Residences at TWIN PONDS Nashua GUIDEBOOK

Twin Ponds at Nashua, managed by First Equity Associates, Inc., offers an atmosphere of easy living for all without the worries of homeownership combined with a responsive management team.

First Equity Associates, Inc., continually strives to maintain and improve the property by utilizing careful cost controls. These principals aid in our constant search for the maximum economical way of providing the best lifestyle available in this marketplace.

This Guidebook is an attachment to your Rental Agreement and may be amended from time to time.

MANAGEMENT

Office Hours:
The Management Office is open Monday through Friday from 8:30 a.m. to 4:00 p.m.

Online Portal:
All adult residents must have an online portal. You are given these instructions to move in.

Contact Information:
Please keep your phone numbers and/or email address current. Management shall not be responsible for any consequences should you not receive an announcement due to outdated information. Information may be updated via your online portal, by emailing info@twinpondsnashua.com, or by calling the Management Office at (603) 888-2242.

Rental Payments:
The preferred and easiest method of payment is done by using a tenant portal set up through our property management software. There is no fee if you make payments using your account and routing number (E-check). Credit cards can also be used, but there is a fee. Cash is never accepted.

If you must pay by check or money order, please use the drop box located at the front door of the management office or mail your check to Twin Ponds at Nashua, 105 Spit Brook Road, #21F, Nashua, NH 03062.

If you reside at:	*Please make checks or money orders payable to:*
103 Spit Brook Road	LSB Associates I Limited Partnership
105 Spit Brook Road	Nashua Investors Limited Partnership
337-341 Brook Village Road	Nashua Investors Limited Partnership
201-335 Brook Village Road	BVNA, LP
349 Brook Village Road	349 BVR, LLC

Your account shall be charged a $40.00 fee for any payment returned unpaid by the bank. Personal checks and online payments shall no longer be accepted for your household for a period of one (1) year if two (2) payments have been rejected within a twelve (12) month period.
Post-dated checks shall not be accepted. Should your household submit a post-dated check and it is deposited before the check date, First Equity Associates, Inc., and its agents shall not be responsible for any fees if said check is returned unpaid.

Insurance:
All adults on the lease must obtain and maintain a liability insurance policy for the length of your residency. You shall provide proof of insurance listing the landlord outlined in your lease agreement as an additional interest. This policy shall be paid in advance for one (1) full year and proof of same shall be provided to Landlord. The Certificate Holder shall be listed as detailed in your current lease agreement. If you own a dog, you will be required to obtain your renter's insurance from a company that does not have any breed restrictions. Some of these companies are: Allstate, Amica, Chubb, Farmers, Fireman's, Geico, Progressive, State Farm, USAA and Roost. If you choose a company that is not on this list, we may need to verify their policy on dog breeds prior to your move in.

Pets:
There shall be a two (2) pet limit per household.
Twin Ponds at Nashua prides itself on being a pet-friendly community and asks that you do your part as a responsible pet owner.
Pets shall be up to date on all vaccinations, including but not limited to, rabies. Copies of your dog(s) current rabies certificate shall be provided to Twin Ponds of Nashua. Rabies vaccinations must be kept current, and it is your responsibility to provide Twin Ponds at Nashua with a new rabies certificate for any future rabies vaccinations.

Every dog shall be brought to the Management Office for a one-time DNA test within forty-eight (48) hours of being on the premises. During this test, a swab is placed between the dog's cheek and upper gum and rubbed for ten (10) seconds. The resulting cheek cells are sent to a lab where a profile specific to the individual dog is created. Improperly disposed of dog waste is sampled, sent to the lab for DNA testing and the owner of the dog is fined as outlined in the lease agreement. Dog(s) shall not drink, eat, or greet another dog for one (1) hour prior to the required DNA test.

Pets must be on a leash at all times. The leash must be held by a responsible person and not tied off to anything, whatsoever, such as trees, decks, fences and more. Dog leads and tie offs are not allowed in any manner whatsoever. Dogs shall not be left on patios or balconies without the presence of the owner. Pets shall not be left unattended in any dog park or common area for any period of time.

You agree and acknowledge responsibility for the actions of your pet(s) and agree to hold the owners, management, and its employees harmless.

Doggy stations are provided throughout the community for the proper disposal of pet waste, however, you shall still be responsible for cleaning up after your pet if you are not near one of these stations.

MAINTENANCE

Routine Maintenance Hours:
Maintenance is open Monday through Friday from 7:30 a.m. to 4 p.m. Please submit maintenance requests through your online portal. For updates, please do not submit a second request; contact us at info@twinpondsnashua.com directly with the issued work order number.

Emergency Maintenance:
In case of fire, medical or police emergencies, dial **911**.
For emergency maintenance calls during non-business hours, please call **(617) 590-1072**. During business hours, please call the management office at (603) 888-2242. An emergency is something that you cannot live without until the next business day, such as the following:

- Smoke/carbon monoxide detector issues (please see details in the section under apartment/appliance care).
- Toilet not working (Neither toilet is working if your apartment has two [2] bathrooms). You are required to own and use your own plunger for clogged toilets. If the toilet is still clogged and plunging is not working or is overflowing, please shut off the water to the toilet(s) by turning the shut off valve that is on the left side of the toilet(s). If we arrive and there is no plunger, you will be charged for the maintenance call. This applies for routine maintenance during the day as well as after-hour emergency calls.
- No heat.
- Major leaks, tub faucet will not shut off, hot water tank leaking, or dishwasher leaking.
- Electrical problem-No power throughout apartment or an electrical issue that you believe is a safety issue. A single light not working shall not be considered an emergency.
- Lock Outs: Should emergency maintenance be called after business hours to let you into your apartment, you shall be charged $150.00. This fee is due within five (5) days and will be posted to your account. You will be able to pay it by using your portal. **IMPORTANT:** Please note that you shall be responsible for the lock out fee once the call has been made and you spoke with our on-call maintenance staff. Lockouts happen, but we are responsible for the components of the apartment and the property. We strongly recommend you leave a key with a neighbor or friend so that you do not incur this charge. You are free to call a locksmith instead of the emergency maintenance number; however, you will pay multi-hundreds to have a locksmith assist you after hours. The following are some examples of items that are **NOT** considered emergencies: Air conditioning, dishwasher (except for leaks), washer or dryer, Blinds. pest control, Neighbor disputes; and, assigned parking space complaints

Should you contact Emergency Maintenance for a non-emergency call after hours, you will be charged $40.00 for the inconvenience. Our team works very hard during the week and we will be there for you if there is an emergency but ask that you be respectful when an issue arises that is not an emergency. Simply email us at info@twinpondsnashua.com or use your portal to submit a service request.

APARTMENT COMPONENTS: WHAT YOU NEED TO KNOW

Replacement Parts/Costs to Residents:

Items such as blinds and drip pans are provided at move-in for you however, these are not items that are replaced throughout your residency because they have become damaged. You may submit a service request for blinds and drip pans as you would any other service request. The charges will be posted accordingly.

You may submit a service request if you need your locks changed. Your request is subject to approval by Management. If approved, the maintenance team will move forward on your request and the applicable charges will be posted to your account.

Window blinds (does not include vertical patio/balcony blinds	$20 to $35 each/installed
Vertical blinds for patio/balcony	$72 installed
Drip Pans	$6 each/installed
Lockout after hours	$100
Change of locks (includes mastered deadbolt and door knob)	$250 installed
Add or remove individual to/from lease	$150 per person
Administration fee for choosing tenant at will agreement	$100
Transfer to different apartment	$500

Appliance Care:
Please clean your appliances frequently to prevent build up that could be hard to clean. Remember, you shall be responsible for the condition of items beyond normal wear and tear. Turn off all appliance lights during cleaning to prevent breakage.

Bird Feeders: Bird feeders are not allowed anywhere on the property, including, but not limited to, balconies, patios and all common area.

Dishwasher (if applicable): Use caution when the dishwasher is in use as it uses the same drain line as the kitchen sink. Run the garbage disposal before using the dishwasher; should backwash occur, the sink will be clear of debris.

Dryers: Please clean the lint trap in your dryer before or after **EVERY** use. If you do not know where the lint trap is, please find a photo or video on google or YouTube. Dryers generate high temperatures and lint is highly flammable. Failure to remove lint before or after every use can create a disastrous situation for everyone in your building. Clothes also dry faster when there is more air flow.

Garbage Disposal: Please use for food scraps only. Run cold water during disposal use and for up to a minute after food has cleared the drain. Do not feed the disposal bones, tough vegetables, potato skins, pasta, rice, coffee grounds, grease, etc. Should maintenance determine that your disposal is being used improperly, you shall be charged for the cost of repairs.

Furnace (if applicable): Furnace filters shall be cleaned, and the furnace shall be inspected periodically by our maintenance staff. Should you experience a problem with the heating/cooling system, contact maintenance, do not attempt to repair the system yourself.

Grills: Grills, hibachis, or other similar devices using gas, charcoal or wood are not allowed on the property. The only permissible grills that can be used are electric grills with a safety certification from a nationally recognized testing laboratory, such as Underwriters Laboratories (UL). See complete information in your lease.

Holiday Decorations: Holiday decorations are acceptable, within reason. “Within reason” means at the discretion of the landlord. If anything is put up in bad taste or if the decorations contain inappropriate or offensive content, you will be asked to remove the decorations immediately. If the landlord determines that the decorations are excessive, too large,

taking up too much space, using too much electricity, the resident will be asked to downsize the decorations until it is acceptable.
If your holiday decorations make noise or have animatronics, it is imperative they are not on during the day or throughout the night. All noise making decorations and animatronics must only be used from dusk to 10pm.

Holiday decorations may be put up one month prior to the holiday and no earlier. Holiday decorations must be taken down by the weekend following the Holiday. The only exception are winter holidays. These decorations must be removed by the first weekend in April.

Failure to remove decorations in a timely manner as outlined above may result in further action. Failure to run noise making decorations and animatronics at other times than dusk to 10pm, will result in further action.

Ponds: While fishing, please use the "catch and release" method. Swimming or boating is prohibited. Management does not monitor or maintain the safety of ice. All activities shall be at the individual's own risk.

Pool:

There are no lifeguards or pool monitors. You are on camera. Violation of any pool rules, damage to property or inappropriate behavior will result in revocation of your pool rights.

In order for you, your household and/or guests to use the pool, a waiver must be on file.

POOL RULES

Weather permitting, the pool will be opening on Memorial Day weekend and the first day you may swim is the Friday before Memorial Day weekend. The pool will close on Labor Day weekend and the last day you may swim is the Monday of Labor Day weekend.

ALL households have been required to sign a waiver with the understanding there are no lifeguards and/or pool monitors on duty.

Pool hours are from 10:00am to 6:00pm every day.

There is no swimming during thunder and lightning storms. You will need to gather your belongings and vacate the pool immediately until the weather passes. Management will be by to lock secure the pool.

You shall be responsible for the safety of the members of your household and/or guests.

Entering the pool area while closed shall be cause for your pool privilege to be revoked and may be cause for the termination your lease agreement.

Children that are not potty-trained shall not use the pool unless they wear Little Swimmers; diapers shall be prohibited. Children under the age of eighteen (18) shall not be allowed in the pool area without an adult that is at least eighteen (18) years of age. If you see this happening, please email management.

You are responsible for putting your trash in the trash receptacle and for returning the chair to its original location.

Water features shall not be stepped on by you, your visitors and/or guests. You may be financially responsible if replacement is required.

The following shall be prohibited from the pool deck area: alcohol beverages, glass containers, diving, jumping, running, roughhousing and dogs.

No inner tubes, flotation devices, goggles with masks, or fins allowed in the pool. Inflatable arm floatation devices are allowed for children.

Feel free to enjoy eating snacks/lunch in the grass area both inside and outside the pool fence. Be sure to dispose of all trash appropriately.

If Management feels that the pool has become overcrowded, we will ask people to either wait or leave momentarily.

Please stack chairs near the pool house when you are leaving the pool area.

If you are not feeling well, stay home. If you have any signs of respiratory illness, fever, flu-like symptoms, do not come to the pool.

The bathrooms will be cleaned periodically but is up to you to wash your hands and to keep the bathrooms clean.

Residents can bring guests, however, the resident must always accompany the guest.

Diapers are never allowed in the pools. If your child is not potty trained, unfortunately, we cannot allow them in the pool. "Little Swimmers" are allowed.

If anyone does not follow the pool rules, your pool privileges for your entire apartment will be revoked. You are responsible for your visitors as well. If anyone goes into the pool when the pool is closed, your pool privileges will be revoked, and further proceedings may begin that may affect your residency here.

Refrigerator/Freezer: Do not defrost the freezer by using sharp objects to break off ice or you shall be charged for the cost of repairs.

Satellite Dishes
You may install only one satellite dish or antenna within the premises leased to you for exclusive use, such as your deck/balcony, in accordance with FCC regulations. Installation is not permitted on any common area. Dishes must be installed using non-penetrating kits. You will be charged for damages for any improper installation.

When you vacate, you must remove the satellite dish and all related equipment upon vacating the premises by using our insured employees/contractors. Failure to do so may result in damages and/or disposal fees. We reserve the right to remove equipment installed incorrectly and outside FCC regulations to make repairs which may result in the unexpected interruption of your service without notice to you. This could also result in a reconnection fee charged to you by you provider.

Refer to section 6.a. of your lease for complete regulations regarding satellite dishes.

Smoke Detectors*:* Section 634:2 IX of TITLE LXII CRIMINAL CODE states, "Any person who is found guilty of criminal mischief under this section because such person is a tenant, or a guest of such tenant, in a rental dwelling who has destroyed, disconnected, or otherwise rendered inoperable any smoke detector in the rental dwelling, or who has attempted the same in a rental dwelling, shall be guilty of a misdemeanor." The City of Nashua always requires that smoke detectors be in operable condition; do not disconnect any detector for any reason. Check every detector in your apartment monthly by pressing and holding the red button for 4 to 5 seconds. Contact Emergency Maintenance IMMEDIATELY if any detector in your apartment is not operating properly.

If a smoke detector is alerting you with a small "chirp", it most likely needs a 9V battery. **Please replace the battery first before alerting maintenance.**

Stove/Oven: Place the range hood filter in the dishwasher occasionally to remove grease accumulation. To prevent build up, please clean the oven once every three (3) months.

Toilet(s): Dispose of human waste and toilet paper only. Do not flush personal hygiene wipes, cleaning wipes, baby wipes, feminine products, tissues, etc. The cost of repairs from damage due to misuse shall be charged back to the ~~Tenant~~tenant by whom or upon whose premises it shall have been caused. It is your responsibility to own and use a plunger for clogged toilets. We may ask you to show us the type of plunger you are using before we respond to the call. If we arrive and you do not have a plunger, you will be charged for the call. If you cannot get the toilet unclogged, please call maintenance and we will assist you.

Toys & Personal Property: Large toy houses, forts, slides, kiddie pools and the like are not allowed. All toys and personal property (including materials for plantings and planters) must be stored on the patio/balcony you rented. Toys, planters, and personal property are not to be stored in the common area. We expect for children to play with their toys. Toys and personal property must be stored on your balcony/patio when not in use. Power cords are not to be run to the parking lots for any reason. Residents may not use the spigots unless they are in the dog park and/or gardens. The spigots at the gardens are only to be used for watering in the gardens.

Trash Removal:
Garden residents
Household rubbish shall be disposed of by placing items in the compactor located in front of Building B.
Courtyard, Fountain and Summit residents:
Household rubbish shall be disposed of household rubbish by placing items in the compactor located in front of Building 301.
Villa residents
Household rubbish shall be securely bagged (or secured in a small box) and placed curbside by 8:00 a.m. on Mondays and Thursdays. Trash barrels shall be prohibited. You shall be fined $25.00 per item for improperly placed trash or trash that is put out too early. Trash needs to be put out Monday and Thursday mornings, not the night or day before.
Holidays observed for trash collection shall be: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. When a holiday is observed on a Monday, pick up days shall be Tuesday and

Friday. When a holiday is observed on a Tuesday, Wednesday, or Thursday, pick up days shall be Monday and Friday.

All residents
Large items, i.e., furniture, televisions, etc., shall be brought to the furniture dumpster located in front of Building 301. Please do not leave items in front, blocking the dumpster entrance.
Trash shall not be left outside your apartment, including the patio, for any length of time. You may be charged $25.00 per item for improperly disposed of trash.

Vehicles/Parking: Your Twin Ponds parking permit shall always be displayed on the vehicle. Should you change vehicles, please update management immediately by visiting www.twinpondsnashua.com, clicking on Resident Resources and selecting Vehicle Permit. Vehicles that are not registered, inspected, operable, or parked properly shall be subject to towing without further notice at the vehicle owner's expense.

After snowstorms, you shall move your vehicle according to the snow removal procedure detailed below. Vehicles that are "snowed in" shall be subject to towing without further notice at the vehicle owner's expense.

Never park in a numbered space that is not assigned to you. Be sure to inform your visitors and guests of same. If you or your visitor/guest park in an assigned space that is not yours, you risk being towed at your own expense.

Should an unauthorized vehicle park in your assigned space during business hours, please contact us with the vehicle's make, model, color, license plate and state, and Twin Ponds permit number (if available) and the number of the parking space the vehicle was parked in. We will do our best to contact the resident and get the vehicle moved out of your space and if need be, we will authorize it to be towed at the vehicle owner's expense.

During non-business hours, we ask that you gather the same information and email it to us at info@twinpondsnashua.com. Photos are always good too. We will speak with the resident at fault and we will do our best to figure out and assist you, even if it is a visitor without a permit.

If you parked in a numbered parking space, and your vehicle was towed you may contact **5-Star Towing at 603-809-6999** to retrieve your vehicle.

Tenants must not occupy unnumbered spaces while leaving their assigned space vacant. This helps ensure that parking is used fairly, assigned spaces remain available to the appropriate tenants, and parking is accessible to everyone.

Trucks, commercial vehicles, recreational vehicles, governmental vehicles, tents, buses, open-bed vehicles, campers, mobile homes, motor homes, golf carts, off road vehicles, trailers, and/or boats shall not be allowed on the premises and shall be subject to towing without further notice at the vehicle owner's expense without the prior consent of the landlord. Any vehicle not meeting the above requirements and additional rules of Twin Ponds shall be deemed an unauthorized vehicle, which shall be subject to being towed at the vehicle owner's expense.

Motorcycles shall be parked parallel to the curb in front of your assigned space.

Washer/Dryer: Should you have an energy efficient washing machine; you shall use HE detergent or the pipes may back up. You may be charged back for damages caused by failing to use HE detergent in an energy efficient machine.

Energy efficient washing machines and their seals shall be cleaned monthly. Cleaning tablets can be purchased at your expense at many big box stores. Please note, bleach only kills odor-causing bacteria and leaves behind detergent residue. You may be charged back for damage caused by failure to properly clean the washing machine.
Leave the washing machine door ajar when not in use to prevent mold build up. You may be charged back for damage caused by failure to properly vent the washing machine.
Clear pockets of all items such as change, bobby pins, etc. You may be charged back for the cost of repairs for damage caused by items left in pockets.
Please use mesh laundry bags for smaller clothing items. You may be charged back for the cost of repairs for damage caused by items that become caught in the motor.

APARTMENT GROUNDS: PROCEDURES YOU NEED TO KNOW ABOUT

Snow Removal Procedure

1) Roadways after 2" will begin being plowed and kept passable throughout the storm.

2) Walkways: If snowfall exceeds 6" during a snowstorm, walkways will be shoveled one time and again after the storm.

3) Parking spaces/lots: Cleaned after the snow stops accumulating according to the following schedule.

PARKING LOT SCHEDULE

ZONE 1: LIGHT BLUE SCHEDULED FROM 8AM TO 10AM
ZONE 2: PINK SCHEDULED FROM 10AM TO NOON
ZONE 3: YELLOW SCHEDULED FROM NOON TO 2PM

1) If the snowstorm stops accumulating prior to 8AM, then all three zones will be cleaned at the specified times that day and you must move your vehicles accordingly.

2) If the snow stops accumulating during Zone 1, Zone 1 will not be cleared until the following day at their scheduled time. Snow removal will begin during Zone 2 and vehicles in Zone 2 must be moved accordingly.

3) If the snow stops accumulating during Zone 2, Zone 2 will not be cleared until the following day at their scheduled time. Snow removal will begin during Zone 3 and vehicles in Zone 3 must be moved accordingly.

4) If the snow stops accumulating during Zone 3 or thereafter, **ALL ZONES** must adhere to the above schedule the following day. The snow removal contractors will clear empty spaces throughout the evening and the thorough cleanup begins at 8AM the next day.

5) Parking Lot Schedule is not limited to weekdays. The same schedule will be followed 7 days per week, including Holidays.

6) Pay attention to the schedule and the map. You are free to park your vehicles elsewhere in the community in unassigned spaces while your area is being plowed. However, you will need to move your vehicles back to your lot after it is cleared to avoid towing from a different lot.

7) All your vehicles must be moved during your designated time to avoid towing at the vehicle owners' expense.

8) If you are going away, even for one night, during the winter months, you will need to plan to have your vehicle moved according to the Parking Lot Schedule. It is not Management's responsibility to move your vehicle and you risk having your vehicle towed at your expense. Unawareness of a snow event will not excuse you from your obligations as a rule-abiding resident.

9) It is your responsibility to inform your guests and/or visitors of the Twin Ponds at Nashua Snowplow Procedures as they are subject to the same rules and towing without further notice at the vehicle owner's expense.

10) Vehicles that are "snowed in" shall be subject to towing without further notice at the vehicle owner's expense.

The Snow Removal Procedures are meant to provide a guideline in which the snow removal contractor, management, and the residents of Twin Ponds at Nashua can work together to obtain the best results possible for all involved. Weather has many unpredictable factors relative to the timing of a storm, the type and weight of the precipitation making it impossible to guarantee these procedures to an exact science. Efficient snow plowing at the premises with the safety of the resident is the goal. Management reserves the right to change the Snow Removal Procedures if it is determined necessary and the Guidebook will be updated accordingly.

Snow Removal Zones





COMMUNITY SERVICES:

FIRE, MEDICAL, or POLICE EMERGENCIES www.911.gov 911

Poison Control Center ..... www.nnepc.org (800) 222-1222

Chamber of Commerce ..... www.nashuachamber.com (603) 881-8333

Department of Motor Vehicles ..... www.nh.gov (603) 227-4000
Flight Line Inc. (shuttle to and from Logan & Manchester Boston Regional Airports) www.flightlineinc.com (800) 245-2525

Granite State Dog Recovery (Reunites lost dogs with their Families) ... www.granitestatedogrecovery.com (855) 639-5678

Nashua Fire Rescue (Non-emergency) ..... www.nashuanh.gov (603) 594-3651

Nashua Police Department (Non-emergency) ..... www.nashuapd.com (603) 594-3500

Nashua Public Library ..... www.nashualibrary.org (603) 589-4600

Nashua Parks and Recreation ..... www.nashuanh.gov (603) 589-3370

NTS City Bus (Intercity only) ..... www.nashuanh.gov (603) 880-0100

Schools:

- Superintendent of Schools ..... www.nashua.edu (603) 966-1000
- Bicentennial Elementary (K-6) ..... (603) 966-1760
- Fairgrounds Middle School (7-8) ..... (603) 966-3990
- Nashua High School South (9-12) ..... (603) 966-1100