

JANUS HIGHLAND APARTMENTS

LOCATED AT:

21 & 27 GERRISH AVE/181 HIGHLAND ST/120-124 MARLBOROUGH ST

RESIDENT HANDBOOK

2007

OWNER/DEVELOPER:
Chelsea Neighborhood Developers
4 Gerrish Avenue
Chelsea MA 02150

MANAGED BY:
Cornu Management Co., Inc.
4 Gerrish Ave
Chelsea MA 02150

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Emergency Resource Directory

Site office	617-884-0692
Cornu Management Corporate Offices	617-542-3019
Chelsea Police (non-emergency)	617-466-4810
Chelsea Police – Drug Unit	617-466-4847
Chelsea Police – Gang Unit	617-466-4826
Chelsea Fire(non-emergency)	617-466-4600
Chelsea City Hall	617-466-4000
F.B.I./Coast Guard	617-742-5533

MA Poison Control Center	800-682-9211 TTY (617)355-6089
MA State Police: Boston	617-523-1212
AIDS Action Committee 9am - 9pm M-F, 10am - 2 p.m. Saturday	800-235-2331
Alcohol & Drug Referral Hotline	800-327-5050
Battered Women's Hotline	800-992-2600
Boston Area Rape Crisis Center	617-492-RAPE
Child Abuse Reporting Hotline	800-792-5200
Coalition on Addiction, Pregnancy & Parenting 9 am - 5pm M-F	617-661-3991
Disabled Persons Protection Hotline	800-426-9009
Elder Abuse Hotline	800-922-2275
Family Emergency Shelter Program 8:30 am - 7pm M-F After Hours (Pager)	617-542-7286 617-765-3202
Food Source Hotline	800-645-8333
Gay & Lesbian Helpline 4pm-11pm M-Sunday	617-267-9001
National Domestic Violence Hotline	800-799-SAFE
Parental Street Hotline	800-632-8188
Pregnancy Help of Greater Boston	800-649-0999
Samaritan's Suicide Hotline	617-247-0220

Welcome to Janus Highland Apartments!

We are happy that you have chosen to make Janus Highland Apartments your home and hope that your residency here will be a satisfying one. This handbook has been published to provide pertinent information about policies as well as rules and regulations that apply to all Residents living at Janus Highland Apartments. We suggest that you read this handbook carefully. It will familiarize you with the property operations and the ways that you may be assisted.

In addition, we ask that you familiarize yourself with all of the provisions of your lease. The Lease, and the established Rules and Regulations, are for the benefit of all Residents living in Janus Highland Apartments. These help the Management staff maintain the buildings to the highest standards, keep the grounds clean and attractive, and make Janus Highland Apartments a healthy and safe community in which to live.

The Management Staff periodically evaluate policies to ensure that they are accomplishing the stated purposes. New ideas are explored to improve services, reduce costs, and improve communication between Residents and Management.

The History Behind Janus Highland Apartments & the Box District

The Box District is a former industrial area located in the center of Chelsea. The neighborhood runs along Broadway, Chelsea's main thoroughfare, and was once home to several box and mattress manufacturing companies that give the area its name. The Chelsea Public Library, City Hall Chelsea's downtown area, Bunker Hill Community College, the Senior Center, and the YMCA are within walking distance along with the commuter rail and five bus routes making the Box District a transit-oriented residential area based on smart growth principles.

Today the Box District is a testament to the revitalization of Chelsea. After being dormant since the 1960's when most of the neighborhood manufacturing plants closed, The Box District is becoming a vibrant part of the city. This time, it provides market-rate and affordable condominiums and rental apartments for area residents, along with plans for new green space and parks. In 2005, Chelsea Neighborhood Developers (formerly Chelsea Neighborhood Housing Services) purchased the first site to realize the vision of a residential neighborhood conceived by the City over a decade ago. In just two years, 67 units have been constructed, with 65 more units underway. Ultimately, more than 300 new housing units are projected for the area.

The first development features three distinct residential components: Box Works Homes, Janus Highland Apartments and Atlas Lofts, complemented by new roads, sidewalks, lighting and trees. A prominent commercial building (the Gateway Building) at the entrance to the Box District is getting a new façade and is now the new CND (formerly Chelsea Neighborhood Housing Services) office.

The Box District represents collaboration between public, non-profit and private-sector partners. The city of Chelsea is fully supportive of the creation of the neighborhood and is providing critical funding and infrastructure improvements in the area. Mitchell Properties, a private developer has joined CND as a partner. Mitchell Properties is creating market-rate apartments and condos to

increase housing choices, in an area of Chelsea that is benefiting from increased property values. The MA Department of Housing and Community Development has provided significant subsidy and support; CND was one of the first recipients of the state's Transit-Oriented Development funding that made the project possible.

Janus Highland Apartments

The Janus Highland Apartments, offering a total of 41 1-, 2-, 3-, and 4-bedroom units, are located on three parcels within the Box District on the sites of the former Janus Fabrications Company and the Atlas Bedding factory and a vacant lot on Marlboro Street.

These are two- and three-story apartment buildings that have the rhythm and feel of traditional Chelsea architecture with a fresh, very attractive look. Janus Highland Apartments were designed by the award-winning Icon Architectural Group, and are managed by Cornu Management Company, providing professional management with a resident-centered perspective. All units are affordable to households with incomes at or below 60% of area median income, and some units are supported by project based rental assistance.

The Management Agent

The Managing Agent for the Janus Highland Apartments is the Cornu Management Company located at 95 Broadway, Boston, MA 02116.

The **Chelsea Management Office** is located at **4 Gerrish Avenue**, 2nd Floor (the corner of Gerrish Avenue and Broadway) as of October 29, 2007. Its hours of operation are Monday – Friday from 9 AM – 5 PM..

The Management Staff

The staff of Janus Highland Apartments consists of a P/T property manager, a P/T assistant property manager, P/T resident services coordinator, maintenance superintendent, and a maintenance/grounds keeper. The staff looks forward to working with you and assisting you with any questions or concerns that you may have.

Topics of Interest (in alphabetical order)

AIR CONDITIONERS

Each unit is equipped with an air conditioning unit or units that are installed in sleeves which are built into the walls. Please do not try to remove these units from their sleeves. Keep in mind that air conditioning units can use a substantial amount of electricity, and that Residents are responsible for paying for the electricity usage in their units.

ANNUAL INSPECTIONS

Every attempt is made to minimize the number of intrusions into your apartment. However, due to Federal participation at Janus Highland Apartments, inspections by Management and other agencies such as DHCD are mandated. For example, the State requires an annual inspection of all units to ensure that proper housekeeping is being performed, that the units are being properly maintained, that all equipment is in good working order, and that no undue damage is being done to Janus Highland Apartments property. You will receive a written 48 hours advanced notice of any such inspection. These notices will describe the purpose, date, and time of the inspection. It is not necessary to be at home when this inspection is conducted.

BATHROOM FANS

Each unit's bathroom has a Panasonic "quiet" series ventilation fan. Fans run on a timer switch and no filter cleaning is necessary.

CABINETS

The painting of cabinets is not allowed, nor should you apply any type of adhesive materials to them.

CABLE

Each unit is cable ready. Residents are responsible for all cable bills and should contact the cable company directly on all related cable questions. Cable service in Chelsea is currently provided by Comcast who may be reached at 1-866-817-3994.

In addition, residents are required to request permission of the Management Office for any customized cabling that goes beyond the original installation. All costs associated with customized cabling are the responsibility of the resident. .

CARBON MONOXIDE (CO) DETECTORS

Each unit is equipped with two hard-wired (with battery backup) carbon monoxide detectors. The two story units have one CO detector on each floor.

Carbon monoxide is an odorless, colorless, deadly gas that results from incomplete burning of fuels such as natural gas, propane, oil, wood, coal, and gasoline.

Symptoms of CO poisoning are similar to the flu but without the fever, they include: Headache, fatigue, shortness of breath, nausea, dizziness. If you think you have symptoms of CO poisoning or your CO alarm is sounding, contact the Fire Department and leave the building immediately.

If your CO detector is chirping, the back up battery is old and needs replacement. Please contact the management office immediately to have the battery replaced and the unit will stop chirping. Never disconnect the CO unit – this is a lease violation.

CIRCUIT BREAKERS

Every unit has a circuit breaker box. During the resident orientation, the staff will explain the function of the box to you. --- Please see the section below entitled “Electrical Equipment” for additional information.

CLOSET SHELVING

Do not overload your shelving. Resident should also check shelving periodically to ensure that it has not weakened due to use or excessive loads. Please contact the office immediately if repairs are required or if you would like a safety inspection of the shelving.

CONFIDENTIALITY

The Federal Government subsidizes part of this property. Therefore, it is necessary that certain personal and financial information be provided. This information is maintained in confidential Resident files. The Management staff is sensitive to the nature of this material, respects the privacy of the residents’ information, and will not release it to any unauthorized person or Agency without the resident’s written consent, which is to be provided thirty (30) days in advance of the request. Any meetings or conversations that take place between the Management staff and residents regarding personal or financial information are strictly confidential.

COOKING RANGES

Each apartment is equipped with an electric range with an exhaust fan. Please read the instruction booklet that comes with the range. Residents are responsible for keeping the range clean and free of grease at all times. The Maintenance Department is responsible for the repair of the range, except when it has been neglected or misused. Surface must stay cleaned and free of grease at all times.

Here are some cleaning suggestions:

1. Clean surface with glass cleaner, “409”, or some similar product. Do not use abrasive cleaners, such as Ajax or Comet. These cleaners will permanently scar the surface of the appliances and will be repaired at the Resident’s expense.
2. The ovens are self-cleaning. Please follow the instructions carefully. Note especially that the oven door will remain locked until the surface temperatures have cooled enough to allow for safe operation.

It is important to remember that you should NEVER attempt to heat the unit with your stove. This is a fire hazard and may cause serious harm or death to you and your family.

COUNTER TOPS

The counter tops are made of plastic laminate. This is a durable material but can be damaged. It is important to use a cutting board whenever chopping or slicing foods. Never place hot materials on the counter; it can burn, melt, and discolor. A cleaning product like “Fantastic” is recommended for daily use.

COURTYARD

We are very proud of our courtyard and ask that you respect the hard work that went into making the plantings and grass area look so beautiful. Our landscaped areas and grass are irrigated so the sprinklers will come on at certain times of the day during the summer months. Please take care to let the sprinklers do their job. They are not for play.

DECORATING

No redecorating or improvements to the unit can be made without a written request to the Management Office and subsequent written authorization from the Management Office. If an improvement or redecoration is made without written permission, the cost of restoring the unit back to its original state will be the sole responsibility of the resident. Wallpaper, wood paneling, moldings, or decals will not be approved. Upon turnover, removal of such items is very costly and causes much damage to the wall. This also applies when using any sticky materials to hang mirrors or pictures. The best solution here is to use the standard nail type picture hangers. If you have a heavy object you wish to hang, please call the management office for assistance.

DISHWASHER

Each unit is equipped with a Frigidaire dishwasher (Model FDB1502RG C). Please only use dishwasher detergent in the machine. Additionally, please ONLY run the dishwasher when it is full to save on water usage and charges. Please refer to the operating manual provided with the dishwasher. If the manual is missing, you can access on the web at:

http://www.frigidaire.com/products/dishwashers/built-in_dishwashers/24_inch/prod_FDB1050RE.asp

or contact the office for a manual.

DOORS – ENTRY AND EXITING

Unit entry doors do not lock automatically unless you have set the turn knob on the inside of the doorhandle to the lock position. Otherwise, you must use a key to lock the door to your unit upon exiting. After locking, test the handle to be sure that the door is secure. It is advisable to lock your door whenever you leave, even to deposit trash or to use the laundry facility. Upon entering your unit you must also lock the door from the inside.

DRUG AND GANG ACTIVITY

Janus Highland Apartments has zero tolerance policy with respect to drug and gang related activity. We work closely with all levels of law enforcement as necessary to prevent and eradicate any problems in this area. Please call the Chelsea Police Department's Drug Unit at 617-466-4847 or the Chelsea Police Department's Gang Unit at 617-466-4826 with any information that may be helpful.

ELECTRICAL EQUIPMENT

All electrical circuits in your apartment are protected by circuit breakers. The circuit breaker box is located on the opposite side of the kitchen walls. Each circuit breaker is marked to identify which circuit it controls. Fuses are not required.

In case of loss of electrical power, check the circuit breaker first before calling for service. Circuit breakers are designed so that an overload or short circuit results in an automatic interruption of electric current supplied to that circuit. Reset any breaker switch by putting it in "OFF" position before returning it to the normal "ON" position.

Repeated tripping of the breaker may indicate a short circuit. NEVER HOLD THE CIRCUIT BREAKER IN "ON" POSITION. If it does not reset immediately, call the Management Office for service.

Each unit has an adequate number of wall outlets. The use of extension cords should be limited to providing power to a lamp or other fixture that is out of the reach of the cord attached to the fixture.

Replacement of all bulbs in the unit's light fixtures is the Resident's responsibility. The bedrooms and the living room do not have overhead light fixtures.

EMERGENCIES – PROPERTY RELATED

Call the Management office at 617-884-0692 for all maintenance emergencies. This number can be accessed 24 hours a day. A maintenance emergency is a problem that puts you, your family and/or others in the building in danger, or is a problem that will cause extensive damage to your apartment or the building if not repaired immediately. Emergency maintenance shall be defined as all repairs required to correct conditions that threaten immediate health, safety or security of residents. Such repairs include but are not limited to:

- 1) Restoration of heat, water, hot water, electricity or any other service when disrupted;
- 2) Correction of major tripping hazards;
- 3) Repair of broken windows;
- 4) Repair of locks and other security devices;
- 5) Clearing of back-ups in any drainage system;
- 6) Correction of any condition which permits significant entry of water or snow into a living area;
- 7) Any other circumstance that may cause health, safety or security hazards to residents or neighbors.
- 8) Items such as clogged disposals, dishwasher repairs, broken screens, and/or pest control, etc., are not emergencies.

Residents can be of great help with toilet overflows. If the toilet overflows, please turn off the water supply located behind the toilet bowl and under the tank. Water should be wiped up immediately by the tenant. You can attempt to use a plunger and clear the clog once the water is shut off. **DO NOT FLUSH THE TOILET AGAIN!** Report the problem to the office at 617-884-0692

As already stated, personnel of the management company may enter your apartment in your absence during an EMERGENCY situation without notice.

EMERGENCIES – FIRE, SECURITY, OF HEALTH RELATED

Call 911 immediately for all fire, medical or security emergencies. After calling 911, you may call the on-site office at 617-884-0692 to alert them as well.

ENERGY CONSERVATION

The Management Staff and the Residents have a mutual responsibility to work together to keep expenses to a minimum. The following suggestions are provided to conserve water and electricity:

- ✓ Keep unnecessary lights turned off, both while in the unit and especially when you leave.

- ✓ Turn off fans, televisions, coffee makers, and other appliances when not in use.
- ✓ Report all plumbing leaks immediately. A dripping faucet wastes water.
- ✓ Report water running in a toilet.
- ✓ Maintain your heat and air-conditioning at a reasonable comfort level.

Please do not hesitate to call the Management office at 884-0692 if you have any questions. A clear understanding of these procedures and policies will help to assure comfortable living at Janus Highland Apartments.

EXHAUST FANS

Every unit has a stove exhaust fan. It is the resident's responsibility to turn the fan on when cooking.

FAIR HOUSING POLICY

The Cornu Management Company and Chelsea Neighborhood Housing Services (CNHS) offer all units on an open occupancy basis. Cornu Management and CNHS do not discriminate on the basis of race, color, national origin, sex, age, religion, disability status, familial status, children, ancestry, marital status, military status, sexual orientation or preference.

FIRE SAFETY AND EVACUATION PLAN

Each unit contains smoke detectors, Carbon Monoxide detectors, sprinkler heads, and fire alarms. These items are not to be disconnected or tampered with. Please do not disable the smoke detectors because they may go off when the shower is on or when you are cooking. This action could prove to be fatal for you and your loved ones.

Any such occurrence of disconnection, tampering, or modifying any element of the fire protection system that services your unit will result in a fine of not less than **\$250** as authorized from time to time by management. In addition, all such occurrences may result in immediate commencement of an eviction action.

In the event that a fire alarm sounds you **MUST** exit your unit immediately and wait for the fire department to arrive. It is important to put a plan of action in place so that you and each member of your household know what to do if this situation should arise.

All related systems are maintained in accordance with local codes and are professionally serviced and inspected as required by licensed 3rd party contractors.

FLOORING

The flooring used in the units is a Decoria "wood look" vinyl except for in the bathrooms which have a vinyl tile. Suggestions on cleaning these floors is listed below:

Do:

- Wipe up spills as soon as possible. Remove dried spills with New Beginning® Floor Stripper and Cleaner on a white cloth.
- Wash your floor occasionally with Armstrong Once 'n Done® Floor Cleaner or an equivalent no-rinse floor cleaner.
- Use Armstrong New Beginning® Floor Stripper and Cleaner for heavy duty cleaning.

- Use Armstrong Shinekeeper® Polish to return your floor's original shine if it begins to dull over time.

Don't:

- Use detergents, abrasive cleaners or "mop and shine" products - they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

Proactive Protection for Your Floor

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Use floor protectors, such as Armstrong Floor Protectors, on furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- Be careful with rolling casters. They can damage the floor. Therefore, we do not recommend them. If you choose to use them, the double wheel type are the best option.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats because the chemical (antioxidant) used to keep the backing from becoming brittle can permanently stain your floor. We suggest a nonstaining vinyl-backed mat or a woven rug that is colorfast. Most of these products are identified "colorfast" by the manufacturer. All Armstrong floor care products have been specifically developed to care for Armstrong floors. You may purchase Armstrong floor care products at your local flooring retailer.

GARBAGE DISPOSAL UNIT

The kitchen sink in each unit is equipped with a garbage disposal (in 21 & 27 Gerrish Ave ONLY). Please be careful when the using the disposal to not put too much food waste down the drain at a time so as to not damage the unit and clog your drain. Also, please do not pour grease or oil down the drain as it will cause a build up in your drain which will eventually clog.

HEAT

Each unit has gas heat which is controllable by thermostats located in the unit. The thermostats are the turn dial style --- please DO NOT crank the thermostat up to its maximum setting as it could strain the thermostat. In addition, if you will be leaving your home for an extended period of time please do not turn the thermostat below 50 degrees in order to ensure that the home stays warm enough that nothing freezes.

Adequate ventilation through the heating elements is necessary for the system to function properly. Placing furniture against the baseboard radiators, and/or allowing rugs to be placed under them or curtains to cover them will prevent the flow of air, reduce the heat output, and may cause damage.

INSPECTIONS

An inspection of your unit will be performed at least annually. However, there will be times that your unit may need to be inspected more often. One member of the management staff and one member of the maintenance staff will perform annual inspections. This is a good way of finding items that have not been either noticed or reported during the year. This is part of our Preventative Maintenance Program. During this inspection if management notices serious housekeeping problems a re-inspection of the unit will be scheduled. If a resident has caused any damage and charge will be made to the resident's account. These charges are due within 30 days.

INSURANCE FOR RENTERS – HIGHLY RECOMMENDED

We strongly recommend that you contact your insurance agent and obtain renter's insurance that will cover the personal property in your unit as well as any possible liability issues.

Janus Highland Apartments and Cornu Management Company, Inc. are not responsible for the loss of any personal property as a result of a loss. Janus Highland Apartments is only covered for loss to the physical structure.

KEYS

Residents are initially supplied with appropriate keys and locks at no charge when they move into their home. The head of household is issued two sets of keys to the unit at the time of move in, along with a mailbox key and a laundry room key. Additional keys are the responsibility of the resident. Upon vacating the unit, all keys must be returned to the management office.

Residents are prohibited from installing their own locks. Such locks, when discovered, will be removed and confiscated at the Resident's expense.

Should a change of lock be necessary because of lost keys or any other reason, Management or a contractor authorized by Management must perform the work. Residents will be charged \$25 during normal business hours and \$60 during after hours for this service.

KITCHEN SINK

The kitchen sink is stainless steel. The sink is durable and can withstand heavy scrubbing, but please take care not to dent the stainless steel.

LAUNDRY

The laundry facility is located at the basement level of 27 Gerrish Avenue and is open from 8 AM to 10 PM. MacGray owns and maintains the washers and dryers. If you have any problem with the machines, please call MacGray at 1-800-MAC-GRAY. This phone number is also posted in each laundry room. For your protection, these areas should be kept locked at all times.

Do not leave your wash unattended in the laundry room. That is your only safeguard against stolen laundry. Lost or stolen items are the sole responsibility of the User.

The machines are enabled with Smart Card technology which means that they use a card for operation versus coins. Each household will be given a Smart Card upon move in. Each card will have \$3.00 complimentary value on it. Any card purchased from the Card Service Center will have \$3.00 value encoded on it. Please take care of this card. It has a cash equivalent

equal to the amount of dollar value on the card. Lost or misplaced cards cannot be replaced by Mac-Gray or management.

You can add value to the card in \$5, \$10 or \$20 amounts. Add value by following the instructions on the Card Service Center located at the office. You can also purchase additional cards for \$5.00 per card from the Card Service Center.

LEASE

All residents receive a copy of their lease when they first move in. Your lease is a legally binding contract between you and the Managing Agent who represents the Owner. The lease clearly outlines the responsibilities of both residents and management to each other. It is important that you read and understand every section of your lease.

LOCK-OUTS

Heads of Household who find themselves locked out may gain entry by contacting the Management Office 24 hours per day. ID will be required. No resident other than the head of household shall be allowed access unless the head of household can be contacted for permission. An after hours lockout charge is \$60. Lockout during normal business hours is \$25. These, and all other costs, are subject to change at any time.

Because emergencies may occur unexpectedly, the site staff of Cornu Management may need access to your apartment at any time. Due to this requirement, the Management Office must retain a key to your apartment. These keys are strictly controlled. In the event of an emergency, Management is legally allowed to enter your apartment without notice.

LOITERING

There is no loitering on sidewalks or any other common areas.

MAINTENANCE SERVICES-ROUTINE

The regular maintenance hours are from 9 a.m. to 5:00 p.m. Monday through Friday. All routine, non-emergency requests for service will be accepted during these hours. Only emergency calls will be handled after hours and on weekends and holidays.

Please do not wait to report maintenance problems. We would rather fix a problem at the early stages before it becomes more serious. Maintenance services will not be made without a written Work Order. All maintenance requests are tracked on a computerized database, prioritized, and are handled as quickly as possible. Most routine requests can be completed within 24-48 hours. All emergencies are addressed A.S.A.P.

Please place your routine maintenance requests ONLY through the Management office. Please do not stop the maintenance staff while they are out on the property. This way all work orders are logged and accountable. When you call, you will be asked if the maintenance staff has "Permission To Enter" (PTE) your unit if you are not going to be home. If you do not give us PTE, we will not enter your unit unless someone over 18 is present. Experience informs us that residents who provide PTE usually receive more timely service because of the flexibility PTE provides.

To make a service request, kindly use the following procedure. Call the office at 617-884-0692 and provide the following:

- ✓ Your name.
- ✓ Your unit number.
- ✓ A telephone number where you can be reached.
- ✓ A complete description of the problem. You can greatly assist the efforts to provide appropriate repairs by providing complete, accurate, and detailed information about the problem.
- ✓ PTE (Permission to Enter) or indicate that you will be home.

The following list of items is considered resident damage instead of routine maintenance. **Note:** This is not a complete list of possible resident damages.

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ◆ Broken windows (windows broken from the inside of the apartment) ◆ Broken medicine cabinet mirrors ◆ Porcelain chips or cracks ◆ Damaged appliances and light fixtures ◆ Missing, torn or broken screens ◆ Damaged cabinets or shelves ◆ Burned or damaged counter tops ◆ Damaged towel bars | <ul style="list-style-type: none"> ◆ Damaged locks or doors ◆ Holes in walls ◆ Chronic problems with plugged toilets, or other appliances that are attributable to resident neglect. ◆ Marked or otherwise abused walls. ◆ Removal of Resident installed items not allowed by the lease. |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

MICROWAVE OVENS

Each unit is equipped with an over the range Frigidaire microwave oven (model FMV156DS). This oven is also equipped with an exhaust fan and should be used while cooking on the range. Please refer to the manual supplied with the microwave oven regarding proper use. If you did not receive the manual, you can access on the web at:

http://www.frigidaire.com/products/cooking/microwaves/over-the-range/prod_FM156DC.asp
or contact the office and we can get you a manual.

PAINTING

The walls in your unit have been painted with an eggshell finish paint. This means that the paint is washable with soap and water only. Cyclical painting is planned every 5-7 years. Any painting required earlier, may be billed back to the resident.

Note: Residents are not allowed to apply any paint to any surface at any time.

PARKING

Only Residents with a Janus Highland Apartments parking permit (decals) will be allowed to park in marked spaces. Parking spaces are available on a first-come, first served basis and decals are available from the Management Office. Residents are allowed one decal per family and must present a valid registration and driver's license prior to issuance of the parking decal. In addition, every vehicle must have a valid inspection sticker in order to be eligible for parking at Janus Highland Apartments. Valid parking decals will expire on the date that the vehicle operators auto registration expires or upon termination of tenancy or removal of the privilege to park by the Management Office.

Handicapped spaces are marked with either free standing signs or a painted decal on the surface of the parking space. Only vehicles with HP plates as well as a Janus Highland Apartment parking permit or a windshield placard may park in these areas. **UNAUTHORIZED PERSONS PARKING IN HP SPACES WILL BE TOWED AT THE OWNER'S EXPENSE WITHOUT WARNING.**

Abandoned, unregistered, expired registration or vehicles without a current inspection sticker will be removed from the site at the vehicle owner's expense. A vehicle shall be considered abandoned if it is not operable, is in obvious disrepair and/or presents a possible threat to the safety or quality of life of others in the community. This determination shall be at the sole discretion of Janus Highland Apartments Management.

Residents expecting guests should instruct them to park off-site as there is no visitor parking except for vehicles requiring a handicapped space.

Making repairs or performing maintenance to vehicles on-site is not permitted. Changing oil, filters or other routine maintenance is also not allowed. Jump-starting or changing flat tires on a vehicle to remove it from the site is allowed only in order to make the vehicle operable. This shall be strictly enforced and each occurrence shall result in a minimum fine of \$250 as authorized from time to time by the Management. Use of hoses to wash cars is not allowed.

Boats, trailers, mobile homes, commercial trucks, RV'S and utility vans are not permitted on the property.

Any person authorized to park a motor vehicle on Janus Highland Apartments Property who is not in compliance with the parking regulations shall be responsible for payment of all expenses incurred to remove and garage such vehicle. This responsibility extends to violation of posted traffic regulations, including handicapped areas, fire lanes, speed limits, stop signs, one-way signs, and any other posted or security officer directed regulations.

Further information is provided under the Rules & Regulations section of your Lease. No representations or warranties are given or implied by issuance of a parking decal. Any cars illegally parked, will be subject to towing.

PETS

Pets are not allowed to be kept by residents. Exceptions to this policy would or may only be made when there is a need identified by the federal, state, or municipal law. With the exception of Seeing Eye dogs, residents who wish to know if they are eligible for possible pet ownership must seek guidance from the Management Company. Under no circumstances is it acceptable to possess a pet without the advance (minimum 30 day advance notice required) and written authorization of the Management office. A lease addendum and picture of pet are mandatory. Legal action will be taken against all violators.

PEST CONTROL

At the first sign of insects or rodents in your apartment, please call the Office to make an appointment for the exterminator to treat your unit. The following list provides suggestions for pest control:

- ✓ Many common pests are carried into your home. Watch where you buy, what you buy, and what you do when you bring it home.*
- ✓ Dispose of unwanted cardboard boxes, newspapers and paper bags.
- ✓ Rotate all stored (milled grain, flour etc) products. Discard old food products.
- ✓ Thorough and frequent cleaning reduces the potential to attract pests.
- ✓ Communications with your neighbors and the Management Office is useful in dealing with this area-wide problem.

*There is a very large problem with bed bugs in and around the city. Bed bugs are often brought into buildings when people take furniture or mattresses from others people's trash or other unreliable locations. We suggest always buying new or inspected furniture. If you have any questions regarding resources for furniture or mattresses, please contact the management office. Additionally, at the FIRST sign of bed bug infestation, it's imperative you notify the management office. For more information on bed bugs, please come to the office and we can give you a handout.

PLUMBING

Plumbing problems can cause extensive damage to your unit and other units in the building. Immediately report all leaks, improperly functioning toilets, and other plumbing problems to the Office. Remember that Residents are required to clean up the water from overflowing toilets.

You should have a plunger for clearing your drains. The Resident will be charged for repairs if the problem was caused by carelessness.

WARNING: Absolutely do not use "Draino" or any other chemical drain openers/cleaners in the sinks or toilets of your unit. These chemical cleaners use acids to "burn away" the clogging material and can damage pipes as well as causing serious bodily injury should it come in contact with a person such as a plumber, maintenance staff etc.

HELPFUL HINT: If you have been notified that water is to be shut off for necessary repairs, please check to be sure that all faucets are closed.

REFRIGERATORS

An instruction booklet is included with the refrigerator that comes with your apartment. Please review the instructions for proper operation. . **In the handicapped units, you have been supplied with a side by side refrigerator so that both the freezer and refrigerator can be easily reached.**

RENT PAYMENTS

Residents have the responsibility to pay the monthly rent and any other charges each month in full. Your rent is due by the first day of each month. Rent payments will only be accepted in the form of either a check or a money order. For security reasons, cash will not be accepted.

1. Rents are due and payable on the 1st of each month.
2. If the rent is not paid, on the 10th of the month a 30-day notice is issued.
3. If the tenant does not respond, a case is filed in court.
4. Residents who receive more than two 30-day notices during a year will be charged a \$25.00 service fee when the 3rd 30-day notice is issued.
5. When three 30-day notices are received in one year, the tenant will receive a 30 day notice to vacate the apartment.

RECERTIFICATION

Each year, you will be sent a notice informing you that it is time for your annual recertification. Each and every unit has Low Income Housing Tax Credits and requires you to annually recertify. If your income or family composition changes during the year prior to your recertification, you need not notify the office. However, residents that live in units with Project Based Voucher Subsidy from Metropolitan Boston Housing Authority may need to report to their Housing Authority directly and immediately.

REASONABLE ACCOMMODATION/ SECTION 504 COORDINATOR

It is the policy of The Cornu Management Company to make reasonable accommodation for persons with disabilities. The requested accommodation(s) must not result in an undue administrative burden; an undue financial burden; or change the essential nature of the program.

The Cornu Management Company's 504 Coordinator may be reached by calling 617-542-3019. You may also write to the 504 Coordinator at the Cornu Management Company, Inc., Attn: 504 Coordinator, 95 Broadway, Boston, MA 02116.

RULES and REGULATIONS

Please familiarize yourself with the rules and regulations of the property (Exhibit A)

They have been drafted to help residents of Janus Highland Apartments live together with a spirit of caring and cooperation. There will be additions and deletions as new facets of Janus Highland Apartments living come to light. It is your responsibility to ensure your children and your guests are informed and obey these rules, as the resident is ultimately responsible for the behavior and actions of its children and guests.. Management invites any questions or comments you may have on the rules and regulations. *These rules and regulations apply to any household member i.e. head of the household, family members, visitors or guests. The prior named are referred to as Resident in the following.*

SATELLITE DISHES

Please refer to satellite dish policy attached. **UNDER NO CIRCUMSTANCES, SHOULD A SATELLITE DISH BE INSTALLED WITHOUT THE PRIOR WRITTEN CONSENT OF THE MANAGEMENT AGENT.**

SECURITY

There are 8 security cameras located at various locations at the exterior of the building. These cameras are not monitored however they are digitally recorded.

Please remember to keep your unit door and entry door locked at all times. If you notice that the exterior lights are out in the common areas, please be sure to notify the office. Any suspicious activity on the property should be called directly to the Chelsea Police Department (911). For your safety and that of other Residents, do NOT allow unknown persons into the building or your apartment.

The best security at Janus Highland Apartments results from a sense of shared responsibility and community. This sense develops as people get to know each other and accept responsibility not only for their own well being, but also for the well being of their neighbors. Each Resident is linked together in a community relationship. Security at Janus Highland Apartments is only as good as the people who live here make it.

SECURITY ALARMS

All units on 21 & 27 Gerrish Avenue also are equipped with unit alarms due to there being no common area and each unit having an exterior entry. These unit alarms do not have a local horn. They are not monitored. If you would like to activate the unit that has been installed, please contact the management office on companies that can monitor your system. This will be a charge covered by the resident.

SECURITY DEPOSITS

All residents are required to pay a security deposit at move in. This deposit is kept in a separate account and you will receive an interest check on your deposit in January of each year you reside at the property. At move out, you will receive this deposit back IF there are 1) no tenant damages to the unit or 2) unpaid rent.

SMOKING POLICY

There is no smoking allowed in the common areas of the Building.

SOCIAL SERVICES MANAGEMENT

The Resident Service Program was developed by Cornu Management Company, Inc. to meet the pressing needs and wants of residents in its multi-family and elderly subsidized housing developments. Resident Service Coordinators (RSC) have significant and successful experience managing affordable housing developments with a wide range of residents who, for the most part, are economically in need and culturally diverse. The program operates from an asset-based development model, with the philosophy being that communities have the wisdom and resources to allow people to make decisions regarding their own welfare. The RSC works closely with residents, property owners, community based organizations, property management, facilities, and security to access and/or implement programs and services identified by residents as ones that will enhance the quality of life in their community.

Well-trained, site based resident service coordinators, in conjunction with local service providers, connect residents with family, youth, and senior support services, including, but not limited to the following: health care, domestic violence support systems, youth development programming, employment opportunities, alcohol and drug abuse awareness programs and mental health services. RSCs engage residents in community building activities as well.

Cornu is committed to delivering quality programs and services to residents in the quest to meet their individual and family goals. We do this in collaboration with the owners, residents, management, staff, and local community agencies.

For more information on the Resident Social Services, please call the RSC for Janus Highland Apartments at 617-884-0692.

SMOKE DETECTORS/SPRINKLER SYSTEM

Each unit is equipped with 2 hard wired smoke detectors (one on each floor in the two story units) and each room is provided with at least one sprinkler device. Please do not attempt to disable the smoke detectors, this action could prove to be fatal for you and your loved ones.

In the event that the sprinkler system goes off or the main alarm for the unit is activated, you MUST exit your unit immediately and wait for the fire department to arrive. It is important to put a plan of action in place so that you and each member of your household know what to do if this situation should arise. If the smoke detector is activated, it may be an indication of burnt toast or a much more serious condition. Never ignore the activation of a local in unit smoke detector. Be alert to all the possibilities and act accordingly, remembering that the smoke detector system exists as an early warning system.

For your safety, all apartments are equipped with sprinklers. It is important to keep the area surrounding the head clear. DO NOT HANG ANYTHING FROM SPRINKLER HEADS. Any such use may cause a burst head and extensive damage that will be the responsibility of the resident.

If your smoke detector is chirping, this indicates that the back up battery is old and needs replacement. Please contact the management office immediately to have the battery replaced and the unit will stop chirping. Never disconnect the smoke detector unit – this is a lease violation that could result in an eviction notice (see Lease Addendum #5).

SNOW REMOVAL

Janus Highland Apartments maintenance staff and duly authorized contractors are responsible for snow and ice removal from stairs, streets, sidewalks, and building entrances. In order for the contractor to full clear the parking lot, you will be required to move your car out of the parking lot (to the street or other predetermined area) during snow removal efforts to ensure that the lots are clear of snow and ice. We appreciate you cooperation in these efforts.

THERMOSTATS

Each unit is installed with a turn dial thermostat. Please do not turn the thermostat to its maximum setting as this may place a strain on the unit. In addition, if you are planning on being away from your home for an extended period of time, please do not turn the unit below 50 degrees in order to ensure that nothing in your unit freezes.

The thermostat is used only for heating; there is no central air conditioning and should not be attempted to use for cooling.

TRASH REMOVAL

The trash room for 21 – 27 Gerrish Ave. is located underneath the building drive through at 27 Gerrish Ave. (the entrance to the parking lot). Your trash will have to be taken to this trash room in order to be disposed of. At no time, should trash be left outside your door or on any common area decks. You will be fined if your trash is not properly disposed of in the trash room. Each unit will be given a key to the trash room.

TTY RELAY SERVICE

TTY Relay Service is available for all applicants and residents with disabilities through the use a TTY relay operator. For TTY assistance, please call 1-800-439-2370.

WALLS (Interior)

In order to provide a secure platform for hanging items on the walls, please use wall anchors (such as threaded drywall anchors, molly bolts or toggle bolts) that will provide strength when there is not a wooden stud or beam to drill a screw into.

Wallpaper and adhesive wall coverings, such as contact paper, mirror tiles, etc., are not allowed. Residents will be billed, or have deducted from their Security Deposit, the cost of the removal of these items and repairs necessitated due to their use.

WEBSITE

www.boxdistrict.com Please check back often for information by clicking on the Janus Highland Apartment button!

WINDOWS

All windows in the complex are Pella single-hung, double pane insulated, and have a fiberglass frame. Cleanliness of the interior of windows is the Resident's responsibility.

The cost of replacing any windows broken or damaged by Residents, or visitors to the Resident's unit, is the responsibility on the Resident. An outside contractor generally performs this work and the cost of both materials and labor will be billed to the Resident.

Janus Highland Apartments is not liable for persons or objects that fall from open windows. Residents are advised to keep furniture, or any other objects that a child could climb upon, away from windows that open.

WINDOW SCREENS

All units are installed with heavy gauge screens. The screens are made of heavy duty material. These screens aide in protecting your child(ren) from falling out the window. However, there are still precautions you should take:

'Kids Can't Fly' Safety Tips

1. *Lock all unopened doors and windows*
2. *Keep beds, furniture, and anything a child can climb on away from windows*
3. *Install child safety window guards*
4. *Be sure children are always supervised*

To find out more about window safety, visit the Boston Public Health Commission's 'Kids Can't Fly' Initiative at <http://www.bphc.org/programs/initiative.asp?i=3&p=2&b=1&d=2>

WINDOW BLINDS

Aluminum Blinds are provided for all windows. The office will handle replacement or repair of damaged blinds. If abuse or neglect is noted, the Resident will be charged.

Janus Highland Apartments – Rules and Regulations

The Rules and Regulations of Janus Highland Apartments are a part of your lease and must be observed as such. They have been drafted to help residents live together with a spirit of caring and cooperation. There will be additions and deletions as new facets of Janus Highland Apartments living come to light. It is your responsibility to ensure your children and your guests are informed and obey these rules. Management invites any questions or comments you may have on the rules and regulations. ***These rules and regulations apply to any household member i.e. head of the household, family members, visitors or guests. The prior named are referred to as Resident in the following.***

1. The public halls and stairways of any building shall not be obstructed or used for any purpose other than going to and leaving apartments in the building. Also the fire stairs and emergency exits shall not be obstructed in any way.
2. No persons shall play in the public halls, stairways, and shall not be permitted on any roof or emergency balcony.
3. No resident shall make or permit any disturbing noises in the building or unit, nor perform or permit any action which will interfere with the rights, comfort or convenience of other residents. No resident shall play any audible device like a musical instrument or operate a phonograph, radio, record player, cassette player, compact disc player, television at a level which will disturb the neighbors.

This includes, but is not limited to:

- **NO** loud music from motor vehicles.
- **NO** loitering around the hallways or the exterior entrance stairs.
- **NO** firecrackers
- Public walkways and/or sidewalks must be cleared of chairs, tables and gatherings of people.

VIOLATORS:

For Tenants who violate the curfew corrective action will include the following steps.

- **FIRST TIME** - a letter will be sent to the Resident.
- **SECOND TIME** - a private conference will be held with the Resident.
- **THIRD TIME** - begin legal action to evict Resident.

Residents who are having a party must notify the Property Manager in writing. All parties must be kept inside the unit and after 11:00 P.M. noise levels must be kept down and can not disturb the neighbors.

4. No article shall be placed in the halls or on the staircase landings or other common areas nor shall anything be hung or shaken from the doors, windows, balconies or emergency exits, or placed upon the exterior windowsills. No bicycles, strollers, scooters or similar vehicles shall be allowed in the public halls, passageways, or common areas.
5. The installation of the following items is not permitted in or about any unit or building: Signs, notices, exterior lights, or awnings.
6. Satellite Dishes are allowed per the satellite dish policy attached and FCC regulations.
7. **No window air-conditioning units or vents are permitted in rooms that only have one window.**

8. Garbage and trash shall be disposed of in the trash room located in the underpass to the parking lot underneath 27 Gerrish Ave. and in such manner as the Managing Agent directs.

9. **Rent Policy:**

- Rents are due and payable on the 1st of each month.
- If the rent is not paid by the 10th of the month a 30-day notice is issued.
- If the resident does not respond, a case is filed in court.
- Residents who receive more than two late notices during a year will be charged a \$25.00 service fee when the 3rd late notice is issued.

Pet Policy:

10. No pets shall be kept by any resident unless expressly permitted in writing by the Managing Agent; such permission shall be revocable by the Managing Agent. (See Pet Policy)

11. Elderly residents and those residents who have “service animals” are exempt from this regulation, but must have a written agreement in their file regarding their pets. These residents must also comply with the City regulations and RSH policy regarding household pets. If you have submitted a 504 request, please contact your property manager to make sure you have all the necessary documentation in your file, and make an appointment to sign your agreement.

Vehicles:

12. No vehicle belonging to a resident or to a member of the family or guest of the resident shall be parked in such a manner as to obstruct any entrance of any building or driveway designated for any other resident. No motorbikes, motorcycles or other gas propelled vehicles shall be permitted inside any unit or building. Illegally parked cars will be towed at vehicle’s owner expense.

13. Residents who wash their cars or allow family members to wash their cars by using water hoses attached to water spigots or kitchen and bathroom faucets are in violation of their lease. **NO** car washing or excessive use of water or use of water hoses is permitted. *A resident caught misusing water will be fined \$50.00*

14. **NO** car, motorcycle or motorbike repairs and **NO** oil changes are permitted on property.

Janus Highland Apartments has “Zero Tolerance” drugs and criminal activity policy.

15. The resident and household members shall not engage in any criminal activity, including drug-related criminal activity, in an apartment or anywhere on or near Janus Highland Apartments., including, but not limited to, all front steps, all parks, playgrounds, streets, sidewalks, alleyways and any and all public and private spaces. **MANAGEMENT WILL PROSECUTE CRIMINAL ACTIVITY TO THE FULL EXTENT OF THE LAW.**

16. The resident and household members shall not engage in any other unlawful activity in an apartment or anywhere on or near Janus Highland Apartments, including, but not limited to, all front steps, all parks, playgrounds, streets, sidewalks, alleyways and any and all public and private spaces. **THIS INCLUDES, BUT IS NOT LIMITED TO, FIGHTS BETWEEN RESIDENTS OR BETWEEN RESIDENTS AND OTHERS NOT LIVING IN THE COMMUNITY.**

17. No public drinking of alcoholic beverages is allowed on or near Janus Highland Apartments. including, but not limited to, all front steps, all parks, playgrounds, streets, sidewalks, alleyways and any and all public and private spaces. **PUBLIC DRINKING IS AGAINST MASSACHUSETTS LAW.**

18. **Transfers** (see Unit Transfer Policy attached)

19. The Managing Agent, acting jointly with Janus Highland Apartments, may change or revise these Rules and Regulations from time to time. In each case an appropriate notice will be posted in the Management Office and other suitable places.

20. The Managing Agent will be available to answer questions and consider resident comments during regular business hours. The Cornu Management Co., Managing Agent of Janus Highland Apartments, is responsible for the care, maintenance and repairs of the property and is authorized to receive all notices and service of process on behalf of the Owner.

Their address: Janus Highlands, LLC.
4 Gerrish Ave., Chelsea MA 02150

They can be reached at (617) 884-0692.

I have read and understood the above Rules and Regulations.

Head of Household

Date

Spouse

Date

Other Household Member(over 18 years old)

Date

Other Household Member(over 18 years old)

Date

Other Household Member(over 18 years old)

Date