



Community Guidelines

Equipment Use

All equipment located in your apartment or community should be used in a reasonable and careful manner. Equipment includes such things as toilets, sinks, electrical, plumbing, heating, ventilating, air conditioning, building access system, elevators, appliances, or other facilities. If you or your family, guests, or visitors use any equipment in a manner that causes damage to the equipment, you could be held responsible for the costs of repairing or replacing it.

Facilities

If your community has a pool, you must pay any required fees prior to usage. For your safety, please obey all pool rules and regulations.

Games, sports, and other recreational activities are permitted only in designated areas. All rules and regulations must be obeyed including the days and hours that recreational facilities may be used.

We may at any time discontinue any recreational services or close down facilities either temporarily or permanently.

Heavy Items

Items which weigh more than we determine is reasonable for the floor loading of the apartment are not permitted. You must check with us before bringing heavy items (i.e., waterbeds, safes, etc.) into the apartment.

Safety

Please do not bring anything into your apartment or the community that increases the risk of fire. Things that could cause an increased risk of fire include flammable oils, fluids, propane, benzene, gasoline, kerosene, or other hazardous materials.

Please refrain from cooking or barbecuing on a porch, patio, balcony, or within 15 feet of any building, except as expressly permitted by your community.

Satellite Dishes

Satellite dishes one meter or less in size are permitted upon your signing a Lease Addendum – Satellite Antenna and Dishes.

Entry to Apartment

To protect your privacy and property, we will not allow entry into your apartment to anyone other than the Management or Service Staff unless you have submitted a request in writing. Arrangements should be made accordingly for deliveries, pick ups, or out-of-town visitors expected in your absence. No information is released on any resident unless legally required to do so.

Lock-outs & Lock Changes

We will assist a resident who is locked out of their apartment home as long as proper ID is presented.

If the lock-out occurs during Rental Office hours, simply call or stop by so that maintenance can assist you in accessing your apartment home. If a lock-out occurs after business hours, you must contact the Call Center at (508) 481-7608; a maintenance technician will be paged to assist you immediately. There is a fee of \$50.00 for this service.

Residents requesting a change of door locks will be required to pay for the new or re-keyed locks. This must be done by maintenance staff only, as a copy of all keys must be available in the event that we must enter your apartment. The fee for lock changes is \$65.00 per lock and must be paid to the Rental Office on the following business day. In the event of lost or misplaced apartment keys, the fee for each key copied is \$10. We can only accept personal checks or money orders for such fees.



Community Guidelines

Parking

Parking permits are required. There is a maximum of two vehicles per apartment. Permits will be given at time of move-in.

There is no reserved parking on this property except for townhomes. This reserved parking is located directly in front of each individual townhome.

Guest parking spaces are available at the main entrance.

Inoperable vehicles, unregistered vehicles, illegally parked vehicles, or vehicles without permits are subject to tow at owner's expense.

Vehicles will be towed without warning at the owner's expense for the following violations:

- Obstruction of trash receptacles
- Parked on grass or lawn areas
- Abandoned Vehicles
- Vehicles without license plates or current registration
- Vehicles without a valid parking permit
- Vehicles parked illegally and in fire lanes

Buses, trucks, trailers, & recreational vehicles are not permitted to park on the premises.

Please obey all parking and traffic regulations posted on any private streets, roads, or drives.

Parking areas are to be used only to park, load, and unload motor vehicles.

Please note that there are handicapped parking spaces that have been designated by the community. Please do not park in these spaces without a handicapped permit or your vehicle will be towed.

Snow Removal

We appreciate your cooperation during and after a snow storm by temporarily moving your vehicle to a cleared parking area. By doing so, all parking areas can be thoroughly plowed. Please assist us in snow removal efforts to provide ample parking for everyone.

Fire Regulations

The Marlborough Fire Department has set regulations prohibiting the use or storage of gas grills on the community (M.B.L, Section 148, and Section 24). No propane grills are permitted without a state permit. Charcoal or electric grills are permitted with permission from Management.

Trash

For your convenience, trash receptacles are located throughout the community. Please wrap or bag all trash securely before disposing of it. All trash receptacles are emptied twice per week on Monday and Friday. Please do not place trash beside or on top of the containers. You will be charged a fee if trash is found anywhere outside of the designated receptacles. Furniture and electronics are not to be disposed of at our community. Please contact the City Hall for assistance in disposing of items of this nature.

Please do not place any trash in halls, stairways, balconies, or laundry rooms.



Community Guidelines

Motor Vehicles

Please keep in mind we may remove any vehicle at the owner's expense if it appears abandoned, inoperable, does not display an inspection sticker and/or license plates, or the inspection and/or registration is expired.

We apologize, but due to local water restrictions and hazardous substance ordinances, we cannot allow residents or their guests to work on their vehicles in the community parking areas. Vehicles may be washed only in designated areas. If there is no designated area, then washing vehicles is not allowed.

Snow Removal

We appreciate your cooperation during and after a snow storm by temporarily moving your vehicle to a cleared parking area. By doing so, all parking areas can be thoroughly plowed. Please assist us in snow removal efforts to provide ample parking for everyone.

Pets

Dogs and cats are welcome at this community with certain restrictions and fees.

There is a \$250 pet deposit. There is also a monthly pet rent of \$25-\$50 per pet.

Two pet maximum. Certain breed restrictions for dogs apply.

Pets are not allowed in the apartment without our prior written consent. Please keep your pet on a leash at all times. Remember, you are responsible for cleaning up after your pet.

The City Clerk's Office now sells animal licenses. You may visit the office on the ground floor of City Hall, 140 Main Street, between the hours of 8:30 a.m. and 5:00 p.m., or you can make your request by mail, including your check to:

City of Marlborough
City Clerk
140 Main Street
Marlborough, MA 01752

Dog licenses are renewed annually in January. There is a \$10 late fee as of March 1st.

Current rabies certificates must be presented at the time of licensing either by mail or in person.

If you have any questions, please call the City Clerk's Office at (508) 460-3775.

Balcony/Patio/Terrace

Please do not use the balcony, patio, or terrace of your apartment to store personal property.

Additionally, no towels, rags, rugs, laundry, or other items should be hung from any balcony or terrace, nor should anything be thrown or dropped from the windows, balcony, or terrace.

Please refrain from cooking or barbecuing on a porch, patio, or balcony.



Community Guidelines

SmartCard Tips

Adding Value to your SmartCard

- Insert SmartCard into the Cash Service Center, with the chip facing up towards the machine.
- The balance on your card will show on the electronic display.
- To add value on to your card, with the card already in the Cash Service Center, insert \$5, \$10, or \$20 into the bill acceptor.
- Wait for the card to be updated and remove the card.

Use in Laundry Machine

- The price of the cycle is displayed on the electronic display.
- To start the machine, insert SmartCard into the card-reader slot with the chip facing up towards the machine.
- Select the cycle desired. The length of the cycle will be displayed after the machine has started.
- After your cycle selection, wait until the machine starts and the display on the machine says to "Pull Card."

General Care of SmartCard

- Store card in a safe place away from magnetic fields such as microwaves, computers, other credit cards, and electronic equipment.
- Do not bend.
- Do not insert card in anything but the laundry machines and the Cash Service Center.
- The information may be erased if inserted in any other card reader.
- Keep card and chip clean from any grease, film, or laundry soap.
- Keep card and chip dry and free from scratches.
- Do not put wet clothes on the SmartCard readers.

Stop by the leasing office during normal business hours if you have any questions regarding your SmartCard.

Apartment Alterations

Holes should not be drilled in your apartment without our prior written consent, nor should any nails, hooks, or screws be used on any floors, doors, windows, tub, shower, appliances, or fixtures in the apartment.

Nothing should be fastened to the floors, doors, windows, walls, appliances, or fixtures in the apartment, the exterior walls, or porches of the buildings.

Please refrain from hanging signs, advertisements, or notices on the outside or inside of any apartment or building.

Locks on the doors leading to the apartment should not be altered without our consent. We must have a key to every lock at all times, and every lock must be compatible with the master key system for the building.

Common Areas

Common areas, sidewalks, entrances, lobbies, hallways, elevators, or stairways of the community should not be used for any purpose other than entry and exit. Please do not place or store furniture, equipment, or personal articles in any common areas for any period of time. We may remove any such items at any time, at your expense, including any storage costs.



Community Guidelines

Peaceful Enjoyment

All residents, their family, and guests should conduct themselves in a manner that will not disturb their neighbors or community staff. Noise, odors, or any other actions that cause a disturbance are not permitted. Please do not interfere with the rights, comforts, or convenience of other residents or community staff.

Remember you are responsible for the conduct of your family, friends, guests, and anyone you invite into the community.

We will make reasonable efforts to stop neighbors from disturbing your peace, but we cannot be responsible for controlling their actions. If you are seriously disturbed by activities at your neighbor's apartment, please call the police.