

September 1st Turnover FAQ's

Tenants Moving In:

Q: Where do I pick up my keys?

A: All tenants moving in can pick up keys at Premier Property Solutions, 311 Summer Street at 9:30AM, unless previously directed to get them from the previous tenants or your rental agent.

Q: My apartment is dirty when I moved in, the previous tenant did a poor job cleaning what should I do?

A: Painting and full cleaning are not a condition of the lease, as noted by the lease addendum. Tenants may deduct up to \$100 for cleaning supplies for your next months rent and clean the unit on your own. If you choose to do so, you must email a receipt of the supplies to Caitlin at cf@premierpropertyma.com and upon acceptance you can deduct that amount from your next months rent. Please understand that we ask all tenants when moving out to leave the unit in "Broom Swept" condition.

Q: The previous tenant is still here moving out, what should I do?

A: Please understand that this is the largest turnover date in the City of Boston. We can not ensure that the previous tenants are 100% moved out by the time you go to move in. Please be patient and we will ask that they vacate the unit as quickly as possible.

Q: My unit needs repairs, lots of things are broken, what do I do?

A: Please complete your apartment condition form and return to Caitlin at cf@premierpropertyma.com. Upon receiving the form we will schedule necessary repairs in order of priority. Please understand that this is the busiest time of year and that we will perform the necessary repairs as quickly as possible. Thank you for your patience. If you do not have an apartment condition form please visit our website for a copy.

Q: I never received a copy of my lease, how do I obtain a copy?

A: Leases can be picked up/requested via email to Caitlin at cf@premierpropertyma.com after September 1st, not before.

Tenants Moving Out:

Q: What do I do with my keys before I move out?

A: All tenants moving out must bring the keys to Premier Property Solutions, 311 Summer Street by 8am, unless previously directed to hand them over directly to the new tenant or their rental agent.

Q: How do I get my Security Deposit Back?

A: Please send the Security Deposit Return form to our office at 311 Summer Street. Security Deposits are returned less damage within 30 days of the last day of the lease or by September 30th and will only be cut in one check with all tenants named. **Security Deposits CANNOT be picked up from the office.

Q: Who can I talk to about a Security Deposit dispute?

A: All Security Deposit disputes must be submitted via email at info@premierpropertyma.com or via letter to 311 Summer Street #200, Boston, MA 02210.