

BROOKLINE

WELCOME NEW RESIDENTS!

To facilitate your transition to your new apartment, attached is some essential and helpful information including:

- A. Fineberg Rent & Maintenance Info
- B. Utility Contact Numbers
- C. Trash Disposal Instructions
- D. Bike Policy
- E. Maintenance Charges
- F. Cable Permission Letter
- G. Vital Safety Information
- H. Police Procedures and Contact Information

Landlord Information:

Fineberg Management, Inc.
One Washington Street, Ste. 400
Wellesley, MA 02481

Phone: (781)239-1480
Office hours: Monday – Friday
8:00 AM – 5:00 PM

Any questions regarding your tenancy should be directed to our main office and not toward your Real Estate Broker!!!

Rent Payments

Please write the following code _____ on all of your rent checks and mail them to the following address:

Fineberg Management, Inc.
P.O. Box 9139
Wellesley, MA 02481

Returned Check Policy

If a check is returned by the bank to the Lessor for any reason, there will be a \$20 penalty charged to the Lessee.

Maintenance

Regular maintenance requests are taken Monday-Friday, 8:00 AM – 4:00 PM. The telephone number for the maintenance department is **(617)734-8008**. EMERGENCY calls are also taken 24 hours a day at the same number. Only emergency calls are taken after 4:00 PM. Any non-emergency call taken by the after-hours answering service will not be reported to the maintenance department, so please be sure to call during office hours.

Utilities

Cable	Comcast: (617) 279-1958
Electricity	NStar: (800) 592-2000 for new service & transfer
Gas	KeySpan: (800) 532-9600
Telephone	Verizon: (800) 870-9999 (have panel tagged by Verizon when requesting new phone number)

Apartment Insurance

Apartment insurance covers your personal property in case of a robbery, fire, or other accidental damage to your property inside the apartment. The cost of Apartment Insurance ranges from approximately ±\$135 per year and can be purchased through most insurance agencies.

Info for New Residents

Trash Disposal

Please locate the trash disposal area in your building and place your trash in the containers provided. **Do not leave trash in the hallways!** If trash is left in the hallways, the Town of Brookline will fine the individual who created the hazard.

Bicycles

Bikes should be kept inside your apartment. Locking your bikes to the stairs or posts in front of the buildings is **NOT** allowed. Bikes left out front **WILL** be removed.

Maintenance Charges

The maintenance office accepts calls for requests from 8-4 PM, Monday through Friday. The telephone number for maintenance is **(617)734-8008**. An answering service accepts and dispatches EMERGENCY calls (toilet overflow, plumbing leak, no heat/hw, security door lock problems, lockouts, etc.) 24 hours a day. Non-emergency matters are attended to promptly, usually the next day.

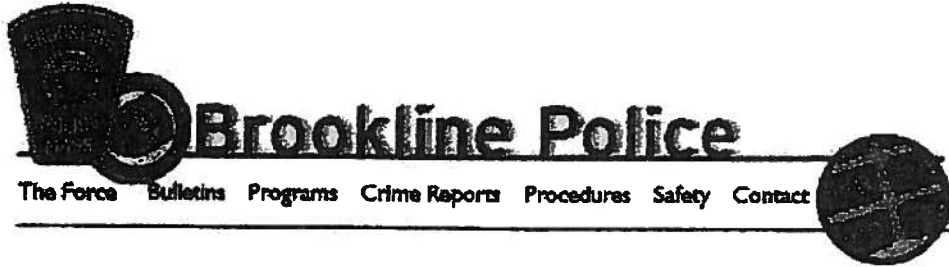
Certain maintenance items are not included in your monthly rent. The following list includes maintenance items, which **must be paid for directly to the maintenance person completing the work**. We appreciate your attending to the matter of correct change at the time that the work is done. These items are:

Blown fuses due to overload 8AM – 4PM weekdays	\$15.00
Blown fuses due to overload all other times	\$25.00
Lockouts; 8AM – 4PM weekdays	\$25.00
Lockouts all other times	\$50.00
Lock change, including core and keys	\$35.00
Dead bolt lock installed if provided by resident	\$25.00
Dead bolt lock installed if provided by landlord	\$55.00
Jimmy guard or cylinder guard installed	\$25.00
Mailbox keys – extra or lost	\$10.00
Additional apartment keys	\$10.00
Refrigerator – if punctured by resident:	
If reparable	\$100.00
If non-reparable	\$400.00

Any resident with a private lock, or who installs a private lock must submit a key to our company, per clause 23 of your lease.

Lightbulbs are installed in apartments when new residents move-in. After this time, these items are the responsibility of the tenants.

We appreciate your cooperation in all of these matters so very much!



Contact Us



Contact Us

BROOKLINE POLICE DEPARTMENT TELEPHONE DIRECTORY

Contact Info

Feedback Form

Map & Directions

Drop-an-Email



Emergency

- Police 911
- Fire 911
- Ambulance 911

Non-Emergency Business:

- Main Number (Non-Emergency) 730-2222
- Chief's Office 730-2249
- Community Relations 730-2248
- Detectives 730-2245
- Domestic Violence 730-2247
- Identification 730-2239
- Internal Affairs 730-2255
- Traffic/Parking Tickets 730-2230
- Records 730-2225
- Property/Evidence 730-2252
- Town Counsel Liaison 730-2254
- Detail Office 730-2234
- Police Fax 730-8454
- Anonymous Crime Tip Hot-Line 232-3673
- Computer Division 730-2259

Questions regarding false burglar alarms please call 730-2259

suggestions@brooklinepolice.com

Crime Prevention Tips

By: Captain Peter M. Scott, Community Service Division

1. Develop a Safe Home Game Plan

Make sure that:

- When you go away, put lights and radios on timers to create the illusion that someone is home. Leave shades blinds and curtains in normal positions.
- If you live alone, use your first initial and last name only on mailboxes and phone directories.
- If a stranger requests to use your phone, ask them to wait outside while you call.
- Never admit that you are home alone.
- If you live in an apartment, avoid being in the garage or laundry room alone, especially at night.
- If you return home and find a door or window open, don't go in. Go to the nearest phone and telephone police.

Watch your Wheels

Key Sense:

- Lock your car and pocket the key whether you leave for several minutes or several hours. Make sure the windows are closed.
- Never leave an ID tag on your key ring. If your keys are lost or stolen, it could help a thief find your car or locate and burglarize your home.
- If you have to leave a key with a parking attendant, leave only the ignition key.
- Always have your key in your hand when walking to your car.

Protect Your Things:

- If you leave anything inside, such as a CD player, tape deck, or a cellular phone, make sure it is out of sight.
- Don't leave important papers or credit cards in the glove compartment.

Be Alert:

- Always check your back seat before you enter your vehicle.
- Keep doors locked and windows up while driving or parking.
- Park in well lighted areas.
- If you are being followed, **do not go home**; drive to the police department or a safe place, preferably a public place with people around.
- If your car breaks down, pull over, put up the hood, turn on your flashers, and tie a white cloth to the antenna. Get in the car, lock the doors, close the windows, and turn the engine off. When someone stops, roll the window down only enough to ask him or her to call for help.
- **Do Not Hitchhike.**

Crime Prevention Tips

By: Captain Peter M. Scott, Community Service Division

Bike Safety

The following is an outline for Bike Safety:

1. **CHOOSE AND MAINTAIN A SAFE BICYCLE.**
 1. Proper size
 2. Reflectors
 1. White – front
 2. Red – back
 3. White or Yellow – sides and pedals
 3. Lights
 1. White – front
 2. Red – back
 4. Pre-ride bike checks
 1. Wheels and tires
 2. Chain and cables
 3. Frame, seat and handlebars
 4. Lights, reflectors and bells/horns
 5. Yearly professional inspection
2. **PROPER HELMET AND USE.**
 1. ANSI approved helmets.
 2. How to fit and wear helmet.
 1. Comfortable, well ventilated, padded, snug fitting.
 2. Wear low on forehead, not tilted back.
 3. Excellent visibility.
 3. Care and maintenance.
 1. Keep clean and dry.
 2. Do not store in hot climates (i.e. hot auto).
 3. Do not handle carelessly (i.e. drop or throw).
3. **GOOD BODY VISIBILITY.**
 1. Wear reflective clothing/tape.
 2. Dress in layers in cold weather.
 3. Avoid long loose clothing.
 4. Wear leg clips with long pants.
 5. Wear eye and hand protection.
4. **SHARE ROAD WITH OTHERS.**
 - A. Cycle defensively
 1. Assume others do not see you.
 2. Yield to cars
 3. Obey rules of the road.
 4. Avoid heavy traffic areas.
 5. Keep safe distance from cars.
 6. Enter roadways carefully.
 7. Check before changing lanes.
 8. Make **SAFE LEFT** and **RIGHT** turns
 9. **BE ALERT IN SPECIAL SITUATIONS.**
 10. Rain or bad weather.
 11. Nighttime.
 12. Uneven or slippery road surfaces.
 13. Cycling with other children.
 14. Animals.
 15. Speed bumps.
 16. Trolley tracks.

17. Long distances.

18. **PROTECT YOUR BICYCLE FROM THIEVES.**

19. Register your bike with local police department.

B. Keep a file.

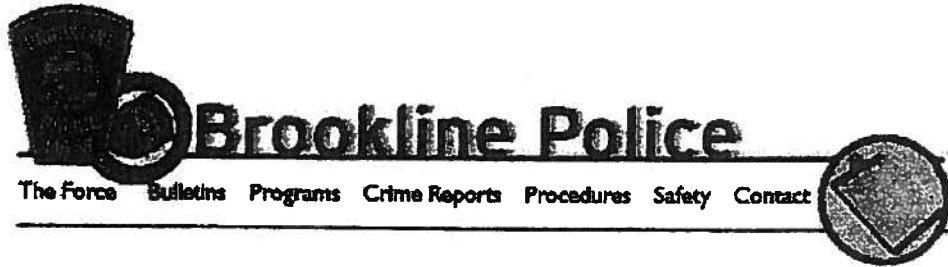
1. Serial number.

2. Registration number.

3. Mark your bike with your name or identifier.

4. Consider insuring your bicycle.

Always lock your bicycle.



Procedures



Reporting Crimes

General Procedures

Accident Reports

Crime Reports

Domestic Abuse

Restraining Orders

Parking Violations

Sex Offender Procedures

Drop- an-email

Drunk Driving

Gun Control Law



WHEN TO CALL THE POLICE

The police should be called anytime and every time activities are considered suspicious. If a behavior that is witnessed is a dangerous situation that could lead to a threat of the public's safety, then this too would constitute a phone call to the police. Don't hesitate to call the police, the life or property in danger could be at stake.

IT'S OKAY TO BE WRONG:

The police department knows and understands that citizen's can't always be right about what they think is suspicious or wrongful activity. All the department expects is that their community takes the initiative to also look out for it's best interests.

If an individual calls the department and the incident reported turned out to be a legitimate situation, the police will most certainly not hold the caller at fault for the call. It is the police department's responsibility to respond to concerns of the community that may jeopardize the safety of the public.

HOW TO REPORT A EMERGENCY:

DIAL 911

The following are directions on how to report a crime to the police department.

- Immediately dial 911
- Specify the type of emergency: Police, Fire or Medical.
- Follow guidelines – name, where, what, who, when and additional applicable information.
- Is the emergency about to happen, happening now or has just occurred?
- Clarify whether **weapons** are involved if it is a police emergency.
- Give the most **accurate description** possible of suspect(s) or vehicle(s) involved and any additional information that may prove useful to the police

department.

- Do exactly as the 911 operator says if instructions are given during an emergency.
- Please Remain Calm! Please remember that 911 is to be used for emergency purposes only.

HOW TO REPORT A EMERGENCY WHEN YOU CAN'T SPEAK:

If you need help and cannot speak-

- First Dial 911, then press the appropriate number to get the help you need (for those with touch-tone-telephones only):
 - for Police Assistance, press "1"
 - for Fire Department Assistance, press "2"
 - for an Ambulance, press "3"
- Click here for [printable color directions](#) to display.

HOW TO REPORT NON-EMERGENCY SITUTATIONS:

Call the Police Department's Business Line: 730-2222

EXAMPLE:

- It is 2:30 am and there is loud music in your neighborhood. It is obvious that there is a party going on, and you need your sleep. This would not be considered an emergency situation.
- Calling the police department's business line would be appropriate.

top

suggestions@brooklinepolice.com

the fineberg companies

To Whom It May Concern:

Please be advised that permission is hereby granted for the installation and operation of cable television and equipment at all properties owned and managed by The Fineberg Companies. **THIS DOES NOT INCLUDE SATELLITE DISHES.** It is our understanding that it may be necessary to do some drilling in order to set the equipment up properly. If this is the case, we expect that care will be taken to minimize any damage to the unit. The resident is responsible for all involved costs.

If you need additional information, please contact us at the number below.

Sincerely,
The Fineberg Companies
Residential Department

**Call NOW for your first month
FREE of Cable service!**

And installation for only \$4.95!

Comcast.

No minimum term contract required.

Call Now!

To receive this Special Offer you must call your Personal Representative:

Alan Bond 617-279-1674

High Speed Internet and Phone Available!

Ask about our Bundle Specials!

*Free 1st month of cable service applies to Standard Cable, Digital Preferred or Digital Preferred with 1 pay service. After first month, regular rate applies. Offer cannot be combined with any other offer and excludes monthly service & equipment charges. Full installation rates apply if Standard Cable is not purchased. Offer good for new customers only. Franchise & other license fees also apply. Other restrictions may apply. **\$4.95 installation applies to installations/connections to one TV set in wired, serviceable areas. It does not apply to non-standard installations, including installations over 150 feet from the outside cable system or customized wiring. Other installations/connections, or relocation fees apply to additional TV sets premium services.

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