

Memorandum

To: All New Residents
From: Premier Property Solutions, LLC
Re: New Resident Information

Welcome New Residents!

Please note the below:

1. **APARTMENT KEYS** – Please test all keys. If they are inoperative, please call the office. Please make additional copies as necessary.
2. **MAINTENANCE REQUESTS** – Any maintenance requests should be outlined on the Apartment Condition Statement Form provided. List any items in need of attention and return this form by mail, fax or email. Our fax number is 617/345-0411. Requests can also be e-mailed to Caitlin at cf@premierpropertyma.com. You may want to hold onto the form for a short period to make sure you outline everything on one list. ***Please do not call with your initial requests.***
3. **LIST OF CITY RUBBISH REMOVAL DAY(S)** – A list of local garbage disposal days is attached. Please familiarize yourself with your respective removal day(s). Trash must be properly bagged and placed on the sidewalk in front of your building *unless* a dumpster is provided for your building or neighborhood. Please visit the City of Boston's website for more information concerning your neighborhood. www.cityofboston.gov/myneighborhood
4. **MONTHLY RENTAL PAYMENTS** – In an effort to go "green" we will no longer be mailing paper monthly rental invoices to residents. We request that residents sign up for our direct payment option to both ensure timely payment as well as zero environmental impact. Residents can do so by visiting www.premierpropertyma.com under "Client Services", by emailing Carla at cc@premierpropertyma.com or by calling our main office. Direct payment is completely free, and the easiest way to pay your rent every month. Residents who choose not to sign up for direct payment will receive monthly invoices via email. If you do not have email, only then will we mail you a copy of your rental invoice.
5. **UTILITIES** – Unless specifically noted in the lease, all utilities are the lessee's responsibility. That means if you have not already done so, you must contact the applicable utility company for your apartment. Please note many properties have more than one source of utilities i.e. gas, oil, and electricity. A listing of local utility companies is attached. Please call the office if you are not sure which utility companies to set up.
6. **INSURANCE** – We strongly suggest tenants obtain rental insurance. Management is not responsible for lost, damaged or stolen property. Rental insurance should cover your personal belongings as well as "loss of use" coverage. We recommend Inland Underwriters, 617-242-0244.
7. **TRANSITION** – September is the busiest moving day in Boston. Please remember that you are moving into an apartment that was occupied until August 30th. We will make all necessary repairs AFTER you move in. Please be patient. We will try to address all your concerns as quickly as possible.
8. **CONTACT** – Please do not hesitate to call the office if you have any questions. Your property manager is Caitlin Freeman and can be reached at cf@premierpropertyma.com or at 617/345-0045 x137.

Or visit our website for more information: www.premierpropertyma.com

PREMIER  **PROPERTY SOLUTIONS, LLC**
CITY SANITATION REMOVAL DAYS
(617) 635-7555

Each street is listed in alphabetical order. Please find the garbage day that corresponds to your residence. Tenants are responsible for bringing garbage barrels to and from the curb on trash pick-up days.

Arundel Street	Tuesday & Friday
100-200 Beacon Street	Monday & Thursday
500-600 Beacon Street	Tuesday & Friday
60-70 Beacon Street	Monday, Wednesday & Friday
Bellevue Street	Tuesday
Boylston Street	Tuesday & Friday
Bynner Street	Monday & Thursday
Chester Street	Wednesday
50-150 Commonwealth Ave	Monday & Thursday
200-300 Commonwealth Ave	Tuesday & Friday
Cortes Street	Monday & Thursday
Dartmouth Street	Tuesday & Friday
Dwight Street	Tuesday & Friday
Eighth Street	Wednesday
Fairfield Street	Monday & Thursday
Fayette Street	Monday, Wednesday & Friday
Fenway Street	Tuesday & Friday
Follen Street	Monday & Thursday
Franklin Street	Friday
Gray Street	Tuesday & Friday
Gloucester Street	Monday & Thursday
Hancock Street	Monday, Wednesday & Friday
Hanover Street	Monday, Wednesday & Friday
Hanson Street	Tuesday & Friday
Hemenway Street	Tuesday & Friday
Holyoke Street	Tuesday & Friday
Massachusetts Ave	Tuesday & Friday
Marlborough St	Monday & Thursday
Montgomery Street	Tuesday & Friday
Mountfort Street	Tuesday & Friday
Myrtle Street	Monday, Wednesday & Friday
Newbury Street	Monday & Thursday
Northampton St	Tuesday & Friday
Park Drive	Tuesday & Friday
Queensberry Street	Tuesday & Friday
Riverway	Tuesday & Friday
Rossmore Rd	Wednesday
Salem Street	Monday, Wednesday & Friday
Spruce Street	Monday, Wednesday & Friday
Symphony Rd	Tuesday & Friday
100-200 Tremont Street	Monday, Wednesday & Friday
500-600 Tremont Street	Tuesday & Friday
Warren Ave	Tuesday & Friday
Washington Street	Friday
Whittier Place	Monday, Wednesday & Friday

Garbage cannot be brought out for pick up until after 5:00PM the evening **before** your scheduled day. Please remember you are responsible for keeping the property free of debris inside and out. The City of Boston issues trash violations to people who violate their regulations. Any violations received will be equally divided among the tenants of the cited premises.

Please Post for Future Reference:

Premier Property Solutions, LLC
311 Summer Street, Suite 200
Boston, MA 02210
617/345-0045 Main
617/345-0411 Fax

Business Hours – Monday through Friday
9:00AM to 5:00PM except holidays

Please make rent checks payable to: Premier Property Solutions, LLC

For Emergencies after business hours please call 617/345-0045 and press (2).

IMPORTANT NUMBERS:

NSTAR	Electric	800/592-2000
NATIONAL GRID	Gas	617/469-2300
VERIZON	Phone	800/870-9999
VERIZON	DSL Service	888/625-8111
COMCAST	Cable/Internet/Phone	800/266-2278
Mike McMullen	Maintenance Director	617/345-0045 x123
Dave Adams	Building Superintendant For:	978/771-2829

**116 Marlborough St
12 Arundel St
211 Park Drive
252 Newbury St
28 Montgomery St
314 Newbury St
384 Comm Ave
461 Park Drive
583 Beacon St
80 The Fenway**

Emergency Service Procedure & Policy

Please be advised that we have a service for **EMERGENCIES ONLY**.

To reach our emergency service: Call our main phone number 617/345-0045 and press (2).

When calling, have the following information available for the operator:

1. Your name
2. Your address and apartment number
3. Your phone number
4. Description of the emergency

This service is for Emergencies only!

Example of emergencies:

- 1) Fire (Call the Fire Department first and then our emergency line)
- 2) No Heat or Hot Water (Check with your utility company first to make sure your bill is paid before calling)
- 3) Lock Outs
- 4) Break-Ins
- 5) Fire Alarm Activated
- 6) Damaging Leaks
- 7) Frozen Pipes

If you have a maintenance issue that is not an emergency you may contact our office at 617/345-0045 and select extension 123 for Mike, or 137 for Caitlin. You may also email them directly at mm@premierpropertyma.com or cf@premierpropertyma.com.

Thank you for your cooperation.