

Welcome To



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On behalf of the entire team, Welcome to Radian!

We are delighted that you have chosen to make Radian your home and it is our goal to make you feel comfortable and cared for. In the contents of this packet, we will highlight a few details about our community and some basic services to acclimate you to your new home.

Please let us know if there is anything we can do in order to assist you with this transition. The Management Office can be reached by calling 617.210.4743 and the Concierge can be reached 24 hours a day at 857.305.3917.

Within this booklet you will find information on:

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Amenities

Our **Health Club** is a fully-equipped workout facility complete with top-of-the-line cardio machines, free weights, benches, and Technogym machines. The Club is open 24 hours a day, 7 days a week to ensure that it always meshes with your schedule. All of the cardio equipment features personal LCD monitors with headphone and IPod hook-ups to enjoy during your workout. Controls for the three LCD televisions featured within the space and surround sound music can be found on the white wall panels.

Our **Spin/Yoga Center** is home to *Fitness on Demand*. By using the kiosk on the left wall you can choose from an ever changing selection of dance, cycling, cardio and strength training classes. There are hundreds of classes to chose from. It's like having a personal trainer at your disposal whenever you need one! This room is available on a first come first serve basis, however there are times when prescheduled classes will be arranged. For information about these classes and how to sign up login to Active Building.

The **Resident Lounge** is yours to use for special occasions or anytime you have a need for a larger entertainment or work-space. It features free WiFi, multiple HDTVs, and a home-theater system for your enjoyment. Help yourself to complimentary Starbucks coffee while you enjoy a change of scenery in this high-tech, community gathering place.

The **Conference Room** and **Catering Kitchen** will make hosting private dinners and meetings a snap. The conference/dining space is available for use on a regular, unrestricted basis or by private reservation for your personal entertaining needs. Please login to Active Building for details and reservations.

Radian has donated part of our land to be used as a public **Pet Relief Lawn**. This grassy space can be found on the south side of the building, right past the garage entrance.

Of the many services Radian provides, none is perhaps more useful than **Active Building**. You will find two monitors--one in our mailroom, and one in our Health Club on the 5th floor--which display community announcements, management updates, and package notifications. By logging in you can set up a community profile, learn about your neighborhood, and opt-in for text message and email notifications. In addition, you have the option to reserve the Guest Suite and Resident Lounge Conference Room, pay your rent, manage your lease documents and submit a service request. A welcome email is sent to all lease holders upon move in with instructions for how to set up their account. If you need this email resent please contact the Management Office.

The **Guest Suite** is a fully furnished and accessorized one bedroom apartment available for nightly rentals. The Suite provides a comfortable, in-building alternative to an impersonal and more expensive hotel. To obtain pricing please call the Management Office. Should you wish to check the availability or reserve the Guest Suite, please login to Active Building.

* Please note that the health club, lounge, conference room and guest suite are pet-free zones.



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Comings and Goings

Loading Dock - You may move small apartment items through the main entrance of the building. If you order large pieces of furniture for delivery, please reserve the loading dock and elevator with the Concierge. Residents are allowed to move in/out of the building 7 days a week during one of the following time slots: 9am – 1pm, 1pm – 5pm. **Our garage will accommodate trucks 36 feet in length and 11 feet in height.** Any larger vehicle should park on Kingston Street, and you must obtain a permit through the city of Boston (<https://www.cityofboston.gov/streetoccupancy/search/>). Please be sure your moving company is aware of the truck size restrictions and permit obligations.

Apartment Keys - Need any extra key for your apartment home? If you contact the Concierge or the Management Office, we can make arrangements for any additional keys that you may need to be made for you. While you may purchase as many keys to your apartment as you'd like, active common area access FOBs are only given to lease-holding residents. Additional apartment keys are \$25.

Lost your keys? Please notify the Concierge or Management Office immediately so the keys can be deactivated. The fee for a replacement set of keys is \$55.

Lockouts - Should you find yourself accidentally locked out of your apartment during Radian's business hours, contact the Concierge or the Management Office. Simply show a proper ID and we will be happy to provide you with access to your apartment. There is no charge for this service during normal business hours. If you are locked out of your apartment after-hours, contact our Concierge. The first after-hours lockout fulfilled during the calendar year will be free of charge. Each additional lockout will result in \$50 charge being added to your account.

Maintenance Service Requests - Having a problem within your apartment? You can submit any routine service request through your Active Building account or alert the Concierge immediately and they will arrange for any necessary service or investigative measures. Please note that any maintenance emergencies should be called in directly to the concierge.

While your presence during the period of service is not necessary, you are more than welcome to schedule a specific appointment for service should you prefer to do so. Please allow a two hour window for all appointments.

Normal business hours for the Maintenance Staff to accommodate service requests are Monday-Friday, 7:30am-5:30pm. All non-emergency requests called in during off-hours will be put in for the next business day.

Cable and Internet - The building has been pre-wired for Comcast. Packaging and pricing can be obtained through our Comcast representative. He should also be contacted if you are having any issues with your service. Please inquire with the management office for the current representative's contact information.

Utilities - Your electric will be billed directly by Eversource. You should receive your first bill after 30 days of residence and it should be paid directly to Eversource. Your water bill is added to your rent costs and should be paid directly to Radian. If you have any questions about your utilities please contact the Management office or the providers directly.

Trash and Recycling - Trash and recycling may be discarded at anytime. We have provided centrally located Trash & Recycling rooms on each floor, just outside the elevator lobby. Trash should be bagged, tied & dropped down the chute and cleaned recyclables should be placed in the blue receptacles provided. Absolutely no boxes should be placed in the trash chute.



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Comings and Goings Continued

Authorization of Entry - Do you have a weekly cleaning service tending to your apartment or family members who regularly visit? If you have any visitors you would like the Concierge to grant building access to without conferring with you first, please complete a Resident Authorization Form. This document can be picked up at the Concierge desk or the Management Office. Please note that you will also need to leave your apartment key for the guest.

Guest Entry - All visitors will need to check in at the Concierge Desk, sign the Guest Registration log, and show photo ID. Residents will then be notified of the guests arrival and upon resident confirmation entry will be granted. Please note that after 10pm guests will not be announced by the Concierge and will need to contact the resident via the Entry Call Box.

Entry Call Box - Each resident is listed alphabetically by last name and first initial. Next to your individual listing, a 3 digit code will appear. Guests can dial this code, and the box will connect to the phone number that you have on file with the leasing office. Once someone calls you from this number, we suggest saving it in your phone as "RADIAN CALL BOX" as this is the number that the call will arrive from each and every time someone calls you. Once you pick up the phone, the system will allow you to have a brief (around 15 second) conversation with the caller, and you may then press "9" on your phone to grant entry, or simply hang up to deny entry. Once entry is granted by you, your guest will have approximately 20 seconds to enter both the vestibule lobby doors and elevator lobby doors before they re-engage.

Appliance Manuals - If you are unsure of how to use an appliance within your apartment please let us know. We would be happy to supply you with a manual or set up a time for a member of our Maintenance staff to provide you with instruction.

Local Transportation - We are located within one-quarter mile walking distance of two bus lines and within one-half mile from multiple train/subway lines which include the Red line, the Orange line, the Commuter Rail and Amtrak Trains (South Station). Whenever possible we encourage our residents to use the many public transportation options Boston offers. If you need directions to any of these locations please visit the Concierge desk.

Shredding - Located in the Mail Room under the Active Building screen is a shredding console. Please place any unwanted mail containing personal information into the console. A truck will arrive on the property twice per month to empty the console and shred the documents on site. The shredded papers are then brought back to their facility and recycled.

Bicycles - Complimentary bicycle storage is available on the 2nd and 4th floor of the garage on a first come, first served basis. All bicycles must be registered with the Management Office. If you do not own a bicycle, Hubway Greenway bicycles are available just outside the building in Chinatown Park. For more information about these rentable bicycles visit www.thehubway.com.

Additional Storage - Should you require additional storage space, we have the perfect solution. Radian has teamed up with Cubiq, a personalized on-demand storage system. To obtain more information and learn of specials offered to Radian residents please see the Concierge or visit www.Cubiq.me.

Pets - Radian is a pet friendly community. All pets must be registered with the Management Office. For pet rules & regulations please contact the Management Office.



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Concierge Services

*Services and/or providers are subject to change at any time

HOME CLEANING SERVICE

Our associates can connect you to a professional housekeeping service to clean your home. We only partner with dependable providers who take as much pride in your home as they do their own.

DRY CLEANING or SHOE SHINE/REPAIR

Leave your attire with our associates for professional dry-cleaning and repair services. Turnaround time is 2-3 business days. This service must be coordinated in advance with the chosen vendor.

CAR SERVICE

Should you require a car to take you to the airport, an important meeting, or a night on the town, we can coordinate a reliable and elegant car service that will have you arriving in comfort and style.

LUGGAGE ASSISTANCE

Our concierge team is available to assist you with your luggage needs 24 hours a day. Bellman carts are also available for easy loading and unloading.

HOSPITALITY PROGRAM

Allow us to say "Welcome Home" with special services including fresh apples, bottled water, or a refreshing chilled towel.

PACKAGE ACCEPTANCE AND DELIVERY

Packages, groceries, and floral deliveries will be signed for and accepted by your Concierge team. Notification will be provided through Active Building in the form of an e-mail, or text message sent to your mobile device.

COURTESY NOTIFICATIONS

Let us remind you of your next appointment or provide you with a wake-up call to begin your day.

FLORIST

Should you wish to order flowers, please stop by or give us a call, we would be happy to assist you.

RESTAURANT AND NIGHTLIFE BOOKINGS

If you're ready to relax after a long day at work, allow us to recommend and reserve your next night out.

COURIER AND POSTAGE SERVICES

Leave that important USPS, FedEx or UPS shipment to us. Postage stamps are also available.



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Rental Payments

Rent for your apartment is due on the first of the month. Please note that you will not receive a bill for your rent.

There are two options for paying your rent:

Check - Checks should be made payable to Radian and dropped off at the Management Office. Checks can be dropped off during business hours or left in the Drop Box located outside the office door at any time. Please ensure that your apartment number is marked clearly on the memo line of your check.

Active Building - If you are interested in paying electronically, the online payment system is a wonderful alternative to monthly check writing.

To login visit: <https://radian.activebuilding.com>

After logging in you will see a 'Payment Center' shortcut on the left side. Follow the directions to set up either a one time payment or reoccurring monthly payments. If you do not know your username or need your Active Building invitation resent simply contact the Management Office. If you decide not to utilize the Resident Portal for payments, you can find a handful of different features and resources located there.

There is **no fee** if paying with the "eCheck" option provided through Active Building.

If you choose to pay with a credit card, please note the following card types are accepted & their fees.

VISA	Flat fee of \$94
Mastercard	2.95%
Discover	2.95%



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Emergency/Safety/Security

Because your safety is our first priority we ask that you please be prepared. Know the location of stairway exits and fire alarms. IN CASE OF FIRE, DO NOT USE THE ELEVATORS.

If you discover fire or smoke in your apartment:

- Call the fire department (911) and give them your location
(Radian 120 Kingston Street, Boston,
Emergency/Safety/Security and apartment number)
- Exit your apartment and close the door behind you.
- Alert others in the area
- Activate the nearest fire alarm.
- Walk to the nearest stairway and exit the building
- DO NOT USE THE ELEVATORS
- If smoke is present stay low

If you are ordered to evacuate your apartment:

- Feel the door for heat
- If the door is **not hot**, open it slightly and looking in both directions for the nearest exit sign. Use the closest stairwell to exit the building
- If the door is **hot**, do not open it!
- Call the fire department and give them your location
- Stuff wet towels and clothes under the door and in the air vents to keep smoke out.
- Remain calm and wait for further instructions. If you cannot exit, your apartment is the safest place to be.

Locks - Your apartment is equipped with an electronic locking system. **Please note that your door does not automatically lock behind you.** Your apartment door will need to be locked by you when exiting and upon entering your apartment. Simply tap your FOB on the door keypad. If the light blinks red the door is locked. If it blinks green the door is unlocked. When inside the apartment the door can also be manually locked.

Lost Keys - If your keys are lost or stolen please let the Concierge or Management Office know immediately so that the keys can be deactivated.

Admittance - Never admit a repairman or strangers into your apartment without notification from Management or the Concierge. Never admit person with unsolicited deliveries.

Maintenance Emergencies - On-call service is available for emergency issues only. Emergencies are defined as any issues related to water, heating and cooling systems and major appliances. If you have a maintenance emergency please contact the Concierge.



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Environmental Commitment

Environmentally responsible materials and systems have been specified enabling Radian to achieve LEED Gold certification from the U.S. Green Building Council and was awarded an EnergyStar Certificate in 2018

High-Efficiency Lighting - By using energy-efficient CFL and LED technology in our apartments and throughout the building, we use fewer resources and save electricity.

Occupancy Sensors - By linking our lights to occupancy sensors, we are able to reduce our energy consumption throughout the building.

Electric Car Charger - We have added electric vehicle charging stations to select parking spaces in our garage. We want to encourage our residents to use clean energy and help reduce carbon emissions. We are one of the 1st residential communities in the area to offer this amenity.

Ventless Dryers - The dryers we use are condenser dryers, meaning they use a heat exchange to draw out moisture in your clothing (essentially a large dehumidifier). A conventional dryer pumps hot air into the machine, whereas the condenser dryer uses a system that pulls moisture out of the clothes. The dryers will take a bit longer than a traditional dryer to fully dry your clothes. Despite the longer drying times, these dryers are very energy efficient and studies have shown that the amount of energy used, as well as electric bills, rank lower than conventional dryers.

Modern Mobility - We are located within one-quarter mile walking distance of two bus lines and within one-half mile from multiple train/subway lines which include the Red line, the Orange line and the commuter rail (South Station). Whenever possible we encourage our residents to use the many public transportation options Boston offers as it will reduce the amount of cars on the road and the environmental impacts associated with pollution and development.

Sustainable Design - Radian was built with the use of a minimum of 20% of building materials as recycled materials, containing post-consumer or post-industrial recycled content as well as multiple rapidly renewable materials. A number of the building materials were also regionally extracted and manufactured.

Recycling - Just outside the elevator banks on each floor you will find the Trash & Recycling room. We encourage residents to recycle as much paper, cardboard, glass, plastic and metal as they can. Sorting waste and recycling allows us to minimize our footprint by reducing pollution and the depletion of precious natural resources.

Clean Air Commitment - Our property is 100% non-smoking. Smoking is prohibited inside the building, as well as within 25 feet of entries, outdoor air intakes and operable windows. This creates a healthier, cleaner environment for our residents and associates.

Water Conservation - We use water-efficient faucets, fixtures and showerheads that reduce our consumption of potable water, which protects our natural waterways and conserves resources.

White Roof - Radian has a light colored roof that covers 100% of the total roof area and reduces the heat island effect. Radian residents benefit from more efficient operations of the HVAC system in the building, which reduces energy costs.

Paperless Practices - In an attempt to reduce unnecessary paper usage we will notice that Radian does not send monthly paper statements. We will also only send paper notices when absolutely necessary. Information that we would like to share with residents will be emailed and posted on Active Building.

Bottled Water Alternatives - Providing cold, filtered drinking water from our water bottle filling station in the Health Club allows us to reduce the number of plastic bottles that are discarded daily.



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Employee Contact Information

Thea Weitz – Property Manager

Alexandra Sytkowski – Assistant Property Manager

Mabel Francisco – Leasing Consultant

Michael Winston – Maintenance Supervisor

Christian Perez-Olmeda - Maintenance Technician

Phone: 617-210-4743

Email: radianleasing@brookfieldpropertiesmultifamily.com