



RUSSELL HILL OFFICE CONDOMINIUM HANDBOOK

955 Main Street



MEDIATE MANAGEMENT

UPDATED JUNE 2024

Mediate Management Contact Information

Headquarters Address	4 Bunker Hill Industrial Park Boston, MA 02129
Headquarters Telephone	(617) 316-3300
After Hours Emergency Contact Number	(617) 316-3300 x 0
Website & Link to Client Portal	www.mediatemanagement.com
In-Unit Maintenance Services/ MMC Maintenance	(617) 316-3300 or (617) 316-3330
Building Maintenance Services	Contact your Superintendent or Client Services
Client Services Team	clientservices@mediatemanagement.com (617) 316-3300
Property Manager (Off-Site)	John Spagnoletti
Property Manager Hours Phone Number Email	M-F 9am-5pm (617) 316-3311 john@mediatemanagement.com
Superintendent Hours Email	M-F 6:30am – 12:30pm russellhillstestaff@mediatemanagement.com krichardson@mediatemanagement.com

Russell Hill Office Condominium

Rules and Regulations

The Trustees and Mediate Management welcome you to Russell Hill Office Condominium. Russell Hill is a desirable office complex where owners and their tenants exhibit a high degree of respect for their neighbors and their Suites. We welcome your involvement and hope you will participate in the effective governing of Russell Hill.

The value of your real estate investment is directly related to the upkeep of the property. Your Board of Trustees works on behalf of the owners to ensure the following:

- The stability of the operations of the building
- Compliance of laws and regulations
- Performance of contractors
- Upkeep and maintenance of the building and grounds
- Maintain the value of the owner's investment

Unit owners and business occupants should:

- Support the efforts of the Board
- Avoid non-compliance of by-laws
- Work cooperatively with the Board, not as adversaries
- Carefully understand the constraints of the by-laws

The following pages should answer some of the questions most frequently asked by new Unit Owners or tenants. If you have additional questions, please contact either your property manager or the members of the Board of Trustees.

The Condominium is managed by Mediate Management. Day-to-day management of the property is their responsibility. All problems or questions pertaining to building maintenance, such as snow removal,

water leaks, roof access etc., should be called in directly to the site staff and the Property Manager. For any problems that occur anywhere on the Property during normal daytime hours, Monday through Friday please reach out to our client services team at clientservices@mediatemanagement.com. or by calling (617) 316-3300.

Each new unit owner should receive the Master Deed, By-Laws, Declaration of Trust, and Rules and Regulations at their closing. These documents can also be obtained from client services.

Board of Trustees

Russell Hill Condominium is governed by a five-member volunteer Board of Trustees, elected by a vote of the Unit Owners at the annual meeting. The Board of Trustees meets regularly with Management.

Communication

Regular notifications of importance are sent electronically to all Suite Owners. We encourage owners to visit the Mediate Management client portal. If you have not registered your email with the client portal, you can reach out to clientservices@mediatemanagement.com to have them send you an invitation.

For correspondence on general matters, we encourage owners to share site staff email addresses with us for those communications.

Condominium Fees

The annual condominium fee shall be paid in twelve, equal monthly installments, due on the first of each month. If this fee is not paid by the 30th of each month a late fee will be assessed. Please reach out to clientservices@mediatemanagement.com for information on fines and fees. If at any time the condominium fee remains unpaid for a period of sixty (60) days, pursuant to Massachusetts law, the account may be turned over to an attorney for collection, a lien shall exist against the unit, and the mortgagee will be notified of the delinquency. In addition, the Unit Owner is responsible for all legal bills.

You may pay your condominium fees multiple ways, the options are:

- Via Bill Pay through your individual bank.
- Pay online via the Mediate Management client portal:
<https://mediatemanagement.securecafe.com/residentservices/apartmentsforrent/userlogin.aspx>
- Mail all checks to 4 Bunker Hill Industrial Park, Boston, MA 02129. Be sure to put your account number on your check. Checks mailed without a coupon or account number cannot be processed.

1. Each Unit Owner shall keep his/her Unit in a good state of cleanliness: shall not allow anything to fall from the windows or doors of the Unit, nor sweep or throw from the Unit any dirt or other substance into any of the halls, elevators, ventilators or elsewhere in the Buildings or upon the grounds. Refuse shall be placed in containers in such manner and at such times and places as the Board or the managing agent may direct. Trash must be tied up and disposed of in the dumpsters at the back of the building. Please be sure that nothing is leaking from the bags before you carry them through the common area hallways. Do not leave any bagged trash in the hallways at any time.
2. Toilets, sinks and other water apparatus in the building shall not be used for any purpose other than those for which they were designed, nor shall any sweepings, rubbish, rags, or other articles be thrown into them. Any damage anywhere resulting from misuse of any toilets, sinks or other water apparatus in a Unit shall be repaired and paid for by the owner of such Unit. The light switch to your unit controls the water supply to the fixtures. If the switch is off there will be no water supply to any sinks, toilets or any other water dispensing devices. The switch has a label plate above it.
3. No awnings, aerals or other projections shall be attached to the outside walls or roof of the Buildings, and no blinds, shades or screens shall be attached to, hung, used or exposed on or at any exterior window or door of a Unit, without the prior written consent of the Board.
4. No sign, advertisement, notice or other lettering shall be exhibited, inscribed, or affixed by any Unit Owner on any part of the exterior of the Buildings or any Unit without the prior written consent of the Board. No "For Sale," "For Rent" or "For Lease" signs or other window displays or advertising are permitted on any part of the Condominiums.
5. To facilitate the right to access provided by Section 6.10 of the By-Laws, each Unit Owner shall furnish the Board or managing agent with keys to lock entrances to its Unit and shall promptly furnish new keys when and if such locks are supplemented or changed. No entrance to a Unit shall be barred by a sliding bolt or other device which makes access by such keys difficult or impossible. Each Unit Owner and occupant shall assume full responsibility for protecting its space and the contents thereof from theft, robbery, pilferage, vandalism, and other loss.
6. The sidewalks, entrances, lobby, stairways, hallways, and landings shall not be obstructed or encumbered or used for any purpose other than ingress and egress to and from the Units in the Buildings.
7. The Board shall have the right to require that all furniture, furnishings and equipment and similar items to be moved into and out of the buildings only at such times and in such manner as the Board shall direct. Movement of each Unit Owner's property into or out of the buildings and within the buildings are entirely at the risk and responsibility of that Unit Owner.
8. Supplies, goods and packages of every kind are to be delivered in such manner as the Board or the Managing agent may prescribe and neither the Association nor the Board shall be responsible for the loss or damage of any such property, notwithstanding that such loss or damage may occur through the negligence of employees or agents of the Association or the managing agent.

9. The Board shall have the right to take all such reasonable measures as it may deem advisable for the security of the Buildings and its occupants, and the closing of the Buildings after regular Business Hours, and on Saturdays, Sundays and legal holidays, subject, however to the right of the Owner and occupant of each Unit to admittance when the Buildings are closed after regular working hours.

10. FOB Cards are required to enter during the hours that the buildings' common doors are **locked** and alarmed –

11. Weekdays- close at 8PM until 6:30AM the following morning
Sundays- 1 PM until 6:30 AM Monday
Saturday - 5 PM until 7:00 AM Sunday

If you enter the building or you have staff or vendors that come to your unit when the common doors are locked, please advise them to not hold or prop the common doors open. By doing so it sets off the alarm, which they will hear, but more importantly the alarm company and site staff are notified.

12. Complaints regarding services or operation of the Buildings shall be made in writing to the Board and/or Management Co.

13. As provided by the By-Laws, these Rules and Regulations may be amended from time to time by the Board in consultation with and subject to the veto of the Sponsor as provided in Section 14.5 of the By-Laws, but no such amendment shall become effective until copies thereof shall be furnished by the Board to each Unit Owner.

14. Within each unit, the owner has the right to make paint, wallpaper, replace carpeting, clean and make cosmetic improvements. Any other repairs or renovations, such as the removal or addition of a wall(s), adding rooms, change in the structure, or replacement of your HVAC system, must be presented to the Board and you must have prior written approval before any repairs or construction can begin. Plans need to be submitted to Management for presentation to the Board a minimum of 30 days in advance of commencement.

15. Hot Water Heaters- must be replaced every 8 years at a minimum. When a water heater breaks, it can cause significant damage to you and your neighboring suites. By replacing the hot water heater no later than 8 years after the installation, it significantly reduces the likelihood of it bursting and causing damage. The unit owner is required to provide Management with the serial number, manufacturer, and date of replacement for your hot water heater.

16. HVAC Maintenance- each unit owner is responsible for the proper maintenance and replacement of their individual heat pump systems. To protect the roof the Board adopted a policy where one vendor is vetted to work on the roof top heat pump condensers. Each unit owner will need to contact Shawsheen Air Systems for service needed or replacement of your roof top condenser. Shawsheen' phone number is 978-250-0006.

17. Suite Door signs and directories- If a Suite owner needs to change or add a name to an existing

door sign, or replace a door sign or directory name plate, you will need to contact Management to order the new signs and/or directory name plates. Each suite owner will be billed for the expense of the replacement signs. A vendor has been approved by the Board of Trustees and will be able to produce new signs that match the existing ones. Please contact Mediate Management to begin the process of ordering a replacement sign or directory name plate. Any signs ordered outside of Management will need to be replaced at the suite owners expense.

