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# ONE RIVERSIDE PLACE

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BOSCAWEN, NEW HAMPSHIRE

## TENANT HANDBOOK

Last updated: February 2024



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**Disclaimer:** *This Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.*

## Welcome Letter

Dear New Tenant,

As your new property management team, we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and will answer the most common questions you will have while working with a property management company.

Please take a moment to look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through, you still have some questions, feel free to contact our office or come in and someone will be happy to answer any questions you might have and help you in any way we can.

One Riverside Place is owned by Cityside Development, LLC. and managed by Cityside Management Corp. We are committed to providing friendly and helpful service to all our tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help. We look forward to working with you.

Sincerely,

The Cityside Team

## Paying Rent

### When is rent due:

- Rent is due on the 1st of each month and is considered late at Noon (12:00 PM) on the 5th. Please note this timeline includes weekends and holidays.

### How to pay rent:

- Rent can be paid online via the tenant portal or by check, money order or cashier's check payable to Cityside Development LLC. **PLEASE NO CASH.**
- Online Tenant Portal:
  - New tenants must request online tenant portal access from their Property Manager.
  - Once you have a username and password, you can login at any time to make or schedule payments as well as view your ledger:  
<https://www.citysidecorp.com/tenants>
- Checks or Money Orders:
  - Rent can be paid by mail, but it must be physically received in the office by Noon (12:00 PM) on the 5th. Please address mail to Cityside Management Corp. 77 Sundial Avenue Suite 148W, Manchester, NH 03103.
  - Rent can be paid in person at our office during normal business hours.

### Important notes:

- Place your name and property address on the check or money order to ensure that you are properly credited with rental payment.
- Review your check or money order and ensure it has the names of payer and payee.
- Operational hours are Monday through Friday from 8:00 AM to 5:00 PM.
- If a rent check or online payment is returned for insufficient funds (NSF), all charges including NSF, late and posting fees will be charged to you.



## Emergency Procedures

**In the case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you, always call 911 first.**

### **Maintenance Emergency Procedures:**

A maintenance emergency is an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in the winter, or gas leak). If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night it is unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible.

- **Emergency failure check steps (prior to contacting Property Manager):**
  - Heat:
    - Check the thermostat to see that the controls are set properly to “Heat”.
    - Check all the fuses and circuit breakers.
    - Check the access panel to the blower compartment to ensure the panel is securely closed.
    - In all cases, if the heat fails, slightly open an indoor faucet, and allow it to drip to prevent freezing until the heating system is operational.
  - Water related issues: If water is running onto floors from any appliance, fixture, or pipe, close the shut-off valve for the appliance / fixture or shut-off the main valve for the property.
  - Power:
    - If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to Unitil.
    - If the power is only out in your unit, check the circuit breaker panel. One or more circuits may be tripped, and you may see the switches in the off position. If no switch is off, turn each switch off then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.
- **Report the maintenance emergency:**
  - Please call or text the office to report the issue (603) 657-1000.



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## Submitting a Maintenance Request

If a non-emergent maintenance issue should arise, you may submit a request in one of the following ways:

- Go to <https://www.citysidecorp.com/tenants> and submit the help form.
- Contact us by sending an email to [help@citysidecorp.com](mailto:help@citysidecorp.com)
- Or text/call (603) 657-1000.

For all requests, please try to provide as much detail as possible, including the best way to reach you.

## Mailboxes & Dumpsters

Mailboxes & dumpsters are conveniently located off Kayak Way.



### Mailbox Keys:

Mailbox keys are the tenant's responsibility. If you lose yours, please contact us as we might have a spare in the office. If we do not have a spare, it is your responsibility to contact the local post office and pay to have the box re-keyed.

### Trash & Recycling:

Dumpsters are located on the property for household trash and for use by tenants only. They are emptied weekly on Thursdays. Please remember to close the dumpster doors to keep animals out and do not leave trash outside of the dumpsters. Recycling, large items or hazardous materials may be brought to the Boscawen Transfer Station & Recycling Center at 36 Marlboro Road.



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# Roadways, Parking & Snow Plowing Procedures

## Roadways:

Kayak Way and Shoreline Drive are private roadways and are maintained as such. Please be aware that the **Speed Limit is 15 MPH** for safety of all residents and guests. It is also important to note that Shoreline Drive is a one-way street. The entrance for Shoreline drive is located on the right after the dumpsters as noted in the diagram below.



## Parking:

There are no assigned parking spots at One Riverside Place. Residents should park in front of their unit or in any of the overflow parking areas. Overflow parking areas are in multiple locations throughout the property. These spots are first come, first serve and are available for residents or guests. Short term parking along the roadways is permitted, however we kindly ask that all residents and guests refrain from parking directly in front of neighboring units, blocking roadways and/or fire hydrants. Failure to park appropriately may result in towing at your expense.

## Snow Plowing:

Snow Plowing is done by a private vendor. They will complete a first pass after 2-3 inches of snow and then every 2-3 inches after. For final cleanups, all cars must be moved by 9am the day following the storm. If you do not move your car, the plow may not be able to clear the area in front of your neighbors' units. For this reason, all cars must be moved from in front of the garages for final cleanups. During the final cleanup time, you may utilize the main roadways to park temporarily if you are not blocking a fire hydrant. Failure to move your vehicle may result in towing at your expense.



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## Pets

Tenants are permitted to have up to two pets at any given time with approval from the management team. There are specific pet lease addendums that must be signed and pet rent fees that must be paid. If you are thinking of adopting a pet, please contact us at [help@citysidecorp.com](mailto:help@citysidecorp.com) for the next steps. Please keep in mind that Cityside Development prefers dogs are no larger than 75 to 80 lbs.

**All pets must be restrained on a leash or in a carrier when outside of the unit and tenants are responsible for picking up after their pets and disposing of waste in the trash properly.**

## Other General Safety Rules

**Barbeque Grills:** In compliance with local fire codes, all grills, hibachis, etc., must be used on the exterior of the buildings on ground level.

**Bird Feeders:** Due to local bear activity, bird feeders are only permitted on the property between the dates of December 1 and April 1.

**Christmas Trees:** Tenants are permitted to have “real” Christmas Trees during the holiday season. Tenants are solely responsible for disposing of the tree at the Boscawen Transfer Station no later than February 1. Cityside Development will not remove Christmas trees and they are not permitted in the dumpsters.

**Fire Pits:** Fire pits are not allowed at One Riverside Place.

## Violations

A violation of all guidelines outlined in this document in addition to the rules outlined in the Lease shall constitute a violation of the Lease and shall entitle us to pursue any rights or remedies pursuant to the Lease and applicable law including seeking possession of the apartment. Additionally, we shall have the right, in the event of violations, to assess a fee for each violation. If you fail to pay all amounts due, you will be delinquent in the payment of rent; in which case, we shall be entitled to pursue its rights and remedies under the Lease as if you failed to pay rent.





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## Our Office

**Address:** 77 Sundial Avenue Suite 148W, Manchester, NH 03103

**Hours:** 8:00 AM to 5:00 PM Monday through Friday

**Telephone Numbers:**

- Office & Emergency: (603) 657-1000

**Email:**

- [help@citysidecorp.com](mailto:help@citysidecorp.com)



**Directions:**

- From 293 N or S, use exit 4.
- Right onto Queen City Ave.
- Right onto Sundial Ave.
- Take the 3<sup>rd</sup> right into the main parking lot.
- Use the entrance marked 77 Sundial and we are in Suite 148W.



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## Utility Services & Local Resources

Utility	Company	Phone	Website
Cable	Comcast	(800) COMCAST	<a href="http://www.comcast.com">www.comcast.com</a>
Gas	Liberty Utilities	(800) 833-4200	<a href="https://libertyutilities.com/">https://libertyutilities.com/</a>
Electric	Unitil	(800) 852-3339	<a href="https://unitil.com/">https://unitil.com/</a>
Town Offices	Boscawen Municipal Facility	(603) 753-9188	<a href="https://www.townofboscawen.org">https://www.townofboscawen.org</a>
	Police	Emergency: 911 Non-Emergency: (603) 753-9124	<a href="https://www.townofboscawen.org/police-department">https://www.townofboscawen.org/police-department</a>
	Fire	Emergency: 911 Non-Emergency: (603) 796-2414	<a href="https://www.townofboscawen.org/fire-department">https://www.townofboscawen.org/fire-department</a>



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## Vacating Checklist

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. If you have any questions, please contact your property manager.

- Provide a written notice of your intent to vacate a MINIMUM of thirty days prior to the end of the lease agreement.
- Complete change of address cards for the Post Office and provide our office with a forwarding address.
- All utilities must remain on, but it is your responsibility to cancel any cable, phone, gas, electric etc. services.
- Refer to your rental agreement (lease) for more information about alterations or damages. Please note, there is a level of cleaning that is required to return the unit in the condition you received it.
- If vacating in the winter, set the thermostat no lower than 55 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 55 degrees.
- Make arrangements with your property manager to return keys when COMPLETELY done vacating.

*Disclaimer: Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement (Lease).*