

*The Condominiums At
Natick Village*

Resident Handbook

Welcome to Natick Village!

Natick Village is located on approximately eighty-five acres in Natick, MA. Natick Village common areas are managed by Barkan Management. The condominium complex is comprised of fifty-five residential buildings containing 816 units, six laundry buildings, health club, pool, pickle-ball, and tennis courts and a combined management and maintenance facility. Natick Village is located directly across from the West Natick Train Station, within walking distance to convenience, grocery, drug stores, and about three miles from the Natick Mall.

The management office for Natick Village and the Health Club are located at 18 Village Way, on the corner of Kendall Lane.

Should you have any questions or concerns about the information provided in this handbook, please feel free to call or email the office.

Office and Health Club Hours:

Monday & Wednesday: 9:00AM to 9:00PM

Tuesday & Thursday: 8:00AM to 9:00PM

Friday: 9:00AM to 5:00PM

Saturday & Sunday: 8:00AM to 4:00PM

Holiday/Snow: As announced

*Hours are subject to change due to staffing availability

Amenities

Health Club

All Natick Village residents and their guests (18 yrs. or older) are eligible to use the health club.

To enjoy Natick Village Amenities, residents should come to the Natick Village Management Office with a copy of their current lease and photo ID or proof of purchase to receive a Member ID.

The health club offers a full-strength training circuit and free weights, an aerobics room, cardiovascular equipment including a stair climber, treadmills, bikes, and locker rooms with showers.

Cell phones are permitted in the health club, but please be considerate of others and keep your voice at a normal level or go outside for calls.

During winter months, we ask that shoes worn outside are not used on the equipment due to the possible sand and salt damage.

Residents are to accompany their guests at all times. Membership is free to residents. However, guests joining residents at the health club are to pay a fee.

Guest fees are \$5.00

Wednesday: FREE (health club only)

Pool

The pool is available for use by Natick Village residents and their guests.

Fees for the health club guests include use of the pool during the summer months.

Guests are not permitted on weekends and/or holidays.

Residents must have their health club ID in order to use the pool and children of residents between ages 2-17 also need a Member ID.

Hours for the pool are generally from 10:00AM to 7:00PM but may vary due to staffing and weather, and is typically open from Memorial Day through Labor Day.

The pool closes for lunch between 2:00PM and 2:30PM. We kindly ask you respect the lifeguards need to nourish themselves and promptly leave by 2:00PM.

Lifeguard

The pool is always staffed by a trained lifeguard. Please remember that the lifeguard is responsible for the safety of all residents using the pool. The lifeguard has full authority to ask a resident to leave if they refuse to follow the safety guidelines.

The Lifeguard has full authority to close the pool, if necessary, (weather, water contamination, etc.).

Natick Village must comply with The Town of Natick Board of Health regulations.

Pool Rules

- Children under the age of 8 must be accompanied by an adult while in the pool and must be within “touching distance” of the adult.
- Children between 8 and 11 years of age can take a swim test and if pass, do not need an adult to accompany them in the pool.
- Children 12 years and older may swim at the pool without their parent/legal guardian present but parent/legal guardian must sign the Swimming Pool Consent Form.
- Children who are not toilet trained must wear swim diapers.
- Smoking, alcoholic beverages, glass containers, pets, blaring radios, floats, noodles, rafts, balls, diving rings, toys, etc. are NOT permitted in the pool area.
- Food must be eaten on the pool terrace, not in the pool.
- The lifeguard is NOT a babysitter, therefore, do not leave small children unsupervised.
- Horseplay in the pool and pool area is not allowed. This includes running, dunking, spitting, punching, kicking, excessive splashing and screaming.
- No jumping, flips, or diving off the side of the pool.
- Anyone with any communicable disease is not allowed in the pool
- Residents should not congregate or bring distractions to the lifeguard station.
- Residents are not permitted in the pump room at any time.
- Do not hang on, or unhook the rope at any time. The board of Health requires this to be in place at all times.
- Pool furniture is not to be moved or reserved.
- Items left unattended or behind will be removed.

*Pool rules will be strictly enforced. Infractions of the rules will result in loss of pool privileges.

Tennis Courts/Pickle Ball

Tennis Courts are located behind the pool on Kendall Lane. Weather permitting, the courts are open from mid-April through late October.

Residents and their guests may use the tennis courts on a first come, first serve basis.

Please limit your time on a court to one hour when others are waiting.

In order to maintain the tennis court coating, no skateboards, roller skates, bicycles, strollers, or pets are not permitted on the courts

“Top of the Hill”

The “Top of the Hill” is a large field surrounded by woods and trails.

For your convenience, we have installed barbecue grills to enjoy.

You can reach the “Top of the Hill” by walking up the hill behind 7 Village Rock Lane or up the road which begins behind the trash compactor.

Community Gardens

The community gardens are located off H.F. Brown Way, behind the storage building. Gardens are available on a first come, first serve basis and are organized by Natick Village residents.

Information on gardens is posted in the Spring.

Barbecues

Gas grills permitted and on the ground floor level o.

No grills of any kind are permitted on balconies.

Please be considerate of your neighbors and move your grill away from the building while you are cooking to ensure smoke does not enter the building or melt the vinyl siding. Any repairs needed to be made will be billed to the unit owner. When finished, be sure your grill is cooled off and move it back to your patio so it does not interfere with the landscapers or other residents.

Pets

One pet per unit is permitted by the condominium Association. However, each unit owner has the right to not allow pets when renting to their tenants.

We ask that all unit owners/tenants register their pets and provide a picture of the pet to the Natick Village Management office.

You may provide this information by coming to the office in person or email to nvoffice@comcast.net. When emailing, please state your name, address, and phone number.

Rules concerning pets:

- Only one pet is permitted in each unit.
- Pets are not to be left unattended on Natick Village common grounds, patios, or decks, this includes being tethered or not.
- Dogs must be leashed at all times.

We love animals here at the management office, however, on your walk to visit us we kindly ask that you PLEASE clean up after your pets. It is not fair for anyone to step in a mess and it is not our responsibility to clean it up.

A complete list of rules concerning pets is contained in the Natick Village Condominium By-Laws which is available at the management office or on our website www.natickvillage.org.

*Violations of the rules concerning pets are subject to fines and/or removal of the pet from Natick Village.

Laundries

There are six common laundry rooms located on the property (refer to property map for locations).

Keys for the laundry rooms are available for \$2 at the management office.

The laundry machines are operated by a “smart card” system which are available at the machine outside the management office and also in laundry room #5.

To purchase a laundry machine “smart card”, you will need a \$5 bill which will leave you with \$3 to use for laundry. You may refill your card thereafter with \$5, \$10, and \$20 dollar bills.

Washers and dryers are **NOT** Natick Village property and we **DO NOT** have the equipment, staff, or authority to fix any issues that may arise from a washer and dryer. Only CSC Service Works is able to do so by submitting a request.

If you find there is a problem with a machine, please take note of machine ID and which laundry room and report it to the management office. If you would like to report the machines on your own, please follow the steps below:

1. Take note of the machine ID. For example, a sticker with “605-FDD” on the front of the machine.
2. Go to www.laundrylinx.cscsw.com and enter password: NV01760
3. From the drop-down menu, choose the laundry room where the problem has occurred and click submit.
4. Select the type of equipment and the problem you have encountered.
5. Enter your name, phone number, and email address.
6. If necessary, enter any comments.
7. Once you have completed the service request, click submit at the bottom of the page.

You will receive a confirmation email that the request was received. Please forward this email to nvoffice@comcast.net

***You are able to set up your card with a credit/debit card option by going to m.revaluemycard.com and using the location # 509472.**

Storage

Storage space may be available to residents in the storage building on Kendall Lane.

Residents are limited to 3 X 3.5 square feet of floor space.

You may access your storage space by requesting an appointment 24 hours in advance, Monday through Saturday from 9:00AM to 4:00PM (weather and emergencies permitting).

Bicycles may be stored over the winter and are not considered part of each residents allotted space. Upholstered furniture, mattresses, box springs, etc. are **not** permitted in your allotted storage space.

***Per Natick Fire Department and Natick Village Condominium by-laws, please be aware that personal belongings may not be stored in common halls and stairwells. Items left in the hallways are subject to being removed by Natick Village Maintenance as it could block emergency safety exits.**

Packages

The management office cannot sign for or accept packages for residents. If you need to leave an envelope for someone to pick up, you may leave it for them at the front desk.

For protection of our residents and employees, we will not accept keys to hold onto for anyone to pick up.

Please be aware, we do not check identification of persons picking up items left at the management office desk.

Parking

To avoid any parking violations and fines, all residents owning vehicles that plan to park on Natick Village property **must** display a current Natick Village parking tag. Residents are allotted only **two** parking tags per unit.

To receive a parking tag, residents should come to the management office with the following required documents:

1. Vehicle registration
2. Current lease (tenants) or proof of purchase (owner occupied units)

***Residents may also email a copy of each required document and the best contact number to nvoffice@comcast.net to be prepared for pickup.**

The town of Natick and Natick Village prohibit parking in fire lanes and only vehicles displaying a handicapped license plate may park in handicapped spaces. Violators are subject to ticketing by the town of Natick and Natick Village and/or towing.

Residents who have guests that will be parking at Natick Village **longer than three days** are required to contact the management office to provide vehicle description and license plate number.

***Boats, trailers, and/or other recreational vehicles are not permitted**

Vehicle Maintenance

If you are experiencing vehicle issues (jumpstart, change of tire, etc.), please make other arrangements as Natick Village maintenance is not permitted to assist.

Vehicle maintenance (oil changes, brakes, car washing, etc.) will be subject to a violation notice.

Maintenance

General common area maintenance (snow removal, grounds, hallway cleaning, building exteriors, etc.) is performed by staff of Barkan Management Company.

Inside individual units, maintenance (appliances, paint, most plumbing, etc.) is performed by professionals hired by the unit owners (landlords).

***For prompt service, please report any maintenance issues/requests you may have to the appropriate person or office. Common area maintenance requests should be reported to the Natick Village management office by emailing nvoffice@comcast.net or call (508) 655-0400.**

Lock Outs

Barkan Management maintenance staff can open your door if keys to your unit have been provided to the management office. Often times, we are not advised when locks to a unit have been changed and we're not given an updated key.

During regular business hours, there is no charge for this service.

During after hours, there is a charge of \$50 for this service. This charge is due immediately at the time of service, even if the maintenance staff finds that we do not have a key to your unit.

In order to avoid lock out charges, we strongly suggest residents leave a key with a reliable friend or neighbor.

Smoking

Smoking is not permitted, by residents or their guests, on Natick Village property. This smoking includes the grounds and parking lots. Residents are responsible for the behavior of their guests and should inform them about the smoking rules.

Trash Removal

Disposal of trash is for residents only.

The trash compactor, recycling bin, and used clothing bin are located off the west side of Kendall Lane.

In order to gain access to the trash/recycling area, residents are issued one gate access card per unit. This gate access card is intended to be transferred at the time of sale or to be left with the unit owner if tenant moves out. Unfortunately, this isn't always the case. In the instance you need a trash card, bring a **check or money order for \$50**. If you're a tenant, we suggest speaking with your landlord to check if they have one or to be reimbursed for the cost of the card.

Important reminders:

- Only household trash should be deposited in the compactor.
- Paper, glass, and cans should be placed in the green recycling bin.
- No plastic bags in recycling.
- Clean, usable clothing can be deposited in the blue bin provided by the Society of St. Vincent De Paul.
- For a fee, Natick Village will provide for disposal of large items such as furniture, appliances, carpets, etc. Please contact management office for more details on said fees.

Town of Natick -Recycling Center

The Recycling Center is located on West Street at the corner of Route 27.

Hours of operation are:

Monday-Wednesday: Closed

Thursday & Friday 8:00AM to 12:00PM

Saturday & Sunday 8:00AM to 3:30PM

For more details on accepted items and pricing, please visit

www.natickma.gov/893/RecyclingCenter or call (508)-647-6400.

Snow Removal

Natick Village roads are plowed throughout storms so residents can safely enter and exit the property.

Steps and walkways will be shoveled regularly and a box of ice melt will be located in the front foyer of every building. If you notice that the steps are icy, we ask that residents please sprinkle a little ice melt on the steps.

In order to assist us with snow removal, please do not park with your vehicles hood or trunk overhanging the sidewalk. The sidewalk plow needs clearance to plow the walkway.

Parking spaces will be cleared after the snow has stopped. To make for a more efficient plowing experience, once you see trucks in your parking lot, please move your vehicle to a plowed space as soon as possible.

***We strongly suggest that all residents purchase a snow shovel to remove snow from behind and around their cars. It is impossible for Natick Village staff to shovel out each individual vehicle.**

Notices

Natick Village Management will often post notices in building and laundry room bulletin boards near the mailboxes.

It is important to check frequently and read these notices carefully as the information posted may pertain to issues like parking, fire alarm testing, water shutoffs, security, etc.

*Residents who wish to post notices for services, items for sale, etc. need to contact the management office for approval.

Natick Village prohibits door-to-door soliciting. Immediately notify the management office and/or Natick Police if you find someone soliciting in your building.

Fire Alarms

Buildings at Natick Village are equipped with a fire alarm system.

Each unit contains a smoke detector which will ring only in the unit.

Each unit contains a heat sensor, which will activate the building alarm system.

Building Hallways have combination smoke/heat detectors which will activate the building alarm.

***If you experience smoke in your unit from burnt food (toast, steak, pie, etc.), but no fire, please do not open the door to the hallway as this will activate the building alarm.**

***To avoid activating the building alarm if there is no fire, please open windows and sliding doors for ventilation.**

Security

Natick Village is patrolled by a private security guard for approximately eight hours every evening.

The shift hours change so that the guard is not predictable. The security guard is at Natick Village primarily as a deterrent and is not quickly reachable.

If you are experiencing an emergency, residents are advised to contact 911.

Some security reminders:

- Always lock your vehicle and take your keys
- Be aware of your surroundings
- Don't leave packages, electronics, and other expensive items in your car
- Never use the intercom door buzzer to let someone you have not identified
- Always use the intercom to identify your visitors
- If your unit is not equipped with "charlie bars", place a broom, stick, or some type of dowel in your window tracks to prevent an intruder from opening your sliding doors and windows
- Never leave your door unlocked
- Lock your door when at home
- Report any broken exterior door locks to the management office as soon as possible