

WELCOME TO CHAPEL HILL WEST

Chapel Hill West Condominium is located at 1550 Worcester Road, Framingham, MA 01702. The Condominium consists of 168 units, which are complimented by landscaped grounds. The building has two lobby entrances.

AMENITIES AND GENERAL INFORMATION

Exercise Room – The exercise room is located on the “A” side ground floor beyond the management office. The room includes equipment for both cardiovascular and muscle toning. For access, please use the same fob you use to access the building. The hours for the exercise room are 8:00 a.m. to 10:00 p.m. seven days a week.

Game Room – On the ‘B’ side of the building beyond the laundry room is a game room. A billiard table, ping-pong table and card tables are available for residents to use. A lending library is for everyone’s use. Please leave unwanted books and help yourself to a new one.

Social Room – On the upper level of the ‘B’ side of the building is a social room that is available to residents for personal use. The monthly condominium meetings are held in this room. If you wish to reserve the room, please do so through the on-site manager.

Swimming Pool – In 2008 we opened a new pool area. The swimming pool is located on the far left side of the building. The pool is generally opened on Memorial Day weekend and usually closes on Labor Day weekend. The pool is to be used by residents and guests of residents only. Pool hours, pool rules and regulations and guest pass information will be established yearly.

Entry System – Chapel Hill is equipped with a state of the art access system. The benefit of the fob system is that it is connected to a computer that logs the door card used. This is an added security feature.

Storage Bins – Each unit is assigned a storage bin. Residents should check with management for their assigned bin number.

Security – Security does not mean guaranteed safety. At Chapel Hill we have a loss prevention person on during some non-business hours. The loss prevention person can monitor both lobbies from security cameras. The loss prevention person also makes rounds patrolling the property nightly and is familiar with emergency procedures. **When entering or exiting do not allow unfamiliar individuals to enter the building.**

Laundry Rooms – The laundry rooms are located off the lobby areas. If there is a problem with the laundry equipment, please call Mac-Gray Company at 1-800-622-4729. There are bulletin boards in the laundry rooms for approved notices. Please see On-Site Manager for approval of any notice to be posted. The card machine is on ‘A’ side only. Notices need to be dated and initialed by management office.

Parking – The parking spaces outside the building are non-designated. The parking garage under the building is reserved deeded parking only. Management may have names of people who have garage space for rent or sale.

Intercom System – Each unit is connected to the intercom system by telephone. After being dialed, press #9 on your touchtone telephone to allow someone to enter the building. Hold the #9 down for a couple of seconds to give your guest time to open the door. In case of a problem with the intercom system, call On-Site Property Manager immediately at (508)872-5847. For security reasons the number in the lobby is not the unit number.

IMPORTANT: Please do not let anyone enter prior to identifying them through the use of the intercom system.

Fire Alarm System – Most condominiums are equipped with an individual smoke detector, which is hardwired into the unit’s fuse box. This detector is the unit owner’s responsibility and should be tested twice a year by the unit owner by pulling down on the small red lever or pressing the red button located on the side of the detector. If the detector does not work, the Manager can coordinate repairs that may be required. If it sounds and will not shut off, it may be turned off at the breaker panel located inside the unit. Please remember to switch the breaker back on.

The building is equipped with a fire alarm system including smoke detectors on each floor. Again, if you have smoke in your unit from cooking, DO NOT open the front door or you will set off the building alarm and will be fined.

New Fire Alarm Systems On Line:

All units are equipped with a heat detector right inside the door and are hooked up to the main fire alarm panel. Do not under any condition disable the heat detector. It will sound the alarms throughout the building as well as cause the Fire Department to be dispatched.

IMPORTANT: If the building alarms go off, residents **MUST** leave the building. Always feel the door before opening to check for heat. The fire department will automatically respond. Only the fire department can shut off the alarm and determine when it is safe to return to the building.

The common area fire alarm system is checked and serviced on a regular basis. **Fire extinguishers** are located on each floor. Please familiarize yourself with the location of the extinguisher closest to your unit.

If you paint your ceiling, make sure you do not get paint on the smoke or heat detector as this may cause a malfunction.

Emergency Light System - Each hallway is equipped with an emergency light system. In the event of a power failure, the lights, which are powered by a backup generator, will be activated. As in the case of the fire alarm system, the emergency light system is maintained and serviced on a regular basis.

Heating – Heat is provided to each individual unit by a gas-fired boiler (forced hot water). Each unit owns and is responsible for maintaining the fan units that service their unit. The system is in heating mode October 1st through May 31st. The expense of operating the heating system is included in your condominium fee. The filters are changed twice a year by management when the systems are switched over.

Hot Water – Hot water is provided by gas-fired hot water heaters. The heaters are serviced on a regular basis. If you experience problems with the hot water system, please call the Management Office.

Air Conditioning – Each condominium is provided with air conditioning through the same unit that provides your heat in the winter. The expense of operating the air conditioning system is included in your condominium fee. The system is in air conditioning mode June 1st through September 30th.

Domestic Water – Water is provided to each condominium and is paid by the Condominium as part of the operating budget. Chapel Hill West Water and Sewer Service is provided by the MWRA and, as you may be aware, the MWRA Water/Sewer rates are rising astronomically each year due to the Boston Harbor clean up. This is one of our largest budget items and will have the greatest impact on future increases in common area fees. Therefore, it is extremely important that everyone be conscientious about conserving water. Any leaks in faucets, running toilets, etc. should be repaired immediately.

Interior Maintenance – All interior maintenance, including appliances, are the responsibility of the unit owner. If you are a tenant, you must contact your landlord for repairs inside your unit.

Plumbing Repairs – In the event of blocked drain lines, call the management office FIRST. In the event of plumbing repairs, if it is necessary to shut off the water supply, the Management office must be notified at least 24 hours in advance of the work. Plumbing work, which requires that the water be shut off is not permitted after 4:00 p.m. on weekdays or anytime on weekends.

Unit Owners Renting to Tenants – (1) Unit owners are responsible for informing the Management office of their intent to rent their unit.

(2) Unit owners are responsible for passing on this information to their tenants. Please make sure your tenant reads the Rules and Regulations of Chapel Hill West Condominium. Residents should contact the Management office to arrange for their name to be added to the intercom system.

(3) Unit owners are responsible for the actions of their tenants, visitors, workers, etc. and are liable for any fines levied.

Structural Changes – Any proposed changes to your unit must be submitted in writing to the Management office to obtain prior approval from the Board of Trustees and the Building Department.

Windows, Sliding Doors, and Screens - These items are the responsibility of the unit owner. However, the On-site Property Manager can coordinate repairs or replacement. Unit owners must have fogged glass replaced immediately.

Exterior Entrance Doors – Please be security conscious. If a door is not closing or locking properly, call the Management office immediately. **Do not open doors for unknown people.**

Snow Storms – The driveway will be maintained throughout any snow storm. When the storm has ended, the parking spaces will be cleared. Please move your car when the plow is clearing spaces so that a proper job can be accomplished. If you see any ice condition that requires sand, please notify management. There is a designated area for cars that will not be moved for an extended period of time.

Exterminating – If there is a problem with infestation of insects, please notify the Management office so appropriate action can be taken.

Damage Resulting From Other Units to Your Unit – Contact Management office in the event of a flood or other similar problem. Management will act quickly to secure the area regardless of responsibility, however such problems are usually the responsibility of the offending unit owner. It is advisable to have home owners and personal property insurance.

BOARD OF TRUSTEES

Duties and Responsibilities – The responsibilities of the Trustees are identified in the Condominium Documents. Basically, the Board is responsible for managing the affairs of the Condominium. The Trustees retain a management company in order to operate the Condominium as efficiently as possible. The Trustees meet with the management representative on a regular basis to discuss all aspects of the Condominium. The Board will also conduct an Annual Meeting for the election of Trustees and to review the Auditor's report.

The Board of Trustees is responsible for reviewing and approving an annual operating budget for the property. The current financial status is then reviewed with the On-Site Manager and Area Manager to determine if there are any problem areas. The Trustees are also responsible for collecting Common Area fees from each condominium owner through its management agent. Delinquencies are reviewed monthly and the appropriate collection activity is authorized.

The common fee paid by each unit owner contributes toward the cost of maintaining the common elements of the property. In addition, a specific portion of your common fee is placed in a capital reserve fund so that large capital repairs such as roofs, roadways, balconies, etc. can be paid for in the future.

The Board of Trustees has the power to amend the Rules and Regulations of the Condominium as needed. The Board reviews the performance of the Management company and all other contractors that provide service to the Condominium. The Board of Trustees will also recommend revisions of the By-Laws of the Condominium as they deem necessary and ask the unit owners to vote on such matters.

EMERGENCY AND GENERAL OPERATING PROCEDURES

Note: When Management is informed that there is a water, heat or air conditioning problem, the problem is remedied as soon as possible. Because these types of problems affect the entire building, there will be many phone calls. These phone calls cannot be returned during the repair process. Until the problem has been identified, it is very difficult to give a time that the matter will be resolved.

What is an emergency? – An emergency is an event that threatens the safety of residents and/or the property itself.

Mechanical Emergency – Contact Management for air conditioning, heat, hot water and electrical problems.

Electric Emergency – Electric outages are generally caused by problems not on the property. We cannot tell you when the utility company will have the problem resolved.

Other Emergencies

Police Emergency	911	For non-emergencies call (508) 872-1212
Fire Emergency	911	For non-emergencies call (508) 620-4955
Ambulance	911	For non-emergencies call (508) 872-2900

If an emergency occurs after 5:00 p.m. during the week, on holidays, or on the weekends and you are unable to reach someone in the office, please call our answering service (508) 872-5847. The telephone number is monitored 24 hours a day, 7 days a week and your call will be dispatched immediately to the appropriate person on call.

If you do call the answering service to report an emergency, please remember to state the property name (Chapel Hill West), your name, unit number, telephone number and the problem. If this information is not provided, it may not be possible to obtain a response.

Maintenance – The On-Site Property Manager is responsible for the Common Area maintenance and repair only. As a courtesy, the On-Site Property Manager will offer advice if a resident has a problem in the unit. The On-Site Property Manager may be reached by calling (508) 872-5847.

If there is no-one in the office during regular working hours, residents may leave a message on the answering machine. Again, please make sure that all pertinent information is provided at the time of your call.

GENERAL RULES

The Rules and Regulations of Chapel Hill West were developed for the safety and comfort of all residents. These Rules and Regulations must be adhered to in order to assure the comfort and safety for everyone. It is the right and obligation of the Management Company and the Board of Trustees to see that the rules are enforced. Fines will be imposed on those individuals who violate the Rules and Regulations of the Condominium. Fines are assessed directly to the Common Area charges of the owner. **All rules will be strictly enforced.** If you see a rule being broken, please report it immediately to the Management Company.

Copies of the Master Deed and Trust Documents should be supplied by the previous unit owner to a new owner. If not you can request a copy in the office.

CHAPEL HILL WEST CONDOMINIUM

GENERAL CALENDAR OF EVENTS

January 1	New Operating Budget Year
May	Annual Meeting of Unit Owners
1 st Week of April	Spring clean-up begins
June 1	Heating system turned off and System converted to air conditioning
Memorial Day Weekend	Pool opens
Labor Day Weekend	Pool closes
September 30	Heating system turned on
November	Fall clean-up begins