



# Copley at Home

FENWAY . BACKBAY . BROOKLINE .  
NEWTON . BEACON HILL . NANTUCKET

**SPECIAL  
POINTS OF  
INTEREST:**

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**SUMMER  
IN THE CITY!**

Yes, Copley Residents, summer is finally here. The grass is green, the weather is warm, the flowers are in bloom – it’s a great time of year to get out and explore your neighborhood. Take advantage of all that Boston and its surroundings have to offer.

**ANNUAL SURVEY RESULTS**

The results of our annual survey have been compiled and we are pleased to say that we received 339 responses this year, making it the most successful survey we have ever had!

The highest marks from the 2015 survey went to the maintenance department. Ratings for *response time, courtesy, and work quality* all improved over last years’ numbers. We would like to extend a big, “congratulations!” and, “thank you!” to the maintenance staff for their dedication and hard work.

We are also happy to announce that thanks to the City’s increase in pick up days and the extra bins we have provided over the past several years the marks for our recycling program improved over last year’s results. As always- please be mindful of what is placed inside the recycling barrels and **when recycling cardboard boxes please break the box down first before putting it in the barrel.**

The one service that clearly needs to improve is Laundry. The most common complaints/ suggestions regarding the laundry were: dryers don’t dry, machines stop mid cycle, and a desire for

more laundry card vending machines.

Last year we contracted with a laundry repair company to provide preventive maintenance care to all the machines. The company also conducted an audit of all the machines and several were replaced. We are currently exploring other avenues to improve upon our laundry service.

Regarding the laundry card vending machines- we are currently unable to provide laundry card vending machines in each building, however, we will continue to discuss internally about ways we can improve upon the current set-up.

We would like to take this opportunity to remind all our residents to use only laundry detergent which has been approved for *high efficiency* machines. **The use of non- high efficiency laundry detergent causes the machines to break down and stop mid-cycle.**

About 15% of survey respondents cited specific maintenance issues in their apartment on their building but did not include their name address or—**Survey continued on page 5-**

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## MAINTAINING A PEST FREE ENVIRONMENT

Many people pay attention to mice, cockroaches, ants, and other pests only once they've become a problem. Pest control can be particularly challenging for people who live in apartment buildings, because there are so many kitchens, bathrooms, pantries, and other areas that pests find alluring.

Rather than handle pest problems each time they arise, the better strategy is prevention. By adopting clean lifestyle habits, you can help keep unwanted critters and rodents out of your apartment for good.

Here's what you can do:

### Clean up!

Don't wait until tomorrow to pack up or discard food you enjoyed today.

- Keep snack bags clipped shut or use Ziploc bags.
- Promptly wipe up messes and spills on countertops and floors.
- Consider hiring a cleaning service to visit at least every other week.
- Keep garbage in sealed containers and dispose of your trash daily.
- Clean up promptly after a party – you'll go to sleep even happier.
- Check for crumbs and wrappers that may get hidden under sofa cushions or bedspreads after snacking.
- Clean out your fridge and freezer on a regular basis.

### Keep It Dry!

Many insects thrive in wet environments, so keeping your apartment dry helps keep these tiny folks away. Call or email our maintenance department to get leaky faucets or broken pipes fixed promptly. Also, make sure your bathroom has proper ventilation. If there's no exhaust fan in the upper wall or ceiling, open the window after showering and keep your bathroom door open to let the room air out.

As you can see, keeping pests away from your apartment doesn't require a certain expertise or even a serious time commitment. If you're proactive and consistent, you should be able to enjoy your apartment for years without the annoyance of a pest problem.

## SUMMER CALENDAR OF EVENTS

**Bastille Day 2015-** On Friday, July 10<sup>th</sup>, Marlborough Street will be closed off between Berkeley and Clarendon streets as revelers gather to celebrate with live music, food & drink, and dancing in celebration of community, cultural diversity, and friendship between nations.



**Boston Pops Fireworks Spectacular-** Celebrate our nation's birthday with the Boston Pops at the Esplanade along the Charles River. The concert begins at 8:30. The fireworks begin at 10:30.

**Fenway Summer Concerts at Ramler Park-** Presented by Berklee College of Music in partnership with the Fenway Civic Association and Boston Parks and Recreation Department, **The Patrice Williamson Group Brings Jazz to the Fenway Neighborhood** at "Swingin' in the Fens" on Wednesday, July 15 at 6:30.

On Tuesday, August 4<sup>th</sup> at 6:30 pm favorite vocalists **Maria Jane Loizou** and **Gabe Alfieri** will grace the stage with a delightful evening of "Songs From Around the World and Around the Town".

Check out some of the following spots for summer time excursions:

**Boston Harbor Islands National Park:** -only a half hour away by ferry. Visit <http://www.nps.gov/boha/index.htm> for more information.

**Cape Cod-** The Cape is more accessible than ever. You can take the Cape Cod Flyer train for a quick day trip! <http://www.massvacations.com/getAround/transportation.php> has more information and schedules.

**Mass Audubon Wildlife Sanctuaries-** Mass. Audubon has a large number of protected sanctuaries in Massachusetts that are open to the public. These sanctuaries cover the gamut of land types from coastal waters to mountain pastures, swamps to rock quarries. In all 30,000 acres of ecologically significant land will be protected for future generations.

C O P L E Y S E R V I C E S A N D A M E N I T I E S

**Copley On-Line:** The Copley Group web site offers a number of features including access to the Copley newsletter, virtual tours of apartments, employee information, and maintenance requests that can be submitted via the web. Visit [www.thecopleygroup.com](http://www.thecopleygroup.com).

We have been working hard to add useful features to the site. You can now attach photos to your maintenance requests and download our Resident Handbook, Fenway Neighborhood Guide and many useful forms directly from our website.

**Maintenance Requests:** The Copley Group offers 24 Hour maintenance service, Monday– Friday 8:30– 4:30 pm. Service requests can be placed by phone at (617) 536-9339 or through our website. On weekdays after 4:30 pm and on weekends call the “on-

call” phone- (781) 642-1576. Please restrict after-hours calls to emergency situations.

**Parking:** Parking spaces are available for rent behind many of our buildings for residents and non-residents. If you are interested in parking in a Copley lot download a Parking Agreement from our website and contact Karen Cipriani at (617) 927-6938. Some buildings offer assigned parking– **Fenway lots do not have assigned spots.**

**Storage:** The Copley Group has storage space available for rent. If you are interested in renting a storage space or for further information and rates, contact Matt Bixby at (617) 927– 6903.

**Bicycle Parking:** Tired of carrying your bike up the stairs? Download a Bicycle Permit Application from our web-

site and contact Karen Cipriani at (617) 927-6928. Spaces are limited.

**Zip Car:** The Copley Group has allotted 5 parking spaces to ZIP Car for your convenience. These spaces are located in the parking area located behind 106 Queensberry Street/191-195 Park Drive. Visit [www.zipcar.com](http://www.zipcar.com) for information about membership and rates.

**Transferring from one Copley apartment to another?:** Save yourself some cash and contact the Copley leasing office at (617) 247-3070 or [rentals@thecopleygroup.com](mailto:rentals@thecopleygroup.com).

S A F E T Y A N D S E C U R I T Y

S A F E T Y T I P S

- Do not prop open a building’s front or rear door. It only takes a minute for an intruder to get in.
- Demand photo I.D. from service people before opening the door. All Copley maintenance staff members have photo I.D. s.
- Always keep the fire escape window closed and locked.
- Close and lock your windows when you leave your unit. Open windows are a major target for break-ins.

*Don’t be caught unprepared. Remember to purchase renters insurance!*

**Security 101:**

Did you know that the greatest number of apartment break-ins occur through the building’s front door?

**Please do not buzz people whom you do not know through the front door.**



**The Copley Group is serious about safety.**

The Boston Police Community Service Sergeant has a monthly meeting with West Fenway residents, which is held on the third Wednesday of the month at 5 P.M. at the Boston Police sub-station in the Landmark Center.

For our Newton and Brookline residents getting involved in your community starts with a visit to the municipality’s website: [www.newtonma.gov](http://www.newtonma.gov) or [www.brooklinema.gov](http://www.brooklinema.gov).

## I N F O R M A T I O N   T H E   C O P L E Y   G R O U P   W O U L D L I K E   R E S I D E N T S   T O   K N O W

**Renters insurance– great ideal** The Copley Group REQUIRES that you purchase a renters insurance policy to protect you and your possessions against liability, burglary, and fire loss.

**Bikes are not allowed to be stored in common areas of buildings or locked to fences.** Bicycles found in common areas or locked to fences will be removed and stored at the owners expense.

**Recycling– Single-source:** Boston is now a single-source recycling city. This means that residents do not have to separate recyclable material. **When recycling cardboard boxes please break the box down first before putting it in the barrel.** Please refer to your Resident Handbook for recycling center locations.

**Alarms:** To increase building security The Copley Group has installed alarms on all doors leading to roof-tops and on fire escapes.

**Do not turn off radiators in your apartment.** If your apartment is too warm please call the maintenance number and we will adjust the settings. Turning off radiators alters the balance of the entire building's heating system.

**Faucet dripping or toilet running?** Please call our maintenance staff ASAP. The amount of water that is wasted by a leaking faucet or a running toilet is significant. Please help us conserve water by calling our maintenance department immediately.

**RCN Services:** RCN has a complete package of phone, cable television and high speed internet access. By subscribing to this package you can receive significant savings over several other providers. For rates and special limited time offers, call The Copley Group representative, John Perry at (617) 593-0122

**Lockout response:** Residents must provide positive ID and must be named on the Lease in order to gain entry. A service fee of \$50 cash payment is required for lockouts occurring after hours and on weekends.

**\$200 Referral Fee:** The amount of \$200 will be credited to your account for each successful rental referral The Copley Group receives from you. Referrals must go through a Copley broker. Contact our rental office at (617) 247-3070 for more information.

**Ramler Park:** During the growing season volunteers may stop by on "Weeding Wednesdays" from 6:15 p.m. until dusk to help with garden upkeep. Membership in the Friends of Ramler Park provides some of the funds needed to run the park. If you wish to become a member, the cost is \$10 per year, which may be sent to: Friends of Ramler Park Inc. P.O. 231143, Astor Station, Boston, MA 02123.

**Lights Out:** Please notify maintenance if there are any lights out in and around your building. We strive to keep these lights burning for your safety but if we miss one please let us know.

**Fenway Civic Association:** Fenway Civic Association (FCA) one of the oldest community organizations in the city, founded in 1961 works with government agencies to enhance & maintain a stable community. During the spring and summer the FCA has a number of free events to acquaint residents with the neighborhood.

**Fenway Civic Young Professionals** is a group of young residents who meet almost monthly at a local restaurant or club. This gives newcomers a chance to find out about issues concerning the neighborhood & to network with

others. These events are posted on the Fenway Civic web site. [All Fenway Civic events are listed in the event section of the Boston Courant. Also visit their website at \[www.fenwaycivic.org\]\(http://www.fenwaycivic.org\)](#)

**Need help removing or installing your A/C Unit?–** Call Concept Equipment at (781) 721- 0123. Please be considerate and remove A/C units from windows prior to the heating season. In-place A/C window units waste heat and resources!

**Packages: The Copley Group is unable to receive and hold packages and is not responsible for their security.** Packages left in the common areas or vestibules are not monitored. Please have packages delivered to your workplace or arrange to be home when expecting a delivery.

**Back Bay Association** exists to promote economic vitality in the Back Bay, and to initiate programs that improve, promote, and protect the quality of life in the neighborhood. For a complete list of what's happening in the Back Bay check out their site- [www.bostonbackbay.com](http://www.bostonbackbay.com).

### Non Smoking Buildings-



The Copley Group is proud to offer smoke free housing. As of January 1st, 2015 the following properties are designated as smoke free: 100 Jersey Street, 108 Jersey Street, 112 Jersey Street, and 51- 55 Queensberry Street

WWW.THECOPLEYGROUP.COM



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*Fenway's Finest Apartments*

The Copley Group, established in 1965, is a Boston based diversified real estate organization engaged in the acquisition, development and management of residential, commercial, and condominium properties. We offer a full range of services to our clients, including property management, project management, leasing, and maintenance services for apartments, condominiums, and commercial properties.

The Copley Group currently manages more than 800 residential units and approximately 100,000 square feet of commercial space.

Additionally, we serve 14 community associations in eastern Massachusetts.

**S U R V E Y C O N T I N U E D  
F R O M P A G E 1 .**

contact information. We encourage all residents to contact our maintenance department when maintenance issues arise. If the maintenance department is not able to resolve the issue please contact a property manager. Please help us help you by reporting maintenance problems.

**A N Y O N E F O R A G A M E O F  
W H E R E I Z Z I T ? !**

The picture seen here is located somewhere in the neighborhood. The neighborhood is defined as any public space within the area of Boylston Street, Peterborough Street, Park Drive, Jersey Street, Kilmar-nock Street and Queensberry Street. If you are able to correctly identify the location of the picture email Ms. Amanda Lewis at alewis@thecopleygroup.com with the correct answer. The first two residents who are able to identify the correct location will receive a \$50 gift certificate to a local restaurant.

**N A N T U C K E T R E N T A L  
H O M E S**



Interested in renting a home on Nantucket? Check out [www.thecopleygroupnantucket.com](http://www.thecopleygroupnantucket.com) to view the properties. The houses are available year round to rent. A 7 night minimum stay is required during the summer high season. Take advantage of reduced rates during the off- season and shoulder season when nightly rentals are available.

**Special rates for Copley residents!**



*Free food for the first  
two callers to correctly  
identify the location of  
the  
Whereizzit?!*