



The
Copley
Group

2017

This packet contains important information regarding: moving into your new Copley apartment, rent payment procedures, maintenance issues, Copley amenities, garbage & recycling, and Copley rules and regulations. The Resident Handbook and other useful information may be found on our website: www.thecopleygroup.com

Resident
Handbook



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About The Copley Group

The Copley Group is a privately owned company that owns, manages, and develops residential, commercial, and retail real-estate.

The Copley Group main office is located at 896 Beacon Street, Boston, MA 02215. Office hours are Monday- Friday 8:30 am to 4:00 pm. The phone number is 617-262-3930.

The Copley Group Maintenance Office is located at 106 Queensberry Street, Boston, MA 02215. Office hours are Monday- Thursday 8:30 am to 5:00 pm and Friday from 8:30 am to 4:00 pm. The phone number is 617-536-9339.

The Copley Group Fenway Office is located at 106 Queensberry Street, Boston, MA 02215. Office hours are Monday- Friday 8:30 am to 4:00 pm. The phone number is 617-536-9339.

The Copley Group Rental Office is located at 106 Queensberry Street, Boston, MA 02215. The phone number is 617-247-3070.

Move-In Day

To facilitate a smooth and pleasant move-in day please read the following information about moving in to your new Copley apartment.

Boston residents: Remember to apply for a 1 Day Moving Van Permit from the City which allows the permit holder to restrict access to a portion of the street for a specified length of time. This is essentially reserved parking for your moving truck! Please take advantage of this service as The Copley Group does not have the capacity to provide temporary parking permits.

On move-in day, keys are made available as soon as your apartment is made ready for occupancy, which typically is any time between 2 pm-5 pm. Please schedule your moving truck accordingly.

***Please note that not all apartment keys will be ready for pick up at 2 pm. All apartments will be ready for occupancy by 5 pm.**

Picking up the keys to your new apartment- Keys are given out on the first day of your lease between 2 pm- 5 pm. Keys may be picked-up at our maintenance office by you or you may arrange with your broker to pick up the keys for you. *Key pick up occurs on the first day of your lease unless you request a delayed move-in or would like your apartment to be painted and or have the floors treated with polyurethane.*

Since outgoing residents typically vacate their apartments on the last day of the month, and new residents move in on the first of the month, the only way we can be assured that new residents move in to a clean, problem free apartment is by making sure that we get to the apartment before you do. We are proud of this service and it is the reason why keys are given out during assigned time periods. **After moving in, if you are not satisfied with the condition of the apartment please call our maintenance office and we will attend to the situation as soon as possible.**

*****Prior to moving in every Copley apartment is cleaned, serviced by our maintenance department, inspected and supplied with a brand new plunger, and shower curtain.***

Mailbox Tags will be installed in your mailbox or delivered to your apartment shortly after moving in. If not installed for you please insert the tag into the slot on your mailbox. *If mailbox tags are not installed the postal service will not deliver mail to the mailbox.*

Utilities

Please find your building below to see what utilities are included with your rent and which the resident is responsible for separately. The resident is responsible for setting up all utilities that are not included in the rent unless otherwise noted.

111, 117, 191-195, 35 Park Drive

98-106, 105-111, 51-55, 19-40, Queensberry Street

108-112 Jersey Street

120-124 Peterborough Street

Heat and Hot Water	Electricity	Gas	Cable/Internet
Included, except in garden level units, where only water is included. In garden level units, heat will be included with your electricity bill.	Not included. For set up, please contact Eversource at 800-592-2000 or www.eversource.com .	Not included. Gas is only needed if you have a gas stove . For set up, please contact National Grid at 1-800-233-5325.	Not included. Available through RCN or other local provider. If you would like to use RCN, we recommend calling John Perry at 617-593-0122 or emailing him at john.perry@rcn.net . John will make sure that you are getting the best rate possible!

100 Jersey Street

Heat and Hot Water	Electricity	Gas	Cable/Internet
Not included. Water will be billed through The Copley Group (no set up required). Heat will be included in your electricity bill.	Not included. For set up, please contact Eversource at 800-592-2000 or www.eversource.com .	N/A	Not included. Available through RCN or other local provider. If you would like to use RCN, we recommend calling John Perry at 617-593-0122 or emailing him at john.perry@rcn.net . John will make sure that you are getting the best rate possible!



**195 Commonwealth Ave
457 Centre Street
24 Joy Street
225-227 Newbury**

Heat and Hot Water	Electricity	Gas	Cable/Internet
Included, except in garden level units where only water is included.	Not included. For set up, please contact Eversource at 800-592-2000 or www.eversource.com .	Not included. Gas is only needed if you have a gas stove . For set up, please contact National Grid at 1-800-233-5325.	Not included. Available through local provider.

270 Newbury Street

Heat and Hot Water	Electricity	Gas	Cable/Internet
Included.	Included in all units except for in units #7 and #11 . For set up, please contact Eversource at 800-592-2000 or www.eversource.com .	Not included. Gas is only needed if you have a gas stove . For set up, please contact National Grid at 1-800-233-5325.	Not included. Available through local provider.

**3 Greenway Court
127 St Botolph St
379 Commonwealth Ave**

Heat and Hot Water	Electricity	Gas	Cable/Internet
Included.	Not included. For set up, please contact Eversource at 800-592-2000 or www.eversource.com .	Not included. Gas is only needed if you have a gas stove . For set up, please contact National Grid at 1-800-233-5325.	Not included. Available through local provider.

59-75 Wyman Street

Heat and Hot Water	Electricity	Gas	Cable/Internet
Not included. Heat and hot water will be included in your gas bill.	Not included. For set up, please contact Eversource at 800-592-2000 or www.eversource.com .	Not included. For set up, please contact National Grid at 1-800-233-5325.	Not included. Available through local provider.



1404-1406 Beacon Street

Heat and Hot Water	Electricity	Gas	Cable/Internet
Not included. Heat and hot water will be included electricity bill.	Not included. For set up, please contact Eversource at 800-592-2000 or www.eversource.com .	Not included. Gas is only needed if you have a gas stove . For set up, please contact National Grid at 1-800-233-5325.	Not included. Available through local provider.

88 West Cedar Street

51 Mass Ave

254 Newbury Street

Heat and Hot Water	Electricity	Gas	Cable/Internet
Heat not included. Hot water included. Heat will be included in electricity bill.	Not included. For set up, please contact Eversource at 800-592-2000 or www.eversource.com .	Not included. Gas is only needed if you have a gas stove . For set up, please contact National Grid at 1-800-233-5325.	Not included. Available through local provider.

Telephone Entry System Instructions

For residents of:

111 Park Drive	225 Newbury Street
117 Park Drive	254 Newbury Street
100 Jersey Street	270 Newbury Street
457 Centre Street	127 St. Botolph Street
35 Park Drive	191 & 195 Park Drive

Your building is equipped with a DoorKing Telephone Entry System (or similar)-which acts as an intercom system allowing communication between a guest in the lobby and a resident at home and allows residents to “buzz” guests into the building. DoorKing works with local, out-of-state and mobile numbers.

To activate the system you will need to call the maintenance department at 617-536-9339 and give the maintenance customer service coordinator your telephone number. The entry system will not be activated until your telephone number has been entered into the system by our maintenance department.

HOW TO USE THE DOORKING SYSTEM

The Copley maintenance department customer service coordinator will program your name, apartment number, and telephone number into the telephone entry system under a specific DIRECTORY CODE.

1. Use the DoorKing’s A and Z buttons to look up a resident’s name. The Directory Code will be displayed to the right of the resident’s name. **Resident phone numbers will not be displayed.**
2. Enter the Directory Code on the DoorKing system keypad.
3. Press the Call button.

GRANTING OR DENYING ACCESS

Once you have answered the phone call and you have identified your guest, you have to either grant access or deny access to your guest.

1. **To grant access to your guest, press 9 on your touch tone telephone.** The telephone entry system will respond with a confirmation tone indicating that the door is opening and will automatically disconnect itself. Some newer telephones emit a very short duration tone when the number is pressed. If your telephone does this, you may have to press the open number twice in rapid succession to open the door.
2. **To deny access to your guest, press 2.**

The Copley Group Maintenance Office Information and Emergency Response Guidelines

617-536 -9339 (Regular Business Hours)

781-642-1576 (After-Hours Phone Number)

Maintenance address: 106 Queensberry Street, Boston, MA 02215

Maintenance hours: Monday – Thursday 8:30 am - 5:00 pm
Friday 8:30 am - 4:00 pm

The Copley Group Maintenance Office provides 24-hour, 7-day a-week maintenance service to its residents.

Routine Maintenance Requests- Our goal is that all maintenance requests will be handled within 48 hours.

- Residents can place service requests by logging into their RentCafe account or by navigating to the Resident Portal button on thecopleygroup.com homepage.
- Monday- Friday from 8:30- 4:30 residents may call **617-536-9339**.

After Hours, Weekend, Holiday EMERGENCY Requests-

- Call **781-642-1576**

This service is for emergency only. Examples of emergency situations are: no heat, no hot water, water leaking into the apartment, overflowing plumbing fixtures, lock-outs, and fires. If there is a fire, call the fire department first, and then call the After-Hours maintenance number. *Please do not call After-Hours number for routine maintenance issues or for emergencies occurring during regular business hours. For emergencies occurring during regular business hours call the regular maintenance number.*

Lock-outs during regular business hours will be serviced by our maintenance department at no additional charge. If you lock yourself out of your apartment after our regular business hours or on a weekend or holiday please call the emergency service and they will page one of our maintenance staff to come and let you into your unit. **You must pay this person \$50.00 cash at the time that he/she gives you entry into your unit. You must also give him/her positive identification that you are the occupant of the unit or you will not be provided access to the apartment. The Copley Group will not give entry to anyone whose name is not on the lease.**

*****It is extremely important that the After-Hours number be called in emergency situations only. Non-emergency calls made to this number impair our ability to respond to actual emergency situations.***

Rent Payment Procedure and Information

Rent is due on the first day of the month.

Statements are sent to residents each month. *If you do not receive a statement in the mail you are still responsible for paying rent on the first day of the month.*

The Copley Group accepts 2 methods of payment:

1. **RentCafe On-Line Payments**- Residents can make 1 time payments or schedule recurring payments through the RentCafe portal. RentCafe login information is automatically sent when residents sign their leases on-line. If you are a current resident and do not have a RentCafe account please contact our main office and we will send you your login information.
2. **Lockbox payment**
 - A. Standard check**- Each month you will receive an invoice stating the amount due. Please return the portion that says “remittance” with your check using the envelope provided and send it to the address printed on the statement. **Please remember to include your Copley account number on the check.**

B. Internet bank check For residents who choose to pay rent by an internet bank check, make sure to include your account number on the check and remit payment to the Lockbox address below:

Remittance Address for Rent Payments

The Copley Group
P.O. Box 874
Reading, MA 01867-0407

If it is your last month renting with us your Last Month's Rent deposit will automatically be applied to your account.

Any payment returned for insufficient funds from your bank will result in an administrative fee of \$50.00 being charged to your rental account. After two payments have been returned for insufficient funds, all further payments must be remitted in the form of a money order, or certified check.

If you have any questions regarding our rent payment services you may contact our Controller at 617-262-3930.

Parking and Bicycle Storage

The Copley Group has parking spaces for rent for residents and non-residents. For information regarding private, off-street parking, call our Leasing Coordinator at 617-262-3930. If you would like to rent a parking space we will send you a Copley Parking Agreement. Once we receive the completed form and payment we will provide you with a sticker to place on the inside left of your car windshield.

Fenway Residents: If your car is registered in the City of Boston, you may apply for a Fenway/Kenmore resident parking sticker. This permit will allow you to park overnight on neighborhood streets. For more information regarding resident permits, please contact the Office of the Parking Clerk at 617-635-4410. Boston Resident Parking Permit applications may be found on the City of Boston's website:

<http://www.cityofboston.gov/parking/residentparking/>.

You can download The City of Boston Parking Form from our website here

<http://www.thecopleygroup.com/Forms/Boston-Resident-Parking-Application.pdf>

Bicycle parking spots are available in many of our buildings at no charge provided you register your bicycle with The Copley Group. If you are interested in using our bicycle storage rooms please contact our Resident Services Coordinator at 617- 536 9339 or at residentservices@thecopleygroup.com. *Bicycle parking is free but requires a deposit.

Bikes are not to be locked to fences or left in common areas. Unregistered bicycles stored in bicycle rooms and bicycles locked to fences or left in common areas will be removed without notice and a fee will be assessed. After 30 days, if the bicycle is not claimed, it will be donated to Bikes Not Bombs in Jamaica Plain.

Storage Units

Storage Units are available to rent in many of our buildings. Please call our Property Manager for more information at 617-927-6903.

Resident Referral Program

The Copley Group is pleased to offer our residents a \$200 credit to your account for each successful rental referral. Please contact the Copley Group Rental Office located at 106 Queensberry Street or call 617-247-3070 for more information. *The Resident Referral program is only applicable for apartments rented with a Copley broker.*

Transferring to a New Copley Apartment

If you would like to move from one Copley apartment to another please contact the Copley Leasing Office at 617-247-3070 or rentals@thecopleygroup.com and **make sure to mention that you are a current Copley resident.** Residents who transfer from one apartment to another are responsible for paying a modest *transfer fee* instead of a full broker commission. In order to take advantage of the savings residents must work with the Copley Leasing Office.

Laundry

Laundry machines are located in the basement of most Copley buildings. If you are experiencing problems with the laundry machines please call CSC ServiceWorks at the toll free number posted in the laundry room or download the CSC ServiceWorks Service Request App from the app store.

All laundry rooms feature smart card operated laundry machines. Smart Cards can be purchased at:

106 Queensberry Street	117 Park Drive	191-195 Park Drive
320 Hammond Pond Parkway	379 Comm. Ave	195 Comm. Ave
457 Centre Street	59-75 Wyman Street	3 Greenway Court
127 St. Botolph Street	24 Joy Street	88 West Cedar Street
227 Newbury Street		

Value can be added to your smart card on-line, over the phone or at any one of the locations listed above.

Recycling and Waste Removal

For detailed information on recycling and waste disposal visit the City of Boston's web site:
<http://www.cityofboston.gov/publicworks/recyclingandsanitation/>.

Recycling: We encourage all of our residents to participate in our recycling program. Recycling is even easier now that Boston has implemented *One Source Recycling*. This means that anything that can be recycled may be placed in a container together- cans, glass, paper etc. no longer need to be separated. *For Fenway Residents: Plastic bags may be recycled at Shaw's supermarket on Boylston Street in the bin by the checkout counters. For all other residents: plastic bags may be recycled at most supermarkets.*

Trash and Recycling Information: *Fenway Properties*

Trash: Dumpsters are located behind most buildings for the disposal of trash. Garbage may not be left in the hallways, common areas, or fire escapes, not even overnight.

Residents of 100 Jersey Street should dispose of rubbish down the trash chute located in the utility room on each floor. Please do not discard carpets, large cardboard boxes or oversized articles down the trash chute.

Recycling- The Copley Group provides the following recycling centers located at:

- 35 Park Drive (back courtyard)
- 111 Park Drive (back courtyard)
- 98-106 Queensberry Street (by rear entrance)
- 55 Queensberry Street (next to the rear dumpster)
- 16-20 Queensberry Street (basement level courtyard)
- 20-24 Queensberry Street (in common area between buildings)
- 28-32 Queensberry Street (in common area between buildings)
- 32 Queensberry Street (basement level courtyard)
- 36-40 Queensberry Street (basement level courtyard)
- 111 and 109 Queensberry Street (by rear entrance)
- 108-112 Jersey Street (behind building)
- 100 Jersey Street (back hallway/ side entrance)



Trash and Recycling Information: *Beacon Hill, Back Bay, Chestnut Hill, Newton, and Brookline Properties*

24 Joy Street

Trash- Monday and Friday are pick-up days. Trash barrels are located in the basement level.

Recycling- Monday and Friday are pick-up days. All recyclables must be placed in CLEAR plastic bags. Bins are located in the basement level.

88 West Cedar Street

Trash- Monday and Friday are pick-up days. Trash barrels are located in the laundry room on the basement level.

Recycling- Monday and Friday are pick-up days. All recyclables must be placed in CLEAR plastic bags. Bins are located in the laundry room on the basement level.

* The laundry room can be accessed through the side entrance labeled 88WC A.

379 Commonwealth Avenue

Trash- Trash barrels are located in the laundry room on the basement level.

195 Commonwealth Avenue

Trash- Trash barrels are located in the courtyard behind the building.

Recycling- Bins are located in the courtyard behind the building.

225-227 Newbury Street

Trash- Monday and Thursday are pick-up days. Residents are responsible for bringing bagged trash to the barrels located in the alley behind the building.

Recycling- Monday and Thursday are pick-up days. Bins are located behind 225 Newbury Street.

254 Newbury Street

Trash- Monday and Thursday are pick-up days. Residents are responsible for bringing bagged garbage to the alley behind the building.

Recycling- Monday and Thursday are pick-up days. Bins are located behind 225 Newbury Street.

270 Newbury Street

Trash- Monday and Thursday are pick-up days. Residents are responsible for bringing bagged garbage to the alley behind the building.

Recycling- Monday and Thursday is pick-up days. All recyclables must be placed in CLEAR plastic bags and brought to the alley behind the building for pick up.

51 Mass. Ave.

Trash- Monday and Thursday are pick up days. Residents are responsible for bringing their trash to the alley behind the building.

Recycling- Monday and Thursday are pick-up days. All recyclables must be placed in CLEAR plastic bags and brought to the alley behind the building for pick up.

127 St. Botolph Street

Trash- Monday and Thursday are pick-up days. Residents are responsible for bringing bagged garbage to the alley behind the buildings.

Recycling- Pick up day is Monday and Thursday. Recycling bins are located behind the building.

320 Hammond Pond Parkway

Trash- Trash barrels are located in the trash rooms located on each floor.

Recycling- Bins are located in the basement in the *Recycling Room*.

457 Centre Street

Trash- The dumpster is located behind the building in the parking lot.

Recycling- Bins are located behind the building in the parking lot.

59-75 Wyman Street

Trash- Receptacles are located in the parking lot area behind 67 Wyman Street.

Recycling- Bins are located within the fenced areas along the side of 59, 67, and 75 Wyman.

1404-1406 Beacon Street

Trash-The dumpster is located behind the building.

Recycling- Recycling bins are provided in the rear of the building near the dumpster.

3 Greenway Court

Trash- Receptacles are located in the boiler room, in the basement of the building.

Recycling- Receptacles are located in the boiler room, in the basement of the building.

Trash and Recycling are taken out by Management for Tuesday pick-up.

****Please be sure to close the lids on all dumpsters after depositing your trash.**

Moving Out: Key Return & Key Deposit Information and Procedure

The Copley Group provides a key return dropbox for your convenience. It is located on the west side of 106 Queensberry Street. Please return all keys issued to you by The Copley Group along with the Key Return Form within 24 hours of vacating your apartment in order to receive all applicable deposit refunds. Failure to do so will result in your deposit or deposits being retained by The Copley Group as indicated in your lease. Refunds will only be issued to those names on the lease.

The Copley Group will issue 1 check payable to all parties on the lease.

Refunds will be mailed to you within 30 days of having received the keys.

You can download The Copley Group Key Return Form from our website here

<http://www.thecopleygroup.com/Forms/Copley-Key-Return-Information-Form.pdf>

***The Copley Group reserves the right to retain all deposits as partial or full payment of any amount due from the resident pursuant to the terms of the lease.*

The Copley Group Rules and Regulations

Your apartment is your home and, as such, you are entitled to the same privacy and privileges that you expect in a private home. However, apartment living makes necessary certain responsibilities to your neighbors, to management, and to the owners of the apartment building. Residents are expected to be courteous and respectful toward their neighbors and are responsible for observing The Copley Group's Rules and Regulations listed below. For more information on rules and regulations please refer to your lease.

1. **Pets** are not allowed in the Fenway properties. They may be allowed in other locations.
2. **Noise**- Please show respect for your neighbors by keeping noise to a minimum.
3. **Rubbish**- Rubbish should not be left in the common areas, hallways, stairwells, or by the entry way. Garbage may not be left in the hallways, common areas, or fire escapes.
4. **Storage**-Storage is available at some of our buildings. The Copley Group is not responsible for items kept in storage units. All items are to be removed when residents vacate their apartment. A lock will be supplied upon request.
5. **Common Areas**- Nothing should be left in the lobby, hallways, stairwells, or common areas of any building. *Please do not leave shoes in the hallway outside your apartment.*
6. **Laundry Room**- Laundry room hours are 8:00 am to 10:00 pm.
7. **Locks**- Additional locks on apartment doors are not permitted.
8. **Bicycles**- Bicycles are to be stored in bicycle storage rooms located in the basement of many of our buildings, or in other designated Copley bicycle storage areas. Bicycles may not be stored in the hallway, stairwell, or common areas of the buildings and should not be locked to the fences outside of the buildings.
9. **Bulbs and Circuit Breakers/ Fuse boxes**- All residents are responsible for replacing light bulbs and resetting circuit breakers or fuses in their apartments. Circuits and/ or fuse boxes, if not located in your unit, may be found in the basement of your building and are numbered by apartment. *Please think "green" and use energy-efficient light bulbs.*

10. **Roof Access**-Residents are not allowed access to the roofs.
11. **Only Resident's Names** are allowed on the mailbox & intercom. Engraved mailbox tags are provided by The Copley Group.
12. **Do not turn off your radiators.** If the temperature in your unit is too hot, please do not turn your radiator off. Call the Maintenance Office at 617-536-9339. Our staff will adjust the temperature. This is a balanced system and turning off the radiator throws the entire system out of balance.
13. **Outdoor cookery** is prohibited on The Copley Group property unless approved by The Copley Group
14. **Utility companies** must be contacted by the resident to make arrangements for service. Copley maintenance will not give access to utility people to hook-up your utilities, so you must be present when they hook-up your utilities.

National Grid (gas): 617-469-2300

Eversource (electric): 800-592-2000

RCN (cable): 617-593-0122

Comcast (cable for Back Bay and Beacon Hill): 1- 855-711-6156

15. **Windows**- Please do not hang anything on the outside of the windows.
16. **Smoking** in building common areas is not permitted.
17. **Laundry machines and dishwashers** are prohibited in apartments unless approved by The Copley Group
18. **Air conditioner** units must be removed prior to the winter season.