

~~~~~  
**CHATHAM GREEN  
RESIDENT HANDBOOK &  
HOUSE RULES**  
~~~~~

MANAGEMENT COMPANY

O'BRIEN BROTHERS
1855 WILLISTON ROAD
SOUTH BURLINGTON, VERMONT 05403
[802] 658-5000

www.obrienbrothersvt.com

INDEX

Letter to Resident	3
Air Conditioning and Heat	4
Automobiles, Motorcycles and Parking	4
Cleaning	5
Emergencies	6
Exterior Apartment Building Doors	7
Garages	7
Garbage Disposals	7
Inspections	10
Keys, Locks and Lock-Out Policy	10
Lights	11
Mail	11
Maintenance	11
Miscellaneous	12
Neighbors	12
Pets	13
Recycling & Composting	13
Renter's Insurance	13
Rents	14
Restrictions	14
Security Deposit	14
Smoke Detectors	15
Smoking	15
Snow Removal	15
Storage	15
Telephone and Television Cable	15
Trash Removal	16
Utilities and Services	16
Vacating Your Apartment	16

O'Brien Brothers
1855 Williston Road
South Burlington, VT 05403
[802] 658-5000

Dear Resident,

O'Brien Brothers is the Management Company for Chatham Green. We are pleased to welcome you. We look forward to working with you in making our complex a pleasant place to live.

There are various rules and regulations that are necessary for the efficient operation of the apartments. This handbook and your lease provide detailed information that you will find helpful while you live here. Please note that violations of any provision of this handbook are violations of your lease agreement.

This handbook supersedes and replaces any previous publications, which you may have received with respect to the rules and regulations relating to your occupancy.

We recommend that all residents read this handbook carefully. If you have any questions regarding either your lease or the provisions of this handbook, please contact our business office, at 658-5000. Should you have any suggestions as to how we may be of further service to you, please bring them to our attention.

Sincerely,

Rebecca Hotaling
Property Manager

CHATHAM GREEN RULES AND REGULATIONS

O'Brien Brothers does not discriminate and does business in accordance with the Federal Fair Housing Law, Equal Housing Opportunity. The following rules and regulations are hereby incorporated into the Lease Agreement by reference.

AIR CONDITIONING AND HEATING

Each apartment comes with its own air condition and heat control. These are located in the living room area of the unit. There are two switches on the control. For Air Conditioning, set the dial to Cool and set the temperature to 68 or 70 degrees. For heat, set the dial for heat and the temperature that is comfortable for you.

- Please be sure that all windows are closed for efficiency when using utilities to heat or cool apartment.
- It is a greater benefit in the summer to lower the shades during the day when the sun comes into the windows. This will lower the heat, enabling the air conditioner to work more efficiently.
- If you have a problem with these units, please contact our business office. DO NOT contact any heating and ventilating company.

AUTOMOBILES, MOTORCYCLES AND PARKING

You are allowed two parking spaces per apartment, one in the garage and one outside in the parking lot. Resident parking spaces are clearly marked. No more than two cars per apartment are allowed. Chatham Green residents may not park in Country Park Apartment spaces or in visitor parking.

Motorcycle owners should put a block of wood under the kickstand to avoid putting holes in the pavement.

Washing, repairing, or lubricating vehicles is NOT permitted. Vehicles with loud mufflers and other objectionable vehicles shall NOT be driven nor parked in the parking area. Unregistered, in-operable, or non-inspected vehicles are not permitted to remain in the parking area for over 48 hours. Vehicles that are leaking oil, gas or any other fluids on pavement must be repaired or removed within 48 hours. We reserve the right to tow cars without notification.

Vehicles are NOT permitted on the WALKWAYS or ENTRANCES FOR ANY PURPOSE.

The speed limit is 15 miles per hour in the driveway and parking lot.

CLEANING

You are responsible for the cleaning of your apartment. All appliances, fixtures, flooring and painted surfaces are of good quality and require attention to keep them that way. Some helpful suggestions:

- **KITCHENS** - The stove, refrigerator, and microwave come with booklets explaining how to best take care of them. Your refrigerators are self-defrosting; it is not necessary to defrost them. The ovens are self-cleaning. Please use the booklet for instructions on cleaning your oven.
- The counter tops are Formica. **PLEASE DO NOT PUT HOT POTS ON THEM OR CUT DIRECTLY ON THEM.** Please use a cutting board or mats to protect them.
- The kitchen floors are vinyl and can be washed and waxed with any of the floor cleaners designed for vinyl. Please avoid over waxing.
- **BATHROOM** - The tub units are fiberglass and scratch easily, please DO NOT use abrasive cleansers such as "Comet" or "Ajax" on them. Once they are scratched, they will look awful and never come clean. Please use one of the **NON-abrasive** cleansers such as the spray-on liquid cleaners.

- Please do not use colored drop-in toilet cleaner that goes in the tank. The blue coloring causes algae growth when the toilet is not used regularly. This causes problems when the apartment is vacant. If you really want to use a cleaner in your tank, you can use a chlorine tablet available at any hot tub or pool supply store.
- The bathroom floor is vinyl, and you may use the same procedure as the kitchen floors.
- **WASHERS AND DRYERS** – Please do NOT push the dryers close to the walls and this will hinder the vents and not allow the machines to work correctly. Clean the lint filters each time to avoid the vents from becoming clogged. Please shut the water off to the washers when they are not in use.
- The carpets can be kept clean by vacuuming regularly and shampooing periodically. Spills should be wiped up immediately, so stains won't form.
- All walls are washable--please use mild cleaners and a soft cloth.
- The windows tilt out for easier cleaning. There are two holes on top of each window. Push to the center and pull window towards you and pull down carefully. Wash and push back up in opposite direction.

EMERGENCIES

FIRE EVACUATION

In the event of a fire emergency, dial 911. Evacuate the building by the two main doors to the building.

MEDICAL EMERGENCIES

If you or someone else is having a medical emergency, dial 911. The South Burlington Fire Department will respond with an ambulance. The dispatcher will ask your location, state building number and apartment number.

EXTERIOR APARTMENT BUILDING DOORS

PLEASE KEEP ALL OUTSIDE DOORS FOR EACH BUILDING CLOSED AT ALL TIMES. THIS WILL HELP TO KEEP OUT VERMIN, UNWANTED VISITORS AND ALSO THE COLD AND HEAT IN THE DIFFERENT SEASONS.

GARAGES

Each building has a separate set of garages. The building number that matches your apartment building is indicated in the middle of each section with the appropriate apartment number on each garage door. Personal belongings are not allowed in the driveway or outside of your assigned garage.

Installation of automatic garage doors is permitted with the resident responsible for the cost and ONLY with prior approval and agreement with O'Brien Brothers' written policy. Please request a copy of the written policy from management if you are interested.

CARE OF YOUR GARBAGE DISPOSAL

Please be very cautious as to what you put in the garbage disposal. Clogged drains are a major inconvenience and garbage disposal repair can be a costly proposition. Treat your garbage disposal well and it will treat you well in return. Here are some tips for the use of the disposal:

- 1) Only grind small amounts of material at a time and run plenty of cold water to ensure proper drainage. Do not use hot water when putting scraps through, as this will overheat the engine and bring the disposal to a standstill.
- 2) Cut large items into small pieces. Put them in the garbage disposal one at a time instead of trying to shove a large amount in at once.

- 3) Don't put anything in the garbage disposal that is not a biodegradable food; a garbage disposal is not a trash can; it's for food scraps only. Never grind non-food items such as eggshells, cigarettes, bottle caps, etc.
- 4) Don't pour grease, oil or fat into your garbage disposal or drain. Grease will slowly accumulate and impede your garbage disposal's grinding ability as well as clog drains. Grease will cause problems in the main sewer lines.
- 5) Don't grind fibrous material like corn husks, celery stalks, onion skins, artichokes, etc. Fibers can tangle and jam the garbage disposal motor and block drains.
- 6) Don't grind coffee grounds, meat or bones of any kind, vegetable peels (including but not limited to potato, cucumber, carrot, and tomato), popcorn or popcorn seeds, etc.
- 7) Don't put expandable foods into your garbage disposal. Foods like pasta and rice expand when you add water in a pot; they do the same thing once inside your pipes or garbage disposal and are the cause of many jams and clogs.
- 8) Don't turn off the motor or water until grinding is completed. When grinding is complete, turn off the garbage disposal first. Let water continue to run for at least 15 seconds, flushing out any remaining particles. Then turn off the water.

NEVER, EVER insert your unprotected hand into the garbage disposal...unless, of course, you want to lose it! If you must use your hand to remove objects and debris from the garbage disposal, unplug the unit or turn off the appropriate circuit breaker. Always wear safety gloves to protect your hand from the garbage disposals sharp blades. There are safer steps in retrieving the fallen objects. First, grab a flashlight and try to find the exact location of the object. Use something like a bent coat hanger or chopsticks or even crochet needles to reach down into the disposal and dislodge and hook the object. Make sure the unit is unplugged first!

CLEANING YOUR GARBAGE DISPOSAL

Garbage disposals clean themselves if used properly.

Periodically, and always after disposing of fibrous food wastes, purge the drain line by filling the sink with two or three inches of cold water. Turn on the food waste disposer and allow this water to run through with no wastes added.

Before leaving your home for several days, check to be sure all wastes have been flushed out of the disposer to avoid the creation of odors

Do not use any type of bleach, drain cleaners or chemicals of other types within your garbage disposal. They can damage blades and pipes. Borax is a natural sink cleaner and sanitizer that effectively works on odor-causing mold and mildew that accumulates in garbage disposals. Just pour 3-4 tablespoons of Borax down the drain and let it sit for an hour. Then turn on the hot water and flush the Borax away.

Ice is an extremely effective and inexpensive method for cleaning your garbage disposal, sharpening the blades, and breaking up any grease build-up that has accumulated. Just toss a few ice cubes into the garbage disposal and run it. You can freeze vinegar in ice cube trays and run those down the disposal. This will safely kill odor-causing bacteria. Try this once or twice a month to keep your garbage disposal in fine working order.

Make sure that nothing is left in it overnight or even longer. Sometimes you will not let it run long enough to get rid of the particles and there may be things lurking there.

Inspect the black rubber cover that fits in the disposal. Sometimes bits of garbage collect under the flaps and create a smell. Clean the rubber cover, if necessary. Lift each flap and clean it with soapy water and an old toothbrush.

INSPECTIONS

O'Brien Brothers will conduct a move-in and move-out inspection. This is to make note of any damage and repairs that are necessary. Any damage that is noted on the move-in inspection will not be the responsibility of the new resident. A move-out inspection will take place once the apartment has been cleaned, emptied, and the keys have been turned in. We also have the right to conduct periodic inspections as deemed necessary by Management. You will be notified at least 48 (forty-eight) hours in advance of an inspection.

KEYS, LOCKS AND LOCK OUT POLICY

Two apartment keys, two mailbox keys and two garage keys will be issued to you at the time of occupancy. The apartment key will unlock all the outside doors. The smaller one is for your Mailbox. Your apartment door will not lock automatically. Each time you unlock it you will have to adjust the lever on the inside of the unit door to lock it again.

The resident will be charged \$5 per key for any lost keys or keys not returned when the apartment is vacated. If you want a lock replaced due to a lost or stolen set of keys, please contact O'Brien Brothers Agency. You will be charged for the lock replacement. Building entry, apartment, and mailbox keys should not be duplicated.

Bolt locks, any additional locking devices, or changing of locks are NOT permitted.

LOCK OUT POLICY – If you are locked out of your apartment or the building at any time, there is a fee schedule for management to let you in. It is recommended you find an alternative plan for keeping a spare key to avoid this problem. A copy of the fee schedule is attached.

LIGHTS

The owner furnishes a bulb in each socket when you move in. It is the responsibility of the resident to replace all bulbs with the proper size as needed and to leave one in each socket when vacating.

MAIL

Mail is delivered to your mailbox on the first floor of your building. Each building has a different number. Be sure to indicate what building number you are in. Please use the address listed below:

Your Name
(629 or 631 or 633) Hinesburg Rd., Apt. ____
South Burlington, VT 05403

MAINTENANCE

It is our intention that this complex be neat and well maintained. To do this we need your cooperation.

- All maintenance requests and needs must be made through our business office. If you have a maintenance request, please call the business office at 658-5000 OR you may submit your request through your resident portal. In most cases we will be able to take care of your request within a reasonable amount of time. Do not contract repairs for any appliance, etc. in your apartment and then bill to O'Brien Brothers.
- When making a request, please include your name, building & apartment number, phone number, and whether staff has permission to enter the unit in your absence. This will speed up the process.
- You may make your request on-line at www.obrienbrothersvt.com. Please click on the "Resident Portal" tab and login to your resident account.

Residents shall be held liable for any damage to buildings, grounds, or furnishings, including damages to apartments due to overflow from sinks or clogged drains that are caused by negligence of the resident or their guests.

You are allowed a reasonable number of approved picture hooks. Small Brad-type nails are recommended for use for wall hangings. PLEASE DO NOT USE STICK-ON WALL HANGERS.

Painting or wallpapering the apartment is NOT permitted without prior written approval of the Owner/Manager. WALLPAPER AND CONTACT PAPER ARE NOT ALLOWED. Please DO NOT put contact paper in kitchen cabinets; doing this will delaminate the vinyl finish on the shelves.

Altering of electrical fixtures and outlets or repairing of appliances by resident(s) is NOT permitted. Management office should be alerted of faulty fixtures or appliances.

MISCELLANEOUS

Outside advertising, posters, business cards are not allowed.

Outside soliciting is NOT permitted in the building. Questions regarding this may be addressed to the Management Office.

Moving of furniture and belongings into and from the apartments is restricted to the hours between 8:00a.m. and 8:00p.m.

NEIGHBORS

When people live in a multi-unit building, such as Chatham Green, they must take into consideration the rights of others. Loud radios, televisions, or record players can be very annoying to your neighbors. If something your neighbor does bothers you, we encourage you to politely let them know. They may not have realized the noise has carried into your apartment. If you have a complaint about your neighbor that you have been unable to work out by

talking, contact the Management Office. Pounding on the walls, ceilings, or floors is not acceptable behavior and does not remedy the problem.

PETS

One indoor cat OR one dog is permitted at Chatham Green with written Management approval. A monthly pet rent of \$25.00 will be charged in addition to rent. See Pet Policy for specific provisions. Visiting pets are prohibited without prior permission from Management.

RECYCLING & COMPOSTING

ALL residents must recycle and compost. Residents are responsible for sorting, separating, and recycling waste into whatever categories the law requires. The resident may be subject to pay any fines or penalties levied by the city because they have failed to sort the trash properly.

Recycling and compost bins are available by the small brick shed near the Dumpster. Please do not place plastic bags in the recycling bins. All boxes should be flattened and placed behind or between the totes provided.

RENTER'S INSURANCE

The Owner strongly recommends residents obtain renters insurance from an insurance company of your choice.

Renters Insurance protects you and your possessions and will provide you with essential coverage against several unforeseen and unplanned events such as a fire or a robbery. A renter's insurance policy covers theft or damage to your personal possessions and shields you from liability if your actions damage another person's property. Your landlord's insurance will not protect you from being liable for damage you might inadvertently cause to the building. You would likely be required to cover the deductible. In addition, you are liable if you cause damage to a neighbor's belongings. For example, if your bathtub overflows and water seeps into the apartment below and damages your

neighbor's furniture or possessions, you are liable. Renter's insurance will cover the damage up to your liability limits. Without renter's insurance, you will have to pay the damages out of pocket.

RENTS

Rents are due and payable on the first of every month. Checks should be made payable to: "**C.P.A. PARTNERSHIP.**" They may be delivered to or mailed to the Management Office; O'Brien Brothers, 1855 Williston Rd, So. Burlington, VT 05403.

Rent payments can also be made online via your resident portal account. Please contact the Management Office for sign up details.

ADMINISTRATIVE FEE FOR LATE PAYMENT OF RENT

An administrative fee is charged for late rent payments. This fee is equal to any expenses incurred as a result of late rent; a \$25.00 fee is typical. There is a \$25.00 fee for returned checks.

RESTRICTIONS

Gas grills, hibachis or other similar outdoor grills **MUST** be at least five (10) feet away from any building when in use so as not to damage vinyl siding. Grills must be stored in the garage, **NOT** outside in common areas.

Personal belongings, such as bicycles, furniture, toys, shoes, boots, etc. are **NOT** permitted to stay in the hallways or on the grounds. These items must be kept in your assigned garage or your apartment.

SECURITY DEPOSITS

Your security deposit is kept in an interest-bearing account. Please see lease for security deposit requirements.

SMOKE DETECTORS

Smoke detectors are provided in each bedroom, living room and hallway of your apartments. If they go off for no reason and make a continuous beeping noise, it usually means you need a new battery. **PLEASE DO NOT REMOVE THE BATTERIES FOR ANY REASON OTHER THAN REPLACEMENT. THE SMOKE DETECTORS ARE INSTALLED FOR YOUR SAFETY.** If you have a problem replacing the batteries, please contact our office.

SMOKING

Chatham Green is a non-smoking facility therefore, smoking of any kind (including vaping) is **NOT PERMITTED** anywhere inside the building, including the apartments. Residents who smoke must do so outdoors at least 25 feet from any building; the cigarette butts must be disposed of in an appropriate manner.

SNOW REMOVAL

Residents are responsible for moving their vehicles for snow removal. This will aid in making snow removal more efficient. **IF YOU HAVE ONE VEHICLE, PLEASE PARK IT IN THE GARAGE DURING A SNOWSTORM; IF YOU HAVE TWO, ONE OF THEM MUST BE PARKED IN THE GARAGE AT ALL TIMES.**

STORAGE

Storage is only available in your individual garages. Your personal items, i.e., lawn furniture, toys, bicycles, etc. may NOT be stored in any of the common areas or outside the building.

TELEPHONES AND TELEVISION CABLE

Your apartment is wired for television cable and telephone. The television cable provider for this building is COMCAST Cable Company at 800-COMCAST. The telephone provider is Consolidated Communications at (866)984-2001. It is your

responsibility to have these utilities connected. Outside antennas or satellite dishes are NOT permitted.

TRASH REMOVAL

All regular household trash must be put in bags, tied, and placed in the trash receptacle. DO NOT PUT RECYCLING MATERIALS IN THE TRASH RECEPTACLE. Please be sure to keep the trash enclosure door closed. Should you have unwanted furniture or other large items (such as mattresses/box springs, tires etc.) you will need to dispose of them on your own. Do not put these items in or by the dumpster.

UTILITIES AND SERVICES

The rent of your apartment includes water & sewer, rubbish removal, compost removal, recycling, snow removal, and lawn care maintenance. Electricity powers the air conditioning, hot water heater, appliances, and general use in apartment. Gas powers the heat. Resident(s) are responsible to pay for the electricity and gas. The electric company is Green Mountain Power at 888-835-4672; the gas company is Vermont Gas at 863-4511.

VACATING YOUR APARTMENT

When you move, your apartment should be cleaned, so that it is in the same condition as when you moved in, with the exception of normal wear and tear. It is particularly important that you clean your appliances. You will be charged for cleaning costs if you do not clean your apartment or appliances. The hourly cleaning fee is \$75.00.

Any damage that is incurred during your residency will be deducted from the security deposit.

Any personal property left in the unit after your last day of occupancy will be considered abandoned personal property and will be discarded for a fee and deducted from the security deposit.