

Glen Meadow Apartments

Community Policies and Resident Handbook

These rules are designed to provide guidelines and quick reference for Resident conduct. They are not designed to be all-inclusive or inflexible. If a situation should develop that is not specifically regulated by the rules, please contact the Manager.

Please remember that these rules and regulations are intended to help the residents of the community live together contentedly. Your cooperation is greatly appreciated.

RENT

Rent is due in advance on or before the first of every month. Rent received after the first of the month is considered late, and a late fee shall be charged according to the terms of your lease. The rent is due on the first of every month. It can be paid online via our resident portal or by personal check, money order or cashier's check. We cannot accept cash. The preferred method of payment is via our resident portal at **glenmeadowapt.com**. If you need assistance registering for online payments, please contact the office at 508-553-2956 or email us at glenmeadow@schochet.com. To register, you must provide us your email address. For your convenience, you can also set up your account to withdraw recurring monthly payments.

You may also bring your rent to the office in person, drop it through the mail slot outside the office door to the left, or mail it to 300 Glen Meadow Road, Franklin MA 02038. Please make sure to list your apartment number on the check and do not forget to keep your canceled check or money order receipt as proof of payment. Payments should be written out to **GLEN MEADOW OWNER LLC**.

If your check is returned by the bank, we will consider your rent unpaid. Late charges, as well as a service charge, will be added to your account as provided in your lease. If one or more of your checks are returned unpaid for insufficient funds, account closed or any other reason, the Manager reserves the right to request that any future rental and other payments due must be made by cashier's check or money order.

COMMUNITY

Residents agree to not interfere with the rights, comforts, or convenience of others. Always avoid loud and disruptive noises, **especially** between the hours of 10:00 P.M. and 7:00 A.M. You are responsible for the behavior of your occupants, guests, and invitees.

The consumption of alcoholic beverages by either Resident or their guests in public areas is strictly prohibited. In addition, no resident shall use, permit the use of, or maintain on the premises any drugs or controlled substances in contravention of the Laws of the United States or the State of Massachusetts.

Glen Meadow is a non-smoking community. There is no use of any lit product, tobacco, vape products or other, in the apartments, buildings or anywhere else on the common grounds. This policy applies to residents as well as their household members, guests and property staff. This policy has been implemented to protect the health of our residents, staff, and guests.

Grilling

For your safety, the use of barbeque grills is limited. Charcoal grills are located in the picnic areas for community use anytime. Residents who live on the 2nd floor are limited to electric grills only. No propane can be used or stored on 2nd floor balconies. Residents who reside on the first may use propane grills but must pull grills 15 feet away from the building when in use. All resident grills must be stored with propane tank in off position and with covers.

Community Disturbances

Glen Meadow takes very seriously the right to enjoying your home free of unusual noise and distractions. Should you feel that there is a disturbance in the community, please contact the Management Office at 508-553-2956. If it is after normal business hours, you should leave a message for the office and contact the local authorities. Rest assured your issue will be addressed.

Neighborhood Watch

The best security system begins with you and every other resident in our community. Get to know your neighbors! This will help you feel at home. In addition, please keep your doors and windows locked at appropriate times, and if you notice any suspicious behavior, call the police immediately and report the incident to the Management Office afterward.

Glen Meadow has posted "NO SOLICITATION" signs at both entrances.

Mail Services and Special Delivery Packages

The USPS mailperson delivers mail to mail cluster located by Building 1. With your mailbox key, you can access your mailbox. Please contact the Post Office should there be issues receiving mail at your new address.

Packages will be delivered to **Parcel Pending** which is also located opposite the mailboxes near Building #1. Please register at **ParcelingPending.com**. You will need your resident code so please contact the management office.

Packages often are also dropped in the foyers of buildings. Please indicate on your delivery instructions to have packages delivered to the Parcel Pending.

The Management Office will not accept packages and cannot be held responsible for packages left in the hallways/vestibule.

Laundry Room

For your convenience, we have laundry facilities on the first floor of every hallway. To ensure the washers and dryers are working when you need them, please follow the posted operating instructions carefully and treat the machines with care. Should issues arise either with the card or a machine, please call **CSC at 1-800-622-4729 for service** or **download the CSC ServiceWorks Service App on your phone.** Please do not leave items in the laundry room or outside or they will be disposed of.

A few additional tips: Do not put plastic items in the dryer, clean the lint screen prior to **and after each** use, and refrain from overloading the washing machine **AND** dryer. Trash receptacles are provided for your convenience. We suggest that you do not leave your clothes unattended. We are not

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responsible for loss of or damage to personal items and clothing. Please do not wash pet bedding or rugs in machines.

To purchase laundry cards and/or add money to the laundry card, go to Hallway entrance 41 – 48 or Hallway entrance 113 – 120. **Laundry room hours are 7:00am to 11:00pm.**

Parking

All vehicles must be registered with the office. To obtain a parking permit please contact the office. You will need to provide a copy of your registration. If a new vehicle is purchased, then please contact management for a new permit. Permits from prior vehicle should be returned to management. All vehicles must be registered, licensed with a valid inspection sticker and in good condition. Vehicles failing to meet these requirements may be considered abandoned and will be towed at the owner's expense without prior notice. Management shall not be liable or responsible for any loss or damage to any automobile parked on the premises. Our current towing company is **Arts Towing 508-473-5232**.

All vehicles must follow all parking and speed policies. Parking must be in marked areas intended for resident permit parking. Unless designated as reserved, parking for general use by residents is on a first come, first served basis. Guest's parking is not assigned currently. We kindly request that guests be mindful of the residents who live in the community. Fire lanes, sidewalks and /or dumpsters are not to be obstructed nor should they be used for any purpose other than that for which they are intended.

Repair of automobiles in the parking lots or within the development is not permitted. Minor maintenance such as changing a flat tire is permitted if it does not create a nuisance, safety hazard or damage the property. The washing of vehicles on-site is prohibited.

Commercial vehicles may be allowed at the site with proper registration. Please see property for specific details (certain restrictions may apply).

To enable management to properly plow parking areas, residents must cooperate by following management's snow emergency procedures. These procedures are to be distributed by management.

In certain cases, you may be asked to move your vehicle. If we are unable to get in contact with you, management may be required to move your vehicle, with the assistance of a towing company.

Trailers, Campers and Tractor Trailers are not permitted to be parked/stored on the property without written permission from Management.

Pets

Glen Meadow has a specific pet policy so residents can enjoy the benefits of animal companionship. Approved pets are generally common household pets and need to be approved by the management office prior to moving them in, so see the Management Office for a copy of the Glen Meadow Pet Policy prior to selecting your pet. Pets must be current on vaccinations. Pets with a breed weight over 75lbs. are not allowed at Glen Meadow. All residents are expected to pick

up after their animals. All Residents who own canines must also provide a yearly copy of their pet registration with the town of Franklin. Only two pets are allowed per apartment.

Pets must always be on a leash and controlled. Pets are not to be tied out or tied to any door, railing, tree etc. at any time. **Nor are dogs allowed to remain out on balconies or patios unattended (when their owners are not in the apartment).** Dogs are allowed off leash in the dog park only.

Management reserves the right to have any pet removed from the property at any time, if said pet is not controlled or has been deemed a threat to any resident, guest, or person on the property.

All residents that own a canine are required to sign a PooPrint lease addendum and pay a registration fee. Fees may vary. Contact the office for the current cost of DNA testing.

Recreational Vehicles

The use of bicycles, skateboards, roller blades, scooters or any other vehicle propelled by feet may be permitted and if so are to be used only in designated areas.

Roommates

Everyone who lives in your apartment must be named on your lease. This includes all adults and minors. Before moving in a roommate, you must seek management approval. Only those persons listed on the Exhibit I of the lease may reside in the apartment without management's prior written consent.

All lessees are signing ONE lease. The leases are not individual.

All leaseholders assume full responsibility for the rent. Management does not divide up the rent based on the number of individuals in the apartment. The roommates themselves decide upon each roommate's share of rent. Management cannot refund "overpayment" by an individual of a household. The "overpayment", if resulting in a surplus of monthly rent, will be applied to the next month's rent or applied to the current delinquency. Any delinquencies of rent, damage charges or legal charges are the responsibility of all leaseholders.

Management is not responsible to assess where delinquencies and balances derive from, or which roommate is delinquent. This is the responsibility of the leaseholders.

All leaseholders are responsible for the actions of all persons on the lease and guests of the apartment. Management will not individualize or differentiate between roommates for lease infractions, damages, or monetary issues.

The security deposit remains with the unit. Should at least one roommate renew the lease the following term, the security deposit will remain with the unit. It is the responsibility of the leaseholders to obtain new deposits from new roommates and to pay the outgoing roommates their deposit, if applicable. Management will not assess damage charges for the purpose of charging outgoing roommates on a lease still intact. The security deposit will be returned, if applicable, to one individual only. Management cannot divide up the deposit or assess how much goes to each person on the lease.

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Management will not mediate roommate issues or make decisions regarding conflicts amongst roommates.

Satellite Dishes

Under the new federal telecommunications law, apartment owners must allow residents to install video and/or audio programming devices if they meet the following requirements:

Video and/or audio programming devices cannot be more than one (1) meter in diameter. No such reception device may be placed except in premises that are within the leasehold and are under the exclusive use and control of the resident. Definition of premises: Includes private balconies, balcony railings, terraces, patios, yards, or gardens, but does not include common area balconies, outside walls, roofs, stairways, or windowsills; cannot be installed on a neighbor's balcony, etc. All satellite Dishes must be free standing and not attached to the building or railing in any way. The resident shall pay for the expenses of installation, maintenance, and repair of the device. No such installation shall cause any damage to the structure of the leasehold. Such prohibited damages include but are not limited to: holes drilled into the façade, exterior walls, roofs, or balcony railings. All reception devices must be wholly and completely situated within the area constituted for leasehold. The resident will not be allowed to leave windows/doors open for such installations and will be responsible for all damage resulting from windows/doors being left open.

As to the extent permitted by law, Resident must present to the owner/management company a certificate of insurance for a liability policy which specifies all references to the reception device. Such insurance policy should name Federal Management Company and the legal name of the property as co-insured, unless otherwise specified by Manager.

The dish signal may not in any way interfere with any cable or other utility or communications systems, whether now or in the future located at the community or in the apartment, and, if it does, we reserve the right to require that the dish be removed upon notice to you. We also reserve the right to require that the dish be removed upon notice if we comply with Section 207 of the Telecommunications Act of 1996 and its related rules, regulations, and interpretations regarding a central antenna for the community. Management reserves the right, but is not obligated, to inspect the installation upon completion and at any time in the future during the term of your lease and reserves the right to require any modifications and/or maintenance deemed necessary, in management's sole discretion and at your cost. Notwithstanding the foregoing, you shall be solely responsible for ensuring that the dish is properly and safely installed in compliance with all applicable laws and for maintaining the dish. You acknowledge and agree that our inspection and/or required modifications of the dish installation shall not render us liable or responsible for the same.

If you are considering installing any video and/or audio programming devices for use in your apartment, please contact the management office before proceeding with installation and confirm that you understand and agreed to the above-referenced requirements.

Additional Storage

A limited number of storage units are available in some of the hallways at the community. Please speak to Management if you are interested in renting a storage area.

Trash

Trash dumpsters are located around the community for your convenience. If one is full, please use another. Place all trash in the dumpster, not on top of it or around it and flatten any boxes you take to the dumpster. Use of these dumpsters for anything other than normal household waste is prohibited. Combustible items present a fire hazard and should be disposed of according to safe handling instructions located on product packaging. Mattresses, furniture, and other large items should not be placed in the dumpsters. Contact the management office for assistance in disposing of large items.

Do not store any trash on your porch, balcony, or hallway.

If the property offers a recycling program, recycling bins for plastic, glass, metal, and paper may be provided in select trash rooms or by the dumpsters. Please obey all recycling room rules.

APARTMENT

Air Conditioning and Heating Equipment

To ensure proper performance of air conditioners, be sure to keep filters clean. Do not block or place items in front of air conditioners or heating equipment or vents.

Any additionally added A/C units must be **PORTABLE AIR CONDITIONERS. NO WINDOW UNITS WILL BE ALLOWED AFTER 9/30/2021.** All hoses from vented portable units must be removed from windows during the heating season which is 9/15-6/15 of each year. Any damage to the window, windowsill and building caused by these units is the responsibility of the resident.

Balconies, Patios and Common Areas

Where patios or balconies are provided, the Resident shall not use said patio or balcony for any purpose that would be detrimental to the exterior appearance of the building or interfere with the rights of other residents. The Resident agrees ***not to*** install screens or partitions on the patio or balcony and will not permit the use of said patio or balcony for the use of charcoal burner, or the airing of personal items, bedding, clothing, etc. Clotheslines and Cloths racks are not permitted. Residents are allowed to have potted plants on their 1st floor patios. Residents are allowed to have potted plants on their 2nd floor balconies if their care, as in watering, does not interfere with the resident's patio below them.

The resident further agrees to take every precaution to see that no articles are placed in such a position that they could be blown off or fall from the patio or balcony. **Storage in these areas of any kind is prohibited.**

Note: We ask that residents refrain from feeding any wild animals on the community grounds. All bird feeders must be installed in a way that no wild animal can gain access. Bird feeders are allowed on first floor apartments only. Feeders

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are allowed as long as the seed does not interfere with other residents and/or community upkeep.

Pets are not allowed to be unsupervised on patios. Pets are not allowed to urinate on balconies or patios.

Flags are prohibited from being hung on patio/balcony railings or attached to the building in anyway.

Cabinets, Countertops, Doors and Woodwork

Cabinetry and woodwork can be cleaned with mild soap and warm water.

Countertops, sinks, vanities, toilet bowls, bathtubs and bathtub enclosure walls should be cleaned using a liquid or spray cleaner. Abrasive powder cleaners can scratch and otherwise damage such surfaces and should be avoided. To prevent potential damages to countertops, avoid using sharp items directly on countertops.

Dishwasher

To avoid jams, please scrape and rinse every dish under running water before loading into the dishwasher. Use only dishwashing detergent products; do not use soap or laundry detergents.

Entry

No one other than our maintenance or management staff, agents, and/or contractors will be admitted by us into your apartment without your permission. Office personnel are instructed not to release your apartment number or telephone number, so please provide your guests with this information.

If you wish us to admit service or delivery people into your apartment when you are away, you must give us written permission in advance. Keep in mind that our staff members will not leave the office to accompany such people to your apartment.

Emergencies

If you ever encounter an emergency, day or night, always call 911 or other professional emergency personnel first. Then, if possible, notify the office.

Emergency – Maintenance Requests

Emergency maintenance requests can be reported at any time by calling 508-553-2956. If the issue is after hours and emergent in nature (see below for further information), the answering service will contact the on-call maintenance personnel.

Emergency requests are as follows: No Hot Water, No Heat, no electricity, broken window(s), fire, flood, lock out (a \$50 fee applied), gas leaks, security door locks (entry and apartment doors), clogged toilet, sewer back-up, refrigerator (where loss of food could occur), natural disasters.

Residents should report to management any breakage, injury, damage, or loss of any kind to plumbing, electrical fixtures, or other property of the owner. Reports of this nature must be filed through the management office.

Fire Safety

FIRE WITHIN YOUR APARTMENT

- Call the Fire Department - **Dial 911**
- Leave your apartment immediately.
- Do not re-enter the building until you have been notified by either the Fire Department or the management office.

Smoke Detector / Carbon Monoxide - For your safety, your apartment is equipped with a smoke detector and/or carbon monoxide detector that will automatically sound an alarm in case of fire, smoke, or carbon monoxide. **It is against the law to tamper with any fire safety device.** You should test your smoke detector monthly. If your smoke detector is battery operated, you will hear warning beeps when the battery needs replacing. If your smoke detector is electronically operated, there is a red light to let you know when it is not operating properly. Notify the management office if your smoke detector or carbon monoxide detector is not functioning properly.

Fire Exits and Fire Extinguishers– Please make note the location of both the fire exits and fire extinguisher in your building. Please follow common emergency evacuation procedures in the event of emergency evacuation.

In the event of a fire, just one or more of these rules may save your life or the life of your neighbor. Report any fire to the FIRE DEPARTMENT or 911 first, then when safe, contact management as soon as possible.

No Resident shall keep combustible or flammable materials in his/her apartment, storage unit or in vehicles parked on the premises.

Floors

The care and maintenance of the carpet is your responsibility. The carpet should be vacuumed frequently. If you have spots on your carpet, call the office first before attempting to remove them, and we will suggest the best method. Tile floors should be cleaned with mild soap and water.

Garbage Disposal

Keep hands or any other objects out of the disposal when running. Do not dispose of bones, pasta, popcorn seeds, banana or potato peels, excessive rice, grease or any other items that may become lodged in the system. Run only cold water when using the disposal.

General

Residents agree to keep the apartment in a clean and orderly condition. Residents agree to keep areas near the apartment, in a clean and orderly fashion. Articles such as doormats, shoes and bicycles may not be left in the common hallways, lobbies, stairwells, patios, balconies, or apartment entrances.

No business should be carried on, nor any signs displayed in or about a Resident's apartment. No sign, advertisement, notice or lettering shall be placed or inscribed on any parts of the building, windows, or doors. No advertisement, social media or google location can identify any allowed non - in person business within the community. Notices, announcements, and brochures may be placed in designated areas only after prior approval.

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Roof access, unless otherwise designated, and exits are for emergency use only and not to be used as access to other parts of the building.

Access to landing areas outside of windows is always strictly prohibited.

Safety locks on windows must always remain in place. Do not remove the locks or the windows for any reason.

Keys and Locks

We supply each **adult** resident with an apartment key, a hallway key. **We supply one mailbox key for the unit. With the exception of mailbox keys**, we can make extra keys or provide replacements for you at a nominal cost. All keys are to be returned to the office when you vacate your apartment. Changing or altering any lock is prohibited without the Manager's prior written permission. Residents who lose hallway keys may be subject to the cost of re-keying the hallway key locks along with the cost to provide new keys to other residents in the building.

Lights

All light sockets should have working bulbs when you move in. It is your responsibility to replace them as needed. Please contact office for all bulbs that are LED.

Oven and the Range

Clean the top burner pans regularly with mild soap and water, appliance, or glass cleaner. Clean oven regularly with appropriate cleaning products as directed. If you are self-cleaning oven, follow the instructions as directed on the range. If unsure how to use the oven or range, please contact management, we will be more than happy to assist you. When self-cleaning your oven be sure all items are removed from the oven and no items are on top of the range. If oven is extremely dirty, do not use self-cleaner. Contact management or see manufacturers recommendations.

Clean hood filters regularly, by removing them and using hot soapy water. The exterior part of the hood can be cleaned with glass or non-abrasive cleaner. If your apartment includes a microwave, clean microwave vent filters regularly using the same method as the hood filters.

Pest Management

This service is provided on a periodic basis as a preventative measure. Please contact the management office if you require more frequent service. A maintenance technician always accompanies the pest management company representative to the apartments. If the property administrator or maintenance supervisor observe that a resident is not adequately maintaining the apartment or is contributing to pest infestation due to carelessness, neglect, or poor housekeeping, then that resident shall be put on notice, the apartment inspected periodically, and if the problem is not corrected within 30 days, legal action may be pursued.

Plumbing

If there is no hot water, Residents should immediately notify the Management Office. Likewise, if any of your pipes or faucets begins to leak or if your toilet tank is continually running, call us and we will repair it. Please call the office for service if the caulked areas around your bathtub and tiles become cracked, broken, or chipped.

The sewer system should handle all normal drainage. **Items that will cause damage and should never be flushed include any type of wipe (flushable or non-flushable) paper towels, disposable diapers, sanitary napkins, tampons, and other like items.** Should your toilet overflow, immediately turn off the water supply to the tank by turning the handle located under the tank clockwise. If the water supply cannot be turned off, lift the cover off the tank, reach inside the tank, and push the flapper firmly into the hole on the bottom of the tank. Then call the office for service.

Refrigerator

Clean the exterior of the refrigerator with an appliance or glass cleaner. The interior should be cleaned with mild soap and water. If you have a stainless-steel finish, please use stainless stain cleaner.

Walls

We prefer you to use slanting nail type of hangers, rather than sticker-type hangers. If you have questions about items that are heavy or difficult to hang, please call the office. Prior written consent may be needed for certain items. **NOTWITHSTANDING ANYTHING HEREIN TO THE CONTRARY, RESIDENT SHALL BE RESPONSIBLE FOR ALL HOLES AND OTHER DAMAGE CAUSED TO THE WALLS OF THE APARTMENT DURING THE TERM OF RESIDENT'S OCCUPANCY.**

Waterbeds

Subject to local laws, waterbeds may be permitted. If you wish to have a waterbed, please contact the office to obtain written permission. Insurance may be required to the extent permitted by law.

Windows

To maintain the uniformity of our building's appearance, mini-blinds or shades provided by management must remain in place. No major alterations should be made to the apartment either inside or outside.

Preventing Mold and Mildew

To assist with minimizing mold and mildew growth in your apartment please follow these actions: Open windows frequently when the weather is dry to allow an exchange of air and permit the introduction of sunlight throughout your apartment. In damp or rainy weather conditions, keep windows and doors closed. If possible, always maintain a temperature of between 50- and 80-degrees Fahrenheit within your apartment. Clean and dust your apartment on a regular basis. Regular vacuuming, mopping and use of environmentally safe household cleaners are important to remove household dirt and debris that mold feeds on. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows, windowsills, and patio doors using a common household disinfecting cleaner. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows, and windowsills. Use any pre-installed bathroom fan when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom. Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allows the fan to run until all excess moisture has vented in from the kitchen. Limit houseplants to a reasonable number to keep the moisture level in your apartment at a

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minimum. Thoroughly dry any spills on carpeting. Do not overfill closets or storage areas. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period.

Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, or any common area. Immediately report to the management office any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area. **Also report any area of mold or mildew that reappears despite regular cleaning.** Immediately report to the management office any failure or malfunction with your heating, ventilation, or air-conditioning system. Do not block or cover any of the heating, ventilation, or air-conditioning ducts in your apartment. Immediately report to the management office any inoperable windows or doors. Immediately report to the management office any musty odors that you notice in your apartment.

Grievance Procedure for Residents

Any resident wishing to make a complaint about maintenance, a problem with another resident, or other occupancy-related matters should outline the problem in writing and submit it to the Management Office. If you are not satisfied with the results, you should then contact Portfolio Manager Kimberly Quint at 617-674-5852. Any resident who remains dissatisfied with the response of the Portfolio Manager should write to Peter Lewis, Vice President, The Schochet Companies 536 Granite Street, Suite 301, Braintree, MA 02184.

MOVE OUT

Upon vacating an apartment, residents shall return all keys, **FOBS for the dog wash room** and remote controls and repair all damages of any kind he/she may have caused in the apartment - natural wear and tear excluded.

MODIFICATION TO HANDBOOK

Federal Management Co., Inc. and its Affiliated Companies, acknowledges that Management may, from time to time, modify the policies without notice. Violations of these policies will constitute a breach of your lease. If there is a conflict between these policies and the lease, the lease will govern.

Questions concerning this plan, and any of its applications, should be directed to the Manager:

Lynn Ford

Lynn.FordMA@schochet.com

508-553-2956

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