

RESIDENTS HANDBOOK

Dear Tenant,

We would like to welcome you to your new home at **77 Mason Terrace** in Brookline, MA. We take tremendous pride in the properties we manage and in the skilled maintenance staff contracted to perform these duties. We hope your tenancy will be both a happy and pleasurable one.

Please read the handbook in order to familiarize you with our policies and procedures. The contents should answer any questions you may have regarding your tenancy. Most of the topics included in the handbook are included in your Lease Agreement. Please do not hesitate to contact our office if you have questions or concerns not addressed in the handbook.

We understand that the apartment you are renting is your home. With mutual respect and cooperation, we can make this building a place that everyone can be proud of.

Sincerely,
Micozzi Management, Inc.

Management Office

The Micozzi Management office is located at 159 Cambridge Street in Allston, MA. We provide twenty-four hour maintenance service to handle all necessary repairs. Our regular hours of operation are 9:00a.m. to 5:00 p.m. Monday through Friday. If you have any questions or problems please contact the office. All routine business should be conducted during regular office hours. Please notify the office *immediately* of any serious maintenance issues (i.e. ceiling leaks, electrical problems, flooding, blocked pipes, gas odors, etc...). It is important that you report any serious maintenance issues as soon as possible to prevent the possibility of additional damages. You have the option of submitting online maintenance requests for non-emergency issues only on our website.

In the event of an emergency, at any time, day or evening, please call our main number 617-254-5576. After regular office hours, our answering service will direct the emergency to the on call maintenance personnel. The following examples would be considered an emergency: no heat, broken water pipe, flooding, and fire.

Please be advised that you are not allowed to make any repairs or hire any contractors to perform repairs, no matter what the magnitude. In addition painting the apartment, additions or alterations are not allowed. You will be charged for services if it is necessary for us to return the unit to its original state.

Micozzi Management, Inc. **Telephone Directory**

Main Office 617-254-5576 Facsimile 617-254-7823
www.micozzimanagement.com

Brian Riley	Maintenance Coordinator & Webmaster briley@micozzimanagement.com	Extension 11
David Miranda	Rentals & Lease Administration dmiranda@micozzimanagement.com	Extension 13
Caren Goldsmith	Property Management & Bookkeeper cgoldsmith@micozzimanagement.com	Extension 14
Amanda Phillips	Leasing Agent aphillips@micozzimanagement.com	Extension 34
Lori Falzarano	Leasing Agent lfalzarano@micozzimanagement.com	Extension 37

Additional Lease Policy and Procedures

Rental Payments

Rent payments are due and payable on or before the first day of each month. Payment may be in the form of personal check, cashiers/bank check or money order. Checks are to be made payable to: **Champion Realty Trust**

Champion Realty Trust
C/O Micozzi Management, Inc.
159 Cambridge Street
Allston, MA 02134

Your cancelled check is your receipt. Please remember to write your apartment number and street address on your check.

We only accept personal checks drawn on the accounts of tenants as listed on the lease, or their guarantors. Personal checks drawn from any other source will be returned to you for replacement.

Returned Checks

There is a fee of \$25.00 for any check returned by your bank for any reason. If your bank has returned your checks more than once, we will no longer be able to accept personal checks towards payment of your rent. Required payment will be in the form of cashiers check/bank check or money order.

Occupancy

Only people whose names appear on the lease are allowed to occupy the premises. If you have someone living in your unit whose name does not appear on the lease, this is a lease violation and grounds for eviction. Visitors may not stay beyond a two-week period of time. You must contact the office if there is an extenuating circumstance that would require a longer stay. No replacement or substitute tenant will be permitted unless applicants have been approved by Micozzi Management, Inc., proper forms and documentation completed and processing fees paid.

Early Lease Termination

Micozzi Management, Inc., does not allow subletting. We must receive a thirty-day written notice of your intent to vacate the premises. We must receive notice prior to the first day of the month you plan to vacate. You must vacate your apartment by noon on the last day of the month.

You are responsible for payment of rent until such time as the apartment is rented or the end of the term of your lease, whichever should occur first. In addition, you are responsible for payment of the broker's fee, which is equal to the amount of one month's rent.

Roommate/co-tenant issues are addressed at the end of the handbook.

Utilities

All new tenants must contact Keyspan and/or Nstar in order to have the billing for gas and/or electric service transferred into your name. You must contact them immediately to prevent termination of service. In addition it is necessary for you to make your own arrangements for both cable and telephone service. The phone numbers are listed at the end of this handbook. If it is necessary for the utility company to gain access to the control room, you must make an appointment with the management office. Twenty-four hour notice is required.

Renter's Insurance

The contents of your apartment and all personal property must be insured by your own insurance provider. Micozzi Management, Inc. is not liable for theft, loss or damage to your individual personal property. Our insurance policy does not cover your personal property. Please make arrangements for personal property insurance once you have taken possession of the premises.

Parking

If your building has designated parking spaces, you are required to enter into a Parking Agreement and you will receive a Parking Sticker to be displayed in your vehicle. Any vehicle not parked in its designated space, or displaying a valid parking sticker will be towed at the owner's expense.

Pets

We have a strict "No Pet Policy". Absolutely no live animals will be permitted under any circumstances without prior written consent of management. This includes but is not limited to "pet sitting".

Smoking

If you and your guests smoke cigarettes and will be smoking outside, please do not throw your cigarette butts on the ground surrounding the building. Bring an ashtray with you and dispose of cigarettes properly. Smoking is **NOT** allowed in the common areas of the buildings. (Stairwell, hallway, lobby, etc.)

Party Policy

We want you to enjoy your new home and we do want you to enjoy entertaining guests in your home. Please be aware, in accordance with the terms of your lease, you are responsible for the actions of your guests while they are visiting your home. It is your responsibility to ensure you and your guests behave in a manner not to offend your neighbors. Noisy, offensive use of the premises, damages to the premises, interference with the rights, comfort, safety or enjoyment of any other tenants will not be tolerated. We must ask that you be considerate of the grounds by cleaning the area of any debris or trash left by yourself or your guests.

Your cooperation by refraining from participating and/or hosting late and loud parties is appreciated.

Maintenance

Please be aware that it may be necessary for our maintenance staff to enter your apartment, without advance notification, if an emergency should arise.

Maintenance Charges and Expenses

Maintenance and services provided as a result of tenant negligence will be charged to the tenant.

Keys and Locks

You are required to pay a Key Deposit of \$50.00 per person when you enter into a lease and are given keys to the building, apartment and mailbox. The Key Deposit is returned to you when you return ALL keys on the day you vacate the premises. If you lose your key, you will be charged for replacement. If you request to change the lock for your apartment or mailbox, you will be charged for its replacement. ***Locks may not be changed or replaced by the tenants.***

Do not make copies of these keys. They will ruin your apartment and security door locks.

Lockouts

If you are locked out of your apartment during regular business hours, please call the office and we will dispatch maintenance personnel to allow you access to your unit. During business hours the **\$50.00 fee** must be remitted to the office. You must have proper identification in order to be allowed into the unit. If you are locked out of your apartment during the evening or weekend hours, please call the office. The answering service will notify the on-call personnel to allow access. There is a **\$50.00 fee** for all lockouts, **EVEN IF YOU CALL BACK TO CANCEL THE REQUEST**. The fee must be paid to the individual who lets you in to the unit. Identification will be required for re-entry.

Towing Unauthorized Vehicles

Tenants cannot have vehicles towed from the property. You must contact our office directly.

Discarding Unwanted Furniture & Other Large Items

Unwanted furniture and other large items must NEVER be placed in, on or around the dumpsters or anywhere on the property. You must make arrangements to have them removed or you will be charged for removal, storage and for any citations we may receive from the Town of Brookline.

Rubbish Removal

All rubbish must be placed in trash bags in the proper dumpster or trash barrels located in or around the building. Please make sure all covers are placed back on the barrels. Under no circumstances should trash be left in the common areas or outside the door of your apartment. It is your responsibility to place the trash in the proper receptacle. Your cooperation will prevent the possibility of any pest problems.

The barrels for 77 Mason Terrace residents are located outside, behind the building. The recycling bins are also located behind the building.

Common Areas

All common areas must be kept clear of any and all belongings. All items must be kept in your apartment. (Including bicycles, shoes, umbrellas, etc.) There is NO STORAGE in the basement area(s). Any items found stored in the basement will be discarded by our maintenance staff. Your building may have bicycle racks. If so, you must label your bicycle(s) with your name, unit # and a phone # or it will be discarded. NEVER CHAIN BICYCLES TO EXTERIOR FENCING OR THE BICYCLES WILL BE DISCARDED.

Although we provide door mats in some of our buildings, you may not use your own door mat. Door mats should be placed inside your apartment. Any mats not provided by Micozzi Management found in the common areas will be discarded.

Children are not allowed to play in the hallways, on the stairs, landings or in the basement of any of the buildings.

Decks, Porches, Landings

Only dark green and/or white plastic chairs and tables are allowed on the decks porches and landings. **These areas are to be kept free from any other type of furniture or any type of storage or litter.** Also, grilling (gas or coal) is not permitted on the decks, porches or landings per the Brookline Fire Department.

Laundry Facilities

Laundry facilities are provided within your building. Please report any problems to the office or as noted in the laundry room. Children are not allowed in the laundry room without an adult.

Roofs

You are not allowed access to the roof. This is a violation of your lease. The police will be notified.

Elevators

If the elevator service is disrupted while you are inside the elevator car, please call our live answering service 24 hours a day (617-254-5576) and emergency technicians will be dispatched immediately.

Security Doors

Please make sure that the front and back doors are closed and locked at all times. This is for everyone's protection. Do not buzz the door, or allow access to anyone you do not know. The security doors are for your protection.

Antennas

Antennas, satellite dishes, wire, cables are not to be attached to the building or surrounding ground area ARE NOT PERMITTED.

Fire Alarm

If the building fire alarm is activated, please call the office and the Boston Fire Department. The fire department has to check the building before they will reset the fire alarm.

Mini Blinds

Each unit is supplied with white mini blinds. These blinds are not to be removed.

Light Bulbs

Your apartment will be supplied with the proper light bulbs when you move into your unit. Thereafter, you will be responsible for replacement of the bulbs during your tenancy. If it is necessary for maintenance to assist in changing bulbs/removing fixtures, you will be charged for this service. This includes the light bulb in your refrigerator. Light bulbs should not exceed 60W. If you replace your refrigerator bulb you must only use the proper appliance bulb. Using the wrong type of bulb is a fire hazard.

Garbage Disposal

To prevent problems that may occur with your garbage disposal, please do NOT put any of the following items in your disposal: Bones, Egg Shells, Onion Skins, Celery, Corn Husks, Utensils, Glassware, Plasticware, Chicken Fat/Skin, Grease. To properly operate your disposal, please run cold water while disposal is on and for a minute or two after the disposal has been turned off. If your disposal is clogged and water does not drain from your kitchen sink, please press the reset button located on the side of the disposal unit, and turn on the wall switch to see if that will resolve the problem before calling the office. DO NOT USE DRAIN CLEANERS AS THEY MAY DAMAGE THE PIPES.

Bath Room Toilets/Sink

Please call the office if you should experience an overflow from the tank or bowl. Until maintenance is able to get to your unit, you must shut off the water source to the toilet. Please familiarize yourself with your apartment and learn where the toilet and sink shutoffs are. If you need direction on how to shut off the water source, please call the office.

Christmas Trees

During the Christmas Holiday Season we understand you may want to adorn your apartment with decorations and/or a Christmas Tree. We appreciate your cooperation in cleaning up the pine needles that tend to cover the stairs and hallways as a result of bringing your tree to and from your apartment. Holiday lights should not be left on during your absence from the apartment. In addition, lit candles should never be left unsupervised.

Additional Safety Tips

Please do not leave candles burning unattended

Please do not leave a lit/hot stove unattended

Please do not leave appliances on while you are not at the unit
(stoves, fans)

Please do not leave your windows open during inclement weather –

* You will be charged for any damage that results from this negligence

Roommate/ Co-Tenant Guidelines

Please be advised that Micozzi Management, Inc. does not get involved in individual roommate issues. Micozzi Management, Inc. is not bound by any agreements made by and between the co-tenants. All tenants (guarantors) are collectively responsible for compliance with all the terms and conditions of the lease. Our concern is with the entire unit as a whole.

ROOMMATE GUIDELINES

When two or more people sign the same lease, they are considered co-tenants and share the same legal rights and responsibilities. If one co-tenant does not pay the rent, every ones tenancy is affected.

RENTAL PAYMENTS:

RENT IS DUE ON OR BEFORE THE 1ST OF EACH MONTH. You may submit monthly rental payments in multiple checks as long as the full monthly rent is paid. Each co-tenant is liable to Micozzi Management, Inc. for all of the rent. If one tenant does not pay their share of the rent, or moves out, the other tenants must still pay the full rent.

Co-tenants may divide the monthly rental payment equally or unequally. Although you may divide the monthly rent anyway you choose, the last month's rent, security deposit and key deposit (paid prior to occupancy) are all divided equally. Please keep this in mind when your lease term expires. All refunds are divided equally.

BREAKING THE LEASE:

If a co-tenant vacates prior to the expiration of the lease, Micozzi Management, Inc. has the option of evicting all tenants. Breaking the lease by even one tenant is a violation.

Micozzi Management, Inc. does NOT allow subletting. If a co-tenant must break the lease, the following terms and conditions must be met:

1. You must give as much notice as possible but must provide at least 30 days written notice of your intent to vacate, to both the co-tenants and Micozzi Management, Inc.

2. A. THE REMAINING TENANTS MAY FIND A REPLACEMENT CO-TENANT. No one is allowed to move in unless they have been approved by Micozzi Management, Inc. In order to obtain approval, the applicant must schedule an appointment, come in to the office and submit the following:

A completed rental application. (We will process during the scheduled appointment). Must have identification.

If the new tenant is a student or does not comply on their own, we will require a parental/guardian guarantor. A completed guarantor application and guarantor form must be submitted.

Once approved the new co-tenant must pay a \$25.00 application/processing fee and their name will be added to the lease.

The portion of key deposit, last month's rent/and or security deposit must be paid to the tenant vacating. Micozzi Management, Inc. requires a letter from the tenant vacating stating all funds have been received. This letter must accompany your rental application.

B.THE REMAINING TENANT(S) MAY ACCEPT FULL RESPONSIBILITY FOR THE APARTMENT WITHOUT A REPLACEMENT. The remaining tenants will be responsible for payment of the total monthly rent. If a co-tenant vacates and does not pay their portion of the rent, it is the option of the remaining tenants to sue the co-tenant in small claims court for unpaid rent, damages, unpaid utilities and costs to find a replacement.

C.THE REMAINING TENANTS MAY CHOOSE TO VACATE. Micozzi Management must receive 30 days written notice of intent to vacate. The tenants are responsible for payment of the rent until such time as the apartment has been rented, or, the end of the term of the lease, whichever should occur first. In accordance with the terms of your lease, you are responsible for costs incurred to rent the apartment including but not limited to commission.

Helpful Information
Telephone Numbers
Websites

Animal Inspector	277-2030, x138
Assessors	617-730-2060
Board of Selectmen	617-730-2200
Building Department	617-730-2100
Conservation Commission	617-730-2088
Council on Aging	617-730-2777
Fire Department, Non-emergency	617-730-2263
Fuel Assistance: Action for Boston Community Development	617-357-6012
Health, Board of	617-730-2300
Housing Authority	617-277-2022
Natural Historic Site: John F. Kennedy	617-566-7937
Planning & Community Development	617-730-2130
Police Department, Non-emergency	617-730-2222
Public Library	617-730-2370
Public Schools	617-730-2401

Public Works	617-730-2156
Recreation Department	617-730-2069
Television, Cable:	
Comcast	1-888-633-4266
RCN	1-800-746-4726
Town Administrator	617-730-2210
Town Clerk	617-730-2010
Traffic Division (Parking Tickets)	617-730-2230
Transportation Office (Parking & Lot Rentals)	617-730-2177
Treasurer & Collector (Excise, Property, etc.)	617-730-2020
Veterans' Services	617-730-2112
Water Department	617-730-2170
Utilities:	
KeySpan Energy Delivery	1-800-233-5325
NSTAR	1-800-592-2000
Verizon	1-800-870-9999

Overnight Parking Vacancies

The Town of Brookline is currently accepting applications for overnight parking spaces in its public lots. Vacancies exist in all lots except Lot 1 Beacon Street Median (Coolidge Corner) and Lot 10 Beacon Street Median (Washington Square). The cost is \$100 per month and renters may park from 8:00PM - 9:00AM. For more information contact Todd M. Kirrane in the Transportation Division @ 617-730-2177.

<http://www.town.brookline.ma.us/Transportation/parking/parking.html>

Brookline ParkCards for Sale

Brookline Parking Policies



Daytime parking: Unless posted otherwise, no driver may park a vehicle on the same street in Brookline between the hours of 6:00 AM of one day and 1:00 AM of the following day (Sundays and public holidays excepted) for a period of time longer than two (2) hours.

Overnight Parking: No driver may park on any street in Brookline, or in any Town-owned off-street parking facility, for a period longer than one (1) hour between the hours of 2:00 AM and 6:00 AM on any day of the week unless allowed by the Transportation Board.

Snow Emergency: No car may be parked on any street in the Town of Brookline once a snow emergency has been declared. To learn if Brookline has called a snow emergency, listen to the local broadcast media outlets or call the DPW at **(617) 730 2610**.

Temporary Parking Permit: Residents who find themselves in a situation where they need temporary relief from the daytime 2 hour time limit or overnight parking ban may obtain a temporary parking permit through the Transportation Division at Town Hall. Contact Todd M. Kirrane at 617-730-2177.

Brookline Parking Programs

Parking in Commercial Areas:

Location of public parking lots, of meters, where to park for different time periods, and how to use the Brookline ParkCard as a convenient and cashless way to pay for parking at town meters.

Resident Overnight Parking:

For qualified residents that are in need of overnight parking for their car, either at public parking lots or through our listing of private lots.

Guest Overnight Parking:

For guests of Brookline residents who need a few nights of parking.

Daytime Permit Parking:

For residential neighborhoods impacted by the daytime on-street parking regulations. Find out which streets have the program.

Commercial Permit Parking:

Programs in Coolidge Corner and Brookline Village to help employees of Brookline businesses park in those areas.

Temporary Permit Parking:

Find out who is eligible for a temporary parking permit and how to obtain one.

Handicap Parking:

How to establish handicap parking spaces.

Moving:

How residents, moving in and out of Brookline, reserve street parking spaces for their moving trucks.

Parking ticket:

Find out how to dispute a parking ticket, payment options, and current parking fine schedule.

Taxi Services

There are currently five (5) taxicab companies licensed to operate a total of 187 taxi cabs in the Town of Brookline. They are:

Eagle/Hello Taxi	(617) 734-1111
Bay State Taxi, Inc.	(617) 566-5000
Red Cab	(617) 734-5000
Hazira Cab Company	(617) 522-3434
Brookline Town Taxi	(617) 232-2800

Below are frequently asked questions about taxi services and your rights as a cab rider.

What are the standard cab rates in Brookline ?

All taxi rides within the Town of Brookline are at a metered rate that is displayed on a Rate of Fare Card in the taxicab. It is \$1.50 for the first 1/8 mile and then \$.40 for each 1/8 mile. This means it costs \$2.70 for the first 1/2 mile. There is also an idling time clock in the meter that amounts to \$24 per hour of waiting time. All cabs have meters and passengers should insist on a receipt that indicates the taxi company name, driver's name, taxicab vehicle number, the total amount paid, and the date of payment.

The Town of Brookline has also adopted a set of flat rate fares for destinations located outside of Brookline. To obtain a copy of the Taxicab fixed rate fare handbook, contact Todd M. Kirrane at 617-730-2177.

If a cab driver says he does not have a receipt, you should take down the cab number, the date and the time and report it to the Brookline Police Department, Hackney Officer, at (617) 730-2230. Passenger complaints can also be reported using the Taxicab Comment Card that must be available in each cab.

Are there other fees ? Do I have to pay for tolls ?

Yes. If you are traveling through the Sumner or Callahan Tunnel or Ted Williams Tunnel, there will be a \$4.50 tunnel toll fee added to the metered fare. When using the Tobin Bridge, you will be responsible for an additional \$3.00 toll fee.

What if the cab company doesn't respond to my call in a timely manner?

All taxicabs are expected to respond to a request for service within 15-30 minutes of the service call. The taxi dispatch service is responsible for ensuring that a cab responds to every request for service as soon as possible, and should call you back to report any undue delays. Complaints regarding taxi response times should be reported to the DPW Transportation Division using the request/comment form, or by calling (617) 730-2177. Complaints can also be reported using the Taxicab Comment Card available in each cab.

What if I think the driver has taken "the long way" to charge me more ?

You should always get a receipt that has the cab number, driver's name, date and time and report the incident to the Brookline Police Department, Hackney Officer, at (617) 730-2230. By the way, you can always tell the taxi driver the route you would like to travel.

If I lose something in a cab, what can I do ?

Taxicab drivers are obligated to turn in all lost property they find to the cab company they work for. If you remember the name of the cab company, contact them directly. You may also want to file a lost property report with the Brookline Police Department if the lost property was not found.

Are there any special options for senior citizens ?

Yes. The Brookline Elder Taxi System (BETS), sponsored by the Brookline Council on Aging and Brookline's taxi companies, is a cab discount program that allows eligible seniors to buy coupon books worth \$10 in cab rides for just \$5 -- or half price. To be eligible, you must be a Brookline resident over 60 years old with an annual income of up to \$40,800 for individuals or \$46,650 for couples. You may buy up to five coupon books a month, with one month's supply of booklets refundable for up to six months after purchase. These coupons are the equivalent of cash, and no Brookline licensed cab can refuse to take a coupon. Do not tell the driver you have coupons; simply pay him at the end of the ride. [Click here](#) for a BETS application, call the Council on Aging at (617) 730-2777, or visit the Senior Center for additional information.