

The Condominiums at Natick Village

Resident Handbook

2005

NATICK VILLAGE CONDOMINIUM RESIDENT HANDBOOK

Introduction

Welcome to Natick Village! This handbook contains information about Natick Village and the Town of Natick itself. We hope it will be useful to you. Please feel free to let us know if there is information we have not included which you feel would be helpful to other new residents.

Natick Village is an 816 unit condominium complex located on 85 acres. Approximately fifty percent of the units are occupied by tenants of investor owners, the remainder are occupied by unit owners.

Natick Village is located directly across West Central Street from the T, and within walking distance to convenience, grocery, drug and other stores. The Natick Mall is about three miles away.

The management office for the common areas (Barkan Management) and the Health Club are located at 18 Village Way, on the corner of Kendall Lane. The pool is located behind the Health Club.

Should you have any questions about the information in this handbook, or any other questions, please feel free to call us at 655- 0400.

IMPORTANT PHONE NUMBERS

<u>POLICE, FIRE, AMBULANCE</u>	<u>911</u>
<u>POLICE BUSINESS</u>	<u>647-9500</u>
<u>NATICK VILLAGE MANAGEMENT</u>	<u>655-0400</u>
<u>NATICK VILLAGE HEALTH CLUB</u>	<u>655-0022</u>

Amenities at Natick Village

Health Club

The Health Club is located at 18 Village Way. All Natick Village residents and their guests are eligible to use the club. Membership is free to residents and guest fees are as follows:

Monday, Tuesday, Thursday & Friday	\$3.00
Saturday & Sunday	\$5.00
Wednesday	Free (Health Club only)

Residents must accompany their guests at all times.

Residents who wish to use the Health Club must have a picture I.D. made at the Health Club front desk. I.D.s are made on weekday evenings between 5:00 and 8:00 and Saturdays between 9:00 AM and 4:00 PM. Tenants should bring a copy of their lease and new owners should bring proof of purchase of their unit.

Health Club Hours (subject to change)

Monday - Wednesday	9:00 AM to 9:00 PM
Tuesday - Thursday	8:00 AM to 9:00 PM
Friday	9:00 AM to 7:00 PM
Saturday - Sunday	9:00 AM to 5:00 PM
Holidays/Snow	As announced

The Health Club offers a full nautilus circuit and free weights, cardio-vascular equipment including a stair climber, treadmills and bikes, an aerobics room, and locker rooms with steam, sauna and showers. Aerobics classes are offered Monday through Saturday. Aerobics schedules are available at the Health Club front desk and are subject to change.

Pool

The pool is generally open from Memorial Day through Labor Day, from 10:00 AM to 8:00 PM, weather permitting. Early and late in the season, hours may change due to staff availability .

Please remember that the lifeguard is responsible for the safety of all residents using the pool. The lifeguard has full authority to close the pool if necessary (weather, water contamination, etc.) or take any other action required to insure that swimmers are safe and that Natick Village complies with Town and Board of Health regulations.

The pool is available for use by Natick Village residents and their guests. Health Club guest fees include use of the pool during the summer months. Residents must have a Health Club I.D. in order to use the pool. Children under the age of 12 must be accompanied by an adult. Children under the age of 8 must be accompanied by an adult while in the pool. Life preservers or water wings are recommended.

The pool is always staffed by a trained lifeguard, however the lifeguard is not a baby sitter. Please do not leave small children unsupervised in the pool area. Children who are not toilet trained must wear swim diapers *and* rubber pants.

Glass containers and alcoholic beverages are not permitted in the pool area. Food must be eaten on the pool terrace, not in the pool. Complete pool rules are available from the lifeguard.

Tennis

Natick Village has two lighted tennis courts, located behind the pool on Kendall Lane. Weather permitting, the courts are open from mid- April through late October. Residents and their guests may use the tennis courts on a first come, first serve basis except during "reservation only" hours. Tennis courts may be reserved by residents for a one hour block; Monday through Friday from 6:00 PM to 9:00 PM and weekends from 9:00 AM to 6:00 PM. Residents are limited to a maximum of three reservations per week.

Volleyball

The volleyball court is located off Kendall Lane near the Storage building. A net and volleyballs are available at the Health Club. Residents may wish to set up a volleyball league or club. Information is available from the Health Club Director.

"Top of the Hill"

The "Top of the Hill" is a large field surrounded by woods and trails. We have installed barbecue grills and picnic tables for residents' convenience. You can reach the "Top of the Hill" by walking up the hill behind 7 Village Rock Lane or up the road which begins behind the trash compactor.

Community Gardens

The community gardens are located off Brown Way, near the storage building. Gardens are available on a first come, first serve basis and are organized by Natick Village residents. Information on gardens is posted each spring.

Activities

Natick Village organizes various activities throughout the year. In the past we've had a Rape Aggression Defense class, CPR class, Dance for Heart, and a pool party. We also participate in Natick Community Watch. Information about upcoming activities appears in the Natick Village newsletter and is posted in the Health Club. Residents are welcome to suggest activities or start a club. Please speak with the Health Club Director about your ideas.

Maintenance

In general, maintenance of the property is performed by two sets of staff. Common area maintenance (snow removal, grounds, hallway cleaning, building exteriors, etc.) is performed by staff of Barkan Management Company. Maintenance inside units (appliances, paint, most plumbing, etc.) is performed by employees of the unit owner (your landlord if you are a tenant). For prompt service, please try to report any maintenance problems you may have to the appropriate person or office. Common area maintenance requests should be reported to the management office at 655-0400.

Lock Outs

Barkan Management maintenance staff can open your door if keys to your unit have been provided to the management office. There is no charge for this service during business

hours. For after hours lock out service, there is a charge of \$40, payable immediately, even if the maintenance staff finds that we do not have a key to your unit. In order to avoid lock out charges, we suggest that residents leave a key with a reliable friend or neighbor.

Barbecues

Barbecue grills are permitted on the ground floor level only. No grills of any kind are permitted on balconies. Please be considerate of your neighbors and move your grill away from the building while you are cooking to insure that smoke does not enter the building or melt the vinyl siding. Also, when you have finished cooking, be sure that your coals are completely extinguished and move your grill back to your patio so that it does not interfere with the landscapers when they're mowing the lawns.

Pets

Pets are permitted by the Condominium Association, but each unit owner may or may not allow pets in their unit. Some rules concerning pets are:

Only one pet is permitted in each unit.

All pets must be registered with the Management Office. Please provide us with a picture of your pet with your name and address written on the back of each picture.

Pets are not allowed to be in common areas unattended. Dogs must be leashed at all times.

Dog owners must carry with them, at all times when the pet is in the common areas, a means for removing any pet waste left by their dog. Dogs should not be permitted to urinate on trees and shrubs.

A complete list of rules concerning pets is contained in the Natick Village Condominium By-Laws. Copies are available at the management office.

Violations of the rules concerning pets are subject to fines and/or removal of the pet from Natick Village.

Trash Removal

The trash compactor, newspaper recycling bin and used clothing bin are located off the west side of Kendall Lane (to your left as you are heading toward West Central Street). All household trash should be deposited in the compactor. Only newspaper in paper bags should be placed in the green recycling bin. No plastic bags in recycling please. Clean, usable clothing can be deposited in the blue bin. Provided by The Society of St. Vincent de Paul. Used clothing is distributed to the poor and homeless.

Elderly or disabled residents who require assistance with trash removal should contact the management office at 655-0400.

Information about disposal of Christmas trees and wreaths will be posted each year in December. Please contact the management office regarding disposal of other large items (furniture, appliances, etc.).

Storage

Storage space *may* be available to residents in the storage building on Kendall Lane. Residents are limited to 3 by 3.5 square feet of floor space and upholstered furniture, mattresses, box springs, etc. are not permitted in storage. Bicycles may be stored over the Winter and are not considered part of each resident's allotted space.

Access to storage is by appointment only, Monday through Friday from 9:00 AM to 4:00 PM and Saturday 1:00 PM to 4:00 PM. Appointments must be made at least 24 hours in advance.

Per Natick Fire Department laws, please be aware that personal property may not be stored in common halls and stairwells. Items left in the hallways may block your safe exit in case of emergency. Maintenance will remove items left in hallways.

Fire Alarms

Buildings at Natick Village are equipped with a fire alarm system. Each unit contains a heat sensor, which will activate the building alarm system, and a smoke detector which will ring only in the unit. The hallways have combination smoke/heat detectors which will activate the building alarm. If you burn toast, steak, etc. and experience smoke in your unit, but no fire, please do not open the door to the hallway as you will activate the building alarm. Open windows to allow the smoke to clear.

Building alarms are not connected to the Natick Fire Department.

Please call 911 immediately if your building alarm sounds, then vacate the building.

Laundries

There are six common laundry rooms located on the property. Keys to enter the laundry room are available for \$2.00 at the Management Office. The laundry machines are operated by a "smart card" system. Smart cards are available at the machine at the management office.

Snow Removal

Natick Village roads will be plowed throughout the storm so that you can safely enter and exit the property. Steps and walks will be shoveled regularly and a box of ice melt will be located in the front foyer of every building. If you notice that the steps are icy, please sprinkle a little ice melt on the steps.

In general, parking spaces will be cleared after the snow has stopped. In order to assist us with snow removal, please do not park with your vehicle's hood or trunk overhanging the sidewalk. The sidewalk plow needs clearance to plow the walk. Also, please move your car to a plowed space as soon as you see the trucks in your parking lot.

It is not possible for staff to shovel out residents' vehicles. We suggest that all residents purchase a snow shovel to remove snow from behind their car.

Parking

All resident owned vehicles should display a current Natick Village parking permit. Permits are available at the Health Club front desk. Please bring your vehicle registration and tenants must bring a copy of their lease; new owners should bring proof of purchase of their unit. Natick Village will issue a maximum of two resident parking permits per unit.

The Town of Natick and Natick Village prohibit parking in fire lanes and only vehicles displaying a handicapped license plate may park in handicapped spaces. Violators are subject to ticketing by the Town of Natick and/or towing.

Certain areas of the parking lots may be designated for "resident only" or "guest" parking. These areas, if available, will be designated with signs. Vehicles parked in "resident only" parking which do not display a current Natick Village permit may be ticketed or towed at the vehicle owners' expense and risk. Please park carefully.

Parking for motorcycles may be arranged through the management office if space permits. The motorcycle must display a Natick Village permit. Please call the office at 655-0400 if you need to make special parking arrangements. Boats and other recreational vehicles are not permitted.

Vehicle Maintenance

Maintenance staff is not permitted to assist you with vehicle maintenance. They can not jump start your car or help you change a tire. Please make other arrangements.

Also, in order to save water, car washing is not permitted at Natick Village.

Security

Natick Village is patrolled by a private security guard for approximately eight hours every evening. The shift hours change so that the guard is not predictable. The security guard is at Natick Village primarily as a deterrent; and is not quickly reachable in case of emergency. Residents should contact the Natick Police at 911 for security problems such as suspected prowler, loud noises, break-ins, etc.

Some security reminders:

Always lock your vehicle and take your keys.

Don't leave packages, briefcases, and other expensive items in view in your car.

Never use the intercom door buzzer to let in someone you have not identified. Always use the intercom to identify your visitors.

If your unit is not equipped with "Charley bars" place a broom stick or a piece of pipe in your window tracks to prevent an intruder from opening your windows.

Never leave your door unlocked, not even for a minute to run to the laundry room. Lock your door when at home.

Report any broken exterior door locks to the management office (655-0400) as soon as possible.

Notices

From time to time, management will post important notices in every building, either on the front door or on the bulletin board near the mailboxes. Please read these notices carefully, as the information may concern issues such as parking, fire alarm testing, and security.

Residents who wish to post notices, ie., items for sale, services, etc., should contact the management office. Notices should be dated and can be placed on the bulletin boards at the laundry rooms.

Natick Village prohibits door-to-door soliciting. Please contact the Natick Police and the Natick Village management office if you find someone soliciting in your building.

Packages

The management office can not sign for or accept packages for residents. We do, however, have a pick up box at the front desk. If you need to leave an envelope for someone to pick up, you may leave it for them at the front desk. We will not, however, accept keys. Please be aware that we do not check identification of persons picking up items left at the desk.

Town of Natick - Voter Registration

Voter registration forms are available at the Natick Village Management Office at 18 Village Way. Forms may be mailed or dropped off at the Natick Town Clerk's Office at 13 East Central Street in Natick.

Town of Natick - Recycling Center

The Town of Natick recycling center is located on West Street in Natick. Take West Central Street (Rte. 135) east towards Natick Center. At Natick Center, take a right onto South Main Street (Rte. 27). Follow South Main approximately two miles and you will see the Natick Recycling Center on your right.

The recycling center accepts:

Glass - clear, green and brown

Metal - steel cans and lids, bottle caps, aluminum cans and lids and household aluminum foil

Plastic - #1 - #7 (look at the number inside the triangle on the container)

Clothes

Used motor oil

Batteries

Appliances

Paper/Cardboard

Flourescent Light Bulbs

Mercury (Thermometers, etc.)

Paint

The Recycling Center is open Thursday through Saturday from 8:00 AM to 3:30 PM. Please call the Sanitation Department at 647-6556 to confirm hours or for more information.

Barkan Management Staff

Property Manager
Assistant Manager/Health Club Dir.
Property Administrator
Pet Control Officer
Maintenance Superintendent
Assistant Superintendent
Lead Janitor

Peggy King
Eileen Messom
Mary MacDonald
Mary MacDonald
Fred Bruno
Pedro Rosario
Ramon Torres

Account Supervisor (Boston)
Barkan Management Co., Inc.

Dianne Radcliff, CPM
(617) 482-5500

