**Carver County CDA**

**Resident Handbook**



**“Property Name”**

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**Resident Handbook**

**Proudly Managed by**

***Carver County CDA***

**(Management)**

This Resident Handbook is furnished to all Residents in communities managed by the Carver County CDA. It is designed to answer questions about your housing but also includes important rules and regulations that are a part of your Residential Lease. Non-compliance with these rules, regulations and requirements may result in you owing additional amounts, and may be grounds for a lease violation or termination of your lease. It is important that all Residents read and familiarize themselves with the requirements of this Resident Handbook.

Different communities operated and managed by the Carver County CDA may have different facilities and amenities. Additional rules and requirement may be posted by Management in community rooms, laundry areas, or other common areas or amenities. Management has the right under the Residential Lease to change the Handbook rules from time-to-time with or without prior notice.

Please take time to read through the Handbook and contact your Site Manager if there are any questions.

We want our residents to be satisfied, and it is our intention to do all we can to obtain your satisfaction. Management has a resident retention program designed to obtain feedback and provide you with the best possible service. We encourage your thoughts, ideas, or suggestions on how we can better serve you.

The Carver County CDA is an equal opportunity, fair housing provider. Management believes all Residents, potential residents and applicants should be protected from discrimination in housing on the basis of race, color, ancestry, sex, religion, creed, national origin, marital status, familial status, status with regard to public assistance, disability and affectional preference. Our commitment to fair housing principles includes a willingness to make reasonable accommodations in rules, polices, practices, or services, when an accommodation may be necessary to afford an otherwise qualified applicant or Resident with equal opportunity to use and enjoy the premises.

Please refer to this information throughout your residency as needed and don’t hesitate to visit with your Site Manager about any questions you may have regarding anything contained in this handbook.

Once again, welcome to your new community.

Sincerely,

**Carver County CDA**

### Property Directory

 Carver County CDA provides an on-site management office. Please contact the management office to discuss any maintenance needs or questions that may arise during your residency with us. We will be happy to help. If you can not find personnel in the management office between 8:00 AM and 4:30 PM Monday through Friday, call the Carver County CDA for assistance.

### Telephone Directory

Office (952) 474-4060

Fax Number (952) 401-9546

Carver County Community Development Agency (952) 448-7715

### Emergencies

After Hours Maintenance Emergency 651-290-6635

Police or Fire or Ambulance 911

### Utilities

Electricity: Xcel Energy 1-800-895-4999

Satellite TV: Dish 1-715-772-4770

Internet: Centennial Hill Manager 952-474-4060

**Property Website**

www.brickyardapts.com

**After Hour Maintenance Emergencies**

In the event you have an ***emergency maintenance issue*** during office hours, call the Management office telephone number and inform them of your emergency. If you are unable to reach someone during normal business hours, call the CDA main office at 952-448-7715. If it is after site Management office hours call **651-290-6635**. Your call will be directed to our answering service. The service will contact an on-call Carver County CDA maintenance technician who will respond. If you receive a voice message, or are directed to another after-hours number, follow the instructions for leaving an emergency request. Please wait by your phone for a call back, as a staff member who is on-call will contact you regarding your emergency.

Residents are expected to be available to assist the after hours maintenance response staff in determining the nature of the problem, potentially trouble shooting the problem or taking steps to reduce damage or to initiate repairs. In case of physical injury or other non-maintenance related emergency call 911.

Immediately call 651-290-6635 if you have an after-hours emergency. Examples of an after-hours emergency include, but are not limited to:

1. Plumbing leaks or water stoppage that could damage personal belongings, your unit, or the rental community. (For sink and commode leaks, turn-off any valve directly providing water to fixture).
2. Toilet not working (if you have only one toilet)
3. No heat
4. Gas smell-please call after exiting your unit (call the gas company as well)
5. Broken entry door
6. Broken interior window pane
7. Inoperable entry door lock
8. Refrigerator/Freezer not cooling
9. No electricity in entire unit
10. No water pressure
11. Locked out of Unit (Resident will be charged)
12. Air conditioner not working if outside temp is above 85 degrees or Resident has a medical condition
13. Elevator not working

**\*\* Please note that if you have an emergency maintenance issue that you failed to report during normal business hours and you contact the after-hours maintenance staff, you will be charged for staff time.**

**Maintenance and Repairs**

**Online Work Order Request**

Residents have the ability to request work orders online. **Residents are advised to not submit emergency work orders online.** To register, contact management for the resident code and web address required to complete the process.

**Right of Entry**

Your request for repair or service work is considered notice to you (the Resident) that Management will be entering the unit to perform the repair or service. Although Management will attempt to inform you in advance when the work or service will be performed, this is not always possible. If prior notice is not given to you, and you are not at home when the service or work is performed, a written notice will be left advising you of Management’s entry. Management will enter your unit without notice in case of emergency.

Residents have a duty to cooperate and assist Management in performing repair and service work. This means cooperating with Management in providing access to your unit and removing any personal property that would impede or obstruct the service personnel from the area needing work. It is your responsibility to remove and care for your personal property when work is being done.

If you do not want Management or maintenance staff to enter your home unless you are present, you must indicate this when you are making the request. Maintenance personnel will not enter your home if there are children at home under the age of 18 years old, without an adult present, unless there is an emergency situation.

Please notify Management as soon as you notice a need for repairs or maintenance. Failure to timely report repair or maintenance conditions can result in additional damage and wear and tear to your unit and could result in you being charged.

Resident will not be charged for maintenance and repair items that are normal wear and tear. Damages due to misuse, carelessness, negligence, or accidents by you, your household member or guests may result in charges to you. Charges are due upon invoice for service or materials.

**Unit Inspections**

At the time of move-in, Residents are given a Move-In Inspection Sheet for purposes of noting any damages or deficiencies in the rental unit. Although Management strives to deliver all units in a rent ready condition, some minor items of repair or maintenance may need to be addressed and Residents are asked to promptly return the Move-In Inspection Sheet, and notify Management of any item needing repair or that is not in good working order.

Periodic inspections will take place throughout your tenancy. Inspections are conducted by Management staff to determine conditions in the unit, to help budget for capital repairs or replacements, and to address Resident responsibilities, such as housekeeping.

Periodic inspections may also be conducted by outside agencies, lenders, and government officials. You will receive a written notice in advance when inspections are to be done.

**Work Order Repairs**

Routine, non-emergency repairs are scheduled by Management staff and are performed during normal business hours. You may submit a written maintenance or service request to the site management office, request a work order through the property website or call the site management office to have a work order entered and assigned to the appropriate employee. Please do not stop maintenance technicians, caretakers or Management staff when you see them in the halls or throughout the community to make work order requests. Work order requests, and work order scheduling, needs to be handled and communicated to the site Management office.

**Permitted Use and Activities in Rental Units**

Our rental communities are designed to provide safe, affordable, and well maintained housing for traditional residential use. There are some activities that can occur in rental units that will not be considered normal residential use and will be a basis for a violation of lease or, if not stopped or discontinued, is a basis for termination of lease.

Here are some activities that go beyond the permitted, normal residential use allowed in resident units:

**Exercise and Fitness Equipment**

Residents are not permitted to have any exercise or fitness equipment in a unit that could cause a noise disturbance, vibration or excessive weight in the building.  Examples of equipment that are not permitted without prior written consent by Management and verification that the unit will not cause damage to the flooring or any other building material or the potential of excessive noise or vibration disturbance to other residents, include treadmills, elliptical machines, bikes or weight sets where there is excessive load or a substantial risk that weights will be dropped or damage flooring or cause noise disturbances.

**Food Preparation, Storage and Cooking**

Residents may use the unit for normal cooking, food preparation and storage. Residents are expected to use the appliances provided in the unit. Residents may not bring in additional appliances, or any cooking device with an open flame or gas, propane, kerosene (other than any gas stove provided by Management).

Food preparation includes normal food preparation for immediate family use, consumption, and some reasonable period of time for storage. Residents may not use the unit to butcher wild game or larger quantities of meat than meat products traditionally available at conventional grocery stores.  For example, residents choosing to butcher a sheep, or quarter-side of beef, in their unit, or to pluck and prepare fowl, skin rabbits, squirrels, or larger game would be using the premises for a purpose we do not consider normal and appropriate use.  Residents cleaning normal quantities of fish that have been caught by them in recreational fishing activities are permitted. But any food preparation beyond typical family or household use is not permitted.

Residents may not smoke or chemically treat food or drinking beverages like roasting coffee, if the action could create odors or air particulates that cannot be contained within your unit and could disturb other residents either through floors and walls or common areas.

Residents are expected to maintain and store normal quantities of food for immediate family use in a reasonable period of time in the future.  Excessive or large accumulation of food stuffs, grains, or quantities of water, cooking oil, or materials beyond use that is expected to occur within the next month is not permitted. For example, some persons or “preppers” may believe that there could be an economic breakdown or collapse and that storing food, water, supplies, etc., for two months or longer is advisable.  We do not consider such advance storage of food, water, or supplies to be a normal household use for a subsidized rental community or other residential unit community.  The accumulation and storage of vast quantities of food stuff or materials could pose a hazard if pests get into the materials or if there is ever a leak in a water or oil container. Excessive storage of materials is not a permitted normal residential use.

**Indoor Growing, Greenhouse and Planting**

Residents are welcome to enjoy a normal amount of indoor, household plants in suitable pots or individual plant containers, but any type of agricultural use or growing in a rental community that depends upon the maintenance of grow lights or planting to producing vegetables or consumables, beyond the ownership of up to two patio pots for vegetables, or the growth of any plant that produces a controlled substance, illegal drug, hallucinogen, or other mood altering substance is a use beyond normal residential use.  The use and installation of any structure for growing or maintaining plants, whether or not an alteration to the unit or a movable unit, for purposes of growing plants, is not permitted and is considered a use that is not a normal residential use.

**Medical Equipment and Oxygen**

Residents that need oxygen for medical use are permitted to have the quantity of oxygen stored in the unit subject to any rules or requirements or guidelines for safe storage and maintenance of oxygen and posting and disclosure requirements to show oxygen is in use.

**Musical Instruments or Electronic Instruments**

Residents may own and use musical instruments. Residents are responsible to keep all levels of noise at levels that do not disturb other residents whether due to the decibel level of noise or the time of day or vibrations caused.  In most cases, it will never be acceptable or permitted for residents to have a drum set used or played in a unit because of the difficulty in containing the transfer of sound to other units.  Other types of instruments are permitted, but if noise levels disturb other residents, or can be heard in halls and common areas, Management may notify any resident that playing or practicing in the unit may not continue.

**Other Activities on the Property**

Our purpose in having these rules is to be proactive in maintaining a safe and pleasant living environment for all residents. Activities that could result in odors or air particles that disturb other residents could come from a wide variety of activities, including food preparation, arts and crafts, aroma therapy, smudging, cooking with pungent or strong spices, animals, etc.  Residents are responsible for keeping odors confined to their own unit to the best of their ability. Activities that produce odors in other resident’s units or in common areas are activities that violate these rules and must, upon request by Management, be stopped or will be considered a violation of lease.  Similarly, activities or property that poses a risk of damage to the property, whether through a risk of fire, elevated levels of humidity or moisture, or damage to the property are uses that Management may ask a resident to stop and, if a resident refuses to stop, will be a basis for further action.

**Other Appliances or Devices**

We do not allow residents to bring in any appliance without Management’s written consent, including freezers, washer/dryers, air conditioners, heaters or, as noted above, any cooking device that would have an open flame or use kerosene, propane, or gas. Additional appliances or devices that are not permitted or considered normal residential use, or are deemed to be potentially unsafe or hazardous and are not allowed include the following:

1. Commercial-size or grade tanning beds
2. Spray tanning booths
3. Free-standing outdoor heaters that may plug in or include propane to heat an outdoor space
4. No type of grill or cooking or open flame fire pit, burner or burning device other are permitted unless otherwise specified

**Storage of Other Equipment or Flammables**

Residents are not permitted to use the unit for storage of any gas, propane, or diesel piece of equipment or for power tools, lawn and ground maintenance tools or equipment or other large tools that would traditionally be kept in an outdoor shed, shop or garage.  Examples of equipment that we do not consider to be a normal residential use for appropriate storage in a unit dwelling would include lawnmowers, snow blowers, generators, leaf blowers, chain saws, chippers, or table saws.

**General Information/Policies**

### Air Conditioning (window or wall mounted)

### If your unit has an air conditioner, clean the filters in the air conditioner at least once a month. Contact Management if you need assistance. Management will clean filters at the beginning and end of each cooling season. If your air conditioner is not cooling effectively, check the settings on the controls, close the vent so it is not bringing in hot outside air, and inspect the unit to make sure there are no obstructions to the airflow. For optimum cooling, do not leave the unit on the coldest setting past the first half hour. Setting the unit on the coldest setting, or leaving the unit on at any setting for too long a period of time, may lead to the unit developing frost and becoming less efficient. Cool air will stay in the room where the air conditioner is located, it may be necessary to use a fan to move cool air throughout your unit.

**Air Conditioner Covers**

At some properties, Management provides window air conditioner covers. Where window air conditioner covers are provided, Residents are expected to use them during the non-cooling months and to properly remove, store, and care for them during the cooling season. Any damage to, or failure to leave the air conditioning cover in a clean condition on move-out, may result in charges to Resident's security deposit.

**Animals or Pets**

In general, animals are not permitted to be brought on (including to visit) the rental community without Management’s advance, written consent. Talk to Management for current animal/pet policy.

**Balconies or Patios**

Balconies or patios may not be used for storage or hanging clothes.  No carpeting/coverings of balcony/patios are accepted.  Acceptable all-weather balcony or patio furniture must be used in weather-accessible areas.  Resident may not use screws, nails, brackets, or other “attachment hardware” that could damage any surface of the deck, patio, railing, wood or windows.  If you want to fly a flag, contact Management to discuss installation. Resident may not affix satellite dishes to the deck, patio or railing. If Resident resides at a property that allows satellite dishes, resident must contact management before any installation takes place. Resident will be responsible for any damage, including water damage, which may require replacement of wood surfaces and structural supports caused by Resident’s use of any balcony or patio.  Resident may not feed birds or animals on balconies or patios.  Gardening and planting is welcome, but plants must be kept in suitable receptacles and Resident will be responsible for any water or material falling from a balcony area.  To avoid water damage, no plantings or pots may be set directly on any deck or patio surface.  There must be a drip tray, pan or some protection between any planting and the deck or patio surface.  Any staining or damage, other than normal wear and tear, caused by plants will be chargeable to Resident.  Residents wanting to place plants or do gardening on their balcony or patio are strongly urged to make sure that all plant material used is natural dirt or soil.  Some fertilizers and artificial materials used in plants can be highly flammable and pose a significant fire risk.

Residents or Resident’s household members or guests should not jump over patio railings or climb up to any above grade patio. Such conduct can lead to serious personal injury and damage to property. Resident shall be responsible and liable for any damage or injury caused by violation of this Rule. Due to safety concerns, residents are requested to ensure that any items are secure and do not have the potential to fall or blow off the patio or deck.

Management is not responsible for the removal of ice or snow off of resident decks or patios unless it is deemed a safety load issue for the building. It is not permitted to run electric cords from a unit to a balcony or patio area through windows or doors.  In accordance with local laws and safety concerns, no grilling (including electric grills) or cooking is permitted on balconies or patios.  No candles, oil lamps, torches, fire tables or other open flame or burning objects are permitted on a balcony or patio. Because the appearance of individual balconies and patios reflects upon the community as a whole, no decorating of the balcony or patios is permitted without written approval from Management.  In the event any decorating is approved that later leads to complaints or concerns that the decorating is disturbing, offensive, or in any way discriminatory or disparaging toward any person or group, Management may revoke any previous approval given and require the immediate removal of such decorating or item.

### Barbecuing and Grilling

### Barbecuing and grilling is subject to local ordinance and city codes and may not be permitted in the community where your unit is located. Check with your site manager to determine any local rules or community requirements. In communities where barbecuing and grilling is permitted, the areas where outdoor cooking may take place may be a designated area in the unit community. Where permitted, grills, barbecues, or other outdoor cooking equipment may never be used within 15 feet from any habitable space. Deep fat fryers or outdoor cooking devices known as "turkey fryers," are never permitted to be used or stored at the property. Cooking, barbecuing, or grilling in garages is strictly prohibited. Due to fire risk, use of a barbecue, grill or outdoor cooking device is not permitted within 15 feet of any garage space or area. Where Residents are permitted to barbecue or grill on the property grounds, Residents must be responsible for the safe use, and constant monitoring of any outdoor grill or cooking device. Grills must not be left unattended at any time. Once grilling is completed, Residents are responsible for completely extinguishing any open flame, or monitoring the proper and safe cool-down of any grill or barbecue.

**Buy Out Policy**

If a resident desires to do an early termination and secure a release from the continuing obligations of the Lease Agreement, and the resident is not otherwise in default, a lease buy-out and release may be achieved by signing a Lease Termination Agreement, giving proper notice and paying the lease break fee. Contact management for the current policy.

### Children

### Residents are responsible for the conduct of their children, their children’s guests, and their guests’ children. Residents are responsible for the appropriate supervision of your children, your children’s guests and your guests’ children at all times. Failure to adequately supervise your children and/or their guests is a violation of these rules.

**Cleanliness, Hygiene and Appropriate Attire**

All common areas and amenities of the rental community are for use of all residents. Each resident, resident’s household members and guests must respect the rights of other residents to surroundings that are maintained in a clean and hygienic manner. This means that no person shall allow bodily fluids, waste, urine, blood, saliva or uncovered wounds to come into contact with furniture, flooring, equipment or any other property that is for the common use of all residents or Management. Any accident that might soil or contaminate any item must be reported at once and resident will be responsible for any costs of cleaning, or if needed, treatment and replacement. Residents are expected to be wearing proper and clean attire and not clothing that is unreasonably dirty or stained with paint, oil, dirt or other materials that would damage or make property, furniture, equipment, flooring or other areas of our common areas or amenities unattractive or unpleasant for other residents to use and enjoy. Residents are expected to be appropriately dressed when outside their unit. Walking outside of your unit in bare feet is an example of inappropriate attire.

**Common Courtesy, “Sharing”, Being Disrespectful, Bullying, or Harassing Behaviors**

This is a multi-unit rental community where all residents are expected to take some steps to be civil, reasonably courteous, and respectful of the rights of others. This means that no resident, or group of residents, can monopolize common area amenities or facilities, no residents may direct or tell other residents what they can or cannot do, subject other residents to publicly disparaging, critical, harassing, or hostile commentary or gossip. Any resident, or group of residents, that engages in a pattern of conduct or comments that could be considered bullying, shunning, exclusion from activities or areas, or other words or actions that significantly interfere with the use and enjoyment of any other resident, or group of residents, will be considered to be acting in a violation of this resident handbook. Such words or conduct may be considered other good cause or grounds for termination of your lease or non-renewal of your lease at the end of the lease term.

**Communications with Management**

Residents are encouraged to communicate in person, by phone, email or in writing with Management about any concern or matter of importance to you. Please appreciate that Management will not talk to third persons, family members, or friends about your lease unless you are present and are a party to the conversation or have signed a release of information form.

Do not ask Management employees to answer questions about any other resident. As a matter of professionalism and respect for each resident's privacy and confidentiality, management staff will not share information about other residents, or their guests or prospective residents, with fellow residents unless there is a community wide activity to discuss, or issue relating to a specific complaint, concern, or lease enforcement matter that needs to be discussed.

Please be respectful when approaching any private office or meeting place in the site management office. If the door is closed, the Site Manager could be meeting with someone. Wait outside the office until the meeting is completed or come back at another time. Also, refrain from interrupting management staff when showing the building or individual units to prospects, or when management staff is discussing a concern or question with a fellow resident.

Your issues and concerns are important to us. Please feel free to schedule an appointment if you want to make sure that a management staff member can devote full attention to your questions and concerns.

### Community Appearance, Trash Removal and Recycling

### We need every Resident’s assistance and cooperation so that we can work and live in an attractive, well-kept community. Rules that promote these objectives are:

1. Place all trash in sealed plastic bags and deposit them ***into*** the dumpster. At some communities the building may be equipped with a corridor access trash chute. The trash chute is designed to handle average size household garbage bags. No larger items of any kind should be placed, or pushed down, the chute as it may obstruct the chute opening. Residents that are identified as causing a clog or problem with the trash chute will be charged Management's time for removing or addressing a blockage. Residents are responsible to take larger items to the dumpster.
2. Do not have small children carry out trash. The child could spill the trash on the way to the dumpster creating a mess. Also, the dumpsters are generally too high and heavy for small children to safely open and close.
3. You may be charged a fee for each time Management has to pick up trash or litter identified to be yours.
4. Residents are expected to cooperate with and participate in any recycling programs operated by the community and local trash haulers. Recyclable items should be separated and disposed of in the proper recycling containers. For example, cardboard boxes should be broken down and flattened before placed in the dumpster. Glass, plastic and aluminum containers should be rinsed clean before disposing in the recycle containers. In communities that provide recycling bins for individual Resident use, Residents must separate their trash and participate in the recycling program. At the end of the Lease, any recycling bin or receptacle provided to an individual Resident for use must be returned in clean and undamaged condition or charges will be assessed.
5. Residents may not dispose of trash for any other person other than Resident and authorized leaseholders. Large items, such as personal property, furniture, mattresses, or appliances may not be disposed of without obtaining Management's prior written consent and paying any additional charge. Certain items may be considered hazardous or not permitted such as florescent light bulbs, electronic equipment, televisions, computers, batteries, any automobile parts, oil, flammables, and may never be disposed of at the community. Residents disposing of improper items, causing spills or mess while taking garbage to the trash area, or leaving trash outside the waste

bins or receptacles, or disposing of large, unauthorized, prohibited items, or items belonging to non-residents, will be assessed charges for Management's staff time and any charges assessed by the refuse removal company.

1. For security, safety, sanitation and privacy purposes, Residents and their guests are prohibited from sorting through the trash or otherwise looking through the trash or removing any items from trash areas or receptacles.
2. Report any dumping of items in or near the dumpster area by non-residents to the Manager.
3. Bikes and other like wheeled items cannot be used or stored in your unit, in the halls, stairwells, entrances, exits, deck or patio, or attached to anything other than a bike rack. Some properties may allow storage of bikes in the unit. See Property Management for specific site information.
4. Toys, lawn furniture, and other such items are to be stored in your unit, individual garage or storage unit. They cannot be stored in underground parking. They cannot be left around the outside of the unit in hallways, on sidewalks, or on the lawn because they present a safety hazard and constitutes a fire code violation. Individual communities may allow Residents to use sidewalk chalk, that is specifically designed for outdoor and sidewalk use. Residents are responsible for not writing or drawing any words or image that would obscene, offensive, or harassing to any person or group. Some communities may allow the placement of a small wading pool. If permitted, the use of any pool must only be with a water supply or hose specifically permitted by the community. The pool must be supervised when in use and immediately drained and removed after use to prevent any risk of danger, damage to the grass or grounds, or other hazard. Once drained, the pool must be properly removed and stored in Resident's unit.
5. Trampolines of any size are prohibited in units and outside.
6. Recreational activities should be confined to designated areas only.
7. Smoking is only allowed in designated smoking areas. Smoking in any other areas is strictly prohibited.
8. Littering of any kind, including leaving or throwing cigarette butts on any area of the property is prohibited. Repeat littering may result in Residents being assessed charges for Management staff time and cleaning or removing litter and/or notice of Lease violation, termination, or non-renewal of Lease.
9. At the end of the Lease, Residents are responsible for removing all of their furniture, personal property, garbage and debris. Residents will be charged Management’s actual hauling cost and damages, plus management staff time for handling, storing, or removing furniture, personal property or garbage left behind at the time of move-out.
10. Sharps/needles/syringes/lancets pose a safety hazard so it is important to dispose of them safely to prevent injury and disease transmission. Please contact Management if you have questions regarding proper disposal.

**Courtesy to Neighbors/Noise and Sound Levels**

Residents shall not play any radio, television, stereos, games or any musical instrument or loud singing or make or permit any noise in the building by themselves, their guests, or friends, nor permit anything to be done by such persons in a manner that will interfere with or disturb the rights, comforts or conveniences of other residents in the building. Due to issues with noise and vibration, Residents are asked to be courteous in the placement of speakers and to refrain from installing or using computer or video games, or other devices like pinball equipment, exercise equipment, or other items that could cause excessive noise or vibration in the building.

**Death of a Resident**

Per MN State Statute, upon the death of a resident that is the sole resident; either the landlord or the personal representative of the resident’s estate may terminate the lease upon at least two month’s written notice, to be effective on the last day of the calendar month. Management will follow this statute. However, if a personal representative is able to vacate the unit sooner, management will accept a 30-day notice. Termination of the lease by Management or resident’s personal representative after a resident’s death does not relieve the resident’s estate from liability either for the payment of rent or other sums owed prior to or during the notice period.

**Donated Items**

Management does not accept unsolicited items to be placed in common areas. If you have an item that you would like to donate, please discuss with the site manager to see if there is a need for this item. If a staff member notices an unsolicited item left in the building it may be removed and discarded. All property in the common areas of the building is owned by Management. Management has the sole discretion to place, remove, and arrange all property.

**Doorways and Common Area**

Based on the safety concerns relating to fire, or any other building emergency or evacuation, hallways, stairs and access areas must not be obstructed. No boots, shoes or live plants may be left outside the entryway of unit doors or in other common areas. No objects may protrude into the hallway. Because the appearance of individual unit doors reflect upon the community, and must not offend or disturb other Residents of the community or their guests, Management reserves the right to restrict or prohibit any Resident from hanging any decoration, symbol or sign on unit doors.  Neutral greetings, small floral or natural ornaments, and welcome signs are generally permitted.  In the event of any problem or complaint, Management, in its sole discretion, shall have the right to prohibit, restrict, or require the removal of any hanging sign or decoration on a unit door. Resident is responsible for maintaining any items in a clean and orderly manner.

For fire safety and identification purposes, Residents must not place any nails or screws in the fire door that is between your unit and the common area hallway or other outside area.  Hangings should not block or obscure any unit number or identification on the door.

**Driving on Lawn Prohibited**

Driving any vehicle on any grounds or lawn of the community is strictly prohibited. Management will assess damage charges to any Resident household where the Resident, or a Resident’s household members or guest or agent drives a vehicle on the lawn to repair or restore sod, landscaping, or grounds.

**Excessive Personal Property**

Resident may not store or keep excessive amounts of personal property, or any other materials, in the unit. If, in Management’s sole discretion, Resident has excessive personal property or other materials in the unit so that space within the unit is unduly cramped and ingress or egress within the unit is restricted in a way that Management believes could cause health and safety hazards or could impede maintenance repair work, or inhibits the HVAC system’s ability to perform and adequate air flow for climate control, then Management may require Resident to remove such personal property from the unit and/or procure storage space for the storage of such property at Resident’s sole expense.

**Grounds and Common Areas**

Absolutely no eating or drinking is allowed in any entryway, hallway or common area laundry rooms. Residents, and your guests, must avoid littering, spilling, staining, or tracking in dirt or debris to common areas. Residents may be charged for the costs to clean, or otherwise treat stains and remove dirt and litter from common areas if the source of such dirt, staining, or litter, is determined to be attributable to any Resident or Resident's guests. The consumption or carrying of open alcoholic beverages is not allowed in any common area of the property. Talk to Management for exceptions to alcoholic beverages when reserving the community room. No dust mops, clothing, tablecloths, rugs, etc., may be shaken or cleansed in any of the public halls or from any window, door, patio, or balcony. No clotheslines are permitted. If your property has carts (such as a grocery cart) provided for use by residents, carts may not be left in the hallway but must be immediately returned the appropriate area, per fire code.

**Guests**

1. Residents are responsible for the actions of their guests. Guests must be accompanied by the resident at all times, unless they are entering/leaving the building. Residents are not permitted to give their guests keys or other access materials (i.e. FOBs or garage remotes) to the building.
2. Guests are not permitted to occupy or stay in a unit without the resident present.
3. No person other than a Resident or authorized occupant under the Residential Lease is entitled to receive mail or packages at the premises.
4. The procedure for adding an additional occupant or leaseholder to the Residential Lease, or for obtaining permission to have a guest stay at the property beyond the permitted guest period shown on your Residential Lease, is to contact the site management office. Persons that will be staying at the property for any extended period of time, or persons that Resident seeks to have approved as a live-in caregiver, PCA, or other person, such as a regular babysitter or guardian, that would be permitted by Management to stay alone in the unit or to have access to a key, will be subject to Management's background screening as to housing history and criminal and public record history. Resident (or applicant) will be responsible for costs associated with screening a new applicant.

**Higher Care Services**

Management understands that there are situations that require a resident to move to a facility that will provide higher care services, such as an assisted living or a nursing home. Management will accept a 30-day written notice to vacate from resident in this event. Management may request documentation from the resident. Should the resident request it, management will attempt to re-rent the unit before the end of the lease termination.

**Landscaping**

Residents, Resident’s household members and their guests are asked to respect and take care to preserve and protect all trees, shrubbery, plantings, or other portions of the common areas, including any graveled areas, landscaping woodchips, etc*.* Climbing on trees or bushes, sitting on fences, removing decorative stone or any other landscaping material, climbing on garages, or throwing anything on roofs or at the buildings is prohibited. Unless specifically permitted at a rental community, no painting or coloring of any sidewalk, driveway, parking area, or other common area in the community is permitted.

**Mail**

Your mail will be delivered to your personal mail box located in the designated area of your property. Your box will have your unit number or other assigned number on it. Outgoing mail may be placed in the outgoing “mail slot” located by the mailboxes. For some properties, if you have a key in your mailbox that means that you have a large parcel package that wouldn’t fit in your mailbox. Put the key that was in your mailbox into the numbered boxes that are located near the mail slot. Once open, leave the key in the lock. Upon move-out, you will need to go to the Post Office to put in a change of address.

**Medical Marijuana Use at CDA Properties**

CDA policy is that medical marijuana is in violation of the agency’s Crime Free Drug Free policy. Below is from Section 1 of the agency’s Crime Free/Drug Free Housing Addendum.

1. Tenant, any members of the tenant’s household or a guest or other person under the tenant’s direction/control, shall not engage in illegal activity, including drug-related illegal activity, on or near the said premises. “Drug-related illegal activity” means the illegal manufacture, sale, distribution, purchase, use or possession with intent to manufacture, sell, distribute or use of a controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C. 802] or possession of drug paraphernalia).

The Controlled Substance Act categorizes marijuana as a Schedule 1 substance. Since the Controlled Substance Act prohibits all forms of marijuana use, the use of “medical marijuana” is illegal under Federal Law, even if it is permitted under state law.

Further, we will not permit or approve the use of medical marijuana as a reasonable accommodation to be an exception to our Crime Free/Drug Free Housing requirements or as a substance that may be “vaped” contrary to our Smoke Free Lease Addendum/Policy.  This position is based on the Memorandum issued by HUD on Medical Use of Marijuana and Reasonable Accommodation in Federal Public and Assisted Housing.  A large portion of the CDA properties have some federal assistance.  To be consistent with the enforcement of our policies at all CDA properties, we wish to comply with federal law and the January 20, 2011 HUD Memorandum.  Under that Memorandum “accommodations allowing the use of medical marijuana in public housing or other federally assisted housing are not reasonable under the Fair Housing Act.”  The Memorandum provides, “under the Fair Housing Act and other civil rights statutes protecting persons with disabilities, an accommodation may be denied as not reasonable.”  Accommodations that allow the use of medical marijuana would sanction violations of Federal Criminal Law and thus constitute a fundamental alteration of our housing programs and operations.  Accordingly, any person seeking a waiver of our Crime Free Drug Addendum, our Smoke Free Policy/Addendum, or any other portion of our Lease or Rules that relates to the prohibition of the use of marijuana, including medical marijuana, at our properties would be seeking an accommodation that is not “reasonable.”  We will deny the accommodation based on a HUD Memorandum and that analysis.

**Mold and Mildew Prevention and Precautions**

Mold, mildew, and fungi are common elements found throughout the indoor and outdoor environment. The presence of these substances in indoor and outdoor air, on the ground, and in soil is common and is not a source of problem or injury to most healthy people. However, certain conditions can permit mold, mildew, and fungi to grow in a way where they could be injurious to individuals or to building materials. It is the responsibility of every resident to maintain the unit so as to provide appropriate climate control, and cleanliness standards, so as to retard and prevent mold and mildew from accumulating in the unit. Mold, mildew, and fungi growth is associated with excess water accumulation, dampness, humidity, and impediment to airflow. Resident agrees to clean and dust the unit on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible. Resident agrees not to block or cover any of the heating, ventilation, or air conditioning ducts in the unit. Exhaust systems or fans provided in bathrooms and kitchen areas must be used to remove excess humidity and moisture. Resident agrees to refrain from any activities that would cause excessive humidity or moisture levels in the unit. Window coverings must permit ample airflow. Wall hangings, furniture or decorations should not block or cover any heat or air circulation systems. Resident agrees to immediately report to Management (i) any evidence of a water leak or excessive moisture in the unit, as well as in any storage room, garage, or other common area; (ii) any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area; (iii) any failure or malfunction in the heating, ventilation, or air conditioning system in the unit; and (iv) any inoperable doors or windows. Resident will be responsible for any damage to the unit, other units, the building structure or common areas, or Resident’s property, as well as injury to Resident and members of Resident’s household, resulting from a failure to comply with this paragraph.

**Motorized Vehicles/Equipment**

Resident may not store motorized vehicles or equipment using gasoline, kerosene, or other like fuels or oils in the unit including but not limited to mopeds, motorcycles, motorized bicycles, lawn mowers, or portable camp stoves, gas grills, or other cooking devices.

**Move-Outs/Revenue Recapture**

All residents have entered into a lease agreement with Management on behalf of a property owned by a government entity, specifically the Carver County Community Development Agency (CDA). If a Resident’s balance exceeds the security deposit plus interest, the Resident will have 45 days from the date noted within the security deposit disposition to reimburse Management for the outstanding balance owed or contact Management to arrange a repayment agreement. Should a Resident fail to pay any or all of the balance owed, Management will file a lien equal to any money owed by resident to Management through the State of Minnesota’s Revenue Recapture Program and any money refunded by the State for which the Resident may be entitled will be directed to Carver County Community Development Agency in payment of Resident’s obligation to Management until such lien is settled in full.

**Newspaper Delivery**

Local newspapers are delivered directly to the building and are typically placed in the front entry way. Some properties may have the newspaper delivered to the resident unit. If you would like to subscribe, please call the local newspaper circulation department and have it delivered to the building. When leaving town for a period of an extended period of time, residents are encouraged to discontinue newspaper service for the period of their absence.

**Notice of Extended Absence**

Please notify Management in writing of any anticipated absence from the unit in excess of five (5) days. Residents who are going to be absent for extended periods of time are advised to place a hold on newspaper service and mail delivery.

**Notice Period**

Residents must give a 58 day written notice to the Site Manager if they want to terminate their lease and vacate at the end of the lease term. Notice must be received in the management office at least 58 days before the last date of the calendar month of your proposed vacate date. Termination and vacate notices must be in writing and mailed to, delivered, or faxed to the site management office or the notice office for Landlord on the first page of your Residential Lease Agreement. Verbal notices and electronic notices are not accepted as the required notice to terminate or vacate under your Residential Lease Agreement.

**Online Payment Options**

Residents have the ability to pay their rent and other charges online. To register, contact management for the resident code and web address required to complete the process.

**Package Acceptance**

As a courtesy, Management will accept packages, when available, from UPS, USPS, FedEx, or any other delivery service or person unless you notify Management in writing otherwise. Management is not responsible for the safekeeping or storage of any package that may be left with anyone at the Site Office, in front of any building or common area, or by the Resident’s door.

### Parking Lot Snow Removal

### Following a snowstorm, the main driving lanes and roads within your unit community will be plowed first. After these drive lanes or roads have been cleared, parking lots will be plowed. Management will post notices in common areas of the building prior to plowing. The notice will estimate the time of arrival of the plows. It is your responsibility to remove all your vehicles by the time posted on the notice. If your vehicle(s) is not removed, it will be towed at your expense. Each city has specific snowplowing ordinances which may prohibit parking on streets and it is the Resident’s responsibility to become familiar with these ordinances.

### Parking Lots and Garages

### Some communities operated by Management have only off street parking and do not have a parking area, parking lots, or garages owned and operated by Management. For these communities Residents must comply with local rules and ordinances regarding street parking. For communities with parking areas, individual or underground garages, the following rules apply regarding parking and vehicle ownership. Residents are responsible for their vehicles and the vehicles of their guests. Rules with respect to parking areas and garages will vary from community to community. Where a rental community has assigned parking areas, parking is allowed only in designated spots. If you or your guest is using a

### designated spot, you may not use another Resident’s parking spot. Parking in another Resident’s assigned spot may result in your vehicle being towed at your expense. In communities where Residents are issued parking tags, you are responsible for the safekeeping of your parking tag. Loss of a garage door opener or a parking tag will result in a replacement fee. Where garages are available or are subject to separate rental, they may be added to the Resident’s Lease.

1. Residents are required to register all vehicles of the Resident’s household with Management.
2. Only one Vehicle per adult allowed to be parked at the property at any time. Exceptions may be approved on a case by case basis by management. Written permission must be obtained.
3. All vehicles must have current license plates. Non-operational vehicles are not permitted on the premises. Such non-operational vehicles include cars with expired tabs, unused cars, cars with flat tires; cars on jacks, supports, or bare wheels or other un-drivable vehicles. Vehicle storage is not permitted in parking lots and garages. Any non-operational vehicle will be towed at the owner’s expense.
4. Residents are responsible for parking vehicles in garages or lots within the lines or designated spaces provided. Parking at an angle, or over lines, so that are spaces or access to spaces is impeded or limited is prohibited.
5. The parking area is solely for use by general transportation vehicles such as cars, SUVs, and light duty vehicles. Parking commercial vehicles, boats, trailers, campers, or large trucks or vans is not permitted unless Management’s consent is obtained or there is a separate designated area for such vehicles.
6. Parking areas and garages may not be used for washing or waxing vehicles, changing oil, fluids or other repair or maintenance work. Car washing is permitted at properties that provide a designated underground car wash.
7. Resident will be given a 24-hour notice to move the vehicle off the property if their vehicle is damaging the parking area from its weight or from fluids leaking from the vehicle causing the asphalt or concrete to deteriorate or become stained. If the vehicle is not removed within 24 hours, the vehicle will be towed at the Resident and/or owner’s expense. The cost of cleaning and/or repairing the damaged area will be charged to the Resident and/or vehicle’s owner.
8. Residents must comply with posted notices relating to snow plowing and other parking lot maintenance such as sweeping, striping and lot repairs. All vehicles must be removed from all parking areas during these events. Management will post a notice in the common areas of the buildings affected advising the date and time of the plowing or maintenance. If vehicles are not removed by the posted date and time, they will be towed at the Resident and/or owner’s expense.
9. Obstruction of driveways, fire lanes, pick-up areas, designated handicapped parking areas, non-designated parking surfaces, or other common areas is a violation of these Rules. Management may enforce these rules by: having the vehicle towed; giving Resident a lease violation notice; and/or notifying the local Police Department. Residents are put on notice that any area posted as "non-parking," or areas where a vehicle is obstructing roadways, fire lanes, pick-up areas, or designated handicap parking areas, may be patrolled by a private towing service and Resident's vehicle may be towed with no prior notice from, or knowledge by, Management.
10. Residents are responsible for the safety of their vehicle(s) and its contents. Management is not responsible for theft, vandalism, or any other type of damage to the vehicle(s) or its contents incurred on the premises, whether in a parking lot, assigned parking space, garage space or any other location. Residents are strongly encouraged to keep vehicles locked at all times.
11. Private garage spaces (not underground garages) are for the purpose of parking a motor vehicle, other wheeled vehicle or storing items such as lawn furniture, or other items that can be safely subjected to the elements including, but not limited to exposure to water and pests. Residents are specifically advised and warned that Management assumes no responsibility for the safekeeping of personal property or vehicles in private garage areas. Residents are strongly encouraged to keep their car locked. Residents who store or leave personal property in garages do so at their own risk and agree that they will make no claim or demand to Management for any loss or damage to property that occurs.
12. For common area garages (underground garages), local codes and building standards, including standards of prudent property management and concerns about appearance, prohibit the use of any open garage space for storage of personal property. They are not designed for, or intended for use as a storage area for personal property or equipment, “workshops,” or for other purposes. Management is not responsible for any loss or damage to any personal property left or stored by a Resident.
13. Residents who will be absent from the property or leaving town must make arrangements for moving vehicles should the need arise. All vehicles must also be operable.
14. Residents may not use, run or maintain electricity in or to any garage stall (this does not pertain to underground garages) or attempt to heat a garage in any manner. Residents may not install or attach any shelving, fixtures, improvements or alterations on any surface in any garage that is individually leased to Resident, or attached to any Resident townhome.
15. Where a garage door opener or remote is assigned to a household, the responsibility for maintaining any battery for the opener or remote is the Resident's. Any damaged, unreturned, or lost remote will result in Resident being charged the then applicable replacement fee.
16. Resident's parking in underground garages below a building may not leave a vehicle left parked, idling, or unattended in a garage area while running.
17. Residents may not give garage access to guests or other non-residents if resident is not present. Non-residents are not allowed to park in garages or underground parking without express written consent of management.
18. Resident garages may not be used solely for storage. If a resident has a garage, they must park their vehicle in the garage.

**Payment Plan Policy**

Management understands that on occasion there may be a situation when a Resident is not able to pay his/her rent in full by the first day of the month. To better serve our residents in a consistent and efficient manner, Management has a Payment Plan option as follows:

1. One Payment Plan will be allowed per calendar year for each household.
2. Residents must provide proof of hardship.
3. To request a payment plan, Residents must contact the Site Manager in a timely manner, no later than the 1st day of the month.
4. A late fee will be added to the payment plan ($50 or 8% of resident rent, whichever is less).
5. Residents will pay one-half of the balance owed no later than the 5th day of the month. Residents will pay the remaining balance no later than the 20th day of the month.
6. The Site Manager will prepare the Payment Plan agreement in writing, give to the resident to sign, and return for approval to the Director of Housing (or designee as determined by the Executive Director).
7. Residents with a past due balance will not be allowed to sign a Payment Plan agreement unless the past due balance is included in the Payment Plan.
8. In the event any installment payment is not made when due, Management may, at its option, enforce any and all rights under the lease, including eviction action.
9. Management reserves the right to make exceptions to the Payment Plan Policy on a case by case basis.

**Pest Control**

All Residents are required to assist Management in pest control procedures. Your participation in our pest control treatment program is MANDATORY. If your unit is subject to treatment and not ready when our pest control vendor is treating units, you may be required to pay a retreatment or second visit fee. You are required to comply with all requests for readying your unit for pest control treatments which may include emptying cupboards, removing materials from under sinks or vanities and other requests. Residents are also required to follow any recommendations or treatment control requests of our pest control vendor. Some pests, such as bedbugs, may require Residents to dispose of or professionally clean (at high temperatures or with chemical treatments) personal property and fabrics. Residents are responsible for all costs of treating or removing personal property, furniture, mattresses, and fabrics needed to achieve effective pest control. Management will not reimburse or replace personal property that must be treated or eliminated. Failure to follow the requirements of our pest control vendor is a breach of your Lease. Cleanliness and vigilance are the best preventative medicine in controlling pests. Dispose of all garbage and waste. Do not leave food, dirty dishes, or soft drink bottles/cans lying around. Do not bring cardboard boxes, crates, or other materials that may have been accessible to pests into your unit. Storage of food items, grains, or like materials should only be in plastic or metal sealed containers. Be careful bringing luggage and used furniture or property into your unit. Some pests, like bedbugs, can hitchhike on you or your belongings. Even the “cleanest” housekeeper may pick-up a bedbug from laundry, luggage and travel. Please notify Management if you see signs of pests in your unit or any other place in the building. Failure to promptly notify Management of pests in your unit is a serious violation of your Lease. Prompt notification to Management is necessary to prevent pest infestation and to keep pests from spreading. If Management learns that a unit has had an ongoing pest problem that is not reported, this may be grounds for lease termination, nonrenewal or charging Resident for lost rents, pest treatments and damages in Resident’s unit or in other units or common areas.

**Pest Control Responsibilities and Costs**

Management can and does pay for regular preventative pest control treatment and maintenance. If it is discovered that any conduct by a resident, or resident’s guests, whether it be known, unknown, accidental or willful, resulted in bringing a pest problem into a unit or the building, Management may charge the resident for any pest control treatment costs above and beyond Management’s normal preventative pest control procedures.

**Planting and Plants**

For units with a grounds area by the entry of individual Resident units or otherwise exclusively within use or control of the Resident, planting may be allowed in certain circumstances. You must contact your Site Manager before planting or removing any existing sod. Written consent must be obtained before any sod is removed or planting is undertaken. If you do not have written consent, you may be charged for replacing sod. Normal quantities of household plants are permitted in units. Any excessive numbers of plants that could result increasing the humidity levels within a unit, or planting or gardening for any business, commercial, or greenhouse gardening, is not permitted. Only ordinary dirt or soil is permitted in any plants maintained in or outside a unit. Potting soil with additives can be highly flammable and is not permitted. Any fire started by combustion of any soil or additives relating to Resident's plants and gardening will be Resident's responsibility.

**Posting Notices and Solicitations**

Residents are not permitted to post any sign, advertisement, or other display in any common area, window, external door, or anyplace on or outside of the building without management approval.  Any placard or sign posted in violation of this policy will give Management the right to remove it, including a right of entry to your unit to remove any sign that is visible from the street, common areas or outdoor areas.  It may also be grounds for termination or non-renewal of your rental agreement.

Solicitation of your neighbors or fellow Residents is prohibited, unless approved by Management.  This rule does not apply to activity that is specifically allowed or protected by Minnesota law or statute.  For example, Minn. Stat. § 211B.20 gives political candidates a right of access to any multiple unit dwelling.  Please refer any potential candidates to the office prior to providing them with access to the building.  Management does reserve the right to notify Residents in advance of any election solicitation.

**Quiet Hours**

As a courtesy to your neighbors, we ask that a quiet period is to be observed after 10:00 PM on weekdays (Sunday through Thursday) and 11:00 PM on weekends (Friday and Saturday). Quiet hours are to be observed through 7:00 AM. Please be considerate of your neighbors, especially during the building’s quiet hours, by keeping the volume of the television, stereos, etc., at a level that cannot be heard outside of your unit, and try not to use washing machines, dryers, dishwashers, etc. during quiet hours.

### Recreational Activities- No Loitering or Blocking Access

### Hallways, stairwells, exits, entrances, sidewalks, steps and common area laundry rooms are to be kept open for access. Loitering by Residents or guests is not allowed in these areas. For safety reasons, rollerblading, skating, riding bikes, scooters, or other wheeled activities is not permitted in garages, parking areas, sidewalks, halls, stairwells, or entrances. Some communities have designated playgrounds, recreational areas, or picnic areas, for the use and enjoyment of all Residents and Resident's guests. Recreational activities should be confined to these areas where possible. Playing or loitering in common areas, common area laundry rooms, or in areas that are unreasonably close to occupied units is conduct that can disturb other Residents and may be a violation of these rules.

**Rent Payment**

Timely payment of rent and any other charges owed under the Residential Lease is an important part of each resident's obligation. Please consult with your individual community to determine places where rent can be paid.

Failure to pay rent on a timely basis reflects on your rental history. Repeated failure to timely pay rent, or a history or more than three late payments in one 12 month period, may be a basis for non-renewal of a resident's lease.

**Please Note: Personal checks will not be accepted for rent payments after the 10th day of each month. Money orders, Cashier’s checks or online payment using a credit card will be considered acceptable methods of payment.**

A check that is dishonored, returned NSF or account closed will require subsequent payments to be made by money order, cashier’s check or online with a credit card. No personal checks from any source will be accepted until the next lease renewal.

**Restricted Access**

Resident, Resident’s household members and guests may not access any portion of the community that is not common areas without being accompanied by Management or with Management’s consent. Resident, Resident’s household members and guests may not climb up to or down from balconies, scale any building, or go on any roof or ladder in the community.

**Satellite Dishes/Antennas - See site specific information at the end of this handbook.**

**Smoking**

At all communities operated by Management, smoking is prohibited in all areas of the community except designated smoking areas. Residents or guests using any designated smoking area are required to use the ashtrays and receptacles provided when extinguishing smoking materials. Please refer to the Smoking Addendum/Policy you signed during your move in or at your lease renewal.

**Telephone – See site specific information at the end of this handbook.**

**Television/Cable/Internet-See site specific information at the end of this handbook.**

**Transfer Policy**

**Within Property**

In general, Management discourages unit transfers as transfers result in the turnover of an existing rental without adding a new rental to the building.  This results in higher costs for the site budget and Management.  Transfer requests are subject to approval by Management and the following conditions:

1. A review of Resident’s rental history must show that Resident has been lease-compliant.  A record of lease infraction or more than 3 late payments in the past 12 months may be grounds for refusal of a transfer request. Residents are not allowed to transfer if they have an outstanding balance. Outstanding balances must be paid prior to unit transfer.
2. Management will conduct an inspection of the Resident’s unit.  If the conditions in the unit show damage beyond ordinary wear and tear or other unclean or unsanitary conditions, Management may refuse the transfer request or condition any transfer request upon Resident paying for any damages, restoration or extra cleaning in the current unit before the transfer is permitted.
3. Residents must complete at least one year of occupancy and fulfill the term of an initial lease in order to request a transfer.  Residents wanting to change unit size or wanting to make a lateral transfer will not be charged a transfer fee. If a resident requests a 2nd transfer or subsequent lateral moves, a transfer fee of $250 is required and must be paid in advance of the transfer.
4. Once a transfer request has been approved, it is the resident’s responsibility to completely move from their existing unit into their new unit on the agreed upon date. Residents will have no more than four days to complete the transfer.
5. Resident security deposit will be transferred to the new unit. Any existing charges or credits will be transferred to the new unit. Any charges resulting from the move from the old unit (damages, etc.) will be charged to resident in the new unit. Resident will have 30 days to either pay off the balance or contact Management to set up a repayment agreement.

**Property to Property Transfers**

All provisions from the Unit Transfer Policy from the Resident Handbook must be followed plus the additional provisions below will pertain to Property to Property Transfers only.

1. Resident must come to the top of the interest list at the property they want to transfer to before being offered a unit. (If mid-lease, must have supervisors’ approval)
2. The resident must be rescreened and approved per current criteria.
3. A new security deposit must be paid to secure the new unit and the existing deposit will be returned per our standard deposit refund policy.

**Utilities, Conservation of Utilities and Appliances**

Energy conservation results in lower utility bills, which benefits everyone. Residents agree not to waste, or cause to be wasted or otherwise excessively used, any utilities provided by Management. Resident will be responsible for the cost of any excess utility charge if resident is aware of an issue and it is not reported in a timely manner to Management (i.e. toilet running, etc). **PLEASE** do your part by turning off lights in unoccupied common area rooms.

1. During the heating season, your windows must be closed at all times. You may occasionally crack a window for a brief time to allow some fresh air. But never leave a window open or unattended in heating months. This wastes utilities. Be sure to latch the locks on your windows to keep the heat out in the summer and the cold air out in the winter. A pipe can freeze if it is by a window that is left open during very cold times, causing the pipe to burst.
2. During the cooling season, don’t leave windows or unit doors open. Your unit door is a Fire Door and can’t be propped open, per Fire Code.
3. If you have a dripping faucet or running toilet contact Management at once, so the item can be repaired. Keeping down the cost of utilities helps keep rents affordable.

Your Lease and any utility addendums should be consulted to determine what utilities are paid for by Management and what is your responsibility. Management is not liable for the failure or inability to furnish utilities or for interruptions in such services when it is the result of events beyond the Management’s reasonable control or services provided by a third party. Residents may not store, use, or install additional appliances, including but not limited to, freezers, refrigerators, dishwashers, washers, dryers, heaters, or water softeners. If you own such appliances, you must store them off-site. No appliance may be used or stored on site without Management’s consent, which consent may require Resident to pay additional fees as rent.

**Lease Enforcement**

**Evictions and Additional Rules**

Being evicted is a serious matter. Any material violation of your Lease or Rules, or repeated minor violations of your Lease or Rules, can be grounds for a lease termination and eviction. Some of the most common grounds for eviction and additional rules as follows (but not limited to):

1. If you, your family, or guests do not take proper care of your unit per the terms of your lease and this handbook.
2. If you, your family, or guests appear to pose a danger to the health, safety, or morals of yourself, your neighbors, or the staff of the community.
3. If you, your family, or guests disturb the peace of other residents, Management’s agents or neighbors of the community.
4. If you, your family, or guests cause damage to your unit or any other community grounds, area or property.
5. If you, your family, or guests maintain your unit in an unclean or unsanitary way.
6. If you allow unauthorized persons to stay in or use any area of your unit, have keys to your unit, and/or receive mail or packages at your unit, or if you sublet your unit. No shared use, barter or other types of arrangements are permitted
7. If you do not pay your rent, late fees, charges for damages, or all court/collection fees when due.
8. If you, your family, or guests commit an act of violence, threaten, or display offensive behavior towards or harass other residents, employees or Management’s agents or vendors (contractors), of the property or any other persons on the property.
9. If you, your family, or guests are in possession of illegal drugs, other contraband, or drug-related paraphernalia in your unit or anywhere on the property. If you, your family or guests use, purchase, or sell drugs from your unit or anywhere on the property.
10. If actions by yourself, your family, and/or guests result in police calls or complaints on the property that are not protected by Minnesota Statute Section 504B.205 regarding residents’ rights to seek police and emergency assistance.
11. If you refuse to sign all forms or meet with and provide information, consent and documents required by Management to meet compliance requirements in a timely manner.
12. If you, your family, or guests use your unit for any other reason than personal residential purpose. You may not operate a business out of your home. This includes daycare, other than incidental and occasional babysitting.
13. If you, your family, or guests have inappropriate traffic patterns and/or excessive traffic to your home. Traffic patterns that suggest a business use of the unit or disturbs other residents (such as traffic at unusual hours, traffic of brief duration, *etc.*) is inappropriate traffic.
14. If you, your family or guests violate the animal/pet policy.
15. If you, your family or guests violate the Smoke Free Policy.
16. If you, your family or guests modify your unit, grounds or common areas without authorization.
17. If you, your family or guests violate the resident handbook.
18. Failure to transfer utility service into resident’s name in a timely manner. Any disconnect or shut off notice of a utility that is Resident responsibility.

**Lease Violations**

Lease violations are a serious matter. If you believe you see another resident, or resident's household members or guests, violating the lease or this Handbook, please contact the Site Manager as soon as possible. The sooner the Site Manager is aware of a lease infraction, the sooner the situation can be resolved. Management will endeavor to address all lease violations promptly and thoroughly. Reporting residents or residents with a complaint may not be advised of all the actions taken by Management due to confidentiality reasons.

**Amenities**

**Community Room**

1. The Community Room is available for the exclusive use of residents and their guests. Use of this room must be in accordance with the rules on the Community Rooms Rules reservation form. The community room occupancy can not exceed limits set by City Building Codes and is posted on the wall.
2. The Community Room may be used for private, non-business use of resident by reservation only. Reservations must be made in advance to ensure availability.
3. Any damage that has occurred during your event will be charged to you and will be due within 14 days of receiving the bill. You will get a cleaning list when you reserve the room
4. Residents and guests must comply with all building’s rules and regulations. Residents and guests must limit any activities to the Community Room and adjacent restrooms. No overflow will be allowed into the common areas; exercise room, library, game room, etc. Resident must be in attendance during the activity. Resident is responsible for any damage caused by guests.

**Storage Rooms**

If your unit is provided a storage room, the following rules apply:

1. Residents need to provide their own lock for their storage room. Resident uses the storage space at their sole risk. Management is not responsible for the loss of or damage to Resident’s possessions due to any causes whatsoever, unless the cause is the result of Management’s negligence. Management’s insurance will not cover the resident’s possessions. Residents are strongly urged to obtain their own renters insurance coverage.
2. Do not store anything flammable, combustible, toxic, hazardous, or unlawful in these storage rooms.
3. Do not hang any items from the sprinkler head pipe by ceiling.
4. Please remove your possessions immediately upon move-out. If there are any remaining possessions after you move out, management will remove and store them in accordance with Minnesota's statute of abandoned property. Management may dispose of items not claimed after 28 days has passed from the date of abandonment. Residents are responsible for reimbursing Management for any costs incurred in removing, storing and disposing of resident's property.

**Safety and Building Access**

**Controlled Access**

Most residential communities operated by Management have a controlled access system. Residents must keep their unit doors closed and are encouraged to keep doors locked at all times. Residents should not open their door or allow entry into the building to any person they do not know. No door to the building may be propped open or left open at any time. Propping open a door, even for a limited time during moving in and moving out, is strictly prohibited. Open doors can provide access to unauthorized person, pests and rodents. All doors in common areas and hallways, common area laundry areas, and fire doors must be left closed for fire and safety reasons, unless opened by Management (example, fire doors on magnets, etc.)

Please follow all rules and guidelines for using the access system to the building. It is strictly forbidden to give any person who is not a leaseholder a key or other means of access to the building or your unit. Residents are asked to not allow any person access to the building while you are entering or leaving. Do not allow strangers or persons you recognize as guests of other Residents the opportunity to follow you into the building while you are entering or leaving. Violation of this policy is a violation of your Lease Agreement.

**Elevator**

Where buildings have an elevator, Management retains an elevator service company that performs maintenance and repairs on the elevators. The elevator is equipped with a telephone or button for you to use should the elevator door not open in a timely manner.

**Fire**

Individual communities may have sprinklers, building monitoring conducted by an off-site monitoring company, or fire safety equipment located in common areas. You should become familiar with your unit and the floor where you live, to determine a primary and secondary route you could use in the building, and in your unit, in case of an emergency and to determine the location of any fire alarms or extinguishers. Do not use any building elevator in the event of a fire, but use any stairs. All emergency exits and building exits are marked with exit signs.

If you are in a building and there is a smoke or fire, follow these steps:

1. Crawl low, under the smoke. Smoke contains gases and is hot so it will fill the room at the top first. If you must exit through smoke, crawl to the nearest exit.
2. Test Doors before opening to make sure there is no fire on the other side. Test all areas of the door. If it feels cool, exit. If possible, close the door behind you to slow the spread of smoke or fire.
3. If it is safe to exit, cover your nose and mouth with a moist cloth and exit quickly.
4. Meet at the front of the building, safely away from any smoke or fire, where the fire department will arrive. Report to the person in charge so that all building residents can be accounted for.
5. Do not re-enter the building until the fire department approves re-entry.
6. If you cannot exit, close the doors between you and the fire. Stuff the cracks around the door. Place a light colored cloth out of the window to alert the fire department. Stay at the window to allow exiting from the window with the assistance of the fire department.
7. Only open windows to let in some fresh air, not enough to change the air pressure so that smoke enters from outside the room. If smoke enters, close the windows.

**Fire Protection**

You are personally responsible/liable for any damage to your unit as a result of fire or smoke caused by any accident, inattention or negligence and for occupancy and housekeeping habits that pose fire safety risks. We suggest that you take the following precautions:

1. Do not keep any flammables, explosives, or other non-household combustible items in your unit.
2. Dispose of newspapers and other refuse regularly.
3. Do not place matches or lighters where children can reach them.
4. Clean grease from the cooking range, oven, and exhaust fans and vents regularly.
5. Do not use worn electrical cords.
6. Do not overload electrical outlets.
7. Your unit contains a smoke detector and may contain other fire safety equipment, such as a carbon monoxide detector. Do not tamper or interfere with any smoke detector or other fire safety equipment. Covering or disconnecting your smoke detector is a serious lease violation and grounds for eviction. Residents are responsible for periodically testing smoke detectors. If you are unable to do so, please contact Management. Management will test smoke detectors one (1) time per year and replace smoke/CO detector batteries one (1) time per year. See rules on Smoke Alarms and CO Detectors in later section of this Handbook.
8. Never leave candles or any burning object unattended.
9. Do not block hallways or entrance areas.
10. Ownership or storage of excessive amounts of personal property or furnishings can pose a fire hazard to you and other residents. It will also impede the circulation of heat and ventilation in your unit. You must remove, or store off site, any amounts of personal property deemed by Management to be excessive.
11. Never leave any paper, flammable, or other object not designed for cooking near stoves or cook top surfaces. For units that are equipped with a water heater, furnace, or other heating unit, Residents should keep all paper, clothes and other flammable materials away from any water heater, furnace, or other heating unit.
12. Live Christmas trees and wreaths may be permitted in your unit or the building. See Management for current policy.
13. Never place any candle, lamp, open flame, burning (like incense) or hot object (like curling iron or hot pan) in any location where it is near any fabric, moving curtains or could burn, scorch or damage any surface or shelf or item above.
14. In buildings with sprinkler heads, or other fire alarm system equipment, the equipment must not be covered, impeded, or used for hanging any item or otherwise obstructed. If your conduct or that of your household or guests causes a malfunction of any system, breaks or sets off an alarm or sprinkler, you will be responsible for resulting water damage or any “false alarm” charge from any monitoring company, fire department or other first responders.

**Garage Door Entrance**

When entering or exiting through an underground garage, make sure the door closes properly. If you see someone entering while the door is open, inform the Site Manager.

**Keys and Locks**

Each adult Resident will be issued one set of keys, or access materials (such as a FOB or garage remote) and will be required to return all keys and access materials to the site office upon moving out of your unit. Only one mailbox key will be provided per household. Resident may request an additional set of keys for children age 12 and older. If you lose your keys or want another set of keys, you must request them from the site office. If you lose your keys and need a key replacement, there is a replacement charge per key. If Management needs to change the building or unit locks due to your conduct or loss, you will be responsible for the lock, re-key, and labor charges. If resident is locked out of unit after-hours, there will be a fee assessed for assistance in re-entry. You may not change your locks or make duplicate keys. You may not add additional locks, chains or security systems without prior written consent from Management. Doing so is unsafe and is a violation of your lease.

**One extra set of keys may be provided at resident request to a non-resident at management’s discretion**. Non-resident will be required to provide a State issued ID and non-resident and resident will be required to sign a release. Management will perform a criminal background check, and may perform a housing history search to verify that such non-resident has another verifiable address and is not living at the rental community. Such screening will be at the expense of the person requesting the keys and must be provided before releasing keys. No keys will be provided to non-residents that do not meet these conditions. Non-resident will be required to sign for keys. Any keys not returned will be subject to a replacement fee.

**Move-In and Move-Out Rules and Procedures**

Individual buildings and sites may have rules and procedures regarding move-in and move-out procedures, the use of elevators, and other procedures for coordinating arrangements with residents who are moving in and moving out of the community. Some communities require that a move-in or move-out time be scheduled to help coordinate the needs of multiple residents moving at the same time. In communities that have elevators, it is generally not possible to restrict or reserve the use of the elevator for your move. Elevators are for the convenience of all residents and interruption or interference with elevator service can cause severe hardship for residents with illness or disabilities. However, providing notice to residents of expected use of the elevator with a general timeframe for a move-in is helpful for other residents. For the safety of all residents, moving companies/families are not allowed to block stairwells or hallways or leave items unattended while moving in or out. Vehicles are not permitted to drive on the grass or sidewalks during move-in or move-out. Wheeling heavy objects over grass or landscaped areas can damage the grounds, and Residents will be liable for any damages done to lawns or other landscaped areas. Management does not allow moving during the properties’ quiet hours.

**Oxygen**

Any resident that uses oxygen is required to put a sign on the outside of their door. Please use a self adhesive sign stating that there is oxygen inside the unit. In case of a fire in the building, the fire personnel have to remove the oxygen tanks immediately.

**Renter's Insurance and Liability Insurance**

Management, as agent for the owner, has secured casualty and liability insurance coverage that covers just the property owned by the apartment community. The causality and liability insurance maintained by Management does not protect resident and resident’s personal belongings against loss or damage from accidents, weather, wrongdoing of third parties, theft, fire, smoke, water, wind, hail, freezing, lightening strike, power surges, and other perils or casualties.

Further, resident can be held liable and responsible under the Lease and Community Rules to Management, the building owner and/or neighbors for accidents or damage caused by resident, resident’s guests, and family members. If resident does not have personal liability insurance protection, resident understands that he/she is considered “self-insured” and financially responsible to other building residents, guests, and to the property owner and Management as the managing agent for damages caused by resident, resident’s family or guests.

Resident further understands that in the event of an accident or other interruption of use at the property, Management will not pay, and Management’s insurance does not cover, temporary relocation, moving or housing costs for resident and family.

**Security Disclaimer**

Management does not provide, guarantee, or warrant security. Management does not represent that your unit or the rental community is safe from criminal activities by other residents or third parties. Residents are responsible for his or her own personal security and that of their household, children, and property. If you observe any suspicious activity, strangers, loitering on premises, or potentially unsafe conditions, please notify Management. If illegal, immediately dangerous or unsafe conditions are observed, or if a potential crime is suspected, call 911 first.

**Severe Weather Including Tornados**

If there is severe weather in the area, be prepared to seek shelter in the underground parking area or lowest area of the building.

If you are unable to leave your unit, you should seek shelter in an interior area, without windows. Be prepared and have a flashlight and a battery-operated radio during any storm emergency or warning to monitor the weather reports and/or if the power goes out.

**Smoke Alarms and CO Detectors**

Resident acknowledges that the unit is equipped with one or more smoke detectors and carbon monoxide alarms/detectors. State and federal law, local regulations, and codes require that these detectors be installed in specific locations and be functioning at all times. The alarms/detectors in the unit may operate on a battery, may require being plugged into an outlet, or may be hard wired into building systems. If the detector is plugged into an outlet, or is wired into electricity for the unit, Resident agrees to pay and be responsible for all electrical consumption for the alarms/detectors. For alarms/detectors that require a battery, Management shall be responsible for providing the functioning battery at the commencement of Resident’s tenancy. As part of the initial inspection and acceptance of the unit, and periodically thereafter, Resident shall test the working operation and existence of all alarms/detectors provided to Resident in the unit. Management will test smoke detector/CO detectors at annual inspections and replace batteries annually. If at any time the device will not operate, Resident will immediately inform Management of any deficiencies. Resident will be responsible for the repair, replacement or restoration of any alarm/detector that is missing, damaged or disconnected during the term of Resident’s occupancy or at the end of Resident’s tenancy. If it is found by Management that a smoke or CO detector has been disconnected or made otherwise inoperable, the resident will be charged a fine of $50 for each smoke detector/CO detector disconnected or made inoperable and will be subject to lease enforcement actions ranging from a written violation notice to eviction. Any interference with, disconnecting, removal of batteries, unplugging, covering, painting, transfer, relocation or otherwise tampering with the operation of any smoke detector, carbon monoxide alarm/detector, or other fire protection or safety devices is a breach of the Lease Agreement, regulations of the State Department of Public Safety and could jeopardize the safety of Residents, the buildings, community or other persons. Resident will be responsible for any damages or costs of restoration or replacement of alarms or devices that are painted or otherwise tampered with contrary to this paragraph. Resident agrees that Management is not the operator, manufacturer, distributor, retailer or supplier of any smoke detector, carbon monoxide alarm, or combined smoke/fire, carbon monoxide alarm service. Resident assumes full and complete responsibility for all risks and hazards attributable to, connected with, or in any way related to the operation, malfunction, or failure of the smoke detector(s)/fire/carbon monoxide alarms. Management shall not be liable for damages, losses, and/or injuries to person(s) or property caused by (1) Resident’s failure to regularly test the detectors/alarms; (2) Resident’s failure to notify Management of any problem, defect, malfunction, or failure of the detectors/alarm; (3) theft, disabling, covering, tampering with, unplugging or removal of the detectors/alarms or any serviceable battery; and/or (4) false alarms produced by the smoke detector/fire alarm or carbon monoxide alarm.

**Smoke Free Policy**

All units owned by the CDA are smoke free. Resident agrees and acknowledges that the premises to be occupied by resident and members of resident's household have been designated as a smoke-free living environment. Resident or members of resident's household shall not smoke anywhere in the unit rented by resident, or the building where the resident's dwelling is located or in any of the common areas or adjoining grounds of such building or other parts of the rental community, nor shall resident permit any guests or visitors under the control of resident to do so. Smoking is only allowed in designated smoking areas. Ask Site Management for locations of designated smoking areas. Resident will abide by the terms of the Smoke Free lease addendum.

**Soliciting/Fair Campaign Act**

1. Door-to-door solicitors or salespersons are not allowed in the building under any circumstances and should be reported to the Management if observed.
2. Management follows the Fair Campaign Practices Act (MN Statute 211B.20) which requires candidates be allowed entry for campaigning purposes.
3. Candidates should contact the Property Manager to arrange a time to be let into the building and, if possible, a note will be posted alerting residents about the visit.
4. The candidate may wish to reserve the community room to have a space in which to speak with interested residents. Assuming the requested time does not conflict with any other scheduled us of the community room, this will be allowed.
5. During the course of the campaign visit, residents are not obligated to allow candidates, or any campaign workers, into their individual units.
6. Management does not permit the posting of any signs, lawn signs, posters or other campaign material on CDA property, including unit windows.

# Care and Maintenance of Your Home

This section of the Resident Handbook provides rules and requirements for how Residents are to maintain and care for their unit/townhome. Failure to comply with these rules is a breach of your lease and may be grounds for a lease violation or eviction. The cost of repairs or damages that are caused by Resident’s failure to care and maintain their unit in accordance with these guidelines will be charged to the Resident. Damages in excess of ordinary wear and tear are the responsibility of the Resident. If you have questions on the appropriate care and maintenance of your unit/townhome that are not answered in this section of the Handbook, please contact your Site Manager.

### Appliances

### Resident may not add additional appliances including but not limited to washers, dryers, freezers, and air conditioners to the unit without Management’s written consent. Washers and dryers may be added to units with hook-ups when Management does not supply said appliances. Appliances may not be stored in the unit but must be stored offsite. Resident shall not attempt to move or relocate any appliance provided by Management, even for regular cleaning. Efforts to move appliances can result in damage to wiring, gas lines, and/or flooring. Any Resident wanting to have appliances moved for cleaning purposes and are concerned above moving an appliance should place a Work Order with the Site Manager. If a request is made to install an additional appliance, Management may condition approval of such request upon Resident paying an additional amount as rent for utilities and providing insurance. Due to risks of flooding and water damage, Management will not give consent for the installation of washers or portable dishwashers.

### Cabinets and Drawers

### Do not overload cupboards, shelves, or drawers. Do not allow anyone to climb on or use as steps the cabinet fronts, drawers or shelves. Do not clean with large amounts of water or cleaners. Use an appropriate cleaning product or a slightly damp rag or sponge. Do not use bleach. Do not allow water or liquids to run down or hang wet towels or rags on cabinet front and drawer. Standing water on counters and cabinets can lead to delamination of woodwork and cabinetry. Do not use sticky contact paper in drawers or shelves.

### Carpet

### You are responsible for the care and maintenance of your carpet. It needs to be vacuumed regularly. You are also responsible for the cleaning of your carpet. In order to assist you in maintaining it in good condition, we offer the following suggestions:

1. Do not use large amounts of water when cleaning the carpet. It may cause brown water stains on the carpet. Excessive shampoo or soap can also cause mold, mildew, rot, damage the sub-floor and other problems. It also can leave a soap residue and attracts dirt to the spot.
2. Food and beverage spots should be cleaned up quickly by using a white rag with cold water and a very small amount of Ivory soap. Spot cleaners can damage your carpet.
3. Grease can be removed by covering the spot immediately with salt, scooping up the salt and repeating the process until clean. When finished, apply additional salt and leave it overnight then vacuum.

### Countertops

### Most cabinets have a protective finish so that a damp cloth is all that is necessary for cleaning. Do not place hot pots and pans directly on surface. Do not cut or chop directly on the countertop. Use a cutting board. Do not use bleach to clean the countertops. Immediately wipe off spilled fruit, vegetable juices, drink mix products and food coloring as they will stain the countertop.

### Decorating and Alterations

### Your unit has been cleaned and redecorated prior to your occupancy. Neutral colors have been chosen to allow each Resident the opportunity to add individual complimentary colors through personal furnishings.

### Dishwasher

### If your unit has a dishwasher, use as follows:

### Always prepare dishes properly

1. Scrape away large pieces of food, bones, pits, toothpicks, etc. Rinse items to be placed in dishwasher. Empty liquids from glasses and cups and wipe lipstick off glasses. Rinse cups and saucers to prevent coffee or tea stains.
2. Foods such as mustard, mayonnaise, vinegar, soft egg, fish oil, lemon juice, and tomato-based products may cause discoloration and/or tarnishing of stainless steel, silver, and/or plastics if allowed to sit for a long period of time. Unless the dishwasher is to be operated at once, it is best to rinse off food soils. Baked-on or burned-on food should be soaked and removed before putting in the dishwasher. A steel wool or synthetic pad will help remove stubborn soil on dishes.
3. Load racks so that large items do not prevent the detergent dispenser from opening.
4. If the dishwasher drains into a garbage disposal, run the disposal before starting the dishwasher.

### Items not to be washed in the dishwasher

1. Plastic items (except Melmac) because they may soften in high temperatures.
2. Rubber or wooden items such as spatulas, wooden salad sets, and cutlery with painted handles, will deteriorate from frequent washing in hot water.
3. Cast-iron utensils will rust and the seasoning will be removed.
4. Hand-painted china and milk glasses (whether old or new) will fade the designs and milk glasses may turn yellow unless given special care.
5. Anodized aluminum will likely fade the natural glaze in hot water.
6. With some brands of pots and pans it will remove the non-stick coating. Check with the manufacturer’s recommendations.

### Keep the dishwasher strainer clean to prevent clogging and look to see that nothing has fallen to the bottom of the tub while loading the dishwasher. Solid objects, broken glass, lightweight plastics, and measuring cups can damage the propeller. Ordinarily, dishwashers are self-cleaning. Dishwashers need to be used on a periodic basis to maintain proper seals and operations. Extended periods of disuse can result in damage or deterioration of seals in the dishwasher. Even Residents that prefer to wash dishes by hand should run the dishwasher at least once each month to maintain it in good operating condition and prevent seals from becoming brittle and separating.

### Use only detergents made for dishwashers. Other dishwashing detergents will damage dishwashers and cause leaking. Do not add dishwasher detergent until you are ready to run your dishwasher.

### Exhaust Fan

### For fire safety and to minimize food odors, kitchen exhaust vents and fans require regular cleaning. You can do this by washing the exhaust vent with warm water and detergent. If your vent has a filter, clean or change it regularly. To allow adequate ventilation, air movement, and to prohibit damages caused by excess humidity and moisture, it is important that the exhaust fans and vents be used. It is a violation of your Lease to cover or obstruct any exhaust vent. Fans should be used when cooking. Any cooking process that involves boiling, steaming or lengthy use of the stove or oven should include running the fan at all times.

### Garbage Disposal

### Things you SHOULD DO:

1. Replace cover in drain while disposal is not being used to prevent silverware from accidentally getting into disposal. For water drainage, you may have to tip cover slightly.
2. Run water into disposal for self-cleaning and when grinding food. Allow disposal and cold water to run after grinding or cleaning for a few seconds.

Things you **SHOULD NOT** do:

1. Do not put any hard items or fibrous food like celery, corn husks, egg shells, grains or potato/apple/carrot peelings into disposal.
2. Do not put bones into disposal. A bone will jam it.
3. Do not put large quantities of soft items like rice, pasta, mashed potatoes or coffee grounds in disposal.
4. The disposal is for small, incidental pieces of soft foods. Never cut up large foods and dispose of them through the disposal. If a food is large enough to cut up simply throw it in your garbage can. Every piece of matter that is sent through the disposal shortens the life of the drain system by adding particulate matter.
5. Do not let dish cloths, bottle caps, glass crockery, strings, hairpins, etc., get into disposal. These items will cause jamming and drain stoppage.
6. Do not put any drain cleaner into the disposal.

**If your disposal won't operate or stops while running, call maintenance for service.**

### Heat Registers/Heat Vents/Furnaces

### Heat registers are located in some units to help regulate the airflow and to maintain the desired temperature. The adjustment of louvers on the heat register, together with the thermostat, will help maintain an even temperature in your unit home. Registers and other heat sources must never be obstructed or blocked by furniture, drapes, or other objects. If you block a cold air return, you can damage the furnace and will be responsible for the cost to repair/replace the unit. The furnace filters are changed twice a year.

## Housekeeping

## Residents must maintain their home in a clean, sanitary and uncluttered condition, in compliance with all applicable health, fire, and other applicable codes. Keeping your unit clean is your responsibility. If you aren’t able to clean your unit appropriately or as specified below, it is your responsibility to either have a family member come and clean or pay for a cleaning company to come in.

**Kitchen Sink**

DO NOT put the following down sink drains:

1. Grease or oil (even if your unit is equipped with a garbage disposal)
2. Drain cleaners
3. Acid
4. Any substance other than liquid

Keep strainer basket in place to catch items such as food waste. Do not use rubber mats, they will trap water causing iron deposits and surface discoloration. If you notice a leak from a pipe under the sink, place a bucket or bowl under the leak to catch the water and turn off the sink using the shut off valves located under the sink on the back wall and notify Management. If you notice leaking from the faucet handles or spouts, shut the faucet off completely and notify Management. If you notice water spraying from the faucet, notify Management. Your kitchen sink is stainless steel. For routine cleaning, use soap, warm water and a sponge. Rinse thoroughly and wipe dry. For additional cleaning, use a small amount of mineral oil on a soft cloth. Apply evenly over the entire surface of sink. To remove stubborn stains use regular household cleaner. Always rub in the direction of the grain. Rinse thoroughly and wipe dry. Do not use steel wool, scouring pads, steel brushes, etc.

### Light Bulbs

### All lights and appliance bulbs are in working order when you take occupancy of your unit. The cost of all bulb replacements is the responsibility of the Residents, except for the fluorescent bulbs. You will be charged for all missing and burned out bulbs when you vacate your unit. The cost may vary depending on the property and the light fixture. Only use bulbs of appropriate wattage for any fixture.

**Microwave**

If your unit has a microwave, use warm, soapy water to clean microwave. Only use microwavable safe containers in the microwave.

### Patio Door and/or Screen Door

### If your unit has a patio door or screen door, follow these guidelines:

1. If patio door or patio screen door are hard to open, clean tracks.
2. The patio door is not designed to be used in the winter except in case of an emergency. If you notice an excessive build-up of ice, notify Management. If you open your door in the winter and damage it, you will be responsible for the cost to repair or replace the door.
3. Your patio door should be kept securely locked at all times.
4. The screen door is not equipped with a secure locking device. Residents should never leave the room or retire for bed with just the screen door closed. Because the screen is designed only for ventilation, it cannot be locked or secured effectively to prevent entry into your unit. Even balconies on upper floors should not be considered secure, and the patio door should always be locked.
5. Always use the handle when opening and shutting doors.
6. Do not push or allow anything to lean or rest against doors.
7. Use a glass cleaner to clean glass.
8. Warm soapy water may be used to clean tracks. Do not use excessive amounts of water when cleaning as this will get the carpet wet which can promote mold or mildew growth, or cause damages and/or staining which may result in charges to you.

### Plumbing Fixtures

### Most plumbing fixtures have shut off valves that are accessible and are usually located at the bottom of these fixtures (toilets, sinks, washing machines, etc.) Turn the valves clockwise if the faucets are not working properly or if there is an overflow or flooding problem. It is a good idea to purchase a plunger. If you try plunging a toilet to unclog it and are not successful, please call the office to have a work order written so maintenance personnel can assist you as soon as possible.

### Range and Oven

### Do not place plastic, cloth, or other flammable items such as salt and peppershakers, spoon holders, napkins, or plastic wrappings on top of the stove when it is in use. These items could ignite or melt. To clean your stovetop and drip pans use hot soapy water. It may be necessary to remove the drip pans in order to clean them. You may also need to lift the stovetop from time to time and clean the surface beneath with a hot soapy rag. Do not use excessive amounts of water and wash off all soap or cleaning products thoroughly. If the stove is not washed off properly, the stove could be damaged when used again. Do not line drip pans or oven surfaces with foil. This can be a fire hazard. Do not use spray oven cleaners on any part of the range top or knobs. Arrange oven racks when the oven is cool. If you should have an oven fire, turn the oven off. If the fire continues, throw baking soda on the fire, use a fire extinguisher, and/or contact the fire department. DO NOT put water or flour on the fire, flour may be explosive. Clean your oven frequently and, when the oven is cool, clean drippings or spills that occurred during cooking. When cleaning use a nonabrasive sponge or cloth to avoid damaging oven surfaces. When cleaning, remove all broiler pans, broiler rack and other cookware. If your unit is equipped with a self-cleaning oven, remove the oven racks before using the self-cleaning functions. Do not use oven cleaner on self-cleaning ovens. Do not store or place flammable items in the oven or on the range or any cook top surface.

**Range Hood**

Clean both top and underside of the hood with a damp cloth and a degreaser cleaner. Cleaning the underside is very important since deposits here will form a hard residue, which is very difficult to remove if not cleaned regularly. The mesh filter in your range hood should be cleaned regularly. Soak, and then agitate in a hot detergent solution. Light brushing may be used to remove imbedded soil. Rinse, shake and remove moisture before replacing.

### Refrigerator

### DO NOT turn the refrigerator off at any time, even when you vacate your unit.

### Cleaning Requirements

1. Wash inside surfaces of the refrigerator and freezer with warm water and a mild detergent such as dish soap. Rinse and dry thoroughly. To avoid damaging refrigerator surfaces, use a nonabrasive sponge or cloth. Wring excess water out of the sponge or cloth when cleaning around the controls, light, or any other electrical parts.
2. Caution: Damp objects stick to cold metal surfaces. Do not touch refrigerated surfaces with a wet or damp hand.
3. Wash removable parts such as shelves and drawers with mild detergent and warm water. DO NOT USE HARSH CLEANERS ON THESE SURFACES. Rinse and dry thoroughly. Do not place removable parts in the dishwasher.
4. Wash the outside doors and handles with warm water and a mild detergent.
5. Residents wanting to clean around, underneath, or behind the refrigerator, should place a service request with Management if they are concerned with moving the refrigerator.
6. Other Refrigerator Items:
7. Not cooling? Check the control dials and notify Management immediately.
8. Do not overload. Overloading will block airflow and cause the refrigerator/freezer not to cool.
9. In case of a power outage, do not open the refrigerator/freezer until power resumes.
10. Do not overload side doors as the clips will break.
11. Place minimum weight on crisper cover to avoid breaking or cracking of cover, handles, or shelf guards.

### Shower/Tub

1. To clean shower and tub areas, use clean, soft rags or a sponge and rinse thoroughly. Clean your bathtub on a regular basis to keep the hard water deposits to a minimum by using an appropriate cleaner such as CLR or warm water and liquid detergent.
2. Utilize an outside and inside shower curtain and shower mat at all times. The shower curtain must be inside the tub and encompass the corners of the tub area to prevent water leaking during shower usage.
3. Should you notice a leak at the fixture or spout, notify Management immediately.
4. A small amount of water coming from the tub spout when showering is normal. If you notice a large amount of water coming from the tub spout that decreases water pressure when showering, notify Management.
5. Keep the drain opening clear at all times.
6. If water is draining slowly, clear the drain area of hair and other debris. DO NOT put any drain cleaner such as Drain-O down the drain. If slow draining continues, notify Management. If you notice missing caulking or loose fixtures, notify Management.
7. To allow adequate ventilation, air movement, and to prohibit damages caused by excess humidity and moisture, it is important that the exhaust fans and vents be used. It is a violation of your Lease to cover or obstruct any exhaust vent/fan.Do not place decals or strips in tubs/showers. If you are concerned about slipping, purchase a removable mat that can be placed in a tub or shower without damaging or discoloring the tub/shower surface.

### Toilets

### Conventional toilet paper should be the only paper product disposed of in the toilet. So called “disposable wipes” should not be flushed and will cause back-ups and blockage. Avoid excessive use of toilet paper or putting anything unusual in the toilet. If your toilet malfunctions, and cannot be fixed with a plunger as described below, contact Management. There will be no charge unless the damage is caused by negligence or misuse. The following items are considered chargeable damage to the toilet and/or sanitary systems:

1. Large accumulation of toilet paper
2. Use of paper products other than toilet paper, including tissue
3. Disposable diapers
4. Sanitary napkins, tampons, *etc*.
5. Grease, oil, cat litter or any other material not designed for use in toilets
6. Toys
7. Any other foreign object found to have been dropped or flushed in the toilet

It is your responsibility to keep personal items, cosmetics, hairpins, toys, and other property away from and out of the toilet. These items can cause plugging and damage if they are accidentally dropped or flushed in the toilet.

**DO NOT** put drain cleaners in the toilet. Use a plunger. If the problem persists, notify Management. Do not stand on, slam, or use excessive force on the toilet seat. Condensation on the exterior surface of the toilet is normal in the summer months. This condensation may drip to the floor appearing similar to a leak; wipe the area with a towel. Check if it is condensation before contacting Management regarding your toilet leaking.

**If you have an overflowing Toilet** - Immediately shut off the water using the shut-off valve located on the wall near the base of the toilet. Notify Management and clean up any water from the overflow.

**Toilet Running Constantly or Not Flushing Properly** - Notify Management.

### Vinyl

### If you place a rug on your vinyl floor, make sure that it is backed with a non-yellowing backing. Residents will be responsible for damage to vinyl caused by throw and area rugs. Please put pads under your chairs and table legs. If you drag your chairs or push your table, the legs can damage the vinyl. Residents will be responsible for damage to vinyl caused by the legs of tables and chairs. Vinyl needs to be cleaned with warm water and a mild soap.

### Walls and Ceilings

### Resident will be responsible for any damages done to walls or ceilings. Residents may not install hooks or hang objects from ceilings. Residents are allowed to hang pictures, mirrors, etc. with small hanging nails. Large nails, glue, tape, and/or hanging lamp/plant holders are not allowed. Holes are not allowed in doors/frames, cabinets or windows. No alterations, painting, wallpaper or other interior decorating is permitted. No self-adhesive items are to be used on walls or kitchen shelves including mirror tiles. Please speak to the site manager to discuss the possibility of adding additional shelves in your closet.

**Washing Machines/Dryers**

Clean the hard water stains that collect inside the washing machine with products like CLR or Lime Away. Wipe down the outside of the washing machine and dryers with a soft cloth and soapy water. Remove the lint from the lint trap after every use to prevent fires.

### Windows and Doors

### Only curtains or drapes intended for use as window coverings, or custom-made blinds, may be used as window coverings. If inappropriate, Management reserves the right to request the removal of curtains or drapes. Mounting hardware cannot be attached to the wood or metal around the window or on walls, only on the sheetrock. Damage caused by mounting hardware to walls will be the responsibility of the resident. Paper, foil, sheets, or other hanging materials that are not designed as window coverings are not acceptable. To maintain proper levels of air circulation and to prevent excess moisture accumulation, window coverings and any other wall hangings must allow for adequate movement of air between the windows and window covering materials and cannot cover heat registers. To prevent the wood from rotting, keep the blinds up about 1 inch off of the window sill so that air can circulate around the window sill.

### Windows, Blinds and Screens

### Upon move-in, unless otherwise noted on Move-In Inspection sheet, windows, blinds, and screens of the unit are deemed in sound, undamaged condition. Windows, blinds and screens damaged or broken in Resident’s unit during residency shall be repaired and the cost charged to Resident. Window screens shall not be removed. Do not drive nails or screws into the wood or metal around windows or doors. Screens allow air flow and keep bugs out. Screens do not prevent someone from falling through an opening.

**Wood Floors**

Hardwood floors in your unit require special care. Do not use any solvents of any type on the hardwood floors. Only use a mild soap and water to clean the floors and wipe dry the floors immediately after cleaning to make sure that there is no standing water. Do not use any type of wax product on the hardwood floors. Since the wood is sealed with polyurethane, no wax products can be used on them. Here is a list of other cleaners that can NEVER be used on the wood floors: Pledge, Orange Glo, Old English and Murphy’s Oil. Wax and polyurethane are not compatible. If wax is used on a hardwood floor coated with polyurethane, the entire floor would have to be completely sanded and a new coat of polyurethane applied if there are any scratches on the floor. Polyurethane cannot adhere to the wax. If you do use any wax on the hardwood floors, or if you damage the wood floors that you will be charged and will pay the full cost to sand and re-seal the floors. Do not lay any pads or carpeting on the hardwood floors for the first three (3) weeks of my occupancy.