

**ADDENDUM A
PUFFTON VILLAGE LEASE AGREEMENT**

ALL RESIDENTS SHOULD READ

This Addendum may be modified in respect to nonmaterial changes (such as time, place and procedure) that are not in conflict with the substantive portions of the lease from time to time with reasonable notice to the resident.

Puffton Village does not discriminate on the basis of handicapped or other protected class or status in the admission or access to, or treatment or employment in its federally assisted programs and activities.

Updated 12/07/17

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ADDENDUM A TO LEASE

OFFICE HOURS

The Puffton Village Management Office is open Monday - Thursday 8:00 am - 4:30 pm and Friday 8:00 am – 4:00 pm, except for holidays. Closed daily for lunch 11:45 am to 12:30 pm. General Information and forms may be obtained through our web site-www.pufftonvillage.com. The Office may be closed for short periods due to management responsibilities out of the office. The office telephone number is 413.549.0145 and the fax number is 413.549.6803. The office has an answering service so emergencies after office hours will come to our attention. For non-emergencies our Email address is info@pufftonvillage.com.

LOCKOUTS and NIGHT WATCHMAN

- Night watchman hours vary. **Please call 549-0145 if you are locked out after office hours. The answering service will page someone to meet you and let you in.** *You must have a valid picture identification and be on lease or a registered sublettor.*
- If you attempt to force entry into your unit, your unit will be charged for all damages. Please call the above-mentioned phone number in the case of a lockout.
- The policy regarding hours of the night watchman or continued employment of a night watchman is subject to change at any time at the sole discretion of the management.

KEYS

The following is the policy for keys:

- Puffton Village will issue one key free of charge to each new tenant on lease at the initial move-in to Puffton Village Apartments.
- The cost to replace a lost key is \$5.00.
- A key may be borrowed from the Management Office by tenants on lease who are locked out of their apartment. The tenant on lease must leave a picture ID to borrow a key.
- **MAILBOX KEYS:** The Post Office on University Drive will issue keys for a fee. The Puffton Village office does not issue or accept mailbox keys. The Post Office requires that the names of all tenants be on the inside of each mailbox in order to receive mail. Your mailing address is **1040 N. Pleasant Street, #____ (insert your apartment number here), Amherst, MA 01002**
- All notices will be mailed to this address.
- Upon expiration or termination of the lease, the tenant shall deliver all unit keys of the premises to Management. Delivery of all keys by the tenant(s) to Management, or to anyone on their behalf, shall not constitute a surrender or acceptance of surrender of the leased premises unless so stipulated in writing by the Management.

MOVE IN

Before moving into your apartment, a move-in inspection will be conducted. A member of the maintenance staff will inspect the apartment with you, and help you fill out and sign the inspection report. This move-in inspection form will record the condition of your apartment. Any deficiencies found in the apartment will be noted on the form. Anything that was not noted on the move-in inspection sheet should be included on your Statement of Condition form that you are given at the time of move-in. You have 15 days after your move-in inspection to complete the Statement of Condition and return it to our office. Any damage, beyond normal wear and tear that is found when you move out, which was not accounted for on the move-in inspection or your Statement of Condition may be your responsibility and can be deducted from your security deposit.

THE PUFFTON VILLAGE LEASE

The lease is the foundation of your stay in Puffton Village as a tenant. Your rent and the length of the lease is clearly stated. If you fail to maintain your apartment in a reasonably neat manner, if you are guilty of offensive conduct to your neighbors, or if you do not pay your rent on time, you are in violation of your lease. Any violation may constitute grounds to terminate your tenancy at the sole discretion of Management. Failure to terminate for any breach shall not constitute a waiver for any future breach even of a similar type. The prevailing party may be awarded all legal fees.

ELECTRIC SERVICE

The electric service must be in your name before moving in. You must make sure that Eversource Energy has been called at 877.659.6326. This is your responsibility. Failure to call and arrange service may result in no electrical service upon move-in.

If your electricity or utility service is terminated by Lessee's action or inaction, Lessee shall be liable for the costs incurred by Lessor for said service and shall constitute sufficient grounds to terminate the Lessee's right of occupancy at the sole discretion of the Lessor.

INTERIOR OF APARTMENT

Only those persons on lease may occupy the apartment. The following limits are placed on the number of persons over 18 years of age who may occupy an apartment:

- One bedroom - two people
- One bedroom with study - two people
- Two bedrooms - three people
- Three bedrooms - four people

Decorations

- No painting, wallpapering or other decoration may be made to the interior or exterior of any apartments. Residents may hang pictures, clocks, draperies or the like on the walls so long as this is done neatly and does not permanently damage walls. No tape shall be used on the walls or ceilings. No heavy items, such as large pegboards or shelves, are permitted. Any resulting damage will be charged to the tenant.

Appliances

- Appliances other than the ones provided by Management are not permitted (i.e., freezer, washing machine, etc.).

Stairs

- Do not place carpet treads on the stairs or store items on the stairs.

Telephone

- All apartments are wired for telephones. Prior permission of Management is required for the installation of additional lines or outlets. For installation, repairs or cancellation of service, call the telephone company Verizon at 800.980.9999.

Mail Delivery

- Mail is delivered to the cluster boxes here at Puffton Village. You must go to the Post Office on University Drive to get a key for the box. You must have your lease as proof that you are a resident. In order to facilitate the delivery of mail, place all names of tenants inside the mailbox. If names are not listed in the mailbox you may not get your mail.

Cable Television

- Apartments are provided with a cable hook up. Contact the local cable company Comcast if you wish to receive cable television service. Their phone number is 888.633.4266. The local contact is Travis Page who can be reached at 413.207.5239.

Insurance

- Renter's insurance required: LESSEE shall maintain with respect to the personal property contained within the leased premises and the property of which the leased premises are a part, comprehensive renter's insurance in the amount not less than \$100,000.00 with respect to tenant's personal property that may be in responsible companies qualified to do business in Massachusetts and are in good standing therein. The LESSEE shall deposit with the LESSOR certificates for such insurance at or prior to the commencement of the term, and thereafter within thirty (30) days prior to the expiration of any such policies. All such insurance certificates shall provide that such policies shall not be canceled without at least ten (10) days prior written notice to each Lessee and Lessor.

MAINTENANCE

- The Maintenance Department works Monday through Friday from 8:00 am to 4:00 pm. Maintenance requests should be made as early in the day as possible, as this allows Maintenance to attend to them during the regular work day. There is an answering service beyond these hours for emergencies only which consist of: NO HEAT, GAS ODORS, FIRE, BROKEN WATER LINES, ELECTRICAL PROBLEMS, ACTIVE WATER LEAK, AND CLOGGED TOILETS - IF YOU HAVE ONLY ONE TOILET or similar catastrophic condition.
- Call 413.549.0145 for after-hours emergency maintenance. Our answering service will page a Maintenance Staff member.

- Charges will be assessed to the Lessee for the misuse or damage of appliances or other items in the apartment. Invoices will be sent after the repair is made unless the Manager feels the item should be paid for before it is replaced. Charges will be assessed to the Lessee for any damage that is not normal wear and tear.

GROUNDS

Please do not leave or store personal items, possessions, furniture, or debris (i.e., bags of trash, bottles, cans, paper) and other articles on lawns, in parking areas, or adjacent to buildings. Recycling and trash areas have been provided in several areas for the proper disposal of rubbish and trash. Tenants shall not hang, display, install or store any items or belongings in any part of the exterior grounds or common areas. Town ordinance states that no clothes may be hung outside the apartment at any time. The town ordinance also disallows any exterior aerials to be attached to an apartment building. No personal belongings are to be stored on the Puffton Village grounds. **Barbecue grills are not to be used within fifteen (15) feet of any tree or structure.**

LAUNDRY FACILITIES

- The laundry rooms are usually open 8 a.m. until 10 p.m. seven days a week as a convenience and are not a part of your tenancy. These hours are subject to change at Management's sole discretion without prior notice. Laundry machines accept debit cards, credit cards, and coins. The Rental Office does not have change available. Laundry Rooms are #10, #62, #280, #408 and #562 and require a key to enter.
- The management of Puffton Village does not own these machines. If you find a washer or dryer not operating, report it by calling the number posted in the laundry room. The washers are front loaders and require detergent formulated for high efficiency (HE) washing machines. Please follow the directions on the label for detergent measurement. The same applies for bleach and fabric softener. Please do not overload the washing machines or dryers.

RECREATIONAL FACILITIES

In the center of Puffton Village is a recreational area for the residents' use or a registered sublettor. There are tennis courts, a basketball court, a play area and a swimming pool. Photo identification must be shown when using the pool facility. Following are some guidelines for use of each facility:

Tennis Courts

- Rubber sole shoes must be worn when using the court. Persons using the courts should not adjust the tension in the nets. Should they require any adjustment, notify the Office. If others are waiting to play, there will be a one-hour time limit on use of any court.

Basketball Court

- Rubber sole shoes must be worn when using the court. If the nets need replacement, notify the Office. No hanging from the rim.

Swimming Pool

- Everyone should read the posted rules on the pool house. Photo IDs must be shown to the lifeguard upon entering the pool. All children under 12 years of age must be accompanied by an adult. The concrete deck can be dangerous. Absolutely no running or rough play is allowed. No face masks are allowed. Goggles to protect from chlorine in the water are permitted. Guest privileges are limited and subject to the discretion of the lifeguard. Chlorine is present in pool water at levels set by Massachusetts State Pool Regulations. We ask that you remind your children to use the bathroom facilities in the pool house. Lifeguards are in charge at pool during pool hours.

EXTERMINATING

- We have an extermination company come annually as a cockroach preventive measure. However, additional exterminations will be scheduled as needed. Please notify the Office if you notice any quantity of insects in your apartment.
- Bed Bugs are a new concern. You could inadvertently infect your apartment by bringing in a piece of used furniture or in your luggage after taking a trip. You should not borrow or purchase a used mattress, box spring or other furniture without first verifying it is bug free. If your apartment becomes infected, there is a very strict procedure to follow before each treatment (a total of three are generally needed for bed bugs). This procedure and the associated cost could be at the Lessee's expense.
- Your cooperation in preparing your apartment when notified that your apartment will be exterminated is required. If you fail to ready your apartment, you make Puffton Villages' effort useless in ridding an apartment of any type of infestation and repeat calls become necessary. You may be charged for the cost of a treatment if you are not prepared or for repeat calls required by your failure to cooperate.

SMOKE and/or CO2 DETECTORS:

At least twice a year the smoke and CO detectors in all apartments are checked by Puffton Village maintenance personnel to ensure their proper working condition for your safety. These smoke and CO detectors are a permanent fixture to the apartment and are not to be removed or tampered. In the event they are removed or tampered, you will be assessed replacement cost. Management requires that you test each smoke detector on a monthly basis, between 9 am and 4 pm by pushing in the test button in the center of the fixture. If you are having any problems with the smoke or CO detectors, notify Management by calling 413.549.0145.

CARE AND USE OF THE APPLIANCES

Please take the time to read the next section and refer to it when you have problems with appliances. If an appliance will not operate properly, call the Office and report the problem. Any appliance which is broken due to misuse by a tenant will be repaired at the expense of the tenant.

Garbage Disposal (Electric)

To Use: Check to be sure no objects, knives, spoons, bottle caps, glass, etc. are in the disposal. Turn on the cold water. Turn the wall switch on to start the disposal. This switch is located on the wall

above the sink. Feed food wastes into the disposal. Never put fingers inside drain when the disposal is active. Bulky materials such as grapefruit skins should be cut up before being fed into the disposal. NEVER put bones into the disposal. DO NOT put rice or pasta into the disposal, as they will clog the disposal and cause the sink to back up. Onion skins, chicken skins and other light fibrous materials should not be put into the disposal. NEVER attempt to dispose of trash such as glass, bottle caps, clam shells or floor sweepings. The disposal is protected by an overload thermostat to prevent overheating. If this happens, wait at least one minute; then push the reset button at the bottom of the unit. (Make sure the wall switch is "ON"). If the motor does not hum or start, check the switch in the electrical breaker switch box located on the kitchen wall. If the disposal still does not work, report the problem to the Office.

Dishwasher (Electric)

To Use: Push the desired setting. Insert **approved dishwasher** soap in the dispenser. Push the lever all the way to the right; this will latch the dishwasher. Next, turn the knob to start; you will hear a click sound when you reach this point and the wash cycle will begin.

ALWAYS rinse off your dishes before putting them into the dishwasher. A build-up of food in your dishwasher will prevent its proper operation. Never put plastic items in the dishwasher unless the manufacturer specifies that this may be done. Use only soap products specifically intended for use in automatic dishwashers. Use of other products will burn out the motor. If the dishwasher is not working, check the circuit breaker before calling for repair. We advise shutting the dishwasher off halfway through the drying cycle, as this will conserve on the electricity usage.

Refrigerator (Electric)

Do not use the top of the refrigerator for a shelf for any materials. Air must circulate to the back of the unit. If this is obstructed, the cooling efficiency is reduced and your unit will not cool at its capacity. Do not overload the drawers and trays.

Stove (Gas)

To operate your top burners, turn the knobs on. If any of the burners fail to light, check the pilots under the stove lid. Lift the top of the stove up and in the middle of each side is where the pilot light is. If there is no flame, provided there is not strong odor of gas, touch a match to the pilot and it should ignite. If it does not ignite, it means the unit is clogged (usually from food that has boiled over). Clean under your stove lid occasionally, as food and grease will accumulate and cause pilots to go out. It is normal for the top of the range to feel warm.

The kitchen exhaust fan surface and filter should be kept clean. Exhaust fan filters (silver) can go in the dishwasher.

To Use the Oven: Turn the oven control knob to the desired temperature. There will be a 30-90 second delay before the flame will come on; this is a safety feature that prevents large amounts of gas from escaping should the pilot light be out. To light the oven pilot, pull out the broiler drawer and locate the pilot light. It is approximately in the middle, slightly to the left of the broiler unit. Should your burners or oven fail to light, please make sure that all pilots are lit before calling for service.

Thermostat

To Heat the Apartment (Gas)

Set the fan switch to auto and set system switch to heat. Turn the dial to the desired temperature. Should you leave your apartment for an extended length of time between September 15 and May 15, do not turn the heat below 55 degrees, as the cold would cause the pipes to freeze. Damage caused to the apartment because of frozen pipes may be charged to the tenants. **Never turn the heat completely off.**

To Cool the Apartment (Electric)

Set the fan switch to the auto position and set the system switch to the cool position. Turn the dial to the desired temperature. It will not help to cool the apartment more quickly to set the temperature below 70 degrees. Windows should be kept shut to prevent a build-up of humidity. Air conditioners should never be used during cold weather as this will freeze the unit. The cost of repair will be charged to the tenant.

Air Circulation and Filtration

Do not block the cold air return vent. In a one-bedroom unit the vent is located in the corner as you enter the kitchen. In a two- and three-bedroom unit, it is located under the stairway. Please keep this vent open. By covering these ducts, you put your well-being in danger. Without sufficient air, the pilot light will go out. This causes seepage of gas into the apartment.

Furnace Closet

Do not use the furnace closet for storage of brooms, etc., as they may interfere with its proper functioning. The filter will be changed at scheduled times throughout the year by the maintenance personnel.

Water Heater Closet (Gas)

Some of the one-bedroom apartments have a closet in which the water heater is kept. This supplies hot water to four apartments. This heater must not be tampered with under any circumstance. Please notify the Office if there is any problem (leaking, etc.) with the heater. **DO NOT STORE ITEMS IN THIS CLOSET.**

Circuit Breaker

Each apartment has a circuit breaker box in the kitchen. If an electric outlet becomes overloaded, it automatically throws the circuit off. If this happens, wait a few minutes, then locate which switch shut off. Make sure whatever caused the overload has been removed and then flip the switch back on.

Toilets

Please keep the toilet cover down at all times. This will prevent objects from falling into the toilet. The toilet will not accept disposable diapers, Kotex, Tampax, condoms, chicken bones and other such items. If an object is not retrievable, the maintenance personnel will have to break the unit to remove the obstruction. This will be at the tenant's expense. If the toilet continues running, please call the office promptly. If your toilet overflows, please use the water shutoff located behind the toilet, and then promptly call the office.

Showers

All residents must supply and use a shower curtain. It should hang inside the tub, both during the shower and afterwards while it is draining. Damage caused by failure to use the shower curtain properly will be charged to the tenant. If you notice that your tub or shower needs caulking, please let the Office know so excessive damage can be avoided. Tenants are expected to routinely clean shower to prevent mold or similar growth from occurring.

Light Bulb Sizes (or use the equivalent wattage in energy saving light bulbs)

Any light bulb that burns out after a tenant takes occupancy must be replaced by the tenant. The following is a list of maximum bulb sizes to be used in the fixtures which are supplied. Use of bulbs of a higher wattage will result in cracked fixtures, melted wires and a decreased bulb life. Tenant may be charged for damages caused by improper size bulbs.

Kitchen ceiling light	32 W fluorescent
Kitchen fan hood light	40W
Bath vanity light	40W
Bath closet lights	60W
Outside light	60W
Light at top of stairs (requires candelabra base)	60W

NOTICES

Periodically during your tenancy, relevant notices will be sent to your apartment. These notices will be taped to your door by Puffton Village personnel. All notices or rules become effective upon delivery to the apartment. Please share notices with all roommates.

RENT PAYMENTS

Rent is due and payable on the first of every month. We do not send out invoices. We will accept separate checks. Be sure the individual checks total the complete amount due. We accept cash (we do not have change), check or money order. We offer on-line rent payment through a third party called PayLease. If you pay from your checking account to our checking account, there is not a service charge. We pay for that service. PayLease does charge a service fee for using a debit or credit card. To set up your PayLease account, call the Office for your account number. Any shortage of rent, even if by only one of the tenants, may result in all tenants' tenancy being terminated for nonpayment.

RESIDENT/VISITOR PARKING

Commencing with the start of your new lease, you should be aware of the following regarding the parking of vehicles. Signs have been installed throughout the complex explicitly designating parking areas. **ALL VEHICLES MUST DISPLAY A VALID PUFFTON VILLAGE PARKING STICKER IN THE DRIVER SIDE WINDOW.** All vehicles not displaying a valid sticker in the driver side window or otherwise improperly parked, will be towed at the owner's expense. **Parking Stickers are valid September 1 through August 31 of the following year.** *The sticker is only valid for the vehicle it was issued for. It cannot be transferred to another vehicle.*

1. Pick up your parking sticker at the Rental Office. **Be sure to have the registration with you. Vehicle MUST be registered to a tenant on lease or a guarantor, or provided by tenant's employer.** Do not ask for a sticker if the vehicle is not registered to a tenant on lease or a guarantor.
2. Make sure that you attach your new sticker inside the vehicle on the **DRIVER'S SIDE WINDOWS ONLY.** These are the only windows of your vehicle that will be checked by towing personnel. If sticker is not displayed in these windows, your vehicle will be towed at the vehicle owner's expense.
3. Park your vehicle in the marked spaces only. Parking spaces are clearly marked and are the **ONLY** areas where vehicles may be parked. You may not always be able to park your car right by your apartment, but we will make no exceptions to this rule. It is strictly prohibited for vehicles to park or drive on lawns. Parking in restricted areas, i.e., lawns, front of recycling facilities, fire lanes, etc. will result in the vehicle being towed at the vehicle owner's expense. If vehicles are parked or driven on lawns, any charges for landscaping damages will be charged to the vehicle owner or driver.
4. Vehicles must be registered, have plates attached and be in operating condition with a valid inspection sticker attached. If not, the vehicle will be towed at the vehicle owner's expense. No unregistered vehicle may remain on the property. No auto repairs, oil changes or vehicle washing are permitted on the property.
5. Make all visitors aware that they must use the **VISITORS PARKING AREAS**, which are designated by signs. Visitors can only park in this area for 48 hours at a time. Under no circumstance is a visitor vehicle to be parked in the tenant parking areas. If so, the vehicle will be towed at the vehicle owner's expense.
6. It is your responsibility to notify visitors to your apartment of the parking policies. If there are no visitor spaces available, they must not use resident parking.
7. Do not complain to the Office that your car or a guest's car was towed if you have not abided by the Puffton Village parking policies.
8. All vehicles must be moved within 48 hours of a storm for snow and ice removal, or sooner upon Management's request. In order to plow sidewalks, vehicles must be parked away from the curb so that the car bumper does not extend over the sidewalk. Cars may be damaged by the snowplow if they do not park as advised. Vehicles impeding snow removal can be towed without notice and at the vehicle owner's expense.

SNOW REMOVAL

After a snowstorm, Puffton Village will be responsible for clearing the roadways, parking lots and sidewalks. It will be done at reasonable times and in a reasonable manner. As this is a large complex, the time needed to remove snow will vary with the amount of snow and other conditions. Management cannot guarantee snow will be plowed at a specific hour or time. **Please do not request special treatment in snow removal.** Please see parking for rules pertaining to snow removal and the parking of vehicles.

PARTY REGULATIONS:

We caution you that certain regulations are necessary out of respect for your neighbors and the property. In order to avoid liability for property damage and lives of others, wise management of alcoholic beverages is essential. Permitting any minor to consume an alcoholic beverage can be traced to you and may lead to personal liability for grave injury to persons and property which is in any way connected with such negligence. Therefore, in the interest of the general welfare of tenants and the Management of the property, the following rules must be adhered to for any sort of gathering. Violation of the regulations constitutes personal liability to you and your guarantor, a violation of your lease and a possible violation of the law.

1. The number of guests at any gathering must not exceed building code safe occupancy levels. In Puffton Village Apartment, this number is 15 which includes resident tenants. The presence of individuals at a unit in excess of the safe occupancy levels constitutes a violation of your lease.
2. **KEGS OF ANY SIZE ARE BANNED FROM UNITS AND ALL COMMON AREAS INCLUDING THE GROUNDS** (this is an Amherst bylaw) of the complex and if placed, they will be confiscated, in addition to police action being taken. Your tenancy does not include the right to use the common areas for consumption of alcoholic beverages.
3. Common areas are not to be used for the storage of alcoholic beverages or your personal debris.
4. Music or entertainment shall be kept at reasonable levels at all times and if audible outside your unit after 10:00 pm in the evening will constitute a nuisance or an offensive use of your premises and hence a violation of your lease, regardless of any police action.
5. If there is a gathering in any unit and property damage occurs in the vicinity of the unit, **THE TENANTS OF THE UNIT** may be billed jointly and severally for all the damages identifiable to that gathering. In the event of such damages, guarantors of all tenants under the terms of your lease will be notified and legal action may include action against all guarantors.
6. Management will keep a record of any gatherings and such information will be available to public authorities for the purpose of identifying sources, should any personal injury accidents arise as a result of such gatherings. Management will take legal steps to ensure that those legally responsible are held accountable for all damages caused by their actions or their negligence.

SELECTED TOWN BY-LAWS

All residents should review these. A copy is found at the end of this Addendum. Failure to follow them could result in not only a violation of your lease but legal issues with the Town of Amherst.

RECYCLING AND THE DISPOSAL OF RUBBISH & TRASH

Do not store trash or rubbish outside your unit. A charge of \$50.00 will be assessed for any trash that our Grounds Maintenance Staff has to remove from in front of your unit. This policy holds whether you have had the rubbish outside for 5 minutes or 5 hours.

The Board of Health of the Town of Amherst has mandated that all apartment complexes be in compliance with laws passed regarding the separation and disposal of rubbish, trash and recyclable items. To comply with this mandate, Puffton Village has built several recycling centers located in the following areas:

- Directly across from the Swimming Pool (adjacent to Apartment #501)
- Adjacent to Apartment #349 & 350
- Adjacent to Apartment #209 & 210

1. Please familiarize yourself with the recycling centers noted above, as these are the areas where you must bring your trash. Because of the compactors, **DO NOT** let any children go to the recycling areas alone. We suggest that parents impress upon their children the danger of entering these areas.
2. All rubbish and trash brought to any recycling center must be sorted as follows and put in the correct bin or dumpsters that have been provided.
 - Corrugated cardboard - all cardboard must be cut up into 2' x 2' pieces before being put into recycling bin for cardboard.
 - Newsprint, newspapers and magazines.
 - Clear glass, colored glass, plastic and cans. Glass, plastic and cans must be cleaned of all residues.
 - All other nonhazardous waste material goes into compactors in a "clear bag," as mandated by the Town of Amherst.
3. Upon written notice, these rules may be amended or supplemented as recycling and trash removal rules or needs change.
4. A person will check the recycling centers at various times to inspect all trash for compliance, as contaminated trash subjects Puffton Village to heavy fines from the Town of Amherst and possible loss of use of the landfill. The issue of recycling is of major concern to everyone, and requires the cooperation of all residents. Heavy fines are imposed upon any persons who disregard the recycling requirements.

PETS

Pets are **not allowed on the premises** whether owned by the Lessee(s), guests or visitors. ANY animal on the premises may constitute grounds for eviction of the Lessee(s) without additional notice. All consequences of any pet on the premises shall be the responsibility of the Lessee(s) including carpet cleaning and fumigation if required. If infestation occurs, Lessee shall be responsible for costs of cure and loss of rent for unit and other units in the building if infested. If Lessee has a valid medical need for a pet, Lessee must apply for and receive a reasonable accommodation **prior to the presence** at the property. Reasonable accommodation requests are reviewed on a case by case basis.

The following is what we will need in order to approve your request for a service/companion animal.

1. Letter from a medical professional stating why the service/companion animal is needed.
2. Documentation showing that the animal is a service/companion animal.
3. Documentation showing that the animal is up to date on all veterinarian services.
4. Documentation showing that the animal is properly licensed (if a dog).
5. Liability insurance covering damage or injury caused by service/companion animal (recommended).

ROOFS

Sunbathing or any other use of the roofs is strictly prohibited, except as means of egress in the event of fire or other similar emergency. Any entry upon the roof(s) by Lessee(s), Lessee's family or guests is a violation of the lease and constitutes grounds for eviction.

ENERGY CONSERVATION

Gas, water and heat. During the winter months, please take special note of the following. Try to make sure your windows are tightly closed. If possible, put insulated or heavy drapes on the windows. Keep the thermostat set at 64 at night or 68 degrees during the day. **NEVER TURN THE HEAT OFF.** You must maintain your heat between September 15 and May 15 at a minimum of 55 degrees. Please report all leaks and running toilets as soon as possible.

SMOKING

Smoking of any substance, including but not limited to cigarettes, marijuana, cigars, clove or vaporizers or similar items in unit, internal common areas or within twenty-five (25) feet of the building, is strictly prohibited. The use of candles, incense, or other inflammatory or incendiary devices or substances, is strictly prohibited. Any such use of such devices discovered by Lessor shall be grounds for termination of the tenancy as a material violation of this lease.

LEASE ASSIGNMENTS (Remove and/or Add name to Lease)

Changing the Name(s) on the Lease

A tenant cannot terminate their lease before the expiration date unless they find someone to take over the lease who is acceptable to management at its' sole discretion. The individual(s) that wish to take over the lease must complete a rental application package and if necessary, a guarantor application and agreement. The current tenant(s) submits these application package(s) with the Lease Assignment Request form that can be found in the rental office and on our website. There is a charge

of \$100.00 paid to the Management Office on the appointment day to process the assignment paperwork. The charge is subject to change by management at its sole discretion. A Transfer of Security Deposit form must be signed by the departing tenants(s) and replacement tenant(s). Incoming residents accept the condition of the apartment “as is”. Puffton does not clean, paint or shampoo the carpets. We will fix damaged items that have been paid in full by the outgoing residents.

SUBLETTING

Subletting is not an assignment. When you sublet, the tenant(s) on lease will remain on lease and are responsible for the rent and any damages that may occur. A copy of the Sublet Agreement form must be supplied to the Rental Office. Subletting is only allowed with prior written permission of Lessor.

LEASE EXPIRATION

Written notice of your intention to renew or vacate your apartment must be received one hundred and twenty days (120) in advance of the lease end date. If you choose to renew your lease, a lease renewal addendum form or new lease must be signed 120 days before your lease end date. If a new lease or lease renewal addendum is not signed prior to the end of your lease term, your tenancy will end on the last day noted on your original lease form. No notice to quit is necessary to seek possession if you do not move after your lease term.

MOVE OUT INSPECTION

When you moved into your apartment, an inspection checklist of its condition was made in your presence by one of the Puffton inspectors. You signed this move-in inspection report and were given one copy. When you move out of your apartment, management will compare your move-in inspection report to your move-out inspection. Management expects the apartment to be returned in similar condition except for normal wear. You will need to make an appointment with the Office for a move-out inspection.

- An apartment is ready to be inspected when it has been emptied of belongings and has been cleaned. Please refer to the guide below regarding cleaning. At least one tenant must accompany the inspector and sign the inspection form. Apartment and laundry keys are returned at the time of the inspection. If keys are missing, the tenant will be assessed the replacement costs. Include a forwarding address on the inspection form.
- It is your responsible to terminate your internet, cable and telephone service. You also must notify the electric company to read out for a final bill. You are responsible for electricity through the end date of your lease, even if you move out early.
- Mailbox keys belong to the Post Office on University Drive in Amherst, MA.

The following is a guide to what is expected by the management as far as cleaning of the apartments for the inspection.

Kitchen

Stove, burners (lift up the top of the stove and clean), oven and broiler pan must be cleaned. Stove hood and exhaust fan must be cleaned of all grease. The silver filter (not charcoal filter) can be run through the dishwasher. Refrigerator must be cleaned. Cabinets must be cleared of all food and washed out.

Bathroom(s)

Tub and shower units must be cleaned and scrubbed of all dirt, mold and green water build up. Toilets and sinks must be clean.

Floors

Floors must be swept, mopped and cleaned of all dirt build up. All carpets must be vacuumed.

SECURITY DEPOSIT

When you secured your apartment for rental, you paid a security deposit. This security deposit is held by the management to cover the cost of damage other than normal wear and tear and for cleaning if necessary. The security deposit is not to be considered rent for the last month or any other month.

Security deposits are mailed within thirty days after the expiration date of the lease. If deductions have been made, you will receive an itemized statement. Security deposits and money remaining shall be returned in the form of one check made out to one Lessee or Lessees' designated agent. If Lessees do not designate only one individual to receive the security deposit return, Lessor may tender any such security deposit to any of the Lessees at Lessor's sole discretion.

RESIDENT COMPLAINT PROCEDURE

We will handle all resident complaints and grievances in the following manner.

- We will address all health and safety issues immediately upon learning of them.
- We will take immediate action whenever possible with other issues.
- We will always respond in a professional and respectful manner.
- When needed, we will request a written letter outlining the complaint or problem.

Resident complaints fall under three major categories.

1. **Maintenance Issues:** Items that need to be repaired, painting, flooring/carpeting, reasonable accommodations and exterior maintenance. Residents may contact the office in person or by phone. A work order is then generated. Residents that have emergency issues after hours can call our main number, and the answering service will contact the on-call person. If the problem is not addressed in a timely fashion, the resident should contact the Office and the maintenance supervisor will be notified of the problem and asked for a resolution date. If the problem is still not rectified to the resident's satisfaction, the resident should submit a letter to the Property Manager for a final determination.
2. **Leasing Issues:** Items regarding lease terms, renewal, subletting or the additions or removal of people on lease. Residents may contact the leasing office with concerns or problems. The staff will explain the lease provision or guidelines followed by the property. If the resident is not satisfied with these explanations or would like an exemption, they must submit their request/complaint in writing to the Property Manager. The resident will be notified of the Property Manager's decision within seven business days.

3. Tenant Relation Issues: Items such as roommate issues, problems with neighbors or complaints regarding staff members. Residents with a roommate issue may be asked to meet with all their roommates and the Property Manager or a staff member to help find a resolution. They may be directed to an outside resource to help resolve the issues. Complaints regarding neighbors must be in writing. Management will then notify the offending resident of the lease violation and request a meeting. Management will assume the problem has been resolved unless the complaining party notifies management of a continued issue. Complaints regarding the actions of a staff member will be directed to the Property Manager. These complaints will be investigated and proper action will be taken if the employee is found to be in violation of company policy.

We are committed to providing service to our residents.