

**HAWTHORNE PLACE CONDOMINIUM
TWO & NINE HAWTHORNE PLACE
BOSTON, MA 02114**

OWNER & RESIDENT HANDBOOK



Welcome to Hawthorne Place Condominium

This Handbook is intended to acquaint you with important operations, procedures, rules and regulations at Hawthorne Place. Hopefully it will prove to be valuable to new Owners and Residents and serve as a useful reference to the community. The governing documents of the Hawthorne Place Condominium Trust are the Master Deed, the Declaration of Trust and the Rules and Regulations. For a copy of any of those documents, please contact the Management Office. Unit Owners and tenants are subject to all governing documents of the Condominium.

Hawthorne Place Condominium in Boston's West End, consists of two modern, high-rise buildings, originally built as rental housing in 1964 and converted to condominiums in 1984. Our community includes 480 residences and 25 professional office suites with professional on-site management. Many of the residences provide attractive views of the Boston cityscape, including the Charles River and its parklands, the Zakim-Bunker Hill Bridge, and the Boston Harbor.

Both high-rise buildings have attractive lobby entrances and offer 24-hour Concierge service. Professional suites and Condominium office space are located on the lobby levels in One, Three, Eight, and Ten Hawthorne each with its own private entrance. There are laundry facilities in the basement of each building. Hawthorne Place has two Har-Tru® clay tennis courts and a large Community Room which is available for both private functions and community-sponsored events.

Hawthorne Place boasts some of the most beautiful gardens throughout the City. The grounds include ample seating areas, extensive brick ways and a multitude of trees, shrubs and plantings in a variety of color and blooming periods.

The Board of Trustees

The Board of Trustees is a duly elected, volunteer group of unit owners consisting of five members who are elected at the Unit Owners' Annual Meeting for a term of one year. The present trustees are:

<u><i>Name</i></u>	<u><i>Address</i></u>
<i>Linda M. Ellenbogen</i>	<i>Two Hawthorne Place, 6E</i>
<i>Eric Fishman</i>	<i>Two Hawthorne Place, 16J</i>
<i>David Griffin</i>	<i>Nine Hawthorne Place, 2E</i>
<i>David Lyons</i>	<i>Two Hawthorne Place, 14A</i>
<i>Kevin J. McNamara</i>	<i>Nine Hawthorne Place, 14A</i>

The Board of Trustees is the governing body responsible for the business and financial welfare of the Condominium. The Board meets monthly, generally on the 4th Wednesday of each month, or as posted, and Owners and Residents are encouraged to attend. Owners are asked to contact the Management Office with specific agenda items so that appropriate time can be allotted to the meeting's agenda.

Management Company

Barkan Management Company, a professional real estate management firm, has been retained by the Trustees to provide all aspects of the day-to-day operations at Hawthorne Place Condominium. Barkan Management acts on behalf of and under the direction of the Hawthorne Place Condominium Board of Trustees. The Management Company does not set policy, but ensures that the policies of the Trust are carried out. Barkan Management has an on-site Management Office located on the basement level of Building Two open Monday – Friday between 8:30 AM and 5:00 PM. The office coordinates and supervises all building services including maintenance, cleaning, security, landscaping et al as well as special construction projects in the building to ensure the smooth operation of the property. The office coordinates all Resident service requests and communications to Owners and Residents.

To contact the Management Office:

Telephone: (617) 723-4937
Fax: (617) 723-7438
Email: management@hawthorneplace.com
Website: www.hawthorneplace.com

Barkan Management Company provides all accounting services to the property, including common area fee collection, accounts payable, and monthly financial reporting.

Monthly Common Fees

Common Area Fees (CAF) and any garage or maintenance fees are due from owners on the first of each month. Common area fees are based on a percentage of beneficial interest apportioned to each unit and are set annually by the Board of Trustees. Common area fee payments are due on or before the first day of each month by the lockbox administrators. A late fee of \$15.00 is assessed for all payments received by the lockbox after the close of business on the 7th day of the month. Please include the monthly coupon provided with your payment and clearly write the *16 digit account number on the face of your check* to ensure timely processing of your payment.

Checks must be mailed directly to the lockbox at:

Hawthorne Place Condominium Trust
c/o Barkan Management Company
P.O. Box 62011
Newark, NJ 07101-8060

Should you elect to set-up a recurring or one-time ***Automatic Payment***, please go to:

www.ClickPay.com/Barkan

Click **Register** and then create your online account with ClickPay

Add Your Home using the account number found on your coupon book

Add Your Payment Option (e-Check for **FREE** or Credit/Debit for a fee)

Set up **Automatic Payments** or click **Pay Now** to make a one-time payment

Please note that no service fee applies for an e-Check. If you elect to pay by either credit or debit card payment, a transactional fee of 2.95% - 3.95% will be charged to your credit/debit card for these services. If you need help setting up your ClickPay account, please contact them online at www.clickpay.com/help, by email at support@clickpay.com or by phone at 1.800.533.7901, option 1.

Maintenance Services

The Management Office is responsible for maintaining all common areas of the Condominium, including cleaning and trash pick-up, snow removal, landscaping, maintaining the common area heating and air conditioning equipment, making repairs to the common areas and generally the overall maintenance of the buildings. Many of these services are done through third-party contractors working for the Condominium.

All maintenance within individual units is the responsibility of Unit Owners. Hawthorne Place offers in-house maintenance services for minor repairs and maintenance within a unit for a nominal fee during normal business hours. To request a work order for an individual unit, please contact the Management Office. Owners will be billed for time and material for all work performed within a Condominium unit. Not all requests for services within a unit can be done by the on-site staff and Owners will be referred to outside contractors for assistance.

Each year, the maintenance staff performs annual preventive maintenance in each unit. The preventative maintenance includes an inspection of the fan coils, plumbing fixtures, appliances and overall unit condition. Filters in the fan coils are replaced as well as the smoke detector battery. Each Unit Owner is responsible for the proper repair and maintenance of their Unit and is notified of any deficiencies cited during the Preventative Maintenance inspection.

For emergency, after-hours services, please contact the Concierge desk in your building. The Concierge will contact the on-call maintenance personnel. After-hour service calls are billed at time and one half with a three hour minimum service charge. Holiday service calls are billed at double time with a three hour minimum service charge.

To reach the Concierge desk for an emergency, please call:

Building Two Concierge Desk
(617) 742-7097

Building Nine Concierge Desk
(617) 742-5509

Concierge & Security Patrol

A Concierge desk is located in the lobbies of Two and Nine Hawthorne Place. The Concierge is on duty at all times to control access at the main entrance and garage pedestrian doors. The services provided to Residents include access control to the building, announcing of guests, accepting small, handheld packages and deliveries, arranging for taxicabs, holding laundry and dry cleaning for commercial pick up or delivery, as well as overseeing building security. Guests are announced and admitted only with resident approval. The concierge staff may not do personal errands for owners or residents. Security cameras in the concierge stations survey the garage entrances, elevators, and the loading dock.

A Security Patrol officer is also on duty 24 hours per day and is responsible to patrol the buildings, the garage and grounds as well as monitoring the activities in the loading dock and freight elevators, and providing coverage to the desk staff for breaks. The patrol officers are charged with managing any building emergency when the Management Office is closed and documenting and reporting accordingly.

Mail and Package Delivery

Mailboxes are located behind the concierge desks. Items too large to be placed in a mailbox are held in an adjacent room. Due to spatial limitations, packages may only be held in this room for a short period of time. The Concierge staff will scan or enter each package into the Condominium's "Package-Trak" system which will generate an email notification that an item is to be picked up. For those Residents that do not have an email address, the Concierge will place a blank key into the unit mailbox lock. Residents are asked to return the key and sign for receipt of the package before it can be released. All packages must be signed for prior to release by the Concierge. Please add the following email addresses to your trusted site list to ensure timely delivery of email package notifications.

Building Two - hpctmailb2@hawthorneplace.com

Building Nine - hpctmailb9@hawthorneplace.com

The concierge staff cannot handle **oversized packages** nor does the package room have sufficient room to store large items. Only small packages (**3' x 3'**) and **less than 40 lbs.** may be delivered and held in the package room. All furniture, cabinetry, appliances, construction material and other large items, whether boxed or free-standing, must be delivered via the loading dock and pre-scheduled freight elevator. **Concierge will turn away all furniture and other larger items for delivery through the front door.** You must make arrangements when placing your order for large/oversized items under the special delivery section. The hours of the loading dock are as follows: Monday through Saturday 8:30 AM -12 noon or 1:00 PM-5:00 PM, there are **NO EXCEPTIONS** to this policy. Deliveries are not allowed on Sundays or Holidays.

Please be advised that many deliveries are made in bulk without individual notification to the recipient. Only after the driver leaves is the staff able to do intake by the scanning process. If you have an item requiring special handling, you should make arrangements when ordering the item. If you are expecting an item that is not in our scanning system, please contact the originator.

The package rooms do not have refrigerators to store Perishable Items. Items clearly marked as Perishable will be accepted and the concierge staff will call the unit and send an email notification. We are not responsible for spoiled perishable items.

Due to spatial limitations in the package rooms, all delivered items including packages; laundry etc. may **ONLY** be held in the package room for **no more than 72 hours**. Every effort will be made to reach the unit regarding the package, however, after 72 hours, items may be returned to the sender. If you plan to be away, make arrangements for someone to pick-up your deliveries or arrange for your packages to be delivered upon your return.

If you are traveling, please make the appropriate arrangements to have your mailed held by the US Post Office. Forms are available on-line at <https://holdmail.usps.com/holdmail/> or at the front desk.

Hawthorne Place and its managing agent are not liable for packages left at the Concierge desk or for any mail stored in the adjacent room.

All large packages and deliveries must be delivered through the loading dock and use the service/freight elevator. Arrangements for the loading dock and service elevator must be made with the Management Office after the appropriate security/damage deposit has been received and may only be Monday – Saturday between 8:30 AM and 5:00 PM. To avoid any possible damage to the lobby areas, large package deliveries, including furniture, must not be brought through the lobby entrances at any time. Neither the Management Office nor Security can accept or sign for your deliveries.

Key Control and Unit Access

The care and control of unit keys is one of the most important functions that the Concierge staff performs. Each Concierge Desk and the Management Office has an Electronic Key Management System “*KeyTrak*” to store and monitor the release of unit keys. The system locks unit keys inside a computerized steel drawer accessible only to authorized users. A Biometric Id device (finger print reader) allows only authorized personnel to access the key drawers. The key tags are not labeled or numbered but contain a semi-conductor encoded for each individual unit. The system offers computerized reporting to both the security manager and the Management Office.

Each Unit Owner or Resident may decide whether or not to leave his/her unit key at the Concierge Desk. This key may be released upon receipt of a written Key Release for your pre-authorized visitors and guests. This includes all parties that you hire to work in your unit, such as contractor, housekeeper et al. The unit key stored at the Concierge desk is the only key available for after-hour Lock-Outs.

Two separate forms are available for your use to authorize release of the unit key. The first form, **As-Needed Release** should be used for your family and friends whom you authorize to sign out your unit key as needed. The As-Needed Release may also be used for your routine service providers such as your housekeeper, child care provider et al. The As-Needed Release also authorizes Barkan Management personnel to access the key in the event of an emergency or at your request for scheduled work.

The second form, **One-Time Release/Short-term Release** is generally used for single day visitors and/or a short-term visit to the property, i.e.) unit renovation or weekend guests. **This release is valid only for the dates specified.** It is the Owners’/Residents’ responsibility to amend and update the key release dates.

Please be advised that Verbal Authorization will not be accepted nor can any staff member change the release once received. Any changes to the Key Release should be initialed by the Owner/Resident and/or a new Key Release filed.

Keys left in the Management Office *KeyTrak* system can be released to the Unit Owner of Record or current Resident only during business hours. The key maintained by the Management Office **WILL NOT** be released to your visitors, contractors, housekeeper et al, NO EXCEPTIONS. Please note that only Management and Maintenance personnel will have access to this Key Box during normal business hours. The Maintenance staff does not respond to after hour unit lock-outs.

Key release forms are available in the Management Office, at the Concierge Desk or may be downloaded at www.hawthorneplace.com. It is the unit owners' responsibility to ensure that appropriate, updated key releases are on file and to provide a working unit key in the event of an emergency.

We understand that many residents leave loose keys at the desk for pick up for house keepers, guests, new residents, et al. Please be advised that the Concierge Staff is restricted from accepting or handling any key that is not being maintained within the key box. Any key left in an envelope for your guest is at your own risk. Hawthorne Place and its agents will not be responsible for delivery or acceptance of loose keys.

The *KeyTrak* key tag is the property of Hawthorne Place Condominium. Should you and/or your authorized guest not return the unit keys and/or key tag, the Unit Owners' account will be charged a **\$100** replacement fee for the *KeyTrak* key tag only. Any fees to reproduce or re-key the unit will be borne by the unit owner or resident.

Communication with Unit Owners and Residents

In order to effectively communicate with Unit Owners and Residents, we ask that current domestic (US) telephone number(s), email address(es) and, if applicable, mailing addresses be kept up-to- date. Changes to individual contact information should be submitted to the Management Office. The Management Office uses several forms of communication to notify Unit Owners and Residents of routine and emergencies within the building that affect the Units or Common Area.

The Management Office uses a communication system "*One Call Now*" to deliver automated phone calls and/or emails to a large group. The messaging system will provide a greater, faster level of communication to all Residents and Unit Owners for both emergencies and information affecting the building or a specific group of units. Residents can provide up to four (4) telephone numbers and two (2) email addresses in which to receive these messages. Each number or email provided will receive the same message. To ensure proper delivery, please add mail@notify.onecallnow.com to your address book.

Since the Concierge staff does not have access to this communication system, they must have a working telephone number to reach each Resident and/or Unit Owner in the event of an emergency or problem within your Unit. In the event that you are away or involved with an emergency, we ask that each Resident provide emergency contact information to the Management Office.

Notice may also be posted on the Common Area bulletin boards, located in each lobby, laundry room and in the basement and sub-basement hallway. Depending on the nature of the notice, a copy may be sent via the *One Call Now* communication system. We do recommend that Residents check the bulletin boards daily.

Unit Rentals, Sales and Refinancing

The Condominium and Management Office does not rent or sell Units within the building. All units and parking spaces are privately owned and the Unit Owner or their designated agent manages these issues. Unit sales and mortgage refinances continue to be steady at Hawthorne Place. Hawthorne Place is certified with FHA and is in conformance with most lenders' requirements; however, each individual bank and/or

mortgage company may have its own lending guidelines. In an effort to accommodate these requests, Hawthorne Place does provide documentation (with prior Unit Owner approval) to lending institutions, realtors, appraisers and prospective buyers. Unit Owners must complete the ***Request and Approval to Release Information for Unit Sales and Refinancing*** form in order for the Office to release any information about the Condominium and/or the individual Condominium Unit. Administrative and/or Attorney's fees may apply and must be paid at the time the request is submitted. The release form is available in the Management Office or may be downloaded from the Hawthorne Place website.

Website

The Hawthorne Place website, www.hawthorneplace.com contains property and neighborhood information as well as links to frequently requested forms and documents. The website has a Unit Owner tab that is password protected which contains the Condominium Documents, Meeting Minutes, Audits and other information for Unit Owners. Unit Owners may contact the office to obtain the required log-on information.

GENERAL POLICIES

We are fortunate that the majority of Unit Owners and Residents are respectful of the Condominium and abide by the governing documents. Should a violation occur, a written notice will be provided to the Resident and Unit Owner. Should the violation continue, a fine of \$100 per occurrence may be levied to the Unit Owner. Continued violations will be turned over to legal counsel.

Balconies

Owners may prefer to enclose their balconies to gain additional year-round living space. Should you decide to enclose your balcony, you will need written permission of the Trustees, pursuant to the procedures outlined in the Declaration of Trust. Hawthorne Place has a designated, required window and installation specifications must be followed and appropriate permits and insurance certificates provided to the Management Office.

Section 6 (b) of the Master Deed states: "The owner of a Unit having the exclusive right and easement to use a balcony or balcony Section shall also have an obligation to repair and maintain all aspects of the balcony or Balcony Section, except that the Trustees and not the Unit Owner shall have the responsibility for maintaining the structural aspects of any balcony or Balcony Section and also the exterior façade of masonry or brickwork which is part of any balcony or Balcony Section...However, notwithstanding the foregoing, since the balconies of the Building were designed and constructed as an exterior portion of the Buildings, the Trustees **shall not** have any obligation to maintain or repair the structural aspects of any balcony or balcony Section or the exterior façade of masonry brickwork of any balcony or Balcony Section for the purpose of preventing water leakage or seepage into any balcony or Balcony Section which has been enclosed..."

Section 6 also grants Unit Owners the right to install windows in the open space of the exterior walls of their balcony or Balcony Section in order to enclose the balcony, at their sole cost and expense. When a Unit Owner installs balcony windows those windows become the property of the Owner and part of the Unit. As such, the maintenance and repair of balcony windows, including preventing water infiltration in and around the balcony windows, is the sole responsibility of the Unit Owner.

The Condominium does not permit clothing or any other items to be hung from balconies. Flower boxes may only be attached to the inside of a balcony wall, under the ledge only. As a reminder, **Smoking is prohibited on the Balconies whether open or enclosed.**

As noted elsewhere in this handbook, living room and bedroom window replacements are also the Unit Owner responsibility. Hawthorne Place has a detailed window specification which must be followed for all window installations. Contact the Management Office for more information.

Barbecues

City and State fire codes prohibit cooking or storing barbecue grills on balconies.

Bicycles

Bicycles may not be taken through the lobbies nor parked or secured in the common areas, including the common hallways and grounds. Bicycles must be taken in and out through the garage, using the marked bicycle lanes. There is a locked bicycle storage room in the basement of each building. All bicycles must have a registration sticker affixed to the frame. You may obtain a sticker and keyfob for the bicycle room from the Management Office. It is recommended that you secure your bicycle to the racks provided in the room. The bicycle rooms are for the storage of bicycle only. Other items left in the room may be removed and disposed of. Neither the Management nor the Trust is responsible for bicycles left in the bicycle room.

Hallways and Doors

Hallways must be kept free of objects at all times. Personal belongings including doormats, shoes, umbrellas, baby carriages, carts, or other weather related accessories are not to be stored in the common areas of the building, such as the hallways or stairwells. Doors may only be displayed with small seasonal decorations.

Home-Sharing, Short-Term Rentals or Transient Rentals

The Condominium prohibits Home-Sharing, Short-Term Rental and/or Transient Rentals whereby the Unit Owner or Tenants, for consideration, including non-monetary consideration, rents the Unit for a period of time less than the minimum rental period of **sixty (60) days**. Short term use of a Unit and/or room(s) in a Unit, shall be defined as offering and/or using, renting, leasing, licensing, letting, swapping or exchanging of a Unit or room(s) of the Unit, for one or more persons for living or sleeping purposes, for consideration, including non-monetary consideration, for a period of less than sixty (60) days. This includes all such as those offered through on-line websites whereby the Unit is “share” for a nightly, weekly or monthly term for consideration. All rentals must comply with the Master Deed and Declaration of Trust with a minimum lease term of not less than sixty (60) days. All occupants must be names on the lease agreement with all occupant names provided to the Management Office.

A fine of **\$500** per day will be assessed to the Unit Owner of any Unit found engaging in this “Home-Sharing, Short-Term” rental activity. Continued violations will be turned over to legal counsel.

Leasing and Occupancy

No Unit may be leased, rented or let, which shall include sub-leasing, sub-renting and sub-letting (Collectively “leased”) unless upon a written agreement therefore in a form and content reasonably acceptable to the Trustees and for a term of not less than two (2) months; and provided further: (a) the leasing is for the entire Unit; (b) studio units shall be occupied by no more than two (2) individuals; one (1) bedroom units shall be occupied by no more than three (3) individuals; two (2) bedroom units shall be occupied by no more than four (4) individuals; and (c) Unit Owners are required to provide the Association with the names of all tenants residing in the Unit and complete any related forms as may be requested and provided by the Trustees.

Owners who rent their units must supply the Hawthorne Place Management Office with information about their tenants. Resident Information Forms for new Residents are available at the concierge desks or on the website and should be completed upon the immediate arrival of your tenant. In order for your tenant to be added to the resident listing, a New Resident Information Sheet must be submitted. It is the responsibility of the Unit Owner to ensure that all required forms for your tenant are submitted. The information will also help identify residents with special needs who may need assistance during an emergency. Unit Owners are responsible for the actions of their tenants and their guests. Investor owners should consult with their insurance agents to ensure that they have suitable and adequate coverage.

Luggage Carts

For your convenience, luggage carts are located at each main lobby entrance and at the garage entrances to the building. Luggage Carts are for luggage, groceries and other small items that need to be carried into and out of the building. Carts may not be used for Furniture Deliveries nor may they be used for moving into or out of the building. Luggage carts should not be taken off the property and must be returned to the identified location immediately after use.

Move-In / Move-Out and Deliveries of Large Items

Moving in or out and special deliveries requiring the freight elevator may only take place Monday through Saturday (except holidays) between 8:30 a.m. and 5:00 p.m. Residents may reserve the service elevator for use between 8:30 a.m. and 12:00 p.m. or between 1:00 p.m. and 5:00 p.m. The loading dock is shared with two moves (one for Building Two and one for Building Nine) scheduled for each allotted timeframe. **All moves must take place within the time scheduled.** To schedule moves or large deliveries, and to reserve the freight elevators and loading dock, contact the Hawthorne Place Management Office. All reservations are on a first-come, first-served basis, subject to the appropriate fees being received. The loading dock is for active moves and deliveries only. **No Pods or other Storage Units** are allowed in the loading dock. In the event of an emergency, the loading dock serves as a Fire Lane for emergency vehicles.

Move-In Reservation

A non-refundable **Move-In Fee of \$300.00** will be charged to all Unit Owners for all Moves into the buildings. This includes new roommates and transfers within the condominium. This fee will help defray the costs associated with moves including cleaning, security and administrative functions. The fee will apply to all new Residents including short-term rentals and those moving into a furnished unit. The move-in fee applies regardless of whether the elevator is used. The Move-In Reservation & New Resident Information form is available in the Management Office or at www.Hawthorneplace.com and must be completed and signed by the Unit Owner and returned to the Management Office with a check or money order payable to Hawthorne Place in the amount of \$300. No cash can be accepted. Contact the Management Office to make a tentative Move-In reservation. The reservation will be confirmed upon receipt of the Move-In Reservation & Resident Form and required \$300.00 fee.

Please note that the Unit Owner's account will be charged for any unpaid Move-In fee for all moves into the building even if the required forms are not completed.

The Move-In fee will not be applied to damages. Any expenses incurred for damage to the building during the move will be assessed to the Unit Owner of record.

Move-Out and Deliveries of Large Items

A **\$250.00** Security Deposit is required for all Move-Outs and special deliveries. Reservations must be made in advance through the Management Office. The Security Deposit will be applied against any damage to the condominium. Additional damages above the Security Deposit will be charged to the Unit Owner's account.

Noise

Residents are asked to be considerate of their neighbors, especially at night. Please refrain from unnecessary noise or loud playing of television, radio or stereo systems. Step softly on uncarpeted floors. Residents disturbed by noise are invited to call the Concierge, requesting that Security personnel investigate. Noise and activity within the unit shall be lowered after 10:00 p.m. and shall at all times be kept at a sound level which avoids annoying or disturbing other Residents within the Condominium.

Pest Control and Extermination

Hawthorne Place has a service contract with a pest control company for twice weekly common area service. Bed bugs have become extremely common throughout the Northeast. We encourage all residents to be vigilant in reporting any activity you observe in your unit. Early detection and treatment is the most efficient way to

eliminate the problem. Be cautious about everything you bring into your home. Excessive clutter within units can create conditions conducive to the harboring and hiding of rodents and bugs. If you require extermination service for your unit, please call the Management Office.

Pets

Certain pets (a cat) are welcome with prior written approval of the Board of Trustees and the Unit Owner. The Condominium Rules and Regulations stipulate that **dogs are not allowed**, including dogs accompanying guests. Approved pets must be kept inside your unit so that we may keep the common areas of the building clean. Any pet causing or creating a nuisance or disturbance shall be removed permanently. Kitty litter must be placed into sealed plastic bags before it is put into the trash room. Under no circumstances should kitty litter be disposed of in toilets. This would clog drains and could cause sewer damage.

Trash and Recycling

Trash rooms are located in the elevator lobbies of each floor. Rubbish must be placed into **plastic bags, tied**, and put into the trash receptacle. The City of Boston has implemented single stream recycling. All paper, newspaper, magazines, catalogs, junk mail, flattened food boxes, empty pizza boxes, paperback books, telephone books, cleaned and flattened milk and juice cartons, plastic containers, rigid plastics, rinsed cans, bottles and jars rinsed cans, bottles and jars can be placed in the same "blue" recycle bin. We appreciate it if you bring large, flattened cardboard boxes to the recycle center located on the basement level of the garage leading to the loading dock. The Recycle Center is open from 6:00AM-8:00PM, Monday - Saturday. Recycling bins are also located in each laundry room. If you have bulky material or a large quantity of rubbish, please call the Management Office at (617) 723-4937 to arrange for disposal. Your cooperation will help keep the trash rooms tidy and free of unwanted pests and odors.

Please coordinate with the City of Boston Department of Sanitation at (617) 635-7574 for the disposal of Television and Computer Monitors. The Department of Sanitation must also be notified for the disposal of any furniture.

Construction material and hazardous waste materials must not be disposed of on the property. Hazardous waste includes: medical waste (gloves, syringes), bleach, cosmetics, detergents, drain cleaners, mothballs, motor oil, nail polish remover, paints, photo chemicals, rodent killers, rug cleaners, solvents, spray starch, toilet cleaners and whiteners. For hazardous waste drop-off information, please call the City of Boston Recycling Division at (617) 635-4959.

Smoking

Effective September 23, 2011, an Amendment to the Master Deed became effective prohibiting smoking in ALL Units within the Buildings, including individual units, in and upon all balconies whether open or enclosed, and indoor exclusive use areas and within the parking garage. The recent approval of Recreational Marijuana does not change the governing documents at the Condominium.

No Owner shall smoke, or permit smoking by any occupant, agent, tenant, invitee, guest, friend, or family member anywhere in or upon the Condominium property. Smoking in violation of this restriction shall constitute a nuisance pursuant to the terms and provisions of its constituent documents of the Association. Smoking shall include the inhaling, exhaling, breathing, carrying, or possession of any lighted cigarette, cigar, pipe, other product containing any amount of tobacco, marijuana or other similar heated or lit product.

Residents living in the building as of the effective date of the Amendment had the ability to be grandfathered and exempt from the Smoking Amendment subject to the conditions outlined in the Amendment. Anyone moving into the building after the effective date may not smoke or allow smoking within the unit or building.

THE BUILDING AND YOUR HOME

Appliances

The heating/air-conditioning fan coils, plumbing fixtures and electrical appliances are elements of each individual unit, repair or replacement of such components are the Unit Owner's responsibility. We advise that you maintain warranties and consider purchasing service contracts on your major appliances, in case service is needed.

Bathtubs and Showers

To avoid water damage when using your shower, be sure that the shower curtain remains inside the tub and that spilled water is mopped up immediately. You may use a magnetic shower curtain liner or consider installing shower doors to mitigate any leakage problems. The tub/shower drain should be equipped with either a "pop-up" or strainer to prevent anything from getting into the drain. Proper maintenance of the Tile Walls or Tub Surrounds is extremely important in preventing water penetration to adjoining units and/or the common area. Unit Owners are responsible for resulting damage for failure to maintain the tub surrounds. Check the grout and seal of tiles and tubs periodically to ensure that they are watertight.

Cable Television, Internet and Telephone Service

Hawthorne Place offers a choice of two first-rate cable, internet and telephone service providers: RCN and Comcast. Both companies offer a selection of local and cable stations and a variety of entertainment packages at competitive rates. Along with cable television, dial-up or high-speed cable-modem Internet access and local telephone service are available. The cable is located in the common hallway ceiling molding. Should access to the molding be required, please contact and schedule a maintenance work order with the Management Office in advance. This is often necessary if you are switching service providers. Owners are responsible for any damage caused by the cable company in the common area. For service and pricing packages, please contact the service providers at:

Comcast: (800) 266-2278

RCN: (800) 746-4726

Electricity

Each unit must arrange for and pay for the cost of all Electricity servicing the unit. To have electricity turned on or off, call **Eversource Electric** at (800) 592-2000.

Each unit is equipped with circuit breakers. In case of an electrical failure, first check the circuit breaker panel near the front door to assure that all switches are in the ON position. Switches in the OFF position should be reset to ON. If all switches have been reset and are in the ON position but there is still no power, call the Management Office or Concierge Desk for assistance.

Garbage Disposal

The garbage disposal is an important part of the waste removal system at Hawthorne Place. Use your disposal unit to get rid of unwanted foods and perishables. Grind food waste with a strong flow of cold (not hot) water. Don't turn off the disposal until grinding is completed. Do not grind extremely fibrous materials such as corn husks, artichokes, celery and onion skins. Please tie those items in a plastic bag and place them into the trash room. Occasionally, put through a tray of ice cubes to sharpen the disposal blades. A few tablespoons of vinegar, baking soda or citrus fruit skins-will help remove odors.

Heating and Air-Conditioning

Heating and air-conditioning are provided through individual fan coil units in the living room and bedroom(s) of each unit. Residents should be aware of leaks in the vicinity of the fan coil unit. Unit owners are responsible for maintaining the heating and air-conditioning equipment in their units. We urge you to take this responsibility seriously. Keep the drip pan and drain lines free of any obstructions, so that condensation can drain. Fan coil leaks can cause extensive damage to your unit (especially to the floor) and to units below.

Owners may wish to consider purchasing a water detection alarm to be placed under the drip pan. Please note that unit owners are responsible for damage to their units, other units and common areas caused by fan coil leaks. Heat should be kept on during the winter months.

Adjacent to your fan coil is the common area HVAC plumbing riser chase. Contained within this chase are the heating and/or cooling pipes, condensate drain line and in some locations the main roof drain. Should you notice any water and/or discoloration to this area, please contact the Management Office.

In-Unit Renovations – Contractors

Unit Owners are encouraged to perform renovations and upgrades to their individual units subject to the provisions in the Master Deed and Declaration of Trust and the Hawthorne Place Work Rules and Requirements, and local governing agencies. Unit Owners should carefully screen and select the contractor to work within their unit and ensure that they are properly licensed and insured and agree to and understand the unique work requirements at Hawthorne Place. Unit Owners are responsible for the actions of their contractors and for any damage as a result of the work being performed with the unit.

Prior to work commencing, the Unit Owner must complete a Contractor Authorization Form available on the Hawthorne website or at the office and submit all licenses (General Contractor, Home Improvement, Plumber, Electrician, et al) and insurance certificate, naming Hawthorne Place and Barkan Management Company as additional insureds prior to commencing work within the unit along with a \$250 security deposit.

Contractor hours at Hawthorne Place are STRICTLY limited to Monday through Friday between 8:30 AM and 5:00 PM. To bring tools, equipment and materials in and out of the building, your contractor must use the service elevator only. To schedule exclusive use of the service elevator, please contact the Hawthorne Place Management Office.

* Please note that Hawthorne Place **does not provide parking** for workers or contractors.

Insurance

The Condominium master insurance policy provides coverage of the main building and common areas against various causes of loss. *These are defined by the policy and are subject to certain exclusions.* A copy of the master insurance policy is available for review at the management office.

The following references to type, amount or cost of insurance are only suggestions. To determine your own needs, you must consult your insurance agent who is encouraged to speak with the Trust's insurance agent (for telephone number, please contact the management office).

Homeowners Policy

To protect themselves against loss, unit owners are urged to obtain homeowners coverage (HO-6 policy with an HO-1732 Special Coverage endorsement) for their units and personal property.

Personal Property

In determining the amount of coverage needed for your personal property, you should consider your valuables, such as, but not necessarily limited to, the following: clothing, furniture, sports equipment, computers and audio-visual equipment. Valuables may be covered individually. The limit you choose should be sufficient to replace all belongings in case of loss. To avoid having the value of your property depreciated after a loss, your insurance coverage should include a "Replacement Cost" provision.

If you are renting a unit at Hawthorne Place, it is recommended that you protect your personal property from loss with a Tenants Homeowners Policy (HO-4).

Building Coverage

The master policy provides replacement cost insurance coverage for all real and owned property at Hawthorne Place, including permanently affixed fixtures, appliances and alterations within the condominium units subject to **property deductibles and policy exclusions**. *The condominium policy does not provide coverage for any personal property, including furnishing, clothing, area carpets, window treatments and the like.* It is recommended that you annually review the replacement cost of your contents to ensure that they are adequately covered by your homeowner's policy in the event of a loss. If you rent your unit to others, please advise your tenants to carry a Homeowners 4 policy to cover his/her personal belongings. Unit Owners should contact the management office for information related to policy coverages and deductibles that apply.

Liability Coverage

While the master policy contains liability coverage for occurrences in the common area, it is recommended that each owner carry liability insurance as part of their owner's policy for their unit. This insurance should provide both Bodily Injury and Property Damage coverage, which you may be legally liable for in the event of a loss.

Many other insurance protection coverages are available to meet your individual needs, such as Loss Assessments, Fine Arts, Jewelry, and Computer Equipment riders. Unit owners should review their policies directly with the insurance agent to ensure that they are fully covered.

** Please note that the above recommendations are for informational purposes only. Each policy may contain exclusions and limits altering the coverage to the unit owner.*

Maintenance in the Unit

Each unit owner is responsible for the proper maintenance and repair of his/her unit including all appliances and utility fixtures serving the unit. For minor repairs and other work inside your unit, you may either ask the Management Office for assistance or choose a private contractor for repairs. All private contractors must be licensed and insured as outlined above.

Painting, Redecorating, and Remodeling

The architectural integrity of the building inside and out must be preserved without modification. To that end, no awning, screen, antenna, sign, banner, or other addition, structure, projection, painting, decoration, or other feature may be erected or placed upon or attached to any unit or common area facility. Any remodeling which includes changes or additions to plumbing, electrical systems, or partitioning must have the prior written consent of the Trustees. Interior decoration work does not require Trustee approval.

Plumbing

A plumbing problem can seriously affect you and your neighbors. At the first sign of trouble, please contact the Hawthorne Place Management Office. Each unit should have working shut-off valves servicing the kitchen, bathroom sink(s), and toilet(s). Should a problem arise, please close the shut-off valve (both hot and cold for sinks) and call the Management office during normal business hours or the Concierge desk after-hours for assistance. We would like to remind everyone that the Plumbing Code for the City of Boston prohibits the use of PVC piping in high-rise buildings.

Smoke Detectors

Each unit must have at least one battery-operated smoke detector. During the annual preventative maintenance, the battery is changed and the operation of the smoke detector is tested. We strongly recommend that you test the operation of the smoke detector at regular intervals and change the battery as needed throughout the year. Do not disable any smoke detector. Any other detection device, including the carbon monoxide detector, installed within your unit are your sole responsibility and do not fall under the preventative maintenance program.

The Massachusetts Legislature passed a law requiring carbon monoxide detectors in all residential buildings that contain equipment that may emit carbon dioxide or has a parking facility within the building. This law,

known as Nicole's Law, requires each unit owner to install an approved device within ten (10) feet of any sleeping area.

Ventilation

Kitchen and bathroom(s) in each unit are mechanically ventilated by a system calibrated to provide adequate air exchange. Residents should not reset the ventilation grill louver positions or place anything over the louver grills. **Vents cannot be blocked over.** Solid door sweeps are not permitted, because the space below entry doors is required for proper air circulation.

Water Emergencies

In case of any leak or flooding, immediately call:

Monday - Friday, 8:30 AM to 5:00 PM

Management Office: (617) 723-4937

After hours, please call the Concierge desk at:

Two Hawthorne Place: (617) 742-7097

Nine Hawthorne Place: (617) 742-5509

The appropriate service personnel will be notified to resolve the situation as quickly as possible.

Windows

The unit windows are part of the Condominium unit. Only windows specified by the Board of Trustees may be installed in the Unit. Please contact the Management Office should you desire replacement windows as bulk window purchase and installation are coordinated by the office.

BUILDING AMENITIES

Community Room

The Community Room is available for use by Residents and Owners of Hawthorne Place. This large room, located in the basement of Building Two, is furnished with four large round tables, three 6' tables, and folding chairs as well as a sitting area. The room, available for a nominal fee, has a small refrigerator, microwave, cabinet and counter space and is perfect for private parties and group meetings. Evidence of homeowner's insurance including personal liability coverage and host liquor liability insurance must be provided in order to rent the room.

The Courts at Hawthorne Place

Two Har-tru clay tennis courts are located behind Building Two. The courts are open for play from May 15th through October 15th weather permitting. Membership is open to all Hawthorne Place, West End residents and Non-West End residents for a modest membership fee. Reservations for play are on a first come, first served basis. Bookings may be made no earlier than two days prior to the date of play and must be made through the Building Nine Concierge at 617-742-5509.

Laundry

The Laundry rooms, operated by Automatic Laundry Service, are on the basement level of each building. The rooms are equipped with top and front load washing machines and dryers. A laundry card is required to use the machines and can be purchased at the Add-Value stations using either Cash, Debit or Credit card. Funds may also be added to the laundry card on-line by going to www.automaticlaundry.com and registering the card. The Location ID for Hawthorne Place is #568459. Washing machines and dryers are prohibited within units at Hawthorne Place due to the requirement of the City's Plumbing Code. To report a problem with a machine or laundry card, please contact Automatic Laundry Service directly at (617) 969-4340 or at www.automaticlaundry.com.

Please be courteous of other residents and remove your laundry timely from the machines. The laundry carts may not be removed from the laundry rooms.

Parking

Parking for guests of Hawthorne Place is available on a first come, first-served basis on the exterior deck, first level only in front of the buildings. Visitor Parking Validation is available at the Concierge Desk. The visitor parking spaces are owned and managed by Massachusetts General Hospital and not the Trust. Credit or debit card payment is the only method of payment accepted. The rates are posted on the parking booth and are subject to change by the operator. Visitor parking is on the first level only. Numbered spaces (#1 - #4 and #55 - #113) are private parking easements. Violators are subject to towing at the vehicle owner's expense. Visitor parking questions or concerns should be directed to the MGH Parking office at (617) 643-7764. Residents and guests who park on the outside deck may be asked to move their cars to facilitate snow removal during or after heavy snowstorms.

In addition to the exterior private parking easement, Hawthorne Place has an interior, underground parking garage. All spaces inside the garage are private parking for the space owner or their parking tenant. Sales and rentals of parking spaces are handled privately and may be posted on the laundry room bulletin boards. Entrance to the parking garage is by access card only. All vehicles must be properly registered with the Hawthorne Place Management Office. Repairing and washing of vehicles in the garage, parking deck or driveway is prohibited.

Parking is not permitted in the entrance drive and circle of either Two or Nine Hawthorne Place. The entrance driveways are fire lanes and may only be used for dropping off and picking up passengers. Any vehicle parked in the drive aisles and circle will be towed at the owner's expense. Blossom Court, a city street outside the underground parking garage, is marked with "No Stopping / Fire Lane" signs. Vehicles parked there may be towed by the City of Boston.

Storage

There are a limited number of storage bins in the basement and sub-basement of both buildings, which can be rented for a nominal annual fee. There is a waiting list for bin rentals. To be placed on that list, please contact the Management Office at (617) 723-4937.

Hazardous waste, flammable materials, perishables, tires, mattresses, valuables, or breakables cannot be stored in storage bins at any time. Any items left in the room outside a storage bin will be discarded. Residents are responsible for all items kept in storage areas. Hawthorne Place Condominium Trust and its agents are not liable for damage to or loss of stored items. Residents are responsible for all items kept in storage areas.

IN CASE OF FIRE

In any fire, the first few seconds are the most critical. Timely reporting of a fire, discovering the exact location and timely evacuation, if required, are vitally important to your and everyone's safety. Please familiarize yourself with this section so that you will know what to do in case of a fire emergency.

Alarms

Alarm speakers are located inside each residential unit and in the common areas, including hallways, of both Two and Nine Hawthorne Place. Do not tamper with or remove the speaker box located above the unit entry door.

Alarm Pull Stations

Alarm pull stations are located by the two stairways on each floor. For a confirmed fire that may not have triggered the building alarm system, the pull station will activate the building alarm and trigger a Boston Fire Department response. Check the location nearest to your unit.

Building Construction

The concrete and steel construction of Hawthorne Place reduces the risk of fire damage. Masonry block walls and fire-rated doors help keep a fire under control at its source, however, it is strongly advised that you listen and carefully follow the fire alarm enunciator and/or instructions from the Fire Department.

Emergency Lighting

In case of a power outage, an emergency generator will immediately provide emergency lighting in hallways and stairways on every floor throughout the buildings, at a reduced level. The generator does not furnish power to individual units. Elevators will remain operational at reduced speed. In the garage, emergency lighting will go on. Garage doors will be opened manually by security personnel.

Fire Control Panel

The fire control panel in the lobby of each building monitors the operation of the fire alarm system, alarm pull stations, fire alarm speakers, smoke and heat detectors and emergency signals to the Fire Department. When an alarm sounds, the problem floor is indicated on the panel. Staff will immediately contact the appropriate fire and alarm personnel.

Fire Hoses

Fire hoses are located on each floor throughout each building, including basements and sub-basements. They are intended only for use by the Fire Department.

Fire or Smoke in or near your Unit

Immediately call the Fire Department (911) and if the situation allows, notify the concierge desk. Tell the Fire Department the Building Address (Two or Nine) Hawthorne Place and the unit address.

Leave your unit. Be sure to close the door behind you leaving the door unlocked. This will prevent the possible spread of heat and smoke into the corridor.

Notification to your neighbors is essential. Pull the fire alarm nearest to your exit.

Always use the closest stairwell exit closing the door behind you. Do not use the Buildings' Elevators as they may already be 'Fire Service Mode' or not readily available. The emergency safety personnel need the Elevators to gain immediate access to the fire.

If you smell smoke, check the unit door before opening. If it is warm, do not attempt to open as this indicates the presence of a dangerous fire condition outside.

If the door is not warm to the touch, carefully open the door a small amount to check for the presence of fire or smoke in the hallway. Only leave the unit if you feel you can safely make it to the exit. If you cannot make it to the exit, wait inside the unit, call 911 and advise the dispatcher of what unit number you are in and wait for Emergency personnel to assist you. Block under the entry door with a wet towel to keep smoke and flames from entering the unit.

Residents with handicaps and special needs should call 911 and inform the operator of their location and situation. Boston Fire Department will respond based on location to the fire are. Please note that oftentimes, the fire department will recommend to "protect in place within the unit". The concierge desk will maintain a list of units with handicap or special needs residents for use by firefighters.

Do not call the Concierge desk during an emergency for an update or ask whether or not you should leave the building. The desk staff is attending to request of the emergency responders and is not authorized to provide that information. Only the fire department can determine whether or not the alarm is a false alarm.

Smoke and Heat Detectors

Smoke and heat detectors are in the hallways on every floor in both buildings. Heat detectors are also located near the entrance inside each Condominium unit. When activated, any of these sensors automatically activate the building fire alarm system and contact the Fire Department. Do not tamper with the heat sensors or speakers. Each unit must have a working Smoke Detector(s) to alert the Residents to the presence of smoke. We strongly recommend that you test the operation of the smoke detector at regular intervals and change the battery as needed throughout the year. If your smoke detector is more than ten (10) years old, it should be replaced or earlier if recommended by the manufacturer. Do not disable any smoke detector.

Sprinkler System

Sprinklers are located in the basement of each building and in the garage. When a sprinkler inside the building is activated, the fire alarm sounds automatically and notifies the Fire Department. The units, common halls and stairwells are not equipped with sprinklers.

IF A FIRE ALARM SOUNDS

The activation of any alarm device or sprinkler will start the following sequence:

Alert Signal

To alert the entire building that an alarm device has been actuated, this signal is a continuing series of three pulsed beeps throughout the entire building.

Evacuation Signal

If you hear three tones continuously sounding, leave the building using the nearest stairwell. The Fire Alarm system evacuates three (3) floors at a time, the floor where the incident is occurring, and the floor immediately above and below. Should additional floors need to be evacuated the alarm will sound accordingly or you will hear instructions over the loudspeaker from the Emergency Response personnel. You should always use your best judgment in deciding whether or not you wish to remain in the building. The Concierge and Security staff cannot advise you what you should do.

Meeting Point and Responsible Personnel

If evacuation is required, proceed to the upper deck of the outdoor garage which is designated as the evacuation meeting point. Further instructions and information will be provided by Management, Security or Emergency personnel.

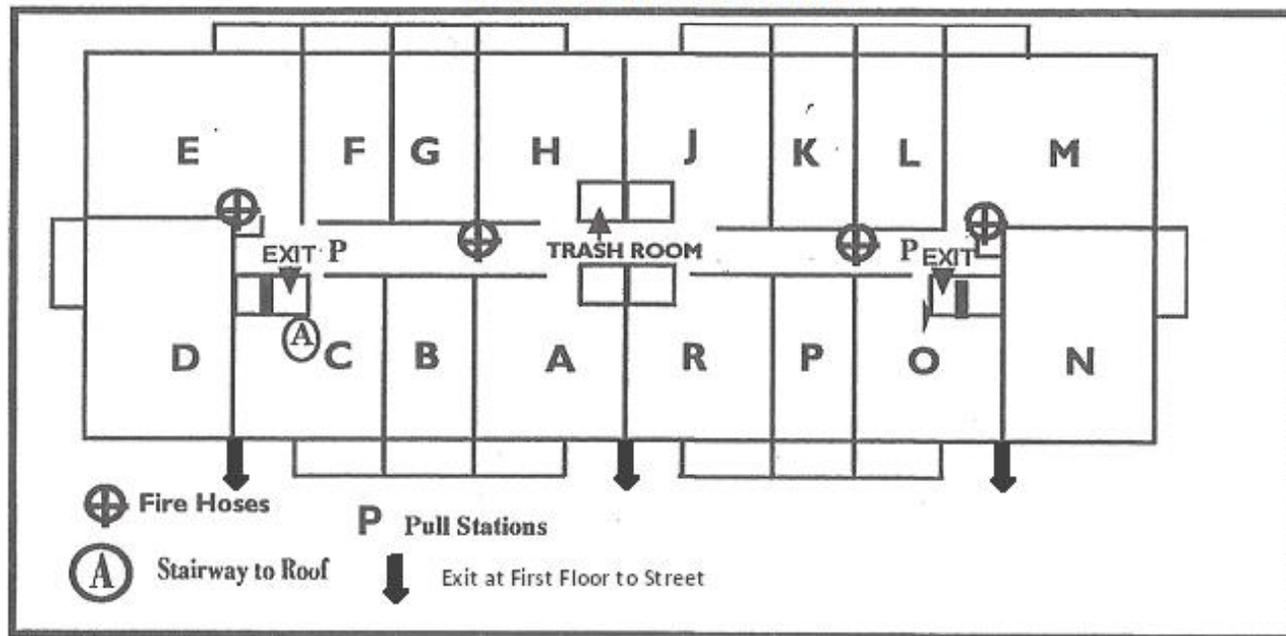
Voice Message

The alert sound will be followed by a recorded message from speakers, then repeated a second time:

Attention please: The signal tone you have just heard indicates a report of an emergency in this building. If your floor evacuation signal sounds after this message, walk to the stairway and leave the floor. While the report is being verified, occupants on other floors should wait for additional instructions."

When the Fire Department determines that the emergency is over and leaves Hawthorne Place, the alarm may be silenced.

HAWTHORNE PLACE CONDOMINIUM FLOOR PLAN-EMERGENCY EXITS



In the event of a Fire or other E mergency, always use the closest stairwell located at the ends of each hallway.

OTHER EMERGENCIES

All other emergencies - such as leaks, lack of heating, air-conditioning, hot water or electrical power - should be reported to the Management Office during business hours or to the concierge desks after hours or on weekends. The information will be recorded and personnel will promptly be dispatched to handle the situation. Hawthorne Place maintenance personnel are on 24-hour call and can alert special services if required.

VOTING

The effectiveness of the Hawthorne Place community in its relationship with the City of Boston derives from our joint strength as registered voters. Residents are therefore urged to exercise the right and privilege to register and vote.

Registration & Voting

To register to vote, one must be a U.S. citizen, a resident of Massachusetts and at least 18 years old by the date of the next election. One may register in person at various state offices, or by mail. A brochure, published by the Secretary of the Commonwealth (Phone (800) 462-8683) explains details. Mail Registration Forms are easy to fill out and can be sent to the Boston Election Commission, Boston, MA 02201. Hawthorne Place is located in Ward 3, Precinct 5.

Our convenient polling place for voting in municipal, state and federal elections is in the function room of the Amy Lowell House, 65 Martha Road, within the Park. It is easy to reach via a path from Two and Nine Hawthorne Place.

NEIGHBORING RECREATIONAL FACILITIES

The Clubs at Charles River Park (Pool and Health Club)

The Pool and Cabana Club is open Memorial Day to Labor Day for members and their guests. Located next to Eight Whittier Place, the Olympic size swimming pool features a large deck with lounge chairs, a children's wading pool and complete locker room facilities with saunas. Cabanas may be rented separately. There is a snack bar with tables and chairs. For information regarding cabana availability and membership fees, call (617) 726-2900.

Located adjacent to Eight Whittier Place below the outdoor swimming pool, this facility offers a heated indoor pool and a fully equipped health club with more than twenty Nautilus and Life Circuit exercise machines, a weight room, and extensive locker room facilities with showers and saunas. Located by the pool, there is a Jacuzzi and additional exercise machines as well as table tennis. Exercise and aerobic classes are scheduled regularly. For information regarding the health club, cabana availability and membership fees, call (617) 726-2900.

TELEPHONE LISTINGS

Hawthorne Place Management Office
and Maintenance Service (617) 723-4937
Office Hours: Monday - Friday, 8:30 a.m. to 5:00 p.m.

Two Hawthorne Place Concierge Desk (617) 742-7097
Nine Hawthorne Place Concierge Desk (617) 742-5509

EMERGENCY NUMBERS

Boston Fire Department 911
Boston Police Department 911
Emergency Medical Assistance 911
Massachusetts Poison Control Center (617) 232-2120
Massachusetts General Hospital (617) 726-2000

UTILITIES

Keyspan (Gas) To report a gas leak (800) 233-5325
Eversource (Electric) (800) 592-2000
Comcast (Cable, Internet & Phone) (800) 266-2278
RCN Service/ Repairs (Cable, Internet & Phone) (800) 746-4726
Telephone Service/Verizon (800) 941-9900

PLACES OF WORSHIP

Charles River Park Synagogue (617) 523-0453
Old West End Church (617) 227-5088
St. Joseph's Roman Catholic Church (617) 523-4342

BLOSSOM COURT STORES

Charles River Park Cleaners (617) 227-8447
J. Pace & Son (617) 227-6141
Bea's Nails (617) 573-0807

CHARLES RIVER PLAZA STORES

Whole Foods	(617) 723-0004
CVS Pharmacy	(617) 367-0441
The W Hotel	(617) 742-7630
Professional Optical	(617) 367-2462
Sarni Cleaners	(617) 523-8584
Au Bon Pain	(617) 723-1278

LONGFELLOW PLACE STORES

Domino's Pizza	(617) 242-0100
Lil Peach Convenience Store	(617) 367-2496
Viva Burrito	(617) 523-6390
West End Salon	(617) 523-7610

GOVERNMENT

Mayor Martin J. Walsh	
Constituent Services, 24 hours/day	(617) 635-4500
On-line at www.cityofboston.gov/online_services	
Josh Zakim	
District 8 City Councilor	(617) 635-4225
Josh.zakim@boston.gov	

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