



RESIDENT HANDBOOK

Cambridge Court Apartments
411 Franklin Street
Cambridge, MA 02139

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(617) 497-6220

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PART ONE: MANAGEMENT

MANAGEMENT POLICIES

The Management Office created this handbook to give all residents pertinent information about policies and procedures at Cambridge Court Apartments. This booklet provides guidelines for:

- ❖ Harmonious community living
- ❖ Safety and care of the building
- ❖ Safety and comfort of residents
- ❖ Efficient management services to residents

Management constantly evaluates policies in terms of whether or not they are accomplishing their purposes. Day to day we explore new ideas for improving services and communications between residents and Management.

RENT

Your rent is due on or before the FIRST day of every month. You are responsible for knowing your monthly rent amount, including any past amounts owed. Failure to pay your rent will result in eviction.

INSURANCE

ALL residents should have their own apartment insurance. We strongly recommend that you contact your insurance agent and make sure the contents of your apartment and personal property are insured properly.

Insurance is very important. Should you have any questions, please refer to your lease or call the office

ANNUAL APARTMENT INSPECTIONS

Management will do an Annual Apartment Inspection of every apartment in the building. Advance notice will be given to every resident of the date and approximate time of the inspection. The purpose of the inspection is to identify any necessary repairs, sanitary issues and damages. All appliances, plumbing, windows, fixtures, kitchen and bathroom cabinets, bedroom and bathroom doors, closet doors, and fire safety equipment, etc. will be tested to make sure they are in good working order.

UNIT TRANSFERS

Market Rate One Bedroom: A transfer fee of \$1,000 will be charged to a market tenant to move from a one bedroom to another one bedroom or from a one bedroom to a studio. There is no fee to obtain a subsidy. A tenant may be required to move from their market apartment to a subsidized apartment to obtain that subsidy. There is no fee to transfer from a market one bedroom to a moderate studio if the reason is solely due to a permanent (re: HUD requirements) financial hardship reason.

Market Rate Studio: A transfer fee of \$1,000 will be charged to a market tenant to move from a studio to another market studio or from a studio to a market one bedroom. There is no fee to obtain a subsidy, therefore if a market studio tenant experiences financial hardship they may be eligible for a moderate studio subsidy.

A market studio tenant may be required to move from their market apartment to a subsidized apartment to obtain that subsidy. A single market studio tenant must pay a transfer fee of \$1,000 to transfer to a market one bedroom if there is an increase in household size, or move due to the Cambridge Health Code which requires that no more than one person can live in our studios on a permanent basis.

Moderate Rate One Bedroom: There is no transfer fee applied to moderate apartments. A transfer can only be made from a moderate one bedroom to another moderate one bedroom or moderate studio for the following reasons: medical necessity, financial hardship, increase / decrease in household size. Current HUD regulations apply.

Moderate Rate Studio: There is no transfer fee applied to moderate apartments. A transfer can only be made from a moderate studio to another studio or one-bedroom for the following reasons: medical necessity, financial hardship, increase / decrease in household size. Current HUD regulations apply.

Full documentation and approval is required in advance of confirmation of transfer to a moderate apartment.

Transfer fees are subject to change.

PART TWO: SAFETY & SECURITY

FIRE SAFETY

Your apartment is equipped with a hardwired combined carbon monoxide and smoke detector(s) and sprinkler(s). When activated, this device sounds **ONLY** in your home. The batteries will be replaced once per year during the Annual Inspection. If the light is red on your combined carbon monoxide and smoke detector(s), the detector needs to be reset. Please call the Maintenance Line at 617-492-4344. Please do not hang anything from or block the sprinkler head(s).

WHAT TO DO

In the event of a fire in your apartment, call the fire department **IMMEDIATELY**. Subsequently call the Management office at 617-497-6220. Additionally, **LEAVE** your apartment and **CLOSE** the door behind you.

WHAT NOT TO DO

DO NOT OPEN the door to your apartment for burnt toast or cooking smoke, as the building fire alarm system will be activated and the fire department will be summoned. Please do NOT open your apartment door UNLESS the fire is out of control and you MUST leave your apartment. If you MUST leave your apartment, pull the fire alarm in the hallway as you exit.

IF POSSIBLE

For kitchen fires, if possible, turn off the burner, cover the pan with its lid to put the fire out then remove pan from the burner.

PLEASE do NOT attempt to control a kitchen fire by pouring water on it, as this may result in the spread of the fire.

GENERAL BUILDING SAFETY INSTRUCTIONS

Hallways, Common Areas, and Stairways

The hallways, common areas and stairways of the building should NEVER be obstructed. This is for the safety of all residents.

- 1) Residents CANNOT store decorations, household equipment, furniture or plants in the stairwells or hallways.
- 2) NO TRASH is allowed in the stairwell or hallway. ALL trash should be taken to the trash room or to the dumpster.
- 3) Maintenance staff will assist you with heavy items that are to be thrown away. Please call the maintenance line at 617-492-4344.
- 4) Door mats may be placed in front of your door in the hallway as long as they are kept clean and in good condition.
- 5) Please do not leave shoes or umbrellas in front of apartment doors.

Balcony and Windows

Balconies are to be kept clean and free of debris. A minimal amount of balcony and porch furniture and a few plants are permitted. When high winds are expected all items must be brought into the apartment. This is to protect the safety of passersby.

- 1) Do NOT hang or shake anything from the windows or the balcony.
- 2) Do NOT place anything upon exterior window sills.
- 3) Do NOT use the balcony for storage.

Resident Courtesy

- 1) NO resident shall make or permit any disturbing noises in the building.
- 2) BETWEEN 10:00p.m. and 8:00a.m., NO resident shall play any musical instrument, television or radio in his/her apartment so loudly that it is disturbing or annoying to other residents.

This is to protect the rights, comfort, and convenience of other residents.

SECURITY

Access to Building

Only residents and Management staff are given main door entry for admittance to the building.

For the safety of other residents, all persons should make a concerted effort to keep people from coming in behind them. If someone is trying to walk in behind you please tell them that they must get buzzed in by the resident they are here to visit. If you would prefer not to do this, you can always bypass the front entrance and enter the building by the side lobby door.

Buzzer System

Each apartment is equipped with an intercom and door buzzer system. When a visitor wishes to enter the building, he/she will buzz your apartment. Hold down the ON and the TALK button to speak. Hold down the ON button to listen.



**TO LISTEN
HOLD DOWN
ON**



**TO SPEAK
HOLD DOWN
ON & TALK**



**PUSH & HOLD DOOR
TO BUZZ GUEST IN**

ONLY after you have positively identified the person buzzing your apartment should you press DOOR to open the door. Residents should NOT allow unknown persons into the building.

ONLY known individuals should enter the building by being buzzed in. This is important for everyone's safety. We cannot overemphasize its importance.

If you see a contractor waiting to get in, please wait for the office to buzz them in. If no one is in the office the contractor should not be here. Contractors that do emergency service either have a key or are being let in by the person on call so there is no need for a resident to let them in.

Residents are responsible for letting in their own guests and their guests' behavior while on the property.

Report any suspected criminal activity to the Cambridge Police Department by calling 911. They also have an anonymous tip line for non-emergency information 617-349-3359.

The best security at Cambridge Court will result from a sense of community among staff and residents. This develops as people get to know each other and feel responsible for the well-being of their neighbors.

PART THREE: MAINTENANCE

MAINTENANCE REQUESTS

EMERGENCY MAINTENANCE REQUESTS

An EMERGENCY SITUATION is a problem which puts you, your family or other residents in DANGER or will cause EXTENSIVE DAMAGE to your apartment if not repaired IMMEDIATELY.

Examples of EMERGENCIES:

- Flooding
- Lack of heat
- Fire or Activated Smoke/ Carbon Monoxide Alarm or Sprinkler Head
- Lack of electricity (unless the whole street is out)
- Overflowing sink or toilet (If water feed shutoff will NOT work)
****Immediate clean up of an overflow toilet is the tenant's responsibility.*

EMERGENCY MAINTENANCE REQUEST PROCEDURE

Emergencies receive IMMEDIATE attention. Please call the office day or night at 617-497-6220. If the office is open, office personnel will dispatch maintenance to the emergency location. *If the office is closed*, the call will be received by a 24 hour live answering service. If the call goes to the answering service, the phone will ring and then you will either get a live voice or a short recording stating “you have reached Alcourt Management, someone will be right with you...” Please do not hang up. You will be connected to an operator who will take your message and page the appropriate staff member on call.

Please provide all the information the operator asks for including a telephone number at which you can be reached. Sometimes the maintenance or office person on call needs to speak to the resident to get more detailed information. In an EMERGENCY and during your absence, maintenance personnel **MUST** enter your apartment without notice. This is necessary for the safety of all residents.

NON EMERGENCY MAINTENANCE REQUESTS

Problems that require repair service in your apartment will occur from time to time. Maintenance requests should be made when a problem **FIRST** arises, so that more serious problems do not develop as a result of neglect. Please call the maintenance line at (617) 492-4344. The Maintenance Line is a tape recording device in the office. This device is listened to periodically during normal working hours. Please do not leave emergency requests on this device because it could be a day before your message is heard.

Examples of **NON-EMERGENCIES:**

- Garbage Disposal repairs
- Dishwasher repairs
- Light bulb out
- Broken screens
- Pest control
- Broken/ malfunctioning electrical outlets

Non-Emergency Service Request Procedure

1. Call the Maintenance Line at 617-492-4344 and leave your name, apartment number, description of the problem, and if possible, description of the repair needed.
2. You may wish to be present at the time of the repair. Therefore, you must leave your telephone number and available times for an appointment.

Unless noted in your request, maintenance staff will enter your apartment to repair damage whether you are present or not.

3. Do NOT make service requests to employees directly. Employees have been instructed to refuse requests that are made in person.
4. Requests made during maintenance hours will be answered during the next business day or before if possible.
5. Service requests are recorded on a numbered work order form and are answered in the order received.

Maintenance Department Hours

Normal hours are between 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding holidays.

SPECIAL MAINTENANCE CHARGES

Management covers the cost of providing routine repairs to your apartment. However, the following items are examples of DAMAGES instead of ROUTINE maintenance. If residents or visitors cause these damages, the resident is responsible for the cost to repair the damages. This policy helps keep the rental rates down.

Examples of Special Maintenance Charges:

- Broken windows
- Chips, burns, or cracks in the sinks, toilet, bathtub, or countertops
- Damaged light fixtures or appliances
- Missing or broken screens

- Damage from a fire caused by the resident
- Damaged cabinets, shelves, or countertops
- Damaged carpet or floor (beyond normal wear & tear)
- Holes in walls
- Damaged locks or doors
- Damaged towel or shower bars
- Chronic problems such as:
 - clogged toilets
 - clogged garbage disposal units
 - other damage subject to resident neglect or abuse

KEYS

We suggest that you obtain a spare set of keys for your apartment. You can request a spare apartment or mailbox key by calling the Maintenance line at 617-492-4344.

Spare fobs to access the building can be requested by calling the Management office at 617-497-6220 during business hours. In the event you lose your fob, apartment, or mailbox key please let the Management office know.

You will be charged the cost of extra keys and fobs.

LOCK OUTS

Please keep a spare set of keys with a friend in the building. The Building Superintendent or Management staff can unlock your apartment during office hours. However, outside of normal office hours, there is a charge of \$5.00 for each lock out. Outside of normal office hours, there may be a delay in response time.

PART FOUR: APARTMENT CARE & OPERATIONS

APARTMENT DOOR

Below the door knocker, there is a small square metal plate on your door for hanging items. Do not place anything anywhere else on the door. Management reserves the right to remove items from the door that may be offensive or inappropriate or that are placed anywhere other than the square metal plate.

CLOSET DOORS

The closet bi-fold doors are delicately balanced. Please handle them with care. If the door comes off the runner, press down on the roller on the top of the door. This will allow you to put the door back on the runner.

DOOR LOCKS

Your door handle may be locked by using the key to your apartment or using the push lock from the inside. After locking the door, test the handle to be sure that the door is secure. Every apartment has a deadbolt for added security.

FLOORS

Kitchen and bathroom floors are covered with vinyl tile.

Cleaning & Waxing

To clean, use a damp mop with mild soap and water. Do **NOT** use an excessive amount of water.

Wax with water-emulsion wax or a preparation specifically formulated for vinyl flooring.

PEST CONTROL

At the first sign of roaches, bed bugs, or other insects in your apartment, please call the Maintenance Line at 617-492- 4344 to make an appointment with the exterminator. There is NO charge for this service.

Suggestions for Control of Pests

- 1) Be aware of where you shop. Many common pests are carried into your home. Watch where you shop, what you buy, and what you do when you bring it home.
- 2) Dispose of cardboard boxes and paper bags, or store them away from food.
- 3) Rotate all stored or boxed products. Discard old product containers, especially under sinks.
- 4) Thorough and frequent cleaning of cabinets and other food storage areas reduces pests.
- 5) Do not bring used mattresses in the building because they may contain bed bugs.
- 6) Communications with your neighbors and the building Management can be useful in dealing with area wide problems.

SHADES

Roller shades are provided for the bedroom windows. Drapery rods have been installed on living room windows/sliders. Replacement or repair of old shades and rods will be handled by Management. If you would like to purchase vertical blinds for your windows please contact the Management office.

WALLS - INTERIOR

For hanging pictures, mirrors, shelves, plant racks, etc. you **MUST** use a toggle bolt, molly bolt, command hook, or similar device.

Do NOT use adhesive wall coverings, such as contact paper, mirror tiles, etc.

If you have questions, call the Maintenance Line at 617-492-4344 for advice or assistance.

NOTE: Beyond normal wear and tear, residents are responsible for the cost to repair damage to interior walls caused by residents or visitors.

PART FIVE: APPLIANCE/UTILITY CARE & OPERATIONS

Management is responsible for repairs to the following appliances and fixtures except when a resident or visitor causes damage by failing to exercise reasonable care.

AIR CONDITIONERS

One individual air conditioning unit is located in the living room area of each apartment.

Usage

- 1) Each unit has a removable filter that is washed or replaced annually by Maintenance.
- 2) Turn unit off when not at home and use a low setting once a comfortable temperature is reached. This will save energy consumption and reduce the risk of damage to the unit.
- 3) For one bedroom units, there is a heat vent between the wall in the living room and bedroom that should be kept open to circulate the cool air. In the living room, close the vent.
- 4) Do NOT continually adjust the setting on the unit as this will waste energy and not provide adequate cooling.

Management is responsible for repair of the air conditioners, except when it has been neglected or misused. If your air conditioner is not working properly call the Maintenance Line at 617-492-4344.

DISHWASHERS

Each unit is equipped with a dishwasher.

Dishes must be rinsed before being loaded into the machine. This prevents the drain and vent lines from clogging.

NOTE: Use of any soap, other than automatic dishwasher liquid or powder (i.e. Cascade, Palmolive) will result in excessive sudsing and damage to the property. The resident is responsible for repairs resulting from such negligence.

ELECTRICITY

Electrical Outlets

Each unit has a number of wall outlets for normal use. The outlets in the kitchen have a safety feature that requires that you push the plug hard into the outlet in order for it to go all the way in. Ground faults can be reset by pushing the reset button if you find the outlet not functioning.

Bulb Usage & Replacement

Do NOT use bulbs larger than 60 watts in your apartment. Bulbs with greater wattage may burn out or damage the light fixture, for which you will be charged.

Replacement of bulbs is the resident's responsibility. We suggest that you purchase energy efficient light bulbs. Maintenance will replace hallway, kitchen, bedroom, and bathroom light bulbs for a cost.

Circuit Breakers

All electrical circuits in your apartment are protected by automatic circuit breakers in an electrical panel. The electrical panel is located in the kitchen of most apartments. Handicap unit electrical panels are in the living room near the closet. '08' stack units electrical panels are behind the apartment door. Electrical panels should never be blocked.

Electrical Failure

IN CASE OF ELECTRICAL FAILURE, CHECK YOUR CIRCUIT BREAKER FIRST.

Circuit breakers are designed so that an overload or short circuit results in an automatic interruption of the electric current supplied to that circuit.

RESET any breaker switch by putting it in the "OFF" position before returning it to the normal "ON" position. Repeated tripping of the breaker may indicate a short circuit.

NOTE: NEVER hold the circuit breaker in the "ON" position. If it will not reset, call the maintenance line at 617-492-4344.

ELECTRIC STOVE

Each apartment is equipped with an electric oven and range. Management is responsible for the repair of the stove, except when it has been neglected or misused.

ENERGY EFFICIENCY

Cost of Energy

Apartment rents have been set so that the development's expenses can be met each month. Your rent includes the cost of heat, hot water, electricity, mortgage payment, real estate taxes, maintenance expenses, etc.

Responsibility

Management and residents have a responsibility to work together to do everything possible to keep costs low. Due to the ever-rising cost of energy, we encourage you to assist us in our efforts to conserve when possible.

Please use the following suggestions to make sure that utilities and electricity are not wasted:

- Keep unnecessary lights turned off.
- Turn off fans, TVs, coffeemakers, and other appliances when not in use.
- Report leaky faucets, pipes, valves, etc. IMMEDIATELY (A leaky faucet can double water consumption)
- Set thermostats at one setting during the heating season; do NOT keep putting it up and down, except when you are away from your apartment for long periods of time.
- During the heating season, do not open the hallway windows.
- Hallway heat is set between 65-75 degrees. Do not force thermostat beyond these points.

EXHAUST VENTS

Kitchen and bathroom exhaust vents draw air constantly. Please do not cover these vents.

GARBAGE DISPOSAL

The garbage disposal unit built into the kitchen sink can be used for a small amount of most types of waste. The disposal is controlled by a wall switch. Before and during use of the disposal, run COLD water. Continue to run COLD water and the disposal for about 15 seconds after all garbage is disposed of. This insures that the disposal will operate properly and efficiently.

Examples of items you **CANNOT** grind:

- X Bones (chicken, beef, fish, etc)
- X Corn cobs
- X Cigarette butts
- X Bottle caps
- X Glass
- X Coffee grinds & filters
- X Shells (lobster, crab, oyster, egg, etc)
- X Hair
- X Paper
- X Fat & grease (clogs the drain pipes)
- X Wire or metal items
- X Rinds, skins & pits from fruits & vegetables

WARNING:

- 1) Do NOT turn on the wall switch until you are sure all hands and utensils are clear of the unit.
- 2) Do NOT turn off COLD water until AFTER the disposal is turned off.

* Do NOT pour grease or drain openers (Drano, Liquid Plumber, etc.) in the sink. This will destroy the unit, and the resident will have to pay for repair or replacement.

HEAT

Each apartment is centrally heated from the boiler room. The heat is controlled by your thermostat.

Usage

- 1) Leave your thermostat set at ONE comfortable setting when you are in the apartment. This will save energy and maintain a constant temperature.
- 2) When you are not in the apartment for long periods of time, we suggest you lower your thermostat. This will save energy.
- 3) For 1 bedroom units, there is a vent between the walls in the living room and bedroom which should be open to circulate warm air.
- 4) Do not use the oven to heat your apartment. It is a fire hazard and wastes electricity.
- 5) Space heaters are not allowed.

No heat is an EMERGENCY. Please call the Management office at 617-497-6220.

PLUMBING

Plumbing problems can cause extensive damage to your apartment and other apartments in a short time. IMMEDIATELY report all leaks, improperly functioning toilets, and other plumbing problems to the maintenance line at 617-492-4344.

Plumbing issues that will cause damage such as floods are an EMERGENCY. Please call the Management office at 617-497-6220.

NOTE: Remember, residents are required to clean up water from overflowing toilets.

You should have a plunger for clearing your drains. If the plumbing problem was caused by negligence, residents will be charged for damages. Residents are also responsible for damages to other residents' personal property as a result of flooding.

WARNING: Do NOT use Drano or any other caustic cleaners in the sinks in your apartment. Cooking grease and oils should not be put down the sink or toilet drains. Leftovers cooking grease should be put into newspaper in a covered container and thrown away with your trash.

REFRIGERATOR

Your refrigerator will operate more efficiently and economically if you maintain a constant setting on the temperature dial.

STOVE HOODS

Please use energy efficient bulbs for the stove hood.

PART SIX: BUILDING & OTHER SERVICES

BICYCLES AND MOPEDS

There is a rack for bicycles and mopeds in the courtyard for RESIDENTS ONLY. Residents are responsible for the safety and security of their property. Bicycles and mopeds must be registered with the Management office.

Safety Suggestions

- 1) Always lock your bicycle or moped to the rack.
- 2) Use kryptonite locks or key locks rather than combination locks. Use a heavy chain.
- 3) Remove the front wheel or seat.
- 4) Do not ride bicycles inside the building.

NOTE: Please do NOT lock bicycles to the trees, fence, benches, or tables as they may obstruct access or cause damage.

COMMUNITY ROOM

The Community Room is open to all residents and Management staff, seven days a week, from approximately 6:00 a.m. to 10:00 p.m.

The Community Room is a place for residents to meet one another and talk.

General Usage

- 1) ALL residents should pick up their shopping advertisements from the Community Room.
- 2) Magazines and books are available for reading in the Community Room. You can save money by sharing subscriptions.
- 4) The Community Room is not a storage area. Please do not leave shopping carts, laundry, or other items.

Private Usage

- 1) The Community Room may not be reserved for private use.
- 2) Residents may use the Community Room for social functions but it is required that the door be left open and unlocked. The room must be cleaned up and the furniture put back in place when the function is over.
- 3) Residents must inform the Management office in advance of having an anticipated gathering in excess of ten people in the Community Room.
- 4) Signage used to let residents know of upcoming gatherings must be posted with blue painter's tape and cannot block any signs already posted.

ELEVATORS

Entrapments

If you find yourself trapped in the elevator, push the red button in the elevator with the telephone symbol next to it. The button will connect you to the elevator company and a technician will come to get you out.

If you are having a medical emergency, let the elevator company know and they will contact 9-1-1 for you.

Special Use

If you need to use the elevator to move furniture, boxes, or large items, please do this during the course of the business day and contact the Management office so you can be given instructions.

LAUNDRY ROOM

Malfunctions/Lost Money

If you lose money, have clothes damaged, or the machine works improperly, please call the company which owns and maintains the card operated washers and dryers, **Automatic Services** at 1-800-747-SUDS.

Resident Responsibility

DO NOT LEAVE YOUR WASH UNATTENDED IN THE LAUNDRY ROOM, as this is the best safeguard against stolen laundry, for which residents are responsible. The Management office is NOT responsible for stolen or lost laundry.

REMOVE YOUR CLOTHES PROMPTLY, as there are only 4 washers and 4 dryers for all residents.

REPORT ALL STRANGERS who are using the machines, as the machines are for resident and resident's personal care attendants ONLY.

PARKING

Only residents with valid parking stickers may park on-site in the designated parking spaces. Additionally, all vehicles must be registered to the resident and have a current registration and inspection sticker. Parking is on a first come, first served basis and FOR RESIDENTS ONLY.

We also suggest that residents with cars obtain a Resident Parking Permit from the city's parking department. The City of Cambridge Parking Department is located at 344 Broadway and may be reached at 617-349-4700. A parking permit will allow you to park on the street in front of the building when the parking lot is full.

Residents who have rental cars may request a temporary parking permit from the Management office for a time period designated on the permit.

Visitors & Visitor Parking Permit

There is NO visitor parking in the Cambridge Court Apartments parking lot, due to a limited number of spaces available.

Residents must obtain a Visitor Street Parking Permit for their guests from the city's parking department. Call the City Parking Department at 617-349-4700 to find out more information about obtaining a permit. A Visitor Street Parking Permit will allow your visitors to park on the street in front of the building.

Reserved Spaces

Reserved spaces are marked with signs and are located on the office side of the building. From 7:30 a.m. to 5:00 p.m. Monday through Friday, ONLY office staff and office visitors may park in the Reserved spaces. Residents may park in the Reserved spaces all day on weekends and during the weekday outside of office hours.

Violations

*Unauthorized persons parking in reserved spaces will be towed at vehicle owner's expense.

*Abandoned or unregistered vehicles will be towed at vehicle owner's expense.

PARKING REGULATIONS WILL BE STRICTLY ENFORCED

PET RULES

General:

1. Residents may be permitted to have one common household pet limited to 25lbs mature weight per apartment.
2. Visiting pets must comply with Cambridge Court Apartment pet rules and City of Cambridge registration requirements and visits are limited to 4 times per month.
3. Management has the right to revoke permission at any time and to require the removal of a pet.

Registration:

1. Owners must comply with the pet registration requirements of the City of Cambridge.
2. Pet owners must register their pets with the Management office before the pet is brought on the premises and must update the registration annually.
3. Registration includes the following: certificate of inoculation, information sufficient to identify the pet and to demonstrate that it is a common household pet, and the name, address, and phone number of at least one responsible party who will care for the pet if the owner dies or is unable to provide care. The responsible party must sign and give his/her acceptance.
4. Pet owners must provide documentation that their cat and dog is spayed or neutered.

Sanitary Standards Governing the Disposal of Pet Waste:

1. Pets requiring litter boxes must be changed at least once per week.
2. Owners must take pets off the premises of Cambridge Court Apartments to deposit waste.

Pet Restraint:

1. All pets must be properly restrained and under the control of a responsible individual while on the common areas of the property. Proper restraint requires the use of a leash or cage.
2. Pets are never allowed to roam freely in hallways. Pets found roaming shall not be permitted at Cambridge Court Apartments.
3. Pets which disturb the health, safety, and welfare of residents and guests will not be permitted at Cambridge Court Apartments.
4. Pets are not allowed in the community room or in the courtyard.
5. Pets must be caged or contained by their owner while maintenance work is being performed in the apartment.

PLEASE NOTE: *Service animals used by persons with disabilities are not considered pets but must be registered with Cambridge Court Apartments.*

PACKAGES

The Management office cannot accept packages that need a signature from UPS, Federal Express, United States Post Office, etc. Please make arrangement to be home or have packages shipped to an address where a signature can be obtained at time of delivery.

SATELLITE DISHES

Resident will be required to sign the following policy prior to having a Satellite Dish installed. The policy may be revised from time to time by giving written notice to the tenant.

1. The tenant must notify Management of their intention to purchase a satellite dish.
2. No part of the dish or antenna can extend beyond the balcony railing line.
3. No holes may be drilled in outside walls, roof, windows, railings or balconies.
4. The satellite company must provide and install all equipment, including the non-penetrating mounting device that the dish is mounted to on the balcony, and will do so in a professional workmanlike fashion.
5. The installation must be supervised and approved by Management.
6. The equipment will be inspected by Management at least twice a year at the time of air conditioner and heat filter changes. The tenant should also periodically inspect the equipment to insure that it has not come loose from the mounting system. If any defects are noticed the tenant must notify Management and the satellite company immediately.
7. The tenant will provide a copy of the signed satellite dish contract to the Management office. This policy is designed especially for the safety of residents and all others.

SNOW AND ICE REMOVAL

Staff Responsibility

Cambridge Court Apartment's maintenance staff will remove snow and ice from the parking lot, sidewalks, and building entrance, during a storm or immediately after it ends.

Resident Responsibility

Residents should be cautious walking and driving outside the building, as conditions vary from location to location, and snow and ice may build up over time.

There are barrels of sand around the building for residents to use in slippery weather. There will be a shovel and ice melt by the front entrance door for residents to use. We suggest you bring a bag filled with sand to spread in front of yourself while walking to your car.

Residents are responsible for removing snow and ice from their cars. Remove snow from your car while in the parking spot. While you are out of your spot, the snow will be moved to the snow pile areas.

**PLEASE CALL THE MANAGEMENT OFFICE
IF THERE ARE ADDITIONAL PROBLEMS IN SLIPPERY WEATHER**

SMOKING

Smoking is not permitted in indoor common areas such as the Community Room, hallways, stairwells, and lobby.

Please use designated outdoor smoking areas.

PART SEVEN: TRASH DISPOSAL & RECYCLING METHODS

TRASH CHUTE

Please put all trash, including wet garbage, into a plastic bag before putting it in the trash chute. Be sure to wrap and dry all wet garbage with paper before placing it in a plastic bag. Before putting the bag into the chute, tie the plastic bag with twister ties, string, or the corners of the bag.

DO NOT put any of the following items down the chute:

- X Metals
- X Bundles of newspapers or magazines / phonebooks
- X Hardback books
- X Pizza boxes
- X Glass
- X Clothing hangers
- X Bed frames
- X Clothing and shoes
- X Bed Linens
- X Unwrapped wet garbage
- X Smoldering cigarettes
- X Rugs
- X Large cardboard boxes
- X Wire items
- X Wood
- X Paint, paint thinners, and all flammable liquids
- X ANY, large bulky items

DO NOT OVERSTUFF TRASH BAGS!

NOTE: Needles & syringes may be disposed of in detergent bottles, coffee cans, other puncture proof containers and sealed with tape. **No loose needles.** These puncture proof containers may be placed in garbage bags along with other trash. Residents may request sharps containers from the City of Cambridge Health Department at 119 Windsor Street 617-665-3800.

DUMPSTER

All trash items can be placed in the dumpster. For safety, do not go near the dumpster while it is being emptied by the trash removal company.

DO NOT throw televisions or computer monitors over 19 inches in the dumpster. Please call the Maintenance line for help.

TRASH CANS

Trash cans are ONLY for those items which **CANNOT** be placed in the garbage disposal, trash chute, recycling bins or the dumpster.

DO NOT put ANY food waste in the trash cans please!

GARBAGE SHOULD NOT BE PLACED ON THE FLOOR OF THE TRASH ROOM!
(this will create a roach problem)

RECYCLING

Two blue recycling bins are in each trash room for your use. Recycling is mandatory for all Cambridge residents. Please place items in the proper bin.

You **CAN** recycle:

- ✓ Paper & paper bags
- ✓ Plastic containers
- ✓ Metal cans, trays, and aluminum foil
- ✓ Empty aerosol cans
- ✓ Empty pizza boxes
- ✓ Newspapers & magazines
- ✓ Washed and clean glass bottles and jars
- ✓ Cardboard boxes
- ✓ Soft cover books

You **CANNOT** recycle:

- X Plastic bags
- X Styrofoam
- X Ceramics, dishes, or glassware
- X Light bulbs
- X Paint containers
- X Paper towels, tissue, or napkins
- X Plate glass or mirrors
- X Hard cover books

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