

PARLMONT PARK APARTMENTS

RESIDENT GUIDELINES

Welcome to Parlmont Park Apartments! To assist you in getting settled, we would like to take this opportunity to give you your new address, some important information and other guidelines. After reading this, if you have any questions regarding your new home, or if we can offer any assistance, please feel free to call our office.

YOUR NEW ADDRESS IS: **Parlmont Park ***
North Billerica, MA 01862

* There is no street address.

J & C MANAGEMENT ADDRESS: J & C Management
Parlmont Park Building #10
North Billerica, MA 01862
TELEPHONE: (978) 667-0751
FAX: (978) 663-7597

Office Hours: Monday–Friday: 8 a.m. to 5 p.m.
Call for weekend hours.

RENT DUE:
Your Building number is #__

AIR CONDITIONER

The air conditioner provides cooling when set on “cool” or just circulates air when set on “fan”. Use “low” settings for continuous operation. ONLY AIR CONDITIONERS SUPPLIED BY J & C MANAGEMENT ARE ALLOWED IN THE APARTMENT.

A. Controlling the Thermostat

1. Set thermostat controls at the highest comfortable temperature level. Each degree raised reduces energy consumption by 3 to 4 percent.
2. Keep your air conditioning at one temperature setting when you’re at home except when you want a different temperature for sleeping at night. Don’t constantly raise and lower the thermostat.
3. If you turn the air conditioner off at night but need it during the day, turn it on early in the morning before the temperature gets too hot.
4. If you leave the apartment for more than 4 hours during the day, set the thermostat to approximately 82° Fahrenheit. If it’s a hot day, don’t turn the air conditioner off completely.
5. Turn off the air conditioner if you leave the apartment for more than 2 days.
6. Keep lamps and other heat generating devices away from your air conditioner’s thermostat. The heat will activate the temperature sensor.

B. Keeping Your Apartment Cool

1. Keep all windows, doors, vents and flues closed when the air conditioner is on.
2. Close blinds; shades and curtains during the day to keep out the sun’s heat.
3. Don’t block the flow of cool air from the air conditioners inside vents. Keep furniture and curtains away from the units and vents.
4. Turn off unneeded lights and appliances.
5. Minimize the use of appliances (dishwashers, irons, stoves, ovens) on very hot days. They give off significant heat and may cause the circuits to overload. Use these appliances early in the morning or in the evening.
6. Select the air dry option on your dishwasher, or turn the machine off after the last rinse.
7. Avoid pre-heating the oven. If preheating is necessary, 10 minutes is sufficient.
8. When you must use the oven or stove in hot weather, use the stove’s exhaust fan to remove heat from the kitchen.
9. Avoid hot showers and baths during the hottest hours of the day.
10. Keep bathroom door closed after a shower or bath and turn on the exhaust fan to remove the moisture to prevent it from circulating throughout the apartment
11. Close the doors of the rooms that you don’t use so the air conditioner has less space to cool.

C. Maintaining the Air Conditioner

1. Remove the leaves or other debris to keep clear the flow of outside air into the air conditioner unit.
2. Check and clean the filter once a month during the summer. To remove the filter, push down on the panel, pull out at the top and lift up. Clean the filter by squeezing under running water then squeeze dry. The filter will occasionally need replacing. Please contact the office for a new filter.
3. Turn off the air conditioner if it's not working properly (noise, leak or failure to cool). You could damage the unit and waste energy by letting it run.
4. Don't try to repair the unit yourself. Call our office for a service visit.

LIGHTING

Overhead lights have been installed in the hall, kitchen, and bathroom. The only additional electric lights permitted to be added to the lighting which is supplied in the apartment are table and floor lamps, which must be unmodified from their manufactured condition. Halogen or fluorescent lights are not allowed to be used in the apartment residence. Electric lights not allowed to be used in any confined area, such as a closet.

BALCONIES

The balcony must be kept neat and clean at all times. No flowerpots, planters, or other objects may be placed or stored on balcony railings. Only outdoors patio furniture may be kept on balconies bird feeders, shades, indoor/outdoor carpeting is not permitted. Nothing may be attached to the building. No storage of any kind is permitted, including, but not limited to, recyclables; garbage; toys; housekeeping tools; machinery; or recreational, exercise, or other equipment. Resident shall not keep combustible or flammable goods or materials on balconies, including, but not limited to, charcoal, lighter fluid, paint, cleaning solutions; gasoline, firewood, and newspapers. No rugs, towels, laundry, clothing, clotheslines, or other items shall be stored or hung on the balcony or draped over balcony railings.

Outdoor cooking is prohibited. Residents may not use or store any gas, charcoal, or other type of grill on the balcony. Resident shall not toss or throw any object from the balcony, nor permit any object to be tossed or thrown from the balcony. In the event Resident stores materials or items on the balcony which Landlord deems hazardous to the safety of the building or community or other persons on the balcony, Landlord reserves the right to remove and store such items at Resident's expense.

All items must be removed from the balcony during the windy, cold weather months to avoid damage or injuries.

BE SURE BALCONY DOOR IS LEFT IN OPEN POSITION WHEN YOU ARE ON THE BALCONY. THE DOOR CAN LOCK IF YOU CLOSE THE DOOR IN THE LOCKED POSITION.

BARBECUE AREA

Barbecues and picnic tables are provided in the picnic/barbecue area in the courtyard. Please do not leave an open fire unattended. Ashes should be placed in the labeled container, and trash placed in the trash container.

CEILING AND FLOOR

- A. Residents and their guests shall not damage or disturb any part of the ceiling or floor in their apartment in any way, including, but not limited to:
 1. Installing hooks, nails or other hardware in the ceiling.
 2. Drilling in the ceiling.
 3. Hanging plants, mobiles, light fixtures, fans, or other objects from the ceiling
 3. Allowing water to accumulate on the floor
 4. Painting, repairing, or making improvements with respect to the ceiling and floor.
- B. Please immediately report any sagging, warping, leaking, cracking, staining, holes, or water accumulation related to the ceiling or floor to the office.
- C. Any damage caused by the Resident to the ceiling or floor shall not constitute normal wear and tear. Resident shall be responsible for reimbursing the Landlord for the cost of repairing damage to the ceiling or floor and for any damages that result as the consequence of the Resident's actions.

CLEANING

Common Area: The common areas (halls, stairs, laundry room, foyers) of each building are cleaned three times a week, on Monday, Wednesday and Friday.

Your Apartment:

HOW TO CLEAN THE EXTERIOR OF THE WINDOWS

1. Snap out the top of both spring catches located in track near top.
2. Raise window to the top, slide to either side and remove. **WARNING: WINDOWS ARE VERY HEAVY, SO PLEASE USE CAUTION**
3. Remove screen by pulling down gently on plastic tabs and pull toward you. A small screwdriver can also be used to pry out the corners.
4. Upper window is not removable so use caution when washing.
5. Reinstall screen and window. **BE SURE TO PRESS CLIPS BACK IN, SO THE WINDOW DOES NOT FALL OUT ACCIDENTALLY!!!**

HOW TO KEEP YOUR CARPET CLEAN

1. Please arrange to have your carpet vacuumed on a regular basis. Merely sweeping the carpet is not enough.
2. Ground-in dirt resulting from lack of vacuuming shall be considered damage beyond ordinary wear and tear, and Resident shall be responsible for such damage, which may include replacement of the carpet throughout the entire apartment.

HOW TO CLEAN YOUR APARTMENT DOOR

1. Don't forget the outside of your apartment door (s) when cleaning. Fingerprints and black marks are easily washed off with a household cleaner. For tougher marks, we suggest trying a little "Softscrub", lightly applied.

HOW TO CLEAN YOUR RANGE

1. Burners and Top of Range:
 - a. Clean top burner pans and the top of the range with a glass or tile cleaner each time the burners are used to eliminate grease buildup and prevent damage to the finish of the range due to acid in foods.
 - b. If burner pans or top of the range become spotted with burned-on grease or food, use a scouring pad to remove all burned-on residue.
 - c. Turn all Controls **OFF** before removing the burner parts and drip pans (if so equipped). The burner grates, caps, burner heads and drip pans (if so equipped) can be lifted off, making them easy to clean. The electrodes are not removable.

NOTE: Do not use steel or wool scouring powders to clean the burners.

CAUTION: Do not operate the cook top without all burner parts, drip pans (if so equipped) and grates in place. Do not lift the cook top. Lifting the cook top on sealed burner models can lead to damage and improper operation of the range.

IMPORTANT: DO NOT UNPLUG GAS STOVE FROM ELECTRICAL OUTLET.

2. Oven
 - a. Regularly clean the oven with a glass or tile cleaner to eliminate burned-on food.
 - b. Use a good oven cleaner according to product instructions at least every six months.
 - c. Never use a sharp instrument to clean the oven.
 - d. To make cleaning easier, protect the oven bottom from excess spillovers by placing a cookie sheet below the rack you are cooking on. All spills should be cleaned or wiped immediately using soap and warm water, an abrasive cleaner or soap-filled scouring pad to avoid damage.
3. Broiler
 - a. After broiling, remove the broiler pan from the oven. Remove the grid from pan (if so equipped). Carefully pour out grease from the pan into proper container. Wash and rinse broiler pan and grid in hot water with a soap filled or plastic scouring pad.
 - b. If food has burned on, sprinkle the grid with detergent while hot and cover with wet paper towels or a dishcloth. Soaking the pan will remove burned-on food.

4. Range Hood
 - a. Clean the vent filters over the range every month in hot, soapy water.
 - b. Clean the range hood itself with a glass or tile cleaner to keep outside free of grease and soil.

STOVE/OVEN OPERATION:

All buildings except Building 1 have gas stoves and ovens. If you are unfamiliar with how to operate a gas stove and oven, please take a minute to read this information.

Make sure all the surface burners are placed in their respective positions.

Stove Burners: Push knob in and turn knob to, LIGHT and wait until the flame appears. You will hear a clicking noise. This is normal. It is the pilot lighting the burner the burner should light within a few seconds. Now turn the knob to adjust the flame size.

Oven: Your oven is controlled by a single OVEN CONTROL knob. Select the temperature desired. It will normally take 30-90 seconds before the flame comes on. After the oven reaches the selected temperature, the oven burners cycles-off completely, and then on with a full flame-to maintain the selected temperature.

GARBAGE DISPOSAL OPERATION:

Turn on the *COLD* water. Use only cold water at all times. Make sure everything is out of the sink and surrounding area. Turn on the switch and always keep the cold water running. *Only put cooked table scraps in the disposal. Do not push food down with your fingers or any utensils. NO uncooked food or raw vegetables;* such as; potato peels, carrots, broccoli, egg shells or any other shells, meat, bones, coffee grinds, pits, seeds, rice or any oils, fats or grease. To keep your disposal working properly, run the disposal with ice cubes (and cold water) at regular intervals.

If the disposal does not work, shut it off. **WHILE THE DISPOSAL IS OFF**, try your re-set button. In the cabinet under the sink, on the bottom of the disposal there is a small **RESET** button. Push the button. Wait a minute then turn on the cold water and try the disposal again. If it still doesn't work, please call the office for service.

CIRCUIT BREAKER PANEL

This panel is usually located on your kitchen or bedroom wall. Switches must be in the "ON" position for proper service. If problems cause any breaker to go into the "OFF" position, it may be reset by simply turning the breaker to the "ON" position again. If it continues to move into the "OFF" position, please call the office for assistance.

COMMON AREAS

Hallways, entrances, sidewalks, breezeways, stairways, and other common areas shall not be obstructed in any way or used for any purpose except as access to and from apartments. Storage of any items in the areas represents a fire or building code violation and is not permitted. Items left in these areas may be taken and stored at Resident's expense or may be taken and placed in the proper Storage area being the Attic. Management will not be responsible for items left in the Common Areas of the Building.

DECORATIONS

Cabinets

Please feel free to line any cabinets with shelf paper or the removable contact type paper. Please do not use regular contact paper that cannot be removed.

Walls

Please feel free to decorate your walls by hanging pictures and light decorative objects. However, please always use nails and not "stick on" type hangers or toggle bolts.

Candles

Candles/incense may not be left unattended and may not be used in a confined area such as a closet or cabinet. They must be used with proper implements and must not in any way negatively affect the safety of any individual.

DELIVERIES

We are not able to accept deliveries at the office. If you are not going to be home for the delivery, you may want to ask a neighbor who is home to accept the package for you or arrange to have the package forwarded.

DOORS

Apartment Doors: Please do not use tape or an adhesive to place any decorative item on your door(s). Wire may be used. Also, safety guidelines prohibit any items left in the hallway; outside your door (this includes door mats, shoes, etc.). Management will not be responsible for items left in the Common Area hallways.

Controlled Access Doors: Please do not prop, open or tape the lock down on any controlled access door. These doors are for key entry only. Loud noises, disturbances, vandalism and suspicious persons should be reported to the Billerica Police Department.

- **BALCONY DOORS**

Please be aware that Balcony door can lock you out if it is closed in locked position. Be sure the Balcony door lock is left in the open position when you are out on your balcony to avoid getting locked out.

- **FIRE DOORS**

Please keep all fire doors **CLOSED** at all times. This is a fire prevention measure that must be maintained.

FIRE – HOW TO EXTINGUISH A KITCHEN FIRE

GREASE FIRES

DO – CALL 911 IN AN EMERGENCY

1. Turn stove OFF.
2. Cover burning container with a lid or pan to smother fire. If smothering fails, call the fire department emergency number.

DO NOT – throw water on a grease fire. You may cause an explosion.

ELECTRICAL FIRES

DO – CALL 911 IN AN EMERGENCY

1. Unplug burning appliance, or
2. Turn circuit breaker off.

DO NOT – throw water on fire or touch burning element.

OVEN FIRES

DO – CALL 911 IN AN EMERGENCY

1. Close oven door and leave closed (this cuts off oxygen).
2. Turn oven OFF.

GAS LEAKS

DO – CALL 911 IN AN EMERGENCY

1. Close doors to room and get out.
2. Call fire department from another location.

DO NOT – use telephone, turn on lights, use a flashlight, or put a key in lock in a room with a gas leak. The slightest spark can cause an explosion.

IF YOU CAN'T PUT OUT THE FIRE IMMEDIATELY - CALL THE FIRE DEPARTMENT EMERGENCY NUMBER.

GUESTS

Only registered residents may reside at this community. If you have any guests whose stay will be more than 1 week, please register the guests and any vehicles at the office. Guest should be made aware of the Parking Policy along with other rules set in place by Management.

HEAT

According to State Law, the Heating Season will run from September 16 through June 14, during which the apartment should be heated between 68° Fahrenheit and not more than 78° Fahrenheit between 7 a.m. to 11 p.m., and at least 64° Fahrenheit at all other hours.

If you are experiencing any heating problems, please call our office.

LAUNDRY

A laundry room is located on the first floor of each building. It is equipped with two coin-operated washing machines and two coin operated dryers. For your convenience, rolls of quarters are available at the office for \$10.00 a roll. Please clean the dryer lint screen after each load. As a courtesy to your neighbors, please keep the laundry room clean, wipe up any soap spills; please handle bleach with care. **THERE IS ABSOLUTELY NO DYING OF ANY TYPE OF ITEM IN THE MACHINES. ALL CLOTHES ARE TO BE REMOVED PROMPTLY. MANAGEMENT WILL NOT BE RESPONSIBLE FOR CLOTHES THAT ARE LEFT IN THE MACHINES OR LAUNDRY THAT HAS BEEN LEFT UNATTENDED.** Due to the levels of manganese in the Billerica Town water, you may notice that the water is discolored at certain times. If your

wash is affected, please contact either the Billerica Water Department or the Water Treatment Facility to obtain "Rover". "Rover is provided free of charge by the Town and when placed in with the wash, prevents any staining of the clothes.

LOCKS AND LOCKOUTS

Replacement lock fees:	Studio and One Bedroom	\$ 89.00
(Subject to change)	Two Bedroom	\$145.00
	After hours lockout fee-	\$ 50.00

NEIGHBORS

If you are experiencing a problem with a neighbor, please make every attempt to resolve the problem before filing a report with the office. Many times the issue is due to a misunderstanding or lack of awareness of any problem. Contacting the office before speaking to the person may solve the problem, but it could cost you a potential friend.

NOISE

You and your neighbors are part of a community. At all times, but especially after 10 p.m., please be considerate and conscious of the volume of a sound system (particularly with the windows open) or a gathering in your apartment or in the courtyard.

PARKING AREA

All vehicles must be registered at the office. Parking on the premises is prohibited except for operable passenger vehicles that are registered and insured by the Resident, with a current inspection sticker. Motorcycles and motorbikes are not allowed on the premises at any time. Any motor vehicles in violation will be towed at owner's expense. There may not be a warning. All trucks and vans must be parked on the outer perimeter of the parking lot. Please park head in; (do not back in) in parking spaces near a building. Exhaust is unpleasant for Residents with open windows on the first floor. No parking is allowed in walkways, fire lanes, and other designated NO PARKING areas. Residents must educate their guests as to the parking rules. Please remember that the appropriate license is needed to park in a reserved handicapped parking space. No automobile repair work may be done on the premises (please note this includes changing oil, a hazardous substance). The speed limit in the parking area is 15 mph.

PLAY AREA

PLEASE.... no roller blading/skating, skateboarding, bicycling or playing etc. in the hallways of the buildings, on the walkways around the buildings, in the courtyard or in the parking lot. For your convenience, bicycles may be wheeled to the bicycle rack in the courtyard and stored there. The field behind the office may be used as a play area. For the safety of the children, we request parent supervision.

POOL

The pool is open from Memorial Day through Labor Day. The pool hours are 10 a.m. to 8 p.m. and the pool rules are posted. All children under the age of 16 should not use the Pool without adult supervision. Adults should not swim alone.

RENTERS' INSURANCE

J & C Management strongly encourages all residents of this apartment complex to obtain renters' insurance. It is readily available from most insurance companies at an affordable price. Please contact your insurance agent for more information.

SERVICE VISITS AND EMERGENCY SERVICE VISITS

Please contact the office during business hours to request a service for any problems with appliances, plumbing, windows, doors, locks, electrical (except changing of light bulbs in fixtures) etc. For after hours Maintenance Service there is an Answering Service that may be reached by calling (978) 667-0751.

TIPS:

Garbage Disposal: Bones, grease, onionskins, lobster claws, coffee grinds, sand or gravel, celery, some hard vegetables (i.e. carrots), egg shells should not be placed in the disposal or in any drain. COLD WATER should always be running when using the disposal. If your disposal is not working, WHILE THE DISPOSAL IS OFF, clean out food and then try the re-set button, located under the sink on the bottom of the disposal.

Kitchen Light Fixture: Low wattage bulbs should be used for replacements.

For emergency service visits after hours, please call the office. An answering service will take your message and contact a J & C Management representative. Please leave your name, apartment number and telephone number with the Answering Service. Without this information, they will be unable to help you by contacting someone.

SMOKE DETECTORS/CO2 DETECTORS

Each apartment is equipped with a hardwired smoke detector and CO₂ detector.

SMOKING

If you are a smoker, please dispose of your cigarette properly. Refrain from throwing your cigarettes on the grounds of the community, especially near any entrance or off a balcony. Cigarettes should not be thrown into the bark mulch as this is a serious Fire Hazard. When smoking outside, you must be 30 feet away from the building. There is no smoking in the common areas of the building (entrance, halls, laundry, attic etc). **NOTHING MAY BE LIT OR BURNED IN ANY CONFINED SPACE SUCH AS A CLOSET.**

STORAGE

There is a storage cubicle in the attic of your building, which bears your apartment number. You may padlock your cubicle if you wish. No items may be stored outside the cubicle. Your building key allows access to the attic lock. If a light switch is not visible by the door, look on the wall behind you, above your head. Please remember to turn off the lights when leaving the attic. The following items may NOT be stored in the attic: liquor, soap powders, cleaners, hair spray, aerosol cans of any type, waxes of any type, including automotive, charcoal, lighter fluid, chemicals, flammable material.

J & C Management cannot accept any responsibility for any items stored in the attic.

RENT PAYMENT

Rent is due on or before the first of each month, in advance. Checks should be payable to J & C Management and mailed to J & C Management, Parlmont Park Building #10, North Billerica, MA 01862. They may also be dropped off at the office on the property. If the office is closed, the checks may be put into the mail slot in the door. There is a \$50.00 NSF fee for each returned check. Management reserves the right to require a certified bank check or money order for accounts that have three (3) returned checks on record. **NO CASH PAYMENTS FOR RENT CAN BE ACCEPTED AT THE OFFICE. IT IS OUR POLICY NOT TO EXCEPT POSTDATED CHECKS.**

TRANSFER POLICY

Please contact the office for any information regarding an apartment transfer.

TRASH

Trash receptacles are located in the parking area. Please break down any boxes before placing in container. Only normal household trash may be put in the receptacles. No furniture, mattresses or hazardous materials, (including motor oil and motor oil containers) may be placed in or around the receptacles. You will need to make alternative removal arrangements for these items. Monday, Wednesday and Friday are trash pick-up days.

COMPUTERS

If you have a computer in your apartment, it must be connected to a Surge Protector with appropriate surge suppressor to handle spikes, surges and lightning, and which includes a resettable circuit breaker.

TV ANTENNA

Should you elect not to purchase cable TV service, Analog TV is not able to be used. There is a convenient outlet in your living room.

UTILITIES

Cable TV Company: Comcast. The apartments are cable ready. Please contact Comcast for cable hookup and for any future cable service requests.

Electric: National Grid Company. Your apartment is individually metered.

WHAT TO DO IF THERE IS AN ELECTRICITY OUTAGE: Electricity is provided to the buildings from National Grid. For a power outage, please contact them directly @ 1-800-322-3223. Emergency battery pack lights will come on in the halls in the event of an outage. These lights are battery activated and stay on for a limited time (enough time to provide lighting as a guide out of the building in an emergency). They do not stay on throughout the power outage.

Telephone: Outlets for your telephone can be seen throughout your apartment.

Additional Phone Outlets:

- a. No Installing Additional Phone Outlets by Resident. Resident shall not install any additional phone outlets or wiring anywhere in the apartment except in accordance with the requirements set forth in paragraphs (b) and (c) below.
- b. Owner’s Consent Required for Additional Outlets. If Resident requests additional phone outlets or wiring, Resident shall obtain written consent form J & C Management. If approved, consent is conditioned on Resident using a professional technician approved by J & C Management to install the extra outlets and wiring.
- c. Resident Must Pay for Installation and Damage. Resident shall pay for the installation charge for any additional outlet and wiring and shall be responsible for all damage to the apartment or community caused by improper installation of outlets or wiring.

BELOW ARE IMPORTANT SERVICE NUMBERS

NOTE: ELECTRIC IS NOT INCLUDED IN THE RENTAL AGREEMENT. PLEASE CONTACT NATIONALGRID TO OBTAIN SERVICE FOR YOUR NEW APARTMENT BEFORE THE MOVE-IN DATE.

LOCAL TELEPHONE SERVICE	
VERIZON	1-866-892-8368
REPAIR NUMBER	1-978-555-1611
ELECTRIC COMPANY	1-800-322-3223
NATIONALGRID	
CABLE SERVICE	
COMCAST	1-800-266-2278 (TOLL-FREE)
FOR SATELLITE INFORMATION	
CALL J & C MANAGEMENT OFFICE	1-978-667-0751
BILLERICA POLICE DEPARTMENT AND/OR	
FIRE DEPARTMENT	CALL 911
BILLERICA COUNCIL ON AGING	1-978-761-0916
BILLERICA POST OFFICE	1-800-275-8777
BILLERICA LIBRARY	1-978-671-0948

Resident Safety Tips:

- * Look under your car and in the back seat before getting in.
- * Leave your radio on to a talk show while you are out.
- * Keep valuables where they cannot be seen through windows.
- * Always use a deadbolt lock, even when you are at home.
- * If you are not expecting a service call, ask for a phone number to confirm before opening you door.
- * If you think you are being followed, drive to a police or fire station. Don’t go home.
- * Keep distances between yourself and parked cars when walking.
- * Notify your landlord in writing if locks are faulty or if you see a suspicious person.