

A dark blue vertical bar runs down the left side of the page. A blue arrow-shaped graphic points to the right from the bar, containing the date.

November, 2021

# Twenty-Nine Concord Avenue Condominium

Community Handbook

A series of thin, curved lines in shades of blue and grey originate from the bottom left corner and sweep upwards and to the right, creating a sense of movement and design.

The Board of Trustees  
C/O: THAYER & ASSOCIATES, INC.

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# PART 1 WELCOME AND GENERAL INFORMATION

## Welcome to Twenty-Nine Concord Avenue Condominium Trust

This Handbook is intended as a useful reference for all owners and residents of the building, to acquaint them with important operations, procedures and rules & regulations at Twenty-Nine Concord Avenue Condominium. The governing documents of the Twenty-Nine Concord Avenue Condominium Trust are the Master Deed, the Declaration of Trust and the Rules and Regulations. For a copy of any of these documents, unit owners can visit the document library on Twenty-Nine Concord Avenue Condominium Trust's *Pilera* web portal (see "Communications" below). You may also contact the Management Office for a copy of any of these documents. All residents, whether unit owners, tenants or guests are subject to all governing documents of the Condominium, including the most recently published copy of the Resident Handbook.

## Updates

The Resident Handbook may be revised from time to time. Updated versions will be stored in the document library of *Pilera*. The latest version will supersede all previous versions.

## The Board of Trustees

The Board of Trustees is a volunteer group of unit owners consisting of five or more members who are elected at the Unit Owners' Annual Meeting. A list of current trustees can be found on the "community contacts" section of *Pilera*. The Board of Trustees establishes policy and makes all key decisions about building management, maintenance and improvements within the limits set by the governing documents.

## Management Company

The Management Company is Thayer & Associates, Inc. and the Property Manager is Mark Thayer.

The Management Company is retained by the Trustees to provide all aspects of the day-to-day operations of the Condominium and reports to the Board of Trustees. The Management Company responsibilities include:

- Ensuring that the policies of the Trust are carried out.
- Coordinating and supervising all building services including maintenance, cleaning, security, landscaping etc. as well as special construction projects in the building.
- Coordinating all Resident service requests and communications to Owners and Residents.
- All accounting services for the property, including common area fee collection, accounts payable, and monthly financial reporting.

In these "Rules and Regulations" the word "Condominium" shall refer to Twenty-Nine Concord Avenue Condominium and the words "common areas and facilities," "Trustees," "unit," and "unit owners" shall have the meaning given to these terms in the Master Deed creating Twenty-Nine Concord Avenue Condominium. The word "resident" shall mean "unit owner", his/her family, guests, employees, agents, visitors and licensees, and the tenants and any guests of same.

## Building History

The building, originally named "Continental Terrace" was constructed in 1960 to the design of the architect Hugh Stubbins, designer of many other well known buildings including the Countway Library at Harvard Medical School (1965), the Citigroup building in New York (1977) and Federal Reserve Bank, Boston (1976). It is recognized as a good example of mid-century modernist design. Originally built as rental apartment building, the building was converted to a condominium community in 1979, thus allowing individual ownership of each unit. For more information about the architecture of the building see Cambridge Historical Commission website

<https://cambridgehistoricalcommission.wpcomstaging.com/2020/01/27/modern-monday-continental-terrace-at-29-concord-avenue/>

## PART 2 COMMUNICATIONS

The trustees and management strive to maintain good communications with owners and residents and have a number of means of doing so, including:

### E-MAIL LIST

As a resident or unit owner, you should make sure that you are on the building's e-mailing list. This is an important way that residents are notified of issues pertaining to the building {such as emergency water shut offs}. Please complete the Unit Questionnaire included in the appendix of this handbook. A majority of community wide email communications will be issued from a “no reply” email address ([noreply@pilera.com](mailto:noreply@pilera.com)). See “Important Contact Information” for Management contact information.

### PILERA

Pilera is an online community management platform. On Pilera, unit owners can access community documents, a common area work order system, building forms for moves, unit modifications, contact updates, etc. When you provide an email address to management, you are automatically added into the Pilera platform. You will then receive a “welcome message” with further instructions on how to create your own password to log-in to Pilera. Please to not hesitate to contact Management if you have any questions pertaining to accessing Pilera.

### E-NOTICE BOARD

An electronic notice board in the Atrium first floor is maintained to provide useful and topical information for residents.

### TRUSTEES MEETINGS

Meetings of the Trustees are generally held monthly and owners and residents are welcome to request that an item be added to the agenda. Meetings are open to owners and residents to attend. Contact the property manager if you would like to add something to the agenda or if you would like to attend a board meeting.

Minutes of Trustees meetings, once approved, are circulated to all owners by email. If you do not use email, contact management to make other arrangements.

### ANNUAL MEETING

A general meeting of unit owners is held annually, usually in September. The Election of Trustees is normally part of the meeting.

### IMPORTANT CONTACT INFORMATION

Building Management, Thayer & Associates:	617-354-6480 (24-hour service for all emergencies)
Building Manager, Mark Thayer	617-354-6480; <a href="mailto:mthayer@thayerassociates.com">mthayer@thayerassociates.com</a>
Building Supervisor, Cesar Cruz:	857-320-3929; <a href="mailto:29Concord@thayerassociates.com">29Concord@thayerassociates.com</a>
On-site hours:	Mon – Fri, 7 AM – 3 PM
Cambridge Police:	911
Cambridge Fire:	911
Phil's Towing:	617-547-0680

## PART 3 ENJOYING YOUR UNIT

Your unit is one of 103 residential units at 29 Concord Avenue. As a resident you are part of a community and this handbook is intended to help you enjoy living here while respecting your fellow residents and the quiet residential nature of the building.

### NAMEPLATES AND SIGNAGE

Residents names are provided in the lobby on mailboxes and on individual door bells. Residents may place small signs to communicate with other residents on the tack-board in the laundry area. Owners & Residents may not display additional signage, such as "For Sale"; "For Rent", Political signs, etc., in windows of units or elsewhere in the building.

### MAIL AND PACKAGE DELIVERY

- Mailboxes for residents are located in the entrance lobby and will be labeled with residents' names, as listed on the Move-in form, at the time of move-in.
- As neither the Trust nor the management company has extra keys to the mailboxes, you may want to have an extra set made.
- There is a small locked mail room inside the atrium for oversized mail and parcels. This is accessible with the main building key. Building staff cannot sign for or accept packages or deliveries for residents.
- Packages are frequently delivered and left in the outer lobby. Residents are encouraged to move all packages into the Atrium area to help avoid package theft.

### UTILITIES

Current utility providers are:

Electric Service:	Eversource
Phone Service & DSL:	Verizon
Cable TV and Internet:	Comcast
Internet:	Starry

### NOISE

The volume of television sets, radios, speakers, musical instruments etc. should at all times, be kept at a sound level which will not disturb the residents of neighboring units. Noisy activity, including the playing of musical instruments, is not allowed between the hours of 10 p.m. and 9 a.m.

Air conditioners are potentially noisy. Please insure that your air conditioner is properly installed and maintained to minimize noise that can be particularly disruptive to neighbors who choose to keep windows open in hot weather.

### PETS

Residents are welcome to keep small dogs and cats in their unit. These pets must be 30 lbs. or less and must measure no more than 24 inches high.

- Pets must not make a nuisance of themselves or to other residents.
- Pets must always be kept on a leash when in a non-exclusive use common area and must not soil condominium property, either inside or outside the building.
- Pets may not climb or sit on the common area furniture.

- When in the elevator pets must be held securely in the arms of an adult, or enclosed in a cage/case.
- Pets other than those described above are not allowed in the building
- The Trustees may determine that a particular pet's behavior constitutes a nuisance and require that it be removed permanently from the building.

## PLUMBING PROBLEMS

It is in all residents' interest to take simple steps to avoid plumbing problems in the building

- Tub/shower drains should be covered with a fine mesh screen to prevent hair, soap etc, clogging the pipes.
- If you experience drain problems, contact the building manager to schedule a professional cleaning. If the problem is determined to be in a common area pipe, the call will be free of charge to the unit owner.
- Do not pour grease, oil, or fat down any drain as it congeals and blocks the common area pipes.
- Do not pour coffee grounds down any drain; please discard these materials with your trash.
- Do not use any "do-it-yourself" liquid or crystal products to unclog a slow drain, as these products may cause further damage to the building plumbing.

## ADDITIONS TO AND APPEARANCE OF EXTERIOR OF THE BUILDING

Changes or fixtures affecting the appearance of the exterior of the building are prohibited, including without limitation, decorations, awnings, signs, sun shades, antennas, screens and enclosures, statues, urns etc.

## WINDOWS

- Window treatments, shades and or blinds shall be limited so that from the outside of the building the appearance is white in color.
- Please do not store boxes or large bulky items near the windows where they might be seen from outside
- Do not paste anything to the windows.
- The unit owner is responsible for the replacement of broken window panes.

## BALCONIES AND PATIOS

Balconies and patios are considered limited access common area property and shall be kept in orderly fashion at all times.

- Balconies may not be used for storage
- Objects shall not be placed on or hung from the balcony walls or railings such that there would be a risk of them falling from the balcony.
- Laundry, rugs, drapes and the like may not be hung on the balcony walls or railings.
- The City of Cambridge fire code prohibits both the use and storage on a balcony of any hibachi, grill, or similar devices used for cooking.
- Balcony furniture should have rubber or plastic tips on leg bottoms to protect the balcony surface. Sharp-edged planters or furniture that might damage the surface may not be used on balconies.
- When necessary, balcony floor may be cleaned using a non-sudsing detergent, or trisodium phosphate and water to clean the coating. Solvents, bleach, alcohol, or abrasive materials may not be used to clean balconies.
- If necessary de-icing pellets may be used to remove ice. Ice should not be removed by scraping as this may damage the balcony surface.

- Construction activity, including but not limited to, the use of power tools, etc. must not be performed on the balcony.
- Balcony repairs or re-coating must be performed by the Condominium. Please contact the building management company for any repair work that you think might be needed.
- Smoking is prohibited on balconies and in all residential units and common areas.
- Residents are reminded that balconies do not offer acoustic privacy as there are just simple barriers between adjoining balconies.

## STORAGE BINS

Numbered storage bin assigned to each unit are located in the basement. These bins are designed for storage of extra household items. Hazardous or combustible items must not be stored in these bins. All items are stored at the owner's risk. Although the Property Manager maintains a list of bin assignments, the management company is not responsible for assigning new bins. Instead, check with the previous owner {or current owner, if you are renting for your bin number. If you need further assistance, call the Property Manager.

# PART 4 SAFETY AND SECURITY

## BUILDING SECURITY

For your own safety and for the security of the building, always identify visitors before you press the intercom buzzer in your unit to release the lobby door lock. Do not prop open the door, and do not allow anyone you don't know to enter the building as you go in or out. If a stranger starts to follow you in, inform the guest that "The management company requires that guests must be admitted only by their hosts." This is for the security of all residents. The Lobby, front entry, and exterior bicycle and parking area are monitored by security camera 24/7.

## BUILDING KEYS

To ensure the security of the building, the exterior doors are locked with keys that cannot be duplicated at a local hardware store. Additional keys may be ordered through the property manager. There is a \$100 charge per key, which is fully refundable upon return of the key in good working condition.

## UNIT KEYS

You may wish to entrust a copy of your unit key with the management company. This has proven useful in the past during emergencies, such as flooding events. The entrusting of such keys shall be at the sole risk of the owner. The Condominium Trust and Management Company shall not be liable for any injury, loss or damage resulting directly or indirectly from such an action. Management does not provide unit lock out service. Management will only use unit key(s) in the event of an emergency, when there is active or imminent risk of damage to neighboring units / common areas that needs to be immediately investigation. Management will attempt to contact the unit owner of record prior to entry.

## ACCESS TO THE ROOF

The roof is dangerous. For the safety and security reasons, access to the roof is limited to emergency situations or building inspections in coordination with the building's management company. Emergency "push bars" are installed on doors to the roof to allow a safe exit in case of an emergency. An alarm will sound if the door to the roof is opened.

## FIRE ALARMS / PROCEDURES

The building's common area smoke detectors are located throughout the common areas of the building. Fire alarm horns are located in the lobby and atrium areas. When the alarm is activated, it sounds simultaneously in the building and at the monitoring company, which alerts the Cambridge Fire Department. The alarm will continue to ring until the Fire Department arrives at the building and shuts it off.

Please refer to the fire safety pamphlet included in the appendix of this handbook in the Form and Documents section for more information of fire alarm and response procedures.

If you have burnt food in your unit or otherwise create smoke to appear which does not represent an emergency, please take whatever steps necessary to keep the smoke from getting into the hallways and causing a false alarm.

Smoke detectors are required in all units. Periodically make sure that they are in working order and change their batteries as required.

## PART 5 MOVING IN AND OUT

All moves in or out of a unit must be coordinated and scheduled with the Management Company. This allows building personnel to install elevator cab protection pads and implement other moving procedures. There is a special form that **must be received by Management Company at least 72 hours prior to the move.** It is the Unit Owner's responsibility to confirm with the Property Manager that the move form has been received. A copy of this form is attached at the end of this handbook. There is a move-in fee of \$100.00 for all move-ins assessed to the unit owner. There is no move-out fee. Any unauthorized moves will subject the unit owner to fine in addition to the retroactive charge of the move-in fee. For more information contact the Property Manager.

- Moves may occur only between the hours of 9:30am to 7pm.
- Large moving vehicles must use only the "exit" lane of the driveway when arriving, leaving and unloading. Special care must be taken not to collide with any exiting vehicles! The normal "enter" lane has a balcony overhang which can be easily damaged by high vehicles. (The unit owner will be assessed repair costs for any damage caused by incorrect use of the "enter" lane during a move.)
- Moving vehicles are not permitted into the parking area in the rear of the building.
- For security reasons, an attendant must be present at the door whenever an exterior door is propped open. This is the unit owner's responsibility and all movers must be instructed of this requirement.
- Moving oversize items into the atrium may require opening the locked panel on the parking lot side door. Management must be contacted in advance to have this door unlocked.
- Damage caused to common areas during moving is the responsibility of the unit owner and must be reported. The cost of repairs will be billed to the unit owner.
- The elevator door may not be held open during moves, or at any time. If the elevator door is blocked open, the elevator senses an error and will be deactivated. Deactivation requires a service call to re-activate the elevator, and this call will be billed to the unit owner.
- When moving out, residents should remove all items in any basement storage bin they have been assigned
- When a resident is moving out, they may not leave furniture or other large items or excessive trash in or around the dumpster, the recycling area or in any other common area of the building. Any excess trash removal fees will be charged to the unit owner.



## PART 6 COMMON AREAS

The common areas of the building include all interior and exterior areas of the building and site that are not part of an individual unit and are fully defined in the Master Deed. Terraces on the first floor and balconies of all other units are exclusive use common areas. The heating and most of the plumbing systems are also part of the common area. These areas are maintained by the building management for the common good and convenience of all residents. Residents shall not cause, nor shall they suffer obstruction of common areas and facilities except for storage in any assigned storage areas or except as the Trustees may in specific instances expressly permit. No personal belongings, such as bicycles, footwear, welcome mats, umbrellas, etc. are to be left in common areas, including the areas immediately outside each unit entrance.

No part of the common areas and facilities of the Condominium shall be decorated or furnished by a Unit Owner or Tenant in any manner, nor shall the exterior surface of any entrance door to a Unit be painted or otherwise decorated in any manner, except with the prior written approval of the Trustees and in accordance with the provisions of the condominium documents.

### TRASH DISPOSAL

- Waste paper and trash should be placed in tightly sealed garbage bags and placed inside the containers in the trash rooms, which are located on each floor in the west stairwells. Trash bags must not be left in the stairwells or hallways.
- When disposing of medical waste, glass, nails, splintered wood, kitty litter and other unpleasant or potentially dangerous trash, please secure it in a sealed container and carry it directly to the dumpster in the parking lot.
- Construction debris from unit renovations, including carpets, cabinets, appliances and other rubbish, should be removed by the owner or contractor. Such waste may not be disposed of in the Condominium dumpster.
- Used furniture and other debris from moving may not be disposed of in the dumpster

### RECYCLING

Cambridge city law requires that recyclables be collected separately from household trash. A list of recyclable materials per the City of Cambridge can be found at the end of this handbook. All of these items should be placed into the blue bins near the rear entrance to building.

- Recycled materials are co-mingled
- Cardboard boxes must be broken down and flattened and placed beside the bins.
- Plastic bags must not be placed in recycling bins as this can cause the city to reject the whole bin and charge a fee to the building.
- For information on recycling odd items, please see the city's web site which is found at: <https://www.cambridgema.gov/Serviceplaces/Recycling>

### LAUNDRY USE

- There are washers and dryers for the use of residents in the basement opposite the elevator.
- The washers and dryers operate with a smart card that can be purchased from the machine near the laundry area in the folding room just in front of the dryers.
- In-Unit laundry machines are not permitted as the building's plumbing and ventilation systems are not designed for such equipment.

- Please remember to remove your laundry promptly at the end of your washer or dryer cycle to avoid having your clothes removed for you!
- The laundry facilities are for residents only.
- The laundry is managed by an outside company. For more information on the operations and maintenance of the laundry equipment, please refer to the laundry related documents included in the appendix of this handbook.

## HEATING SYSTEM

The heating system is a common area element.

### Units with heating controls

Many units have an adjustable dial for control of heat in the unit. Control of the space temperature at a comfortable level is accomplished using this dial by adjusting the dial clockwise or counter-clockwise. The dial has a numbered scale of 1 to 5 corresponding to temperatures of approximately 57F to 79F. In order to assure the proper amount of heat continues to circulate through the line during cooler winter months, please note that the "1" is the lowest setting that should be engaged on the dial.

If the dial is left below the "1" setting in any unit and causes damage of any kind, fines may be assessed to the unit in addition to charges for any required repairs.

### Units without heating controls

Some units do not have an adjustable dial heating control. Residents should not attempt to adjust the heating system. The control valves are fragile and all repairs and adjustments must be done by a specialist. If there are problems with heating or if adjustments are needed, the Building Management should be called for a free service.

All owners and residents should take care not to allow ingress of cold air in wintertime. This can cause heating pipes to freeze and cause extensive water damage. Particular care is needed in the following areas:

- Window Air conditioners: these should be covered with an insulated cover in winter, both inside and outside once the cooling season is over. This will both save energy and help avoid drafts.
- Open windows: If windows are left open and unattended in wintertime, cold air can cause pipes to freeze. Open windows and poorly insulated openings have caused frozen heating pipes in past winters.

## SMOKING

Smoking is prohibited in all areas of the condominium property. This includes, but is not limited to, the units & balconies, the parking lot, atrium, hallways, elevators, and all entryways to the building.

## PART 7 CAR AND BICYCLE PARKING

### BICYCLES

Bicycles may be stored in the designated locations in the rear parking lot and in the basement bike storage area. Bikes should not be chained to the front or side railings or left in the hallways.

### CARS

The parking areas shall be used only for the parking of private passenger vehicles and motor cycles displaying current registration and inspection stickers and being maintained in proper operating condition so as not to be a hazard or nuisance by noise, exhaust emissions or leaking fluids.

Motorcycles must be parked in marked parking spaces only.

The following uses are not permitted in the parking areas and driveways:

- Recreational use of any kind.
- Automotive repair, maintenance, detailing etc.
- Storage of vehicles or any other form of storage.
- Parking of vehicles other than passenger cars, motor cycles and light trucks
- Any use other than normal parking as described above.
- Parking outside the limits of marked parking spaces

If you are expecting guests or service people, please tell them to park on the street or in a space that is assigned to your unit. Unauthorized cars and trucks risk towing.

If you own or rent a parking space and find a car illegally parked in it, you may call Phil's Towing to have the car removed. The phone number for Phil's Towing is 617-547-0680. If you feel less drastic measures are needed, we also have parking violation notices which can be placed on the windshields of illegally parked cars. These are available from our Property Manager and/or Maintenance Manager.

If you do not lease a space, you may park on the street using a Cambridge Resident Parking Permit. To obtain your permit, you must register your vehicle in Massachusetts using your Cambridge home address. Parking permits are available at the Cambridge Traffic Department office, 257 Broadway. Visitor permits are also available from the Parking Department.

### LEASING OF PARKING SPACES

If you lease or sublet your parking space, you must notify our Property Manager, and provide each driver's name, telephone number, car description, and license plate. Parking spaces may not be leased to commercial lessees, as this may increase the liability risk to the condominium.

### SNOW PLOWING PROCEDURES IN THE PARKING LOT

During a storm, the parking lot is plowed when snow accumulates to between 2 and 3 inches, then the plow returns after the storm ends to clear all the vacant parking spaces. If you'd like the plow to clear your spot, please move your car promptly after the end of the snowfall. Whenever possible, the plow will complete the final clearing during business hours when commuters have their cars parked elsewhere. Your vacant space cannot be plowed if cars are parked next to you, so if you plan to leave your car in the lot during a winter vacation, please leave a key with a neighbor.

## PART 8                   LEGAL AND INSURANCE

### INSURANCE

The condominium association's insurance does not insure the interior or contents of any unit, or cover a unit owner or tenant for damage or liability within your unit, no matter what the cause. All unit owners and renters are strongly advised to obtain insurance coverage. You will want to review the current Master Insurance Policy when determining the coverages for your homeowners (HO6) insurance coverage. It is recommended that your coverage limits exceed the deductible of the Master Insurance Policy. Please note that the Master Insurance Policy expires at the end of January each year. Please be sure to review the current Master Insurance Policy each year. Copies of the current Master Insurance Policy are available at anytime on the Document Library of Pitera. You may also contact the insurance agent to request copies of the current Master Insurance Policy.

Included below are a few additional important notes from the Association Insurance Company for reference:

#### **Insurance Agent:**

#### **HUB International New England, LLC**

300 Ballardvale Street   Wilmington, MA 01887

P: (978) 657-5100

F: (978) 988-0038

[www.hubinternational.com](http://www.hubinternational.com)

#### **What if my Agent cannot provide me with the correct HO-6 coverage?**

Give HUB a call! We are happy to help you get the coverage you need for your unit. We work with a large number of insurance carriers who specialize in unit owner's HO-6 policies and we will make sure your personal coverage dovetails the Master Policy so there will be no gaps in coverage. You can call us at 844-632-2199 or email [neecondoins@hubinternational.com](mailto:neecondoins@hubinternational.com).

#### **Whom do I call if I have a claim?**

If your unit is involved in a claim, you should first call the Association's Property Manager. The Property Manager will then, if necessary, open up a claim under the Master Insurance Policy.

#### **How do I request a Certificate of Insurance for my Mortgage Company?**

There are now two ways to request a Certificate of Insurance:

1. Email: [condocerts@hubinternational.com](mailto:condocerts@hubinternational.com)
2. FAX: 866-475-7959

Please make sure you provide your name, the address to your unit including unit number, your lenders name and address, a loan number, and a return fax number or e-mail address. Please be aware there is a 24 to 48 hour turnaround time for all certificate requests.

#### **Questions regarding the master policy:**

Give us a call at: 978-661-6831 to speak with Jennifer Nielsen.



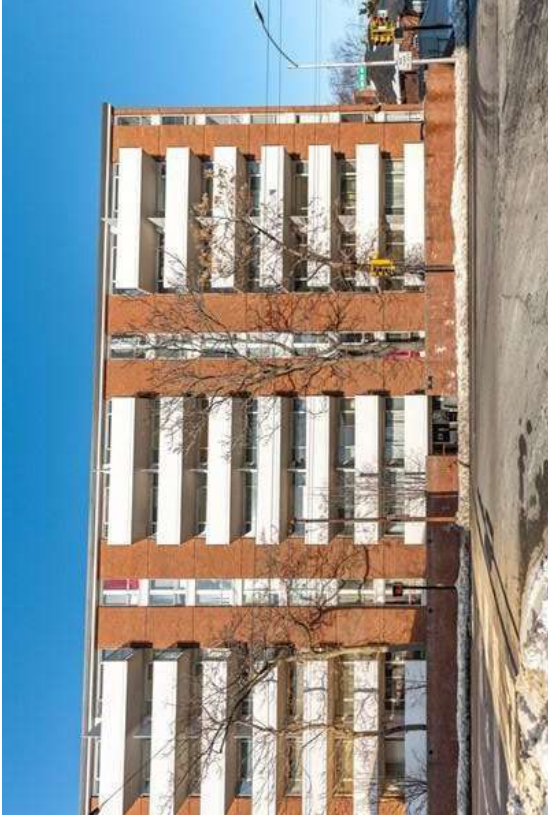
## FIRE ALARM SEQUENCE

### The Fire Alarm System notifies of a fire on Smoke Detector, Heat Detector, or Manual Pull Station Activation.

- The fire alarm system will sound the evacuation sound and strobes throughout the building. At this point you should evacuate the building.
- The fire alarm panel will automatically notify the fire department of the fire alarm. You may still call 911 to provide additional information.
- **DO NOT USE THE ELEVATORS**
- If smoke is located on any upper floors (2-8) in elevator lobby, the elevators will be recalled to the first-floor level and doors will open to allow exiting through the lobby.
- If the smoke is located on the first-floor level elevator lobby, the elevators will be recalled to the basement level at which you should exit and leave the building by the stairs.
- Do not re-enter the building until the fire department indicates it is safe to do so.

### The Smoke Alarm in your unit will sound the alarm within your unit only if smoke is detected. The smoke alarm in your unit does not activate the building alarm.

- If there is a fire or unidentified smoke in your unit, activate the building alarm system while exiting by pulling the nearest manual pull station. **Pull stations are located at the exit doors that lead to the outside, and on Floors 4 and 8** in each stairwell, and on the **2nd Floor** in the West Stair which continues to the Basement.
- **CO alarms are located in the laundry room and elevator lobbies. CO alarms will sound if CO is detected in the area.**
- If the alarm activates it is indicating high levels of CO. Do not re-enter unit or area until it is confirmed safe, and the CO alarm is in its normal condition.



## Fire and Smoke Alarm Information Pamphlet for 29 Concord Ave., Cambridge, MA



Typical Pull Station



Lobby Pull Station

**Thayer & Associates, Inc. AMO**  
1812 Massachusetts Ave.  
Cambridge, MA 02140  
<https://www.thayerassociates.com>  
617-354-6480

Management Office Hours  
Mon - Fri 8:30 am - 5:00 pm

24 HOUR BUILDING EMERGENCY - 617-354-6480

FOR FIRE OR MEDICAL EMERGENCY - CALL 911

Contact Fire Department at first signs of a fire.  
Occupants should not attempt to put out fires themselves.

## R.A.C.E. ACRONYM to RESPOND to a Fire

If you are involved in a fire, remember **R.A.C.E.** to help you respond safely and correctly:

# R

**RESCUE** anyone in immediate danger from fire, if it does not endanger your life.



# A

**ALARM** - sound the alarm by calling 911 and activating a pull station alarm box. Pull stations are located next to all of the first floor exit doors, at the laundry room exit door, in the east stairwells on the 4th and 8th floors, and in the west stairwells on the 2nd, 4th and 8th floors.



# C

**CONFINE** the fire by closing all doors and windows.



# E

**EVACUATE** the area and building via the closest stair or doorway. Look for EXIT signs if unsure which way to go.



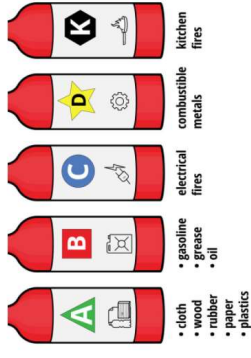
## P.A.S.S. ACRONYM for use of FIRE EXTINGUISHERS

To use fire extinguishers correctly, remember **V.P.A.S.S.** acronym:

*Occupants should not attempt to put out fires themselves. Contact Fire Department at first signs of a fire. Fire extinguishers are provided to aid in safety, for small fires, and evacuation.*

# V

**VERIFY** use K-Class Extinguisher for cooking fires, and ABC extinguishers for other small fires.



# P

**PULL** the pin on the fire extinguisher.

# A

**AIM** the extinguisher nozzle at the base of the fire.

# S

**SQUEEZE** or press the handle.

# S

**SWEEP** from side to side until the fire appears to be out.



Fire Extinguishers are located in the building exit stairs on every floor and one in the basement by the boiler room.

Fire Extinguisher  
in Stairwell

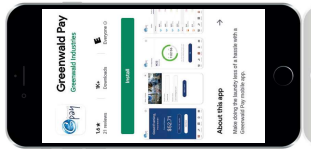
# Mobile Pay for Laundry is Here!



Download on the  
App Store



GET IT ON  
Google Play



Download the free  
**GREENWALD PAY App**  
or scan the QR code

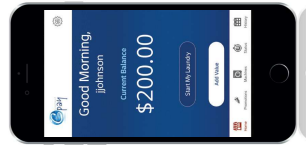
REGISTRATION CODE

**AFIF9LJ4**

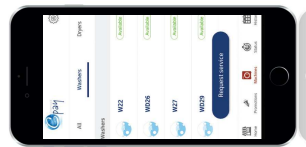
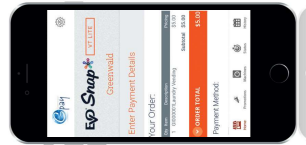
**AFIF9LJ4**



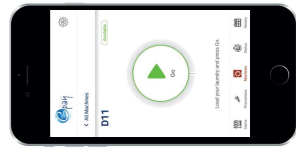
Sign Up/Create Account  
Register in laundry room  
or enter registration code



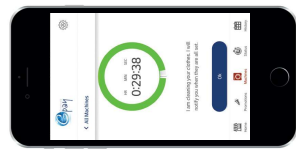
Add funds to account  
Register Credit/Debit Card



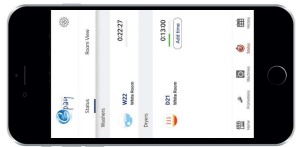
Select a machine then  
select your cycle on machine



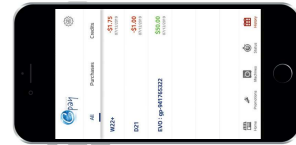
Select "Go" and press  
the start button  
on machine (if required)



Monitor status  
of machine



Check Account History,  
Balance, or Add Funds



FOR QUESTIONS OR SUPPORT:

**1-800-747-SUDS**

service@american  
laundryequipment.com



FAQ's



For credit card help call **EVO: 800-383-0561**



# Laundry Card Value Center

## *To Add Value to Card*

1. Insert card at “*Insert Money Card Here*” slot, with gold chip facing up and facing machine.
2. Insert \$5, \$10, or \$20 bills at “*Insert Bill Here*” slot. The display will indicate resulting balance.
3. Remove card.

## *To Purchase a New Card*

1. Press **Green Button**. (“Push Here to Buy Card”).
2. Insert \$5 bill at “*Insert Bill Here*” slot.
3. Wait for new card to appear. Remove card. Value can be put on new card by following above steps (new cards have no value).

*Card value can be read at any time at the Card Value Center. A maximum value of \$99 can be on laundry card at any given time.*

# **CVA ID #4 is in the basement laundry room at 29 Concord Avenue**

## **How do I use my code?**

After purchasing a revalue at **www.americanlaundryequipment.com**, please follow the instructions below:

### **First time using a CVA machine to revalue your Laundry MoneyCard? Just follow these 3 easy steps:**

- (1) At the Coded Value Adder (CVA), insert your Laundry MoneyCard.
- (2) Use the keypad to enter the revalue code (10-digit code) you just purchased.
- (3) Once code (10-digit code) is entered correctly, the CVA machine displays your new Laundry MoneyCard balance.

### **Things you should know about your revalue code:**

- (1) Your revalue code will **ONLY** work with your selected CVA Machine. Please make sure you select the **CVA #4** which is in the basement laundry room at **29 Concord Avenue, Cambridge, MA**.
- (2) Your revalue code will **ONLY** work with your selected Laundry MoneyCard Serial Number.
- (3) Your revalue code will expire 30 days from purchase of code.
- (4) Your revalue code will work only once.
- (5) If the CVA displays “Your MoneyCard balance is too high” spend down your balance and try again.

For questions on the use of the Coded Value Adder Plus System please call **#1-800-747-SUDS Ext. 10** or email [accounting@americanlaundryequipment.com](mailto:accounting@americanlaundryequipment.com)

For service on a washer and/or dryer please call **#1-800-747-SUDS Ext. 3** or email [service@americanlaundryequipment.com](mailto:service@americanlaundryequipment.com) or go to [www.americanlaundryequipment.com](http://www.americanlaundryequipment.com) and click on Service Request.

# TOP LOAD WASHER INSTRUCTIONS

1. Fill washer loosely with dry clothes. Do not fill with clothes above the top row of holes in the washer tub.
2. Pour a measured amount of detergent into washer. Close lid.
3. Select the desired fabric and temperature settings.
4. To add bleach, wait until the washer has filled. Raise lid and pour measured amount of diluted liquid bleach into the wash basket. Add fabric softener just after rinse light comes on.
5. Insert card, with chip side up and chip facing washer.
6. Push “start” button.
7. Remove card.

*Washer runs for approximately 25 to 35 minutes, depending on cycle selected.*

***FOR SERVICE CALL:***

**800-747-SUDS**

AMERICAN LAUNDRY EQUIPMENT CORP

# WASHER

# INSTRUCTIONS

1. Fill washer with clothes.
2. Pour ¼ Cup of regular detergent or ⅛ Cup of high concentrate, Ultra or 2X detergent into dispenser drawer. If desired, add bleach and fabric softener. Close dispenser drawer. If using detergent packets please put into washer tub only. **Do not put packet into drawer.**
3. Select the desired water setting.
4. Insert card, with chip side up and chip facing washer.
5. Push “start” button.
6. Remove card.

*Once the washer starts the door will not open until the cycle is complete. Wait until all lights are off before removing clothes. Washer runs for approximately 25 to 35 minutes, depending on cycle selected.*

***FOR SERVICE CALL:***

**800-747-SUDS**

AMERICAN LAUNDRY EQUIPMENT CORP

# DRYER

# INSTRUCTIONS

1. Clean lint from lint screen at bottom of door opening. Lint screen must be clean for proper drying results.
2. Load clothes loosely in dryer. Close door securely.
3. Select the desired temperature setting.
4. Insert card, with gold chip side up and chip facing dryer.
5. Push “start” button.
6. Remove card.

*If dryer door is opened during cycle, the dryer will stop. To restart the dryer, close the door and press “start” again.*

*Additional minutes can be added at any time while the dryer is still running by inserting the card, pushing “start”, then removing card, 25 cents will be deducted from the card.*

***FOR SERVICE CALL:***

**800-747-SUDS**

AMERICAN LAUNDRY EQUIPMENT CORP

**UNIT OWNER QUESTIONNAIRE**

**DATE:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**PROPERTY:**

**Twenty-Nine Concord Trust | 29 Concord Avenue, Cambridge MA 02138**

**Unit #** \_\_\_\_\_

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\*\*\*\* PLEASE PRINT CLEARLY AND COMPLETE ALL INFORMATION BELOW \*\*\*\*

**UNIT OWNER'S NAME:** a. \_\_\_\_\_ b. \_\_\_\_\_

**TELEPHONE NUMBER:** H. \_\_\_\_\_ H. \_\_\_\_\_

C. \_\_\_\_\_ C. \_\_\_\_\_

**E-MAIL:** a. \_\_\_\_\_ b. \_\_\_\_\_

**EMERGENCY CONTACT:** a. \_\_\_\_\_ b. \_\_\_\_\_

**TELEPHONE NUMBER:** H. \_\_\_\_\_ H. \_\_\_\_\_

C. \_\_\_\_\_ C. \_\_\_\_\_

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**NAME OF RESIDENT IF DIFFERENT THAN OWNER:** a. \_\_\_\_\_ b. \_\_\_\_\_

**TELEPHONE NUMBERS:** H. \_\_\_\_\_ H. \_\_\_\_\_

C. \_\_\_\_\_ C. \_\_\_\_\_

**Email:** a. \_\_\_\_\_ b. \_\_\_\_\_

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# 29 CONCORD AVE. CONDOMINIUM TRUST

## Move-In/Move-Out Information Form

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Unit #: \_\_\_\_\_

Move-In:  Move-Out:

(check one)

Date of Move: \_\_\_\_\_

Starting Time: \_\_\_\_\_

Moves may occur only between the hours of 9:30am – 7:00pm

Submission of this form acknowledges that the Unit Owner is responsible for ensuring that their tenants comply with all the moving and building requirements as outlined in the resident's handbook. **Please be reminded there is a \$100.00 Move-In Fee**, there is no Move-Out Fee.

Unit Owner's Name: \_\_\_\_\_

Resident's Name (if different) : \_\_\_\_\_

Telephone # of Person Moving: \_\_\_\_\_

Email address of new resident: \_\_\_\_\_

(To provide timely notices only. This information will not be shared)

Type/size of truck being used: \_\_\_\_\_

\*\* This information must be **received at least 72 hours** prior to any move. If not received, the move will not be authorized and will subject the Unit Owner to fines determined appropriate by the Trust \*\*

This form must be completed for every move and returned to:

Thayer & Associates  
1812 Massachusetts Avenue  
Cambridge, MA 02140  
Phone | 617-354-6480  
Fax | 617-354-7854  
[mthayer@thayerassociates.com](mailto:mthayer@thayerassociates.com)

## **MOVING PROCEDURES**

All moves in or out of a unit must be coordinated and scheduled with Thayer & Associates. This allows us to install elevator cab protection pads and implement other moving procedures. There is a move-in fee for all moves assessed to the unit owner. There is no move-out fee. Any unauthorized moves will subject the unit owner to fines. Please call Property Manager Mark Thayer, 617-354-6480 for more information.

- Moves may occur only from 9:30am to 7:00pm.
- Large moving vehicles must use only the “exit” lane of the driveway when arriving, leaving and unloading. Since the “exit” lane is not the standard way of entering the building, you must take special care not to collide with any exiting vehicles! You must use the exit lane because the normal “enter” lane has a balcony overhang which can be easily scraped. (This has happened in the past, and the unit owner will be assessed repair costs for any damage made by residents incorrectly using the “enter” lane to conduct a move.)
- Moving vehicles are **not** to drive into the lot area in the rear of the building.
- For security reasons, if you prop open an exterior door to allow loading and unloading of your furnishings, you must make sure that there is an attendant present at the door at all times. Do not use wedge blocks on the hinged side of the doors, since this can cause them to be misaligned. You must instruct your movers of these requirements.
- Moving oversize items into the atrium may require opening the locked panel on the parking lot side door. Management must be contacted in advance to have this door unlocked.
- Any damage caused during moving must be reported and will be billed to the unit owner. Unit owners are also responsible for damage that their tenants cause when moving. Please be careful to prevent damage to common areas, especially to the paint at the entrances to the elevator.
- Do not block the door to the elevator so that it is forced to remain open. If the elevator door is blocked open, the elevator senses an error and deactivates. Deactivation requires a service call to re-activate the elevator, and this call will be billed to the unit owner.
- Please do not leave any furniture or other large items on the property or in the trash dumpster. Cardboard cartons may be broken down and placed in the dumpster.



# 29 CONCORD AVENUE CONDOMINIUM

## Doorking Intercom System Enrollment Form

In order to request addition to the Doorking Intercom System, please complete and return this form to management staff as listed below:

- Property Manager, Mark Thayer - via email to: [mthayer@thayerassociates.com](mailto:mthayer@thayerassociates.com)
- Maintenance, Cesar Cruz - via email to: [29Concord@thayerassociates.com](mailto:29Concord@thayerassociates.com)

### Operational Instruction

Guest(s) use the A and Z buttons to locate the name in the directory. Once the residents name is displayed, the guest presses the CALL button and the system will connect to the resident's telephone. The guest may also enter the directory code on the keypad to place the call.

When communication is established, the resident has the option of opening the door(s) or gate(s) by pressing the programmed tone open number ("9") on their touch tone telephone, or they can deny access to their guest by pressing ("#") on their telephone. If access is granted, the resident will hear a confirmation tone in their handset indicating that the door or gate has opened, then the system will automatically hang up.

Some newer type telephones emit a short tone rather than a continuous tone when their keys are pressed. This may cause the telephone entry system to not respond to the tone open number. If this happens, simply press the tone open number twice in rapid succession to open the door or gate.

<b>Unit Number:</b>		<b>Unit Owner Name:</b>	
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<b>Resident Type (please circle one):</b>	Unit Owner	Tenant
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<b>Resident(s) Full Name</b>	Resident 1:	Resident 2:
<b>Resident(s) Email</b>	Resident 1:	Resident 2:
<b>Residents Phone #</b>	Resident 1:	Resident 2:

For removal of prior registered person(s), please list the first and last name(s) of all person(s) to be removed below:

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# 29 CONCORD AVE CONDOMINIUM

## Construction Approval Form

Please fill out this form in its entirety and return it to the address listed below with all supporting documentation as outlined in the "Construction Standards" document.

If everything is in order, within 5 days of the receipt of this completed form, a copy containing a signature of approval will be returned to you.

Name: \_\_\_\_\_ Unit #: \_\_\_\_\_

Contractor's Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Brief description of project:

*Your signature below confirms that you have provided your contractor with the rules outlined in the 29 Concord Ave. Resident Handbook and Construction Standards Document pertaining to construction projects and they have agreed to abide by them.*

**Unit Owner Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Mark Thayer**  
**Thayer & Associates, Inc.**  
1812 Massachusetts Ave.  
Cambridge, MA 02140  
617-354-6480 (office) | 617-354-7854 (fax)  
[mthayer@thayerassociates.com](mailto:mthayer@thayerassociates.com)

# 29 CONCORD AVE CONDOMINIUM

## Water Shutoff Request Form

Please fill out this form in its entirety and return it to the address listed below with their current license, workmen's compensation and liability insurance certificates for your plumbing contractor. You should be listed as the certificate holder and 29 Concord Ave. Condominium as additional insured. **No water shutoff will be authorized without receipt of this documentation.**

Please plan ahead since we need a minimum of **72** hours advance notice for any non-emergency related water shutoff. Residential water shutoffs will be limited to three hours, starting no earlier than **10:00am** and completed by **4:00pm**.

Name: \_\_\_\_\_ Unit #: \_\_\_\_\_

Plumbing Contractor's Name: \_\_\_\_\_

Contractor's Tel. #: \_\_\_\_\_

Date of requested shutoff: \_\_\_\_\_

Time of shutoff: From: \_\_\_\_\_ To: \_\_\_\_\_

Brief description of project:

Your signature below confirms that you have provided your contractor with the rules outlined in the 29 Concord Ave. Resident Handbook pertaining to unit repairs and renovations, and they have agreed to abide by them.

**Unit Owner Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Mark Thayer**  
**Thayer & Associates, Inc.**  
**1812 Massachusetts Ave.**  
**Cambridge, MA 02140**  
**617-354-6480 (office)**  
**617-354-7854 (fax)**  
**mthayer@thayerassociates.com**