



# SCI RESIDENT HANDBOOK

Table of Contents

1. Purpose ..... 3

2. Introduction to Sustainable Comfort, Inc. .... 4

3. Efficient Systems and Tips ..... 6

4. Home is Where Your Health is... .. 8

5. Contact Information.....14

# 1. Purpose

This handbook provides an introduction to your new space. It will walk you through your community, our company, Sustainable Comfort – your apartment/condo’s property management company, and available resources. Reading through you will find operations and maintenance tips about how to keep your new home healthy, comfortable, durable, efficient, and environmentally responsible.

Your home needs regular maintenance to prevent equipment malfunctions, minimize health risks, and to keep it operating as efficiently as possible. Similar to periodic oil changes and proper tire inflation for your vehicle, regular maintenance helps ensure our homes are healthy and efficient.

Included you will also find ways to familiarize yourself with your neighborhood and community.

## 2. Introduction to Sustainable Comfort, Inc.

### Mission

We work to create **thoughtful, sustainable, impactful** buildings.

### Vision

As buildings change over the course of their life, their effect on people, the environment, and the community changes too. We have setup a company that understands this evolution and how to make an impact at every turn; from design, construction and renovation through everyday building operations. With each touchpoint we strive for a more sustainable future for the building and the community that surrounds it.

### About Us

Sustainable Comfort, Inc. (SCI) is a Worcester, Massachusetts based green building and energy efficiency consulting firm with expertise in multifamily housing. In addition to property management and construction, SCI specializes in ENERGY Star Homes, LEED for Homes, Enterprise Green Communities, Passive House, HERS Rating, State Incentive Programs, and Code Compliance. Our team has over 100-years combined experience in the energy efficiency and green building consulting industry. We have certified over 10,000 units for various programs and certifications.

Sustainable Comfort's background is in sustainability and green building consulting, which means a lot of different things to different people. For us, it is about creating housing that is healthy for the environment and for you, the resident. Our Worcester properties have been renovated for energy efficiency, are integrated into the fabric of the surrounding community, and are designed to be resilient for the next century.

### Why Worcester?

Worcester is experiencing a renaissance as a livable and vibrant place to work and call home. Local institutions, investors, entrepreneurs, artists, and leadership have aligned to create a unique culture that embraces Worcester history while welcoming its reinvention as a contemporary city.

### Worcester Affiliates

We live here so we also want to invest here. The Sustainable Comfort team believes that vibrant communities are created when there is not only modern, healthy housing, but when jobs and amenities are available. Consequently, the Sustainable Comfort headquarters is also in Worcester, a majority of the team members live in the Worcester area, and we have local Worcester affiliations.

For us it's more than contributing to community success in just one way, we work to impact it in many ways.

In addition to the housing and jobs our team has created in Worcester, our ownership team has interest in a local restaurant with Worcester-loving, community-based ties that also provide jobs and wonderful amenities for the city:

## DEADHORSE HILL

[deadhorse hill](#) is a seasonal American restaurant and daytime cafe located on main street in downtown Worcester. A restaurant inspired by the New England landscape, they rely on the hard-working farmers throughout the northeast and the fishermen along the coast to provide the best possible food at the table. deadhorse is located in what used to be the first floor of the 'Bay State House' hotel which served as the headquarters for the Worcester Automobile Club, who held the Dead Horse Hill Climb from 1905-1911. The hotel itself was a prominent location for social, political, and business meetings, likely in part due to their world class restaurant.

LET'S LEAVE WORCESTER A BETTER PLACE THAN WE FOUND IT.

## 3. Efficient Systems and Tips

### Saving Water

Water is an important resource, and it takes considerable energy to move, treat, and heat. The average American family of four uses 400-gallons of water every day. On average, approximately 70% of that water is used indoors.

- When using a sink or the shower, don't run the faucet longer than is necessary for your task. When you turn a faucet off, make sure that it is all the way off.
- Leaky pipes and fixtures can result in large amounts of wasted water, and cause damage to structures below. If you hear the sound of dripping or trickling water in your unit or notice that any fixtures are leaking or running after use and you notify the building's maintenance staff right away.
- Try not to take really long showers; keep shower time under 10 minutes.
- If your toilet overflows and you can't get it to stop, report it to maintenance staff immediately.
- Please notify maintenance when any leaks or standing water are observed.

### Efficient Heating and Cooling

Well-designed heating and cooling are essential elements of a comfortable and healthy home. More importantly, they also provide for significant energy savings. As a resident in this building, you are not responsible for operations and maintenance. Please call management if you notice that one of the systems in this home are not working as intended.

- When you are not home, or do not plan on being in the apartment, you can turn down the temperature in the winter and up in the summer to reduce the amount of heating and cooling. This will reduce the energy bills as less electricity will be used to heat and cool the home.
- Do not leave windows open in the home when you are running the heating or cooling system.
- If you notice any cold drafts or significant air leaks in the home (or especially around window or doors) notify the staff as measures can be taken to reduce the air leakage to make a more comfortable environment.
- Heating and cooling systems are required to maintain comfortable temperatures within a home. They are also one of the major causes of excessive energy use.

### Fresh Air Systems

Fresh air ventilation systems exhaust airborne pollutants from your home and also replenish your home with fresh air. These measures help provide better indoor air quality, and they protect the structure from moisture damage. Even moist air can become a problem if it is not exhausted from your home, because it can damage structures and lead to mold growth

- Kitchen exhaust hoods should be used whenever you are using the oven or stove, to exhaust pollutants from the home. Cooking is the primary source of contaminants in the home.
- Bathroom exhaust should be used whenever you are using the shower to remove excess moisture from the bathroom.
- Whole-house ventilation systems are running continuously to exchange fresh air in the home. These will run continuously, do not try to turn them off.

- Open the window if there are odors, fumes from cleaning products or other chemicals, or excess moisture in your apartment. You may also use a fan to help ventilate room. Be sure to close the window once the odors are eliminated.
- Smoking is not allowed in the building or within 20 feet of the structure.
- Maintain grease filter on your stove's range hood. It is recommended to clean when grease builds up; if you have questions about how to clean the grease filter, you can ask the Maintenance staff for advice.

### Lighting

Collectively, interior and exterior lighting typically accounts for 5% to 15% of a new homes' total energy use. Energy efficient bulbs and fixtures can use 50-75% less energy and can emit the same amount of light. These also require less frequent replacement.

- Turn off lights (and any electronic equipment) whenever you're leaving your apartment or when they aren't needed.
- When the light bulbs burn out in your apartment, notify management staff; they will provide energy-efficient replacement bulbs for you. We recommend LED bulbs for all replacements. Do not throw away fluorescent light bulbs; the management staff will take them to the city's hazardous waste facility.
- If you are going to bring lamp[s] into your apartment, avoid using halogen lamps. Not only are halogen lamps major energy users, but they also pose a significant fire hazard.

### Appliances

Household appliances typically use 20-30% of a home's total energy use and about 25% of a home's indoor water use. If any appliances are not functioning, please notify the staff.

- Choose soaps and detergents that is labeled as phosphate-free, biodegradable, and/or non-toxic. Also consider selecting an unscented product.
- Run regular cleaning cycles for your machine to reduce any built-up soaps or detergents and stop bacteria growth.
- It is advised to leave washing machines and dryers open when not in use to halt any odors or growth.
- Smoke and Carbon Monoxide detectors are installed in your space for you and your community's safety. Please do your best to address notifications and replace batteries quarterly. Do not unplug at any time.

## 4. Home is Where Your Health is . . .

### Cleaning & Housekeeping

Cleaning your home is important because it helps remove harmful contaminants, such as mold and bacteria. Many conventional cleaning products; however, can also cause health problems.

The use of toxic cleaning products can be a particular problem for people who have health conditions such as asthma and allergies, or who have weak immune systems or chemical sensitivities.

Some cleaning products can cause headaches, dizziness, skin irritation, respiratory irritation and asthma, eye irritation or worse; some contain cancer-causing substances, reproductive toxins, central nervous system toxins, and endocrine system disruptors.

Fortunately, many alternative, non-toxic cleaning products are now available. Many basic and multi-purpose household substances can be used as safe and effective alternative cleaning solutions for most household cleaning jobs. Some recommended household cleaners include:

- Baking soda
- Borax
- White vinegar
- Lemon juice
- Hydrogen peroxide
- Salt

Borax and baking soda are especially versatile household products; they can be used for a variety of purposes. For example, baking soda will clean and deodorize all kitchen and bathroom surfaces.

### Helpful Tips

- Dissolve a few tablespoons of baking soda in some warm water or use the baking soda directly on a damp sponge.
- A combination of baking soda, hot water, and vinegar can clear drains.
- Borax, baking soda, or hydrogen peroxide can remove stains and mildew.
- Alternatively, using a mild soap (like dishwashing detergent or a liquid/Castile soap) with some water will clean most surfaces adequately.

It's important to take care of your home, to keep it clean and pest-free. Always aim to use safe products in order to help protect your health and maintain a pleasant living environment.



## General Housekeeping Tips

- Sweep the floors of your apartment regularly [preferably at least once a week]
- Mop flooring whenever it starts to get dirty or sticky.
- Wash dishes daily and clean kitchen surfaces with a damp cloth whenever they are dirty.
- Avoid puddles of water on your bathroom or kitchen floor.
- When using a cleaning product, be sure to read its label and follow the instructions for use and storage of the product.
- Beware of mixing different cleaning products together [unless specifically recommended or unless they are benign, non-reactive, non-toxic substances].

## Indoor Pollutants

There are many potential sources of pollution in any home. For example, combustion equipment [anything that burns fuel, such as a gas-fired water heater or wood stove] releases carbon monoxide. Cooking and fireplaces can release small airborne particles, which can cause breathing problems, especially for people with asthma.

In general, indoor pollution can be controlled by:

- Diluting pollutants once they are created, by bringing in fresh air [ventilation] or removing polluted air with exhaust fans and vents. Your home includes a functioning ventilation system to provide fresh air and should be maintained appropriately.
- Glues, adhesives, paints, and other household products often contain volatile organic compounds [VOCs], which contribute to indoor air pollution [as well as to outdoor smog]. Try to choose products that are labeled as “low-VOC” or “non-toxic,” whenever possible.
- Throw out and replace used sponges and cloths/rags if they’re dirty or smelly.
- If you see discoloration on surfaces [white, orange, green, brown, or black], see cracked or discolored grout, or smell a musty odor, it might be mold or mildew. Clean the areas with baking soda or borax. If the discoloration does not go away or gets worse, notify the building maintenance/management staff, as mold can cause serious health problems if it is not addressed.
- When you are using your stove, be sure to turn on the fan when preparing food to avoid any lingering odors or smoke. Open windows to allow air circulation. Clean dishes and spaces immediately when cooking odor heavy foods.
- Avoid the use bristly brushes or other abrasive products when cleaning, as they can leave scratch marks.
- No open flames permitted inside beyond a gas stove if that is what your space contains.

## Pest Control

It is important to keep your apartment free of pests [such as cockroaches, rodents, etc.], as pests can carry disease. If you find bugs, ants, rodents, or other pests in your apartment, report it to the building’s maintenance staff right away.

Please do not use toxic pesticide products, such as Raid spray. Most pesticides are poisons, and they are often poisonous to humans, as well as to pests. Studies have linked some pesticides to cancer, birth defects, neurological disorders, and immune system disorders, as well as allergies. Pesticides should only be used as a last resort and in very small amounts. As a general rule, avoid products that are labeled “Danger—Poison.” If ants are in your apartment, try sprinkling borax where they are coming in; ants do not like boric acid. If you decide that you must use some chemical pest control products, consider using only baits [for cockroaches and ants].

The best strategy is to keep pests from coming into your apartment in the first place, rather than having to get rid of them later. Many pests are attracted by grease, sweets, other types of food, and standing water. If your apartment is clean and dry, it isn’t likely that pests will want to live there.

## Recycling

A recycling bin can be obtained at the Department of Public Works and Parks Customer Service Center

76 East Worcester Street  
Monday-Friday  
7:30 a.m. - 5 p.m.

- Please be sure to bring proof of residency with you.
- New residents will receive one bin free of charge.
- A resident who brings in their damaged bin will receive a new bin in exchange.
- To replace a bin that has been lost or stolen costs \$5.00.
- Up to two additional bins can be purchased per household for \$5.00 each.

## Schedule

Set recyclables and trash at the curb between 6 a.m. and 7:30 a.m. on your scheduled trash/recycling day. Whenever a scheduled collection day falls on a holiday, that day's collection and all remaining collections for the week will be delayed one day. To find the recycling schedule for your neighborhood, visit their website: [www.worcesterma.gov/trash-recycling/recycling](http://www.worcesterma.gov/trash-recycling/recycling)

## What to Recycle

- Newspaper/Inserts
- Magazines, Phone books, Catalogues
- Junk Mail, Envelopes
- Office & Mixed Paper
- Gift Wrap
- Brown Bags
- Paperboard, Such as Cracker/Cereal Boxes
- Corrugated Cardboard - Cut to 3' x 3' or smaller and place under/beside recycling bins

Rinse clean and place inside of bin:

- Glass Bottles/Jars
- Metal Food Cans, Non-Deposit & Deposit Cans, Aluminum Foil, Pie Tins
- Plastic Jugs, Bottles & Jars
- Milk and Juice Cartons & Drink Boxes

### Rules

- Do not use plastic bags for recycling.
- To avoid recyclables from blowing out of your bin, place heavier items on top of your recycling bin.
- Napkins, paper plates, paper cups and plastic-coated paper must be placed in the yellow city trash bags.
- Set recyclables and trash apart by at least 4 feet.
- Rinse all containers clean.
- Flatten containers when possible to conserve space.

### Trash Day

To find the Trash day for your neighborhood, visit the City of Worcester's website: [www.worcesterma.gov/trash-recycling/trash-disposal](http://www.worcesterma.gov/trash-recycling/trash-disposal)

### Bulk Waste Disposal

To find the information for your neighborhood, visit the City of Worcester's website: <http://www.worcesterma.gov/trash-recycling/residential-drop-off-center/bulk-waste-disposal>

### Composting Program

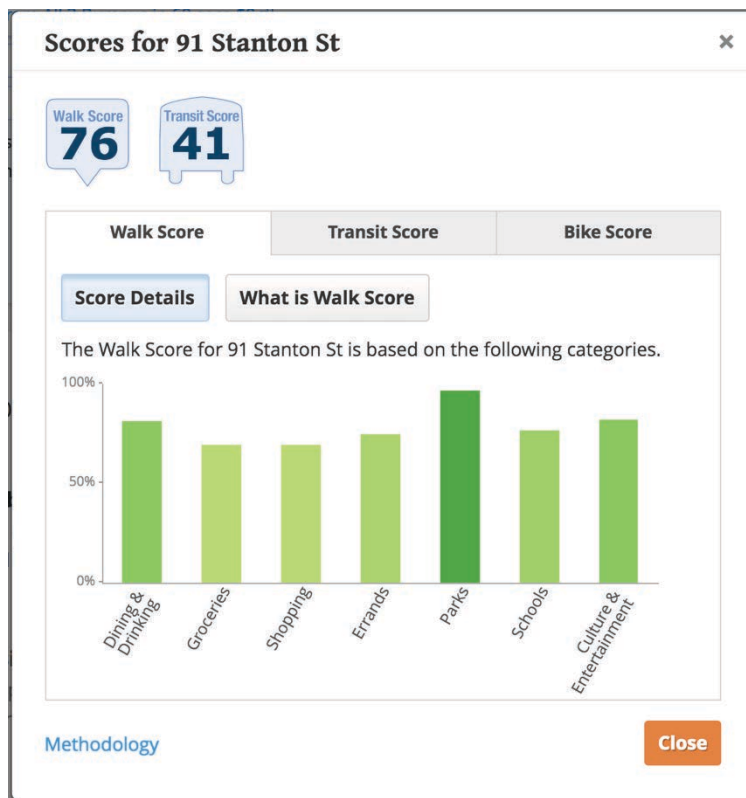
Worcester has the largest municipal composting program in Massachusetts from its leaf and yard waste collection. Compost bins for home use are available to residents. The "Earth Machine" composter costs \$45.00. To find information on this, visit the City of Worcester's website: <http://www.worcesterma.gov/trash-recycling/composting>

## Walkable Local Amenities & Transportation

Visit [www.walkscore.com](http://www.walkscore.com) to learn more about your home's Walk Score including walkability, nearby places, and transit options.

- View neighborhood restaurants, coffee shops, grocery stores, schools, parks, and more.
- Get a commute report and see options for getting around by car, bus, bike, and foot.
- Learn about the neighborhood, view crime and safety, see what locals are saying, browse photos and places.

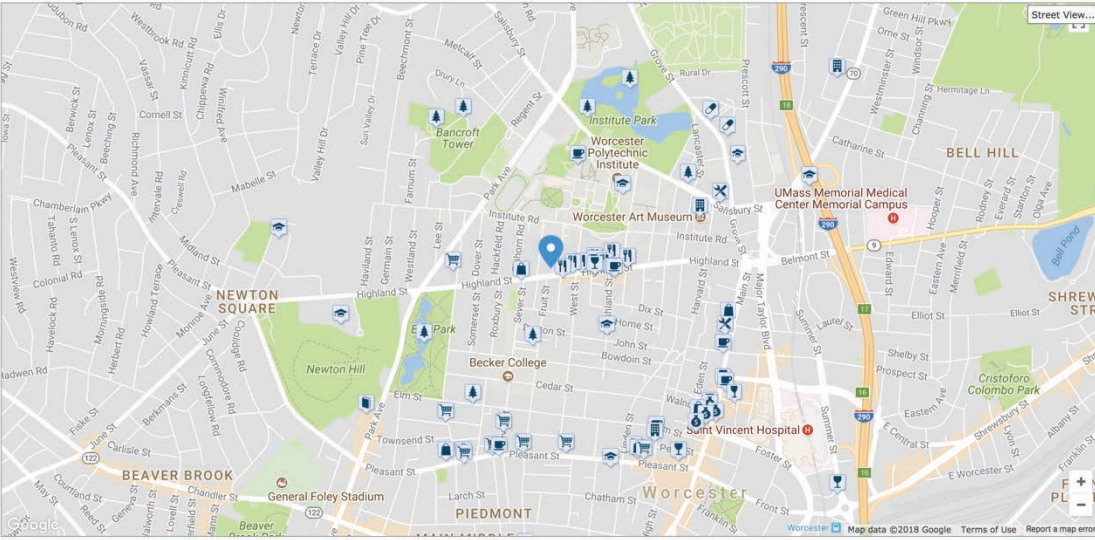
### Example of a Walk Score



### Example of Nearby Walkable Amenities


#### What's Nearby

- Restaurants:**  
SUBWAY@Restaurants .06mi
- Coffee:**  
The Boynton Restaurant & Spir... .1mi
- Bars:**  
The Boynton .1mi
- Groceries:**  
Price Chopper .3mi
- Parks:**  
Lincoln Estate-Elm Park Histori... .2mi
- Schools:**  
Worcester Polytechnic Institute .2mi
- Shopping:**  
Bonardi's Formalwear, Inc. .1mi
- Entertainment:**  
Worcester Art .4mi
- Errands:**  
Austar Plumbing Services Pty ... .5mi
- Search Nearby:**



Something missing? [Add a place](#)

### Example of Local Transportation Options

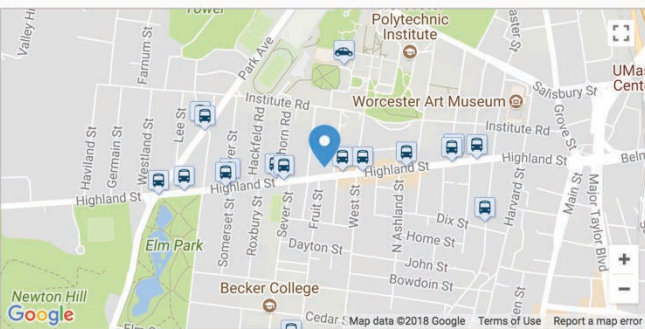


**Transit Score**  
**41**

#### Some Transit

Add to your site

91 Stanton St has some transit which means a few nearby public transportation options. Car sharing is available from RelayRides and Zipcar.



**Rail lines:**

Framingham/Worcester Line	1.0 mi
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**Bus lines:**

3 ROUTE 3	0.0 mi	31 ROUTE 31	0.3 mi
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**Car shares:**

Zipcar: Bartlett Center Lot/T...	0.2 mi	RelayRides: 2005 Nissan Mu...	1.1 mi
RelayRides: 2011 Kia Soul	1.4 mi	Zipcar: Downing Street Park...	1.5 mi

Less ▲

## 5. Contact Information

### How to Reach the Office

The purpose of this section is to identify how to contact the management company, especially in the event of an emergency.

#### Telephone:

508-713-6680, ext. 1

#### Email:

[propertymanager@greenrater.com](mailto:propertymanager@greenrater.com)

### In the Event of an Emergency

Please contact 911 for a life-threatening emergency including medical issues, fires, violence, or break-ins.

For non-life-threatening emergencies please call the on-call technician at **508-713-6680, ext. 1.**

Leave a voicemail in the emergency mailbox and you will be called back promptly.

### Lock Out

If you are locked out\* of the building, please call the Emergency Contact at 508-713-6680, ext. 1.

\*A fee may apply.

### Additional Information

If you are looking for any additional information, please contact us or check our website [www.greenrater.com](http://www.greenrater.com).