

## ***RESIDENTS HANDBOOK***

Dear Tenant,

We would like to welcome you to your new home at **3,7,11,15 Carol Avenue** in Brighton, 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](http://www.micozzimanagement.com)

<b>Brian Riley</b>	<b>Maintenance Coordinator &amp; Webmaster</b> <a href="mailto:briley@micozzimanagement.com">briley@micozzimanagement.com</a>	<b>Extension 11</b>
<b>David Miranda</b>	<b>Rentals &amp; Lease Administration</b> <a href="mailto:dmiranda@micozzimanagement.com">dmiranda@micozzimanagement.com</a>	<b>Extension 13</b>
<b>Caren Goldsmith</b>	<b>Property Management &amp; Bookkeeper</b> <a href="mailto:cgoldsmith@micozzimanagement.com">cgoldsmith@micozzimanagement.com</a>	<b>Extension 14</b>
<b>Amanda Phillips</b>	<b>Leasing Agent</b> <a href="mailto:aphillips@micozzimanagement.com">aphillips@micozzimanagement.com</a>	<b>Extension 34</b>
<b>Lori Falzarano</b>	<b>Leasing Agent</b> <a href="mailto:lfalzarano@micozzimanagement.com">lfalzarano@micozzimanagement.com</a>	<b>Extension 37</b>

## **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: **Carol Montrose Limited Partnership**

Carol Montrose Limited Partnership  
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 City of Boston.

## **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 dumpster for 3-7-11-15 Carol Avenue residents is located behind 15 Carol Avenue. The recycle bins are located between 3-7 Carol Avenue and 11-15 Carol Avenue.

## **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 Boston 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**

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 1<sup>ST</sup> 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*

<b>Animal Officer</b>	<b>617-635-5348</b>
<b>Assessor</b>	<b>617-635-3409</b>
<b>Boston Main Streets</b>	<b>617-635-0115</b>
<b>Center for Youth &amp; Families</b>	<b>617-635-4920</b>
<b>City Clerk</b>	<b>617-635-4600</b>
<b>City Council</b>	<b>617-635-3040</b>
<b>City Hall</b>	<b>617-635-4000</b>
<b>Civil Rights, Office of</b>	<b>617-635-2500</b>
<b><u><a href="#">Convention &amp; Visitors Bureau</a></u></b>	<b>1-888-SEE-BOSTON</b>
<b>Elderly Affairs Commission</b>	<b>617-635-4366</b>
<b>Elections Department</b>	<b>617-635-4635</b>
<b>Fire Department, Non-emergency</b>	<b>617-343-3550</b>
<b>Fuel Assistance: <u><a href="#">Action for Boston Community Development</a></u></b>	<b>617-357-6012</b>
<b>Health Commission, *TTY 534-9700</b>	<b>617-534-5395</b>
<b>Inspectional Services</b>	<b>617-635-5300</b>

<b>Licensing Board (Alcohol, Food, Bowling Alleys, Pool Tables, Dormitories)</b>	<b>617-635-4170</b>
<b>Mayor's Office</b>	<b>617-635-4500</b>
<b>Mayor's Office of Consumer Affairs &amp; Licensing</b>	<b>617-635-3834</b>
<b>Neighborhood Development, Department of</b>	<b>617-635-3880</b>
<b>Parking Clerk</b>	<b>617-635-4410</b>
<b>Parks &amp; Recreation</b>	<b>617-635-4505</b>
<b>Police Department, Non-emergency</b>	<b>617-343-4200</b>
<b><u>Public Library</u>, *TTY: 536-7055</b>	<b>617-536-5400</b>
<b><u>Public Schools</u></b>	<b>617-635-9000</b>
<b>Public Works</b>	<b>617-635-4900</b>
<b>Recycling</b>	<b>617-635-4959</b>
<b>Registry Division (Certified Births, Marriages, Deaths)</b>	<b>617-635-4175</b>
<b>Redevelopment Authority, Boston</b>	<b>617-722-4300</b>


<b>Storm &amp; Emergency Center</b>	<b>617-635-4507</b>
<b>Taxpayer Referral Assistance Center</b>	<b>617-635-4287</b>
<b>Treasury</b>	<b>617-635-4140</b>
<b>Television, Cable:</b>	
<b>Comcast</b>	<b>1-888-633-4266</b>
<b>RCN</b>	<b>1-800-746-4736</b>
<b>Transportation Department (Tickets &amp; Permits)</b>	<b>617-635-4680</b>
<b>Veterans' Services</b>	<b>617-635-3026</b>
<b>Utilities:</b>	
<b>KeySpan Energy Delivery</b>	<b>1-800-233-5325</b>
<b>NSTAR</b>	<b>1-800-592-2000</b>
<b>Verizon</b>	<b>1-800-870-9999</b>
<b>*Denotes services for the deaf &amp; hard of hearing</b>	

## **Brighton**

Multi-family homes and condominiums line the streets of this welcoming neighborhood, which is located in the northwest corner of Boston, on the shores of the Charles River. Many of Brighton's small businesses are located along Washington Street, which runs straight through Brighton Center to Oak Square. The Brighton Center Main Streets Program has been actively attracting new businesses to the neighborhood, as well as offering grants for storefront renovations. St. Elizabeth's Hospital and the Franciscan Children's Hospital also call Brighton home. Families, young professionals and graduate students are all lured to Brighton for its tranquil yet dynamic atmosphere.

## **Boston - A City of Neighborhoods**

While many cities are defined by their skylines, Boston is distinguished by its vibrant neighborhoods. Indeed, Boston's strength, diversity and vitality are all rooted in her 21 neighborhoods, where neighborhood pride and cultures from all over the world are cherished and celebrated. Although each neighborhood has its own personality and distinct appeal, all of the neighborhoods demonstrate Boston's changing face, as this historic capital has become a magnet for all of the world's citizens. These new immigrants have joined native Bostonians and transplants from across the country to make Boston the world-class city it is today.

In this section of the web site you'll learn more about our Neighborhoods - and many of the resources they offer. For information on the Boston Harbor Islands National Park Area, visit [www.BostonIslands.org](http://www.BostonIslands.org) .



## Brighton General Information

[About Brighton](#) **City Councilor Neighborhood Coordinator:** [Councilor McDermott](#)

[Paul Holloway](#): 617-635-3485

(Coordinator may differ for some precincts)

**Local fire stations** **Local police stations** Engine 29/Ladder 11

138 Chestnut Hill Avenue

Engine 4/Ladder 14

460 Cambridge Street

Engine 51

425 Faneuil Street

[District D-14](#)

301 Washington Street

Tel. 617-343-4260

**Local community centers** View the [community centers](#) near you!

**Local public schools** View a [list of schools](#) [↗](#) at the Boston Public Schools web site. Here, you can select the school of your choice and view detailed information about the school.

**Local public library** [Brighton Branch](#)

40 Academy Hill Road

Tel. 617-782-6032

[Brian J. Honan-Allston Branch Library](#)

300 North Harvard Street

Tel. 617-787-6313

[Faneuil Branch](#)

419 Faneuil Street

Tel. 782-6705

**Local public health** St. Elizabeth's Medical Center of Boston

736 Cambridge Street

Tel. 617-789-3000

Franciscan Children's Hospital & Rehabilitation Center

30 Warren Street

Tel. 617-254-3800

Vencor Hospital of Boston

1515 Commonwealth Avenue

Tel. 617-254-1100

Joseph M. Smith Community Health Center  
287 Western Avenue  
Tel.617-783-0500

Veronica Smith Senior Center  
20 Chestnut Hill Avenue  
617-635-6120

## City of Boston Driving and Parking Information

<http://www.cityofboston.gov>

There are approximately 7300 electronic parking meters offering two hours of on-street parking in Boston. In addition, the City of Boston owns and operates 34 municipal parking lots in residential neighborhoods throughout the city that provide off-street parking for residents and short-term parking for customers of local business establishments. A multitude of privately owned parking lots and garages offer another estimated 134,000 parking spaces to Boston drivers.

BTD's "Parking in Boston" report is a component of its Access Boston project and it provides a wealth of information on the topic.

Other pertinent links include:

- [Snow Emergency Parking Information](#)
- [South Boston Parking-Freeze](#)
- [Parking Rules](#)
- [Implementing a Resident Permit Parking Program](#)
- [Resident Parking Program - rules and permits](#)
- [Changing Plates, Vehicle or Neighborhood?](#)
- [Commercial Vehicle Regulations](#)
- [Vehicle Boot Removal](#)
- [Make a Parking Violation Payment](#)
- [Appealing a Parking Ticket](#)
- [Directions to the BTD Tow Lot](#)

- [Massachusetts Registry of Motor Vehicles](#) □→

If you're looking to acquire or renew driver's license or car registration, go to the Massachusetts Registry of Motor Vehicles' homepage. Or, if you're interested, get the latest scoop on the Big Dig. But, before you head out, take a real look at the roads on Smartraveler.

## How to Obtain a Resident Parking Permit

Boston's Resident Permit Parking Program is an initiative designed to give residents a better chance of finding an on-street parking space in their neighborhood. Many of the parking spaces on Boston's residential streets are regulated as "Resident Parking Only." A smaller number of parking spaces on these same streets are posted as "Visitor Parking" areas for the guests of neighborhoods residents.

Residents who live in areas where parking is regulated for residents only must apply for a Resident Parking Permit to avoid receiving parking tickets. To **renew** your current permit you may fill out the on-line [renewal form](#) and the new permit will be mailed to you.

Permits are distributed by the **Office of the Parking Clerk, Room 224, City Hall**. Residents, or their representatives, must apply in person Monday through Friday, between the hours of 9:00 AM and 4:30 PM.

You may download the necessary [application form](#) here and bring it to City Hall. In addition to the application form, the following two pieces of information must be presented at the Office of the Parking Clerk when applying for a permit:

- A valid Massachusetts automobile registration showing your car registered and principally garaged in your name from your current Boston address.
- One of the following proofs of residency bearing your name and Boston address. The proof of residency must be current - postmarked within the past 30 days.
- Gas, Electric or Telephone Bill
- Cable Television Bill
- Monthly Bank Statement (excluding mortgage)
- Credit Card Bill
- Water and Sewer Bill.

Please call the Office of the Parking Clerk's Resident Parking Division at **617-635-4682** with questions on how to apply for a permit.

- [Changing Plates, Vehicle or Neighborhood?](#)

