

COMMERCIAL TENANT INFORMATION

MAINTENANCE PROCEDURES

The Management Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. The maintenance staff's hours are Monday through Friday from 8:00 a.m. to 4:00 p.m.

To request maintenance, please complete a maintenance request form available on line (see link on homepage) or contact the Management Office at 617-964-4600.

For emergencies contact the Management Office at 617-964-4600. After hour emergency requests should be placed using the same phone number and following the phone prompts for assistance.

Tenants are responsible for plunging their own toilets within their retail or office space. In the event the maintenance staff is required to plunge a toilet, tenants will be charged for the service call. Please do not use Draino or other similar products to clear clogged drains. These chemicals can damage the pipes as well as present a hazardous situation for the plumber.

Tenants are responsible for replacing all light bulbs at their own expense.

There will be a lockout charge for anyone who requires entry into their retail or office space with the assistance of the management company. In the event that no one on staff is available, the tenant is responsible for access to the space and any expense incurred for a locksmith's services.

Maintenance Charges

Description	Charge
Lockout	\$25.00-Monday-Friday, 8:00 a.m-4:00 p.m. \$40.00 - all other times
Toilet plunging	\$40.00
Replacements keys	\$15.00
New or replacement key fobs <i>678 Massachusetts Avenue only</i>	\$20.00