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A copy of this handbook has been provided to the Townsend Police.

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978-502-6800

## Introduction

Dear Unit Owners and Residents:

Welcome to Country Estates Condominiums. We are delighted that you have chosen to make Country Estates your new home. The Board of Trustees and its management are committed to making your residence here an enjoyable experience. **As of January 1, 2020 we are a “fresh air” complex. No smoking of any tobacco or vaping products are allowed inside or outside on the premises of Country Estates (voted at Annual Meeting of Owners October of 2018).**

This handbook has been prepared to acquaint all residents (new and old) with the Country Estates Condominium Trust, its buildings, and its local community. We hope you will find this handbook informative and helpful.

*Please take a few minutes to familiarize yourself with this handbook and pay particular attention to the section outlining the Country Estates Rules and Regulations. These rules and regulations have been changed in accordance with Article V Section 5.7 of Country Estates Condominium Trust and MGL Chapter 183A Sections 4 and 7. They have been implemented to make Country Estates a clean, peaceful, and enjoyable place to live for all residents. Only with your help and cooperation can we achieve this objective. All “special approval” requests to the Board of Trustee MUST be in writing. A phone call to one trustee will not be considered permission.*

The owners and residents of Country Estates take great pride in their property, and we hope that you will, too. Again we welcome you, and if you have any questions or concerns, please feel free to call the Country Estates phone line at 978-502-6800, email us at [CountryEstatesTownsend@yahoo.com](mailto:CountryEstatesTownsend@yahoo.com), or write to us at P.O. BOX 459, Townsend, MA 01469. **You may also leave written inquiries in the Condo Fee Drop Box in the front entry of Building 2.**

***Please Note: Master Deed Page 7 Section 14: “The Trustees shall have a right of access to each Unit to inspect the same, to remove violations there from and to maintain, repair or replace the Common Elements contained therein or elsewhere in the Buildings.” Please make sure the Trust has a key to your unit.***

***\*\*\*\*This part of Chapter 183A, Condominium Law for Massachusetts. Every owner is required to make sure that the trust has a key to his or her unit in case of emergency or other necessary work. If the trust incurs additional expenses because access to the unit was not available, then the unit owner shall be responsible for that additional cost.***

## Mail

Your official address is Country Estates, 5 Turnpike Road, Unit #\_\_\_\_, Townsend, MA. 01469. Post Office regulations require that mail addressed to residents in a complex of this size include the unit number. The mailboxes are small and should be checked and emptied each day. The mail hut is located across from the tennis court. Please help to keep the mail hut free of trash by using the container provided.

## Leaks

If you detect a leak in one or more of your ceilings, please contact the Country Estates phone number immediately. Provide the location, the intensity, the time of the leak, and any other information that may assist the trustees/management in determining its source. This applies to common area leaks as well. If possible send photos to [Countryestatestownsend@yahoo.com](mailto:Countryestatestownsend@yahoo.com). Once determined, the Trust will take the appropriate action to notify the affected parties so repairs can be made by those unit owners. All owners affected by the leak should contact their own insurance company for resolution of damages. Furthermore, if you feel that your unit may be causing a leak or is likely to cause a leak, contact the Country Estates phone number immediately. If a leak is occurring from above your unit, notify the owner of that unit; if you are unable to reach the unit owner, you should contact your own contractor to resolve your unit issues. Some recommended contractors are listed in the rear of this book.

## Rubbish Removal

There is one rubbish container located on the property. There is also one recycling container for paper and cardboard only. Cardboard boxes must be broken down. No packing materials (Styrofoam, plastic, or foil) are allowed in the recycling container. Rubbish is picked up twice a week (Monday and Friday early mornings). All rubbish should be secured tightly in plastic bags and disposed of properly in the available container. Please do not leave trash on the grounds outside of the container, in the laundry rooms, in the hallways, in the mail hut or any common areas. There is an additional charge for dumpster pad cleanup and common area cleanup, which will be billed to the unit owner. **Do not dispose of furniture, mattresses, microwaves, TV's, computers, any metal, any appliances or construction material in rubbish container.** Appliances such as refrigerators contain toxic chemicals including chlorofluorocarbons, contaminated processor oil, and other harmful chemicals. Improper disposal of such appliances can cause leaks which will result in a hazard to humans as well as the environment. The EPA has stringent guidelines regarding disposal of such appliances. Check state regulations before attempting to dispose of any appliance. Very visible signs regarding prohibited items are posted, and **finest will be imposed.**

## Pets

The *Rules and Regulations* of Country Estates regarding pets are very specific. No pets are allowed per recorded amendment to the Articles of Organization voted at the September 2000 Annual Meeting, subject to any and all Federal and/or State laws to the contrary. As per the Annual Meeting vote of not less than 85% of Unit owner interest on October 17, 2001 this "no-pet rule" is an amendment to The Master Deed of Country Estates Condominium Trust, located at 5 Turnpike Road, Townsend, MA. *Pets shall mean any live animal, bird, reptile.*

## Keys and Locks

At the time you sign a rental agreement or sale purchase you will be furnished with a set of keys by your landlord or seller. One of the keys will fit the exterior doors of your particular building, attic & pool gates. This Security Door key cannot be duplicated. If you lose this key, there will be a \$75.00 replacement charge. You will have one or two other keys for your unit door and a separate key for your mailbox. If you lose a mailbox key, there will be a \$10.00 replacement charge if the association has a copy, if not, you will need to purchase a new lock set from the post officer.

Broken keys are replaced free of charge as long as the number code matches our records. Residents should keep a copy of their key release forms. The Board of Trustees may issue a “no trespass” order on those residents who vacate the unit they are renting/own without returning the keys assigned to them. This order shall be posted in all buildings and/or on our website and shall be given to the Townsend Police.

Please try to keep a duplicate set of unit keys handy to prevent lockouts. It is required that you give a copy of your unit key to the Board of Trustees (or your rental agent) in case of a lockout or in case of an emergency. If a trustee is available to open your door, ***a \$25.00 service fee will be charged to you.*** Otherwise you must call a locksmith at your own expense. Do not call the police or fire department for a “lockout” of your unit. ***No admittance will be allowed at any time through a window to access a unit for any purpose.*** Contract work or repairs being performed must be approved by BOT and notice must be given to a trustee or management. License and insurance certificate must be given to the BOT.

## **Parking**

All residents must have a resident parking sticker displayed on their rear window. When you sign for this booklet you will receive a numbered resident parking sticker. It is advisable that landlords or their managers obtain a copy of a picture ID and auto registration before renting to anyone. **Stickers will only be given to those who are listed on a rental agreement submitted to the management and produce and photo ID.** Resident parking is located in the lots between buildings one and three and three and two. These lots are clearly marked. Non-residents are prohibited from using these lots. Overnight guest parking is at the very front of Building One's parking lot. Visitor parking is to the NORTH OF THE MAILHUT right side of our long driveway. ***Only those residents whose names appear on their lease/agreement to rent shall receive a parking sticker and must show photo ID to receive.*** Investor owner must give a copy of their lease and vehicle registration for their tenants must be received in order to obtain parking stickers for residents. Owner occupants must also supply vehicle registration **and ID to obtain parking sticker(s).** **This is for the safety of all our residents.**

Also, please be advised that Massachusetts State Law requires Massachusetts residents with out-of-state plates to change those plates within 30 days. The only exemption is if the resident provides proof of a primary residence out of state and is in compliance with the requirements of Massachusetts Insurance Coverage Regulations.

*FIRE LANE PARKING IS PROHIBITED BY LAW* and is against our rules and regulations. Signs have been posted, the police department will be called, and cars will be towed at the owner's expense. This applies to unloading your groceries, etc. The only place and time that “fire lane” parking is allowed is behind Building One, rear side of building Three and side rear of building Two when tenants are beginning or ending their residency at Country Estates. *Blocking walkways/entryways in any manner is prohibited, and fines will be imposed without further warning.* **This is for the safety of our residents in case of emergency.**

## **Security Doors**

**\*\* To allow someone to enter you must press 9 or 6 on your phone. You must have a land line phone number for bldg 1 and bldg 2, as cell phone numbers do not work with this data system. Bldg 3 currently will accommodate cell phone numbers.** *For your own safety and the safety of all other residents in the building, know the person you are allowing into the building. Do not leave security doors or fire doors propped open or unattended (see next paragraph for exception). Leaving the doors propped open is considered a violation of the Rules and Regulations, and a fine will be issued. When doing this, you breach the security of the building and its residents. Please note: There are posted signs stating “No Solicitation Allowed.” Those soliciting will be considered trespassing and the police will be called. ***Please do not let strangers into the building.****

## **Moving In and Out**

Owners and tenants moving in and out of a building should do so during **daylight hours**. Do not drive on the grass or walkways when loading or unloading your vehicle. There is risk of damage to our septic systems should this be done, and you will bear the expense of any repairs required. If you need to prop open entry doors, prop them open from the side away from the hinges. Items stuck in door hinges can cause significant damage to the door and create a serious security risk. **Doors propped open must be attended.** Please notify the trustees via the Country Estates phone number or email if you are leaving or moving in so we can update our files. When moving in, be sure to let us know your phone number, so that you can be coded to the security door system. **You may only move in and out of the rear door of the building only.**

## **The Staff**

The success of any operation rests heavily upon the efficiency and cooperation of its staff. The responsibility for the staff rests with the Trustees who, in accordance with the Declaration of Trust, have delegated to the managing agent the responsibility for hiring and supervising of all personnel.

Although from time to time specific duties and functions may vary, the Board of Trustees heads the staffing for Country Estates. The Board of Trustees is based on the premises at 5 Turnpike Road, Townsend, MA. The office and trustee meeting room is located on the first floor of building one. The Board of Trustees has the overall responsibility for the operation of the Association and its staff. The Board of Trustees is NOT PAID STAFF. Their volunteer time benefits your investment in this complex and helps to keep the expense of management at a minimum. We appreciate their efforts on our behalf.

All members of the staff are expected to be courteous and professional as they perform their duties, and they, in turn, are entitled to courteous treatment from residents. Any exceptionally good service should be acknowledged and reported to the Board of Trustees. Any criticisms or complaints about the staff should also be reported to the Board of Trustees in writing.

**Emergencies such as fire, flooding and electrical outages should be reported immediately to local emergency services as necessary, Unitil (electric provider) (911 or 597-2313 police/communications center)**

## **Circuit Breakers**

Unitil separately meters the electricity for each unit. Every switch, light, outlet, appliance, and heating and cooling fan is protected against overloads and/or failure by circuit breakers. A qualified individual can reset these breakers after the electrical problem has been identified and corrected. Do not overload the circuits as this could result in fires. Keep flashlights handy and working as power outages occur from time to time if you have any questions regarding outages, call Unitil directly. *For safety reasons, please do not leave candles lit when going to sleep. Candle use also can leave black soot on ceilings.*

## **Emergencies**

Emergencies such as those caused by power outage, flooding, ice, medical problems, and fire may occur at any time. To minimize anxiety and to help prevent personal injury and property damage during emergencies, please be familiar with the following routines, procedures, and suggestions.

If you plan to be away for an extended period of time, leave an address and telephone number with the Board of Trustees through the Country Estates phone number **or via email** so that you can be reached in the event of an emergency.

Post a note in your kitchen listing the name, address and telephone number of the person(s) to be called, should you become suddenly sick or have an accident and cannot give information to emergency personnel.

If the building needs to be evacuated because of an emergency, the following procedures are suggested for your own safety.

1. Keep prescription medicine, eyeglasses, hearing aids, canes and other absolutely essential items in a convenient place where you can easily pick them up before you leave your unit.
2. Bring your purse or wallet, identification, credit cards and checkbook with you so that you can verify your name and address to appropriate authorities.
3. Bring your car keys and condominium keys with you.
4. Wear shoes or boots and appropriate clothing.

**Power outages** are usually beyond the control of the Trust. During a power outage, the common area corridors are illuminated for a short period of time by emergency lighting, so residents may evacuate the building if necessary. During an outage, turn off all nonessential electrical appliances (TV, radio, computers, etc.), so that they will not be damaged by a power surge, which can occur when power is restored. Be prepared for a power outage ahead of time. Keep a flashlight, **transistor radio?**, and batteries available, so that you can use them during a prolonged power outage, should one occur. Please do not use candles, as they become a safety concern.

**If FLOODING (major leak)** occurs, notify the Country Estates phone number immediately. If the leak is caused by one of your unit's fixtures, turn off the water. Shutoff valves are usually located under the sink of your kitchen and/ or bathroom. If you are unfamiliar with the shutoff valves and their operation, please notify the Country Estates phone number immediately. It \* is strongly recommended that all units have ball valves installed as soon as possible. Have your plumber's number handy. The association is not responsible for providing plumbing services to the interior of units.

During cold weather months, please set your thermostat at a minimum of 50 degrees Fahrenheit. Follow this procedure especially when you are out of town. Also, be certain not to leave your windows open.

## SEPTIC SYSTEMS

Each building at Country Estates is serviced by a private sewerage system. This means that extra care needs to be taken regarding what you dispose of down your sinks and toilet. Please take the following into consideration when living here.

1. Use only liquid detergents for the dishwasher as well as laundry. Use as directed. Using more is not good for the operation of the machines in washing or drying and may cause odors.
2. Do not pour grease down your sinks or toilet. This will clog drains.
3. Do not throw baby or adult wipes, paper towels, tampons, sanitary pads, diapers, adult sanitary pads or similar products down your toilet as they can clog the pipes. Even items marked "septic safe" can damage the pipes and should not be flushed.

During a FIRE (or smoke) EMERGENCY, please observe the following guidelines.

- A. If a fire (or smoke) occurs in your unit or nearby:
1. Call the Townsend Fire Department - 911- and give your name, address, building and unit number, and floor number. **PLEASE NOTE: we currently have a smoke/fire detection system in place that is monitored by Jasonics and fire department is notified immediately**
  2. Next, leave your unit and close the door, but do not lock the door.
  3. Alert your neighbors about the emergency. If you know a person on your floor that is hard-of-hearing or handicapped, help that person evacuate his/her unit, or inform the Fire Department about this person.
  4. Use the closest stairway to exit the building.
  5. Every unit has at least one hardwired smoke detector that should be checked every few months to ensure it is in working order. Inspections can be obtained thru the Fire Department. The cost is \$50.00 payable to the Town of Townsend. In addition, a heat sensor and alarm system with strobe light have been installed in every unit. ***Do not attempt to disconnect the heat sensor or alarm.*** Doing so will cause the alarms to notify the Fire Department that there is a fire in the unit, and the Fire Department will respond. The resident/owner of the unit in which the sensor or alarm was tampered with will incur the expense of the Fire Department's response.

If the Fire Alarm rings:

1. Prepare to leave your unit as quickly as possible.
2. Before opening the door, place your hand on it. If it feels warm, do not attempt to open the door. Stay in your unit until help arrives.
3. If the door is not warm, open it to check for smoke in the corridor. If the corridor is full of smoke, go back into your unit, close the door, and wait until help arrives. Place wet towels along the bottom of the door to prevent smoke from creeping in.
4. If it seems safe to leave your unit, close the door behind you. Use the closest exit stairway to descend to the bottom floor and exit the building.
5. If necessary, fire extinguishers located in the corridors may be used. Never anticipate a fire alarm is a false alarm it may cost you your life!

For safety sake, DO NOT BLOCK ANY ENTRY/EXIT areas to buildings. This means all stairways, landing areas and walkways. Picnic tables are provided around the complex for you to enjoy visiting with your friends and neighbors without disturbing your fellow residents.

### **Condominium Collection Policy**

Condominium fees are due the 1<sup>st</sup> of the month. Fees should be mailed to PO Box 459, Townsend, MA 01469 or dropped in the on-site condo fee box. ***The Trust assesses a \$25.00 late fee for payments not received (NOT POSTMARKED) by the 7<sup>th</sup> of the month.***

Massachusetts General Law 183a section 7 and recent court rulings have stated that there are no offsets allowed against common area charges. In other words, a unit owner may not offset or deduct any amount due from the Trust against his/her payment of common area charges.

The Trust may foreclose on a unit for unpaid common area charges. This was not an effective option until the Massachusetts State Government passed the priority lien law. Prior to the priority lien, the Trust would receive payment only after the first mortgage holder was paid in full. With the priority lien, the Trust receives up to six months of fees plus all legal and collection costs prior to payment to the first mortgage holder.

Massachusetts law allows the Country Estates Condominium Trust to collect the rent due from any tenant residing in a Landlord's unit and apply said rent to the outstanding common area charges. The law outlines procedures for the Trust to follow when a unit owner is 25 days or greater delinquent in common area payments. The Trust may collect the rent due from any and all tenants without having to obtain a "Reach & Apply" order from the Courts. This tool is very effective in collecting outstanding fees from investor owners.

The Board of Trustees reserves the right to evict unit owner's tenants for failure to comply with these rules and regulations and other property restrictions contained in the Master Deed, By-laws, *Rules and Regulations*, or Massachusetts General Laws and Statutes. All legal and court costs will be the responsibility of the unit owner and, if unpaid, becomes a common lien of the property. All monies due to Country Estates Condominium Trust for more than 30 days will be reported to our current credit agency.

COUNTRY ESTATES  
CONDOMINIUM

RULES AND REGULATIONS

The rules and regulations contained in this Handbook have been compiled and condensed from the Country Estates Master Deed, by-laws, (Articles of Organization) and *Rules and Regulations* which are on file at the Registry of Deeds. All of which have been now duly voted (Annual Meeting of 10/17/01) by over 85% of the ownership interest to be amended to the Master Deed. This section has been prepared to acquaint residents and owners with the rules and regulations of the property and to protect the rights of all residents to a clean and peaceful living environment.

The Country Estates Board of Trustees, its management and your neighbors not only ask for your compliance, but also for your cooperation. As a community, it is important that we all look out for one another. Therefore, if you witness a violation, please contact the Country Estates phone number.

These rules and regulations are not designed to unduly interfere with, restrict, or burden the use of the property. They have been established solely to make Country Estates an enjoyable and secure place to live.

Please take a moment to study the rules and regulations carefully in this section, *so that you will not needlessly or unintentionally violate them*. Thank you for your anticipated cooperation.

**A. Security**

1. Use your **intercom**/telephone to identify visitors. Know the person you let in. Do not let anyone you don't know into the building. Ask utility companies or other service personnel for identification.
2. Make sure the security doors close behind you. Notify the Country Estates phone number immediately if the doors are not latching properly.
3. Do not prop open the doors, even for a short period of time. Doors must be attended when moving in and out of the building through the rear security door.
4. If you change your locks, please notify the Board of Trustees and provide them with a key (**per MGL CHAPTER 183-A**) to your unit. During an emergency it may be necessary for personnel/trustees to gain access to your unit.
5. Do not tamper with or attempt to alter the detector, sensor, or alarm systems within your unit or in the common areas. Tampering with these safety devices will result in an immediate alert being sent to the Fire Department by the system. The Fire Department will respond at the expense of the resident/owner of the unit. If you find a problem with the detector, sensor, or alarm system in your unit, contact your landlord or the Country Estates phone number.
6. It is a common occurrence for the Fire Chief to inspect the buildings. If you witness a crime or encounter suspicious individuals on the property, do not hesitate to contact the Townsend Police Department at 597-2313 or call 911. Looking out for one another is the best way to deter and reduce crime.

**B. Noise**

1. The volume of television sets, radios, stereo systems, musical instruments, etc., must be turned down during the quiet hours which are from 9:00 PM to 8:00 AM on the weekdays, and from 11:00 PM to 9:00 AM on the weekends.
2. No unit owner or tenant will engage in or permit any noxious or offensive activities or make or permit any noise by himself/herself, his/her family, friends, visitors, employees, agents, and/or

tenants which may become an annoyance or nuisance to other unit owners or occupants at any time.

3. No unit owner or tenant will conduct, or permit to be conducted, vocal or instrumental practice or instruction at anytime.
4. Laundry room hours are on set timers for 8:00 a.m. to 10:00 p.m. **Please be courteous to other residents and units adjoining laundry areas.**
5. Construction tools may only be operated in units during the hours of 8:00 a.m. to 6:00 p.m., **during daylight hours or the case of an emergency.**

### C. Common Areas & Facilities

1. No part of the property will be used for any purpose except housing and usual purposes for which the property was designed. Any large gatherings of birthday parties held on the grounds must meet prior approval from the Board of Trustees (by written request), must comply with the *Rules and Regulations* pertaining to noise and alcohol (none allowed in common areas), and must be done in an orderly fashion. Any non-compliance will result in the immediate stoppage of large gatherings.
2. There will be no obstruction of the common areas, nor will anything be stored in the common areas. Personal belongings found in the common area hallways and grounds (grills and picnic tables have specific areas on our grounds) will be considered abandoned and disposed of without warning or notice. Please note that shoes and welcome mats in hallways are a safety hazard as well as a nuisance in cleaning the carpeting; therefore, they are not permitted.
3. There will be no lounging, bicycling, skateboarding, playing, or eating in the common area hallways or any entry/exit areas, including stairways, landing areas and walkways.
4. Picnic Tables are provided for residents to congregate. They will be placed in areas away from the buildings. Use of grills shall be around the picnic tables ONLY. No grills shall be used near the buildings or walkways.
5. All windows must be covered with standard white/off white curtains, drapes or vertical/horizontal blinds that face the outside. Sheets, blankets, flags, signs, and posters are prohibited from being displayed in the windows.
6. No radio or television aerial will be attached to or hung from the roof, balcony or exterior of the building. Cable outlets are available in all of the units. See the contact page at the end of this book for the names and phone numbers of local businesses.
7. Bikes that are stored outside shall be secured to the bike racks provided for your convenience. Bikes left in common areas shall be considered abandoned and may be disposed \* without warning or notice.
8. **NO SMOKING/VAPING IS ALLOWED IN ANY INTERIOR OR EXTERIOR AREAS OF THE COMPLEX. VOTED BY ANNUAL MEETING OCTOBER 2018 TO BECOME EFFECTIVE JANUARY 1, 2020. AND HAS BEEN NOTICED EVERY MONTH SINCE THE VOTE.**

**PLEASE TAKE NOTE:** Motion approved by board of Trustees on June 14, 1999. Moved, Seconded and Voted to approve a \$200.00 +/- fine for anyone caught smoking and/or causing damages to carpets in any hallway. This applies to ANY FORM OF VANDALISM caused to Country Estates property and the unit owner(s) will be charged to repair or replace the damage.

10. Moving items in and out of windows is prohibited and fines may be issued at the discretion of the board of trustees.

#### D. Parking

1. All unit owners and tenants will park in their deeded parking space (This will go into effect when parking lots are painted with the numbers per the recorded plan). All vehicles belonging to the resident must display a Country Estates parking sticker on the **passenger side lower rear window**. Parking stickers may be obtained from the Board of Trustees when form attached to this booklet is signed and submitted along with a copy of the current vehicle registration **and resident ID**. Motorcycles and mopeds are to park in designated areas only, and should also be registered; a resident parking sticker is required as well. Permitted Resident Parking areas are posted. Only those residents whose names appear on their lease/ **SALE** agreement to rent/**purchase** shall receive a parking sticker. Either agreement or request from owner of unit shall constitute release of parking sticker **on behalf of tenant with current ID**. Also, please be advised that Massachusetts State Law requires Massachusetts residents with out-of-state plates to change those plates within 30 days. The only exemption is if resident provides proof of a primary residence out of state and is in compliance with the requirements of Massachusetts Insurance Coverage Regulations.
2. The parking spaces are to be used only as they were intended. Vehicles that are unregistered, uninsured, inoperable, or without a current inspection sticker will not be permitted. Any vehicle in the above-described condition will be removed from the property without notice at the unit owner's and/or vehicle owner's expense.
3. All vehicles parked on the Country Estates premises will be at the sole risk of the person so parking, and the association or its management will not be responsible for any loss, destruction, theft, or damage to such vehicles. All vehicles must be maintained in good order.
4. Repairing vehicles on Country Estates property is strictly prohibited. Minor repairs such as filling and checking fluid levels and changing \* wiper blades shall be allowed. **Oil leaks** are considered hazardous waste and is the responsibility of the owner of the vehicle to clean up the spill.
5. No snow plows, recreational vehicles, boats/canoes, trailers or trailers carrying any item cannot be parked on the lawn. Trailers are allowed **ONLY** on mail hut side of parking lot under the 3 hr policy. Campers, or commercial vehicles are **NOT** permitted to park on the property for more than three hours without prior written approval from management or board of trustees **and cannot be parked in resident parking at all**.
6. Vans and pickup trucks that are used as personal vehicles are permitted as long as they have a manufacturer's carrying capacity rating of not more than 2000 pounds. Vehicles with exposed ladders must place and lock their ladders to a ladder rack. The ladders **cannot** be stacked on top of each other, must lay horizontally on the ladder rack, must not exceed the length of the parking spot when the vehicle is properly parked, and must not exceed the length of the vehicle by one foot at either end of the vehicle. No vehicles displaying company names or logos are allowed in parking lots unless said company is performing work at the Complex. Pickup trucks and small vans with commercial plates but no signage are allowed.
7. Guests are required to park in available "Visitor" spaces along right side of driveway **north of the mail hut and in front of Building I for day or overnight parking**. The parking spaces in front of building one are not deeded to individual units and are not designated resident parking.
8. Vehicles parked in designated "Fire Zones" or "No Parking" areas will be fined or towed or both from the property without notice at the unit owner's and/or vehicle owner's risk and expense. Signs have been posted on fencing and the police will enforce the posted signs.
9. Please **drive slowly** and cautiously through the property. **The maximum speed is limited to 10 MPH**. Watch out for children playing near or crossing the driveways and parking lots.

## Snow Policy

Snow plowing will commence upon the accumulation of 3" or more of snow. All driveways and parking lot lanes will be plowed until the storm ends. Once the storm has ended, parking lots will be cleaned out on or about noontime following the end of the storm. At this time all vehicles will be moved from the parking lots to the designated snow removal parking areas. It is imperative that everyone with a vehicle moves that vehicle immediately once the snowplows come to clean the parking lots, as they are not paid to wait for residents to move their vehicles. Do not anticipate snow removal by parking in designated snow removal parking areas prior to the end of the storm as this adds confusion and a hardship to the plows trying to keep driveway areas open. We are expanding our snow removal parking area to allow ample parking for everyone. Any vehicle not moved for parking lot clean up will be towed without notice or fined or both at the owners expense; this policy will be enforced strictly. If you are planning to be away or out of town for any period of time during the snow season please contact the **Board of Trustees at 978-502-600** for direction as to where you can leave your vehicle. Because of liability issues, no Country Estates employee shall move a resident's vehicle for any reason. If you have questions regarding snow removal please call the Country Estates number.

### E. Swimming Pool

*Rules and Regulations* for the swimming pool area will be determined by the Board of Trustees and provided to all residents who choose to use the pool. All unit owners, tenants, their families, and guests must abide by such rules. Management reserves the right to deny pool access to anyone not adhering to the posted rules and regulations. Chairs provided by Country Estates are for residents only. Guests of owners and/or tenants are required to bring their own chairs.

Pool hours (unless otherwise posted)

Everyday of the week from date of Board of Health Inspection through Labor Day  
Hours: 11:00 a.m. thru 8:00 p.m. WEATHER PERMITTING and at the discretion of Country Estates Board of Trustees or its management.

Use of Pool (unless otherwise noted) These guidelines are for everyone's safety and enjoyment.

- Parent or legal guardian must accompany all children under the age of 16. Anyone "watching" someone else's children at the pool must sign a waiver of liability.
- Residents may bring guests to the pool, but are responsible for them. If a resident has more than three guests, such resident must contact the Board of Trustees in writing to make adequate arrangements.
- No guests are allowed unless accompanied by a resident, except if special arrangements are first made with the Board of Trustees in writing.
- No individuals are permitted to swim alone. At a minimum, two swimmers must be in the pool enclosure at the same time; with at least one of them being an adult.
- No animals are allowed in the pool area.
- No bicycles, scooters, skateboards, or similar devices are allowed in the pool area.
- No glass containers are allowed in the pool area.
- You must clean up after yourself. Failure to clean up will result in a fine and/or loss of pool privileges.
- No cut-off shorts are allowed in the pool.
- Shoulder length hair or longer must be worn up with an elastic. No pins or metal barrettes are allowed.
- Only personal music devices (mp3 player, etc.) with earphones are allowed. "Remember, the pool is for rest and relaxation of all residents."
- No individual with cuts, sores or any communicable disease will be allowed in the pool or pool areas.
- Any indecent or offensive exposure will not be tolerated.
- Young children must be toilet trained or must use commercially-marketed swim diapers

#### F. Tennis Court, Ball Court and Children's Play Area:

- No bicycles, toys, or skateboards are allowed in the parking lot areas. Children under the age 7 may use the basketball and tennis courts in addition to the children's play area to ride their bikes and play with toys only with parental supervision.
- Within the tennis court an adult must accompany children under the age of 16.
- No glass containers allowed in the playground, tennis court or ball court.
- Do not leave any trash, food or debris in the playground and court areas.
- Pickup all toys and personal belongings after use each day.
- All residents are responsible for their own personal belongings.
- All children 12 and under must be supervised by a parent or adult over the age of 21.

#### G. Pets

1. No unit owner or resident may keep a pet or allow a pet to be kept on a permanent or *temporary* basis in a condominium unit. **No pets may "visit" the premises. You cannot "baby-sit" pets** belonging to others. Pets shall be any animal, bird, fish or reptile (tank or caged).
2. Dogs are strictly forbidden. No unit owner and/or tenant will be permitted to keep a dog on the property on a temporary or permanent basis. Subject to any and all federal and/or state laws to the contrary. Board of Trustees must be notified and medical papers for dog must be provided from the veterinarian on a yearly basis.\* to show proof of shots for rabies. Any request for service dog must be accompanied by a letter from a medical professional and service dog certificate of training.
3. Grandfathered pets: In order to make your "grandfathered pets" legal, the resident pet owner or owner of the unit needs to submit veterinarian paperwork once a year to prove appropriate vaccines were given to the pet. This paperwork must be submitted by December 30<sup>th</sup> of each year. This was voted at the October 17, 2001 Annual Meeting, with over 80% of owner interest voting in favor of this amendment to the Master Deed. *Quote from Attorney Nena Groskind former editor of Banker & Tradesman "since an association can't apply a new rule retroactively, you'll find that many no-pet clauses specify that owners who had pets prior to enactment of the rule will be allowed to keep them, but can't replace those animals or acquire additional pets." The Boston Globe 2-28-1999. If you need a pet, not covered by Federal or State laws—DO NOT BUY/RENT A UNIT IN THIS COMPLEX.*
4. Under no circumstance shall any pet be permitted in any portion of the common area unless carried or on a leash. Furthermore, no pet may be permitted in any grass or garden plot under any circumstances. Exclusive of the driveway, our complex is private property. Pets from adjacent areas who "roam" onto our property are considered unrestrained (which is not permitted in Townsend) and the police or dog officer should be notified immediately. See the list of phone numbers in the back of this book to report an unrestrained animal.
5. The Board of Trustees reserves the right to require the removal of a pet from the property if the pet causes a disturbance or nuisance to any other resident, causes damage to the common area, or causes a violation of any of the rules and regulations.

#### H. Storage

1. No unit owner or resident will, at any time, bring into the building or unit any flammable, combustible or explosive material, except those used in residential cleaning. At no time is covering of storage bins or contents contained therein allowed per state law.
2. **All personal property placed in the common areas will be at the sole risk of the unit owner or resident.** All property found in those areas will be considered abandoned and subject to disposal without warning and recourse by the property' owner. Furthermore, the Trust, its management, and employees will not be liable for the loss, theft, or damage to such property.

3. Storage bins are available and located on the top floor of each building. One bin is allowed for each unit. Bins need to be secured by the user. The Trust, its management and/or employees will not be liable for the loss, theft, or damage related to use of the bin. Entrance to the storage bin is obtained with your security door key. Do not store any items in the common floor area of this attic space. Unit owners will be fined for items placed in this common area. All items found in center floor area will be disposed \* without notice and disposal fees will be charged to the unit owners. All attics now contain video cameras.
4. Hours of the storage area are 8:00 a.m. to 8:00 p.m.
5. Storage areas are not play areas for children. There is no sound barrier between the 3<sup>rd</sup> floors and the attics. As a courtesy to your neighbors, we ask everyone to be as quiet as possible when in the attics as the sound is magnified to the units below it.

#### I. **Laundry Rooms**

1. Laundry rooms are for the convenience of residents. Washer and dryer loads should be timed and used accordingly. **Hours 8:00 a.m. to 10:00 p.m. ONLY**
2. All clothes left in washers and dryers for longer than 30 minutes after usage will be removed and placed on counters. All clothes left in laundry room for a period of 8 hours will be removed and the Board of Trustees will determine whether or not the violator will be prohibited from laundry room usage. Abandoning laundry in the laundry room is a fineable offense.
3. Room Usage: **All patrons must use common courtesy and maintain cleanliness of laundry rooms at all times. Please clean up after yourselves.**

#### J. **Rentals**

1. Owners who rent their units must provide their tenants with a copy of these *Rules and Regulations* and obtain the tenant's signature acknowledging receipt of the same. A copy of the receipt is to be sent to the Board of Trustees. **Your tenants MUST agree to adhere to the Rules and Regulations or you as owner will be responsible for any violations. Make sure they understand all written herein. It is a good idea to have prospective tenants read these before they enter into a rental agreement.**
2. Owners who rent their units must make available to the tenant the *Rules and Regulations* of the Country Estates Condominium Trust. A copy of the lease or occupancy agreement must be submitted to the Board of Trustees. If the owner has not provided a key for emergency access, then fees will be assessed to the unit owner should emergency entrance become necessary.
3. Residents must comply with Board of Health occupancy regulations.

#### K. **General Information**

1. Unit owners will not cause or permit anything to be hung or displayed on the outside of windows or placed on the outside walls or doors of the building {this included exterior off unit doors}, and no window air-conditioner, sign, awning, canopy, shutter, light, radio, television antenna, sheet, blanket, on any walls, doors, roof, or any part thereof, or exposed on or at any door or window. No doormats are allowed.
2. No clothes washing machines are allowed in individual units per a Master Deed Amendment.
3. Each resident will keep his/her unit in good state of preservation and cleanliness, and will not sweep or permit to be swept or thrown there from, or from the doors, windows, thereof, any dirt or other substance. This applies to debris from his/her vehicle as well.

4. Draperies, curtains, or appropriate covering must be installed by each unit owner or tenant, and must be maintained in a good condition at all times.
5. No signs, notices, or advertisements, including "For Sale" or "For Rent" signs of any kind, will be displayed or permitted in any common area or any room of any unit without the prior written consent of the Board of Trustees.
6. Nothing will be done or kept in any unit or in the common areas that will increase the rate of insurance of the building, or contents thereof, applicable for residential use without the prior written consent of the Board of Trustees. No unit owner will permit anything to be done or kept in his or her unit, in the common area which will result in the cancellation of insurance on the building, or contents thereof, or would be a violation of any law.
7. No waste or garbage will be permitted in the common areas.
8. Removal of construction debris from a unit will be the responsibility of the unit owner. Unit owners will be charged for the removal of debris and any extra cleaning of the common areas that result from the remodeling or repair of an individual unit.
9. All mechanical, electrical and water heater rooms are off limits to unit owners and residents. Owners and residents are also not permitted on roofs at any time. The cost of repairing any damage due to unauthorized access to these areas will be charged to the unit owner and/or resident.
10. Any damage caused as a result of children's play will be the responsibility of the children's parents and/or the appropriate unit owner.
11. The Board of Trustees, its management, employees, or agents may enter any unit or room at any time in the case of an emergency. If a key has not been provided by the resident or owner, the Board of Trustees may access the unit by removing the door at the unit owner's expense.
12. There is no commercial use of a unit allowed; this includes daycare or babysitting services **NOT** allowed per Master Deed Section 8 (a).
13. All unit repairs and renovations should be done by qualified, insured construction personnel for the protection of unit owners. Any damage caused to another unit is the responsibility of the person or owner who created the damage and the insurance companies involved. Country Estates Management or Board of Trustees must be given a copy of the necessary licenses for outside contractors hired by individual owners.

#### L. **Miscellaneous**

1. These rules and regulations are in addition to any rules, regulations or remedies stated in the Master Deed, By-laws, Rules and Regulations of Country Estates Condominium Trust, and any amendments thereto.
2. **Unit owners** are required to comply with the notice provisions of M.G.L. 183A (Condominium Law) and **update management for any changes thereto. The condominium law requires that each unit owner inform management of the names and addresses of the unit owners and mortgage holders on the unit, the names of any tenants and vehicle information. Phone numbers are needed (for security door system) AS WELL AS photo ID, cell numbers and email contact if available.** This information must be updated for any changes. In the event of noncompliance, the Board of Trustees may obtain the required information at the unit owner's expense.
3. Any consent or approval given under these rules and regulations may be added to, amended, or repealed at any time by resolution of the Board of Trustees.

**M. Penalties and Enforcement**

1. The Board of Trustees reserves the right to establish a schedule of fines and penalties for failure to comply with these rules and regulations and other property restrictions contained in the Master Deed, By-Laws, *Rules and Regulations*, or Massachusetts General Laws and statutes. Penalties and fines are the responsibility of the unit owner and, if unpaid become a common lien of the property. Payment of these fines can and will be enforced through legal procedures, and any expense incurred \*\* will be the responsibility of the unit owner.

**N. Use of Lock boxes for sale or rental. Only electronic lock boxes will be allowed with prior written permission by the board of trustees. No other lock boxes will be allowed.**

**CLOSING**

The Country Estates Condominium Trust seeks to provide all owners and residents with personalized and professional service. Management maintains as its primary goal the protection and enhancement of property values through its commitment to providing residents with a clean, pleasant, harmonious living environment. These objectives are **only possible with your help and cooperation. If you are the problem; it is not the fault of the Board of Trustees. You need to provide the solution.**

We hope you have found this Handbook helpful and informative. If you have any questions or concerns, please feel free to contact the Board of Trustees via the Country Estates phone line. Thank you!

## LOCAL BUSINESSES & SERVICES

### UTILITIES

Comcast.....	1-800-266-2278
Verizon (Telephone).....	1-800-870-9999
Townsend Center Property Management ..... (Unit Sales, Rentals, and Management only)	978-597-8884
Dana Shattuck – Plumber.....	978-597-2083
Forest Appliance.....	978-597-2616
Hunter Appliance (air conditioners).....	978-486-4079
Sodano Plumbing.....	978-597-0900
Unitil (Electricity).....	1-888-301-7700
Twin City Lock and Key.....	978-343-4288

\*\*

### EMERGENCY NUMBERS

#### POLICE

Business .....	978-597-2313
Emergency .....	911

Animal Control Officer, Mary Letourneau.....978-597-5868 [aco.at@verizon.net](mailto:aco.at@verizon.net)

#### FIRE

Business.....	978-597-6214
Emergency.....	911

Town Business: Public Television (Cable) Channel 8

Country Estates Phone: 978-502-6800

Website: [www.countryestatescondos.com](http://www.countryestatescondos.com)

Email: [CountryEstatesTownsend@yahoo.com](mailto:CountryEstatesTownsend@yahoo.com)