

# **PARLMONT PARK APARTMENTS ~ RESIDENT GUIDELINES**

*The following Resident Guidelines are for your apartment and the community.*

The guidelines can be amended or subject to change at any time without notice. These guidelines will be **strictly enforced**. If you have any questions regarding these guidelines, please call our office during normal business hours at (978) 667-0751.

**J & C MANAGEMENT LP ADDRESS:** **J & C Management LP**  
Parlmont Park, Building #10  
North Billerica, MA 01862  
TELEPHONE: (978) 667-0751  
EMAIL: RECEPTION@JANDCMANAGEMENT.COM

Office Hours: Monday – Friday: 9:00am. – 5:00pm  
Saturday: 9:00am – 1:00pm (subject to change during summer)  
Sunday - Closed

## **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 LP ARE ALLOWED.**

### **A. Maintaining the Air Conditioner**

- 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.
- 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.
- Don't try to repair the unit yourself. Call our office for a service visit.

### **B. Controlling the Thermostat**

- Set thermostat controls at the highest comfortable temperature level. Each degree raised reduces energy consumption by 3 to 4 percent.
- 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.
- 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.
- If you leave the apartment for more than 4 hours during the day, set the thermostat to approximately 82 degrees Fahrenheit.
- Turn off the air conditioner if you leave the apartment for more than two days.
- Keep lamps and other heat generating devices away from your air conditioner's thermostat. The heat will activate the temperature sensor.

### **C. Keeping Your Apartment Cool**

- Keep all windows, doors, vents and flues closed when the air conditioner is on.
- Close blinds, shades and curtains during the day to keep out the sun's heat.
- Don't block the flow of cool air from the air conditioners inside vents. Keep furniture and curtains away from the units and vents.
- Turn off unneeded lights and appliances.
- 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.
- Select the air-dry option on your dishwasher or turn the machine off after the last rinse.
- Avoid pre-heating the oven. If preheating is necessary, 10 minutes is sufficient.
- When you must use the oven or stove in hot weather, use the stove's exhaust fan to remove heat from the kitchen.
- Avoid hot showers and baths during the hottest hours of the day.
- 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. Close the doors of the rooms that you don't use so the air conditioner has less space to cool.

## **BALCONIES**

The balcony must be kept neat and clean at all times. Any flowerpots or planters placed on balcony railings must be secured. Only outdoor patio furniture may be kept on balconies. Bird feeders, shades, and indoor/outdoor carpeting are 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, bikes, 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 and by Building #1. Please do not leave an open fire unattended. Ashes should be placed in the "ASHES" container, and trash placed in the "TRASH" container. No other trash allow.

### **BATHROOM**

We are installing energy efficient water saver faucets and shower heads. The shower head, and faucets cannot be changed. No washing of clothes in bathroom, aside from handwashing. The tub and tiles must be kept clean in order to prevent mold and mildew. We suggest using "Tilex" on the tiles and Soft Scrub on the tub. Please DO NOT use any abrasive cleaner on the fiberglass shower inserts. We suggest Scrubbing Bubbles Bathroom Cleaner on the fiberglass shower inserts and sliding glass doors. We also highly suggest residents to purchase a toilet plunger to have on hand to be used for any toilet clogs.

Homemade or store-bought BIDEETS of any sort are NOT ALLOWED!

### **BIKES**

For your convenience, bicycles may be wheeled to the bicycle rack behind the office and stored there. Please notify the office if you have a bike located at the bike rack and we will issue a bike sticker. Bikes without decal sticker may be removed.

### **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.
- \*Please use the plastic adhesive removable ceiling hooks if necessary.*

Please immediately report any sagging, warping, leaking, cracking, staining, holes, or water accumulation related to the ceiling or floor to the office.

- B. Any damage caused by the Resident (or the Residents guest) 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.

### **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 (unless a holiday) by a professional licensed cleaning company.

### **CLEANING YOUR APARTMENT**

#### **HOW TO CLEAN THE EXTERIOR OF THE WINDOWS**

- Open the window about four inches from the sill.
- Push in the tabs gently and pull the window towards you, holding as you pull. When cleaning windows, please support the windows and do not lean on them when tilted in.
- Raise window up and snap in place when done. Call office if not working correctly.

**WARNING: WINDOWS ARE VERY HEAVY, SO PLEASE USE CAUTION.**

### HOW TO KEEP YOUR CARPET CLEAN

- Please arrange to have your carpet vacuumed on a regular basis.
- 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.
- We suggest that you have your carpet cleaned at least once a year. We can recommend a company or you can use one of your choice. ***DO NOT use any cleaning product that contains BLEACH on the carpet to remove stains. It will discolor the carpet and will be considered damage.***

### HOW TO CLEAN YOUR APARTMENT DOOR

- 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 "Soft Scrub", lightly applied, or use the Mr. Clean Magic Eraser.

### HOW TO CLEAN YOUR RANGE

#### 1. Burners and Top of Range:

- 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.
- 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.
- 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.

**DO NOT USE ALUMINUM FOIL ON STOVE TOP. THIS IS NOT ALLOWED AND IS A FIRE HAZARD.**

**NOTE:** Do not use steel wool or 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 THE GAS STOVE FROM THE ELECTRICAL OUTLET.**

#### 2. Oven

- Regularly clean the oven with a glass or tile cleaner to eliminate burned-on food.
- Use a good oven cleaner according to product instructions at least every six months.
- Never use a sharp instrument to clean the oven.
- To make cleaning easier, protect the oven bottom from excess spillovers by placing a cookie sheet on the rack you are cooking on or by using an oven rack liner which can be purchased at a grocery store in the baking aisle. These must be placed on the lowest rack **NOT** on the bottom of the oven. All spills should be cleaned or wiped immediately using soap and warm water.

#### 3. Broiler

- 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.
- 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

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

### 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.

### COMPUTERS

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



## **COMMON AREAS**

Hallways, entrances, sidewalks, 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; this includes items such as doormats, shoes, boots, etc. Items left in these areas will be removed and stored for 1 week. Management will not be responsible for items left in the Common Areas of the Building.

PLEASE... no roller blading, skating, skateboarding, bicycling or running etc. in the hallways of the buildings, on the walkways around the buildings, in the courtyard or in the parking lot. Common areas are reserved for the intended use of that area only. Keep stairs and walkways free of chalk drawing/writing.

BOILER PITS: DO NOT GO ON OR NEAR THE GRATES OF THE BOILER PITS LOCATED IN THE COURTYARD.

ANY PERSONS INVOLVED IN DESTRUCTION OF PROPERTY WILL BE EVICTED AND PROSECUTED. THIS INCLUDES BUT IS NOT LIMITED TO; BALCONIES, LIGHTS, BUSHES, FLOWERS AND TREES.

## **DECORATIONS**

### **Walls**

Please feel free to decorate your walls by hanging pictures and light decorative objects. However, please use small nails or damage free command hooks, not toggle bolts or molly bolts.

### **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.

### **Candles**

NO open flamed candles are allowed. You may use battery operated or plug in candles ONLY!

## **DELIVERIES**

We are NOT able to accept your deliveries at the office. If you are not going to be home for the delivery and the package is small enough to fit in the "package box", there will be a key placed in your mailbox. You will use this key to open the big, square package drop off box to retrieve your package. Please leave the key in the keyhole in the box once you have retrieved your package. Otherwise, the package will be left in the lobby of the building. If you prefer, 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 as well as over the door hangers. Nothing (blatantly) offensive of any kind is allowed. 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. (Please refer to the COMMON AREA clause above). Do not paint, change or embellish any part of common areas, including outside doors leading to your apartment.

KEY ENTRY DOORS - Please do not prop open or tape the lock down on any keyed entry door. These doors are for key entry only. THESE DOORS MUST REMAIN CLOSED AND LOCKED FOR SAFETY AND SECURITY PURPOSES.

Loud noises, disturbances, vandalism and suspicious persons should be reported to the Billerica Police Department.

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 -**

#### **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 -**

#### **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 -**

**CALL 911 IN AN EMERGENCY**

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

**GAS LEAKS-**

**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.

**FITNESS EQUIPMENT**

Fitness equipment is only allowed if you are located on the 1st floor of the building. Due to the excessive noise of these machines no treadmills, walking machines, etc. are allowed on the 2<sup>nd</sup> or 3<sup>rd</sup> floor.

**GUESTS**

Only registered residents may reside at this community. If you have any guests whose stay will be more than 24 hours, please have them come to the office and a Temporary Parking Pass will be issued and must be made visible at all times. **Guests may not STAY more than two weeks or they will be considered a Resident and will assume the same obligations, which includes signing the Modified Tenancy-at-Will or Lease Agreement, meeting and abiding by all applicable guidelines and assuming all responsibilities as a resident.** *Guests should be made aware of the Parking Policy along with other community rules.*

**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 degrees Fahrenheit and not more than 78 degrees Fahrenheit between 7 a.m. to 11:00 p.m., and at least 64 degrees Fahrenheit at all other hours. **If you are experiencing any heating problems, please call our office.**

**LANDLINE TELEPHONE**

Outlets for your telephone can be seen throughout your apartment.

**LAUNDRY**

The laundry room is located on the first floor of each building. It is equipped with two coin-operated washing machines @ \$2.25 per cycle and two-coin operated dryers @ \$2.25 per cycle. **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 and 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.

The Billerica Water Department provides a water report annually and it can be viewed or obtained at the office.

To be considerate of your neighbors, please plan to do your laundry before 10:00 pm in the evening and after 7:00 am in the morning.

**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 not supplied or provided 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 are not allowed to be used in any confined area, such as a closet. Light and Appliance bulbs are the Residents responsibility to purchase and replace. Kitchen Light Fixture: Low wattage bulbs should be used for replacements.

**LOCKS AND LOCKOUTS – Prices**

Replacement lock fees:	Studio and One Bedroom	\$135.00
(Subject to change)	Two Bedroom	\$225.00
	After hours lockout fee	\$160.00
	Mailbox Lock Replacement	\$ 50.00
	Building Key	\$ 85.00

## **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. Speaking to the person before contacting the office may solve the problem. **“Having great neighbors usually starts with being a good neighbor”.**

## **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. Please remember that apartment living does not offer the same environment as a single-family dwelling.

## **PARKING AREA**

All vehicles must be registered at the office. Residents are required to present their vehicle registration(s). Parking on the premises is prohibited except for operable passenger vehicles that are registered and insured by the Resident, with a current inspection sticker. J & C Management LP will not be responsible for theft or damage to any vehicle or its contents. Parlmont Park Parking Decals **MUST** be visible at all times. **The decal MUST be placed on the driver’s side rear window.** Motorcycles, motorbikes, plows, and commercial trucks are **NOT** allowed on the premises at any time. Any motor vehicles in violation will be booted and towed after 24 hours (See Below) at owner’s expense. There may not be a warning. All commercial 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, designated **NO PARKING** areas or any **“RESERVED SPOT”**. Residents must educate their guests as to the parking rules, also residents need to pick up a temporary parking pass for their guest(s) staying more than 24 hours. Please remember that the appropriate verification 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). The speed limit in the parking area is 15 m.p.h. at all times.

## **PETS**

Maximum of two cats allowed for each apartment with a \$50.00 charge per month for each cat.

## **POD**

Portable On Demand storage containers must be approved/authorized through the office staff **PRIOR TO DELIVERY.**

## **POOL**

The pool is open from **Memorial Day** through **Labor Day**. The pool hours are 10:00 a.m. to 8:00 p.m. and the pool rules are posted. The pool is for residents **ONLY!** All children 7 years or younger must have a parent within arm’s reach. Every child requires adult supervision. Adults should not swim alone.

## **RENT PAYMENT**

Rent is due on or before the first of each month in advance. Checks should be payable to **J & C Management LP** and mailed to **J & C Management LP**, Parlmont Park Building #10, North Billerica, MA 01862. They may also be dropped off at the office on the property between 9:00am – 5:00pm. If the office is closed, the checks may be put into the mail slot in the door. You may also set up automatic payment via the “Bill Pay” system available through your Banking Institution or use the Online Portal. 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.**

## **RENTERS’ INSURANCE**

J & C Management LP requires all residents of this apartment community to obtain renters’ insurance. It is readily available from most insurance companies at an affordable price. Please contact your insurance agent for more information or you can obtain **Liberty Mutual** or **L’Hussier Insurance** Agent information from the office. You will be asked to provide a copy of your policy upon move in.

## **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 etc. For after-hours *Emergency* Service, our Answering Service may be reached by calling (978) 667-0751. For emergency service visits after hours, call the office number and wait for the voice message, then press 1. An answering service representative will take your message and contact a J & C Management LP representative. Please leave your name, apartment number and telephone number with the Answering Service. A J & C Management LP representative will return your call to determine the urgency. Without this information, they will be unable to help you. J & C Management LP reserves the right to charge for after hours maintenance call if deemed necessary.



**SMOKE DETECTORS/CO2 DETECTORS**

Each apartment is equipped with a hardwired smoke detector and CO2 battery 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 your balcony. Cigarettes should not be thrown into the bark mulch as this is a serious Fire Hazard. When smoking outside, you must be 500 FT. 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.

**SNOW SEASON**

During the snow season, after a snow storm, please clean/remove snow from your vehicle as soon as possible and relocate it to a clean plowed parking spot. Vehicles not cleaned off and relocated may be TOWED. This is a safety hazard and will be STRICTLY ENFORCED.

**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 but not limited to automotive, charcoal, lighter fluid, chemicals, any flammable material. J & C Management LP cannot accept any responsibility for any items stored in the attic.

**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 the following information. If you still require assistance, please call the office for a “hands on” demonstration.

Make sure all the surface burners are placed in their respective positions. Under NO conditions place any tin/aluminum foil or any other product on the top of the stove. There should be nothing there.

STOVE BURNERS: Push knob in and turn knob to LIGHT, 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 cycle off completely, and then on with a full flame to maintain the selected temperature.

**TOWING & BOOT FEES – Prices**

**Boot Removal Fee                    \$ 97.00**

**If Boot Removal Fee has not been paid within 24 hours, the vehicle will be towed.**

**Stuart’s Towing Current Pricing:**  
**Towing Fee                                \$108.00**  
**Daily Storage Fee                        \$ 35.00**

**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. For any and all bulk items it is \$185 per item.

We highly recommend reaching out **College H.U.N.K.S.** @ (978) 955-7439, as they could potentially take it right from your apartment. Please note this is just a suggestion and other junk removal companies may be more suitable for other specific items. A secondary option would be to call the office to let us know which dumpster you place it at and we would bill the account accordingly.

Please note, items placed at any dumpsters without proper notice to the office will be subject to \$115.00 for the hour of J & C Management LP time as well as price of bulk items.

**VACATION PARKING**

If you plan on vacationing or will be away for longer than 48 hours, you must park your vehicle in the designated “vacation” parking area. Please contact the office for further details.

**Questions:**

**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.

**WHAT TO DO IF THERE IS AN GAS SMELL:** Gas is provided to the buildings from **National Grid**. For a Gas smell, please call the office at (978) 667-0751 during our business hours. After hours, please contact **National Grid** directly @ **1-800-548-8000**. Call 911 in an emergency and report the leak.

**MAY I HAVE ADDITIONAL PHONE OUTLETS:**

- 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.
- Owner’s Consent Required for Additional Outlets. If Resident requests additional phone outlets or wiring, Resident shall obtain written consent from J & C Management LP. If approved, consent is conditioned on Resident using a professional technician approved by J & C Management LP to install the extra outlets and wiring.
- 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 NATIONAL GRID TO OBTAIN SERVICE FOR YOUR NEW APARTMENT BEFORE THE MOVE-IN DATE.**

**NATIONAL GRID** 1-800-322-3223

**CABLE/INTERNET SERVICE:**

For VERIZON/FIOS and/or COMCAST/XFINITY you need to contact either:

- Our Verizon/Fios Representative - Christine Augustine. Her direct number is: 1-508-455-8280.
- Comcast/Xfinity Concierge Direct line. The direct number is: 1-800-209-9670.

**BILLERICA POLICE DEPARTMENT - EMERGENCY** CALL 911  
Non-Emergency (978) 671-0900

**FIRE DEPARTMENT - EMERGENCY** CALL 911  
Non-Emergency (978) 671-0940

**BILLERICA POST OFFICE** 1-800-275-8777

**BILLERICA PUBLIC LIBRARY** 1-978-671-0948

**AFTER HOURS SERVICE CALLS @ PARLMONT PARK** (978) 667-0751 WAIT FOR VOICE MESSAGE & PRESS 1

**\*\*AFTER HOURS EMERGENCY CALLS ARE SUBJECT TO A FEE OF \$115.00 PER HOUR (1 HOUR MINIMUM FEE) \*\***

**SEE page 7 of these guidelines for further instructions for after business hours service calls.**