

Resident Policies & Procedures — Manufactured Housing and Seasonal Cottage Communities

This handbook outlines the standard rules, policies, and procedures used by Wilton Homes. It is designed for manufactured housing, RV, and seasonal cottage communities focused on comfort, safety, and community living.

1. Welcome / Introduction

These Policies & Procedures govern your residency and use of the property. They are incorporated into your Lease, Site Agreement, or Cottage Use Agreement. Failure to comply may result in fees, termination of tenancy, or other remedies.

2. Office & Contact / Emergencies

Community Office Hours: Mon-Fri: 9am-6pm, Sat: 10am-5pm, Sun: Closed

After-Hours Emergencies: (617) 418-9577

For life-threatening emergencies, call 911. Non-emergency service requests can be made via the resident portal or office.

3. Lease / Lot Occupancy & Seasonal Use

Only individuals listed on the Lease or Use Agreement may occupy the site or cottage. Short-term rentals (Airbnb, VRBO, etc.) are prohibited unless approved. Seasonal occupancy limits apply for cottage communities.

4. Move-In / Move-Out & Seasonal Transitions

Residents must complete a move-in inspection form and return keys at move-out. Seasonal residents must vacate by designated dates and remove outdoor items such as chairs, floats, or umbrellas.

5. Maintenance, Repairs & Alterations

All maintenance issues must be reported promptly. No alterations, additions, or exterior modifications may be made without written approval. Residents are responsible for any damage caused by negligence or misuse.

6. Site / Lot / Cottage Care & Appearance

All sites and homes must be kept clean, safe, and in good repair. No debris, broken furniture, or clutter. Outdoor furniture and equipment should be neatly arranged and stored when not in use.

7. Common Areas & Amenities

Use of pools, clubhouses, beaches, and playgrounds is subject to posted hours and rules. Smoking and disruptive behavior are prohibited in shared spaces.

8. Pets & Animals

Pets must be registered with management, vaccinated, and kept on a leash. Owners must clean up after pets. Breed or size restrictions may apply. Service animals are accommodated per Fair Housing laws.

9. Noise, Conduct & Safety

Quiet hours: 10:00 PM to 8:00 AM. Illegal activity, harassment, fireworks, and open flames are prohibited. Residents are responsible for the conduct of their guests.

10. Vehicles, Parking & Storage

Vehicles must be registered and parked in designated areas. No inoperable or unregistered vehicles. Boat, trailer, or RV storage is allowed only in approved areas.

11. Utilities & Energy Conservation

Residents are responsible for proper use of all utilities. Tampering with meters or safety devices is prohibited. Please practice energy conservation and report leaks immediately.

12. Seasonal / Short-Term Rentals

Seasonal residents must follow occupancy schedules and turnover procedures. Short-term rentals, if permitted, must comply with registration and guest conduct rules.

13. Insurance

Residents must carry renter's or homeowner's insurance for personal property and liability coverage. Community insurance does not cover personal belongings.

14. Fees, Fines & Enforcement

Policy violations may result in fines or loss of privileges. Repeated violations may lead to eviction. Rent, lot fees, and charges must be paid on time.

15. Safety & Emergency Procedures

Residents must be familiar with evacuation routes and storm procedures. Fire lanes must remain clear, and tampering with safety equipment is prohibited.

16. Move-Out Responsibilities

Provide written notice per your Lease. Clean your site or cottage, remove personal items, and return all keys and passes. Security deposits will be processed per state law.

17. Fair Housing & Reasonable Accommodation

This community complies with all Fair Housing laws. Reasonable accommodations will be provided for residents with disabilities.

18. Amendments & Updates

Management reserves the right to update these policies with notice. Updates will be communicated through email or resident portal.

19. Resident Responsibilities

Pay rent and fees on time, maintain your home and lot, follow community rules, respect neighbors, and promptly report maintenance issues or safety concerns.