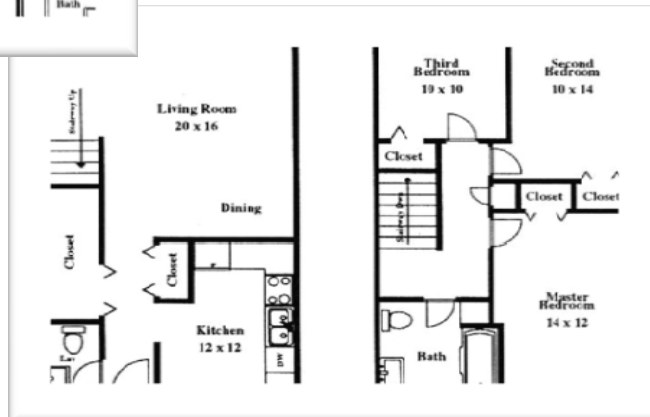
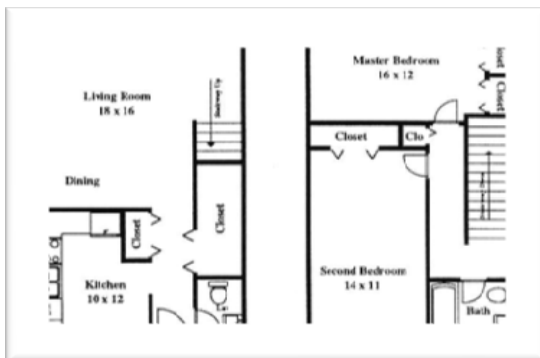


# TOWNEHOUSE OF AMHERST CONDOMINIUM ASSOCIATION HANDBOOK

A GUIDE TO PROPERLY MAINTAINING YOUR UNIT  
RULES AND REGULATIONS FOR RESIDENTS



<http://www.townhouseofamherst.com/>

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## WELCOME TO TOWNEHOUSE

We, The Trustees, want to be the first to welcome you to Townehouse! Enclosed you will find information regarding the proper way to go about maintaining your unit, including some important information regarding **tenant rules and regulations**, use of appliances, as well as, procedures for parking, towing prevention, and maintenance calls. If questions or concerns arise, do not hesitate to contact us at **(413) 549-0839** or stop by during our hours of operation, which are posted on the office door. We are here to assist you, no matter what the problem, and will work with you to help find the best solution.

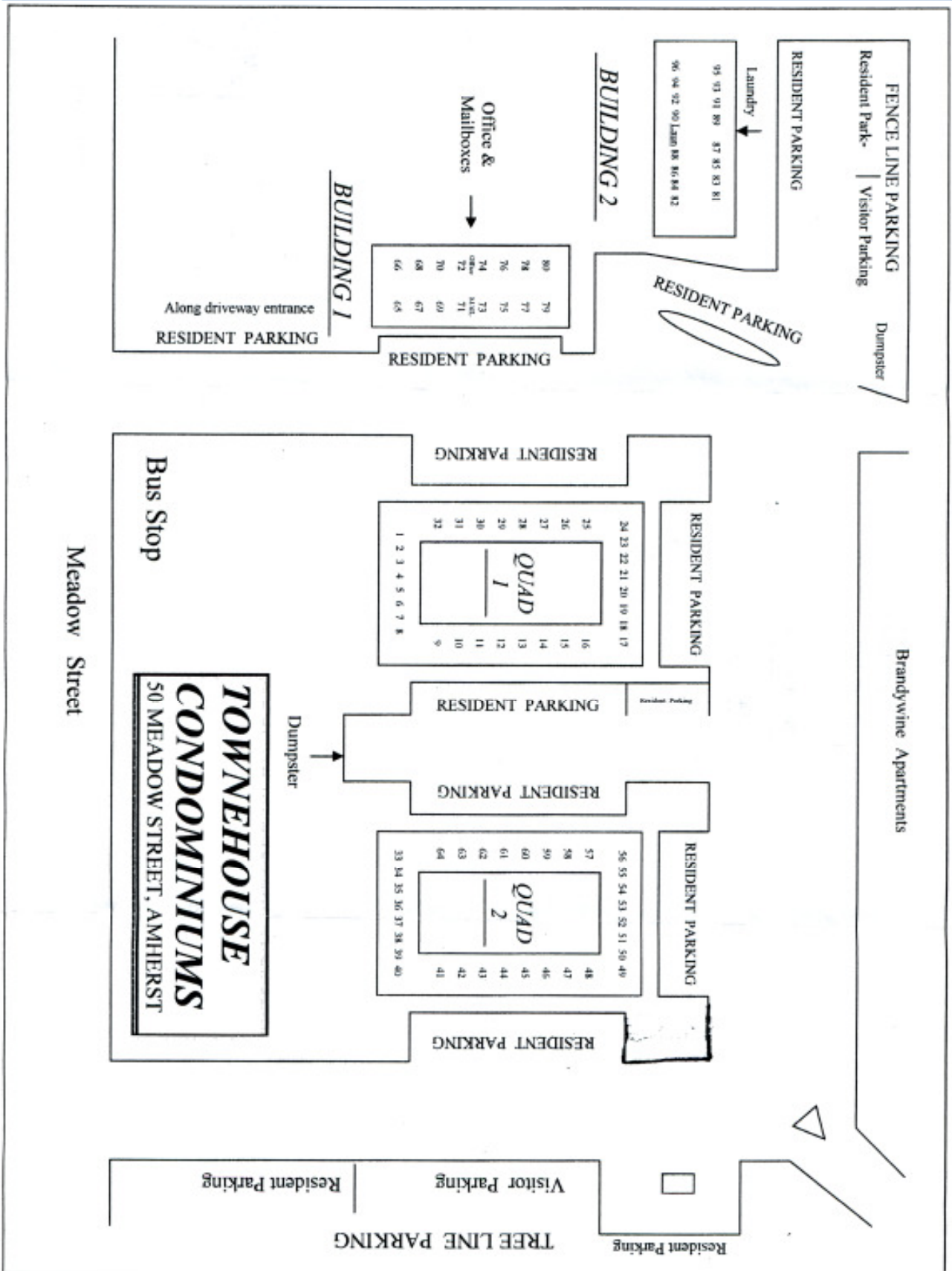
Available to you, we have a 24 hour automated answering service, seven days a week. In case of a fire emergency please call 911. An extreme emergency includes a bad water leak, flooding water, or a burst pipe, where we ask that you call (413) 549-0839 and press 0 for live answering service. Outside the hours of operation, there is an option available to leave a voicemail by pressing 1. These messages will be responded to the next business day.

The second to last page in the handbook is a maintenance authorization form, giving the maintenance personnel permission to enter your unit during business hours, Monday through Friday between 8 a.m. and 5 p.m. (the same as your work/school schedule) to perform repairs. We ask that you sign this form, and return it to the office as soon as possible. By doing so, repairs can be performed more quickly and efficiently.

The last page is a form indicating that you were given this handbook. You will be held accountable for its contents, so we ask that you thoroughly read and abide by all the information within this packet.

At Townehouse of Amherst, we have tenants and owners from all walks of life, in all age ranges, from all over the country, and all around the world. It is our desire and our aim to reside in a peaceful coexistence. This diversity can be a major asset to all of our lives as long as we maintain mutual respect for one another.

**TOWNEHOUSE LOT AND SIDEWALK MAP**



## SAFETY ISSUES

- **Fire Extinguisher:** The fire extinguisher is located under your kitchen sink. It needs to be shaken once a month. Laying it on its side will help maintain a more constant pressure.
- **Smoke Detectors:** They may save your life. Don't borrow their batteries! When the batteries are about to run out you will hear a chirp every 30 seconds/minute. Please call the office to receive a new one. We are more than happy to replace the batteries for you. [Anytime maintenance personnel enter your unit for a repair, they have been instructed to test the smoke detector function. Should they find batteries missing, we will replace them and you will be charged.](#)
- **Gas Heater:** [THE 4 FT RULE](#) There should be nothing 4ft in front of, on top of, or on the sides of the gas heater. Also put nothing within 4 ft of the outside vent (where the stove vents to your outside patio). **IF YOU SMELL GAS, CALL THE OFFICE IMMEDIATELY!**
  - Please note that natural gas is highly explosive and flammable! The inner quads are surrounded by gas... an unknown leak could mean disaster!
  - The fan should be plugged in; as it is essential in providing proper circulation.

## HOME SECURITY

- Many of you will be leaving for as many as six weeks in late December. It is essential the office be notified regarding units that will be unoccupied during any/all of this time period, as we will need to give additional attention to these units (i.e. security, heat, maintenance checks).
- It is suggested that you leave at least one upstairs bedroom light on and your front and back patio lights burning during your absence. The brighter the overall area at night, the more occupied the unit appears. Units, which appear occupied, are less likely to be the subject of vandalism.
- Double check first floor window locks, as well as the safety bar on the slider to make sure they are secure. If the locks do not appear to be functioning, call us, well in advance, so we have time to repair them.
- The gas heater should be left on [at least 65 degrees](#) when you leave for break.
- Please leave both bathroom doors open and the hot water closet open. Please leave the kitchen cabinet under the sink open, as well. It is advisable to leave the down bath electric baseboard on normal setting (65-75 degrees) during extremely cold weather or winter break absence. We realize that electric service is expensive, but plumbers cost far more. For a plumber to repair one burst pipe would be \$300.00 or more. Your electric bill should not increase more than \$50.00. If you have chosen, for safety's sake, to use electric heat in your downstairs bath make sure the heater is functioning. If so, leave the door closed.
- Because heat rises, it is essential that the upstairs bathroom door be left open to allow proper heat circulation to this area.
- Before maintenance personnel go for the holiday their last task is to recheck your unit for safety and security. Each unit is checked to make sure the heat is on in order to prevent frozen pipes and to save you from an expensive plumbing bill for a burst pipe. We also double-check that the doors are locked, a light is on, and that there is no flammable material within four feet of the gas heater. Please remember, it is your responsibility to lock your windows.
- Due to the plowing necessity, [CARS CANNOT BE LEFT HERE OVER WINTER BREAK!](#)

## HOW TO OPERATE

### KITCHEN APPLIANCES

- **Garbage Disposal:**

The garbage disposal must be run with full, cold water pressure for at least 30-45 seconds after it sounds like everything has been chewed up; the longer the better. Do not put bones, meat, pasta or rice (in quantity), corncobs, cornhusks, eggplant skins, vegetable rinds, or onionskins in the disposal. There is a red button on the bottom of the garbage disposal. If the motor seizes you must turn the water on, turn the disposal on, and press the reset button. If this does not work or something is stuck in the disposal (bottle caps, bag ties, or glass) maintenance should be called for further repairs. If you neglect calling it could result in more costly repairs to you with the clogging of the sink. You may want to throw in a tray of ice cubes every week or so, as it will sharpen disposal blades.

- **Dishwasher:**

Before loading the dishwasher leftovers must be removed from plates and dishes should be pre-rinsed. Also be sure to run the garbage disposal before running the dishwasher. Fill the dishwasher, have the dial turned to wash cycle, [fill soap dish with dishwasher designated soap only](#), lock door, and it should start running. Do not cover bottom center rack with anything because it will impede dishwasher operation. Also note that the dish basket should move easily. If this is not the case you could have a missing or broken wheel.

- Should someone put the incorrect soap in and suds come out, stop dishwasher and add ¼ cup of hair conditioner and restart. This should eliminate the suds. Please call the office at once if there is a problem.

- **Refrigerator/ Freezer:**

The dial labeled 1-9 should be set somewhere between 4 and 5, and if there is a freezer dial labeled A-E it should be set between C-D. The refrigerator should never be turned completely off, so if you are vacationing please turn the dial to setting 1. Do not put too much weight (i.e. a case of beer) on the solid white, plastic crisper covers. In the freezer, on the back wall try to keep vents unblocked, as this is the self defrost mechanism.

- **Stove:**

Be sure that the burners lay flat on rings (assembly directions; trays, then rings, then burners). Check stove to see if the top lifts up for cleaning under burners. The black trays are porcelain, and need to be cleaned with either SOS pads or in the dishwasher. [DO NOT THROW THEM OUT OR YOU WILL BE CHARGED!](#) The silver trays can be cleaned, but can also be replaced, free of charge, at your request from the office.

- **Oven:**

[NO OVEN CLEANER PRODUCTS](#) can be used because all stoves have SELF-CLEANING OVENS! If metal oven racks are shiny silver they should be removed from the oven before cleaning and hand-washed using SOS scrubbing pads. Directions are written on the stovetop under the center dials. These directions must be followed in order. When the cleaning cycle finishes the red light will remain on until the heat dissipates and it is cool enough to be opened. [DO NOT FORCE IT OPEN.](#) Breaking this mechanism would be a costly repair. If a problem should arise regarding the self cleaner, please call the office to clear up any confusion.

## HEAT

- **Electric Baseboards:**

In extreme cold weather it is advisable to use the down bath baseboard heater set at normal (65-75 degrees), with the bathroom door kept closed. You can operate the electric baseboards upstairs for additional heat, but should be forewarned that this is an expensive option. If you choose to operate the baseboards, make sure that furniture, particularly mattresses and quilts, are at least 12 inches away from heaters.

- **Gas Heater:**

In order to have reasonable temperatures in the bedrooms, the heat should be turned up at night. Most thermostats are located on the left side of the heater, with few exceptions. If you cannot find the thermostat call the office and ask. Please remember the 4-foot rule at all times. For best circulation be sure fan is plugged in and operating.

## LIGHTS

- **Fluorescent light bulbs:**

If you still have fluorescent light bulbs in the upstairs/downstairs hall or in the upstairs bathroom ceiling and it begins flickering, please call the office to receive a new fixture and bulb. If you have one-bulb fixtures, they require incandescent bulbs, which you must provide. If you purchase the light bulb our maintenance personnel can install it for you, if necessary. No bulb higher than 60 watts should ever be used in any household fixture.

- **Circuit Breakers:**

In Building I and II, the three bedroom circuit breaker panels are located in the small pantry closet in the kitchen. In the two bedroom units the circuit breakers are located in the ½ bath, usually behind the hot water tank. In all of the quad units breaker boxes are located in the downstairs hallway coat closet that abuts the kitchen wall.

- If it is the electric lights that go out you should be looking for a 15-amp circuit breaker
- Hot water = 30-amp
- Electric Stove = double 40-amp
- All electric baseboards are double 20-amp. Some may be off with the intention of saving you money.

To reset a breaker you must push completely off (to the left), and then on (to the right).

## TOILETS

Call the office if you hear water running in your toilet or if every few minutes there is a noise and a little water comes in to fill the tank. This is a definite indication of a toilet leak, which needs to be fixed immediately. To shut the water to the toilet off while waiting for a repair, turn the oval, silver knob on the bottom left side of the toilet counter-clockwise. Failure to responsibly monitor excessive water loss could cost you \$\$\$.

## HOT WATER HEATERS

- You should be forewarned that almost half of the electric bill is due to hot water usage. The hot water temperature can be set as high as 130 degrees. The water should be too hot for you to put your hand under the faucet. If this is not the case, please call the office so that the temperature on your water tank can be adjusted.
- The unit owner is responsible for paying the water bill, however, the tenants may be charged for an abuse of water.
- If you are in the quads, the main water shutoff is a bright orange plastic lever. It is located in the downstairs water heater closet on the back wall, just above the floor. In case of emergency please swing the lever to the left and call the office immediately.
- If you live in Building I or II please call the office immediately, as tenants do not have immediate access to the main water shut-off.

## PARTIES/ NOISE

- Amherst has a twenty-four hour noise bylaw. Section 4.I. of your lease deals with Massachusetts' general law regarding the rights to quiet enjoyment of all tenants.
- Section 4.J. of your lease deals with the Townehouse position on parties and the responsibilities that go with that. Violators will receive one notice, after which, appropriate procedures for eviction may commence. Please note if a first notice is sent, your parent/guarantor is apt to receive that notice as well.
- If you are disrupted by noise please note you have the right, and share the responsibility, to call in a complaint to the [Amherst police](#) at **(413) 259-3000**. If you do not register complaints they do not exist. Thanks for your cooperation.
- The Amherst police department has designated zero tolerance weekends in order to prevent large or unruly gatherings. When these occur we will be in full cooperation with authorities, who may suggest towing of all non-resident vehicles. Visitor's passes or signs in the windshields will not be valid on those occasions. If we have prior notice we will not issue visitor-parking passes. If you have questions regarding the weekend, please call the office for clarification prior to office closing on Friday.

## MISCELLANEOUS

### TRASH

Trash is to be taken by tenants and deposited in dumpsters. Do not allow garbage to pile up in bags in front of or behind your house. ANY TRASH REMOVED BY MAINTENANCE PERSONNEL WILL BE BILLED TO YOU.

### PATIOS

Only bona fide patio furniture is allowed in your patio area. Any over-stuffed or other types of indoor discards will be automatically removed to the dumpsters, with no further notice.

### WINDOW TREATMENTS

If during your move-in inspection in June or September (with no subletters), you are missing or have damaged blinds at any of your windows or the slider please call the office and we will furnish them per your request.



## LAUNDRY

There are laundry facilities on-site, consisting of 6 washers and 6 dryers. These machines are operated by tokens. The tokens must be purchased at the office: one token for washer and one token for dryer. The laundry facility is located in the center of the building, running perpendicular to the office (Building II). Please refer to site map for further clarification.

## ANIMALS

No Pets/animals are allowed on the Townehouse of Amherst premises at any time. This includes guests, residents and owners.

## OUTDOOR ACTIVITIES

- With good weather comes the fun of outdoor activities. Please refrain from using hard balls for your backyard activities. Feel free to enjoy the use of Nerf balls, hacky sacks, volleyball, badminton, Frisbee, or tennis balls.
- Amherst has provided a recreation area, Mill River, which is less than a half a mile from Townehouse of Amherst. If [football](#), [baseball](#), [softball](#), [golf ball](#), [etc.](#) are on your agenda please [go to an appropriate away location](#) or be prepared to pay for glass, if broken.
- For those who are not participating in these activities, you need to speak to your neighbors if you see them outside engaging in “hard ball” activities, because you are all responsible for the windows in your unit.

# TENANCY CHANGES

## PERMANENT TENANT CHANGES

The following are some of the basic rules to keep in mind if you are hoping to terminate your lease May 26<sup>th</sup>:

1. Townehouse retains the right to approve or disapprove any and all lease modifications, i.e. tenant changes.
2. Every person occupying a Townehouse must be authorized by the office, and must be a signed lease member.
3. Any person seeking tenancy at Townehouse must go through the regular occupancy procedures. Friends or relatives being considered as replacements must have APPLICATIONS, NOTARIZED GUARANTOR FORMS, and UMASS DISCIPLINARY FORMS on file with the office to be considered as potential tenants.
4. Your wish to terminate early (May 26<sup>th</sup>), with replacement tenants, must be made known to the office no later than the last business day of March in order to be considered. If the office is not notified, we will assume that you will be here until, at least, August 26<sup>th</sup>, which is the date that most leases terminate. Notices must be given in writing; oral notices will not be accepted.
5. All money and paper transactions must be negotiated through the office.
6. If you want the assistance of office personnel in finding replacement tenants, you must sign a form, available in the office, giving us permission to show your unit to prospective tenants during business hours.
7. Keeping your unit in clean and attractive condition is the best aide you can give us in renting your unit to new tenants.
8. Taking occupancy is the final required step in the leasing procedure in the state of Massachusetts.

## SUBLETTING

In most cases there is a way to gain whatever it is that you need. There will be several ways to go about achieving these ends. Talk to us about your needs!!!

- Tell the office what you need or want and we will explain the options, help you to choose the best alternative for your situation and guide you in making it happen. [ALL TRANSACTIONS MUST GO THROUGH THE OFFICE!](#)
- Both summer and one semester sublets are negotiable. Come to the office to gain information and consent.
- Once you have found someone to [sublet](#), they must be [referred](#) to the [office](#) to [receive](#) the [required paper work](#). This is for your protection and that of your parents/guarantors, as your name remains on the lease and your responsibility continues.

## REPLACING AN INDIVIDUAL

- The office must be informed who is being replaced and when the replacement will occur. The prospective tenant must have an application and notarized guarantor form on file.
- A down payment of first and last month's rent, security deposit, and lock deposit are required one month prior to the date of occupancy.
- Vacating tenant's escrow accounts will be reimbursed in accordance with Massachusetts' general law, which states, within 30 days of the transaction completion.

# VEHICLES

## PARKING

1. There is absolutely **NO PARKING on the lawn, in fire lanes, or in front of dumpsters**. There is no double parking in the center lot between unit #9-#16 and unit #57-64. Unless you have the appropriate designated handicap permit, [DO NOT PARK in handicap parking spaces](#).
2. Residents are allotted 2 free parking stickers per unit. If there are additional cars in the unit, you must purchase additional stickers. When coming to the office for stickers please bring your driver's license and registration with you. No stickers will be issued without a valid registration and license. Payment for additional stickers is due at the time of issue. If you are paying by check, please make it payable to the Townehouse Condo Association. You must also provide us with a phone number.
3. You will be expected to have stickers on the driver's side, back seat windows. Any and all cars parked on Townehouse property without a valid parking sticker displayed in the appropriate place are subject to tow at the vehicle owners' expense, without further notice.
4. Any and all cars parked in Townehouse parking facilities must be properly stickered, registered, insured, and operable. Any cars not moveable for snow removal or parking area maintenance will be towed at the vehicle owner's expense without further notice.
5. All renewing tenants need new parking stickers. This requires bringing your current, valid registration and driver's license into the office at the signing of your new lease.

6. In units where there are three or more cars we ask that you would be considerate of those neighbors who may only have one. In some areas, it is allowable and feasible for two compact vehicles, belonging to the same unit, to park two-deep in one space. In order to do this you must park the front car touching the curb, the back car tight to the bumper of the first one. This will only work with smaller cars, otherwise the rear-end will block 2-way road access, which must be maintained. If you park two-deep make sure it's a roommate you block. If you block a neighbor or if your vehicle protrudes into the driving lane you may be towed without further warning.
7. Overnight guests require a parking pass from the office. These passes are in limited supply but allow unrestricted parking. If your guest is unannounced or arrives after normal business hours advise and direct them to the marked visitor parking areas, which are half of the far west side tree-line and half of the fence-line by Building II, beyond the dumpsters. If you have questions regarding parking, please contact the office.
8. Maintenance personnel are not permitted to use jumper cables on vehicles. Please do not ask them.
9. Motorcycles, scooters, etc. must be stickered and parked in a designated parking space. These vehicles may not be parked on patios or unit porches. Huge fines may be levied by the local fire department to violators.

### **SNOW REMOVAL**

1. During the storm only the two main lanes will be plowed for your convenience.
2. Once the storm has ended MAIN drives will be cleared getting as close to the backs of vehicles as is safe. Walkways will also be cleared at this time.
3. With 3-4 inch or less accumulation only steps 1 and 2 will occur, [unless you are notified otherwise](#). Maintenance personnel will clear remaining snow as time permits.
4. Should snowfall be 5 inches or greater all vehicles must be removed from parking lots to clear them. This process will occur the day following the storm, [unless you are notified otherwise](#).
5. If you are [leaving](#) the complex [during or after a snow storm](#) of 3 inches or greater [TAKE YOUR CARS WITH YOU](#), or leave a key with a roommate who will be home. The only other alternative is to be there yourself ready to move your vehicle when the plow arrives. We will start clearing at 8:00 a.m., the morning after the storm, except when the weather pattern demands immediate removal.
6. The parking spaces that abut sidewalks must be plowed horizontally, all cars must be removed in order to plow. Those areas are in front of units listed below.
  - #9 - #16
  - #17 - #24
  - #25 - #32
  - #41 - #48
  - #49 - #56
  - #57 - #64
7. [ANY VEHICLE NOT MOVED WILL BE TOWED AT THE VEHICLE OWNER'S EXPENSE !](#)
8. IT IS YOUR RESPONSIBILITY TO PROVIDE THE OFFICE WITH EITHER A LANDLINE OR MOBILE PHONE NUMBER WHERE WE CAN CONTACT YOU.

Townehouse of Amherst  
50 Meadow Street  
Amherst, MA 01002  
Phone: 413-549-0839

DATE: \_\_\_\_\_

To: Tenants, Unit # \_\_\_\_\_  
From: Property Manager  
Subject:  
RECEIPT OF HANDBOOK

I/ We \_\_\_\_\_ do hereby acknowledge the receipt of the Townehouse of Amherst Handbook. It is my responsibility to read and understand its content. I/we recognize that the information within is an integral part of my Lease, and that I/we will be held accountable for utilizing the information to maintain the property, which I/we have leased. I/we understand that I/we may call the office with questions or problems during business hours. I/we understand that someone is available 24 hours a day, 7 days a week for emergencies.

Tenant's names:

_____	X _____
_____	X _____
_____	X _____
_____	X _____
_____	X _____

Date: \_\_\_\_\_

(one signature will suffice)