



Northern Management

Real Estate Services

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RESIDENT HANDBOOK
Rules & Regulations – 13th Edition[©]



Northern Management

Real Estate Services

Dear Resident:

Welcome to your new apartment! You have selected a home where people care.

To better understand your apartment building's management, we are providing you with this Resident Handbook. This handbook, which accompanies and is an attachment to your lease, contains information regarding your responsibilities and obligations as a Resident. This information has been compiled to familiarize you with all aspects of your apartment living. These rules are not intended to restrict your activities, but rather to protect your privacy and provide equal opportunity for all to enjoy their apartments and amenities. We request that you read the handbook carefully. You will find that it will save you time, money and many headaches.

Most of our Resident Managers and Caretakers work on a part-time basis and are there to help you. They are not experts on rental contracts and should not be sought for legal advice. If you have a question about your lease or a technical matter, please look up the answer in this manual or direct your question to Northern Management's office in St. Cloud. Maintenance problems should be reported according to your building's procedures and if the repair is not made promptly, please notify our main office. We want you to have the best possible living conditions at this complex.

If there is any way that we can make your new home more comfortable, please contact your Resident Manager/Caretaker or telephone Northern Management at (320) 255-9262. You may also e-mail me directly with any praise, questions, comments or concerns at DMagelssen@aol.com. Your ideas and suggestions are appreciated.

Again, Welcome! We sincerely hope your new home lives up to your expectations!

Sincerely,

NORTHERN MANAGEMENT

David Magelssen, CPM®
CERTIFIED PROPERTY MANAGER

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Welcome to your

NEW HOME



OUR GOAL is to provide you with the best housing experience possible. There may be temptations to “*over decorate*” your apartment during your stay in our facility. Please note that you will be responsible for damage beyond “normal wear & tear” and many of the items listed below are extremely costly. Take a moment to review the following areas where our residents may have problems. *Our goal is to make your stay as pleasant as possible and refund your entire security deposit after your departure.*

PLEASE review the following:

WALLS: Please limit the items you hang on each wall to two. Use only poster putty, small finishing nails or tacks to hang these items. Remember every hole must be filled and repaired by our staff. Please do not attempt to fill them or make repairs yourself.

WOODWORK: Please do not nail, mount or stick anything to doors, windows, window frames, molding or cabinets. These scars can never be fixed and are expensive to replace.

WINDOWS & SCREENS: The windows and screens are your responsibility to monitor. The windows must stay shut during cold and windy days to alleviate problems. The windows should never be forced open or used as an access to your apartment. *Under no circumstances should the screen be removed.* Also, please report any damaged screens to management as soon as possible.

CEILINGS: The only allowable item on the ceiling is one plant hanger per room. Any other attachment or hole will need to be repaired by management.

STICKERS or PLASTIC STICKY HOOKS: These items should *not* be used in your home. They cause unnecessary damage and/or work to remove.


CARPET & VINYL: The carpet in your apartment is very costly to replace. Please make sure that all colored food and juice items, bleach and cigarettes are properly controlled so no damages arise. Usually, rooms will need to be replaced when a mishap involving one of these occurs.

FURNITURE: Some apartments have furnishings in them. Please use care and good judgment when using these items, as abuse and negligence will quickly destroy them.

APPLIANCES: Use them properly, and report any problems or maintenance needs to management.

KEYS: Residents should carefully monitor the security of their apartment keys. Replacement keys cost \$10.00 per key, and the full deposit will be forfeited if they are not turned in when moving out.

LIABILITY: Any problems or accidents should be immediately reported to management and an incident report should be written up. Residents are jointly liable for any damage in the apartment, unless the responsible party is clearly and promptly reported to management.

A festive border surrounds the text, featuring a variety of colorful balloons in shades of red, purple, yellow, green, and blue. Interspersed among the balloons are numerous yellow stars of different sizes, some with radiating lines, and a few small yellow hearts. The background is a light, airy blue with soft, out-of-focus balloon shapes.

Have you logged into your NEW tenant portal?

In your portal you will be able to:

- **Pay rent**
- **See your balance**
- **Even put in a maintenance request**

**Email us today at
lizzs@northernmgmt.com or
go to our website at
www.nomgmt.com and
click the residents tab to
request your login.**



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Real Estate Services

Resident Handbook

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KNOW YOUR RESIDENT MANAGER

The following rules and regulations are part of your rental agreement. These policies are established in order to make your stay at the complex as pleasant and enjoyable as possible. Please be sure to read them and your lease thoroughly so you understand your responsibilities and those of the management company. Anytime during your occupancy that you feel a policy, maintenance request, common area cleanliness or any other item is not being handled properly by the Resident Manager, contact Northern Management.

1. OFFICE HOURS: The Resident Manager's hours should be posted in the office window or by the office door. Weekend and seasonal hours will be posted in advance on the office door. Please feel free to stop by or call the office if you have anything to discuss with the Resident Manager during the posted times. If possible, call for an appointment first so the Manager can set aside a time especially for you. We ask that you only contact them during the posted office hours or in the event of an emergency.

2. EMERGENCY: In case of emergency, please contact the Resident Manager in the office or at their apartment. You may leave a message on the telephone if you are unable to contact the Resident Manager. If the situation is such that it warrants immediate attention and the Resident Manager is gone, please try to contact Northern Management or the Property Manager. The following items are considered to be emergencies: No heat, no electricity, sewer backup, fire, vandalism to complex or property, etc. Please follow the appropriate guidelines if it is not an emergency.

3. SERVICE REQUEST: If you have any requests for repairs, please either log into your tenant portal to enter a maintenance request or at our website. You can also call Northern Management to place a work order. **NOTE:** Residents will be charged for service requests if the repairs are required as a result of the resident's misuse, abuse, or negligence. Also, there will be a charge for clogged toilets unless it is a problem with the toilet malfunctioning or with the sewer line.

4. QUIET HOURS: The designated quiet hours are Sunday through Thursday nights from 10:00 p.m. until 8:00 a.m., Friday and Saturday nights from 11:00 p.m. until 10:00 a.m. During quiet hours it is considered noisy if any type of noise (i.e., t.v., stereo, stereo bass, loud talking, etc.) can be heard past the apartment door. It will be up to management's discretion as to what is noisy. Consideration must be given at all times to the residents neighboring your room and apartment. **Please be aware that if you have a T.V. or stereo and have received a number of noise violation notices, you will be asked to remove that item from the complex.** The item must be removed from the building immediately and cannot be returned or stored anywhere on the complex premises. If the item is found back on the premises, it is grounds for confiscation and/or eviction. Also, recognize that during "non-quiet hours" you must still maintain respect for other residents by keeping TVs and stereos at a reasonable volume level.

The Resident Manager will enforce all rules and policies contained in this handbook. All residents should respect the Resident Manager's authority. If the resident feels that the Resident Manager has overstepped his or her bounds, they should comply with the Resident Manager's directions, and contact Northern Management during normal office hours to file a complaint.

Management reserves the right to rescind, change, or add additional rules to this handbook from time to time as may be needed for the safety, care and cleanliness of the premises, and for securing the comfort and convenience of all tenants. Management also reserves the right to inspect an apartment at any reasonable hour by so advising the tenant. In the event that maintenance or cleanliness is found to be unsatisfactory, the tenant may be required to correct the condition or be charged for the cost to remedy. In the event that any clause, term, or condition of this lease shall be determined to be unenforceable, said provision shall be deleted from the terms of this agreement and the remaining terms and conditions of said lease shall remain in full force and effect as though constituting agreement hereunder.



MOVE-IN

In order to make your move-in as effortless as possible, we ask that the following items be reviewed in advance.

○ Out-State Locations / Community & Technical College Sites

Schedule your move-in date and time with the Resident Manager as far in advance as possible. Call and confirm at least 24 hours in advance of this check-in time. The move-in processing will typically run 30-45 minutes. In some cases, the option to move in early is available. Check with the Resident Manager if you are interested.

○ St. Cloud Area

No appointment is necessary to move in. Office hours are Monday thru Friday 8:00 a.m. to 5:00 p.m. In some cases, the option to move in early is available. Please call the leasing office if you are interested.

1. **RENT & DOCUMENTS:** All paperwork must be completed; security deposit and first month's rent must be paid **prior** to move-in. The full apartment rent payment will be collected at move-in. **The monthly rent payment must be sent or delivered to the Resident Manager's office on or before the first (1st) of every month.** All checks must have your name, apt. # and bedroom letter in the memo area on the check. Your rental payment should be made payable to the "(apartment complex)." **NO CASH PAYMENTS WILL BE TAKEN - PLEASE OBTAIN A MONEY ORDER OR CASHIER'S CHECK.**
2. **IMPORTANT** ☞ Prior to moving any items into the unit, a **Statement of Unit Condition** must be completed. Please walk through your unit to assess its condition. This serves two purposes:
 - A. If something in your apartment was overlooked, this form will alert us to what work needs to be done. If for some reason the unit is in an unacceptable condition (cleaning or maintenance), the resident should make sure any problems are resolved before any items are moved into the unit. We will make every effort possible to have the unit ready for your move-in. **WHEN MOVING IN, RESIDENTS SHOULD NEVER PARK OR DRIVE ON ANY AREAS OF GRASS.**
 - B. By listing deficiencies on this form at the time of your move-in, you will not be liable for any damages that may have occurred before your occupancy. Please be very thorough, and make sure all notations are specific, complete, and accurate. (i.e., "3" black marks on north wall near the floor next to refrigerator") Avoid vague comment about scratches, holes, marks on the walls, etc., that are not well explained. This form will be retained in your resident's file until you vacate this unit.
3. **THOROUGHLY READ THE HANDBOOK FROM COVER TO COVER!** This will answer just about any questions you may have during your stay at the complex. You will be able to resolve the problems before they happen.
4. **COMMUNITY & TECHNICAL COLLEGE HOUSING - Residents are assigned their bedroom.** You must reside in the bedroom to which you are assigned. If you have a question regarding which bedroom is yours, ask the Resident Manager. Problems will arise if you are in the wrong bedroom. If there is a vacant bedroom in your unit, do not store any personal belongings or other items in that vacant bedroom. **Vacant bedrooms must remain locked and unused at all times.**
5. **REVIEW THE PARKING POLICY!** This will prevent any immediate problems with your vehicle.
6. **KEYS:** You will be signing for a number of keys (security door, apartment door, bedroom door and mailbox), where applicable. Make sure that they work and report any problems immediately. You are responsible for keeping track of your own keys. If we need to provide an "unlocking" service several times, a fee will be assessed.
7. **NOTIFY THE TELEPHONE, CABLE AND UTILITY COMPANIES (where applicable) OF THE DATE THAT YOU MOVED IN.** Arrangements will have to be made with your roommates on paying joint bills. Other services that should be notified are: the U.S. Post Office (leave your forwarding address), banks, insurance companies, magazine subscriptions, credit accounts, voter registration, doctors, employer, etc.

8. **RENTER'S INSURANCE:** Northern Management highly recommends that all residents obtain renter's insurance. Remember that the property owner's insurance will not cover your personal possessions. Obtaining coverage for these items is your responsibility, and helps protect you from losses such as fire, theft, vandalism, flood, tornado and so forth. In the case of our student residents, you may have coverage for your possessions under your parents' homeowner's policy--contact them and find out! Renter's insurance offers coverage for not only your personal possessions, but damage to other residents' property, liability to others and supplemental living expenses if your apartment becomes temporarily uninhabitable. (Also refer to a copy of our **Renters Insurance** brochure, available at our office or from your Resident Manager.)

Following these initial guidelines and thoroughly reading and abiding by the *Resident Handbook* should make your stay at the apartment complex a positive experience. If you have any questions, please feel free to contact your Resident Manager or Northern Management.

RENT



RENTAL PAYMENTS: A rental discount of \$25 is offered if the rent is paid by the first day of every month. If the first falls on a weekend or a holiday, the rent needs to be in the office before the 1st. All rent payments must be PAID IN FULL (no partial payments will be accepted), dropped off at the corporate office or drop box or mailed (postmarked prior to or on the 1st) to Northern Management in order to receive the discounted rent. Rental payments can also be paid through your tenant portal. A late fee will be added to the amount due for any payments not received by the 7th of the month. Any payment made after the 7th of the month *must* be in the form of a cashier's check or money order.

All checks should be made payable to the "(name of the apartment complex)" you are residing at, and your name, apartment number, and bedroom letter (if applicable) should be on the check. **FOR YOUR PROTECTION AND OURS, ABSOLUTELY NO CASH WILL BE ACCEPTED. MANAGEMENT WILL NOT BE RESPONSIBLE FOR LOST OR MISSING CASH.** If your parents or someone else will be paying your rent, make sure you notify them of this policy. Residents must be able to cover the rent by the semester or year. This is recommended as an effective way to eliminate rent problems.

Under no circumstances may a resident apply their security deposit toward their last month's rent. Doing so is prohibited by Minn. Stat. § 504B.178, subd. 8, which imposes liability for monetary damages and financial penalties on residents who seek to do so.

N.S.F. / RETURNED CHECKS: If your check that has been issued to us has been returned by the bank for any reason, the amount due (non-discounted rent amount if after the 1st and any late fees) and the returned check fee of \$30 is payable immediately. If payment IN FULL is not received within **10 days** of the date on the letter notifying you of the rent violation, additional fees may be added and eviction procedures may commence. **When paying for an NSF / returned check, two money orders or cashier's checks must be submitted:** The *first* payment must be made payable to the "name of the apartment complex" in the dollar amount of the rent due. The *second* payment must be made payable to "Northern Management" for the \$30 returned check fee. If a tenant has two returned checks, no future payments by a personal check will be accepted by management for a period of one year. Only money orders or cashier's checks will then be accepted. Again, we emphasize that when a situation like this happens, it must be resolved immediately!

SECURITY DEPOSITS

A reservation deposit is needed to reserve an apartment until the lease commences. When the resident moves in, the reservation deposit then serves as the security deposit. It accrues interest, per state guidelines, until the resident moves out. The entire security deposit will be refunded with the applicable interest provided that there is no unpaid rent or fees, the apartment is cleaned using the guidelines in this handbook, keys are turned in and there is no damage. When vacating, a resident must return all keys issued to them for the apartment and supply management with their forwarding address and phone number.



THE LEASE

LEASES: A lease is a contractual obligation which is drawn up to protect the rights of the resident and the property owner. It describes the basic rights and coverage for both parties involved. All questions and problems concerning leases should be directed to Northern Management's main office (320-255-9262). It is the resident's responsibility to know all the ramifications and terms of the lease. Management will not seek out the resident to explain procedures. That is the purpose of this handbook.

NOTICE PERIOD - FAMILY & ST. CLOUD HOUSING: All leases are set up for a specific term/time period. After the initial term/expiration date, this is a continual lease and it will continue on a month-to-month basis. To terminate the lease at the ending date on the lease, a resident must give a **full two months written notice** prior to the ending date on the lease. If a resident fails to give a written notice, the resident extends their obligation to the next available notice period. This notice does not mean that the resident can terminate the lease in midstream (i.e., in the middle of a 12-month lease contract). All notices must be received prior to the first of the month. Any notices received after the first of the month will be valid at the beginning of the following month. Northern Management reserves the right to terminate the lease with proper notice.

A BEDROOM LEASE: A bedroom lease is a legal and binding document for renting a single bedroom in a multi-bedroom apartment with other residents for a specific period of time. The common area in the apartment is jointly shared by management and roommates. It is necessary for management to monitor the cleanliness of the common area through inspections, and it is necessary for management to have access to vacant bedrooms in order to show and market them. A bedroom lease is not for a specific bedroom at the apartment complex, and management will only hold obligations equal to the number of allowable bedrooms at the complex. Under a bedroom lease, management reserves the right to transfer a tenant to a comparable bedroom if the multi-bedroom apartment is not fully occupied; all remaining terms and conditions of the lease will remain in effect if such a transfer takes place.

SUBLETTING / ASSIGNMENT (Re-letting): A resident may only sublet with written approval from Northern Management. The resident must complete a *Request Form* which can be found on our website under the residents tab. If management approves the assignment, the resident will be responsible for finding the potential residents and coordinating the paperwork with Northern Management. If a resident is successful in finding a sublessor, the resident must bring the applicant to the management office for approval. If a resident subleases an apartment, the fee is \$200.

If the units in the complex are completely occupied, the Resident Manager may assist the resident in finding a replacement, but only if the *Request Form* is completed (This form gives management permission to try and rent the apartment, but does not guarantee it). For such subletting, there will be a charge of 50% of one month's non-discounted rent or a minimum of \$200.00. This amount is payable up front and will not be deposited until the apartment is re-rented successfully. All applicants must be approved by management before they will be allowed to take over a lease. No current or former tenants will be allowed to take over a lease from a tenant. Residents must remember that the cleaner their unit is, the easier it will be to find someone interested in subleasing.

VACATING WITHOUT PROPER NOTICE (Skipping): Residents are responsible for the full term of their lease. If they would like to be released from this obligation they should refer to the subleasing section above. If the resident must leave the apartment complex, he/she must complete a *Request Form*. This will give management permission to possibly re-rent the resident's unit or bedroom. PLEASE BE AWARE THAT IF THIS FORM IS NOT FILLED OUT, THERE MAY NOT BE ANY ATTEMPT BY MANAGEMENT TO RE-RENT YOUR UNIT. IT IS YOUR RESPONSIBILITY TO MAKE SURE THIS FORM IS COMPLETED. A resident should not ignore their lease obligation, they will be held totally responsible for the remaining portion of the lease plus applicable late fees, court costs and attorney fees. If necessary, the matter will be turned over to a collection agency. All collection costs will be the resident's responsibility.

THE LEASE (Continued)

EVICTION: When a resident violates any terms of the lease concerning proper procedure, etiquette, regulations, or when failure to pay rent occurs, etc., eviction is possible. The resident will receive an eviction notice from management with the specific date for the resident to vacate the premises. If the resident elects not to abide by the letter, legal recourse will be taken and the resident will be billed for all court costs, attorney fees, filing fees, office and personnel time, etc. **RESIDENTS SHOULD BE FULLY AWARE THAT IF THEY VIOLATE THE POLICIES AND THEY ARE EVICTED, THEY ARE STILL HELD LIABLE PER THE TERMS OF THE LEASE FOR THEIR CONTRACT RENT UNTIL THE LEASE EXPIRES OR UNTIL THEIR UNIT IS RE-RENTED.**

COMMUNITY & TECHNICAL COLLEGE HOUSING

The common areas of the apartment are the rooms that are available for use for all the residents assigned to that particular apartment. This includes the entry area, living room, dining room, kitchen, hallway, vanity area, bathroom, shower room, etc. Residents who share an apartment will all be jointly and equally liable for damage and/or cleaning charges that are assessed for the common area. The following are some helpful hints for resolving damage problems when an apartment is shared by multiple residents, and some specific policies that pertain to Northern Management's Community & Technical College housing settings.



ROOMMATE DOES DAMAGE IN THE APARTMENT: This must be reported to the Resident Manager immediately. Items that are not reported immediately make proper follow-up difficult. The Resident Manager will fill out a report (*Incident Report*) and assess a dollar value for the damage to the responsible people. (Note: Residents will be held liable for the actions of their visitors. Management will not go after a third party.) The *Incident Report* will document the matter and will be placed in the resident's file. The resident(s) responsible will be required to pay the balance due immediately. The payment should be made payable to the "Apartment Complex Name" and given to the Resident Manager. The resident is not allowed to perform any repairs.

NEW ROOMMATES: As much advance notice as possible is given to an apartment when a new roommate is going to be moving in. In some situations there will be limited notice. The Resident Manager will conduct a pre move-in inspection of the apartment approximately five (5) days ahead of time. The Resident Manager will point out the areas that must be cleaned or attended to a minimum of 24 hours prior to the new resident moving in. If the residents fail to take care of these items, they will be required to pay for management's having the cleaning done.

MOVING INTO A UNIT THAT IS OCCUPIED: If a resident is moving into an occupied unit, he/she should follow the same procedures noted in the move-in section. If the unit is not in a clean state of condition, the resident should talk to the Resident Manager and have them take the appropriate actions before moving any items into the unit.

BEDROOM ASSIGNMENTS: In Community & Technical College Housing, residents are assigned a bedroom. A resident may not switch to a different bedroom without management's written consent (new paperwork must be completed). View the labeled bedrooms in your apartment. The basic labeling starts with the first bedroom as "A" and so on down the hall. When a resident is in a shared unit (example: D & E), "E" is always near the window. Management reserves the right to transfer a resident to another bedroom/apartment.

BEDROOM TRANSFERS: Every effort possible is made to try and obtain compatible roommates before a resident is assigned a room. However, occasionally there are incompatible roommate situations. All residents should try very hard to resolve their differences before a roommate change is requested. Under NO circumstances should a resident transfer to a different bedroom or apartment without completing the following procedure. If a resident wishes to move to another unit for any reason, they must submit a bedroom transfer payment of \$200 (transfers will not take place without payment). If the resident's request is rejected, they will receive a full refund. If the transfer is approved, the Resident Manager will fill out the transfer documents. The resident will be required to have all rent payments, fees and damage charges paid at that time. Note that this process can take from one to two weeks to complete.

COMMUNITY & TECHNICAL COLLEGE HOUSING (Continued)

Once the resident moves out of the apartment, a *Unit Condition Statement* will be completed and the resident will be assessed for all of the cleaning/damage in their bedroom, along with a portion of the common area assessment. The common area assessment will be done as if all the items were removed from the apartment, with whatever is clean being marked as clean and whatever is not clean being billed. The resident will be responsible for a portion of that charge. The resident should get their roommates together and thoroughly clean the apartment before the transfer. All charges are payable immediately upon assessment and move-out. The resident should then follow the appropriate move-in procedures for the apartment/bedroom to which they are transferring.

ASSESSMENT OF DAMAGE WHEN THE ENTIRE UNIT IS NOT VACATED: When a resident moves out at a different time than their roommates do, they should be aware of the following: the unit will be assessed for all the damage and cleaning that is needed at the time of move out and/or the time that the lease has expired. (Note: residents are responsible for the apartment even if they vacate before the expiration of the lease.) The unit will be thoroughly inspected; all items that are not cleaned and all damage will be listed. The unit is inspected as it stands, as if all personal belongings are removed. The resident vacating will be responsible for an equal portion of the charges. It is a good idea for a resident who is planning to vacate before their roommates do to get their roommates together and work as a team to thoroughly clean the apartment.

ASSESSMENT UPON MOVE-OUT: A resident's unit will be inspected in two areas. The *common* area: this will be divided equally among the residents in the unit. The *bedroom* area: the individual resident is solely responsible for the condition of the bedroom. The bedroom door is included in the bedroom area.

LEASE TERM: The resident's lease does expire at 12:00 Noon on the lease ending date. Management will approach the resident to find out if they are interested in signing a new lease. There is a processing fee each time a new lease is signed.

TERMINATING A LEASE PRIOR TO MOVING IN: The reservation deposit will only be refunded if a written cancellation notice is received in the office of Northern Management and postmarked TWO FULL MONTHS prior to the beginning of the lease; otherwise, the resident will be responsible for the lease.



COLLEGE HOUSING VISITOR POLICY

Our Community & Technical College housing complexes are home to quite a number of residents, and it is essential that all residents and their visitors abide by Northern Management's established policies, rules and regulations for the complex. Residents and their visitors are asked to note and respect the following:

1. Visitors who will be in the building after 8:00 p.m. and visitors who are planning to spend the night are required to register prior to leaving the entrance area.
2. Visitors are expected to follow the same policies and procedures that residents must abide by. If any actions by the visitor are deemed inappropriate or are in violation of the building's policies and procedures, the visitor will be prohibited from further access to the premises.
3. If the visitor is registered as an overnight visitor, they will be allowed to remain in the building. All other visitors will be required to leave the building by Midnight on Sunday through Thursday nights and by 1:00 a.m. on Friday and Saturday nights.
4. The college housing buildings are alcohol-free buildings. No alcohol or alcohol containers are permitted on the premises. Violations of this policy will be handled accordingly.
5. Minnesota State Law clearly states that tampering with fire equipment or devices, damaging any property or smoking in the common areas (i.e., entry area, hallways, laundry room, community room or other designated areas) is prohibited. Violation of these laws by residents or their visitors will be handled accordingly.
6. Visitors who have not signed in and are on the premises after 8:00 p.m. will be prohibited from further access to the premises, and the resident whom the visitor is visiting will be held in violation of their lease.

ALCOHOL POLICY

ALCOHOL POLICY: There are two types of alcohol policies. If you are not sure which policy applies to your building, contact your Resident Manager immediately. The two types of alcohol policies are:

1. **Restrictive:** This policy is for complexes that do allow alcohol and the residents are of proper/legal drinking age. You are not allowed to have kegs or large quantities of alcohol in your apartment or on the premises. Residents are also not allowed to have a "surplus" of empty alcohol containers.
2. **No Alcohol Policy:** This policy means that there is NO alcohol allowed on the grounds or in the apartment complex. This includes empty alcohol containers, bottles, cartons, cans, etc. These items are not allowed on the premises at all.

The "No Alcohol Policy" is present at the Community & Technical College Housing buildings. The owners of the complex have contracted with the State of Minnesota to build the student rental apartments. This policy is actively in effect for the entire building whether or not the tenant is of legal drinking age. The resident is also responsible for violations by roommates, family or visitors and may be evicted for such violations. Although there is a "No Alcohol Policy" at such complexes, we cannot guarantee there will not be such activities. The Resident Managers will be enforcing the policy and precautionary measures will be taken to assist in that enforcement.

Violation of the alcohol policy on a first offense will include, but are not limited to, one or more of the actions noted below. The offender will be evicted for any subsequent offenses. In addition, any convictions for alcohol-related crimes such as underage consumption may result in an immediate eviction.

1. Immediate Confiscation of the Product or Container.
2. Written Warning for the Record.
3. Notification of Resident's Parents.
4. Notification of the School Administration.
5. Notification of the Law Enforcement Officials.
6. Eviction from the Premises.

Management reserves the right to assess a reasonable fine and/or evict from the premises and/or take any other course of action deemed necessary. Students must realize that one or all of the above actions may be taken when a violation is discovered. Please keep mind that this policy will help ensure a quieter and better collegiate atmosphere for you and your fellow residents.

THE LAW: Minn. Stat. § 340A.503 LIQUOR ACT, PERSONS UNDER 21; ILLEGAL ACTS

- Subdivision 1. **Consumption.** It is unlawful for any person under the age of 21 to consume any alcoholic beverages.
- Subdivision 2. **Purchasing.** It is unlawful for any person:
- to sell barter, furnish, or give alcoholic beverages to a person under 21 years of age;
 - under the age of 21 years to purchase or attempt to purchase any alcoholic beverage; or
 - to induce a person under the age of 21 years to purchase or procure any alcoholic beverage.
- Subdivision 3. **Possession.** It is unlawful for a person the age of 21 years of age to possess any alcoholic beverages with the intent to consume it. Possession at a place other than the household of the parent or guardian is a prima facie evidence of intent to consume it.
- Subdivision 5. **Misrepresentation of Age.** It is unlawful for a person under the age of 21 years to claim to be 21 years old or older for the purpose of purchasing or consuming alcoholic beverages.
- Subdivision 7. **Record of Violation.** A person who is convicted of a violation under this section shall have this violation recorded on their record.

ALCOHOL POLICY (Continued)

Penalties

Consumption or Possession: This is a misdemeanor and it involves mandatory court appearance, penalty up to \$700, and up to 90 days in jail.

Supplying a Minor with Alcohol: This is a gross misdemeanor and it has a mandatory court appearance, a penalty up to \$3000, and up to 1 year in jail.

DRUG POLICY

Northern Management has a *ZERO* tolerance for the use, possession, manufacturing or sale of illegal drugs of any sort. Residents (or their visitors) violating their lease through such activities will be promptly evicted from the premises. Minnesota Statutes are very clear on this matter.

Every oral or written lease in Minnesota now includes a promise by the resident not to use or allow the making, selling, giving away, bartering, delivering, exchanging, distribution, use or possession of illegal drugs on the premises. A resident violating this law loses the right to possess the rental property and management can and should promptly evict the resident (Minn. Stat. § 504.181, subd. 1). All other provisions of the lease, including but not limited to the resident's obligation to pay rent, remain in effect until the lease is terminated by the terms of the lease or operation of law.

Additionally, if illegal drugs or contraband totaling more than \$100 are seized from the property, management is required, upon notification, to promptly evict the resident, or to assign the county attorney that right (Minn. Stat. § 609.5317, subd. 1 (b)).

The tried and true saying remains the simple answer--indeed, the *ONLY* answer: "*Just say NO to drugs!*"



CRIME-FREE & DRUG-FREE HOUSING

As part of the execution or renewal of any lease at any of Northern Management's housing, the following is understood and agreed to by the resident and by management:

1. The resident, any members of the resident's household or a visitor or any other person under the resident's control shall not engage in criminal activity, including drug-related criminal activity, on or near the said premises. "Drug-related criminal activity" means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute or use a controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C. 802]), or possession of drug paraphernalia.
2. The resident, any member of the resident's household or a visitor or any other person under the resident's control shall not engage in any act intended to facilitate criminal activity, including drug-related criminal activity, on or near the said premises.
3. The resident or any member of the resident's household or a visitor or any other person under the resident's control shall not permit the dwelling to be used for or to facilitate criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a visitor or any other person under the resident's control.
4. The resident or any member of the resident's household or a visitor or any other person under the resident's control shall not engage in the unlawful manufacturing, selling, using, storing, keeping or giving of a controlled substance at any locations, whether on or near the premises of the dwelling or otherwise.

CRIME-FREE & DRUG-FREE HOUSING (Continued)

5. The resident or any member of the resident's household or a visitor or any other person under the resident's control shall not engage in any criminal activity, including prostitution, criminal street gang activity, threatening or intimidating or assaultive behavior including, but not limited to, the unlawful discharge of a firearm on or near the premises of the dwelling or any other acts or threats of violence, or any breach of the lease agreement that otherwise jeopardizes the health, safety or welfare of management, agents of management or other residents, or involves imminent or actual personal injury or serious property damage.

6. Violation of any of these provisions shall be a material and irreparable violation of the lease and good cause for immediate termination of tenancy. Any single violation of any of these provisions shall be deemed a serious violation and material non-compliance with the lease. The resident understands and agrees that any single violation shall be good cause for immediate termination of the tenancy. Unless otherwise provided by law, proof of violation shall not require criminal conviction, but shall be by the preponderance of the evidence. In the event of any conflict between these provisions and any other provisions of the lease, these provisions shall govern.



SAFETY

TORNADO SAFETY:

Watch for these danger signs:

1. Severe thunderstorms with frequent lightening, heavy rain, strong winds or power failure.
2. Hail
3. Roaring noise
4. Funnel cloud

Best ways to be warned:

1. Keep your "eye to the sky"
2. Listen for warning sirens
3. Weather radio stations
4. Television stations

TORNADO WATCH:

Means there is a *possibility* of one or more tornadoes in your area. Continue normal activity, but watch for tornadoes.

TORNADO WARNING:

Means a tornado *has been sighted or detected by radar and may be approaching* - **SEEK SHELTER IMMEDIATELY!**

SHELTER AREAS: Laundry rooms, first floor hallways, landings or bathrooms. If a resident has any questions regarding where to take shelter, they should promptly contact the office!

SMOKE DETECTORS: The smoke detectors are hard-wired in. **DO NOT DISCONNECT THEM!** If a resident has any problems with their smoke detector, they should promptly contact the Resident Manager.

IN CASE OF FIRE: If the smoke detector goes off because of smoke from a fire, please follow these procedures:

1. **REPORT THE FIRE TO THE FIRE DEPARTMENT IMMEDIATELY** (911 may be installed in your area). Do not assume that someone else has called. Keep emergency telephone numbers posted by your telephone at all times.
2. Feel the door before leaving the apartment. If it is cool, open it carefully and leave the apartment by the closest exit. Close the apartment door behind you.
3. Walk quickly, remain **CALM**. Be familiar with the building and know in advance where the exits are located.
4. Exit your floor by using the stairs. If you cannot use the stairwell due to physical impairment, stay in the stairwell until a firefighter reaches you.

SAFETY (Continued)

IF, BEFORE LEAVING YOUR APARTMENT, THE DOOR FEELS HOT, DO NOT LEAVE THE APARTMENT. KEEP THE DOOR CLOSED AND SEAL OFF ANY CRACKS WITH WET TOWELS. OPEN A WINDOW FOR AIR. TRY TO REMAIN CALM. DO NOT JUMP. A FIRE FIGHTER WILL REACH YOU.

FIRE EQUIPMENT: It is illegal in the State of Minnesota to tamper, alter, steal, activate a false alarm, or take any action which limits or prohibits the use of the fire equipment in the building. This equipment is for emergency use only and is not to be tampered with. Any person(s) caught tampering with such equipment will be prosecuted to the fullest extent of the law - this can mean jail time and/or a hefty fine. RESIDENTS SHOULD ALWAYS RESPOND TO THE FIRE ALARM, EVEN IF IT IS THOUGHT TO BE A FALSE ALARM.

A major safety issue exists anytime there is disrespect for the fire alarms/equipment in an apartment building. Any type of tampering is considered vandalism and malicious behavior. Some may see such activity as a practical joke, but in essence, those engaging in such acts may be jeopardizing the lives of the people in the building by causing the system to be inoperable in an emergency. Northern Management has spoken with the Fire Marshal in each city about such problems. They will offer any assistance they can in prosecuting offenders. Following are the laws concerning this violation:

● Tampering With Fire Equipment

Sec.10.201. No person shall molest, tamper with, damage or otherwise disturb any apparatus, equipment or appurtenance belonging to or under the supervision and control of the fire department without authority from the chief or his authorized representative to do so.

● Tampering With Fire Hydrant Or Fire Appliance

Sec.10.202. No person shall remove, tamper with or otherwise disturb any fire hydrant or fire appliance required to be installed or maintained under the provisions of this code except for the purpose of extinguishing fire, training purposes, recharging, or making necessary repairs, or when permitted by the fire department. Whenever a fire appliance is removed as herein permitted, it shall be replaced or reinstalled as soon as the purpose for which it was removed has been accomplished.

The violation is listed as a misdemeanor with a penalty of \$700 and/or 90 days in jail. Because of the seriousness of this crime, Northern Management will stress jail time to the city attorney when the person(s) is apprehended. If a resident knows of someone who tampers with the alarms, please contact the Property Manager directly, or notify the Resident Manager.

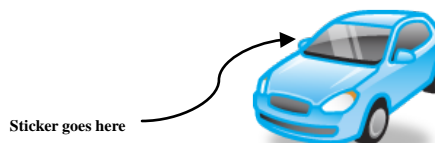
We will offer a reward for information leading to the arrest of the person(s) responsible. You can remain anonymous.

VEHICLE SAFETY: Vehicle safety is important in any setting, including the parking lots at apartment buildings. Many thefts from vehicles can be prevented. But it is up to the resident to take the necessary precautions. One anti-theft measure to consider is purchasing a car alarm that activates a siren, horn or the lights when a door, hood or trunk is opened. Another is installing transparent film to the inside of automobile window glass. While the window will still break, it will not allow someone to easily reach inside the vehicle. Some other important steps that can be taken to help safeguard a vehicle's contents include:

- ◆ Locking all doors on the vehicle and pocketing the keys whenever the vehicle is parked.
- ◆ Closing all windows and making sure the trunk or hatch is locked.
- ◆ Replacing door locks with smooth tapered ones which are more difficult to open with a wire or coat hanger.
- ◆ Never hiding vehicle keys under the bumper, hood, floor mat or seat.
- ◆ Remembering not to put a name, address or license plate number on a key ring. If the keys are lost or stolen, it will only help a thief find the vehicle or home.
- ◆ Taking everything of value out of the vehicle or locking it in the trunk. Never leave packages, portable radios, loose change or other valuables in plain view.
- ◆ Using Operation ID to engrave the driver's license number on items such as car stereos, tape or CD players, etc.

Whenever you approach your vehicle, you should check to make sure your hubcaps, antenna, license plate and plate tabs are still attached. You should also take a quick look at other vehicles nearby to see if they have been tampered with or damaged. And if you observe persons behaving suspiciously in the parking lots, notify management or call the police immediately.

VEHICLE PARKING



PARKING STICKERS: All complexes with student housing buildings have a parking sticker policy. Everyone parking in the apartment complex lot or garages will be required to have a parking sticker properly displayed in/on their vehicle. All vehicles without stickers are subject to being towed at the owner's expense. Northern Management enforces this policy to allow our residents to have the most ample amount of space possible to park their vehicle. It is the resident's responsibility to notify their family and friends of this policy. Management may enforce a limit on the number of vehicles you may have on the lot. Also note that the electrical plug-ins available by the parking lot are on a first come first serve basis. Policies about which residents should be aware:

1. Only one sticker is allowed per resident with proof of ownership (insurance card or vehicle registration).
2. A temporary parking sticker/tag costs \$10 and is valid for one week from the date of issue.
3. A replacement sticker costs \$10.
4. The sticker must be displayed in the inside lower section of the windshield on the passenger's side (front seat) of the vehicle. On motorcycles it is to be placed down on the lower left fork.
5. The sticker is not transferrable to different vehicles. It can only be used for the vehicle to which it is assigned. A new sticker must be issued for a change in vehicles. The old one must be turned in and exchanged for a new one. If a temporary car is used, it should be parked on the street or in the assigned visitor parking lot.
6. The stickers are only allowed in the complex tenant's vehicles. They cannot be used on the vehicles of friends.
7. All vehicles parking in the apartment complex lot must have the stickers properly displayed at all times.
8. The sticker does not guarantee a parking spot, but it allows the resident the most ample opportunity for a spot. Vehicles with parking stickers must also park within the designated parking areas. No fire lanes, alleys or dumpster areas may be blocked, and all vehicles must be parked within the striped lines.
9. All parking stickers expire one year from the date of issue. The resident must obtain a new sticker at that time. All old stickers must be removed from the vehicles.
10. This sticker is only valid during the time there is a signed lease at that apartment complex.
11. Any deviations from the above-mentioned items subject the vehicle to being towed at the owner's expense.

PARKING LOT: The parking lot will be checked regularly by the Resident Manager. Disabled vehicles, or vehicles that are an eye sore to the parking lot ie; vehicles with a flat tire, missing windows or doors, will not be allowed to park in the lot. "Snowbirds" and "junkers" are defined as "vehicles that cannot regularly maneuver under their own power and cannot be moved on a minute's notice." These vehicles and unlicensed or expired vehicles will be towed at the owner's expense. The maximum speed limit in the parking lot is **5** miles per hour.

Vehicles operated in a reckless manner, (speeding, squealing tires, etc.) will be reported to the authorities, and may be subject to the loss of the parking permit and/or may be towed. Vehicles should never be parked in front of sidewalks. This request is for the convenience of all people who like to walk on the sidewalks. Trucks, buses, campers, boats, trailers and other large vehicles may be parked in the parking lot only with written permission from management and in spaces specifically indicated by management. In order to maintain the appearance and condition of our complex and out of consideration for all residents, vehicles are not to be washed or repaired in the parking lots. **IF YOU LEAVE THE AREA FOR ANY TIME, MAKE SURE YOU HAVE MADE ARRANGEMENTS FOR SOMEONE TO MOVE YOUR CAR. THERE WILL BE OCCASIONS WHEN THE PARKING LOT MUST BE CLEARED, ESPECIALLY FOR SNOW REMOVAL. ON SUCH OCCASIONS, ALL VEHICLES MUST BE REMOVED OR THEY WILL BE TOWED AT THE OWNER'S EXPENSE.**

Motorbikes, motor scooters, motorcycles, bicycles, and other similar vehicles are to be driven only on the streets. They are to be parked only in authorized parking areas and a piece of wood **MUST** be placed under the kickstand to prevent damage to the blacktop. Residents will be charged for any damage to the lot. Specifically, such vehicles are not to be parked in building entrances, halls, apartments or on the grounds or sidewalks.

SNOW REMOVAL: When a snowfall occurs, the normal procedure is that the plowing company will make a pass through the parking lot to allow people to exit the lot. The snow removal policy is posted in November and a packet of information is distributed to each apartment explaining our snow plowing policies and procedures. Specific notices are **NOT** posted after each snowfall. The plowing company has requested that **ALL** vehicles be removed from the lot before plowing takes place, so residents must keep an eye out after each snowfall to ensure that their vehicle is removed promptly.

GARAGES

When garages are available, they may be rented from Northern Management. All garages are set up on the initial lease and the resident will have a two-month notice period to vacate the unit. This notice period is similar to the apartment unit and must be given on or before the first (1st) of the month, two months prior to vacating. Garages require a deposit equal to one month's rent at the time of rental. This is a refundable deposit depending on damage to the garage during occupancy. Garages added in the middle of a lease agreement will have the same lease end date as the residents apartment lease.

Residents who lease a garage must also display a parking sticker in their vehicle to park their vehicle in the garage (if applicable at the complex). **THE GARAGE IS NOT A STORAGE SHED.** At any point in time, the vehicle must be able to park in the garage with the garage door shut. There are a limited number of garage stalls for the number of apartment units, and there is usually a waiting list for the garages. For this reason, and due to limited on-site parking, all those who rent a garage must park their vehicle in the garage. If a garage is not able to fit a vehicle inside, the resident will be charged a storage fee which is typically \$40-\$80 higher than normal garage rent. Residents are not to make major car repairs in their garage. Residents are also not permitted to have garage sales in their garage, nor can they operate a business out of their garage. If the garage is used as storage, there will be a higher rental rate.

Garage doors must always be shut when not in use. When a resident pulls out of the garage, they must be sure to shut the garage door before leaving. If the resident leaves the door open, they allow dirt, leaves, and debris to blow into the garage, and they are also allowing access for an unauthorized person to enter. **REMEMBER THAT THE GARAGES ARE ONLY AS SAFE AS YOU LEAVE THEM.**

When a resident first moves into their garage stall area, it should be thoroughly swept out and cleaned. If it is not, the resident should talk to the Resident Manager. When the resident vacates the garage, they must leave it thoroughly swept out and cleaned. If the garage is not swept out, there is a minimum \$25 clean-up charge.

If a resident desires a garage door opener, management must approve the installation of the garage door opener prior to installation and, once installed, it must remain installed and the remote turned over to management upon vacating the apartment.



KEYS & SECURITY

KEYS: Each resident should receive (if applicable) a security key for the front main door, an apartment unit key for the main entrance to the apartment, a bedroom key (if applicable) and a mailbox key. The resident will be responsible for each of these keys. A \$10 replacement charge will be assessed to the resident for each key that is lost or not returned at the time of move out. If residents lose their keys or temporarily misplace their keys, they must rely on their roommates for access to their unit or be prepared to pay the replacement charge for new keys. Keys will not be temporarily loaned out from the apartment office. The replacement charge must be paid prior to receiving the new keys.

If a resident gets locked out of their apartment, there will be a lock-out charge, payable in advance, which can range from a minimum of \$10 up to the cost of paying for a locksmith to unlock the unit (this fee can range from \$70-\$150). *Residents are responsible for maintaining control of their keys.* While we do have on-site personnel to facilitate a lock-out, they are not obligated to unlock the door in such a situation—it is done as a courtesy. Additionally, please note that there may be times when our personnel are not available to do so.

Special locks, chains or security systems are not permitted and cannot be installed on any door in the complex. If a resident requests a lock change during their residency, they must provide the Resident Manager with a written request to schedule the change. There will be a lock change fee of \$100 for the change, payable in advance. Residents requiring a mailbox lock change will be charged \$40 for the change, payable in advance.

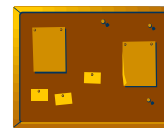
When the resident is vacating, all the keys must be turned in, properly labeled and placed in an envelope with the resident's name, unit # and bedroom letter on it, and deposited with the Resident Manager. Any keys that are left unlabeled and are just dropped off will be discarded and the resident will be charged for missing keys. *Keys should not be left anywhere except in the Resident Manager's office.*

SECURITY: All efforts are made to secure the buildings. The front security doors in some buildings may be left unlocked during daylight hours but will be closed and secured at night. If a resident does run across a door that is propped

KEYS & SECURITY (Continued)

open by a foreign object, they should take the initiative to close the door. Residents are not allowed to prop the doors open under any circumstances.

The units themselves are equipped with deadbolt locks, which should be locked upon leaving a unit. The bedrooms provide minimal security for each resident. No money, high value jewelry, expensive equipment or any type of liquid asset should be stored in an apartment. Residents who do store such items in their apartment are simply inviting trouble. Please refer to the section on "RENTER'S INSURANCE" on page 3.



RESIDENT RESPONSIBILITIES

VIOLATING THE LAW: Violation by a resident of city, state or federal laws, or the rules governing this apartment complex shall be deemed sufficient cause for immediate termination of tenancy by management. Refer to the subsection on "EVICTION" under "**THE LEASE.**"

VISITORS: Any and all visits by friends and/or relatives must be restricted to a reasonable length of time. Our definition is limited to *24 hours in a one week period*. If a resident has roommates, they must not impose upon them without considering their feelings and privacy. Only persons who have executed a lease agreement are permitted to reside in the apartment. Residents should also notify their visitors of the parking policy for the building.

All visitors must be contained within the resident(s) apartment and the apartment door must be kept closed. VISITORS MAY NOT GATHER, WANDER, OR FROLIC IN THE HALLWAYS. Residents will be responsible for the cost of management having to clean up the common areas or grounds after any type of gathering in their apartment. Residents may also be charged for any of the apartment complex's night staff having to confront disruptive situations after quiet hours. All damage occurring within the vicinity of the resident's apartment will be charged to the resident's apartment after any type of gathering. Residents are fully responsible for their own actions and/or the actions of any and all people or visitors that they may attract to any type of party or activity taking place within their apartment.

EXCESSIVE AND/OR UNREASONABLE NOISE WILL NOT BE TOLERATED. THE MAXIMUM OCCUPANCY IN AN APARTMENT SHALL NOT EXCEED 10 PEOPLE IN THE APARTMENT AT ANY POINT IN TIME, WHETHER IT IS TENANTS OR VISITORS.

NOISE: Residents must be aware of the effects of loud music or noise on their neighbors. Northern Management's rule is that residents should not disturb neighbors with loud noise or music at any time. If a resident is disturbed by another's noise, they should talk with them about it. If that does not resolve the problem, the resident should contact the Resident Manager so that corrective action can be taken. The action that the Resident Manager will take will be as follows:

- ① **First Violation** will result in a written warning by management. This warning will be placed in the offending resident's permanent rental history.
- ② **Second Violation** will result in the removal of the object causing the noise. This object must be removed from the property entirely. It cannot be moved to another apartment. Failure to comply with or any deviation from management's request to follow this procedure will result in eviction.
- ③ **Third Violation** will result in eviction.

Residents and visitors shall not cause any disturbances in the buildings or on the grounds. Residents should not permit anything to be done by such persons that will interfere with the rights, comforts or convenience of other residents. Stereos, radios, televisions or musical instruments should be used in such a manner that they will not disturb or annoy other residents.

CHILDREN: Residents and parents are responsible for making sure that their children are not playing in the hallways or stairwells. No children's toys may be stored outside the building or in the hallway of the building. All items must be in the resident's rented garage or in their unit. Any items found outside may be discarded or procured by management. All children under the age of 12 must be supervised by an adult at all times.

COMMON AREAS: All personal belongings (toys, bikes, etc.) are not allowed to be stored in the common areas

RESIDENT RESPONSIBILITIES (Continued)

(hallway, stairway, entries, laundry rooms, etc.). Any object that is found in these areas will be subject to confiscation. It is against the fire code to store items in the hallways. They must be clear of any debris in case of an emergency. Bikes are not to be brought into the common area and must be properly stored outside.

GARBAGE: All units should dispose of their garbage on a regular basis. Failure to do so can result in a possible insect infestation and a foul smell build-up. All garbage must be properly disposed of in the complex's dumpster. No garbage should be left in the hallway, on the grounds or in any community garbage can (i.e., laundry room can, etc.). Anyone found to be depositing their garbage in an unacceptable area will be charged to have it disposed of properly. Residents whose negligence results in insect infestation will be billed for extermination services. Any excessive garbage build-up in the apartment will be billed to the resident and removed.

INSURANCE



As noted in the “**MOVE-IN**” section of this handbook, residents should be aware that Northern Management’s insurance covers only the property and buildings. **IT DOES NOT IN ANY WAY COVER A RESIDENT’S PERSONAL BELONGINGS** (i.e., furniture, clothes, kitchen supplies, electronic equipment, etc.) against windstorm, fires, burglaries, vandalism, water or damages resulting from an Act of God, or negligence on the part of the owner, contractor or management. Northern Management strongly recommends that residents protect themselves against these losses by carrying a renter’s insurance policy. Most insurance companies have policies at very reasonable rates. (Refer also to “**RENTER’S INSURANCE**” on page 3.)

Tenants shall comply in all respects with any policy of insurance now upon said premises. Tenants shall not do or permit anything to be done at or within said premises which shall increase the rate of insurance thereon or upon the property thereon (i.e., daycare, running a business, etc.).

MISCELLANEOUS POLICIES

BALCONIES: Balconies are a very appealing aspect of some of Northern Management’s apartment complexes. They must be maintained free of garbage and debris. They are not an area on which to hang and dry clothes. They must be kept free of toys and other objects that will make the building look cluttered from the outside. It is illegal in the State of Minnesota for any type of BBQ activities to be performed on the balcony of an apartment building.

BBQ GRILLS: BBQ grills, lighter fluid, charcoal or any other flammable liquids may not be stored in the apartment building or outside the apartment building. The only storage place that is allowable is in a garage stall that the resident is currently renting. Extreme caution must be used when disposing of the charcoal. An unattended BBQ grill left outside the building is subject to immediate confiscation. All grills must be operated at a *minimum* of 15 ft. from the building (in accord with Minnesota Law) and may not be used on the grass (lighter fluid kills the grass). Violators may be subject to penalties and charges, if any damage occurs.



BICYCLES: All bicycles should be stored in the bike racks during spring/summer months. All bikes should be removed from the bicycle rack by December 1st each year. If they are not removed from the bicycle rack by that date, they will be cut off the rack.

MISCELLANEOUS POLICIES (Continued)

CANDLES: Candles are permitted, provided they are carefully and continuously monitored while they are burning. At no time under any circumstances should a candle be left unattended for any period of time. If a resident is burning a candle, they must be sure to carefully and completely extinguish it before leaving the room. They must also be sure that no wax is permitted to drip on any walls, woodwork, window sills, heat registers, etc., within the apartment. Wax removal is time-consuming and will be billed to the resident.

CHRISTMAS TREES: Real Christmas trees are not allowed. They can be a fire hazard if not properly cared for. Artificial trees are permitted but must be taken down in a timely manner along with all other Christmas decorations after the holidays.



ELECTRIC SERVICE: If a resident has an apartment where they are responsible for the electricity, they must contact the local electric company at the time of their move-in and request that their service be connected. The electric company will inform the resident of any deposits for service and connection procedures. At the time of move-out, it is the resident's responsibility to contact the electric company for the final reading and provide them with a forwarding address for the final bill. A resident's electricity will be turned off on the day they request it to be taken out of service or in the case of nonpayment on the account. If an apartment has electric heat, it is strongly recommended that a resident sign up for "Budget Helper" with their local electric company. This program will help even out the electric payments during the year. **RESIDENTS ARE RESPONSIBLE FOR THEIR ELECTRIC BILL THROUGHOUT THE DURATION OF THEIR LEASE.**

ENTIRE AGREEMENT: As written, this agreement constitutes the entire agreement between the tenants and management. They have made no further promises of any kind to one another, nor have they reached any other understandings, either verbal or written.

FIREARMS & EXPLOSIVES: No firearms of any type may be brought onto or stored on the premises. Also included under the firearms category are large hunting knives, switch blades, bow & arrows, and any other type of instrument that can cause harm or injury. The storage of ammunition or raw gunpowder is prohibited on site, as is the reloading of expended shells. At no time is any person allowed to possess any materials or devices on the premises that are explosive in nature.

FIREWORKS: It is unlawful for any person to offer for sale, expose for sale, sell at retail or wholesale, possess, use or explode any fireworks in the State of Minnesota. They are extremely dangerous and can cause substantial damage when ignited in a building. **PLEASE DO NOT USE FIREWORKS ANYWHERE WITHIN THE VICINITY OF THE APARTMENT COMPLEX. CHARGES WILL BE PRESSED AGAINST THOSE WHO DO!** **Violation:** If the violation involves explosive fireworks in the amount of 35 pounds or less gross container weight, there is a possibility of 90 days in jail, and/or a fine of up to \$700. These dollar amounts do not include charges for damage to property.



FURNISHED UNITS: (where applicable) All furniture must stay in the designated rooms. Residents may not move chairs, tables, couches, etc., to other areas of the apartment. The items must be in the original spot and assembled properly when the resident vacates or the resident will be charged. Furniture must be kept clean and not abused during tenancy. Furniture will be inspected upon vacating.

INCENSE: The use of incense and other aroma-producing items are prohibited in the apartment complex. They create a very intense smell irritating to many people and dangerous for people suffering from allergies or asthma. Some types of potpourri may also not be allowed if the smell is overpowering.

MISCELLANEOUS POLICIES (Continued)

LAUNDRY FACILITIES: Coin operated washers and dryers are located in some of the complexes. Individual apartments are not allowed to have laundry machines unless they are designed for them. Residents should carefully inspect the insides of the washer and dryer before they put their clothes inside to ensure that they are clean and free of debris, residue, old soap or objects that might damage the clothing. Tints or dyes must not be used in the machines. Care must also be taken not to overload the machines, as it causes unnecessary wear on them, and the clothes will not be properly cleaned. If money is lost in the machines, a resident should contact the Resident Manager so that arrangements can be made for a refund. **RESIDENTS ARE RESPONSIBLE FOR UNATTENDED LAUNDRY. MANAGEMENT DOES NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE RESULTING FROM THE USE OF THE LAUNDRY MACHINES.**

LIGHTS: Replacement light bulbs (60 watt) will not be furnished. Northern Management suggests that residents keep extra bulbs handy. When a resident moves into an apartment, all lights should be in working order. In turn, management expects that all lights will also be working at the time of move-out.



NON-WAIVER: Should either management (owner) or tenants waive the rights to enforce any breach of this agreement, that waiver shall be considered temporary and not a continuing waiver of any later breach. Although management (owner) may know when accepting rent that tenants are violating one or more of this agreement's conditions, management (owner) in accepting the rent is in no way waiving the rights to enforce the breach.

OUTDOOR ACTIVITIES: No outdoor activities such as playing ball, Frisbee or golf should take place close to the building(s) or in the parking lot(s) of the apartment complex. Doing so could damage vehicles, windows or siding. The only exception for playing ball would be if an area of the parking lot has been cleared and/or so designated.

PETS: No animals are allowed in the apartment complex at any time under any circumstances without written permission from Northern Management and a signed *Pet Addendum*. The only exceptions are caged birds or fish. Under no circumstances will a ferret be permitted in an apartment. Residents must inform their friends and relatives that the pet rule also applies when they visit the resident in their apartment. No one is allowed to bring animals onto the premises at any time. There will be an immediate carpet cleaning charge assessed to the resident(s) for any animal found on the property, and the animal must be removed immediately. Management will make the arrangements to have the carpet cleaned, and the resident will have five (5) days to pay the balance due or a 25% additional charge will be assessed.



RUGS: Rugs may not be placed in any common area outside of a resident's apartment door. Residents must keep all rugs within their apartment, since putting them in a common area (i.e., hallway, entry area) may cause a tripping hazard or obstruction.

SMOKE DAMAGE: Residents who smoke heavily and damage the apartment by doing so may be held liable for repainting or reconditioning the apartment walls, ceiling and carpets, or for any other process that may be necessary to restore the apartment's appearance and remove the odor.



MISCELLANEOUS POLICIES (Continued)

SMOKING IN APARTMENT COMMON AREAS: Minnesota Law prohibits persons from smoking in the common areas of an apartment building (i.e., entry area, hallways, laundry room, community room, mail room, or other designated areas such as assigned non-smoking apartments). [Minn. Stat. § 144.413, subd. 2 - Clean Indoor Air Act]

TELEPHONES: All apartments will be guaranteed that the telephone jack in the kitchen area is operational, except in the case of an unpaid bill. Management will repair or replace the telephone jack in the kitchen provided that it is not broken due to abuse by the resident(s). All repairs to telephone jacks must be approved by management. Any resident hiring the telephone company to make a repair without management's approval will be held responsible for paying it. When the resident calls in to request telephone service. Individual telephone lines (separate telephone numbers) to the bedrooms are not allowed.

WATER USAGE: Residents are not allowed to use the outside water faucet or run a hose out of their apartment for any purpose. Apartments that are not equipped with a dishwasher may not bring in a portable one without management's written approval and additional fees paid (approx. \$25/month).

MAINTENANCE INFORMATION - ST. CLOUD

MAINTENANCE DEPARTMENT (320) 255-9262

EMERGENCY – Contact your caretaker

If you have a maintenance problem, please submit a maintenance request. You can do this by logging into your tenant portal, submitting a request under the residents tab on our website or by calling our office. Please be sure to include the following information.

1. Your Name
2. Project Name (i.e., Forestview, Campus View, etc.)
3. Building & Apartment #
4. Daytime Phone #
5. Type of Maintenance Problem

A maintenance technician will address your maintenance request within 24 hours. Personnel can be reached 24 hours a day on an emergency basis at the emergency number above. This is a pager, and your telephone number needs to be entered in and a technician will follow up with you shortly.

MAINTENANCE INFORMATION - OUT STATE

Our goal is to resolve your maintenance needs as quickly as possible. Northern Management's maintenance technicians will be at your complex once every month to service all requests submitted by the residents. To efficiently service your maintenance needs, we ask you to follow the outlined steps when requesting maintenance in your apartment:

1. Fill out a Maintenance Work Order either online through your tenant portal or on our website under the residents tab. You can also call our office at 320-255-9262 to place a maintenance request.
3. In case of an emergency (i.e., no heat, leaking pipe, etc.) please contact your Resident Manager.

Work Orders will be categorized into orders which need immediate attention and minor repairs. Immediate attention orders (i.e., no heat, leaking pipes, etc.) will be serviced by Minor repair orders (squeaky hinge, door knob Northern Management service technicians are at your

outside service technicians as quickly as possible. tightened, etc.) will be serviced when the complex.



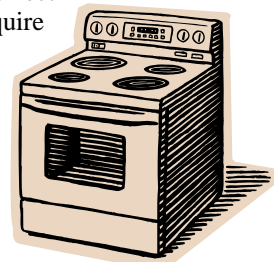
MAINTENANCE

The following items commonly cost our renters money and headaches. We realize that most residents do not intentionally damage their apartments. However, we must charge residents for repairs or replacement costs when damage occurs. Please review this section carefully. Keep these suggestions in mind and incorporate them into your daily apartment living habits.

Residents shall not tamper with the heating, electrical, refrigerating or cooling apparatus, entrance or hall doors or make alterations of any nature to the premises.

ELECTRICAL: Running electrical wires for electrical appliances or fixtures in violation of the building code are prohibited. No extension cords are allowed to be plugged into the common area electrical receptacles or run out of the building to service a car heater or any other type of device. Please do not use any bulb stronger than a 60 watt in the light fixture. Larger bulbs will damage the wires, plastic around the fixture and the fixture itself. Always be cautious! Do not overload electrical outlets. To reset circuit breakers, push the switch to ON if it is OFF. If this does not correct the problem, please call the Resident Manager, as this may indicate a problem with an appliance and require outside servicing.

APPLIANCES: The residents will be responsible for the misuse of appliances. All maintenance will be performed by our staff or qualified contractors. Please put in a maintenance request if you are experiencing problems. **DO NOT ATTEMPT TO MAKE ANY TYPES OF REPAIRS ON YOUR OWN WITHOUT MANAGEMENT'S PERMISSION.**



Residents should always perform periodic cleaning of appliances. Failure to do so can result in damage to the units and makes it difficult to clean them properly upon move-out. A good suggestion is to place tin foil on the stove's burner pans and under the heating element. In many cases, it is cheaper for management to replace the burner pans rather than try to clean up misused ones.

HEATING / AIR CONDITIONING: If any questions arise concerning the heating or air conditioning, please contact the Resident Manager. The heat setting should not be set lower than 65 degrees. If you will be leaving the apartment for an extended period of time, you should be sure to check your windows to ensure that they are properly shut, and make sure your heat is set in the comfort zone during cold weather. You must remember that you have water pipes in your kitchen and bathroom, and in most heating registers. You will be held responsible for the damage if these fixtures freeze and erupt.

An air conditioner will not immediately cool down an apartment. You must plan ahead on warmer days and start your air conditioner accordingly. A circulation fan will help disperse the cool air throughout the apartment. The air conditioners will run more efficiently on the high setting. Residents may not install their own air conditioners in their apartment unless they receive written authorization from management to do so.



CARPET: Carpeting will remain in good condition if it receives reasonable care and attention. Vacuum regularly to remove loose dirt. Make sure the carpeting is thoroughly cleaned around the edges and under the heat registers. The best item to use for this is a vacuum hose.

FLOOR: No type of floor covering may be fastened to the floor. This includes the use of nails, screws, double face tape, etc. Sweep or vacuum regularly to remove loose dirt. Clean the floor regularly using a general purpose cleaner and rinse thoroughly to ensure that no dulling, dirt-catching film is left. Make sure that the corners and edges are thoroughly cleaned.

CABINETS: All cabinets should be kept free of moisture. Periodically, the resident should inspect underneath the sink cabinets to ensure the drain pipe is properly connected and is not leaking. Any types of leaks should be promptly reported to the Resident Manager. Contact paper should not be used in any cabinets. These papers usually contain adhesive that leaves behind a residue that is harmful to the finish on the shelf or leaves a sticky surface.

WOODWORK: All the woodwork in the apartment should be in decent condition. At NO point in time should any type of nail, staple, tack or stick adhesive be placed on the woodwork. The woodwork must stay free of any type of item that will mark or damage it.

MAINTENANCE (Continued)

WALLS & CEILING: All the walls in the apartment should be in decent condition when you arrive. Any marks, holes or dents should be listed on your *Statement of Unit Condition*. The apartment may have a fresh coat of paint on the walls and may be virtually mark-free. When you are hanging pictures, you should use only a small finishing nail. All nail holes should be limited in size and quantity. Typically, a resident will be billed for any hole a pen can fit into. No mollies or toggle bolts should be installed. There will be a substantial charge for these two items. No types of adhesive stickers are allowed on the walls or woodwork. Many of these stickers take off the entire drywall texture and are costly to repair. No tacks, bottle tops or other objects are to be pushed into/attached to the ceilings. No dart boards are permitted in the apartments. Anyone using a dart board will be billed for repair charges for the total area of the wall damaged from such use.

All the Sheetrock® in your apartment is up to industry standards and in most cases exceeds those standards. Any holes that are punched through the walls should be reported to the Resident Manager immediately. The person responsible will be charged for the damage at that time. No attempts should be made by the residents under any circumstances to repair the hole in the wall. If a repair attempt is made and it is discovered by the Resident Manager or the Property Manager, the patch will be taken out and it will increase the cost of repairing the original hole. Once the Resident Manager is notified of the hole, the repair will be scheduled sometime in the future, provided that the full payment is made.

1. Residents are not allowed to use any type of plaster or joint compound, or attempt to repair any type of nail holes, dents, marks or other damage to the wall or ceiling. All holes should be left as they are in the apartment. It takes more time and effort to clean up drywall when it is not properly repaired or if the hole is overfilled or not properly filled.
2. All walls have been painted a neutral color which should coordinate with any color scheme. No attempts should be made by the resident to paint the room, change the color of the room, or perform any other painting activity. Management is the only one authorized to paint in the apartment. The tenant should not attempt any such activity or they will be billed for returning the walls to their original condition or color.
3. Pictures and other light to medium fixtures may be hung with small nails or a picture hanger. Stick-on wall hangers are prohibited. They damage the walls and woodwork. The number of pictures should be limited to two items per wall. Any excessive number of nail holes will be charged to the resident upon move-out.
4. No items, with the exception of one plant hanger per room, may be permanently or temporarily attached to the ceiling. The plant hangers must be in reasonable condition and left intact upon move-out.

COUNTER TOPS: Your apartment is furnished with Formica counter tops. This is considered to be the best material for counter tops because its impervious surface will resist the effects of moisture, grease, most household chemicals, foods of all types and high temperatures. However, there are a few simple rules in caring for Formica:

1. Avoid slicing foods directly on the counter top surface. Use a cutting board.
2. Use a protective pad or trivet on the counter tops under pans taken directly from the oven or range and also under electrical appliances such as bottle warms, hot plates, frying pans, etc.
3. Formica will resist the hard knocks of normal usage but it is not hammer proof and should not be used as a workbench.

PLUMBING: Please report dripping faucets or toilet malfunctions promptly to the Resident Manager. The problem will be repaired as soon as possible. If the repair is not completed in a reasonable amount of time, please notify Northern Management at (320) 255-9262. The water should not be left running for an unreasonable or unnecessary length of time. Do not flush anything but toilet paper down the toilet. Any other material can cause plumbing problems and you will be charged for damage repair and labor. The kitchen strainer baskets should be kept in the sink to catch any foreign substances. **DO NOT USE DRANO® OR ANY OTHER TYPE OF DRAIN CLEANER IN YOUR FIXTURES.** These products will substantially harm the pipes. Finally, NEVER POUR GREASE DOWN THE DRAINS!

WATER PROBLEMS: Residents must be aware of the location of the shut-off valves for the water fixtures in their apartment in the event of an emergency. The toilet's shut-off valve is located behind the toilet near the floor. Close the valve if your toilet is overflowing. The sinks have cold and hot shut-off valves underneath them. The tubs and showers have an access panel behind the main knobs. Usually they are in a closet or behind the refrigerator. Residents will be liable for water damage due to negligence. You should contact your Resident Manager if you do not know where they are. REMEMBER: IF THERE IS AN EMERGENCY, YOU SHOULD STOP THE WATER FLOW AND THEN CALL THE RESIDENT MANAGER.

MAINTENANCE (Continued)

SHOWER CURTAINS: All residents are required to hang a proper shower curtain. It should hang inside the tub or shower base. Neglecting to properly use the shower curtain can cause a considerable amount of damage to the wall base and the floor. Any damage caused by the residents for not having a shower curtain or for using a shower curtain improperly will be charged accordingly. Shower curtains should also receive periodic cleaning to avoid a mold and mildew build-up.

WINDOWS: Most apartments already have pre-hung curtains or blinds in them. For those apartments that are not furnished with them, the residents will have thirty (30) days to obtain curtains or blinds. Residents in apartments that come with curtains or blinds are not allowed to replace them with any other type of window covering (i.e., shades, beach towels, flags, sheets, blankets, etc.). All windows must be kept clean and free of obstructions such as signs, posters, beer lights, neon lights or any articles of clothing. No obstruction should be placed in the window that is detrimental to the apartment complex's image or interferes with the possible use of the window as an emergency escape route. At no time may a resident use the window for entering or exiting the apartment unless it is an emergency! Using the windows as an entrance causes considerable damage to the window frames and to the screens.

Residents who have apartments with crank-out windows must use proper care when extending the windows out. The window cranks are on the inside of the windows, and residents are responsible for positioning the windows. Residents should always be conscious of the weather. If a resident leaves the window open during a windy day and the crank is damaged or the window is pulled off, the resident will be responsible for repair costs. Crank-out windows should also never be forced into position. Residents will be responsible for water damage in the apartment (including the curtains) if the windows are left open during a rainfall. Windows should always be closed when a resident is out of the apartment. Residents will be responsible for replacement at their own expense of any broken window glass in their apartment/bedroom during their tenancy.

SCREENS: Each window area should be equipped with a minimum of one (1) screen. Care must be exercised when dealing with the screens. The screens may not be removed. They must stay in the window at ALL times. The screens are quite costly and they do bend very easily. If your screen is bent or removed, you will be billed for the damaged or missing screen and our maintenance technician will enter your unit to replace it. You will be charged for their time.

ANTENNAS: No antennas, cables, satellite dishes or wires are permitted to extend outside of your apartment and/or to be mounted on the building.

EXTERMINATING: If you think that your apartment requires the services of an exterminator, you are entitled to this service at no charge provided the problem has not been caused by your own negligence. Please contact the Resident Manager and they will schedule a time for the exterminator to come to your apartment. In most cases, if you are able to capture a specimen, it will be helpful to the exterminator. Remember to keep your apartment clean at all times to eliminate potential problems. Never leave food out in open containers or allow food particles to build up on the floors or counter, or in the cabinets. Keep your dishes washed and take your garbage out to the dumpster daily.

CLEANING & DAMAGE CHARGES

The following chart notes the approximate charges for cleaning and/or damages that will be deducted from your deposit. If the deposit does not cover the costs, you will be billed at \$20 per hour for the amount over and above the deposit. Replacement costs include the Resident Manager's time to assess the damage, fill out the appropriate paper work to send to the office, mailing costs, Property Manager's time to assess the damage, fill out the purchase order, postage and documents for the order, shipping costs for the item, the cost of the item, installation costs, and invoicing costs (writing out the check, checking costs, posting the check, filing the invoice, postage to send the check in). **DAMAGE COSTS ADD UP! THE ANSWER IS SIMPLE: DO NOT DAMAGE THE PROPERTY AND RESPECT IT AS IF IT WAS YOUR OWN!**

DISPOSAL CHARGES: There is an additional fee at the time of move-out for furniture and larger items that you may not want to take with you. These items are beyond "typical" refuse, and we pass the cost that we are assessed onto you. They will range from \$25 for a small chair to \$50 for a couch or \$70 for a refrigerator. These fees must be prepaid prior to moving them out to the dumpster. A form will be supplied at your move-out.



Approximate Cleaning, Damage & Replacement Charges

Approximate Cleaning Charges

Refrigerator	\$75.00	
Stove/Oven	\$95.00	
Microwave	\$35.00	
Drip Pans	\$15.00	
Kitchen Drawers	\$10.00	/each
Behind Stove	\$30.00	
Behind Fridge	\$30.00	
Range Hood	\$25.00	
Broiler Pan	\$20.00	
Oven Rack	\$15.00	/each
Cabinet Doors	\$5.00	/each
Dishwasher	\$50.00	
Counter Tops	\$25.00	
Sink	\$15.00	
Under Sink	\$15.00	
Kitchen Light Fixtures	\$25.00	
Kitchen Floor	\$20.00	
General Cleaning	\$20.00	/hour
Heat Registers	\$10.00	/each
Woodwork	\$10.00	/room
Bedroom Light Fixtures	\$7.00	/each
Windows	\$10.00	/room
Vacuum Carpet	\$15.00	/room
Mini-Blinds	\$20.00	/each
Walls	\$20.00	/room
Vertical Blinds	\$45.00	
Screens	\$15.00	
Entry Door	\$20.00	
Bedroom Doors	\$20.00	
Shower	\$55.00	/each
Tub	\$55.00	/each
Bathroom Floor	\$15.00	
Vanity	\$10.00	
Sink	\$10.00	
Mirror	\$5.00	
Toilet	\$45.00	
Bathroom Light Fixtures	\$10.00	
Medicine Cabinet	\$25.00	
Sweep Garage/Storage	\$25.00	/hour

Personal Belongings Left Behind

Couch/Loveseat	\$50.00	/each
Chairs	\$25.00	/each

Approximate Damage & Replacement Charges

Windows:	Insulated	\$100-\$250
	Single Pane	\$50-\$75
	Frame	\$50-\$75
	Screens	\$30-\$80
Electrical:	Fixtures	\$20-\$50
	Glass	\$10-\$25
	Switches	\$10
	Light Bulb	\$2
	Plates	\$5
Wall Repairs:	1/8" - 1"	\$25
(Hole Size)	1" - 3"	\$35
	3" - 12"	\$50
	12" - 24"	\$75
	Over 24"	\$100+
Woodwork:	Baseboard/Missing Trim per foot	\$25
(Holes/Nails)	Cabinet Fronts (each)	\$100-\$250
	Corner per foot	\$15
Painting:	Single Room	\$75
	Entire Apt.	\$400
Refrigerator:	Replacement	\$650
	Shelf	\$120
	Bars	\$20
	Drawer	\$40
	Bulb	\$5
Stove:	Replacement	\$500
	Burner Pans (each)	\$5
	Oven Racks	\$30
	Control Knobs	\$15
Microwave:	Replacement	\$150
	Glass Plate	\$25
Dishwasher:	Replacement	\$450
	Racks	\$100
Washer/Dryer:	Replacement	\$600-\$750
Air Conditioner:	Replacement	\$450
Fire Extinguisher:	Replacement	\$50
	Recharging	\$20
Hardware:	Smoke Detector	\$35
	Intercom Control	\$75
	Telephone Jack	\$25
	Towel Bar or Shower Rod	\$25
	Sink Drain Basket	\$8
	Toilet Seat	\$25
	Toilet Paper Holder	\$10
	Shower Wand	\$50
Doors:	Bedroom	\$150-\$250
	Closet	\$75-\$150
	Entrance	\$300-\$400
	Doorknobs/Door Stops	\$10-\$50
Curtains/Blinds:	LR Replacement	\$80-\$120

Table	\$25.00 /each		BR Replacement	\$20-\$40
Mattress	\$50.00 /each		Re-string Rod	\$15
Box Spring	\$50.00 /each		Sliders for Rod	\$10
Dresser	\$25.00 /each		Plastic Slides	\$50
Microwave	\$75.00 /each	Carpet/Vinyl:	up to 3"	\$50
Television/Stereo	\$100.00 /each	(Stains/Cuts)	3" - 8"	\$100
Entertainment Center	\$50.00 /each		over 8" - Replacement per sq. yd.	\$25
Tires	\$25.00 /each		Missing Tiles (each)	\$25
Batteries	\$100.00 /each	Furniture	Mattress	\$100
Bikes	\$20.00 /each	Replace:	Box Spring	\$100
Misc. Garbage	\$25.00 /bag		Frame	\$75
			Wheels/Feet (each)	\$10
09-100			Dining Room Table	\$100-\$350
			Chairs	\$50-\$200
			Sofa/Couch	\$250-\$350
			Loveseat/Cushion Chair	\$200-\$300
		Key Charge:	Per Missing Key	\$10
		Lock		
		Replacement:		\$100

*****Please note that these charges are not all-inclusive and are subject to change.***



Northern Management
Real Estate Services

Resident(s) Name: _____

Forwarding Address: _____

Forwarding telephone Number: () _____

MOVE-OUT & CLEANING CHECKLIST (Must Be Turned In)

Bldg & Apt _____ **Garage or Storage#** _____ **Date Move Out Scheduled** _____ **Between / At** _____

Your move out has been scheduled for the time above. If you would like to be present at the time of inspection all the cleaning in your apartment and all personal items must be removed prior to this inspection. If "between" is circled, the apartment should be ready to be inspected at the early time. This checklist must be turned into your Resident Manager or Caretaker at your scheduled move out unless you plan to move-out early then the checklist and your keys can be dropped off to your manager or rent drop box.

Move-Out Items to keep in mind:

- **Our Goal is to Refund ALL of your Security Deposit so Please be Thorough!**
- **The average amount of time for a thorough cleaning is 20-24 hours. The Number of hours spent** _____ **Hrs**
- Rent must be paid in full. Your security deposit cannot apply to last month's rent.
- Residents are responsible for damages beyond "Normal Wear and Tear". This would include costs of repairs, painting (for cigarette smoke damage or unreasonable wear) and trash or personal belongings removal.
- Remember that rental references show a reflection of your rental history and the move-out is recorded to future landlords
- Some move-outs are video recorded and links can be provided to future landlords
- Dumpsters are for household garbage only. Furniture needs to be taken to the dump. If it is left in the unit or by the dumpster you will be responsible for the disposal.
- All keys must be returned or full Security Deposit is Forfeited.

Please use the following guidelines to assist you in completing a thorough cleaning. Typically, items not fully cleaned will need to be redone (remember the nooks and crannies), Always start cleaning at top and work down, Clean & Check the items:

KITCHEN

_____ **Freezer:** Defrost the freezer (do not wait until the day of move-out). It will take a few hours to defrost. Once it is defrosted it should be disinfected. Don't forget the ice cube trays and the door shelves!

_____ **Inside Refrigerator:** Disinfect the inside of the fridge including the door shelves. Be sure to remove the drawers and wash the inside of the drawers and behind the drawers. Don't forget to wash the rubber seal around the door.

_____ **Outside of Refrigerator:** Pull out and wash the outside, vacuum the back coils and sweep & mop under the fridge.

_____ **Oven:** This is the part most people forget. You will need to do this the day before you leave because it is best to leave the oven cleaner in overnight. Make sure that you wash the inside of the oven and the racks as well. Make sure you remove the black char marks. Don't forget to wipe out the broiler drawer!

_____ **Stove:** Clean all the burner pans (bad ones get thrown), open the stove top to clean underneath and stove top. Wipe down all the handles and knobs on the stove. Please do not use oven cleaner on the print that is on the stove.

_____ **Around Stove:** Pull the stove away from the wall and wash the outside including sides and sweep and mop under the stove.

_____ **Range hood:** Thorough remove all of the grease build up inside, outside & the filter. Ensure light bulb is working.

_____ **Dishwasher:** Run with no dishes or detergent and wipe out any debris that might be inside. Wipe down the outside..

_____ **Cupboards:** Remove shelf paper, wash inside & outside of all the cupboards and drawers. Remove all crumbs from corners

_____ **Miscellaneous:** Wash down all the counters, backsplashes, walls, light fixtures and blinds. Replace any bulbs.

_____ **Last Item to Clean:** Scour the sink and faucet, make the chrome shine!

NMI CLEANING LIST – Page 2**BATH AREA**

- ____ **Toilet:** Scrub inside & out, around the base, the walls and floor behind. Clean the seat on top, bottom & around the hinges
- ____ **Vanity & Medicine Cabinet:** Remove any shelf paper, clean inside and out. Don't forget to wash the mirror
- ____ **Light Fixture & Bulbs:** Remove light fixture lens and clean them. Replace bulbs with appropriate replacements.
- ____ **Bathtub or Shower:** Scrub thoroughly and remove ALL soap scum, soap holder and the surrounding area
- ____ **Accessories:** Clean the towel bars, tissue holder, shower rod and don't forget the bath fan!
- ____ **Last Item to Clean is the Countertop & Sink:** Scour them and make the faucets shine!

ALL AREAS OF THE APARTMENT

- ____ **Remove all belongings and garbage:** Plan ahead and start weeks ahead of time to assist with your move.
- ____ **Ceiling Areas:** Broom the corners and edges of the ceiling
- ____ **Light Fixtures & Blinds:** Remove all light fixtures and blinds and clean them. Remember to clean top – down.
- ____ **Heat registers, Baseboards and Trim:** Wipe down all the registers, trim around door frames and all woodwork
- ____ **Walls:** Remove any nails in the wall and wash down all walls (Please DO NOT attempt to fill or patch)
- ____ **Closets:** Remove any shelf paper on closet shelves and wipe down closets
- ____ **Doors:** Wipe down all doors, hinges, pins and knobs. Don't forget your front door both on the inside & out.
- ____ **Accessory Items:** Wipe down all the outlets, light switch covers, fan blades on ceiling fans, thermostat and intercom.
- ____ **Windows:** Wipe down all window frames, tracks and Windex all windows (inside and out) and screens.
- ____ **Air Conditioner:** Wipe down cover and the unit. Make sure to clean the filter as well.
- ____ **Washer & Dryer:** If you have them, pull them away from the wall and vacuum, sweep and mop behind. Make sure to wash the outside and the inside of the washer and dryer. Clean the lint tray as well.
- ____ **Light Bulbs:** Make sure that you have replaced any burnt out light bulbs (fluorescent bulbs must have the same replaced).
- ____ **Do all of the Floors Last -** Sweep and mop all linoleum floors. Hand washing creates the best results. We recommend using a scrub brush or a toothbrush for the edges
- ____ **Carpeted Areas:** Vacuum thoroughly and be sure to include all the edges of the carpeted areas.
- ____ **Bikes:** If you have a bike, don't forget to take it with you from the bike rack!

GARAGE/STORAGE UNIT

- ____ **Personal Belongings:** Make sure all your belongings and any pallets are removed
- ____ **Cobwebs:** Remove any cobwebs in the unit, start from the top and work your way down.
- ____ **All Modifications:** Remove any shelving, nails, hooks, etc that may have been added.
- ____ **Garage Door:** Inspect the trim around the door as well as the door itself for any damage.
- ____ **Floors Do Last:** Sweep out unit completely & sweep between the wall studs. Make sure all debris is thoroughly removed.

ESTIMATED COSTS – A complete list is available from your resident manager or may be requested from the office:

- General Cleaning - \$20/hr
- Behind Stove/Fridge - @ \$20
- Replace Blinds - \$20-\$150
- Furniture Removal - \$25-\$100
- Maintenance Labor - \$40/hr
- Clean Stove/Oven - \$60
- Missing Key - \$10
- Light Bulb Replacement - \$2
- New Drip Pans - \$20
- Automatic Pet Deduct. - \$100
- Lock Replacement - \$100

RM Use Only (Quantity): Apt: ____ Security: ____ Bedroom: ____ Mailbox: ____ Garage: ____ Storage: ____ 73-193/54-925

HAVING A PARTY??

Partying, or should we say a "Social Gathering," is not an automatic right. Think twice! You may create more problems than it's worth!

If you are planning a "Social Gathering" party with intoxicants, loud music, and a "good time," remember these thoughts: There may be **1, 90, 100, even 1000** good reasons to be careful. The **1** is the one year you could spend in jail with a gross misdemeanor. The **90** is the 90-day maximum you could go to jail on a misdemeanor. The **100** is the \$100 maximum fine for a petty misdemeanor. The **1000** is the \$3000 maximum fine for a gross misdemeanor.

Many of you are renting for your first time. Those good friends or your neighbors you have may come to visit your apartment and want to "party," but remember that **YOU** are responsible for any damage and **YOU** must face the consequences when things go wrong. We must maintain the apartment complex's policies, so adhere to any direction the Resident Manager gives you. Be responsible!

Ignorance of the law is no defense.

1. Minnesota State Law says you must be 21 years of age to drink intoxicating beverages. Every time you violate this law you may be facing a mandatory court appearance, substantial fines, and possible jail time.
2. Selling alcoholic beverages in the State of Minnesota requires that you obtain a proper license. Asking for donations is still selling without a license. If you sell a rock for \$2 and give a free glass of beer, you are still violating the law.
3. Do not advertise a social gathering, you may invite the police.
4. Do not let your "Social Gathering" get too loud. You may be in violation of city ordinances.
5. If the police are called in, persons responsible for the "Social Gathering" may be charged, even if not present. This may include a mandatory court appearance, besides having the incident go on your rental history.
6. If you leave the "Social Gathering" and are drinking on the streets, you may be arrested.
7. If you let a person leave your place who has been drinking, you may be sued if they are killed or injured.
8. You will be held responsible for any litter or vandalism your "Social Gathering" creates.
9. **Do not drink and drive. Thousands of lives are lost each year due to drunk drivers. You, your friends, and other persons you care for may die or be injured because of your actions, or the actions of someone else.**

"Social Gatherings" are okay if they are within the limits of the law. Remember your responsibilities as a neighbor. Your neighbors are all around you, and they very well may be fed up with you and the problems you and your guests create. Keep your noise at a minimum at *all* times to avoid any problems. Show respect for your neighbors, your managers and your apartment home!

44-602