

Resident Handbook

Policy & Procedures Section 8 Properties



***Changes to this Handbook** These policies may be modified from time to time. Unless local law provides otherwise, violations of these policies will constitute a breach of your lease. If there is a conflict between these policies and the lease, the lease will govern.*

Updated January, 2020

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WELCOME:

RPM welcomes you to your new home and neighborhood. We are committed to ensuring that your residency with us is as comfortable and enjoyable as possible. We hope that you will enjoy your new apartment home in a safe, clean and comfortable environment.

Pleasant living depends largely upon cooperation and understanding of this policy by you and your neighbors. Consideration of your neighbors and their consideration of you will make your living here a good experience. For you to understand more clearly your responsibility as a resident, we are providing this handbook which explains what to expect from the Management and maintenance staff, and what the Management and maintenance staff may expect from you.

We ask that you please read the handbook carefully and keep it handy for easy reference when you are in doubt about regulations. Certain items in this handbook may not apply to where you live as it is used for multiple RPM. Any additional property specific rules can be found posted at your property or provided to you by Management.

We reserve the right to add to or change the rules, instructions, and suggestions contained herein.

STAFF:

For your information, the present Management staff and important phone #'s are as follows:

RPM Real Estate
Management Company 218-454-7368

Community Manager _____

After Hours Emergency..... _____

Maintenance..... _____

RPM Real Estate
Rent Collections _____

RPM Real Estate
Leasing Office _____

Police Department
Emergency Dial 911

Fire Department
Emergency Dial 911

Ambulance Dial 911

Minnesota Poison Control Center (800) 222-1222

YOUR NEW HOME:

Your new address is: _____ Apt # _____
_____, MN _____

Rent Deadline:

Your rent is **due by the end of the 5th day each month**. On the 6th day of the month a late fee will be collected thereafter we may collect an additional fee each additional day the rent remains unpaid during the month that it is due. The assessment is payable with your rent. Pay your rent on time and avoid the penalty. NSF fee on all returned checks is \$30.00.

How To Make A Payment:

Please make check or money order **payable to the property you live at**. Cash is NOT accepted for rent payment.

Include your **building and apt. number on your payment.

Where to Pay:

Onsite Manager or drop box

Or

Mail to the cooperate address at:

RPM Real Estate
7153 Forthun Rd #140
Baxter, MN 56425

Office Hours: 8:00 a.m. – 4:30 p.m. Monday – Friday unless posted otherwise.

Jane or John Doe	1001
999 Happy Street N #101	
St Cloud, MN 56301	January 1, 2019
ABC Apartments	750.00
Seven Hundred Fifty Dollars and 00/100	DOLLARS
999 #101	Jane Doe
0123456789-0123456789	

LEASE:

All residents occupying the apartment home must be on the lease. A lease is a written contract between the owner and the resident which indicates the duties and responsibilities of both parties. Remember, your lease is a legal document. On the day you sign your lease, you will receive a copy.

OCCUPANCY:

Your apartment is rented only to the individuals listed on your lease. You may not allow anyone to live with you, unless Management has approved their application and they have been added to your lease.

OVERNIGHT GUESTS:

You may have guests overnight, but if they stay with you more than three nights during any one-week period of time, you must notify and receive written approval from Management. Allowing persons other than those listed on your lease to live with you is prohibited and is a violation of your lease.

If at any time your Management suspects individuals other than those listed on the lease are residing with you, Management may require proof of other residency (current lease, a utility bill, etc.) from the person(s) in question or prohibit such individual(s) from visiting the premises.

MOVE IN INSPECTIONS/REPORTS:

Management will inspect your dwelling prior to you taking occupancy. All defects will be noted on your move-in check sheet and placed in your file. This report will be used for comparison upon your vacating the apartment to determine any damages beyond normal wear and tear during your occupancy. It will be necessary for you to complete and sign the form which indicates your agreement as to the condition of the apartment upon your move-in. Your move in inspection sheet must be turned in the day of move in when the manager will do a walk through with you.

KEYS AND LOCKS:

We will supply the keys to your apartment, which typically includes keys for the building entry, mailbox, garage and a garage door opener. All keys are to be returned to Management upon vacating the apartment. Be very careful that these keys are not lost or misplaced. No one other than the individuals listed on the lease are to be in possession of the keys to your residence or the keys and garage door openers for the entry into your apartment home. If additional keys are necessary written approval must be obtained from Management and a criminal background check will be completed (at the resident's expense) prior to the keys being released. Unauthorized possession of a key is a violation of your lease. Residents are not permitted to alter any lock or install a new lock or other attachments on the door. Damages will be charged back to the resident should this occur. If you lose one of your apartment keys, Management will re-key the entire apartment at the total cost of \$150.00. If your mailbox key is lost, a replacement key can be purchased for \$25.00 or a replacement lock at \$50.00.

RENTER'S INSURANCE:

The property's insurance does not cover personal belongings or liability.

We strongly recommend Renter's Insurance. You should contact an insurance agent to obtain details concerning renter's insurance of household goods and liability insurance or a similar policy to cover your personal belongings against vandalism, fire, burglary, and water damage, as well as personal liability. **Written permission must be obtained from Management prior to installing fish tanks over 10 gallons.**

We also recommend you prepare a detailed list of your valuables and small appliances, including pertinent information, such as descriptions or serial numbers. Keep this list separate from your other valuable papers. You might also consider permanently inscribing identification information on your stereo, television, and other personal property.

ANIMALS:

No Pets of any kind are allowed on the property unless PRIOR consent from Management. No poisonous or dangerous pets are allowed (snakes, spiders, etc.). Please also refer to your city code for additional animal restrictions. If, as a result of a disability, you or an occupant in the apartment requires an assistive animal, please contact Management. If you do have a pet or assistive animal, Management must have all documentation that is required by the Animal Policy at your community. If you need an assistive animal or would like a pet after your move in, contact Management beforehand to make arrangements, and sign the appropriate documentation. We do require you to resign the agreement and provide documentation for your animal once a year at the time of your annual recertification. Your companion animal must always be on a leash when walking through the lobby of the building and throughout all other common areas in the building and in the community, including hallways, elevators and parking lots. You are responsible for picking up and disposing of all pet/animal waste from all common areas. You are responsible for your pet/assistive animal and for any damage and injury it may cause. If, at any time, we believe your pet/animal is annoying, bothersome, a nuisance, or a threat to other residents, occupants or guests, we may require you to remove it from the community. If fish tanks are allowed at your community, they cannot exceed 30 gallons and they must be properly supported. (also see above paragraph regarding renter's insurance requirement).

TRANSFER POLICIES:

The following items are required to transfer apartments:

1. You must make a written request for transfer
2. You may have to wait until the type of apartment you want to transfer to is available or be added to a waitlist.
3. Transfer Requests will only be approved for one of the following reasons:
 - A medical documentation stating the transfer is medically necessary
 - Change in familial status has occurred and a family needs a larger or smaller unit size, as per HUD guidelines
 - Maintenance condition or unit habitability issues (fire, flood, etc.)
4. A pre-inspection will be done by a representative of Management to determine the condition of the apartment and your housing habits.
5. If approved, your deposit for the old apartment will be transferred to the new apartment.
6. A new 12-month lease agreement must be completed and signed by all parties prior to receiving keys for the new apartment.

ROOMMATES:

RELEASE OF ROOMMATE LIABILITY:

If you wish to remove an adult from the lease, you will be required to fill out an Interim Change Form stating which member of the household has vacated, the date they vacated, and their new address.

ADDING ADDITIONAL INDIVIDUALS TO LEASE:

If you wish to add a member to your household, that person must fill out a rental application, screening forms, and be approved by the office prior to moving in. After approval of a new roommate, all parties will be required to sign a new lease.

CHANGES TO INCOME/RECERTIFICATION:

ANNUAL RECERTIFICATION:

Once a year you will be notified 120 days prior to your recertification due date. At that time, you will be asked to attend an appointment with Management and provide items listed in the letter to process your recertification. If you

are currently paying market rate for rent, you are not required to complete a recertification and will not be notified. However, if your income should reduce enough for you to pay the subsidized rate once again you may notify Management to have your rent amount adjusted.

INTERIM RECERTIFICATION:

Between Annual Recertification dates any change in household or income should be reported on an Interim Change Form usually located in the onsite office. Verbal notices will not be accepted. The change being reported must last longer than one month and will not be processed if there is deliberate action to avoid higher rent. Any change in income higher than \$200 per month must be reported to Management in writing immediately. Any change that is reported 14 days after the change occurred is considered late. Rent increase due to an income increase that was reported late will be back dated to the 1st of the month after the change occurred. If income will be suspended during a period you are away from your apartment, and will be reinstated when you return, no change will be made. For example, if your income will be ending during the time you are away, but reinstated when you return within 59 days, no change will be made.

Residents are also required to report the following changes in writing immediately:

- A family member moves out
- The family proposes to move a new member in
- An adult family member, most recently certified as unemployed gets a job
- The family's income increases by \$200 or more per month

TERMINATION OF LEASE

PROPER NOTICE:

If you wish to move out of your apartment, your lease agreement requires that you provide Management with a 30-day written notice.

If you have plans to move out but they are not definite, let Management know you are considering moving. This will be most helpful and will in no way jeopardize your occupancy.

Be sure to leave your apartment home clean (you will receive a cleaning checklist when you give your vacate notice), pay all rent and other charges due, and turn in your keys to the Community Manager. We will make a final inspection of your apartment before your deposit will be refunded.

SECURITY DEPOSIT:

Your Security Deposit is not rent, but a deposit to ensure the fulfillment of lease conditions and as a contingency against any damages to the unit. The security deposit cannot be used for your last month's rent. If you fulfill your lease according to its terms, only charges for damages, excluding normal wear and tear, will be deducted from your security deposit. The conditions for the return of your security deposit are as follows:

- 1) You must fulfill the terms and conditions of your lease and not owe the complex any money.
- 2) You must give **a 30-day written notice** to the on-site Management office or the RPM Real Estate office. Residents can request a form from the Management, or you can use the one in the back of this handbook to give notice. Emailing the written notice to vacate or simply writing it on a piece of paper is also considered acceptable.
- 3) Your apartment home must be left clean with no damage beyond normal wear and tear.

- 4) After you have removed all your belongings from the apartment, a management representative will complete the move-out inspection report; the management representative will clearly indicate on this form the items, if any, for which you will be charged.
- 5) You must give the office a valid forwarding address. Additionally, it is your responsibility to notify the utility companies and the local post office to cancel/change services.
- 6) All keys must be returned and the apartment vacant by 12:00 noon on the last day of the 30 days.
- 7) Security Deposit will be returned within 21 days after the date you vacated.

VACATING THE PREMISES:

Residents need to schedule their move-out inspection with the Community Manager 15 days prior to their intended vacate date. If you do not set this appointment with the Community Manager, it will be scheduled on the first-come/first-served basis by the Community Manager. Move-outs must be scheduled and completed no later than noon on the last day of the 30 days in which you intend to vacate. Prior to your vacate date, you will receive from RPM a letter detailing the vacate process. If you do not receive this letter, please contact us, as the letter will explain in detail the procedure that will take place when you vacate your apartment.

Subsequent to your moving date, you will need to file a change of address with the local Post Office. At the time of your scheduled move-out inspection your apartment must be empty of all items and all cleaning complete. The management staff will inspect the apartment with you and note any defects on your move-in/move-out apartment condition form. It will be requested that you sign this form at the close of the inspection. This document will be used to determine the disposition of your security deposit.

All keys in your possession must be turned in at the time of your move-out. A forwarding address must be provided to Management to ensure the prompt receipt of your security deposit refund and year end Certificate of Rent Paid.

VACATING PRIOR TO THE END OF YOUR LEASE:

If you must vacate prior to the ending date of your lease, you must give a written notice stating the date you will be vacating with a request to re-rent your apartment. Upon receiving this notice, we will acknowledge it. The more time we have will increase the chance that we will be able to re-rent the apartment and relieve you of your responsibility of rent.

EVICTION:

Being evicted is a serious matter that can be expensive, impact your ability to secure housing in the future, and damage your credit rating. Careful thought will be given to any problems which may cause you to lose your home. We will discuss your problems with you; however, final solutions for your problems must come from you. The following items are some of the actions that can cause you to be evicted for "Material Non-Compliance" and/or "other good cause".

- Non-payment of, non-payment of charges for late rent, non-payment of payment agreement, returned checks, damages or court costs.
- Any act or threat of violence directed to the property, employees, or residents.
- The seizure of drugs or contraband in an apartment or on the property. Residents and guests may not use, manufacture, sell or possess illegal drugs.
- Any actions by you, your family, and/or guests which result in police action at the property.
- Inability to take proper care of your unit, i.e. maintaining your apartment in an unsanitary or unsafe condition.
- Disturbing the peace of your neighbors.

- Smoking in a smoke free building.
- Causing damage to your apartment or any part of the property.
- Subletting the apartment or allowing unauthorized people to live in your apartment or receive mail at your home.
- Continued violation of any portion of your lease or administrative policies outlined in this handbook.
- Possession of any firearms, whether belonging to you, a family member or guest, which has not been properly registered with the authorities and for which you do not have a bill of sale.
- Repeated violations of the Animal Agreement.
- Inviting a person that has previously been trespassed by management to the property.

PEST CONTROL/ BED BUGS:

Please contact the office immediately if you experience any pest-related issues in your apartment home. Bed bugs are becoming more prevalent across the country and we need to work together to keep them out of our community. While the presence of bed bugs is not always related to personal cleanliness or housekeeping, good housekeeping will help control the problem, if it arises. Bed bugs travel from place to place in the seams and folds of luggage, overnight bags, folded clothes, bedding, furniture, and anywhere else they can hide. Please refrain from bringing furniture or other items that may be infested with bed bugs into your home.

Bed bugs are small, flat, parasitic insects that feed on the blood of people and animals. A newly hatched bedbug is semi-transparent, light tan in color and about the size of a poppy seed. Adult bed bugs are reddish-brown in color, wingless, about the size of an apple seed, and can live several months without any feeding. Bed bugs are usually found near the areas where people sleep. They can be found in mattress and box springs seams and tufts, sheets, pillowcases, headboards, dresser tables, upholstered furniture, baseboards, stuffed toys or any other clutter or objects around a bed. Bed bug infestation can be controlled with pest control Management. Notify us immediately if you believe you have bed bugs. Once you report an infestation, we will schedule a pest control professional to inspect your apartment and confirm that bed bugs are present. It is extremely important that you provide us access to the apartment so that we can promptly address the issue. If a bed bug infestation is confirmed, we will provide you with instructions about preparing your apartment and belongings for the pest control application. Failure to follow these instructions may result in ineffective treatment. In some cases, multiple treatments will be required. Please note that you may be held responsible for pest control expenses incurred to address a pest infestation if you: (1) fail to notify us within three days of your discovery of the pests; (2) are found to be responsible for the introduction of pests to you apartment and the community; (3) obstruct or inhibit our prompt access to the apartment to inspect and treat the infestation; and (4) fail to fully comply with the pest control preparation and treatment instructions.

PEST PREVENTION:

10 Tips to Help Prevent Unwanted Pests from Entering Your Apartment Home:

1. Keep your home free of debris (including dirt and food) and dispose of trash regularly. Never leave bags of trash inside your apartment home even if tied shut.
2. Reduce the amount of clutter in your home. Avoid piles of clothes/shoes on the floor and under beds as these provide the perfect hiding areas for pests.
 - a. To help prevent bed bugs do not purchase a used mattress. Used mattresses are likely to contain bed bugs
3. Before you buy any used furniture or household items, whether from a store or friend, carefully inspect those items because they could harbor bed bugs or other pests. Most bed bugs are carried into the home on used furniture.
4. Do not store open containers of food on counters or in cabinets.
5. When traveling, always inspect your luggage and its contents before returning to your apartment, as bed bugs and other pests can be easily transported this way.

6. Keep windows and doors without screens closed. This will help prevent pests from entering your home. Report any damages to screens to the Management.
7. If you bring in plants from the outside, inspect for plant pests, such as gnats, mites and spiders, before bringing the plants into your apartment home.
8. Periodically vacuum or/steam clean your carpets, rugs and upholstery.
9. Report any signs of pests in your home to the Resident Manager immediately.

PROPERTY APPEARANCE:

The apartment community is your home. We ask that you treat it in that manner. Please abide by the following policies to help maintain an attractive and safe environment.

- 1) The lawn areas should be kept clear of furniture, bicycles, and other personal property.
- 2) No radio, television, satellite dishes, or CB aeriels or wires should be erected in or about the complex by any resident without prior approval from Management.
- 3) Trees and shrubbery are a vital and valuable part of the landscaping. You will be liable for damages or mutilation for which you, your family members, or your guests have caused.
- 4) All entrance and exit doors are always to be kept closed to prevent any possible fire and/or wind damage, and to maintain building access.
- 5) No garbage (bagged or otherwise) is to be left in common areas.
- 6) Smoking is prohibited in all common areas. Residents and their guests who smoke must extinguish all smoking materials and place them in a fire safe container before entering the building and before exiting an apartment (if property allows any smoking inside).
- 7) Please do not litter. Pop cans/bottles, candy/gum wrappers, food containers, etc. should be properly disposed of and not left lying on the property grounds.
- 8) Window coverings should be attractive. Sheets, blankets, etc. are not acceptable window coverings. Broken blinds may be replaced at Management 's discretion and will be charged to the resident.
- 9) All seasonal decorative items must be removed (i.e., Christmas lights) within a reasonable amount of time. You will receive a written notice from the Resident Manager and a five-day time period to remove any items exceeding what is considered reasonable.

FLYER DISTRIBUTION:

Except in areas designated for such purpose, you are not allowed to post or distribute flyers, notices or any type of advertising on doors, in common areas, on cars or anywhere else in the building or throughout the community. If you have questions regarding this, please speak with your Community Manager.

TOYS/MISCELLANEOUS ITEMS:

Toys and miscellaneous items strewn in the yard and on sidewalks are a potential hazard to the safety of all persons, are unattractive, and an inconvenience to neighbors. Management is not responsible for any lost, stolen, or broken toys/items.

For the safety of all residents and for the general appearance of the property the following guidelines must be adhered to:

- 1) Items used for transportation, including but not limited to bicycles, tricycles, roller blades, skates, skateboards, etc. may not be left on sidewalks, in driveways or parking areas, grass or entry areas to apartments, at any time.
- 2) Miscellaneous items such as sandbox toys, children's cars, trucks, dolls, etc., are to be used in the tot lot or picnic area only. (If one is provided).
- 3) Sidewalk chalk is not permitted.
- 4) Use of bicycles, tricycles, roller blades, scooters, and skateboards are prohibited on the sidewalks.

RESIDENT AND GUEST BEHAVIOR:

Residents are responsible for the conduct of their household members and their guest's behavior. For the safety and well-being of all residents, we recommend that minors be closely supervised. No one can play or eat in the hallways, stairways, laundry rooms, or garages. Additionally, please ensure that all members of the household are aware of the policies regarding bike riding, toys, and all general safety rules. It is also your responsibility to advise visitors of the location of guest parking areas as well as enforcing their adherence to all rules, regulations, and guidelines as outlined in this handbook and lease.

A tenant's guest who has engaged in any unlawful activity on the premises and has been issued a trespass notice has no property rights and cannot receive licensee status from a tenant. This means that if someone is trespassed from the property that a tenant does not have the right to invite that person into their unit. The trespassed person risks arrest and the tenant will receive a lease violation.

DISTURBANCES:

When you live in an apartment it is important to be considerate of your neighbors. One of the easiest things you can do to help avoid disturbing your neighbors is to remember to keep your stereo and television volume low.

Social and friendly gathering of residents and their guests are welcomed, provided that such gatherings do not become boisterous, obscene, or generally objectionable to the other residents. Noticeable drunkenness will not be tolerated. Residents are entirely responsible for the conduct of their guests, whether inside apartments, in common areas, or on the property grounds. Music and TV volumes are to be kept at minimum levels so that neighbors are not disturbed. Nothing should be done in or about the building and/or grounds which will interfere with the rights, comfort, or convenience of the other residents. The hours between 10:00 p.m. – 8 a.m., the building must be quiet, no loud parties, noise or disturbances will be tolerated.

TRASH REMOVAL:

Place all trash in plastic bags or other secure containers. Plastic bags are to be tied to prevent papers and other items from falling out, to keep the trash areas neat and relatively odor-free. Trash dumpsters are conveniently located around the community. If a dumpster is full, please use another. Place all trash in the dumpster or chute, not on top of it or around it. All trash must be placed inside the containers provided by the refuse company. If garbage is found outside the refuse dumpster and it is identified as belonging to your apartment, you will be given a warning and/or charged for clean-up. Please do not send household members out to dispose of garbage unless you are sure they are tall enough and strong enough to get the garbage into the dumpster. If your garbage bag should break and spill inside or outside the building, you must clean up any mess created.

Please make sure no lit or smoking materials are put in the refuse receptacle as fire could result. Hazardous materials may not be placed in any trash dumpster for disposal. The refuse company will charge a contamination fee for the

entire load of trash which will then be billed back to the resident. All items such as drained oil, batteries, antifreeze, tires, etc. must be disposed of at a proper recycling facility.

All boxes must be broken down prior to disposal. Use of the dumpsters for anything other than normal household waste is prohibited. Disposal of large items, such as furniture and appliances, is strictly prohibited. You will be charged for any additional disposal fees incurred by the Management. Contact the office for assistance in disposing of any large items. Do not store trash on your porch, balcony or in the hallway.

LAUNDRY FACILITIES:

To ensure the washers and dryers are working when you need them, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please let us know immediately so we can call for service. We cannot be responsible for any lost or damage caused using these appliances. Never leave clothing unattended. Please remove clothing from the machines promptly. No laundry soaps, etc., should be left in the laundry room. Keep the laundry areas neat and clean.

Do not put plastic items in the dryer, always clean the lint screen before every use, and refrain from overloading the washing machine or dryer. Do not leave your clothes unattended as we are not responsible for loss or damage to personal items and clothing.

Each community posts the hours the laundry rooms are open--usually 8AM to 10PM unless otherwise noted. Doors to the laundry rooms are always to be kept closed in order to keep the equipment from freezing during cold weather and from getting dirty and dusty during milder weather for the exterior laundry rooms. Per fire code, any interior laundry rooms must also have doors remain closed.

VEHICLES, PARKING LOTS & GARAGES:

You can use the number of parking space(s) identified on your lease agreement. We do not assign you a parking space, parking at the community is on a first come basis, unless specified otherwise by Management in writing. To better accommodate our residents, we have implemented rules concerning parking. Register your vehicle with the office. If you get a new vehicle, please let us know. Keep your vehicle registered, licensed and in good operating condition. You may not use any parking space for recreational vehicles, boats, trailers or similar non-passenger vehicles unless we have a designated parking area for such vehicles. You may not use any parking space for storage of any kind; vehicles must be used on a regular basis. Vehicles, including motorcycles, are not allowed to be parked on the grass, in front of dumpsters, on sidewalks, or in any other area not appropriately marked for vehicle parking. No one can park in a marked handicap space unless the legally required handicap insignia is displayed in the vehicle. You may not use any parking space to park a vehicle that is inoperable, leaks fluid onto the pavement, is unsightly, is a safety hazard, or has an expired license plate or vehicle inspection sticker. Vehicles found on the premises, which are not road legal, in junk condition including, but not limited to, flat tires, broken windows, bare wheels, on blocks, disabled, or with expired license plates will be towed at the owner's expense. Cardboard or other absorbent material should be placed under any vehicle that is leaking oil or other engine fluid that causes permanent damage to garage floors, driveways or parking lots. Commercial vehicles are prohibited (i.e., tow truck, dump trucks, etc.).

You may not use any parking space to wash or repair vehicles, to change oil in vehicles or for any purpose other than parking. If you wish to perform minor repairs on your vehicle at the community, please check with the office first. You agree that your use of any parking space will be at your own risk. All vehicles must follow all parking and speed policies. Consult the office for other special parking regulations. If you violate any of these parking policies, your car may be towed at your expense.

All vehicles must be driven and/or moved on a regular basis. We do not allow unused vehicles to be stored in our parking lots. Similarly, vehicles must be cleaned off after a snowfall in a timely fashion. We do not want our parking lots looking like they are full of abandoned vehicles.

RECREATIONAL NON-MOTORIZED VEHICLES:

Unless otherwise permitted (via signage) in designated areas of the community, the use of any recreational wheeled or non-wheeled vehicles such as bicycles, skateboards, roller blades, or scooters is prohibited.

SNOW REMOVAL POLICY:

Our snow removal policy is to open all the parking areas by 7:00 a.m. and clear the lots within 24 hours of a snowfall of 2" or more has stopped. Please move all vehicles out of the parking lots by 7:00 a.m. following the day after it a snow of 2" or more. Please watch your building bulletin/notice boards for any changes to this general snow removal time.

You must move your vehicle(s) from the parking lot by the time snowplows come to clear the lot. Failure to do so will result in **THE VEHICLE(S) BEING TOWED AT THE VEHICLE OWNER'S EXPENSE.** Management will not reimburse towing fees. Since we do not want to have your vehicle(s) towed, we look forward to your cooperation in this matter.

Disabled vehicles and dead batteries are frequent during the cold winter months. Unfortunately, these vehicles cannot be left in the parking lot. Sorry! Our staff is not equipped or trained in the vehicle mechanic's field and cannot aid you in the repair of your vehicle or jumping of dead batteries. We strongly suggest you contact a reputable garage for repairs.

TOWING PROCEDURES:

Vehicles on RPMs property which are identified as violating parking rules or other vehicle restrictions are tagged for towing with either an immediate or a 24-hour warning notice which states the reason for towing. If your vehicle is towed, towing and storage fees may apply. Below is a list of most common reasons' vehicles are cited for towing:

Immediate Towing

- Parked in a No Parking zone including sidewalks and grassy areas not lined for parking
- Parked in a Fire Lane (including all yellow curbs)
- Parked in a handicapped space without proper tags displayed
- Parked in a reserved or numbered space without proper ID displayed
- Blocking a dumpster area
- Blocking a driveway, garage entrance or other vehicle (double parked)
- Abandoned vehicle

24 Hour Notice of Towing

- Inoperable or unlicensed vehicle
- Flat tires
- Unsightly vehicle

VEHICLE THEFT AND VANDALISM PRECAUTIONS:

Please consider these simple tips to help prevent vandalism or theft when parking your vehicle. Always lock your vehicle. Never leave the keys in an unattended vehicle and do not hide a set of keys inside or outside of your vehicle. Do not leave valuables in plain sight. Do not keep your vehicle registration and title documentation inside the vehicle. Do not affix your name and address to your keys. If your vehicle is vandalized or broken into, please contact law enforcement personnel. Once you have notified law enforcement personnel, be sure to also notify the office.

MISCELLANEOUS:

WHILE YOU ARE AWAY:

Residents receiving Section 8 rental assistance are only permitted to be absent from unit 59 consecutive days for travel or other reasons or 89 consecutive days for medical reasons. If residents are leaving for more than 59 days, they must pay market rent for their unit starting on day 60 and longer (day 90 for medical). If a change in income is 30 days or less no change to rent will be made. If income will be suspended during the period the resident is away from the unit, and will be reinstated when they return, no change will be made. For example, if income will be ending during the time they are away, but reinstated when they return within 59 days, no change will be made.

We recommend some simple tips before leaving on a trip or vacation. Uncollected newspapers and an overflowing mailbox may indicate that you are absent. It is a good idea to cancel your newspaper delivery and request your local post office to hold your mail while you are away. Dispose of your garbage and unwrapped food in your cupboards. Close and lock all windows and doors. Ensure your coffee maker, toaster, and other countertop appliances are unplugged or off. To avoid frozen pipes while you are away in the winter, please set your thermostat to at least 55 degrees Fahrenheit. If a rent payment is due while you are away, please make arrangements to ensure timely payment. As a reminder, you may be able to sign up for automatic reoccurring rent payments.

SMOKE FREE COMMUNITIES:

Tenants must abide by the property specific rules as outlined in their community's Smoke Free Agreement. At Section 8 properties residents will only receive two warnings and then they will receive a notice of lease termination. Do not lose your housing due to smoking inside!

RESIDENTS WITH DISABILITIES:

We are firmly committed to the principles of Fair Housing and the needs of residents who are disabled. If you or any occupant in the apartment, as a result of such disability, require an accommodation to our rules, policies, practices or services, or a physical modification to the apartment, the common areas in the building, or on the community grounds, please contact the Community Manager for assistance.

CARE OF UNIT:**LIGHT BULBS:**

Replacement of burned out light bulbs will be the resident's responsibility, including appliance (refrigerator) light bulbs. The maximum wattage is 60 watts. If your apartment has the long LED lights please fill out a maintenance request with Management to have it replaced.

VINYL FLOORS AND CARPETING:

Care and maintenance of your carpet is your responsibility. The carpet should be vacuumed frequently. Beverage and food spots should be cleaned immediately. You are responsible for any damage to the floor caused by your installation of area rugs or carpeting. The use of roller blades on the vinyl areas and carpeted areas of your apartment is strictly prohibited. Please use coasters under legs of heavy furniture.

EXTERIOR:

Please keep all hallways, breezeways, and stairways free of items such as furniture not intended for outdoor use, mops, rugs, and towels. Do not hang flags or other items from windows. Fire regulations require that hallways, breezeways, and stairways be always kept clear. Do not use these areas for storage. Keep bikes, strollers, etc., out of these areas. If you wish to cook outdoors, please do so only in the specified areas of your community. Outdoor fireplaces, heaters, firepots, fire rings, and other similar devices are not allowed in areas within the premises. Barbecue grills may also be prohibited. Please contact the office prior to installing or using a grill other than those provided by the community. Do not hang, shake, or dispose of any articles, including trash or cigarette butts, from the windows, or doors. Do not place anything on exterior windowsills.

WINDOW COVERING:

Your apartment may have mini-blinds, and/or vertical blinds. Please be sure the louvers are in the open position when opening or closing the blinds to prevent damage. Please also ensure that there is no continuous loop pull cords on any mini-blinds or vertical blinds and do not tie any such cords together. Loops pose a safety hazard. If any of your pull cords are looped together, please contact the office. If you wish to install your own window coverings, you must first obtain our written permission and return the property's window coverings in the manner specified by the Management staff. Signs in windows are not permitted.

COUNTER TOPS:

Please wipe up spills on your countertops promptly to avoid stains and use hot pads to protect kitchen counter surfaces. Do not cut items directly on your countertop with a sharp knife or other utensil. Countertops sinks and vanities should be cleaned using a liquid or spray cleaner.

SINKS/COMMUNE/TUB-SHOWER:

If your water is not hot, please report it to the office immediately. Likewise, if any of your pipes or faucets begins to leak or if your toilet tank is continually running, call us and we will repair it. If the caulked areas around your bathtub and tiles become cracked, broken, or chipped, please contact the office to schedule service. Drain stoppers or baskets are provided for sinks and tubs. Missing or broken drain stoppers or baskets should be reported immediately for replacement.

The sewer system is designed to handle normal usage. Pouring grease into sinks or stools is prohibited. Paper towels, disposable diapers, sanitary napkins, tampons, and other similar items should never be flushed, as they inhibit normal drainage and cause damage to the sewer system. Should your toilet overflow, immediately turn off the water supply to the tank by turning the handle located under the tank clockwise. If the water supply cannot be turned off, lift the cover off the tank, reach inside, and push the flapper firmly into the hole in the bottom of the tank. Contact the office for service immediately. In cold weather, you must provide appropriate climate control and take measures to avoid freezing pipes in your apartment. Please always maintain a temperature of at least 55 degrees Fahrenheit. You must immediately report any evidence of a water leak or excessive moisture in your apartment, any storage room, garage or other common area, and any failure or malfunction in the heating system on the premises to the office.

Sink and tub drains should be cleaned of hair on a regular basis to avoid water drainage problems. Plumbing repairs necessitated due to resident's negligence (obstructions caused by hair build up, dropped objects, food, etc.) will be charged to the resident.

DECORATING:

All requests for painting, wallpapering or other similar improvements must be approved. Even with approval, additional charges may be assessed to the resident at move-out if repainting, wallpaper stripping, or other repairs are necessary. Please do not use adhesive hooks for hanging purposes. Rather, use small nails or tacks. If you have questions about items that are heavy or difficult to hang, please call the office. Mirror tiles, contact paper, wallpaper and other wall coverings with adhesive backing are not permitted. You are responsible for all holes and other damage caused to the walls of your apartment during the term of your occupancy. All improvements and alterations must receive advance written approval.

You will not, without our permission, install or use any electrical equipment that will overload the existing wiring installations in your apartment or building or interfere with the use of electrical equipment wiring facilities by other residents.

APPLIANCES:

GENERAL:

In the event any of the appliances in your apartment quit working, first check the circuit breaker to see if it has been tripped and assure that the appliance is turned on. If you cannot solve the problem, contact the Resident Manager. Any damages to appliances, flooring, etc. which is due to resident neglect will be billed to the resident. Unnecessary maintenance calls (such as using after hours emergency phone line for non-emergency items or calling in items that do not need repair) will be billed back to residents. Management will not be financially responsible if residents call an outside repair company themselves.

FRIDGE:

Frost-Free:

Clean the interior with a solution of baking soda and warm water. On the exterior, use a mild soap and warm water. Please do not use scouring powder or strong abrasives inside or out because these will scratch the surface. Be sure to wash plastic parts in warm (not scalding) water. Once a month, remove the bottom grill and clean. Also, remove the plastic drain tray under the refrigerator and wash in warm soapy water. Note: You may hear a slight noise when the freezer is defrosting. This is normal.

Manual Defrost:

Cleaning guidelines are the same as for the frost-free model (see above). However, when defrosting the freezer manually, it is important to follow these guidelines:

- Defrost frequently; don't let ice buildup excessively.
- Empty the refrigerator/freezer of all foodstuffs.
- Unplug the unit.
- Wipe up excess water as the unit defrosts.
- If you wish to speed the defrosting process, place pans of hot water inside the freezer compartment.

Note: Never use ice picks or other sharp instruments to chip away at the ice. This may damage the unit, and repair charges are costly to the resident.

RANGE/STOVE:

Your range is equipped with separate controls for the oven, broiler and each of the top burners. If you have never used a range before, please let us know. We will be happy to instruct you on its proper use. Clean the top burner drip pans with mild soap and water, appliance or glass cleaner on a regular basis, Do NOT use aluminum foil to wrap around the drip pans. If your burner drip pans become spotted with grease or burned-on food, use a scouring pad to clean them. If they need a more thorough cleaning, drip pans can be lifted out of the range by raising the burner. Clean your oven regularly. A dirty oven and broiler area greatly reduce the efficiency of your oven and could result in improperly cooked foods. Wear rubber gloves and make sure the cleaner does not meet your skin, the floor, countertop or any other surface. Never use any sharp instruments to clean the oven. Do NOT use aluminum foil on the floor of your oven under the baking unit. Remove hood filters regularly and clean them in hot soapy water. Clean the outside with a non-abrasive appliance or glass cleaner. Do not pull burners out of plug ins. Report any problems immediately.

SERVICE REQUEST PROCEDURE:

Our maintenance and repair programs are designed to provide prompt, courteous, and efficient service. If the repair is not completed within five business days, please notify the Management. You are responsible for any damages to your apartment that is caused by you or your guests. **Unnecessary maintenance calls (such as using the RPM after hours emergency phone line for non-emergency items or calling in items that do not need repair) will be billed back to residents. Management will not be financially responsible if residents call an outside repair company themselves.** Maintenance request forms are typically available outside of the on-site office or laundry rooms of each building. When filling out the maintenance request be sure to fill it out completely in order to insure a prompt response. Please drop the completed maintenance request in your manager's drop box.

EMERGENCY MAINTENANCE SITUATIONS:

What are acceptable reasons to place an after hours emergency call? The following situations should be used as your guideline for calling maintenance.

Kitchen sink stopped up — considered an emergency between the hours of 8 AM – 4:30 PM. Please note it is not considered an emergency if you have a double sink and only one side is stopped up and there is no overflow.

No heat — considered an emergency if the outside temperature is below 50 degrees.

Power out in your apartment — considered an emergency if 50% or more of your power is out (more than half of all of your lights, appliances, etc.); however, if your power was cut off by the power company, or was never connected by the power company, our maintenance employees will not be able to fix the problem, and there will be a charge for the service call.

Malfunctioning toilet — considered an emergency when the apartment has only one toilet and using a plunger has not been effective. If a problem occurs after-hours on weekdays or on the weekends and there is at least one operational toilet in the apartment, please use a plunger provided to unstop the toilet.

Water leak — if water is severely leaking into your apartment, a faucet will not turn off, or water is in danger of overflowing into another apartment, a maintenance technician will respond anytime.

Gas leak or pilot light out — considered an emergency any time of the day or night. Please call for maintenance service immediately.

Fire or flood --- considered an emergency any time of the day or night. Please call for maintenance service immediately. If there is a fire please call 911 first.

HOUSEHOLD MOISTURE PREVENTION:

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential conditions that could lead to the growth of naturally occurring mildew. Residents can help minimize mildew growth in their apartment homes by taking the following actions: providing proper ventilation and fresh air are essential, use the exhaust fans in your kitchen when cooking, and maintain a temperature between 60 and 75 degrees Fahrenheit within your apartment.

Immediately report to your Resident Manager if there is any evidence if any of the following occur: if mildew that cannot be removed simply, if your apartments ventilation system is malfunctioning, or if any windows or doors are inoperable.

Please note that there will be a charge to correct any issues caused by moisture, mold, or mildew when a resident has not taken these prevention steps.

SAFETY:

Adequate protection of you and your property begins with your own actions. Close and always lock your doors. Common area doors are kept closed to ensure the safety of you and your neighbors, as well as the building.

In the event all members of your family are to be away any length of time, you are requested to notify your Resident Manager, leaving an address and a phone number where you may be reached in case of an emergency.

If you have an immediate concern for your safety please notify law enforcement, after this you may notify the resident manager Monday-Friday 8A.M.-4:30P.M. of the police report.

SMOKE / CARBON MONOXIDE DETECTORS:

Smoke detectors are provided in each apartment for your fire protection. Upon move in all smoke and/or carbon monoxide detectors are in working condition. In the event your smoke detector is beeping or sounding and there is NO smoke or fire present, report the malfunctioning detector to your Resident Manager immediately. DO NOT

DISCONNECT YOUR SMOKE DETECTOR. Any fine incurred by the Owner from City or Governmental agency will be passed onto and become the responsibility of the resident in a case where smoke detector/carbon monoxide detector has been tampered with or dismantled. Removal of smoke detectors or CO2 detectors is grounds for eviction.

Resident is responsible to replace the smoke/carbon monoxide detector(s) battery if at any time the existing battery becomes unserviceable. If after replacing the battery, the smoke/carbon monoxide detector will not operate or continues to make a chirping noise, you must inform Management immediately in writing of any deficiencies. Resident is responsible to reimburse Management, upon request, for the cost of a new smoke and/or carbon monoxide detector and the installation of it in the event the existing detector becomes damaged by resident or resident's guests.

Disclaimer: Residents acknowledge and agree that the owner or its agent is not the operator, manufacturer, distributor, retailer, or supplier of the smoke and carbon monoxide detector(s). Residents assume full and complete responsibility for all risk and hazards attributable to, connected with or in any way related to the operation malfunction or failure of the smoke and carbon monoxide detector(s), regardless of whether such malfunction or failure is attributable to, connected with, or in any way related to the use, operation, manufacture, distribution, repair, servicing or installation of said smoke and carbon monoxide detector(s). No representation, warranties, undertaking or promises, whether oral or implied, or otherwise have been made by owner, its agents or employees to you regarding said smoke and carbon monoxide detector(s), or the alleged performance of the same, owner or agent neither makes nor adopts any warranty of any nature regarding said detector(s) including expressed or implied warranties. Owner or agent shall not be liable for damages, losses and/or injuries to person(s) or property caused by (1) your failure to regularly test the detector(s); (2) failure to notify owner of any problem, defect, malfunction, or failure of the detector(s); (3) theft of the smoke and carbon monoxide detector(s) or its serviceable battery; and/or (4) false alarms produced by the detector(s).

FIRE SAFETY—AVOID FIRES:

- Ensure that all flammable materials such as cigarettes, cigars, charcoal and ashes are completely extinguished and cooled before disposing in the proper container.
- Potted plants in plastic pots often contain a highly flammable recycled paper product instead of dirt. Please discard cigarettes only in appropriate containers!
- Abide by all rules and regulations regarding the use of grills (see next section for more information).
- Never tamper with or remove your smoke or carbon monoxide detector
- Never leave your kitchen while you are cooking with the range.
- Never heat cooking oil and leave the kitchen. A fire can ignite spontaneously.
- We suggest keeping a personal fire extinguisher in your kitchen.
- Outdoor fryers (such as those used to cook turkeys) are not permitted within the community due to the high risk of fire.
- Residents will not use or permit to be brought onto the premises any flammable oils or fluids such as kerosene, lighter fluid, fireworks or other explosives such as LP gas cylinders which are deemed hazardous to life, limb or property.
- Never leave any burning object, open flame, or any heating appliance unattended. Candles, incense, smudge pots, electric heaters, or curling irons should never be placed in an area where they are near any wall, furnishings, fabrics, papers or cabinetry. There should always be clear space on any side, and above, any

open flame, burning object, or heat source. Placing a lit candle, or incense on a shelf or cabinet, or near any wall, fabric, drapery, or other flammables, is a fire hazard.

- Do not smoke in bed, or any other location like your recliner or couch where you may doze off and fall asleep
- Do not place matches or lighters where children can reach them
- Do not use worn electrical cords. Do not overload electrical cords
- Live Christmas trees and wreaths are not permitted in the unit or in the building

If you are at fault for causing a fire in your apartment RPM will proceed against you, and may bring legal action against you, to recover for the damage.

EMERGENCY PROCEDURES FIRE:

All fire alarms are a signal of a possible fire. Please follow these guidelines.

- 1) Feel your door and if it is not hot, it is probably safe to open your door, but do so carefully, checking for dense smoke and heat. Before you leave your apartment: CLOSE YOUR WINDOWS, CLOSE THE DOOR BEHIND YOU, AND DO NOT RETURN FOR ANY REASON. If you must go through smoke to reach a safe exit, stay close to the floor and filter your breathing with a wet cloth.
- 2) PULL THE FIRE ALARM NEAREST YOUR APARTMENT.
- 3) Leave through the nearest exit door and move away from the building to a pre-arranged meeting place.
- 4) CALL THE FIRE DEPARTMENT TO REPORT THE FIRE from the nearest telephone in a safe location.
- 5) When you are at your safe location, check to see that everybody is out and report anyone unaccounted for to the firefighters.
- 6) Notify your Resident Manager of the fire as soon as possible.
- 7) IF YOUR DOOR IS HOT, DO NOT OPEN IT-it is unsafe to enter the hall. If you are physically unable to leave, take the following steps until help comes to you:
- 8) Place a wet towel or rug at the bottom of your door to keep the smoke from seeping into your apartment. DO NOT LOCK THE DOOR.
- 9) If you live on the ground floor, exit through your patio door and close the door behind you.

BARBEQUE GRILLS:

Personal gas grills, charcoal grills and lighter fluid cannot be stored in the apartments or in the grassy common areas. Regular gas grills are allowed but must be used at least 15 feet away from the buildings and stored in alternate locations. This is per the Minnesota State Fire Marshal code.

In addition to the general guidelines listed above, residents must abide by local and/or state ordinances regarding the use of grills.

DOOR TO DOOR SOLICITATION:

Door-to-door solicitation is not permitted within the apartment community. No flyers, brochures, etc. can be distributed in building or parking lots.

TORNADO PROCEDURE:

The main floor of the apartment building is most likely the safest place for you and your family to seek shelter in the event of a tornado. Remain inside, away from all outside doors and windows (do not open any windows), until you are positive the storm has passed, and it is safe for you to return to your apartment. It is recommended that you keep a flashlight and battery-operated radio handy for weather emergencies.

RIGHT TO ENTRY:

Management reserves the right to enter your apartment to inspect the apartment during reasonable hours, check or repair equipment, and in case of an emergency to protect property. This right to entry is reserved whether you or any members of your family are at home. Whenever possible, you will receive a 24-hour advance notice of entry from the Resident Manager.

APPEALS:

The Management staff will handle any rental related questions that you may experience. However, if a situation should arise where you feel you were not fairly treated by the Management staff, please contact by mail.

NOTICE OF INTENTION TO VACATE

DATE: _____
PROPERTY NAME: _____
APARTMENT UNIT #: _____
HOME PHONE: _____ CELL PHONE: _____

You are hereby advised that the undersigned will vacate the apartment listed above on or before **NOON ON THE LAST DAY OF _____, 20____.**

The date given is a definite vacate date, and you are hereby authorized to show the apartment to prospective residents if you so desire. I understand that the giving of this notice does not relieve me of any liability that I may have under my present rental agreement, and that I must give a full months' notice on or before the first day of the month, one full month prior to vacating. ALL leaseholders MUST sign.

NAME(S)	FORWARDING ADDRESS
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<hr/> Resident Signature	<hr/>
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Reason for vacating:

Maintenance Request Form

Building Number _____ Apt # _____

Date _____ Name _____

Description of Maintenance Needed: _____

Permission for maintenance to enter unit to complete repair

- Yes, maintenance can enter unit
- No, maintenance must schedule an appointment (Phone # _____)

*Maintenance will be completed on a first come first serve basis, except for emergencies

Maintenance Request Form

Building Number _____ Apt # _____

Date _____ Name _____

Description of Maintenance Needed: _____

Permission for maintenance to enter unit to complete repair

- Yes, maintenance can enter unit
- No, maintenance must schedule an appointment (Phone # _____)

*Maintenance will be completed on a first come first serve basis, except for emergencies