

**HAMPTON**  
PROPERTIES, LLC

# RESIDENT HANDBOOK

# Welcome to Hampton Properties!

We are very glad you've chosen to reside in one of our owned or managed units. The entire staff is here to ensure that you have a comfortable, safe and enjoyable year. This handbook is your resource for all information related to your tenancy, including rental payments, maintenance, and general housing policies.

This handbook was written to be used as a reference for you. Before calling the office, look to see if the answer you seek is here. If you find something you think would be helpful to others, but is not included, please notify us. We are always looking for additional ways to make your experience better.

## Contact Information

Office address:  
95 Elm St. Worcester, MA 01610  
Office phone number:  
(508) 799-7655  
Rental information:  
[Rentals@HamptonPropertiesLLC.com](mailto:Rentals@HamptonPropertiesLLC.com)  
Maintenance requests:  
[Maintenance@HamptonPropertiesLLC.com](mailto:Maintenance@HamptonPropertiesLLC.com)

## Moving In Instructions

Tenants are responsible for keeping the apartment in good order, paying rent on time and adhering to the lease especially regarding trash, noise and cleanliness. Please note, apartments will only be available for occupancy upon receipt of all deposits and documents as required.

## Move In Condition Statements

We work hard to ensure your apartment is move-in ready! When picking up your keys at our office, you will be given a move in condition statement and will have **15 days** to list any issues that may require repair and/or replacement. An unreturned list is deemed evidence that your apartment was delivered in excellent condition, which may impact your ability to recover any of the amount of security deposit withheld in the event of damages.

## Utilities

Utility companies should be contacted **before you move in** to establish an account(s) in your name. To ensure continuation of service, the start date should be the first day of the lease. Please note that you do not need to set up accounts if these utilities are included in your lease. **Please refer to your lease to see which utilities are included in your lease.**

- EVERSOURCE- Gas- Heat, Hot Water, Stove 1-800-592-2000
- NATIONAL GRID- Electric, Heat 1-800-322-3223
- CHARTER SPECTRUM- Cable and Internet 1-877-906-9121
- **NO DISH NETWORKS ALLOWED**

## Maintenance Requests

Throughout your tenancy, you are expected to maintain your apartment and keep it within the same condition as it was when you took possession. As per your lease, you will be held accountable for repairs caused by misuse or neglect and considered to be above normal wear and tear.

All non-emergencies will be tended to within 24-72 hours. Examples of routine maintenance:

- Low battery smoke
- Slow Drains
- Closet door handle loose
- Small drip under sink

**How to Submit** - Please submit maintenance requests in writing to [maintenance@Hamptonpropertiesllc.com](mailto:maintenance@Hamptonpropertiesllc.com) or visit our website [www.hamptonpropertiesllc.com](http://www.hamptonpropertiesllc.com) and fill out the maintenance request form at the top of main page. When submitting a request please be as specific as possible as to what the issue is and where it is located in the unit. Maintenance will not enter rooms with closed doors if tenant is not home.

**When Maintenance Requests are Addressed** - Routine maintenance requests are addressed Monday through Friday from 9:00AM and 4:00PM. Our on-call service responds to emergency maintenance issues evenings (after 4:00PM), weekends and holidays.

**Additional Specialists** - If an additional company/specialist is required to address a maintenance issue such as appliance repair, HVAC, electrician, etc. we will contact that company directly to schedule an appointment for your unit.

**Common Areas** - If you see something such as beeping smoke detectors, main door lock issues, laundry room issues, etc., please let us know. This will ensure that they are addressed in a timely manner.

## Emergency Maintenance Procedures

***24 hours a day, 7 days a week***

For maintenance emergencies that occur in the evenings, weekends and holidays **please call our office (508)799-7655** and listen to the options. When prompted, **press #9** to be connected to the on-call emergency maintenance technician.

In the event of a fire or immediate danger **CALL 911**.

Examples of emergency maintenance issues:

- No heat – Please be mindful that radiator heat can take an hour or more to come on when first turning on or up. You will be instructed on how to properly heat your unit upon move-in so that you can correctly identify a no-heat emergency from slow heat.
- No hot water
- Unsecured entry, malfunctioning exterior door
- Flooding from within unit or from unit above
- Lock outs - **a fee will be assessed for lost keys** - fee will be determined by number of keys and locks affected and day/time of request.

## General Rules and Policies

### Paying Rent

Pay your rent online right at our website! Go to [www.HamptonPropertiesllc.com](http://www.HamptonPropertiesllc.com) and click on the “Pay Rent” orange button at the top right-hand corner of the homepage. You will be directed to the Zego login page.

1. Rental payments are due ON or BEFORE the first of each month. If we do not see your payment processing by the first of the month your rental payment is considered late.
2. All payments must be made online through Zego or Rent Café (if you are already signed up for this service)
3. We DO NOT accept cash, checks, or credit cards through our office.
4. Please make payments through the same Zego account that you created to secure the unit.
5. Zego does offer an autopay option which you can set up so that your monthly rental payment will be automatically deducted from your account on the same day each month.
6. Section 4D of your lease agreement - residents agree that they are renting the premises together and that tenants are held jointly and severally liable for the rent.
7. Each tenant will be responsible for the full amount of rent regardless of whether any other resident within the household should fail to contribute their fair share.
8. If any payment is late on the monthly rent, ALL roommates will be notified via email. Our office does not send out email reminders to pay your monthly rental amount. Zego may send reminders periodically, those emails come directly from Zego and not Hampton Properties.

### Parking

Tenants must register their car with the office and display a Hampton Properties parking sticker on the back, driver’s side rear window. Parking is on a first-come, first-serve basis.

**NO GUEST PARKING** in off-street lots. Violators will be towed at the owner’s expense.

## Noise

All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. If music or other noises can be heard outside the perimeter of the premises leased, it is considered too loud. Quiet hours must be observed between the hours of 10:00 pm and 8:00 am.

## Trash and Recycling

Please be considerate of your neighbors and properly dispose of your trash. In the event excessive trash is removed by Hampton Properties, the responsible unit will be assessed \$25 per bag. If an on-site dumpster is provided by the Lessor, all materials must be placed in a neat and respectful manner. Boxes should be flattened and broken down.

1. If your building's trash is picked up by the city of Worcester you are required to use the Worcester City yellow trash bags (which can be purchased at any grocery store) and put the bags out for collection on your regularly scheduled day for pick up. Please visit the City of Worcester trash/recycling website for details, guidelines and pick up schedule.
2. If an on-site dumpster is provided by the Lessor, all materials must be placed in a neat and respectful manner. Boxes should be flattened and broken down. The lid on the dumpster must be able to close completely and be kept closed at all times. It is prohibited to leave items outside or around the dumpster. Trash should never be left in the hallways or porch at any time. This creates an unhealthy living environment and attracts pests. Any overage or violation fees charged to us by the waste companies will be applied to the unit(s) responsible.
3. Green Waste Management trash bins - The large green trash bins should be put out for collection on the regularly scheduled day for pick up. The bins should then be returned by the end of the day to your designated location. Any overage or violation fees charged to us by the waste companies will be applied to the unit(s) responsible.
4. Recycle bins should be put out for collection on the regularly scheduled day for pick up. Recycling bins must be stored in your unit and cannot be kept in hallways, porches or common areas at any time. This is also a Fire Code violation, it creates a trip hazard in the event of an emergency.

## Common Areas & Tenant Safety

Storage of personal items in common areas of the building is strictly prohibited by Mass Housing Code. Common areas include but are not limited to hallways, porches, stairs, landings, basements, and laundry rooms. Personal items in common areas create a trip hazard for other residents in the building as well as make it difficult for our cleaners to properly clean the hallways and for the fire department or any emergency crews to access areas.

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Please remove all personal belongings such as plants, shoes, shoe racks, laundry supplies, etc. from any common areas.

Any personal items found in any common areas of the buildings will be removed and disposed of at the owner's expense. The cost of the removal will be \$25.00 per item, bag, or box. This fee will be charged to the responsible unit.

Entry door security: Do not leave doors unlocked, ajar or propped open at any time for any reason. Do not buzz in or open door for strangers/delivery of any kind unless you have personal knowledge of person.

## Smoking

Smoking of any substance is strictly prohibited in or within 20 feet of any of our buildings. This is a clear violation of your lease agreement:

Occupants and visitors must refrain from smoking anywhere in the building, including smoking areas and within 20 feet of common entries, and that smoking materials used outside are disposed of safely. In addition, there will be no smoking on porches, balconies, or fire escapes. "Smoking" means inhaling, exhaling, burning, vaping, or carrying any lighted cigar, cigarette, pipe, or any other device containing any tobacco product, or any other leaf, weed, plant or other products.

## Pets

Pets are prohibited unless specifically approved and allowed by Lessor in writing. Current animal owners must clean and deodorize any carpets/floors upon move-out regardless of whether the pet was authorized. Damages including pet odor, deodorizing or repairs to the carpet, pad, or floors and other damage in the apartment (i.e., torn blinds, scratched doors, etc.) which are not considered normal wear and tear. Charges for pet cleaning are not restricted or limited by any length of residence. All pet policies apply to guests and visitors.

## Subleasing, Roommates and Guests

It is important to remember that you have rented your unit for yourself and others on your lease. Should the need arise, we may accommodate subleasing, under the following conditions:

- No advertising sub-lease on Craigslist or any social media platforms
- At least 3 months in duration
- Clark University owned apartments are NOT eligible for subleasing
- Must be approved by our office by verifying income, employment and credit
- Sublets need to be approved by all remaining roommates in writing

If a situation arises where you want to add a new roommate, the new tenant(s) must fill out an application and complete a successful screening process if they are over age 18. Renting jointly and severally means you will have a single rental agreement for all the renters in the unit. All roommates will be liable for the rent payment and share responsibility for the entire rental. If one roommate damages the unit or fails to pay rent on time, the other roommates share the responsibility.

Additionally, adding a tenant may result in an increase in rent due to additional wear and tear and use of utilities. A brand-new rental agreement will be required with a new tenancy and term.

Guests are welcome but please be advised anyone staying more than 14 days in a calendar year is considered unauthorized occupants.

## Lease Renewals

Lessee (s) shall be offered a Right of First Refusal to renew the lease for the next rental period provided Lessee(s) have been compliant with terms of the existing lease and is current in rental payments.

Please note, your lease does not automatically renew. Right of First Refusal emails will be sent out late November to early December.

## Caring for Your Apartment

Please treat your apartment as if you owned your home. We understand that occasionally repairs are needed, and we are here to help. Please note, however, that any repairs due to tenant negligence and/or misuse will be charged a fee commensurate with time, materials, and labor necessary to correct the issue. Examples are:

- Toilet overflow
- Disposal clog
- Shower drain clog
- Locking yourself out of apartment or losing keys (fees apply)

## Plumbing Systems/Toilets

You are responsible for keeping all sinks, lavatories and commode drains open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage unless it was

caused by mechanical failure of the plumbing system. **DO NOT FLUSH – WIPES** (regardless of if they are “flushable”, feminine hygiene products, diapers, foreign objects, etc.). Please purchase a plunger to keep near your toilet and familiarize yourself with the water shut-off valve should you have a clog.

## Heat & Holiday Procedures

Before requesting a maintenance visit, please be aware that your heat may take some time to come fully on. If you have radiator heat, it may take up to an hour or more to warm the apartment to your desired temperature. This is perfectly normal especially if you had your heat turned low and/or were away from your unit for an extended period.

If you leave for an extended period (holidays), we would like to remind you of a few things:

- **DO NOT TURN OFF YOUR HEAT!** Leave heat set to at least 60 degrees. You will be responsible for any damage caused by the pipes freezing.
- When outdoor temperatures dip below 20 degrees, you may need to leave taps open. Allowing a slow drip of water from the faucet can relieve the pressure and avoid burst pipes, even if water freezes.
- Throw away any food that could spoil while you are away.
- Take out **all** trash before leaving.

## Consumables – Lightbulbs, Batteries

Throughout your lease, you are responsible for replacing burned out bulbs, including those above the bathroom medicine cabinet. If a kitchen or ceiling light burns out and you do not feel you can safely access it, please send us a maintenance request. Upon moving out, all lights must be equipped with the proper number and type of bulbs

## Blinds

After you have returned your move-in condition report, please be mindful that upkeep of blinds is the tenant's responsibility. Please do not yank or pull blinds in a way that could break slats. Depending on cause of damage, you may be assessed a fee to repair and or replace blinds.

## Laundry Facilities

- Remove all items from pockets before washing
- Use proper amount of detergent
- Avoid overloading the machine - **washer tub should not be more than ¾ full of laundry**. Overloading causes washing machines to shift out of position. Continual overloading can bend the washer's frame and damage the motor, which will eventually require repair or replacement. If washer stops mid-cycle, remove the top layer of clothing and it will usually start back up again.
- Dryers-do not overload
- Clean lint trap before & after each use

## Garbage Disposals

***If you can't eat it, it doesn't belong in the garbage disposal!  
No bones, glass, plastic, metal or paper!  
No grease, fat or oil!***

- **Check** for utensils, bottle caps, small glassware (shot glasses) or other foreign objects (beer caps before running the disposal)
- **Turn on cold water** while using disposal
- Put only small amounts of food in the disposal at a time
- Run water & motor until **all** grinding is complete
- Run the disposal each time food is put in the disposal

## Walls and Ceilings

Please keep the walls of your home clean and unmarred. Do not paint or wallpaper the wall. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. We highly suggest using 3M Command Strips to hang things on the walls.

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Smoking or burning anything and everything is prohibited in the property. You will be charged a fee for the removal of any remaining soot/smoke stains and odors.

TVs or LED screens are prohibited from being mounted on walls.



## Move-Out Cleaning Instructions & Security Deposit

Moving out can be stressful, but we're here to help. Within 30 days prior to your lease expiration, we will arrange to inspect your unit with you present to review any potential issues that may be charged to your security deposit account and to discuss proactive measures you can take to avoid potential charges.

- **Apartments must be vacated by NOON on the last day of the lease.** Notify the office in advance of your move out date. If you plan to move out earlier than your lease end date, please let us know.
- **Clean, Clean, Clean!!** Your apartment is expected to be returned in the condition it was given to you. Most security deposit deductions are made due to a lack of cleaning, especially the kitchen, appliances, and bathrooms. Please see the checklist below.
- **Keys, Keys, Keys!!** Please return all original keys, to include building, unit, bedroom, mailbox and/or dumpster keys. A fee will be charged to the security deposit for each **full**
- **Set of original keys** not returned. Clark University units will be charged \$350 for unreturned keys.
- **Trash and furniture removal!!** Remove all trash, furniture, food, personal items, etc. It is prohibited to leave any unwanted furniture on the outside of the building or near the dumpster. Anything left over, including mattresses, bed frames, lights will result in a charge to your security deposit equal to the amount we will have to pay to the waste removal company.
- **Smoke detectors-** any missing smoke or carbon detectors will be assess a fee of \$75-\$100.
- **Any damage beyond normal wear and tear will be assessed to the unit such as:**
  - Dozens of nail holes or huge holes in the wall
  - Unauthorized painting of walls
  - Damaged appliances because of neglect or abuse
  - Cracked or damaged mirrors
  - Cracked or missing bathroom tiles
  - Grime, mildew, and mold in the kitchen or bathroom
  - Broken windows, blinds, screens or doors
  - Gouged or chipped hardwood flooring.
  - Clogged or damaged toilet from improper use
  - Dirty Refrigerator and filthy stove top/interior

### Move-Out Cleaning Checklist

Listed below are items that will be reviewed for cleaning and/or replacement. Charges will be deducted from Tenant's security deposit refund or charged to Tenant if left unclean, missing, or damaged. Please note that items are not limited to only those listed below and may include other items depending on the extent of the cleaning and or damage. All charges to the Tenant shall be determined as required by the extent of the damage or loss and shall represent the fair and reasonable cost of repair and replacement.

Trash Out: There will be a charge per trash bag of items removed and a charge per bulk item (i.e., an item that is too large and heavy to fit in a city trash bag). **Do not** discard bulk items by leaving them at the curb. The city waste contractor must be notified and a special pick-up scheduled.

**General items to be cleaned throughout the apartment:**

- Baseboards
- Empty all closets
- Mirrors
- Floors

- Switch and plug plates
- Mini blinds
- Windowsills
- Windows (inside)

**Kitchen Cleaning**

- Burners
- Cabinets and drawers

- Oven broiler
- Oven racks
- Refrigerator (inside and out)

- Dishwasher (inside and out)
- Exhaust hood

- Sink and hardware
- Stove

**Bathroom Cleaning**

- Cabinets and drawers (inside and out)
- Mirrors
- Tub/shower surround

- Sink/tub/shower faucet hardware
- Toilet (inside and out)