



TENANT HANDBOOK

2024

35 Rosebrook Tenant Handbook

Table of Contents

SECTION 1: INTRODUCTION	3
SECTION 2: GENERAL INFORMATION.....	3
A. Communications	3
Facilities Management	3
Rosebrook Facilities Manager	3
Telephone Contacts	3
Tenant Service Requests.....	4
B. Custodial Services.....	4
C. Keys.....	4
D. Deliveries	4
Mail Delivery.....	4
Large Item Deliveries	4
E. Moving Policies and Procedures.....	4
SECTION 3: General Building Rules	5
SECTION 4: Lease Matters.....	7
F. Rent and Fee Payments	7
G. Lease Termination.....	7
H. Renewals	7
I. Early Termination	7
J. Renter’s Insurance.....	7
K. Lease Parties.....	8
SECTION 5: Building Security	8
L. Perimeter Security	8
M. Access By Visitors.....	8
N. Elevator Safety and Guidelines	8
O. Criminal Activity.....	8
SECTION 6: Utilities.....	9
SECTION 7: Animal Rules.....	9
SECTION 8: EMERGENCY PROCEDURES	10
P. What To Do If You Discover A Fire.....	10

SECTION 1: INTRODUCTION

The **A.D. Makepeace Company** is pleased to provide you with this Tenant Handbook, designed to provide quick and useful information about our property, policies, services, security, and emergency procedures. You are an integral part of this residential community and we extend our pledge of high quality service and professional property management to you.

You are reminded that your lease is a legally binding document and incorporated into this Tenant Handbook by reference.

As the landlord, we reserve the right at any time to rescind, alter or waive any rule or regulation at any time prescribed for the building and to impose additional reasonable rules and regulations when in its judgment deem it necessary, desirable or proper for its best interest and for the best interest of the tenants.

SECTION 2: GENERAL INFORMATION

A. Communications

Facilities Management

The A.D. Makepeace Company (ADM) owns and operates the 35 Rosebrook luxury apartment complex. A.D. Makepeace Company's corporate headquarters is located at 158 Tihonet Road, Wareham, Massachusetts, 02571. Hours of operation are 8:30 a.m. to 4:00 p.m. Monday through Friday. ADM is also the largest cranberry grower in North America and farms the bogs located behind 35 Rosebrook. Watch the picturesque harvest from the building, typically in late October.

Rosebrook Facilities Manager

Should you require building services, the most efficient way to reach out for assistance is through your Rent Café tenant portal. If you require emergency building services, please call (508) 295-5600.

35 Rosebrook Place Facilities Management is responsible for the overall management of the building and all physical aspects of the property, including daily supervision of building maintenance, janitorial personnel, and all outside vendors.

Telephone Contacts

Management Office

Phone	(508) 295-5600
Fax	(508) 291-7801
E-mail	35Rosebrook@admakepeace.com

Town of Wareham

Emergency Help:	911
Wareham Police Non-emergency:	(508) 295-1212
Wareham Fire and Rescue Non-emergency:	(508) 295-2323

Tenant Service Requests

All tenant requests pertaining to temperature control, maintenance, building security, operations, or other concerns should be conveyed to the Management Office via Rent Cafe. The Management Office will dispatch maintenance/technical staff.

B. Custodial Services

Cleaning services for the building are performed Monday through Friday between the hours of 8 a.m. and 4:00 p.m. All cleaning services for the premises shall be arranged exclusively through Facilities Management.

There are trash chutes on each floor. Please utilize these for your trash and recycling goods. Large cardboard or Styrofoam pieces must be broken down and placed in the trash bin on each floor.

C. Keys

Keys to your apartment will be provided to you prior to your move in date. Keys will be provided for:

- Apartment Entry Doors
- Building Mailbox

The installation of additional locksets and/or re-keying existing locks is **prohibited**, to ensure the safety and maintain the integrity of the building master keying system.

Please contact the Facilities Management Office should you have any questions concerning keys or requests for service.

D. Deliveries

Mail Delivery

The United States Post Office will deliver mail to the Building Mailroom. Outgoing stamped or metered mail should be placed in the United States Post Office mailboxes located in the mailroom area. We suggest that incoming mail be addressed completely to ensure delivery:

Your Name
35 Rosebrook Place, 4 digit Unit number
Wareham, MA 02571

Large Item Deliveries

Please notify the Facilities Manager when moving bulky materials, including furniture or equipment, in or out of the building. Large deliveries such as these must be pre-arranged with the Facilities Manager.

E. Moving Policies and Procedures

Please review the following rules with your moving company prior to the day of your arrival. Any movers who do not comply with these rules will not be allowed to enter the premises or will be required to discontinue the move until the prescribed conditions are met.

The following rules apply to moving furniture, equipment, and supplies in or out of the building:

- The mover must provide and install protective coverings on all walls, wall corners, floors, doors and door frames, elevator cabs and other areas along the move route, which may be subject to damage. This will be inspected by the Facilities Manager.
- Any damage to the building or fixtures caused by the move will be billed to the you and the moving company. It is your responsibility to monitor the moving company's activities within the building. We will not be liable for injury or damage to any person or property as a result of tenant deliveries or move-in.

Any trash resulting from the move must be taken off the property.

All moving companies on the property must provide Certificate of Insurance at least 24 hours prior to the move.

All moving companies must carry insurance including, but not limited to, the following:

- Worker's Compensation in statutory limits with employee's liability of \$100,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form and certificate evidencing same shall be furnished to Facilities Management before moving any items into the building. In addition, indemnify and save Landlord harmless from and against all claims, demands and causes of action of every kind in character arising in favor of company's employees, Landlord's employees or other third parties on account of bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions of moving company, its agents, employees, representatives or subcontractors. The moving company shall be responsible for all damages and losses sustained by them to their tools and equipment utilized in the performance of all work thereunder.
- Comprehensive General Liability Insurance Policy shall include coverage for hazards of premises, operation, elevators, products and completed operations and including personal injury coverage part and contractual liability coverage part designating the assumptions of liability under performance of the act of moving. Such insurance shall be in limits of no less than \$100,000 per person for bodily injury and personal injury; and \$3,000,000 per occurrence in aggregate for property damage. Property damage insurance shall be in broad form, including completed operations.
- All certificates of insurance must list the Landlord (Residences at Rosebrook Place, LLC) and A.D. Makepeace Company, its subsidiaries and or affiliates as **additional insureds**.

SECTION 3: GENERAL BUILDING RULES

The following Rules and Regulations shall govern the use of the property.

- You agree to keep your unit in a good state of care and cleanliness. You shall not allow any item to fall from the windows or doors of the premises, nor shall you sweep or throw from the unit any dirt or other substance into any of the common areas, corridors or halls, ventilators or elsewhere in the building or upon the property. Refuse shall be placed in containers in such manner and at such times and places as the Facilities Manager may direct. All cleaning services for the premises shall be arranged exclusively through Facilities Management.

- The sidewalks, entrances, vestibules, stairways, corridors, halls, landings, and fire exits must not be obstructed or encumbered or used for any purpose other than ingress and egress to and from the building.
- You shall not cause or permit any disturbing noises or objectionable odors to be produced upon or to emanate from their units. Corridor doors shall be kept closed at all times except when in actual use for ingress and egress.
- No open flames of any kind (candles, Bunsen burners, etc.) are permitted on the property except in designated areas.
- You shall not permit or keep in their unit any flammable, combustible or explosive material, chemical or substance.
- You shall store all trash and garbage within your premises. You shall not place in any trash box or receptacle any material, which cannot be disposed of in the ordinary and customary manner of trash and garbage disposal. All garbage and refuse disposal shall be made in accordance with reasonable directions issued by Facilities Management.
- Bathrooms and other water apparatus in the building shall not be used for any purpose other than those for which they were designed, nor shall any sweepings, rubbish, rags, acid or like substances shall be deposited therein. You shall not dispose of bio-hazardous waste in violation of law. Any damage resulting from misuse of any bathrooms or other apparatus in a unit will be charged to you.
- No sign, advertisement, notice or lettering, or any other object shall be exhibited, inscribed, painted, or affixed by any tenant on any part of the outside of the building, hung from or on the interior or exterior surface of windows or placed on windowsills. You shall not place any of the above items against doors or windows, which would be unsightly from building corridor.
- No holiday decorations, ornaments, and/or lights shall be attached to, hung, or used on the exterior or interior of any window or door of the building, or on any common element on the property, without approval of Facilities Management.
- No radio or television aerials or other projections shall be attached to the exterior common areas of the building. No blinds, shades or screens may be attached to, hung or used on the exterior of any window or door of the building.
- No vehicle shall be parked in such manner as to impede or prevent ready access to any entrance to or exit from the building or parking lots by any other vehicle. All vehicles must have a parking sticker on the rear window. Should there be an issue with a disabled vehicle, please contact the Facilities Manager.
- The Facilities Manager or designee has the right of access to any unit for the purpose of making inspections, repairs, replacements, or improvements, or to remedy certain conditions which would result in damage to other portions of the building, with or without prior notice.
- The Facilities Manager shall retain a pass key to each Unit. Tenants may not alter any lock on the door leading into their Unit.

- All damage to the Buildings or Common Areas caused by the moving or carrying of any article therein shall be paid by the Tenant responsible for the presence of such article. Any damage to the building or equipment caused by you or a guest shall be repaired at your expense.
- No space in the building shall be used for the sale of merchandise of any kind at auction or for storage thereof preliminary to such sale. No space shall be used or occupied in such manner as to obstruct or interfere with the enjoyment or occupants of other Units, nor shall any nuisance or immoral or illegal activity be committed or permitted to occur in or about any Unit or upon any part of the Common Areas.
- You may not place a load upon any floor which exceeds 60 lbs. per square foot.
- **Smoking is not permitted in the building or on the property.** At no time shall you or your guests smoke in the building or on the property.

SECTION 4: LEASE MATTERS

F. Rent and Fee Payments

As per your lease, all rent payments must be paid by either debit card or ACH wire. This can be done through www.rentcafe.com

All rent is due on the first day of the month. Late fees will be applied per the terms of the applicable lease.

Prior to move-in, you will be emailed with a link and instructions for setting up a new Rent Café account.

G. Lease Termination

At the conclusion of the lease term, you must leave the Unit in good condition and will turn over keys in person to the Rosebrook Facilities Manager. The Facilities Manager will conduct an inspection of the Unit, which you may attend, and will determine how much, if any, of your Security Deposit is required for extraordinary repairs or maintenance to the Unit. Any remaining funds will be mailed by check to a forwarding address you provide.

H. Renewals

The Lease may be renewed at our sole discretion. We will provide you with a Renewal Agreement stating the amount of the monthly rent and other fees and which will be an Addendum to the original Residential Tenancy Agreement. You must return the signed agreement no less than 45 days prior to the expiration of the Tenancy Agreement then in effect.

I. Early Termination

If you wish to terminate your Lease early, for any reason, you must provide at least 60 days written notice. You may be required to pay a Lease Termination Fee equal to two month's Base Rent which will be added to your remaining monthly Base Rent. Email us at 35rosebrook@admakepeace.com to initiate this process.

J. Renter's Insurance

You must maintain renter's insurance covering personal property from fire and other casualty.

K. Lease Parties

Any adult residing in the Unit is required to be a signatory to the lease, except under special circumstances. You are obligated to notify us within 14 days of any additions, and a lease addendum will be provided to you.

SECTION 5: BUILDING SECURITY

L. Perimeter Security

Do not let anyone you do not know into the building or the mailroom. Tenants who permit access by intruders may be held responsible for any action by such intruders, and are subject to eviction.

Access control codes are for individual use. Should you need your code deleted and changed, please contact the Management office.

To minimize incidents, it is important that you do not let others see your access code.

M. Access By Visitors

All entrances are equipped with electronic access for entry into the building. Visitors can key in your four-digit Unit number, and you can allow access using the keypad in your Unit.

Soliciting is not allowed. If you witness anyone soliciting in this building, please call the Facility Management Office. We will take the appropriate action immediately.

N. Elevator Safety and Guidelines

The elevators are equipped with an automatic telephone system that is manually activated for emergency calls 24 hours a day to Wareham Emergency Communications at 911.

Materials that may cause discomfort, inconvenience, or damage (such as open paint cans) are **not allowed** on passenger elevators, even if carried by hand.

The maximum weight capacity of the elevator is 2,500 pounds.

O. Criminal Activity

All criminal activities should be reported immediately to the police. It is the Tenant's responsibility to notify the police of all incidents, no matter how small, since they may be able to ascertain certain information, which may be useful to their investigation. Phone numbers:

Call 911 if an emergency condition exists*.

Wareham Police Non-emergency: (508) 295-1212

Wareham Fire and Rescue Non-emergency: (508) 295-2323

*Immediately thereafter, please notify the Management Office so they are on notice and can cooperate

SECTION 6: UTILITIES

Gas service is provided by National Grid. Contact National Grid to have the gas placed in your name effective your move-in date, and to have service terminated prior to your move-out date. They can be reached at 800-548-8000.

Electric service is provided by Eversource, and they should also be contacted regarding move-in and move-out. Their number is 800-592-2000.

For telephone, internet, or cable TV, please contact Nancy at Comcast: 617-913-1956. (Comcast is the exclusive provider of services at this location.)

SECTION 7: ANIMAL RULES

You may not bring a pet into the building unless the pet was specifically identified in your Lease or you signed a Lease Addendum attesting to the presence of the pet, and pay the applicable Pet Fee.

You are responsible for the animal's actions at all times. You agree to abide by these rules:

- The animal must not disturb your neighbors or other residents, regardless of whether the animal is inside or outside the dwelling.
- All animals must be housebroken. All other animals must be caged at all times. No animal offspring are allowed.
- Your animal must be fed and watered inside the dwelling unit. Do not leave animal food or water outside the dwelling unit at any time.
- You must keep your animal on a leash and under your supervision when outside the dwelling.
- Dogs shall not exceed 35 pounds at any time.
- You agree to clean up after your pet(s) and to dispose of their waste properly and quickly.
- You are responsible for all damage to your dwelling, including but not limited to walls, floors, carpets or stains that any pet causes, regardless of ownership.
- Fish tanks are permitted but may not exceed two gallons in capacity.

We have the right to make reasonable changes to the Animal Rules from time to time.

You are required to provide Landlord with current vaccination records for each animal provided by a licensed veterinarian.

Updated veterinary records must be provided prior to lease renewal.

If you, your guest, or any occupant violates any rule or provision of the Animal Rules (based upon our judgment) and we give you written notice, you must permanently remove the animal from the Premises within the time period specified in our notice.

SECTION 8: EMERGENCY PROCEDURES

Tenants should familiarize themselves with the location of exit stairwells on their floors.

Elevators are not to be used for evacuation. Proceed to the stairwells to exit.

In all instances, follow the directions of the identified fire and security personnel.

Any fire hazard should be reported to the Facilities Manager's Office immediately.

P. What To Do If You Discover A Fire

Do not panic and IMMEDIATELY evacuate the building.

When you have an outside line, telephone the Fire Department: **911**.

EVERY FIRE, REGARDLESS OF SIZE, MUST BE REPORTED IMMEDIATELY