



## Summary of Property Management Services

**Prepared for:** Maynard Crossings LLC Capital  
**Prepared By:** Group Properties May 13, 2025  
**Date:** **2-16 Digital Way, Maynard MA**  
**Property:**

At Capital Group Properties, we offer expertise and personalized techniques of Property Management. Our management concept is founded on professionalism, detail, accountability, preventative maintenance, and quality service.

Capital Group Properties offers leasing and property management services for commercial, industrial, residential and retail properties. Our company has over 25 years' experience in the property management business. We are a full-service property management company providing management, rent collection, tenant relations, property operations, evictions, mortgage and invoice processing, and in-house property maintenance. Our company is geared towards maintaining all preventative maintenance measures to eliminate issues down the road. We work closely with subcontractors and maintenance teams, to make sure all parties are informed and projects are monitored closely from start to finish. We work closely with Local and State governments to ensure our properties are in accordance to all regulations, including hiring independent inspectors to submit reports on our behalf.

Enclosed please find a summary of Management Services for the above-mentioned property, including a list of our services and additional specifications, a list of our current Management Portfolio, and our Employee Responsibility List.

Sincerely,

Max Garcia ARM, Property Management

## **1. Executive Summary**

Capital Group Properties is a full-service real estate development company headquartered in Southborough, Massachusetts. Capital Group Properties specializes in the permitting, construction, and long-term management of commercial real estate, including; first class office space, retail, industrial, and residential developments.

Capital Group Properties provides a comprehensive responsive approach to proactive management services, to meet the changing needs of the building work environment and to build solid long-term relationships with our clients and tenants. We maintain a streamlined organization structure and demonstrate an efficient approach to project solutions and marketing strategy.

## **2. Company Information**

Capital Group Properties LLC

Main Office Address: 259 Turnpike Road, Suite 100 Southborough MA 01772

Property Manager: Max Garcia ARM [propertymgr@cgpllc.net](mailto:propertymgr@cgpllc.net)

Property Operations Manager: Jason Ferreira [apm@cgpllc.net](mailto:apm@cgpllc.net)

Website: [www.CapitalGroupProperties.com](http://www.CapitalGroupProperties.com)

Phone Number: 508-357-8825 / Fax: 508-357-6859

## **3. Site Specific Information**

Address:	2-16 Digital Way Maynard MA
Electric/Gas Provider:	Eversource Electric & Gas
Septic/Sewer:	Town Sewer
Water:	Town Water
<b>GENERAL RETAIL TENANTS</b>	
Hours of Operation	Mon-Sunday 7:00am - 11:00pm
	Health Clubs (Only in R2 (15 Digital Way) and R3A (13 Digital Way) 24-HR operation): Mon-Sun 24 hours a day. The 24 hour operation for a Health Club in R3A shall not exceed 4,200 sq ft. A pedestrian barrier to deter access to the premises between the hours of 11:00 PM and 5:30 AM via the rear entrance to the site from Parker Street shall be installed prior to the opening of the health club in Building R3A. (See "Overall Master Site Plan" dated June 26, 2023 and most recently revised April 28, 2025). Health Clubs/Fitness (all other locations): Mon-Sun 5:30am - 11:00pm
Delivery Hours	Mon-Fri 7:00am - 6:00pm Sat: 7:00am - 1:00pm No Sunday Deliveries
<b>RESIDENTIAL AREA</b>	

Hours of Operation	Mon-Friday 9:00am - 6:00pm Saturday 9:00am- 6:00pm Sunday 11:00am - 5:00pm
Delivery Hours	Mon-Fri 7:00am – 7:00pm (excludes food/takeout deliveries)
<b>RESTAURANT TENANTS</b>	
Hours of Operation	Sun-Thur 8:00am - 12:00am (or as permitted by liquor license) Friday & Saturday 8:00am - 1:00am (or as permitted by liquor license)
Delivery Hours	Mon-Fri 7:00am- 6:00pm Sat 7:00am – 1:00pm No Sunday Deliveries
<b>GROCERY STORE TENANT</b>	
Hours of Operation	Mon-Sunday 6:00am - 9:00 pm (open to public)
Delivery Hours	Monday through Friday 7:00am – 5:00pm Saturday 7:00am – 1:00pm No Sunday Deliveries Holidays: deliveries will not be permitted on holidays during which the supermarket is not open and operating Approximately 2 deliveries from semi-trailer or smaller delivery vehicle between 5:00pm – 1:00am
Employee Hours	Stock employees only: 11:00pm-7:30am General staff in building 24 hours
<b>FAST FOOD TENANTS</b>	
Hours of Operation	Mon-Sunday 5:00am – 11:00pm (R1,R5,R6,R7,R8) Mon-Sunday 7:00am – 11:00pm (R2,R3, R4, R9)
Delivery Hours	Mon-Sat 5:00am – 6:00pm (R1, R5, R6, R7, R8)* *Mon-Sat 3:00am – 5:00am for perishable deliveries (these deliveries must enter the site using the main entrance) Mon- Sat 7:00am – 7:00pm (R2, R3, R4, R9)
<b>MISC GENERAL PROPERTY</b>	
Site Lighting: Whole Property	See attached lighting plan
Site Lighting: Pylon	On at dusk, off at 11:30pm, on at 5:00am to dawn
Site Lighting: Building Signage	On at dusk, off at 11:30pm (or off at liquor permit required time)

Weather Events:	In event of snow or extreme weather event, Property Management Company will determine if necessary to turn on all site lighting during daytime hours for safety of all occupants of the plaza.  Once weather event ends, schedule as listed above will resume.
Trash Pick Up Hours (including compactors):	Monday - Friday 7:00 am-5:00 pm
Trash Compactors:	Hours of Operation: Monday through Sunday 7:00am – 9:00pm
Transfer/Exchange of Compactor	Aside from the removal of a full container and the replacement of an empty container, both of which shall occur at the compactor container location, all additional compactor container transfer movements, exchanges and associated operations shall be performed within the area designated as "Compactor container switch out/drop off area" shown on the site plan entitled "Maynard Crossing – Lighting Hours Plan" dated 8-4-2021. Switch out/drop off area shall be indicated by posted signage to ensure clear direction for service providers.

Compactor Sound Limits	<p>Compactor operations will be limited to 7 AM to 9 PM. The compactor sound limit at the site property line shall be at ANSI recommended height of 5 feet, or at any habitable elevation at the nearest residences (i.e. such as second floor window locations). Compliance measurements shall be made outside of the minimum distances from reflective surfaces as per ANSI requirements and extrapolated to the proper limit location to demonstrate:</p> <ol style="list-style-type: none"> <li>1. No broadband sound pressure level of more than 10 dBA above the ambient, and/or</li> <li>2. No "pure tone" condition.</li> </ol> <p>Ambient is defined as the sound level that is not exceeded 90% of the time, or the L90 sound level, (i.e. conservatively assuming the quietest 6 minutes over any one hour) and the sound with the compactor operating with maximum potential usage rates over an hour as well.</p> <p>A "pure tone" condition occurs when any octave band sound pressure level from the facility exceeds both of the two adjacent octave band sound pressure levels by 3 dB or more during the monitoring period.</p> <p>The compactor was shown to be in compliance with its current operating configuration prior to this condition, so, the compactor is in compliance as of this approval of this condition. As a measure of effectiveness of the site to stay compliant with this requirement, 2 separate 24-hour sound studies, separated by 12 months, shall be conducted by the applicant. The first Test shall be conducted within 60 days of the effective date of the decision accompanying this modification. If the compactor equipment is replaced, one additional sound study shall be conducted to assure compliance with this requirement.</p>
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- Walk entire property daily report any issues to Property Manager
  - Empty all exterior large trash barrels, replace with new trash bags
  - Empty ash trays and clean
  - Wipe top of outside trash cans and barrels with appropriate cleaner
  - Inspect seating areas at outside tables and benches and wipe off
  - Sweep walks and blow off with leaf blower, pull any weeds in stone areas in walkways
  - Police perimeter of entire property for trash and inspect ponds and walking bridges for debris
  - Check all dumpsters for overflow and inform tenants with any issues.
- 2x per month: Property Manager inspection of property
  - Inspect entire property report any maintenance issues to Facilities Manager
  - Inspect signage for all new Tenants to make sure meets requirements of Town and Leases
  - Inspect landscape/snow removal services by contractor (snow plow services dependent on season)
  - Report any landscape or grounds repairs needed to Groundskeeper
  - Review any Tenant complaints regarding the exterior property and take photos when needed
  - Visit any new Tenants and perform welcome packet review- review emergency procedures, designated smoking areas, maintenance protocol, contact information for new Management, Fire Alarm procedures etc.
    - Welcome packet includes information on trash removal and deliveries - we provide the site information table on Page 2 as well as the Town of Maynard's BOH Solid Waste Regulations and strongly urge all Tenants to follow the required trash pickup and delivery times as dictated.
    - Truck/delivery map (see attached) will be reviewed with and given to each tenant prior to the tenant occupying the space. The map will indicate which truck route the tenant needs to use, based on tenants' location. Reminders will be sent out bi-annually via email.
    - Emergency Spill Procedures reviewed with each tenant prior to occupying the space.
      - 1. Collect list and MDS sheets of all hazardous chemicals Tenant will be using
      - 2. Upon spill, notify Property Management & Town of Maynard immediately
      - 3. PM to notify licensed cleanup contractor (ACV Environmental, WindRiver Environmental)
      - 4. Contractor to remove material completely and dispose of at licensed facility
      - 5. PM to notify Town of Maynard (Con Com, Engineering, BOH) and provide documentation from licensed contractor showing disposal and cleanup procedures completed, as well as details on chemical that spilled.
- Monthly preventative maintenance program & inspections
  - See enclosed monthly maintenance schedule- January through December

- Seasonal: Snow & Ice Management
  - See enclosed Snow & Ice Management Plan
  - Before the start of the snow season, Property Manager & Facilities Manager perform site walk with contractor, make sure that all areas are snow staked properly, all fire hydrants and emergency equipment is marked over 7' high, review snow storage & snow melting plan
  - Snow contractor is provided with 24/7 contact information for Property Manager and Facilities Manager as well as detailed site plans for any other property information they should need for the season
  - Contractor must provide equipment and vehicle list to Property Manager before start of season to ensure that the proper equipment and material is being used on the property
  - Contractor shall hold annual Certified Snow Professional Certification and provide documentation to the Property Manager before the start of each snow season.   
Property Manager will attend Snow Professional Courses annually
- Seasonal: Holiday Season
  - Provide police detail at high traffic holiday season events to eliminate traffic concerns
  - Send email updates to all Tenants to advise of any safety concerns etc.
- Seasonal: Landscape Services as recommended by Landscape Architect:
  1. Spring Clean Up:
    - a. Perform a clean-up of the entire property and perimeter to include lawn areas and plant beds. Typically, this activity is conducted in the months of March/ April.
    - b. Remove and dispose of leaves, branches, debris, and litter off site in environmentally approved manner.
    - c. All lawn areas to be thatched, then raked or blown to remove thatch.
    - d. All plant beds, walks and garden edges to be power edged.
  2. Plant Material Replacement:
    - a. All dead or dying plant material shall be replaced upon completion of the Spring Clean Up
  3. Fall clean up:
    - a. Perform a clean-up of the entire grounds and perimeter to include lawn areas and plant beds. Typically this activity is performed and all areas cleaned before the first snow fall.
    - b. Remove and dispose of dead or dying annual plantings, leaves, branches, pine cones, needles, acorns debris, and litter off site in environmentally approved manner.
    - c. Cut back perennials and ornamental grasses.
  4. Mulching:
    - a. Turning of existing mulch beds and adding new mulch to be performed in the spring, during/ after spring clean-up. Care shall be taken not to uproot any dormant perennials or ornamental grasses.
    - b. Turn existing mulch beds. This activity need to be timed so as not to interfere or upset pre-emergent fertilizer applications. Care shall be taken not to uproot any dormant perennials or ornamental grasses.
    - c. Adding new mulch to bed areas to be determined by contractor and owner. Care shall be taken not to bury any dormant perennials or ornamental grasses.
    - d. New mulch to be dark brown shredded pine bark applied after spring clean-up.
  5. Lawn- Control: Lawn-turf control includes all maintenance required to produce green and

healthy grass, and includes

- a. Mowing. Mowings are necessary for lawn areas within the limits of the development. The perimeter areas seeded with the New England Wildlife mix shall be mowed once a year as late in the fall as possible but no earlier than November 15th.
- b. The use of mulching equipment is desired to allow clippings to add nutrients back to the soil.
  - i. Clippings to be bagged in all high pedestrian traffic areas (defined as adjacent to building entrances). Mulched clippings shall not be bagged in other areas unless otherwise approved.
  - ii. Remove and dispose of any clippings or maintenance debris off site in an environmentally approved manner.
  - iii. Sidewalks and common areas shall be blown off following mowing to remove grass clippings.
  - iv. Grass clippings on signs and building exteriors shall be blown or washed off as necessary immediately after the mowing process.
  - v. Weekly trimming and edging with gas-powered trimmers and edgers to be performed to maintain professionally landscaped image.
6. Tree-Shrub Control:
  - a. Pruning, trimming, and shaping shall be done once in the Spring to cut winter damage and again during the month of July if needed.
  - b. Trim, prune, and shape plants for the "expected growth pattern. Plants shall be shaped for the future and not the present, with the understanding that if one constantly trims to the same height yearly the shrub will never grow to its desired capacity. The "capacity" is determined by the area in which the shrub lies and what shape or size will provide the most benefit to that area.
7. Management of Controlled Landscape Areas:
  - a. Those areas of controlled growth such as plant beds and containers shall be controlled for weeds and properly maintained.
8. Long Term Management of Invasive Species:
  - a. The landscape contractor shall continuously monitor the developed / previously disturbed portions of the site to identify areas that contain invasive plant species included on the latest version of the Massachusetts Prohibited Plant List published by the Commonwealth of Massachusetts Department of Energy and Environmental Affairs. The landscape contractor shall remove entirely and properly dispose of any invasive plants identified in compliance with State and Local requirements.
9. Non-contained Trash:
  - a. The contractor shall maintain the clean the property properly. Non-contained trash shall be picked up and disposed of properly. Policing of the property shall be conducted daily (6 days per week).
10. Sweeping Parking Lot/Sidewalks:
  - a. Each Spring, (mid-April), power sweeping of the entire property to remove sand shall be coordinated and if necessary sub- contracted by the contractor, to include all sidewalks and paved areas. Waste to be disposed of off-site in an environmentally approved manner.
  - b. A second power sweeping may be needed after the initial sweeping if conditions warrant.
11. Protective Clothing and Safety Items:
  - a. Uniforms must be worn at all times, with the company name clearly visible.
  - b. Shirts must be worn at all times.
  - c. Safety glasses must be worn at all times when operating power equipment.

12. Hours of Operation:

- a. Lawn cutting and power equipment operations will be restricted between 7 AM - 7PM Monday through Saturday.

13. Insurance:

- a. Workers Compensation Insurance required per governing statutes.
- b. Liability Insurance shall be provided as required by the owner.

- **Seasonal: Pest Control**

- Initiate and oversee exterior pest control program at all Retail, Grocery, and Residential Buildings on the site. All products used will be reviewed prior to application to ensure there are no adverse environmental effects to the ground water stem. All pesticides used on site for exterior treatment of pests must be approved by Property Manager.
  - If a pest issue arises that does not allow for an environmentally safe method of treatment on the exterior, we will treat the interior of the building only.

- **Oversee stormwater management systems to ensure Property is within DEP and Town of Maynard compliance**

- Contract with Licensed Stormwater Engineer to perform annual inspections per the O&M plan approved by Town of Maynard. Deficiencies shall be corrected, and annual inspection reports and deficiency update reports to be forwarded to the Town of Maynard.
  - Annual report to be provided to Town of Maynard will also include a detailed list of any/all chemicals used or applied on the property for ice or snow removal, lawn treatment, and fertilization purposes etc.
  - Annual report will be presented to the Town of Maynard Conservation Commission by a representative of Capital Group Properties at a Conservation Commission Meeting
  - Biannual Water quality samples from the Monitoring Wells as per the Stantec Letter dated July 17th, 2017, to be tested every March and October at a state certified lab.
  - Annual water quality report will be presented to the Town of Maynard Conservation Commission by a representative of Capital Group Properties at a Conservation Commission Meeting

- **Annual improvement inspection & project coordination**

- Property Manager & Property Owners/Partners perform Annual detailed inspection of any defects or replacements needed at the property (new line striping, pavement repairs, new signage, etc)
  - Detailed list given to Facility Manager to make sure all repairs and upgrades are completed with 60 days.

- **Oversight of all subcontractors & follow up on all work performed**

- Work closely with all seasonal contractors, engineers, HVAC contractors, etc to make sure all work authorized by Landlord is done according to company standards and ensure that no payment is issued until all work is completed 100%.

- **Address & rectify any issues with subcontractors, property defects, operational performance issues on the property and written updates to all Trustees/Owners.**

- Property Manager maintains open work logs for any outstanding inspection list for work performed, compliant received from Tenants, complaint received regarding subcontractors, etc and is not closed out and filed until an inspection is done and all work is completed to company standards and 100%. Any continued issues or need to terminate a maintenance contract is issued to Ownership in writing by Property Manager.

**Additional Management Services Provided**

- Maintenance assistance for Tenants when needed
- List of Approved Contractors provided to all Tenants for local maintenance repairs
- Monthly invoicing & collection of rent payments
- Monthly collection & payments of all payables pertaining to property
- Bidding out and awarding maintenance contracts including but not limited to: snow plowing, landscaping, fertilization (3 quotes to be obtained for all services over \$2,000)
- Quarterly reporting to all Trustees/Owners & answers to questions/concerns
- Annual/year end reconciliation of all annual expenses & income, resolve any disputes/issues and clear up, distributed to Trustees by February 28th annually
- Annual budgeting for upcoming year, reconciliation of condo fees & projections

## **5. Current Management Portfolio**

### **Commercial Buildings**

40 Southville Road, Southborough  
 100 Discovery Way, Acton  
 132 Turnpike Road, Southborough  
 134 Turnpike Road, Southborough  
 136 Turnpike Road, Southborough  
 146 Cordaville Road, Southborough  
 150 Cordaville Road, Southborough  
 153 Cordaville Road, Southborough  
 257 Turnpike Road, Southborough  
 259 Turnpike Road, Southborough  
 371 Turnpike Road, Southborough

### **Retail Buildings:**

154 Turnpike Road, Southborough  
 162-164 Cordaville Road, Southborough  
 318 Main Street, Northborough  
 101-123 Sutton Avenue, Oxford  
 10002-10010 Shops Way, Northborough

### **Condominiums:**

Deerfield Estates- 148 Lumber Street, Hopkinton MA  
 Grouse Hill- 32 Old Framingham Rd- Sudbury  
 Mahoney Farms- 30 Nobscot Rd- Sudbury  
 Salisbury Hill- Salisbury Hill Street, Worcester  
 The Heights at Pleasant Ridge, Wellesley

## **6. Employee Responsibilities**

### **Max Garcia ARM, Property Manager:**

- Manage over 900,000 square feet of 1st class office and retail space, and five age restricted condominium communities.
- Negotiate and award all maintenance and service contracts.
- Prepare annual budgets and reviewed with owners.

- Approve payables, receivables, leases and amendments.
- Delegate all repair and maintenance work to facility staff and approve timesheets.
- Prepare and lead annual Condominium Association meetings.
- Create and approve all formal correspondence.
- Represent property management in weekly meetings with developer, owners and brokers.
- Represent property management in quarterly meeting with Board of Trustees and follow up on all Trustee requests and specifications
- Manage team of Maintenance Technicians: organize schedules, calendars, appointments, and host weekly team meetings.

**Lauri Nanatovich, Bookkeeper:**

- Accounts Payable and Accounts Receivable for approximately 20 entities
- Bill out rent monthly to all tenants & collect unpaid rent and send late fees to past due accounts
- Input deposit for tenant rent and misc payments
- Pay bills monthly from each entity & maintain payable files for each entity
- Make mortgage payments for each entity
- Maintain up to date tenant, homeowner, and vendor information (including insurance, billing information, and emergency contact information)
- Prepare monthly financial reports for owners and partners
- Prepare employee time reports for owners and partners
- Bill out monthly management fees monthly for all properties
- Bill out all reimbursable expenses monthly to all in house entities
- Run financial reports annual to assist in the preparation of income tax returns

**Jason Ferreira, Facilities Manager:**

- Address & Resolve all commercial & retail maintenance forms uploaded to system by Property Manager
- Coordinate service with on-call service contractors i.e. - Septic, HVAC, Plumbing, Electrical, Irrigation, etc.
- Coordinate service with other maintenance contractors & obtain 3 quotes for all projects i.e. painting, supplies, signage, etc. Meet with contractor to review detail scope & follow up with scope on email
- Delegate preventative maintenance, inspection lists, misc common area repair items to Facilities Technicians
- Perform inspections & report findings to Property Manager as directed (weekly, monthly, quarterly or as needed)

**John Parsekian, Maintenance Technician:**

- Perform preventative maintenance repairs per Annual PM Schedule as dictated by Facilities Manager
- Complete all repair items as listed on the Inside & Outside annual inspection lists provided by Property Manager
- Perform inspections & report findings to Property Manager as directed (weekly, monthly, quarterly or as needed)

**David Guy, Maintenance Technician:**

- Address & Resolve all residential maintenance forms uploaded to system by Property Manager
- Coordinate service with on-call service contractors i.e. - Septic, Electrical, Roofing, Siding, Irrigation, etc.
- Complete all repair items as listed on the Inside & Outside annual inspection lists provided by Property Manager
- Perform inspections & report findings to Property Manager as directed (weekly, monthly, quarterly or as needed)
- Urbano Perez, Groundskeeper
- Maintain cleanliness of all Capital Group Commercial & Retail buildings per daily checklist dictated by Property Manager
- Inform Property Manager of any issues or problems noticed at all locations