



# Guide Book

Twin Ponds at Nashua, managed by First Equity Associates, Inc., offers an atmosphere of easy living for all without the worries of homeownership combined with a responsive management team.

First Equity Associates, Inc. continually strives to maintain and improve the property by utilizing careful cost controls. These principals aid in our constant search for the maximum economical way of providing the best lifestyle available in this marketplace.

This Guide Book is an attachment to your Rental Agreement and may be amended from time to time.

## **MANAGEMENT**

### **Office Hours:**

The Management Office is open Monday through Wednesday from 8:30 a.m. to 4:30 p.m., Thursdays from 8:30 a.m. to 7:00 p.m. and Fridays from 8:30 a.m. to 4:30 p.m.

### **Online Portal:**

You shall receive an email with instructions on accessing your online portal to make online payments, submit maintenance requests and/or view your payment history.

### **Contact Information:**

Please keep your phone numbers and/or email address current. Management shall not be responsible for any consequences should you not receive an announcement due to outdated information. Information may be updated via your online portal, by emailing [info@twinpondsnashua.com](mailto:info@twinpondsnashua.com), or by calling the Management Office at (603) 888-2242.

### **Rental Payments:**

We accept checks, money orders and online payments. Cash shall not be accepted.

For checks and money orders, please mail to: PO Box 7539, Nashua, NH 03060-7539, or leave in one of the drop boxes located at the Management Office.

*If you reside at:*

103 Spit Brook Road

105 Spit Brook Road

201-335 Brook Village Road

349 Brook Village Road

*Please make checks or money orders payable to:*

LSB Associates I Limited Partnership or LSBI

Nashua Investors Limited Partnership or NILP

BVNA, LP

349 BVR, LLC

Your account shall be charged a \$40.00 returned check fee for any payment returned unpaid by the bank. Personal checks and online payments shall no longer be accepted for your household for a period of one (1) year if two (2) checks have been returned unpaid within a twelve (12) month period.

Post-dated checks shall not be accepted. Should your household submit a post-dated check and it is deposited before the check date, First Equity Associates, Inc. and its agents shall not be responsible for any fees if said check is returned unpaid.

Third-party checks shall not be accepted.

### **Pets:**

There shall be a two (2) dog limit per household. More than two (2) pets shall require permission from Landlord.

Twin Ponds at Nashua prides itself on being a pet-friendly community and asks that you do your part as a responsible pet owner.

If you have a dog, you shall obtain and maintain a liability insurance policy for the length of your residency. This policy shall be paid in advance for one (1) full year and proof of same shall be provided to Landlord. The Certificate Holder shall be listed as First Equity Associates, Inc., c/o Twin Ponds at Nashua, 105 Spit Brook Road, #21F, Nashua, NH 03062.

Pets shall be up-to-date on all vaccinations, including but not limited to, rabies, and shall be licensed with the City of Nashua. Copies of your dog(s) current license(s) from the City of Nashua and rabies certificate shall be provided to Twin Ponds of Nashua annually.

Every dog shall be brought to the Management Office for a one-time DNA test within forty-eight (48) hours of being on the premises. During this test, a swab is placed between the dog's cheek and upper gum and rubbed for ten (10) seconds. The resulting cheek cells are sent to a lab where a profile specific to the individual dog is created. Improperly disposed of dog waste is sampled, sent to the lab for DNA testing and the owner of the dog is fined as outlined in the lease agreement. Dog(s) shall not drink, eat, or come in contact with another dog for one (1) hour prior to the required DNA test.

Dogs shall be on a leash at all times and shall not be tied out or left on balconies without the presence of the owner.

You agree and acknowledge responsibility for the actions of your pet(s) and agree to hold the owners, management and its employees harmless.

Doggy stations are provided throughout the community for the proper disposal of pet waste, however, you shall still be responsible for cleaning up after your pet if you are not near one of these stations.

## **MAINTENANCE**

### **Routine Maintenance Hours:**

Maintenance is open Monday through Friday from 7:30 a.m. to 4 p.m. Please submit maintenance requests through your online portal. For updates, please do not submit a second request; contact us directly with the issued work order number.

### **Emergency Maintenance:**

**In case of fire, medical or police emergencies, dial 911.**

For emergency maintenance calls during non-business hours, please call (617) 785-2001. During business hours, please call the management office at (603) 888-2242. An emergency is something that you cannot live without until the next business day, such as the following:

- Smoke/carbon monoxide detector issues (please see details in the section under apartment/appliance care);
- Toilet not working (Neither toilet is working if your apartment that has two [2] bathrooms). If the toilet is clogged and plunging is not working, or is overflowing please shut off the water to the toilet(s) by turning the shut off valve that is on the left side of the toilet(s);
- Shower not working (Neither shower working if your apartment has two [2] bathrooms);
- No heat;
- Major leaks, tub faucet will not shut off, hot water tank leaking, or dishwasher leaking;
- Electrical problem-No power throughout apartment, power in half the apartment, or a breaker panel issue. A single light not working shall not be considered an emergency;
- Garbage disposal: Please first try resetting by pressing the red button that is located underneath the disposal. Please note that if our maintenance staff repairs the disposal by pressing the reset button after receiving an emergency call from your household, you shall be charged back for the call; and,
- Lock Outs: Should emergency maintenance be called after business hours to let you into your apartment, you shall be charged \$50.00. This fee is due and payable in cash at the time of re-entry. Please note that you shall be responsible for the lock out fee once the call is received even should you gain re-entry before a member of maintenance arrives at your apartment. Should you not have \$50.00 in cash, please contact New Hampshire Safe and Lock at (603) 889-0152 for re-entry; you shall be required to pay NH Safe and Lock directly.

The following are some examples of items that are **NOT** considered emergencies:

- Air conditioning;
- Dishwasher (except for leaks);
- Washer or dryer;
- Blinds;
- Pest control;
- Neighbor disputes; and,
- Assigned parking space complaints

Should you contact Emergency Maintenance for a non-emergency call, you shall be charged \$20.00.

### **Appliance/Apartment Care:**

Please clean your appliances frequently to prevent build up that could be hard to clean. Remember, you shall be responsible for the condition of items beyond normal wear and tear. Turn off all appliance lights during cleaning to prevent breakage.

*Smoke Detectors:* **Section 634:2 IX of TITLE LXII CRIMINAL CODE states, “Any person who is found guilty of criminal mischief under this section because such person is a tenant, or a guest of such tenant, in a rental dwelling who has destroyed, disconnected, or otherwise rendered inoperable any smoke detector in the rental dwelling, or who has attempted the same in a rental dwelling, shall be guilty of a misdemeanor.”** The City of Nashua requires that smoke detectors be in operable condition at all times; do not disconnect any detector for any reason. Check every detector in your apartment monthly by pressing and holding the red button for 4 to 5 seconds. Contact Emergency Maintenance **IMMEDIATELY** if any detector in your apartment is not operating properly.

*Dishwasher (if applicable):* Use caution when the dishwasher is in use as it uses the same drain line as the kitchen sink. **DO NOT** bathe children in the kitchen sink while the dishwasher is in operation. Run the garbage disposal before using the dishwasher; should backwash occur, the sink will be clear of debris.

*Garbage Disposal:* Please use for food scraps only. Run cold water during disposal use and for up to a minute after food has cleared the drain. Do not feed the disposal bones, tough vegetables, pasta, rice, coffee grounds, etc. Should maintenance determine that your disposal is being used improperly, you shall be charged for the cost of repairs.

**Refrigerator/Freezer:** Do not defrost the freezer by using sharp objects to break off ice or you shall be charged for the cost of repairs.

**Stove/Oven:** Place the range hood filter in the dishwasher occasionally to remove grease accumulation. To prevent build up, please clean the oven once every three (3) months.

**Furnace (if applicable):** Furnace filters shall be cleaned and the furnace shall be inspected periodically by our maintenance staff. Should you experience a problem with the heating/cooling system, contact maintenance, do not attempt to repair the system yourself.

**Toilet(s):** Dispose of human waste and toilet paper only. Do not flush personal hygiene wipes, cleaning wipes, baby wipes, feminine products, tissues, etc. The cost of repairs from damage due to misuse shall be charged back to the Tenant by whom or upon whose premises it shall have been caused.

**Washer/Dryer:** Should you have an energy efficient washing machine, you shall use HE detergent or the pipes may back up. You may be charged back for damages caused by failing to use HE detergent in an energy efficient machine.

Energy efficient washing machines and their seals shall be cleaned monthly. Upon move in, First Equity Associates provides a complimentary washer cleaner kit. Future kits shall be purchased at your expense. Washer seal wipes may be purchased (at your expense) at any home improvement store. Please note, bleach only kills odor-causing bacteria and leaves behind detergent residue. You may be charged back for damage caused by failure to properly clean the washing machine.

Leave the washing machine door ajar when not in use to prevent mold build up. You may be charged back for damage caused by failure to properly vent the washing machine.

Clear pockets of all items such as change, bobby pins, etc. You may be charged back for the cost of repairs for damage caused by items left in pockets.

Please use mesh laundry bags for smaller clothing items. You may be charged back for the cost of repairs for damage caused by items that become caught in the motor.

**Window Blinds:** As a courtesy, blinds are provided at move in. Should you need a blind please submit a work order with the window(s) requiring a blind, we shall then notify you of the cost for said replacement.

## GROUNDS

### Snow Removal:

**Roadways:** After 2" off snowfall, roadways shall begin being plowed and kept passable throughout the storm.

**Walkways:** Should snowfall exceeds 6" during a snow storm, walkways shall be shoveled once, then again after the storm has ended.

**Parking Spaces/Lots:** Parking spaces and lots have been zoned (see map below) and shall be cleaned after the snow has stopped according to the following schedule:



Should the snow storm end prior to 8:00 AM, all three (3) zones shall be cleaned that day at the times specified on the map below.

Should the snow stop during Zone 1's scheduled time, it shall not be cleared until the following day during the regularly scheduled time and snow removal shall begin for Zone 2.

Should the snow stop during Zone 2's scheduled time, it shall not be cleared until the following day during the regularly scheduled time and snow removal shall begin for Zone 3.

Should the snow stop during Zone 3, or thereafter, **ALL ZONES** shall adhere to the above schedules the following day. Snow removal contractors shall clear empty spaces throughout the evening and thorough cleanup shall begin at 8:00 AM the following day.

This schedule shall apply seven (7) days per week, including holidays.

Tenant may briefly park vehicles in unassigned spaces in another zone while their zone is being cleared. However, vehicles shall be moved back to the cleared zone to avoid being towed.

All vehicles shall be moved during the zone's designated times to avoid being towed at the vehicle owner's expense. Landlord shall not notify Tenant prior to storm events; Tenant shall be responsible for being aware of storm events and moving their vehicle during snow removal periods. Vehicles that are "snowed in" shall be subject to towing without notice at the vehicle owner's expense.

Tenant shall notify its guests of snow removal procedures to avoid their vehicle being subject to towing without notice at the vehicle owner's expense.

**Vehicles/Parking:** Your Twin Ponds parking permit shall be displayed on the vehicle at all times. Should you change vehicles, please update management immediately by visiting [www.twinpondsnashua.com](http://www.twinpondsnashua.com), clicking on Resident Resources and selecting Vehicle Permit. Vehicles that are not registered, inspected, operable, or parked properly shall be subject to towing without further notice at the vehicle owner's expense.

After snow storms, you shall move your vehicle to a space that has already been plowed. Vehicles that are "snowed in" shall be subject to towing without further notice at the vehicle owner's expense.

Should an unauthorized vehicle park in your assigned space during business hours, please contact us with the vehicle's make, model, color, license plate and state, and Twin Ponds permit number (if available) for assistance. During non-business hours, you may contact Broadside Collision at (603) 598-2700 and provide the vehicle's make, model, license plate and state, and Twin Ponds permit number (if available). You shall show the tow truck driver that your name is on the Lease and provide photo ID to confirm that your legal address matches said Lease. Please note that your assigned space number shall be clearly visible in order to tow an unauthorized vehicle.

Trucks, commercial vehicles, recreational vehicles, governmental vehicles, tents, buses, open-bed vehicles, campers, mobile homes, motor homes, golf carts, off road vehicles, trailers, and/or boats shall not be allowed on the premises and shall be subject to towing without further notice at the vehicle owner's expense. Any vehicle not meeting the above requirements and additional rules of Twin Ponds shall be deemed an unauthorized vehicle, which shall be subject to being towed at the vehicle owner's expense.

Motorcycles shall be parked parallel to the curb in front of your assigned space.

#### **Trash Removal:**

##### *Garden residents*

Household rubbish shall be disposed of household rubbish by placing items in the compactor located in front of Building B.

##### *Courtyard, Fountain and Summit residents*

Household rubbish shall be disposed of household rubbish by placing items in the compactor located in front of Building 301.

##### *Villa residents*

Household rubbish shall be securely bagged (or secured in a small box) and placed curbside by 8:00 a.m. on Mondays and Thursdays. Trash barrels shall be prohibited. You shall be fined \$25.00 per item for improperly placed trash.

Holidays observed for trash collection shall be: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. When a holiday is observed on a Monday, pick up days shall be Tuesday and Friday. When a holiday is observed on a Tuesday, Wednesday, or Thursday, pick up days shall be Monday and Friday.

##### *All residents*

Large items, i.e., furniture, televisions, etc., shall be brought to the furniture dumpster located in front of Building 301. Please do not leave items in front, blocking the dumpster entrance.

Trash shall not be left outside your apartment, including the patio, for any length of time. You may be charged \$25.00 per item for improperly disposed of trash.

**Ponds:** While fishing, please use the “catch and release” method. Swimming or boating is prohibited. Management does not monitor or maintain the safety of ice. All activities shall be at the individual’s own risk.

**Pool:**

You shall be notified with the opening and closing dates prior to the start of each season. Pool hours shall be from 9:00 a.m. to 8:00 p.m. daily. The pool shall be closed during thunder and lightning storms, otherwise, it shall be at the pool monitor’s discretion whether the pool will remain open during inclement weather. All persons shall vacate the pool area immediately should the monitor decide to close the pool.

Pool monitors are CPR certified, however, they are not lifeguards. You shall be responsible for the safety of the members of your household and/or guests.

Your (and/or your guests) failure to follow pool monitor instructions may be cause for the revocation of pool privileges for your entire household. Entering the pool area while closed shall be cause for your pool privilege to be revoked and may be cause for the termination your lease agreement.

Children that are not potty-trained shall not use the pool unless they wear Little Swimmers; diapers shall be prohibited.

Children under the age of twelve (12) shall not be allowed in the pool area without an adult that is at least eighteen (18) years of age.

You shall sign in and out during every visit.

Water features shall not be stepped on or you may be financially responsible if replacement is required.

The following shall be prohibited from the pool area:

- Alcoholic beverages;
- Glass containers;
- Diving;
- Jumping;
- Running;
- Roughhousing; and,
- Dogs

**COMMUNITY SERVICES:**

<b>FIRE, MEDICAL, or POLICE EMERGENCIES .....</b>	<b><a href="http://www.911.gov">www.911.gov</a></b>	<b>911</b>
Poison Control Center .....	<a href="http://www.nnepc.org">www.nnepc.org</a>	(800) 222-1222
Chamber of Commerce .....	<a href="http://www.nashuachamber.com">www.nashuachamber.com</a>	(603) 881-8333
Department of Motor Vehicles.....	<a href="http://www.nh.gov">www.nh.gov</a>	(603) 227-4000
Flight Line Inc. (shuttle to and from Logan & Manchester Boston Regional Airports)	<a href="http://www.flightlineinc.com">www.flightlineinc.com</a>	(800) 245-2525
Granite State Dog Recovery (Reunites lost dogs with their Families)...	<a href="http://www.granitestatedogrecovery.com">www.granitestatedogrecovery.com</a>	(855) 639-5678
Nashua Fire Rescue (Non-emergency) .....	<a href="http://www.nashuanh.gov">www.nashuanh.gov</a>	(603) 594-3651
Nashua Police Department (Non-emergency) .....	<a href="http://www.nashuapd.com">www.nashuapd.com</a>	(603) 594-3500
Nashua Public Library .....	<a href="http://www.nashualibrary.org">www.nashualibrary.org</a>	(603) 589-4600
Nashua Parks and Recreation .....	<a href="http://www.nashuanh.gov">www.nashuanh.gov</a>	(603) 589-3370
NTS City Bus (Intercity only) .....	<a href="http://www.nashuanh.gov">www.nashuanh.gov</a>	(603) 880-0100
Schools:		
Superintendent of Schools .....	<a href="http://www.nashua.edu">www.nashua.edu</a>	(603) 966-1000
Bicentennial Elementary (K-6) .....		(603) 966-1760
Fairgrounds Middle School (7-8).....		(603) 966-3990
Nashua High School South (9-12) .....		(603) 966-1100