



# Frequently Asked Questions

## Renters

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

### Help—I think I have an emergency situation!

If you have no power, no heat, or no water, or are experiencing a leak, flood or severe plumbing problem in your apartment, contact us immediately 24 hours a day, 7 days a week. Please call 617.212.3335 and follow the prompts to leave a message on our emergency line. If your call does not constitute an emergency, we will address your call during normal business hours.

If you smell smoke or suspect a fire, leave your residence without delay and call 911, and then call our office at 617.212.3335.

### How do I pay my rent?

Rent is due on or before the first of each month. All rental payments should be in the form of a personal check, cashier's check, certified bank check or money order made payable to the Lessor, not to Marston Beacon Hill. Your name, address and apartment number should be printed clearly on your check or money order.

Your lease will indicate where to mail your rent. If mailing to Marston Beacon Hill, the mailing address is:  
Marston Beacon Hill  
115 Charles Street  
Boston, MA 02114

You may also stop by our office at 115 Charles Street to drop off your rent in the rent drop box located on our first floor. Outside of business hours, you may put your rent through the mail slot in the front door at 115 Charles Street.

### How do I set up an automatic payment for rent?

If you are a renter in a building for which EFT payments are enabled, you will log in to your building's web site. Once there, click on the **Resident Sign In** link, enter your user name and password and choose the **Recurring payments** tab. Fill in your checking account information and the amount of your monthly rent. 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 building and then by entering your name: **First Name**, **Last Name**. Enter your e-mail address and wait for a welcome e-mail containing your temporary password. The url for building web site: <https://marstonvoss.managebuilding.com>

### Do I need renter's insurance?

Marston Beacon Hill leases require all residents to purchase renter's insurance for the contents of their apartments and personal property. Renter's insurance is available through your insurance agent.

Note: Marston Beacon Hill will not reimburse you for loss of personal property or damage to vehicle(s) or any other expenses related to damage by fire, water, smoke damage or theft.

### How do I set up utilities?

Check your lease to determine which utilities are your responsibility. You will need to transfer utilities into your name beginning the first day of your lease, or the date you move into your apartment, whichever occurs first.

Utility service providers are:

|                              |  |
|------------------------------|--|
| National Grid (gas)          | 617.742.8400   |
| NSTAR (electricity)          | 1.800.595.2000   |
| Verizon (telephone)          | 1.800.870.9999   |
| Comcast (internet, cable tv) | 617.562.4267   |
| US Postal Service:           | <a href="https://www.usps.com">https://www.usps.com</a> to complete a change of address form |

### How do I renew my lease?

You will receive a lease renewal form about 90 days prior to the expiration date of your current lease. You will be asked to return the form 60 days or more before your lease expiration and the form will indicate your intention to renew your lease or vacate your apartment.

### What if I need to break my lease?

You are required by the terms of your lease to pay all rent as it becomes due for the entire term of your lease. Please contact our office to discuss options.

### What if I want to sublet my apartment?

Marston Beacon Hill does not allow subletting of apartments without permission. Please contact your property manager for more information.

### How do I make a maintenance request?

Please e-mail us at [request@marstonbeaconhill.com](mailto:request@marstonbeaconhill.com). E-mails are processed during normal business hours. Marston Beacon Hill will respond to your request as soon as possible to let you know that we have received your request. We will attend to urgent requests that cause serious inconvenience (clogged sink, appliance failure) the same day or next business day. Routine maintenance is performed on a designated day each week. Some requests may require more time if substantial work is needed.

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](mailto:request@marstonbeaconhill.com) or call our office anytime.