

Office: (508) 304-9100 | Fax (508) 304-9101

Welcome to your new apartment!

Here you will find some very important information to help with any questions or concerns that may arise during your tenancy. Please review it carefully and let us know if there is anything damaged or needs attention as soon as possible. This will help avoid security deposit deductions, when you end your tenancy.

We hope that you find this information helpful and easy to follow. Please do not hesitate to contact us if there is anything we can do to make your tenancy with MaxMia Management more pleasant.

Nader Djafari

MaxMia Management Inc

Office (508) 304-9100

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nader@djafari.com

www.maxmiaproperties.com

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Utilities

Please make sure to change utilities to your name as soon as possible, otherwise the utility companies will shut off utilities without any notice.

Here is the contact information you would need:

For Gas – Heat, hot water, and gas stove call:

Eversource 1 800-592-2000

For Electricity call:

National Grid 1 800-322-3223

Internet services:

Charter/Spectrum 1 800-971-8185

All internet services are permitted, as long as there is NO DISH on the building.

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In Order to Improve the Efficiency of your Heating System

Adjust Your Thermostat: During waking hours, a general strategy is to set the thermostat to 68 degrees in the winter and turn the thermostat off in the summer to save on utilities. You can even save more by lowering your thermostat a few degrees overnight or while the unit is unoccupied. According to the Department of Energy you can save up to 10% per year on energy bills by adjusting the thermostat by 7-10 degrees for 8 hours out of the day.

Check Your Décor: No matter how nice your home looks, it is unwise to have furniture or curtains are blocking your vents or baseboards. Majority of our windows are double hung, meaning they open from the top and bottom. It is important to ensure both are closed and locked, to maximize the efficiency of the heating system. If you need help with windows or want to have them inspected notify MaxMia.

Consult The Experts: Not technology savvy? If you moved into an apartment with a thermostat that you are not familiar with or know how to operate, please contact MaxMia for help.

Warning: It is essential you keep the thermostat above 60 degrees in the winter months, this prevents freezing, which can damage the heating system and plumbing. **REPAIRS WILL BE TAKEN OUT OF YOUR SECURITY DEPOSIT.** Especially if you are on vacation or away during the winter, you must keep the thermostat above 60 degrees.

<https://www.directenergyprotects.com/learning-center/heating-and-cooling/managing-your-thermostat>

<https://www.energy.gov/energysaver/thermostats>

Trash – Recycling

Trash days are different depending on zip code.

01610 – Trash pick-up every Wednesday morning

Trash must be placed in yellow bags, which can be purchased at most grocery stores. Trash should be left on the curb, in front of the building, before 6AM on the designated pickup day.

If trash is left on the curb at other times of the week, you may receive a fine from the city. We suggest placing trash on the curb the evening prior to pick up.

Recycling

Most of our properties have recycling buckets; if you cannot find one in the house, you need get one from the Department of Public Works. The DPW is located at 76 East Street, Worcester. This is a process you will have to pursue on your own, for landlords and property managers are unable to request one. The DPW will need your lease to provide a recycling container.

Holidays

If trash day happens to be a holiday, trash pick-up will be delayed a day.

Trash should not be left in building hallways, common areas, or in front of the building. **If MaxMia Management needs to pick-up your trash or is forced to clean due to the broken bags, charges will be incurred.**

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Maintenance

Emergency Maintenance:

In an event of anything life threatening (ex. fire or smell of gas) or any visible danger **please leave the property immediately and call 911.**

- Gas smell
- Smoke smell
- Water leaks – water gushing from fixture/ceiling or anything else
- No Heat – no heat at all
- No hot water
- No running waters
- Locked out of your apartment*

*Apartment lockouts are an emergency, BUT bedroom lockouts are non-emergencies. All non-emergency calls will be attended to within 24-48 hours.

All emergencies should be reported immediately to 508-304-9100. If you do not hear from anyone within 30 minutes you can Nader at 617-513-5555

Non-Emergency Maintenance:

- Garbage disposals
- Slow drains
- Beeping smoke detector (due to low battery)
- Washer or dryer issues
- Dishwasher issues
- Locked out of you room

Please create a service call using the resident center app or visit <http://www.maxmiaproperties.com/report-a-problem> to report a non-emergency issue. Please include brief summary of your problem and a photo if applicable.

For any problems or maintenance issues, please visit [maxmiaproperties.com/report-a-problem](http://www.maxmiaproperties.com/report-a-problem)

Creating a Service Call in the Resident Center

Step 1: Click the wrench on menu bar to open the requests tab

Step 2: Click the Green plus sign to create a new request

You'll then be asked a couple questions so that we can get a better understand of the problem

If applicable you can include photos of the problem

You can even establish entry permission!

The Resident Center not only allows you to create service requests, but also allows you to keep track of their progress.

You can also add follow-up messages if significant time has passed and your issue has not been resolved, or if a previous issue arises again.

If you choose to not use the app or live in a property managed by MaxMia, which is not supported by the app, please visit the [Report a Problem tab](#) on our website to create a service request.

Repairs

If repairs are needed with any of equipment and the repair person determines that the issue is related to neglect or misuse, the following fees will apply:

1st time - Free

2nd time – during office hours - \$25 + parts

2nd time – after hours - \$50 + parts

3rd time – anytime - \$75 + parts

These fees can be avoided by following the proper instructions.

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Washing Machines and Dryers

Make sure to load laundry properly to prevent damages:

- Check all pockets.
- Start washer immediately after loading it.
- If a detergent dispenser is available, use it.
- Shake debris off clothes prior to loading.
- Do not overload detergent.
- Avoid overloading the machine – washer tub should never be more than $\frac{3}{4}$ full.

Tip: If the washer stops mid-cycle, take the top layer of clothing out and let the washer start back up again. If the washer is not working properly, please [report the problem](#) to our office.

Overloading causes washing machines to shift out of position. Consistent overloading can bend the washers frame and damage the motor, which eventually requires repair or replacement.

This will lead to a resident charge for improper usage.

Proper use of dryers:

- Avoid overloading – should not be more that $\frac{3}{4}$ full.
- Empty lint trap before and after every use. **Dirty lint traps can result in a fire.**
- Please make sure lint, fabric softener sheets, and other trash are placed in the trash bucket next to the washer/dryer.

MaxMia is **not responsible** for any lost or missing items. Once wash or dry cycles are completed, other individuals are at liberty to remove items inside to utilize the washer/ dryer services. Be responsible for your own belongings by removing them from the washer/ dryer in a timely manner.

For any problems or maintenance issues, please visit maxmiaproperties.com/report-a-problem

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Laundry Instructions

How to Use Washing Machine

Prior to Loading Washer:

- **Check all pockets** and remove loose items.
- **Shake debris off** clothes (ex. sawdust, sand, leaves, etc.).
- **Check clothing labels** (different fabrics may require specific care) and separate items.
- **Address stains.** Remove as much excess material as possible. Note that stain treatments may vary depending on material.

Loading Washer:

- **Load detergent** into the machine.
 - Most washers will have a compartment built in for dispensing detergent. Fill the detergent dispenser to the marked line (if liquid).
 - If the washer *does not* have a compartment, pour liquid directly into drum.
 - For non-liquid detergents (powder or pods) load directly into the drum.
- **Load Additives** (ex. fabric softener).
 - Machines with detergent dispensers should have a slot for fabric softener. If no dispenser, load directly into drum.
- **Load items** into washer. **DO NOT OVERFILL DRUMS.**
 - MAX FILL = $\frac{3}{4}$ of drum full.
- **Select washing cycle and water temperature.**
 - Cold water is best to preserve colors.
 - Only use hot water when items need extreme sanitation.
- **Press start and set a timer**, so you do not forget to remove your items!
 - **Remember:** washers are to be shared – don't leave clothes in the washer for extended periods.

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Laundry Instructions

How to use Dryer

- **Move items into dry** once the wash cycle has been completed.
 - Shake out clothes that may have gotten balled up in the washer to ensure items dry evenly.
- **Read clothing labels.**
 - Some materials need to be air dried.
- **Select desired dryer setting.**
 - Using warmer temperatures to wash clothes could result in shrinking.
- **Optional:** add dryer sheets or dryer balls.
 - These are not necessary but can make items softer and help speed up drying.
- **Press start and set a timer**, so you do not forget to remove your items!
 - Like washers, the dryers are shared, so *please do not forget to remove items* once the cycle has been completed!
- **Remove lint** from the machine once cycle has been completed.
 - Most dryers have a lint trap that can be easily pulled out of the machine, and you can use your hand or paper towel to lightly scrape it clean.
 - Don't forget to throw away dryer sheets/ balls if used.

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Appliance Usage

Kitchen Sink and Garbage Disposal

Many of our tenants are having trouble with their garbage disposals; we have found that most incidents are due to misuse. Follow these simple steps to avoid problems:

- **If you can't eat it, it cannot go in the garbage disposal.**
- Turn on cold water while using the disposal.
- Do not stop water or motor until the disposal has completed its task.
- Run the disposal every time something is placed in the sink.
- Nothing but water should be put in the sink/garbage disposal.
- No bones, glass, plastic, metal, or paper.
- **No grease, oil, rice, coffee grind/beans or fat should ever be disposed of in the sink or toilet.**
- Check for small glassware (e.g. shot glasses) in sink before running the disposal
- **NEVER PUT YOUR HANDS INSIDE THE DRAIN**

Note: Clogged disposals are non-emergencies, so please report these kinds of issues via our website's [Report A Problem](#) page.

Dishwasher

- Always rinse off dishes before putting them in the dishwasher.
- Always run the garbage disposal before running the dishwasher.
- Follow the instructions when using the dishwasher.
- Make sure the door is secured before running the dishwasher.

For any problems or maintenance issues, please visit maxmiaproperties.com/report-a-problem

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Appliance Usage

Toilet

- Do not flush tissues.
- Do not flush foreign objects.
- **Do not flush any wet naps (they are not flushable no matter what they advertise).**
- The only thing that belongs in the toilet is human waste and toilet paper.
- Do not flush grease or oil (this could lead to significant issues).
- Overflowing due to improper usage i.e. stuffing too much paper etc., could lead to significant damage to the unit and the sewer system. **This will result in charges to residents.**

Shower/ Bathtub

- Make sure the bathtub or shower tub has a shower curtain.
- Make sure the curtain is on the inside of the tub and covers the entire tub.
- Make sure no water is splashing outside the tub and on the bathroom floor.
- Make sure to clean the drain after every use.
- Please report any leaks immediately.

Appliance Support

Please feel free to ask us any questions you have regarding appliances.

Check out the [FAQ](#) tab on our website to find video tutorials for appliance support!

You can also create a service call (on the app or website) to get in-house appliance support.

Video Intercom Systems & Thermostat



Most thermostats in our properties are very simple to use. To achieve the best result, set desired temperature during the winter months and then do not adjust the settings any further. This will ensure that the apartment is kept warm and will result in most efficient usage. We have found it that you would get better results if you set the thermostat at 70 and leave it alone.



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Rent Payments

Tenants on multi-bedroom apartments, at MaxMia Management we like to think of our tenants in terms of one collective apartment, as you all signed one lease.

That being said:

- Rent is due on or before the 1st of the month.
- Notify the office with any late payments in advance.
- Rent can be paid at different times, and in different forms by each individual roommate. **HOWEVER, Rent will not be considered paid in full until all roommates have paid.**
- Please write your address and apartment number in the memo line at the bottom of your check.
- Communication between roommates is key.
- Any issues between roommates should be handled by these roommates.
- If issues within the unit become escalated and require MaxMia's support, please ensure ALL roommates are include in the conversation (ex. CC all roommates on emails)

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Checks

Payment Options

- Cash – by appointment only (not preferred method)
- Check made payable to your landlords company



1. Date
 2. Payee – person or company you are making payment to
MaxMia Properties
 3. Check Amount – in numbers
 4. Check Amount – in words
 5. Memo – nature of check – for rent, address and apt. number
 6. Signature
 7. Check Number
 8. Routing Number
 9. Account Number
- Bill Pay – Pay an individual rather than pay a company

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Resident Center App



You're invited to join our Resident Center! After signing in, you can enjoy many benefits including the ability to:

Pay rent online and set up autopay

Submit maintenance requests and general inquiries

Record information about your renter's insurance policy

Watch this [short video](#) to see everything the site has to offer!

[Activate account](#)

Account information

Website: <http://maxmia.managebuilding.com/Resident/>

Username: Email Address

Want to easily find the sign-in page in the future? Bookmark the page in your preferred browser!



***If you decide to use autopay through the app, make sure to set a reminder to cancel autopay at the end of your lease! If autopay is not turned off you may continue to pay rent even if your lease is up.**

For any problems or maintenance issues, please visit maxmiaproperties.com/report-a-problem

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Bill Pay Center

Bill Pay Center

e-Bills ?

Reminders (0)

Manage Pay To Accounts ?

E-Bills are free, electronic versions of your paper bills that you can receive and pay with Bill Pay.



Find Pay To accounts that send e-Bills

Request a Bill - Quick Help

Pay To accounts can be any company (such as your long-distance provider or credit card) or individual, (such as your landlord or a family member).

You can pay virtually anyone in the United States that you would normally pay by check or automated debit. We recommend that you don't use Bill Pay to make state and federal tax payments or court-ordered payments. You cannot make payments to a foreign account or address.

You don't need to contact your Pay To accounts if you use Bill Pay. We send each of your payments with your Pay To account number and information, so the Pay To accounts are able to credit your account correctly.

▶ **Pay To Account Name**

▶ **Nickname**

▶ **Identifying Information**

▶ **Full Account Number**

▼ Hide the Add Pay To account fields

Pay almost anyone in just 3 easy steps
Add friends, family, or any company or small business.

Steps: **1** **2** **3**

Pay a Company

Company Name: Go

[Browse list of companies](#)

OR

Pay an Individual

First Name: Last Name: Go

MaxMia Properties

To add a Pay To account, enter the following information and click **Continue**.

Steps: **1** **2** **3**

Asterisks (*) indicate required information

***Pay To Account Name:** MaxMia Properties
Enter as appears on a bill

Nickname: Rent
Create a description of the Pay To account

Identifying Information ▼ Your Address + Apt #

Enter identifying information such as a name, address, or invoice number.

***Pay To Account Address 1:** 226 Dewey Street
Where the payment will be sent

Pay To Account Address 2:

***Pay To Account City/State/ZIP Code:** worcester MA 01610 -

Pay To Account Phone Number: 508-304-9100
xxx-xxx-xxxx

Office: (508) 304-9100 | Fax (508) 304-9101

Bill Pay Instructions

You can use Bank of America Bill Pay or any other bank that offers Bill Pay.

Login to your account and click on Bill Pay top left

Pay an individual

First name: **MaxMia**

Last name: **Properties**

Pay to Account name: **MaxMia Properties**

Nickname: **Your address**

Identifying information: **Your address**

Pay to Account Address: **226 Dewey Street Apt B**

Pay to account City/State/Zip Code: **Worcester, Ma 01610**

Pay to account phone number: **617 513 5555**

You can also use **Zelle** and all you need is phone number

[617-513-5555](tel:617-513-5555)

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ZELLE TRANSFER

From:

Your account

To:

617-513-5555

Amount: \$

\$

Message:

House and Apt #

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Fire Protection Systems



Geoffrey Gardell
Chief

CITY OF WORCESTER, MASSACHUSETTS 01605

FIRE DEPARTMENT

FIRE PREVENTION
25 MEADE STREET
Tel#:(508) 799-1822
Fax#:(508) 799-1900

**SAVE YOUR
HOME AND
BUSINESS
PREVENT FIRES**

Robert J. Courtney
District Chief

TO ALL OCCUPANTS:

The owners of all buildings and structures wherein approved fire protection systems exist are responsible for maintaining and testing the fire protection systems – 527 CMR 10.4.1. Tenants or lessees are also responsible for the care and maintenance of fire protection systems to ensure the safety and welfare of the occupants. To that end, tenants should notify their landlords of any malfunction or difficulties associated with fire protection systems within their units.

No person shall tamper with a fire protection system including smoke and carbon monoxide detectors – Massachusetts General Laws Ch. 148, Section 27A and NFPA 1: 10.2.1.

Any person disconnecting, removing batteries, obstructing or otherwise interfering with a fire protection system is subject to imprisonment and fines of up to One Thousand dollars, (\$1000.00) – Mass. General Laws Ch.148, Section 27A.

Please contact the Fire Prevention Division if you have any questions concerning this matter at 508-799-1822.

Sincerely,

Robert J. Courtney

Robert J. Courtney, District Chief
Fire Prevention Division

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Carbon Monoxide (CO) Safety

It is imperative that all detectors stay functional and are not tempered with. All smoke detectors in our buildings are dual detectors, meaning they will sound in the presence of smoke, fire, and carbon monoxide (CO). Unlike smoke, CO is odorless, tasteless, and colorless, but extremely toxic.

Although functional detectors will pick up the presence of carbon monoxide, it is still important to be aware of warning signs:

Certain room conditions may indicate the presence of CO:

- Stiffy, stuffy or smelly air
- Extremely high humidity
- Soot coming from locations like fireplace, vents, or heat system

Symptoms of CO poisoning:

- Headaches
- Dizziness or problems with vision
- Nausea
- Foggy thoughts
- Shortness of breath
- Weakness or loss of muscle control

Those in contact with CO typically experience few, if any, symptoms. If symptoms pass after leaving the building, it is possible that CO is present.

If the CO alarm sounds, exit the building immediately and call 911. Once you are safe, call the emergency office number, 508-304-9100.

If you suspect the presence of carbon monoxide, exit the building and call the office. If possible, open all doors and windows on the way out of the building.

More information on the Eversource Energy website:

<https://www.eversource.com/content/business/safety/natural-gas-safety/carbon-monoxide-poisoning>