Utilities

Please make sure to change utilities to your name as soon as possible, otherwise the utility companies will shut off utilities without any notice.

Here is the contact information you would need:

For Gas – Heat, hot water, and gas stove call Nstar 1 800- 592-2000

For Electricity call National Grid 1 800- 322-3223

Maintenance

Emergency maintenance

In an event of fire, gas smell, or any visible danger please leave the property immediately and call 911

• Gas smell

• Smoke smell

• Water leaks – water gushing from fixture/ceiling or anything else

• No Heat – no heat at all

• No hot water

• No running water

• Locked out of your apartment\*

All emergencies should be reported immediately 508-304-9100 or 617 513 5555

Please visit equitycapitalmanagementcorp.com to provide us a non- emergency report. You may provide a brief summary of your problem and a photo if applicable.

Non-Emergency maintenance

• Garbage disposals

• Slow drains

• Beeping smoke detector (due to low battery)

• Washer or dryer issues

• Dishwasher issues

• Locked out of you room

\*if you are locked out of your apartment, that is considered an emergency, but if you are locked out of your bedroom that is not an emergency.

All non-emergency calls will be attended to within 24-48 hours.

Trash – Recycling

Trash day are different depending on your location. Clark – Wednesday

Trash much be placed in yellow bags which can be purchased at most grocery stores and they should be left out in front of the building before 6AM Wednesday morning.

Recycling

Most of our properties do have recycling buckets, if you cannot fine one in the house, you need get one from DPW located at 76 East Street, Worcester. DPW needs your lease in order to provide you with a recycling container.

Holidays

If trash day happens to be a holiday, trash pick-up will be delayed a day.

Washing Machines

Load laundry correctly

• Check all pockets

• Check loading instructions on washer

• Start washer immediately after loading it

• Use proper amount of detergent

• If a detergent dispenser is available, use it

• Avoid overloading the machine – washer tub should never be

more than 3⁄4 full  
If the washer stops mid-cycle, take the top layer of clothing out and let the washer start back

up again. If the washer is not working properly, please report the problem to our office.

Overloading causes washing machines to shift out of position. Consistent overloading can bend the washers frame and damage the motor, which eventually requires repair or replacement. This will lead to a resident charge for improper usage.

Proper use of dryer

• Avoid overloading – should not be more that 3⁄4 full

• Empty lint trap before and after every use, this is very important because it could cause fire

Kitchen Sink–Garbage Disposal-Dishwasher

• Many of our tenants are having trouble with their garbage disposals; we have found that the majority of incidents are due to misuse.

• Avoid disposal issues by following these simple steps

• Turn on cold water while using the disposal

• Place small amounts of food at a time

• If you can’t eat it, it doesn’t belong in the garbage disposal

• No bones, glass, plastic, metal, or paper

• No grease, oil, or fat should ever be disposed of in the sink or toilet

• Run the disposal every time something is placed in the sink

• Don’t stop water or motor until the disposal has completed its

task

• Check for small glassware (e.g. shot glasses) in sink before

running the disposal

• NEVER PUT YOUR HANDS INSIDE THE DRAIN

Note that clogged disposals are non-emergencies, so please report these kinds of issues via our website’s Report A Problem page.

Dish washer

• Always rinse off dishes before putting them in the dishwasher

• Always run the garbage disposal before running the dishwasher

• Follow the instructions when using the dishwasher

• Make sure the door is secured before running the dishwasher

Toilet and shower

• Do not flush sanitary napkins

• Do not flush foreign objects

• Do not flush any wet naps

• The only thing that belongs in the toilet is human waste and

toilet paper

• Do not flush grease or oil (this could lead to significant issues)

• Overflowing due to improper usage i.e. stuffing too much paper

etc, could lead to significant damage to the unit and the sewer system. This will result in charges to residents.

Shower

• Make sure the bathtub or shower tub has a shower curtain

• Make sure the curtain is on the inside of the tub and covers the

entire tub

• Make sure no water is splashing outside the tub and on the

bathroom floor

• Make sure to clean the drain after every use

• Please report any leaks immediately

Appliances and other equipments

Please feel free to ask us any questions you have regarding appliances.

We would be more than happy to schedule an appointment to show you the proper procedures for appliances and other equipments within the house and there is no fee related to this service.