



Frequently Asked Questions

Condominium Owners

MARSTON BEACON HILL 115 CHARLES STREET BOSTON, MA 02114 T.617.212.3335 WWW.MARSTONBEACONHILL.COM

Whom do I contact for maintenance?

Contact Marston Beacon Hill for common area-related issues. Maintenance inside each unit is the responsibility of individual unit owners, but if you are unsure, contact a trustee in your building or feel free to contact our office at 617.212.3335. You may submit common area maintenance requests by e-mailing us at request@marstonbeaconhill.com.

Can Marston Beacon Hill help with maintenance in my unit?

We provide maintenance for owners with whom we have an individual management agreement. Should you wish to use our maintenance services, please inquire about rates for in-house maintenance staff and subcontractors. We are usually able to accommodate most maintenance requests and we will provide you with a time frame for completion.

I would like to access my payment history to see if I owe association fees.

Please log into your building's web site. Click on the **Resident Sign In** link, enter your user name and password, and click on the **Payments** tab, where you can view your payment history.

If you have never logged in, click on the **First Time Visitor** box on the left side of the page. Follow the on-screen instructions by selecting your association and then by entering your name: **First Name, Last Name**. Enter your e-mail address and then wait for a welcome e-mail containing your temporary password.

The url for building web site: <https://marstonvoss.managebuilding.com>

I would like to have my association fees automatically debited from my checking account.

If EFT payments are enabled for your building, you will log into the homeowner web site. Once there, click on the **Resident Sign In** link, enter your user name and password and choose the **Payments** tab. Click on **Setup a recurring payment** and fill in your checking account information and the amount you would like to pay each month. This automatic payment can be stopped at any time by logging in again and choosing **Edit** in the **Recurring Payments** box and choosing **Delete recurring payment**.

Note: if you have never logged in, click on the **First Time Visitor** box on the left side of the page. Follow the on-screen instructions by selecting your association and then by entering your name: **First Name, Last Name**. Enter your e-mail address and then wait for a welcome e-mail containing your temporary password.

I would like to pay a supplementary assessment, move-in fee or make a one-time payment.

Log into your building's web site. Sign in and click on the **Payments tab** and select **Make a one-time payment**. Fill in your name, checking account information, and the amount you wish to pay.

The amount of my fee has changed. If I have set up a recurring payment, does it change automatically?

Yes, the amount of your association fee will change automatically.

Feel free to contact us with any questions which have not been answered by this document. You may e-mail us at request@marstonbeaconhill.com or call our office anytime.