assistance, Guidance)

Housing Liaison Office	617-349-6337	mpensak@CambridgeMA.gov
Multi Service Center	617-349-6340	
CEOC	617-868-2900	ceoccambridge.org/contact/