



# **Highland House**

## **Resident Handbook**

*Managed by:*  
*Highland Apartments LLC*  
*5 Suburban Road Suite 103*  
*Worcester, MA 01602*  
*Web site: [hh-aps.com](http://hh-aps.com)*

*508-755-8484*  
*[Joseph@hh-aps.com](mailto:Joseph@hh-aps.com)*

### **Moving Procedure**

When moving in or out, please notify the office of the day, date and time your moving truck is arriving. All moving must be done by the left side door. Movers must obtain a key to lock the elevator, and protective padding must be placed on the elevator interior to prevent damage prior to use. You will be held responsible for any damage to the hallways, elevator doors and apartment doors and interior sustained by your hired movers. No moving is allowed through the front entrance (lobby), and no moves are to be scheduled on weekends. Weekends are a time for many visitors, and the moving process is deemed disruptive.

Unpacked boxes should be broken down and taken directly to the dumpster (left side of the parking garage). Do not pile boxes in the trash room since space is limited. If you need assistance removing the boxes, please call the office and we will arrange for box removal.

### **Rental Payments**

Rent is due the first of every month, by personal check, Electronic funds transfer or money order. Rent is made payable to Highland Apartments LLC, you can bring your payment to the office or place it in our convenient rent drop box located in the mail room.

### **Mail and Deliveries**

Mailboxes for each apartment are conveniently located in the lobby. Mail is delivered daily. For your convenience, outgoing mail is picked up daily from the blue mailbox by the US Postal Service.

Larger packages and deliveries such as Amazon will be delivered to your door or also in the mail room. We will be happy to deliver a package to your apartment home if needed.

### **Parking**

Highland House has provided a private covered parking area for its residents. Residents are assigned parking spaces by the management office, and are provided with a remote garage door opener. The doors have been programmed to close 15 second after the car has passed thru. For your convenience, access to the garage is by the side door and keyed to operate with your front door building key or keyless fob. All garage door openers remain the property of Highland House, and must be returned at the time you vacate. Lost or stolen openers will require a \$45 replacement fee. Please use caution coming and going in the garage as other residents could be walking to and from their vehicles.

Outdoor parking is also provided for residents and their guests, conveniently located around the building. Please do not park in the handicapped spaces (unless you are displaying a handicapped plate or placard), fire lanes, or anywhere other than in the clearly striped parking areas. Commercial vehicles, recreational vehicles and unregistered vehicles cannot be parked at the Highland House. Parking in unauthorized areas may result in towing at the registered owner's expense.

### **Lock and Keys Automatic Doors**

You have been provided with one set of keys that include apartment door keys, building entry door key, keyless fob and a mail box key. All keys are the property of Highland House, and must be returned at the time you vacate.

Keys that are lost or stolen are to be reported to the office at once. There will be a \$50 fee required for any keys that are reissued. Misplaced keys and service calls after 5:00PM or on weekends may require residents to contact a locksmith at the residents expense. It is advisable to give a trusted friend or relative a copy of your apartment keys to avoid delays and/or fees in the event of a lock-out, or emergency.

Keyless entry fob are available and need only to be waived in front of the control box to disarm the lock for easy access to and from the building.

There are two doors that have been equipped with automatic door openers and closers. These doors are located exiting the building on the garage side and the door entering the garage. Just wave your fob and the doors will open automatic and close automatic 10 seconds later. For your convenience this can be used coming and going to and from these two doors.

### **Intercom System**

To operate the intercom system from your apartment, simply pick up your telephone after it has rung, and speak directly to the party who has called you for entrance to the building. You may allow entry to the building by pressing the number **6** on your touch tone phone which will emit a buzz sound and unlock the front door. Hold the receiver open until you have heard the “buzz tone” through your telephone.

*You can view who is at the intercom by turning your TV/Cable box to*

### ***Channel 900***

Always identify and know who you are allowing to enter the building. Allowing access to strangers jeopardizes the privacy of all residents of the building.

### **Video Surveillance System**

The Highland House has a 16 camera monitoring system that records up to 30 days. Cameras are located in the common areas inside and outside the building to monitor activity.

### **Laundry Rooms**

Coin operated laundry facilities are conveniently located on each floor throughout the building. Please follow the posted operating instructions and notify the management office if you have any problems with the machines. You can leave the laundry room doors open while in use but have to remain closed when not in use. Lint filters must be cleaned after each use and refuse properly disposed of in the receptacles provided.

**Please do not exceed recommended detergent guidelines.**

**Please note Laundry hours are from 8:00AM to 9:00PM**

**\*\*\* Quarters (\$10.00 rolls) are available for your convenience in the office**

### **Hallways**

Please do not place furniture, mats or plants in the hallways or stairwells of the building. Do not store any material in the hallways or stairwells. Worcester Fire Department regulations require that all common areas be left free of obstruction. You are permitted to put appropriate decorations on your door with a self stick holder. Please do not use nails or screws.

### **Trash Removal**

Located to the right of the laundry facility on each floor is the trash disposal room. All raw garbage should be double bagged and thrown down the chute. All empty bottles, cans and plastic containers should be put in the metal trash container. All newspapers, magazines, catalogues, and empty paper bags should be neatly stacked and placed in the paper container provided. Any and all other trash should be placed in an appropriate small sized bag and thrown down the chute. Each morning an employee will be around to clean each floor and remove the trash from the trash rooms. Trash is picked up daily Monday through Saturday between 8:00-10:00 AM. Our disposal company is eco-friendly and converts our trash into recycled energy, we are doing our part to give back.

Please make every effort to conform to these rules in order to keep the trash disposal room clean, odor free and to minimize the potential for pest infestation.

### **Fire, Smoke and Carbon Monoxide Detection Systems**

The common areas of the building and the lobby are equipped with a fire and smoke detector system. Red pull stations, which are wired directly to the Worcester Fire Department, are located around the building. Should you discover smoke and / or flames call **911**. If the smoke or fire is in your apartment home vacate the building.

Smoke, heat and carbon monoxide detectors are also located in your apartment for your safety. Do not disconnect them or attempt to disarm them in any way.

Your hardwired smoke detector is a combination of smoke and carbon with a lithium battery back-up.

In the event the fire alarms go off in the building all fire doors in the hallways will release and close. The elevator will go off line and proceed to the first floor where the doors will open.

If the fire is not in your home you can shelter in place. Use common sense and stay calm, we have a very safe building and amazing Fire Department that will be here within minutes. Please keep your door shut and shelter in place, per WFD. Let us know if you have any questions about this. Periodically there will be reminders of this in the newsletter and bulletin.

### **Management Office**

The management office is located on the first floor of the Highland House Suite #103. Office hours are 8:00AM to 5:00 PM Monday through Friday

**Nights & weekends 24 hrs a day**

[Joseph@hh-aps.com](mailto:Joseph@hh-aps.com)

**Phone number is 508-755-8484**

[Gerry@hh-aps.com](mailto:Gerry@hh-aps.com)

### **Emergency Maintenance Requests**

After hours maintenance requests will be dealt with immediately in the event of an emergency. Emergencies are recognized as, no heat or hot water, no electricity a non functioning toilet in a one bedroom apartment, fire, police action and flood. Please contact the office at 508-755-8484 in the event of such an emergency.

[Joseph@hh-aps.com](mailto:Joseph@hh-aps.com)

[Gerry@hh-aps.com](mailto:Gerry@hh-aps.com)

### **Routine Maintenance Requests**

For Routine maintenance in your apartment, please call the management office (508-755-8484). Give us as much information as possible regarding the nature of the request. Our maintenance personnel will respond as quickly as possible to all requests according to their priority.

When requests are made, if you will not be home, please let us know if you are granting permission for our maintenance personnel to enter your apartment to make the repair. Our schedule is busy so we appreciate your cooperation to speed up the scheduling of the repair.

If repairs require parts or materials on order, you will be so informed. Completion of the request will be made as soon as possible. Please do not stop our maintenance personnel you see on duty to request direct service. All requests must be made through the maintenance office.

[Joseph@hh-aps.com](mailto:Joseph@hh-aps.com)

[Gerry@hh-aps.com](mailto:Gerry@hh-aps.com)

### **Courtesy Officer**

**774-535-5092**

**Jon Radin**

For your convenience and Luxury we have a live in courtesy officer Jon Radin who patrols the ground and community. He is here for your needs and requests to be tended too. Need help bringing things to and from your car? Any problems in your home? Car battery dead? Need stamps? Quarters? Are you locked out? Your wish is his desire. Please call 774-535-5092

### **Elevators**

For your convenience, there are two elevators located on each floor. These elevators are simple to use. Just press the button indicating the desired floor 1-8. The speed of the elevator and door closing is set on slow for your convenience.

Be sure to follow the proper “moving” procedure when either moving in or out. Make arrangements to get the elevator key to lock down the elevator car, and protective wall pads to prevent damage..

For your safety, in the event of an emergency while in the elevator, (whether it is medical, mechanical or electrical), a call button is located above the elevator floor selection buttons. Pressing that button will automatically dial the office, or the answering service (off hours), and they will contact the proper personnel to handle the emergency situation. Please only use the elevator phone in case of emergency.

### **Insurance**

All residents are required to carry renters insurance on their apartment home. Proof of insurance is required upon signing the lease. Contents coverage is up to the tenant, based upon individual choice, each tenant must mandatorily carry \$500,000 in General Liability Insurance. Failure to supply the annual insurance certificate will result in a non-lease renewal.

### **Referrals**

Tenants are invited to refer friends and relatives to the Highland House. Referrals that result in a one-year lease will be recognized with a \$500.00 rent credit on your account. Please contact the office if you would like further details.

### **Lost and Found**

Articles found on the grounds may be turned in to the Management Office. They will be held for 14 days. Any lost items should be reported to management to allow quick identification of any found items. We will post “found” items on the bulletin board within 24 hours of receipt.

### **Balcony Etiquette**

Fire regulations do not allow charcoal or gas grills to be used on the patios. To preserve the appearance of the building, no clothing should be hung for drying or airing out on the balconies, and no storage of large items is allowed in the balcony areas. **When cleaning or sweeping the balconies, please use a dustpan to collect the debris and dispose in the proper receptacle, instead of throwing or sweeping off the balconies which will blow down onto neighboring balconies.** Bird feeders cannot be used due to the residual seeds, etc being dropped on to other balconies in the immediate area. Outside balcony decorations, such as lights, umbrellas, etc. are not permitted without express permission from management.

### **Your apartment**

Your kitchen is fully equipped with modern, energy saving appliances. The care and cleanliness of these appliances is the responsibility of the resident. Be sure to read the operating instructions carefully before use.

A few tips to keep in mind:

- Range: Keep range surfaces cleaned and free of grease
- Dishwasher: For best results, load the dishwasher according to the manufacturer's instructions. Use only detergents made for automatic dishwashers. Please try to run at least one cycle per month to preserve seals.
- Disposal: Let the cold water run when operating the disposal. Be sure to place the cover over the disposal to prevent utensils or other items from slipping into the disposal when in use. **Never put bones of any type in the disposal.**
- Decorating: You must obtain written authorization from the Management office prior to making any alteration to the décor of your apartment. You will be responsible for restoring all walls to their original condition and color when vacating. (Hanging pictures is considered normal wear and tear).

## **Highland House Gazebo Park**

- Food and beverages are permitted, but **NO GLASS CONTAINERS OF ANY SORT ARE ALLOWED FOR SAFETY REASONS.**
- Please clean up after yourself. Do not leave any trash behind.
- Do not leave personal belongings unattended.
- Do not take furniture outside of the park sitting area.

### **QUICK TELEPHONE REFERENCE**

**Management office (including maintenance) 508-755-8484**

#### **EMERGENCY NUMBERS:**

<b>Emergency</b>	<b>911</b>
<b>Fire department (business only)</b>	<b>508-799-1816</b>
<b>Police (business only)</b>	<b>508-799-8600</b>
<b>Poison Control</b>	<b>1-800-682-9211</b>