

The Project	<i>Hanover Wellesley</i> , a Proposed mixed-use development containing 350 residential units, a 591-space structured parking garage, and approximately 3,995sf of retail/commercial space. An application for Site Plan Approval was filed with the Wellesley Zoning Board of Appeals on September 10, 2019, and supplemental filings were made on September 23, 2019, and November 14, 2019.
Owner	John Hancock Life Insurance Company (U.S.A.), a Michigan Corporation
Property Manager	Hanover Company
Opening & Lease-up Schedule	<p><i>All dates tentative</i></p> <p>Construction Start: May 2020</p> <p>Garage Completion (temp. access for office parking only): February 2021</p> <p>Occupancy of Club & Management Offices: November 2021</p> <p>First Resident Move-ins: December 2021</p> <p>Final Certificate of Occupancy (100% completion): August 2022</p> <p>Leasing Stabilization (95%): June 2023</p>
Staffing Plan	<p><i>Hanover Company personnel TBD.</i></p> <p>Assume a 7-8 person staff in including Property Manager, Assistant Property Manager, Leasing Consultants, Maintenance Supervisor, Maintenance staff.</p> <p>2-3 of the above (including at least 1 manager and 1 maintenance person) will live on-site ensuring 24/7 availability and prompt emergency response.</p> <p>Certain services such as groundskeeping and cleaning are contracted with outside vendors TBD.</p>
Hours of Operation & Access	<p>Management & Leasing Offices: Open M-F 9am – 5PM, Saturday 9-5pm</p> <p>Sunday 12p-5p. During Day Light Savings, one (1) hour is added to the closing on each day.</p>

	<p>Amenity Areas: Private to Residents Only. Open 7 days until 10 pm. Fitness area open 24/7.</p> <p>All entrances and the garage are controlled by a programmable card access system (Kantech) with registered residents each receiving an access card.</p> <p>Individual Units are secured by Schlage Digital Door locks.</p>
<p><i>Parking Operations</i></p>	<p>591 space garage with shared use by residents and office workers at #20 William Street, plus 6 “Future Resident” spaces at entry courtyard.</p> <p>Garage is a 6-level garage enabling residents to park at or near the level of their unit, with vestibule access at each floor. Reserved and second space parking will be charged an additional amount TBD.</p> <p>Office tenants will receive a set number of garage access control fobs and will park in lower floors between the hours of 8am and 6pm, or as determined by Owner.</p> <p>Garage is served by two elevators, one for office parkers and one for residents, and two stairways.</p> <p>Surface parking is first come first serve to residents during off peak office hours, with handicap spaces per code.</p> <p>Residential guest parking is first come first serve in the surface lots during off peak office hours. Temporary guest parking in the garage can be coordinated through the management office.</p> <p>During lease-up, all residents are granted specific and limited rights to park in designated parking areas, and such rights are clearly enumerated in the resident lease, and all vehicles are registered with management. The leasing staff will carefully manage an equitable and uniform allocation of parking rights to residents to ensure that; (i) there is no over-allocation of spaces to certain residents under certain leases, and (ii) no situation arises where vacant units have insufficient parking rights available for occupancy. Generally speaking, rights are limited to one parking space per bedroom, but no more than two spaces per apartment.</p> <p>Retail parking has been preliminarily located along William Street near the retail premises.</p> <p>TBD number EV charging stations.</p> <p>Please see shared parking analysis.</p>

<p>Amenities</p>	<p><i>Interior:</i> Approximately 11,451 square feet of resident amenities including a lounge, demonstration kitchen, fitness center, screening room, business center and conference/dining room.</p> <p><i>Exterior:</i> Grand central courtyard containing a resort style swimming pool with seating areas, barbeque grills and fire pits. Connecting double height loggia with an outdoor living room seating arrangement and outdoor televisions.</p>
<p>Mail & Packages</p>	<p>USPS mail is delivered centrally to a mail kiosk within the amenity area, to individual mailboxes for each unit.</p> <p>Parcel deliveries are through a “Luxer” system where the delivery service (e.g. Amazon, UPS, Fedex) delivers to an automated box and the resident receives an email/text notification of a package with entry code to pick-up. Oversize packages are held in the management office for resident pick-up.</p>
<p>Trash</p>	<p>Trash room and trash chutes serving all floors and a trash room at rear of building near loading area.</p> <p>Full recycling program with recycling chutes.</p> <p>A private trash service picks up approximately 2 times per week.</p>
<p>Loading / Moves</p>	<p>See plan for location of truck loading area with proximity to freight capacity elevator.</p> <p>All moves will be scheduled and reserved with 3-hour time slots.</p> <p>Most apartment moves occur in small to medium size van and box trucks (not tractor trailers).</p>
<p>Recreation</p>	<p>Bicycles: Bicycle storage room with room for approximately 100 bikes and including bicycle repair equipment. Easy access to William Street and DCR trails.</p> <p>Kayaks: Exploring a location in garage for storage of Kayaks for resident use (free of charge). Kayak storage is TBD.</p> <p>DCR Trail Areas: Exploring license to use a portion of DCR land connected to trail network for picnic tables, fitness course and a child’s play area. See proposed DCR trail improvements plan. DCR trail improvements are TBD.</p>
<p>Pets</p>	<p>Pets are welcome with breed restrictions on dogs. No weight limits.</p>

	Deluxe dog washroom fully equipped and located in garage. Outdoor dog run for small/medium sized dogs.
Utilities:	<p>Electrification: Owner is exploring beneficial electrification whereby by all heating and air-conditioning would be powered by electricity provided by Wellesley Municipal Light Plant – “MLP”, and there would be no natural gas or other fossil fuel sourced utilities at the Project except for potential ancillary services, i.e. gas grills. Units will be individually metered by MLP. This is a voluntary commitment by Owner, subject to satisfactory documentation of a rate stability and rebate agreement with MLP.</p> <p>Gas: National Grid, only for potential ancillary services.</p> <p>Water/Sewer: MWRA. Owner will receive a master bill from Wellesley MLP and individually bill units for their sub-metered share. Hanover uses Entrata to manage sub-metered billing.</p> <p>Cable TV/Internet: Comcast, Verizon connectivity run to each apartment.</p>
Resident Portal	Entrata Resident Portal will allow residents to have 24/7 access to documents, notifications and submitting requests for services. All residents will have access to a live person 24/7 to speak with through our Leasing Center.
Storage	TBD number of resident storage spaces.
Elevators	2 internal residential elevators and 2 garage elevators
Transportation & Transit	<p>Main lobby contains a large screen displaying real-time transportation update including nearest UBER/Lyft drivers and train depart/arrival schedules at Eliot Station and Waban Station, as well as nearby bus routes.</p> <p>Existing Wellesley Office park shuttle service to train stations expected to be augmented through the Route 128 Business Council</p>
Affordable Housing	Pursuant the Chapter 40R overlay, the Project will offer 25% of the units (or 88 apartments) to residents earning at or below 80% of area median income (AMI) and at rental rates establish under Federal HUD guidelines. Utility Charges are limited by rates set by the local housing authority.

	<p>The 88 units will be evenly dispersed throughout the Project and will be indistinguishable as to location, approximate size and unit finishes from the market-rate apartments.</p> <p>Under DHCD regulations, the first parking space for an affordable unit is free of charge, and any additional spaces shall be at the same rate charged to other residents.</p> <p>Owner/Hanover will engage a third-party consultant to manage the affordable housing lottery and resident selection/qualification process, all subject to and in strict accordance with DHCD regulations.</p> <p>Owner and the Town will enter into Affordable Housing Restriction Agreement and 40R Rental Monitoring Services Agreement in a form approved by DHCD and in accordance with Chapter 40R and DHCD regulations.</p>
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This management operations plan will be refined as construction nears completion and management staff is engaged and takes control of the property. Owner and Hanover reserve the right to make modifications.