

## Frequently Asked Questions

**Q: Are pets allowed?**

A: Small dogs (25 lbs–no vicious breeds) for owners; none for tenants.

**Q: How many parking spaces /Is there guest parking and where?**

A. One or two deeded spot(s) per unit; second car or guest parking in outside lot.

**Q. Can I plant my own plants by more door? Add a window box? Plant in the common area?**

A. No window boxes.

**Q. Who handles snow removal for the individual walkways? Does anyone clean out my car? Do I need to move my car if a snow storm is expected?**

A. The snow contractor shovels all walkways and plowing.

**Q. Is smoking permitted in my unit? On common area?**

A. No. Smoking is not permitted anywhere on the property.

**Q. If I experience a problem with one of my appliances – who is responsible for repair? Who do I call?**

A. All appliances and fixtures are the responsibility of the unit owner.

**Q. If I experience a power outage, heat or AC issue,- who handles that?**

A. For power outages in complex, call Eversource 800-592-2000 first, and then notify Plunkett Properties. If in your unit only, contact an electrician.

**Q. What type of insurance do I need on my unit?**

A. Although you have coverage with the Master Policy, you also need an HO6 policy to cover the deductible and your personal belongings. Tenants may need Renter's Insurance.

**Q. Management uses a payment portal – is it mandatory? There is a fee so can I mail a check instead?**

A. The payment portal is set up for easy, fast payments. There is a small fee, just as there is a fee for a stamp and the cost of a check, but we are moving in the direction of direct payments for efficiency and owner convenience.

**Q. I plan to sell/refinance my unit – how do I get the appropriate documents/6(d) certificate?**

A. Contact Plunkett Properties during business hours (8-6pm) or submit the request through the portal

**Note: Unit owners and/or Tenants will be charged for the violations: (Rates may change)**

- Moving company needs to provide Certificate of Insurance and schedule time (violation \$50)
- Noise violations – \$50
- Pet found at premises (not approved) – TBD
- Late condo fee payments (by more than 30 days) – \$50
- Unnecessary calls to after-hours Emergency number – \$25
- Smoking violation \$50