

Welcome New Tenants!

Below is a list of useful information to make the transition into your new apartment as seamless as possible:

1. Owner Contact Information

Touro Properties
741 Broadway Ave.
Somerville, MA 02144
781-258-0157

TouroProperties.com

Office hours: Monday-Friday 9am-5pm

2. Rental Payments

Please write all rent checks out to **“Touro Properties”**.

For our 3-family properties, tenants are responsible for mailing in rent checks to our mailing address at:

Touro Properties
PO Box 560034
W. Medford, MA 02156

For all other properties, tenants are responsible to put rent checks in the on-site rent mailbox provided by landlord.

Rent is due on the 1st of every month. There will be a \$50 “Late Fee” for any payments after the 5th of the month. Furthermore, there is a \$50 “Returned Check Fee” for payee error and all future payments need to be made through money order.

3. Utilities Contact Information

Utilities providers may vary due to City and location:

Electrical Service: National Grid Electric 1-800-322-3223 Eversource Electric 1-800-592-2000

Gas Service: National Grid Gas 1-800-233-5325

Oil Service: Our oil service contractor is Jackson Fuel 781-391-7390

Cable, Phone, High Speed Internet: All our properties are serviced by Comcast Cable 1-800-934-6489. Some properties may have the option for Verizon 1-800-256-4646. WE DO NOT ALLOW SATELLITE PROVIDERS.

4. **Maintenance Requests**

All “**Non-Emergency**” maintenance requests should be submitted through our website at TouroProperties.com under the “Contact” tab. For those without internet access please call our office at 781-258-0157 between office hours.

5. **Trash Removal and Recycling**

Majority of our properties, tenants are responsible for putting their own garbage out on the street in accordance to the town’s trash pick-up policies. Garbage containers will be provided by landlord. We ask that all garbage is contained and sealed within individual garbage bags and container tops remain closed to prevent pest/health concerns. Trash is not allowed in common areas at any time.

For properties with on-site dumpsters, again we ask that all trash is contained and sealed within individual trash bags for weekly pick-up.

For properties with recycling containers we ask that all tenants properly “break-down” all cardboard boxes and dispose of properly, making sure all container tops can shut properly.

For big-bulk furniture items (i.e. couches, chairs, cabinets, televisions, etc.), specific towns have different policies. We ask that you call the local City Department of Public Works for specifics:

MEDFORD DPW: 781-393-2402 MALDEN DPW: 781-397-7160 SOMERVILLE DPW: 781-666-3311 MELROSE DPW: 781-665-0142 REVERE DPW: 781-286-8149

6. Lockouts

Tenants are responsible for lost keys and/or lockouts due to tenant error. In these cases, we ask the tenant to call a locksmith. Our locksmith provider is Artery Lock 781-395-5243.

7. Emergency Contact Information

In case of emergencies, please call **911**. After contacting first responders please contact our 24/7 answering service at 781-258-0157.

The Three Main Tenets of Tenancy!

We ask that all of our tenants abide by the three main tenets of Tenancy:

- 1) Respect your fellow housemates and neighbors (Be a good fellow citizen).**
- 2) Respect your environment (Take pride in the condition of your home, building, neighborhood, community).**
- 3) Pay rent on time on the first of each month (In order to provide best service and manage the building we ask for prompt payment).**

We look forward to working with you during your stay!