

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 to 311 Summer Street, Boston, MA 02210, by fax to 617.345.0411 or by email to Elys at er@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 and selecting Client Resources. 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 31st. 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 Elys Rodriguez and can be reached at er@premierpropertyma.com or at 617.345.0045 x137.

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

CITY SANITATION REMOVAL DAYS
617.635.7555

Each neighborhood is listed in alphabetical order. Please find the garbage day that corresponds to your residence. Tenants are responsible for bringing garbage barrels to their designated areas, which may be to and from the curb itself.

Allston	Trash and recycling collection will take place on Wednesday
Back Bay	Trash and recycling collection will take place on Monday and Thurs
Bay Village	Trash and recycling collection will take place on Monday and Friday
Beacon Hill	Trash and recycling collection will take place on Monday and Friday
Brighton	Trash and recycling collection will take place on Monday
Charlestown	Trash and recycling collection will take place on Wednesday
Chinatown	Trash and recycling collection will take place on Monday and Friday
Dorchester	Trash and recycling collection will take place on Wednesday
Downtown	Trash and recycling collection will take place on Monday and Friday
East Boston	Trash and recycling collection will take place on Monday and Friday
Fenway	Trash and recycling collection will take place on Tuesday and Friday
Financial	Trash and recycling collection will take place on Monday and Friday
Hyde Park	Trash and recycling collection will take place on Monday
Jamaica Plain	Trash and recycling collection will take place on Fridays
Leather District	Trash and recycling collection will take place on Monday and Friday
Mattapan	Trash and recycling collection will take place on Tuesday
Mission Hill	Trash and recycling collection will take place on Tuesday and Friday
North End	Trash and recycling collection will take place on Monday and Friday
Roslindale	Trash and recycling collection will take place on Thursday
Roxbury	Trash and recycling collection will take place on Monday and Thurs
South Boston	Trash and recycling collection will take place on Wednesday
South End	Trash and recycling collection will take place on Tuesday and Friday
West End	Trash and recycling collection will take place on Monday and Friday
West Roxbury	Trash and recycling collection will take place on Wednesday

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

Unless directed otherwise, 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
Sean Coen	Director of Maintenance	617.345.0045 x124
Dave Adams	Building Superintendent For: 116 Marlborough, 12 Arundel, 211 Park, 252 Newbury, 28 Montgomery, 314 Newbury, 384 Comm, 451 Beacon, 461 Park, 50 Gloucester, 583 Beacon, 80 The Fenway	978.771.2829
Roman Gavrse	Building Superintendent For: Sutar LLCs	617.329.1737
Lenin Perdomo	Building Superintendent For: Braemore	617.201.9876

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)**
- 2) No Heat or Hot Water (Confirm your bills are paid to date first)**
- 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 124 for Sean or 137 for Elys. You may also email them directly at sc@premierpropertyma.com or er@premierpropertyma.com.

Thank you for your cooperation.