



RESIDENT HANDBOOK

Jordan Property Solutions, LLC is the managing agent for the Landlord. The purpose of this handbook is to provide you with essential information so that you may enjoy a trouble free tenancy. This handbook is attached and incorporated into your Lease or TAW Agreement.

Contact Info:

24 Hour Office Number: 508-480-5800

Fax Number: 508-480-5767

Email: pm@jpsinfo.com

Website: www.jpsinfo.com

Office/Mailing Address:

Jordan Property Solutions

155 Main Street

Marlborough, MA 01752

(Across From City Hall)

Utility Phone Numbers:

**New Tenants must set up utilities in their name prior to the lease start date to insure they are turned on the day you occupy.

Eversource: (800)-592-2000

National Grid: (800)-322-3223

Verizon: (800)-837-4966

Comcast: (800)-934-6489

Hudson Light and Power: (978) 562-2368

IN CASE OF EMERGENCY DIAL: 911

Lease Start Time:

Leases start at 12pm. Keys cannot be provided prior to 12pm on the day your lease starts. Please plan accordingly.

Paying Rent:

Rent is due on the 1st of each month in advance, and can be paid through our secure online payment service at: **www.jpsinfo.com**

Rent payments made by personal check, bank check or money orders are made payable to: **JPS**

Rent payments can either be mailed or dropped off in the locked mailbox in front of the office.

Cash is not accepted in the drop box. Please include your apartment address on all rent payments.

Rent payments can also be made in person at the front desk Monday – Friday, 9-5pm.

If your rent is late more than two times within a twelve-month period your lease may not be renewed.

If rent will be late, please communicate with your property manager to notify us of the delay.

We will do our best to work with all Tenants as long as you communicate with us.

Late Rent:

Rent is due on the first of each month in advanced. Any rental payment that is more than 30 days late will be subject to a 5% late charge, which will be added to the tenant ledger.

Online Tenant Portal Instructions:

Go to www.jpsinfo.com and click on "Tenant Sign In" located on the left hand side of the screen. You will then come to the page where you will be able to sign up for a new account, or enter your email address and password if you already have an account. You can pay your rent online, start a maintenance request, get copies of your lease documents, see your past and current rent payments, and send us comments. There is **NO** charge to pay your rent online or access your Tenant Portal. JPS will cover the 1st online payment per month; any additional online payments will be subject to a \$1.00 service charge. You can set up automatic re-occurring rent payments from your checking account and never worry about missing or being late with rent. There is also an option to pay your rent manually each month. Over 90% of our Tenants use this hassle free service to pay their rent each month. Please let us know if you have any questions or need help setting up your Portal.

****There is a \$25 charge for any payments that are returned for non-sufficient funds.****

Maintenance: If a maintenance issue should arise, you may complete a maintenance request at:

www.jpsinfo.com

Once signed into your Tenant Portal, click on the "Maintenance" link at the top of the screen. Click on "New Service Request" and fill in the boxes completely. Your Service request will automatically be sent to the Maintenance supervisor for approval. Please leave a complete description of the problem you're having along with the preferred time to enter the unit. If you select the "Anytime" option, the management office may enter your unit in your absence. Tenants are responsible for notifying us and securing any pets that the vendor may encounter on their visit to the property. Maintenance requests may also be emailed directly to the office or called in. The preferred method is through the Tenant Portal.

Emergency Maintenance:

An emergency is a fire, flood, gas leak, or any dangerous or hazardous situation. Emergencies should be reported immediately to 911 and then called into the management office.

Repairs:

Tenants should report to management as quickly as possible, any noticeable defects, wear and tear to plumbing, wiring or workmanship in the apartment. Tenants will be liable for damages caused by repair problems that are due to the gross negligence of the Tenant. Under no circumstances or at any time should a Tenant attempt to make repairs to the physical building, apartment, boilers, electrical, or plumbing.

Keys:

One apartment key per Tenant will be provided when the lease starts. Lock outs are subject to a \$50 service charge during business hours and a \$90 service charge after business hours. Replacement keys are subject to a \$25 service charge. For security purposes locks may not be changed by Tenants under any circumstances. If you encounter lock or mailbox problems, please notify your property manager.

Rubbish/Trash:

Trash and recycling is the responsibility of the Tenant. Most towns offer free weekly curbside pick up. If you live in a town without curbside pick up, you are responsible for the costs associated with trash removal. If you live at a property with a dumpster, you are responsible to remove trash from your apartment and dispose of it properly into the dumpster. No items are allowed to be left outside of the

dumpsters. If the dumpsters are overfilled, please notify your property manager. Items like hazardous chemicals, mattresses, bulky furniture, microwaves, televisions, and other appliances **are not permitted** in or around the dumpsters. There will be certain fees the trash removal companies charge for these types of items. Please check with your property manager to dispose of these items properly. Any Tenant found to be responsible for dumping prohibited items can be fined up to \$500.

Smoke/Co Detectors:

Please make sure that all smoke and carbon monoxide detectors are working at all times. Please do not tamper with, disengage, or remove a detector. A \$25 charge will be assessed to reconnect a detector which has been tampered with or removed. Please notify the management office if you have any questions or concerns regarding the detectors.

Paint:

If you paint your apartment any color other than white or off white and do not return it to white or off white at the end of your tenancy you will be charged the cost to repaint. Paint damage to the wood work, ceilings or flooring will also be deducted from your security deposit.

Storage and Egress:

The fire code specifies that nothing is to be stored in hallways, stairwells, basements or egresses such as porches, fire escapes, walkways, etc. Please keep those areas clear of trash/rubbish, bicycles, carriages, etc. Any and all items improperly stored in these areas will be removed and stored. A removal fee of \$25.00 and a storage fee of \$10.00/day will be charged. Call your property manager to retrieve items. Items not retrieved within 10 days will be disposed of. No roof access is allowed except in the case of an emergency.

Insurance:

It is strongly suggested that you contact your insurance agent regarding obtaining a renter's insurance policy. The landlord's building insurance **does not** cover your personal property.

Extermination:

Most properties are exterminated on a preventative routine basis. However, should you have a problem PLEASE call your property manager to schedule an extermination. You will be given notice of extermination with instructions. In order to effectively treat the property, your unit must be properly prepared in accordance with the instructions. The cleanliness of the property is essential to avoid pest problems. Please store all food items in closed containers and promptly dispose all trash and all brown paper grocery bags and cardboard boxes as both frequently contain insect nests.

Satellite Dishes:

The installation of Satellite dishes is **strictly prohibited** and will be removed immediately at the Tenant's expense. Any and all damages to the landlord's property as a result of the installation will be charged to the Tenant. Satellite dishes may be installed on a pole in the rear of the property, or strapped to decking. Any installation must be performed by a licensed installer.

GRILLS:

The use of cooking grills is dependent on the property you live in. You will need written permission and instructions on where a grill must be placed in order to use one on the property. The fire code states that under no circumstance may a grill be placed on your deck, porch, or near the building. Fire places or pits are not permitted anywhere on the property.

Window A/C Use:

Tenants will be held responsible for any damaged cause by improper installation of window a/c units. Check with your property manager for instructions and/or help with installation.

Occupancy:

Only people named in the lease are permitted to occupy the apartment. Unauthorized occupants will be cause for eviction. Additional Tenants and/or substituted Tenants must be approved by the Property Administrator. If you wish to add or substitute a Tenant please call your property manager to obtain the proper forms to be submitted. No additions or substitutions are permitted unless the forms are completed and approved. All named tenants continue to be obligated under the lease until the substitution is approved.

Early Termination of Lease:

Subletting or assignment is not permitted. In the event that all tenants named in the lease desire to terminate the lease prior to its expiration they must all notify Jordan Property Solutions, LLC **in writing** of their intent to vacate and provide the date of vacancy. The giving of this notice shall grant the landlord and its agents permission to show the apartment to prospective Tenants. JPS will then list the apartment for re-let. All Tenants named in the lease will continue to be responsible for paying rent under the terms of the lease until its expiration date or until the apartment has been re-let with a signed lease. An administrative fee of half the current monthly rent will be charged to the Tenants, to compensate for administrative costs and brokerage commissions incurred due to early termination of the lease.

Damages and Cleaning:

Tenants shall be responsible for any and all damages cause to the unit, including without limitation, water damage caused by open windows. At the end of your lease agreement, your apartment is expected to be completely empty. Both kitchen and bathrooms are to be thoroughly cleaned, all carpets shampooed and all floors swept and left clean. Refrigerators, stoves, ovens, toilets, tubs and vanities **MUST** be left clean or cleaning charges will be incurred. Smoking is not permitted inside any building or unit.

Off Street Parking:

Off street parking is dependent on which property you live at. Off street parking is only provided for residents of the property. There is no guest parking provided. Unregistered vehicles will be removed at the owner's expense. Repairs of vehicles are not allowed on any property. Properties with permit parking only, will be enforced at all times. Lost parking permits are subject to a \$50 replacement fee. Parking in front of dumpsters and entry ways will be subject to immediate towing at the owners expense. Lessor/Management is not responsible for break-ins, damage, or towing charges for any vehicles left on or off the property. Please follow all local posted signs and parking regulations for on street parking.

Legal Case/Evictions:

If a violation of your lease contract occurs, either for non-payment or for breach of terms and conditions, and the matter results in legal proceedings, the tenant shall be held responsible for all costs associated with this case, including but not limited to court filing, services, and legal fees.

Move out Procedure:

Leases end at 11:59pm on the last day of your lease. Please return all keys to your property manager the following day. The property must be emptied of all personal belongings and left clean. In order to process your security deposit, (if applicable) please provide your property manager with your forwarding address. Security deposits are processed within 30 days of lease termination.

Tenant Date

Tenant Date

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Address of Leased Property: _____