

Dear Resident:

Welcome to The Towers of Chestnut Hill. We are delighted to have you join our community. TCH provides luxury condo living, services that will make your life easier, a wide range of activities that you can participate in, and the comfort of knowing that you live in a safe and secure building.

TCH also benefits from a great location – 20 minutes to Boston, a few minutes to Newton Centre and walking distance to The Mall at Chestnut Hill and Chestnut Hill Square. There are many activities close by, including good restaurants, elegant shops, organic and traditional food stores, and a 5-screen cinema.

To help you better understand your new community, we have assembled this notebook, which contains the following information:

- **List of key personnel in the Management Office**
- **Important and useful telephone numbers**
- **Members of the Board of Trustees**
- **Current list of amenities and activities**
- **Voting information**
- **Description of Services, Facts to Know About Your Home, Safety and Security, General Procedures, and Master Deed Rules and Regulations**
- **Map of the buildings and grounds**

Also included in the front of the notebook are forms that we ask you to complete and return to the Management Office at your earliest convenience:

- **“Resident Information Form”:** about your car(s), other phone numbers where Management can call you, emergency contact names and numbers, etc.
- **“Resident Permission to Enter Form”:** for personal aides, cleaning services, etc.

Once again, we welcome you to our community and encourage you to become familiar with our General Procedures, so that we can maintain our enjoyable and safe environment.

THE MANAGEMENT OFFICE

BOARD OF TRUSTEES

JUNE 2015-JUNE 2018

Arthur Bayer, Chairman

Marc Cooper

Carol Come

David Hruska

Richard Kim

Joyce Plotkin

David Rubin

Arnold Schaffer

Mark Siegel

IMPORTANT TELEPHONE NUMBERS

EMERGENCY

| | |
|--------------------------|---------------------|
| Newton Fire Department | 911 OR 617-796-2200 |
| Newton Police Department | 911 OR 617-796-2100 |
| Poison Control | 617-232-2120 |
| TCH Front Desk | 617-332-6560 |
| Management Office | 617-969-0300 |

NON-EMERGENCY

| | |
|---------------------------|----------------|
| Management Office | 617-969-0300 |
| Red Cab | 617-734-5000 |
| Veteran's Taxi | 617-527-0300 |
| Newton Yellow Cab | 617-332-7700 |
| The Ride | 781-899-7499 |
| Newton City Hall | 617-796-1000 |
| Chestnut Hill Post Office | 617-566-0941 |
| Eversource | 1-800-592-2000 |
| National Grid | 617-469-2300 |
| Verizon | 1-800-870-9999 |
| Comcast | 1-800-266-2278 |

OTHER FREQUENTLY CALLED NUMBERS

MANAGEMENT OFFICE PERSONNEL

617-969-0300

| | |
|----------------------|------------------------------|
| Lois Goldman | Property Manager |
| Peter Handlin | Assistant Manager |
| Joyce Norman | Administrator |
| John Breckner | Superintendent |
| Nate Filoma | Security Desk Manager |

AMENITIES

Basketball Court

Community Rooms – Available to rent for functions in North and South Buildings

Fitness Center – 1st floor in the South Building. No one under 18 years of age is allowed to use the equipment.

Library (with high-speed internet) – Lobby level in the South Building

Indoor Pool – Lifeguard on duty, day, evening and weekend hours

Poolside Patio (and barbecue grill) – Grill is at back of pool for residents

Resident Gardens – Plots are available to residents

Tennis Courts – There are 2 grass courts. Reservations must be made to play.

Regularly Scheduled Activities

Bingo: First 3 Wednesdays of each month – South Community Room, 7:00 p.m.

Friday Night Movie: Every Friday night – South Community Room, 7:00 p.m.

TCH Reading Group: Last Wednesday of each month – South Community Room, 7:00 p.m.

Low-Impact Water Aerobics: Monday, and Wednesday, Friday at 9:30 a.m.

High-Impact Water Aerobics: Wednesday at 10:30 a.m.

Special Events

December Holiday Party

Social Events

Watch the Red Sox and Patriots in the South Community Room

VOTING INFORMATION

Towers is Ward 6 – Precinct 1

Your voting location is:

**The Bowen School
280 Cypress Street
Newton Centre, MA 02459**

To register to vote go to:

**Newton City Hall
Election Commission
Room 106
1000 Commonwealth Avenue
Newton, MA 02459**

Generally, there are volunteers at The Towers who offer to drive residents who do not have their own transportation to the polls.

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1. SERVICES

MANAGEMENT SERVICES

Barkan Management Company is a professional real estate management company that has been retained to provide the daily management necessary for the smooth operation of The Towers community. In order to provide the scope of services to properly maintain your home and surroundings, they have hired trained personnel with expertise in property management, maintenance, and safety. With their experience, you are assured that all services and conveniences provided to our residents will be timely, properly coordinated and well-supervised with an emphasis on quality and professionalism. Besides daily overall management, the Management Office will also maintain bookkeeping records, handle any grievances and complaints, work closely with the Board of Trustees, coordinate Trustee meetings, plan social activities, and contract all outside services.

The Management Office is located on the Lobby level of the North Building and is open from 9:00 a.m. to 5:00 p.m., Monday through Friday (617- 969-0300).

MAINTENANCE SERVICES

The proper maintenance of all common areas and elements in a high-rise building, such as The Towers of Chestnut Hill, is a very complex and demanding task. Performance of the following vital preventative and repair maintenance services are performed by our in-house personnel, along with various outside contractors.

If you require service in your unit, call the Management Office and report it. A service order will be generated for this work to be done by our Maintenance personnel. Work cannot be

done unless a service order is called in. We do not, however, service washing machines, dryers or microwave ovens. You would have to contact an outside repair person.

11.

If a resident is locked out of their unit, a call to the Management Office will allow a staff person to unlock the door. However, if this occurs before 9:00 a.m., after 5:00 p.m., weekends, and/or holidays, there will be a charge for this service.

PREVENTATIVE MAINTENANCE SERVICE

1. Preventive maintenance and routine repair of mechanical equipment, consisting of daily, weekly, quarterly, semi-annual and annual checks, lubrication. Maintenance and routine repair of various pumps, air-handling units, compressors, exhaust fans and controls belonging to The Towers of Chestnut Hill. This work varies in complexity from requiring a skilled licensed engineer to work that can be performed by our Maintenance personnel. This includes belt and temperature checks, operational tests, instrument calibration and adjustment, routine greasing and oiling, routine packing of valves, filter scrubbing and replacement, minor overhaul, cleaning, and other incidental repairs. This equipment is located in the common areas of the buildings, either in mechanical rooms or in suspended installations.
2. Routine inspection, start-up and shut-down of major heating and ventilation and air-conditioning systems under the direction and supervision of specialists in these fields.
3. The changing of approximately 3,000 system filters located in all units at the start of the air-conditioning season. They are changed once a year free of charge.
4. Miscellaneous maintenance and repairs throughout the common areas of the buildings, including bulb replacement, fire extinguisher inspection and recharging, lock adjustments (not individual unit doors), trash chutes, compactor repairs, various exterior repairs to signs, fencing, building façade, etc.

5. Other maintenance services covered by your monthly Maintenance Fee include all lawn and grounds maintenance, common area cleaning, snow removal, parking lot maintenance, and garage sweeping.

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ADDITIONAL INFORMATION: Some asbestos has been found in the Lobby area, only in the ceiling wallboard taping. This is not dangerous unless it is disturbed. However, before any renovations are done in your unit and if you are removing wallboard, you should have it tested.

VALET

Aside from the Front Desk services and as part of your monthly maintenance charge, we offer daily Valet service for the convenience of our residents. Please note that Valet service is only available when there are 2 people on duty at the Front Desk. Bringing residents to their storage areas is also available when there are 2 people on duty. Please call ahead.

SWIMMING POOL

A year-round climate-controlled indoor pool with an attached veranda and luxurious plantings and surroundings is located adjacent to the South Building. Modern furnishings, excellent maintenance and the daily inspection of the pool complex assure the continuous enjoyment of this facility for our residents and their guests. Monthly pool schedules are available at the Front Desk and the Management Office. The following guidelines are for the benefit and protection of the residents and their guests and to assure the safe and sanitary operation of the pool facilities. Persons using the pool area must comply with the rules and regulations promulgated by the Newton City Health Officers. Anyone with colds, inflamed eyes, infections, bandages or open skin abrasions may not use the pool. Please shower before entering the pool. Persons using suntan oils or lotions must cover chairs and chaise lounges with towels, so that everyone is able to enjoy a clean place to sit.

NO SWIMMING WITHOUT A LIFEGUARD PRESENT

All persons using the pool or pool areas do so at their own risk. The Board of Trustees and Management assume no responsibility for any accident or injury in connection with such use or for any loss or damage to personal property. Residents may bring no more than 4 guests to the pool at any time.

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Each guest must be signed in by the unit owner or resident, who **MUST** remain with their guest(s) during the entire time the guest(s) are in the pool enclosure or patio area.

Residents must leave the pool 10 min. before the Lifeguard closes for lunch and supper. The pool may be closed at any time due to equipment failure or operational defects. Swimmers must be properly attired when going to and from the pool (i.e., beach shoes and robes for the women and shirts and shorts for the men). Only proper swimming attire is permitted in the pool.

Children under the age of 12 years must be accompanied by an adult at all times. Children are **NOT** to be left in the care of the Lifeguard.

- Diaper changing must be done in the restroom. Please do not use the chaise lounges, food tables or pool deck for diaper changes.
- Special swim diapers are required for all infants.
- Infants and children who cannot swim must remain in the shallow water at all times and must be accompanied in the pool by a responsible adult.

RESTRICTIONS

Running on the pool deck, horseplay and ball playing are **PROHIBITED**. Pool toys, floats, or balls may not be used in the pool. Only Towers of Chestnut Hill floats are allowed. Radios and cassette players without headphones are not allowed. Wheeled items other than wheelchairs or baby carriages may not enter the pool area.

- **DIVING IS ABSOLUTELY PROHIBITED.**

- **THERE IS NO SMOKING IN THE ENCLOSED POOL AREA.**
- **GLASS CONTAINERS ARE NOT PERMITTED ANYWHERE IN THE POOL COMPLEX.**
- **POOL PARTIES ARE PROHIBITED.**

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TENNIS COURTS

8:00 a.m. to 9:00 p.m.

There are 2 lighted tennis courts located next to the pool for residents and their guests.

- 1. Reservations can be made after 10:00 p.m., 2 days prior to the desired reservation date.**
- 2. Reservations are at 1-hour intervals. After 12:00 noon, 1-1/2 hour intervals are permitted.**
- 3. Play must be completed by 9:00 p.m.**
- 4. The tennis courts are for the exclusive use of residents and their guests. A Towers of Chestnut Hill resident must be present on the court at all times.**
- 5. The tennis courts are exclusively for playing tennis.**

FITNESS CENTER

5:30 a.m. to 10:00 p.m.

The Fitness Center and Weight Room is located on the first floor of the South Building. The saunas are located on the Lobby level of the South Building.

WE MUST ADVISE YOU TO CONSULT YOUR PHYSICIAN BEFORE UNDERTAKING ANY EXERCISE PROGRAM.

- 1. The Fitness Center is for the exclusive use of residents only.**
- 2. The Fitness Center is unsupervised, so all residents using this facility do so at their own risk.**
- 3. Children under 18 years of age must be accompanied by an adult.**
- 4. Go to the Front Desk to reserve a time to use the treadmills and EFX machine.**
- 5. If you have a guest, you must accompany them and remain with them the entire time they are using the Fitness Center.**

6. Residents with housekeepers, health aides, etc. must accompany them and remain with them the entire time they are using the Fitness Center.
7. When using weights, they must be put back on the proper racks.
8. Please wipe down all equipment after use.

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COMMUNITY ROOMS

There is a Community Room located on the 14th floor of each building for small functions. Reservations must be made through the Management Office and are limited to unit owners only.

Due to the location of the Community Rooms, functions cannot start before 8:00 a.m. and must conclude by 11:30 p.m. Rooms are available 7 days a week. Before you leave the room, you are responsible for making sure the room is in its original condition (i.e., clean, vacuumed, if necessary, etc.).

A non-refundable rental fee of \$50.00 for each day or evening the Community Rooms are used must be received at the Management Office 1 week prior to the function. No rental fee is charged for card games.

LAUNDRY ROOMS

(Daily 6:00 a.m. to 9:00 p.m.)

Coin-operated washers and dryers are located in the Laundry Rooms on the Lobby level of the North Building and on the first floor of the South Building.

We attempt to maintain a pleasant atmosphere by placing a couch, chairs, pictures, and tables in the Laundry Room area. Please treat this space as if it were own sitting place.

Adjacent to the Laundry Room is a children's playroom. All children must be accompanied by an adult while there. The room must be kept clean after use.

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STORAGE AREAS

Storage areas are provided in each building for the convenience of our unit owners. The South Building storage rooms are located on each level adjacent to the Utility Rooms. North Building storage rooms are located on the first floor of the South Building. Residents may access their storage by contacting the Front Desk.

No hazardous materials, mattresses or furniture may be stored in the storage area, where any unit owner has the exclusive right and easement of use, nor shall any items be stored in common areas outside of designated storage areas. Any hazardous materials found in such storage areas may be removed by the Trustees. The unit owner responsible will be charged for such removal.

2. FACTS TO KNOW ABOUT YOUR HOME

A. ELECTRICAL SYSTEM

Each unit has its own electrical control panel (circuit breakers). In the event that some electrical fixture fails to work, please first check to see that it is properly plugged in. Then look at your breaker panel to see that all switches are in the "ON" position. If not, put the tripped switch into the "OFF" position and then push it back forcefully into the "ON" position. There are no fuses to change or replace. Your unit has 125 amp service with 220 volts.

B. TELEPHONE LINE ACCESS

Located behind the washer/dryer area in each unit.

C. WATER VALVES

Familiarize yourself with all your water on and off valves. The water valves in your kitchen and in each bathroom are located under the sink. There is a separate one for the hot and cold water. There is an individual valve for the toilet, which is located at the lower left corner below the outside of the toilet base. Water supply for the washing machine hook-up is located in the rear of the utility closet.

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D. AIR-CONDITIONING

The Towers of Chestnut Hill is equipped with a central forced water heating and air-conditioning system. Each unit contains individual air thermostats. If problems arise with these units, contact the Management Office for repair service. It is important to keep the return air vents clear for the proper air flow. Make sure these vents are not blocked by furniture, etc.

E. EXIT STAIRWAYS

Each resident should be familiar with the location of all exit stairways on their floor. The Towers of Chestnut Hill has Fire Exit stairs on every floor at the end of each corridor. There are two fire alarm pull boxes on either end of the corridors and also in each elevator lobby on each floor. When the alarm is pulled, this informs the Newton Fire Department that an emergency exists and gives them the approximate location. We, in turn, immediately investigate. On the Lobby of each floor, there are fire hose cabinets, which also contain a fire extinguisher that can be used by anyone knowing how to handle it. Once again, we must stress NOT TO PANIC when notifying the Management Office or Front Desk. We have no indication from which unit you are calling unless you identify yourself and give your unit number.

F. SMOKE/CARBON MONOXIDE DETECTORS

Special precautions should be taken for the smoke/carbon monoxide detectors in your unit. Dust, dirt and fumes from construction work can cause these sensors to trip the alarm. This would require removal and cleaning of the alarm equipment.

These sensors should be covered with a plastic bag while this type of work is underway to avoid false alarms. We recommend that you check your smoke/carbon monoxide detectors monthly.

G. SMOKE/CARBON MONOXIDE DETECTORS AND SPRINKLER HEADS

Do not touch these items in your unit, since doing so will activate them.

H. WINDOWS

Windows should not be cleaned with ammonia because its use may damage the Thermopane seals.

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I. INSURANCE COVERAGE

A broad program of insurance has been arranged to protect the building against physical damage resulting from fire and a variety of other perils, as well as comprehensive protection against liability claims. Our insurance carrier suggests the following coverage for individual owners:

1. Fire and theft on all forms of personal property (furniture, clothing, kitchen appliances).
2. Comprehensive personal liability to protect against suits arising from injuries, actual or alleged, to persons or property either in your unit (i.e., an aide or guest slipping on a rug), from your unit (i.e., dishwasher overflow causing water damage to the unit below you), or in the course of your own daily activities (i.e., inadvertently injuring someone while shopping downtown). All risk protection on specially appraised items of special value, such as jewelry. You need to have insurance to cover the \$10,000. deductible per occurrence. This is called a Dwelling policy.

3. SAFETY AND SECURITY

RESIDENT SAFETY

(1) Manning of a 24-hour console to monitor all residents and guests entering the Towers. At all times, the Front Desk staff will monitor the front entranceway and Lobby area. The Front Desk staff will assist you in any way possible, but we must request that you do not ask them to leave the desk, as their absence would jeopardize the safety of all residents.

(2) Routine patrols throughout all internal and external areas of The Towers. When you are in the hallways and parking lots at The Towers, you may observe our staff on patrol. They can be identified by their navy blazer and gray slacks that are their uniform, as well as ID badges.

(3) 24-hour monitoring on our closed-circuit TV's, which span various areas of the Towers and are watched carefully by the Front Desk staff. You may notice these cameras in the pool area, upper and lower garages, and at the entrance gate and stairwells.

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(4) A Telentry system, which allows you to let visitors into the Lobby area. Our telentry system allows each visitor to be announced to you by dialing your code from the outer Lobby, which then rings through to your unit phone. After confirming the visitor's identity, you may allow them to enter by pressing the number "6" on your phone. To deny entry, hang up without pressing any number on your phone.

SAFETY REGULATIONS

- (1) Immediately report to the Management Office or Front Desk any suspicious people walking through the corridors, walkways, deck area, garage, etc.
- (2) Lock your doors when leaving your unit. For better protection, install a deadbolt type of lock. A key must be left with the Management Office in case of an emergency.
- (3) Due to the signing in and out of cleaning people, health aides, etc., we request that you do not give out any main Lobby doors keys (Medeco).
- (4) All lower floor public doors must be kept locked. Do not leave a door open in anticipation of your return.
- (5) If you do not recognize a person waiting at any entrance and that person is not a resident, suggest that the individual contact the Management Office or Front Desk for admittance, and do not allow entry at the same time with you.
- (6) All cars on the property must be locked at all times.

ADMISSION TO UNITS

If a resident wishes to admit a person to their unit in their absence, it is mandatory to complete a "Permission to Enter" form at the Front Desk.

No keys are to be left at the Front Desk. No one will be permitted to enter your unit unless you properly complete a "Permission to Enter" form.

20.

TELENTRY SYSTEM ACCESS CONTROL

Your building is equipped with a Telentry Access Control System – one of the finest remote access systems available. Please read the following, which will familiarize you with this system:

When guests and visitors come to visit you, we attempt to aid them in locating you without compromising building safety. You can assist the Front Desk by advising your guest to use the Telentry system and making sure that they know your unit number and your code number. We will not allow any person who does not know your unit number into The Towers unless they first use the Telentry system.

Your own telephone number will be programmed into the memory of the Telentry system and will remain confidential. To assist in keeping the Telentry system current, you should contact the Management Office with your telephone number as soon as your phone is connected or if your number is changed for any reason.

The visitor will see only your assigned code number of the directory in the outer Lobby and not your telephone number. Using the Telentry system is like using your phone as you normally do, but with one exception. When you receive a call from the Lobby, you must press the number "6" on your phone while speaking to your guest. Pressing "6" will allow the Lobby door to be released. When the lock buzzes, your visitor can hang up the Telentry phone and open the door. IF YOU WANT TO DENY ENTRY, JUST HANG UP AND NOTIFY THE FRONT DESK IMMEDIATELY.

IMPORTANT: Inform your visitor of your unit number, since your code number has no relationship to the number of your unit. If you are on your phone when a visitor tries to call you, be brief with your phone call at that time so that your expected guest will not have to wait too long to reach you.

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FIRE EMERGENCY PROCEDURES

The Towers of Chestnut Hill is constructed of fire-resistant materials and has state-of-the-art fire alarm and fire suppression systems. Fires are generally confined to individual units, furnishings or possibly the contents of one floor level.

Thus, it is important first of all to understand that fire in a high-rise building is no cause to panic. The Newton Fire Department responds to all high-rise building alarms with a complement of men and equipment experienced in rescue and fire control operations. Upon arrival, they will promptly effect necessary rescues, confine and control the fire, and ventilate the smoke from the building.

Nevertheless, it must be realized that if a fire occurs within your unit or on or close to your floor level, it will most likely be necessary for you to seek safe refuge as soon as possible. Therefore, it is extremely important that you, as a resident, become well-acquainted with the stairways provided in your building and procedures to follow in case of fire:

FIRE EMERGENCY PROCEDURES

- (1) IMMEDIATELY call the Newton Fire Department (911). Tell them the name and address of the Towers of Chestnut Hill and your unit number.
- (2) Without further delay, leave your unit. Be sure to close the door behind you and leave it unlocked. This will prevent the possible spread of heat and smoke into the corridor.

(3) Remember to alert occupants of other units on your floor. It is vitally important that they be given a warning as soon as possible, especially at night. Pull the alarm nearest to your unit as you exit.

(4) Use the closest exit stairway. Be sure to close the stairway door behind you. Once in the stairway, you are in an area of safe refuge. Take your time descending the stairs.

22.

(5) DO NOT ATTEMPT TO USE ANY OF THE BUILDING'S ELEVATORS, AS THEY MAY ALREADY BE OUT OF SERVICE, MALFUNCTIONING OR NOT READILY AVAILABLE. IN ADDITION, THE FIRE DEPARTMENT WILL NEED TO USE ALL OPERATING ELEVATORS.

SMOKE OR FIRE NEAR YOUR UNIT

(1) IMMEDIATELY call the Newton Fire Department (911). Tell them the same, address of The Towers of Chestnut Hill and your unit number. Do not assume that someone else has called them.

(2) Before trying to leave your unit, place your hand on the door, palm down. If the door feels warm to the touch within 5 seconds, do not attempt to open it, since this indicates the presence of a dangerous fire condition in the corridor.

(3) If the door is not warm to the touch, carefully open it a small amount to check for the possible presence of smoke in the corridor.

(4) If you feel that you can use the corridor, alert occupants of other units on your floor and proceed to the closest exit stairway. Be sure to close your door and the stairway exit door behind you. DO NOT attempt to use the elevators.

(5) If your unit door is warm to the touch or there is heavy smoke in the corridor, keep the door closed. Use wet towels to seal cracks around the door and any other places where smoke appears to be entering.

(6) If smoke enters your unit, open one window slightly, remain calm and stay close to the floor or go out on the balcony and close the balcony door behind you.

23.

THINGS TO AVOID

DO NOT.....USE THE BUILDING ELEVATOR UNDER ANY CIRCUMSTANCES IN CASE OF FIRE.

The elevator must be available for use by the Fire Department.

DO NOT.....ASSUME THAT SOMEONE ELSE HAS CALLED THE FIRE DEPARTMENT (911).

We cannot respond to assist you if we are not notified promptly.

DO NOT.....ATTEMPT TO REMOVE YOUR CAR FROM YOUR PARKING SPACE, especially from the underground garage. This will only cause traffic congestion and hinder the efforts of the Fire Department to reach the building.

DO NOT.....SHOUT FIRE. Use the fire alarm system to notify the other occupants of the building.

DO NOT.....RE-ENTER THE BUILDING UNTIL PERMITTED TO DO SO BY THE FIRE DEPARTMENT.

IMPORTANT THINGS TO REMEMBER

- (1) **DIAL 911 TO CALL THE FIRE DEPARTMENT. A few seconds may make the difference between a minor loss and a major fire.**
- (2) **KNOW THE LOCATIONS OF ALL EXIT STAIRWAYS. These are located at the ends of the corridors and they are marked with a standard "EXIT" sign.**
- (3) **KNOW HOW TO REACH 2 SEPARATE EXITS. Do not plan on one escape route, since that means of egress may be blocked with fire or smoke.**
- (4) **KNOW THE LOCATION OF THE NEAREST FIRE ALARM PULL STATION.**

(5) **KNOW WHAT TO DO WHEN THE ALARM SOUNDS.**

4. GENERAL PROCEDURES

CONDOMINIUM FEES

Your monthly Condominium Fee is due and payable on the first of every month. If payment is not received by the bank by the 10th of the month, a \$25.00 penalty fee will be charged.

Payments are to be mailed to the name and address in your coupon book. Checks are to be

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made payable to "The Towers of Chestnut Hill Condominium Trust." Acceptable abbreviations include TCH, The Towers, TCH Condo Trust.

REPAIR SERVICE

Requests for repair service are not included in your monthly Condo Fee. With the exceptions of heating and air-conditioning adjustment, certain ventilation adjustment, and repairs to common electrical and plumbing systems, all work done within your unit is subject to a service charge. When a resident wants to have work done in the unit, a request must be made to the Management Office. At no time should requests for such services be made directly to Maintenance personnel or the Front Desk. If you do not receive service by the close of the workday (5:00 p.m.) or the work requested has not been completed or is unsatisfactory, please contact the Management Office.

A qualified Maintenance person is on-call 7 days a week, 24-hours a day for repairs and services. This person has emergency responsibilities, as well as routine operational checks to perform in other areas of The Towers and should only be called upon for actual emergencies after normal working hours. However, do not hesitate to call the Management Office immediately for these services in an emergency situation during business hours and the Front Desk after business.

EXTERMINATING

A pest control service is provided at The Towers. Arrangements for treatment to individual units can be made by contacting the Management Office.

OUTSIDE SERVICES

(1) Owners must arrange directly with repairmen or outside service people for additional services needed. It is the resident's responsibility that the workmen are properly insured against damage to other units and the common areas and that they have registered with the Management Office.

(2) Management will not admit anyone to your unit without your written permission.

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CONTRACTOR REGULATIONS: This information is to be passed on to any workers hired/employed by condominium owners, as enforcement of these regulations are the condominium owner's responsibility and the owners will be held responsible for their employee's compliance, i.e., contractors, movers, etc.

Construction Times and Deliveries:

Monday-Friday from 9:00 a.m. to 5:00 p.m.

(1) Contractor needs to have access to unit by owner

The Management Office will not open unit doors.

(2) Trash removal from a unit must be scheduled by the Management Office

(3) Deliveries for contractors must be scheduled through the Management Office,

Monday-Friday from 9:00 a.m. to 5:00 p.m. Unscheduled deliveries will be turned away.

(4) Certificate of Insurance

Certificate Holder is "Barkan Management Co., Inc., The Towers of Chestnut Hill, 250 Hammond Pond Parkway, Chestnut Hill, MA 02467." The Certificate must be received in the Management Office prior to the start of project.

(5) Alterations/Extensions/Balcony

Contractors and unit owners must complete a "Construction Application" to be approved by the Board of Trustees.

- (6) There is a \$500. "Construction Fee" to be paid by the unit owner when application is approved.

POLICY FOR INSTALLATION OF WOOD/TILE FLOORING

For "engineered" or "floating" flooring laminate style hardwood flooring, the contractor must first put down a layer of "AccoustiCORK," at least 6 mm. thick. The cork underlayment works

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well to dampen sound transmission. This layer is simply glued down to the concrete slab or to whatever the original as-built surface.

For real hardwood flooring (3/4" or 7/8") solid wood flooring, the contractor has to shoot in a sub-floor of 3/4" plywood to nail to the hardwood flooring. We require a sound dampening layer to be placed between the hardwood and the sub-floor. This is essentially 1/8" foam sheeting. To reduce noise, floor covering is required in all foot traffic areas.

Independent service contractors are required to sign in and out of The Towers as an access control measure, so please advise them of this requirement. If a contractor needs access to an elevator, prior arrangements must be made with the Management Office, so that the elevator can be padded to avoid damage.

PACKAGES

Packages will be accepted by all Valet and Front Desk personnel. Residents will be notified of their package via e-mail. Please be sure to give your e-mail address to the Management Office. Packages can be claimed daily (including weekends) at the Front Desk. No packages over 40 lb. will be accepted. Packages will be held for 7 days, after which time they are returned to sender.

MOVE-IN, MOVE-OUT, PICK-UP, DELIVERY

All reservations for move-in, move-out, delivery and pick-ups must be made through the Management Office. Call 617-969-0300 with the following information to reserve the elevator:

- (1) Resident's name, unit number and phone number
- (2) Date to schedule move, delivery or pick-up. Please try to plan ahead since waiting may mean that someone else has already reserved the elevator for your requested date and time.
- (3) The name and phone number of the moving or delivery company.
- (4) If it is a move-in or move-out, a non-refundable "Moving Fee" of \$200.00 made payable to "The Towers of Chestnut Hill" is to be paid prior to the date of move.

27.

This policy must be followed for the Management Office to make the necessary arrangements with the staff. In the past, we have had problems with unscheduled moves, deliveries and pick-ups. This results in unnecessary confusion and the possibility that moving and delivery trucks will be turned away. Only those moves, deliveries and pick-ups that are scheduled through the Management Office are allowed to take place. The hours for moves, deliveries and pick-ups is Monday-Friday, 9:00 a.m. to 5:00 p.m. ONLY.

SPRINKLER SYSTEM

Each unit is completely equipped with fire sprinklers, which will entitle you to a discount on your fire insurance. To make sure this system continues to work properly, the sprinklers should be masked (covered) whenever painting in the unit is done. If paint gets on the sprinklers, they will not work properly. Care should be taken to ensure that these units do not get damaged.

OWNER EMERGENCY INFORMATION

In the event of an emergency, it is important for the Management Office to have information about each resident. Please complete a "Resident Information" form and bring it to the Management Office. All information will be kept strictly confidential and will only be used in case of emergency.

PARKING

There is a 1-hour resident time-limit on the front of the ramp access way from 8:00 a.m. to 12:00 midnight. From 12:00 midnight to 8:00 a.m. parking on the ramp access way is restricted. There is no parking on the left side of the rampway. The Fire Lane must remain clear at all times. No trucks are allowed. All visitors are requested to park in the two designated Visitors Parking Lots. All workmen and employees are requested to park in the South Visitors Lots only. Visitors lots are not to be used for permanent parking. Vehicles will be towed at the owner's expense.

28.

You will be issued a parking sticker when you register your car with the Management Office. The sticker is to be visibly affixed to your vehicle on the driver's side, lower-left corner of the windshield.

A temporary parking permit may be obtained by contacting the Management Office during business hours. This will allow a vehicle access onto the property for the dates indicated on the permit. Temporary passes are only valid for 2 days.

The parking spaces are intended to be used solely for the parking of cars. Without the express written consent of the Trustees, no buses, trucks, vans, trailers, recreational vehicles or boats may be parked in any parking space._

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No automobiles may be stored in any parking space without the express written consent of the Trustees. In the event such permission is granted, such vehicles shall be maintained in good order and kept clean at all times.

All vehicles parked on The Towers premises will be at the sole risk of the person parking and the Trustees will not be liable for loss, destruction, theft or damage to such vehicle.

All unit owners, residents, and their guests must observe and abide by all the parking and traffic regulations, as posted by the Trustees or by Management. Vehicles parked in violation of any such posted regulations may be towed at the vehicle owner's sole risk and expense.

SNOW REMOVAL

During times of snow, we attempt to maintain clear access throughout the complex with the aid of an independent contractor. To insure that you are able to move your vehicle in and out of outside parking spaces, we must at times ask that you move your vehicle to the Visitors Parking
29.

Lot while these spaces are being plowed. We would appreciate it if you do this each morning, between the hours of 8:00 a.m. and 9:00 a.m., when you notice an accumulation of snow. If not, one of our Front Desk staff will call you and advise you of the conditions and request that the vehicle be moved. Please follow these rules because there are times, specified by Fire Laws, when we are required to tow vehicles at the owner's expense to maintain clear access to all areas of the property.

TRASH ROOMS

There are Trash Rooms located on each floor of the North and South buildings. All garbage, trash, cans, and bottles must be bagged or wrapped and thrown down the trash chute. Boxes too large to use the chute must be flattened and placed on the floor of the Trash Room. It is the resident's responsibility to dispose of any articles too large to be disposed of by normal commercial pick-up.

Fines may be assessed for improper use of Trash Room facilities, including all of the following: disposal of items not accepted by our current trash removal service, leaving trash in hallways, etc. For scheduled Fines, see page 34. Recycle bins are located in the basement of the North and South buildings, and newspaper recycle bins are located on the first floor of each building.

CARTS AND DOLLIES

Carts and dollies are available in the Lobby area and must be signed out at the Front Desk. They must be returned to the Lobby within 30 minutes. They are not to be left in the hallways, elevators or common areas. Residents violating this rule will be fined.

VISITORS PARKING LOTS

Visitors are required to park in the designated "Visitors" area of the North and South buildings unless their stay is to be less than 1 hr. If they are staying less than 1 hr., they may use the rampway when spaces are available. Please read and obey all parking signs. If your guests will

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be staying overnight, you must go to the Front Desk and get a "Parking Permit" to be placed on the dashboard of the car. This allows our staff to make a special check on the vehicle and be able to notify you in case any problems arise.

PET VISITATION

No visiting pets are allowed in The Towers of Chestnut Hill. This does not include "Service Dogs" for residents who are visually impaired. A \$50.00 fine will be assessed for each infraction of this rule.

GRIEVANCES

It is the responsibility of the Property Manager to handle all grievances, regardless of the nature. If you have a justified complaint, please refer it to the Manager in writing. If your complaint has not been properly addressed, you can write a letter to the Board of Trustees for a hearing relative to your complaint.

BULLETIN BOARDS

Bulletin boards are located in the mailbox areas of both buildings for general announcements. There is also a bulletin board located in the Library for the convenience of the residents, who

may use it to sell/buy items or services. The notices may not be more than 4" x 6" or they will be removed.

BICYCLE STORAGE AND SAFETY

You may ride your bicycle on the roadway going in the same direction as the traffic. Always wear a helmet for safety. It is suggested that all bicycle riders and rollerbladers use the South Roadway areas. When entering and exiting the garage, you should walk with your bicycle. To store your bicycle, there are racks on both garage levels. Your bicycle should be identifiable and locked at all times.

31.

- Do not ride on the ramp roadway to the Lobby.
- Do not ride on the ramp of the garage.
- Do not ride anywhere inside the garage or on the back deck.

5. MASTER DEED RULES AND REGULATIONS

In these documents, the word "Condominium" refers to The Towers of Chestnut Hill and the words "Common Areas and Facilities," "Trustees," and "Unit Owners" have the meaning given to these terms in the Amended Master Deed creating The Towers of Chestnut Hill.

COMMON AREAS AND FACILITIES

- (1) Unit owners shall not cause nor shall they suffer obstruction of common areas and Facilities, except as the Trustees may, in specific instances, permit.
- (2) No articles, including without limitation, door mats, umbrellas, plants or boots shall be left by residents in the corridors or other common areas of the North and South buildings nor may any decoration be attached to corridor walls or doors. Residents may place their names only in such places outside of the unit as may be provided for by the Trustees.

- (3) No baby carriages, bicycles, playpens, wagons, toys, benches, shoes, chairs or other articles of personal property can be left unattended in the common areas of the buildings, parking areas, sidewalks, lawns or elsewhere in the common areas, except those areas specifically designated by the Trustees.
- (4) Food and drinks are not permitted in any common areas, except the Community Room when it is reserved by residents.
- (5) The sidewalks, entrances, passages, vestibules, stairways, corridors, hallways and like portions of the common areas cannot be obstructed or used for any purpose other than ingress and egress to and from the premises, nor will any carts, carriages, chairs, tables or other similar objects be stored therein.

32.

LOBBY USE POLICY

The Lobby at The Towers of Chestnut Hill is not intended to be used as a day room or for prolonged lounging; but rather as an attractive area for residents to wait for and greet guests, wait for transportation and similar uses. For that reason, and to ensure the Lobby is used as indicated, the Trustees, acting in accordance with their authority to regulate the use of the Common Areas and facilities, required a limit of 20 minutes for lounging in the Lobby. We encourage all residents to utilize our Library and Community Rooms for prolonged lounging. We ask that all residents cooperate in maintaining The Towers as we would all have it.

WINDOWS, BALCONIES, TERRACES

Each unit owner shall keep the balcony or balconies clean and neat at all times. Under no circumstances shall the balcony or balconies be painted or otherwise altered to change their uniform appearance with the other balconies of the Condominium.

- (1) Each unit owner shall be solely responsible for the actions of and any damage caused by his/her visitors and shall require his/her visitors to comply with all rules and regulations concerning the recreational facilities and common areas.

- (2) All unit owners will be responsible for the actions of their Lessees who violate 1 and 2 of this section.
- (3) Entrances, lobbies, halls, stairways, gardens, garages and other spaces shall not be used for play and Use of skates and bicycles is prohibited in said spaces.

OWNERS DAILY USE OF UNIT

- No resident shall make or permit any disturbing noises by himself, his family, employees, agents or visitors nor do or permit anything by such persons that will interfere with the rights, comfort or convenience of other residents. The volume of television sets, radios, stereo systems, musical instruments and the like shall be turned down between
33.
11:00 p.m. and 8:00 a.m. and shall at all times be kept at a sound level which will not annoy the residents of neighboring units.
- A unit owner shall not cause anything to be affixed or attached to, hung, displayed or placed on the exterior walls, door, terraces or windows of the building or in a private garden.
- No smoking, eating or drinking is allowed in the elevators.
- No radio or television installation may be permitted in a unit which interferes with the television or radio reception in another unit. No antenna or aerial may be erected or installed by a unit owner on the roof, terrace or exterior walls of the building. If same is erected or installed, it may be removed without notice by the Board of Trustees at the cost of the unit owner installing the same.
- No immoral, improper, offensive or unlawful use shall be made of the Condominium property, the units, and any property owned or operated by the Trust. All valid laws, zoning ordinances, and regulations of all governmental bodies having jurisdiction shall be observed. The responsibility of the requirements of governmental bodies for maintenance, modification or repair of the Condominium property shall be the same as the responsibility for maintenance and repair of the property concerned.

- No flammable, combustible or explosive fluids, chemical or substance shall be kept in any unit or storage area, except such as required for normal household use.
- No motor vehicle which cannot operate on its own power shall remain on the premises for more than twenty-four (24) hours, and no repair of or washing of motor vehicles may be done on the premises.
- Owner's property other than hand baggage and packages must be transported in the freight elevator. Permission for the use of the freight elevator for moving large items requiring elevator pads must be obtained from the Management Office at least two days in advance and is restricted to the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday only.

34.

- No notices, signs or advertising material whatsoever shall be placed in the elevators, except in display cases specifically provided for this purpose. Only notices authorized by the Management Office and/or Trustees may be displayed in the mailbox vestibules, elevators or at the Front Desk.

SOLICITATIONS

Door to door solicitation is forbidden, either by residents or by others. Violations should be reported at once to the Management Office.

DRESS CODE

The dictates of good taste and propriety in the matter of dress must always be observed in the common areas of The Towers of Chestnut Hill.

MECHANICAL SYSTEMS

Residents shall not abuse or misuse any mechanical, plumbing, electrical or other building service system of the Condominium. In the event of such abuse or misuse, the Trustees may charge the responsible resident for any damage so caused.

LIGHTS

To conserve energy and reduce costs, make a special effort to remember to turn off lights when not needed in such places as Trash Rooms, recreations rooms, etc.

35.

ASSESSMENT OF FINES

For all issues regarding trash or rubbish removal, improper use of Trash Room facilities, including all of the following: disposal of items not accepted by the property's current trash removal service, leaving trash in hallways, etc. Fines are also applicable for speeding in the garage and on the property, as well as other issues that affect the well-being of the residents at The Towers of Chestnut Hill.

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|-------------------------------|----------|---|
| 1st Offense | - | \$50.00 |
| 2nd Offense | - | \$100.00 |
| 3rd Offense | - | Appearance before the Board of Trustees to determine penalty |

