

# Resident Handbook

## *Policy & Procedures*



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

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## **WELCOME!**

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

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

The purpose of this handbook is to familiarize you with your new apartment home and surroundings, to help you understand more clearly your responsibilities as a resident, and to define what you may expect from the management. We ask that you please read the handbook carefully and keep it handy for easy reference when you are in doubt about regulations.

This handbook is for all Granite City Real Estate managed properties. Certain items in this handbook may not apply to the property you reside at. Any additional property specific rules can be found posted on the bulletin board at your property.

We cannot hope to cover everything in this booklet and numerous questions will undoubtedly arise. We reserve the right, therefore, to add to or change the rules, instructions, and suggestions contained herein.

**STAFF**

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

- Granite City Real Estate  
Management Company ..... (320) 253-0003
- Resident Manager Day..... \_\_\_\_\_
- After Hours Emergency..... \_\_\_\_\_
- Maintenance..... \_\_\_\_\_
- Granite City Real Estate  
Rent Collections ..... (320) 257-3990
- Granite City Real Estate  
Leasing Office ..... (320) 258-4000
- Police Department  
Emergency ..... Dial 911
- Fire Department  
Emergency ..... Dial 911
- Ambulance ..... Dial 911
- Minnesota Poison Control Center ..... (800) 222-1222

**YOUR NEW HOME**

Your new address is: \_\_\_\_\_ Apt # \_\_\_\_\_  
\_\_\_\_\_, MN \_\_\_\_\_

**When:**

Your rent is **due on the FIRST day of each month**. After the 5<sup>th</sup> day of the month there is a late fee of 6% will be assessed on unpaid balances. The assessment is payable with your rent. Pay your rent on time and avoid the penalty. NSF fee on all returned checks is \$30.00.

**How:**

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

\*\*Don't forget to include your **building and apt. number** on your payment.

**Where:**

Management Office

Granite City Real Estate  
58 – 10<sup>th</sup> Ave S  
Waite Park, MN 56387

**or mail to:**  
PO Box 647  
Waite Park, MN 56387

**Hours are:** 8:00 a.m. – 4:30 p.m. Monday – Friday

Jane or John Doe 999 Happy Street N #201 Waite Park, MN 56387	1001
	January 1, 2019
ABC Apartments	750.00
Seven Hundred Fifty Dollars and 00/100	DOLLARS
999 #201	<i>Jane Doe</i>
0123456789-0123456789	

## **LEASE**

All residents occupying the apartment home must be on the lease. A lease is a written agreement between the owner and the resident which indicates the duties and responsibilities of both parties. The owner is expected to fulfill the resident's need for housing, as long as the resident complies with all the terms of the lease. Remember, your lease is a legal document. On the day you sign your lease, you will receive a copy. After reading your lease thoroughly, if you have questions, please contact the Resident Manager.

### **OCCUPANCY:**

Your apartment is rented only to the individuals listed on your lease. You may not allow anyone to live with you, unless an acceptable agreement is made with Management. **Overnight guests:** You may have guests overnight, but if they stay with you more than three nights during any one week period of time, you must notify and receive approval from management. Allowing persons other than those listed on your lease to live with you is prohibited and is a violation of your lease.

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

### **MOVE IN INSPECTIONS/REPORTS:**

Management will inspect your dwelling prior to you moving in. All defects will be noted on your move-in check sheet and placed in your file. This report will be used for comparison upon your vacating the apartment to determine any damages beyond normal wear and tear during your occupancy. It will be necessary for you to complete and sign the form which indicates your agreement as to the condition of the apartment upon your move-in. Your move in inspection sheet must be turned back into your Resident Manager in order to receive your mailbox key.

### **KEYS AND LOCKS:**

We will supply the keys to your apartment, the building entry, mailbox, garage and garage door opener. All keys and garage door openers are to be returned to the Resident Manager upon vacating the apartment. Be very careful that these keys are not lost or misplaced. No one other than the individuals listed on the lease are to be in possession of the keys to your residence or the keys and garage door openers for the entry into your apartment home. If additional keys are necessary approval must be obtained from Management and a criminal background check will be completed (at the resident's expense) prior to the keys being released. Unauthorized possession of a key is a violation of your lease. Residents are not permitted to alter any lock or install a new lock or other attachments on the door. Damages will be charged back to the resident should this occur. If you lose one of your apartment keys, management will re-key the entire apartment at the total cost of \$150.00. If your mailbox key is lost, a replacement key can be purchased for \$25.00 or a replacement lock at \$50.00. If locked out of apartment more than twice in a year, a \$20.00 service charge will be assessed for each additional occurrence.

### **RENTER'S INSURANCE**

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

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

We also recommend you prepare a detailed list of your valuables and small appliances, including pertinent information, such as descriptions or serial numbers. Keep this list separate from your other

valuable papers. You might also consider permanently inscribing identification information on your stereo, television, and other personal property.

## **PETS**

No Pets of any kind are allowed on the property **unless PRIOR consent from Management.** This includes but is not limited to dogs, cats, snakes, hamsters, gerbils, rates, mice iguanas, or any other animal or reptile. No poisonous or dangerous pets are allowed (snakes, spiders, etc.). Please also refer to your city code for additional animal restrictions.

If your community does allow pets, you must abide by the community's pet policies. Please check with the office to see which pets are allowed and which are prohibited, as well as to find out about any deposits, fees, and other charges that may be associated with the privilege of having a pet in your community. If, as a result of a disability, you or an occupant in the apartment requires an assistive animal, please contact the leasing office. If you do have a pet or assistive animal, it must be licensed and tagged and all inoculations must be current. If you decide to acquire a pet or need an assistive animal after your move in, contact us beforehand to make arrangements, pay the required fees, if any, and sign the appropriate lease documentation. Your pet/assistive animal must be on a leash at all times when walking through the lobby of the building and throughout all other common areas in the building and in the community, including hallways, elevators and parking lots. You are responsible for picking up and disposing of all pet/animal waste from all common areas. Please comply with any local Sanitation and Health Department ordinance that prohibits pets in the pool area. You are responsible for your pet/assistive animal and for any damage and injury it may cause. If, at any time, we believe your pet/animal is annoying, bothersome, a nuisance, or a threat to other residents, occupants or guests, we may require you to remove it from the community. We reserve the right to deflea, deodorize and shampoo the premises to address pet-related odors, etc. If we incur costs in doing so, you will be required to reimburse us for those costs.

Pit Bulls, Rottweilers, Cane Carsos or any dogs that are cross breeds of or are related to such breeds may be prohibited, vary per property. For purposes of example only, some of the breeds that are related to Pit Bulls or Rottweilers (and therefore are prohibited) include American Staffordshire Terriers, Staffordshire Bull Terriers, Bull Terriers and American Bulldogs. English Bulldogs are not a prohibited breed under our company policy. At our discretion, you may be required to have a licensed veterinarian verify your pet/animal's weight and breed. We may also request a photograph of your pet/animal for your resident file. If fish tanks are allowed at your community, they cannot exceed 30 gallons and they must be properly supported. (also see above paragraph regarding renter's insurance requirement). The policy described herein also applies to pets/assistive animals belonging to occupants and guests who may be visiting the community or staying with you, even on a short-term or temporary basis. Your community may have a policy that is more restrictive than the above, including a "No Pet" policy.

## **TRANSFER POLICIES**

When you are considering a transfer, you must consider the following items:

1. You must make a written request for transfer
2. You may have to wait until the type of apartment you want to transfer to is available.
3. Only residents in good standing will be allowed to transfer. If all residents are not transferring, a release of liability will need to be signed by all concerned parties prior to approval of transfer.
4. Transfers will not be granted to residents who have had lease violations or late rent payments in the prior 6 months.
5. There is a transfer fee of \$300.00 that must be paid prior to the transfer to cover the internal costs involved. **A new deposit must be paid on the new apartment prior to the transfer.**
6. You will be required to fill out a new application to update your information and for us to approve prior to any agreement. There will not be a charge for this application, unless you are asking to transfer to a different property or are having someone join you that have not

been previously approved. You would need to pay the fees and go through the entire process as a new applicant in this case.

7. A pre-inspection will be done by a representative of Management to determine the condition of the apartment and your housekeeping habits prior to approval of a transfer.
8. If approved, your transfer fee and the deposit for the new apartment must be paid. The deposit from the old apartment will be reconciled after you have checked out and will be returned to you. If there is a balance due on the old apartment after the deposit is finalized, this balance due must be paid within 14 days.
9. A new 12 month lease agreement and addendums must be completed and signed by all parties prior to receiving keys for the new apartment.

## **ROOMMATES**

### **RELEASE OF ROOMMATE LIABILITY**

If you wish to remove an adult from the lease, you must complete a Release of Liability form obtained from your Resident Manager or Granite City Real Estate office. All roommates must sign for it to be eligible. The release of liability form must be signed in the presence of a Granite City Real Estate representative and approved by GCRE. Granite City Real Estate may request new applications to be submitted on remaining roommates to ensure the household will qualify with the removal of a tenant. If the remaining household members do not meet the Screening Criteria, management will not approve the change to lease. In this case the lease will remain in place as was originally signed until a proper vacate notice is given to terminate the lease agreement.

### **ADDING ADDITIONAL INDIVIDUALS TO LEASE**

If you wish to add a member to your household, that person must fill out a rental application and screening forms and be approved by the office prior to moving in. There is a \$35.00 nonrefundable application fee for the new roommate. There is also a nonrefundable processing fee of \$150.00 to make this change in your current lease, mid-term. After approval of a new roommate, all parties will be required to sign a new lease agreement.

## **TERMINATION OF LEASE**

### **PROPER NOTICE**

If you wish to move out of your apartment, your lease agreement requires that you provide management with a two full calendar month written notice. This notice must be given on or before the first day of the month, two full months prior to vacating. (This means two (2) full calendar months, regardless of the number of days in the month.) Any notice received after the first day of the month will constitute a two full months' notice to begin at the next consecutive month.

If resident and/or management fail to give a written notice as specified above, the lease reverts to a month to month lease. When the lease is month to month, management and the resident may terminate the lease only by giving the other party written notice which is also two full calendar months, given by the first day of the month, two months prior to vacating. (same as stated above)

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

Be sure to leave your apartment home clean (you will receive a cleaning checklist when you give your vacate notice), pay all rent and other charges due, and turn in your keys and garage door opener (if



applies) to the Resident Manager. We will make a final inspection of your apartment before your deposit will be refunded.

### **SECURITY DEPOSIT**

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

- 1) You must fulfill the terms and conditions of your lease and not owe the complex any money.
- 2) You must give **a two full calendar months** (by the first of the month, two full months prior to vacating) written notice to the on-site management office or Granite City's Main office on or before the first day of the month. Any notice received after the first day of the month will constitute a two full month notice to begin at the next consecutive month. Residents can request a form from the Resident Manager, or you can use the one in the back of this handbook to give notice. Emailing the written notice to vacate or simply writing it on a piece of paper is also considered acceptable.
- 3) Your apartment home must be left clean with no damage beyond normal wear and tear.
- 4) After you have removed all of your belongings from the apartment, a management representative will complete the move-out inspection report; the management representative will clearly indicate on this form the items, if any, for which you will be charged.
- 5) You must give the office a valid forwarding address. Additionally, it is your responsibility to notify the utility companies and the local post office to cancel/change services.
- 6) You are not considered officially vacated until all keys are turned into the office. All keys and the garage door openers (if applies) must be returned and the apartment vacant by 12:00 noon on the last day of the month, unless lease states otherwise.
- 7) Security Deposit will be returned within 21 days after the date you vacated.

### **VACATING THE PREMISES**

Residents need to schedule their move-out inspection with the Resident Manager 15 days prior to their intended vacate date. If you do not set this appointment with the Resident Manager, it will be scheduled on the first-come/ first-served basis by the Resident Manager. Vacates must be scheduled and completed no later than noon on the last day of the month in which you intend to vacate.

Prior to your vacate date, you will receive from Granite City Real Estate a letter detailing the vacate process. If you do not receive this letter, please contact us, as the letter will explain in detail the procedure that will take place when you vacate your apartment.

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

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

## **VACATING PRIOR TO THE END OF YOUR LEASE**

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

However, even with the notice you will be responsible for rent through 1) the lease ending date or, 2) until the apartment is re-rented. This means even if you are no longer living in the apartment, you will have to pay rent timely until it is re-rented or the lease expires. Failure to pay the rent you owe could result in legal action at your expense. Please re-read your lease and all addendums to fully understand your responsibilities.

If we are able to re-rent your apartment, there will be a re-rental fee of \$200.00. This amount is not negotiable. If we re-rent the apartment during the month that you have already paid your rent on, you will be reimbursed for any prorated rent collected from the new resident.

Do be aware, that if we have apartments available similar to your apartment where no one is responsible, we will be obligated to rent those apartments first.

It is often in your best interest to help find a qualified replacement. If you find someone who is interested, direct them to your Site Manager or our Leasing Office to begin the application process. Remember, you cannot move anyone into your apartment without PRIOR written permission from Management. We do not allow subleasing.

## **PEST CONTROL/ BED BUGS**

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

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

## **PEST PREVENTION**

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

1. Keep your home free of debris (including dirt and food), and dispose of trash regularly. Never leave bags of trash inside your apartment home even if tied shut.
2. Reduce the amount of clutter in your home. Avoid piles of clothes/shoes on the floor and under beds as these provide the perfect hiding areas for pests.
  - a. To help prevent bed bugs do not purchase a used mattress. Used mattresses are likely to contain bed bugs
3. Before you buy any used furniture or household items, whether from a store or friend, carefully inspect those items because they could harbor bed bugs or other pests. Most bed bugs are carried into the home on used furniture.
4. Do not store open containers of food on counters or in cabinets.
5. When traveling, always inspect your luggage and its contents before returning to your apartment, as bed bugs and other pests can be easily transported this way.
6. Keep windows and doors without screens closed. This will help prevent pests from entering your home. Report any damages to screens to the Resident Manager.
7. If you bring in plants from the outside, inspect for plant pests, such as gnats, mites and spiders, before bringing the plants into your apartment home.
8. Periodically vacuum or/ or steam clean your carpets, rugs and upholstery.
9. Report any signs of pests in your home to the Resident Manager immediately.

## **PROPERTY APPEARANCE**

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

- 1) The lawn areas should be kept clear of furniture, bicycles, and other personal property.
- 2) No radio, television, satellite dishes, or CB arials or wires should be erected in or about the complex by any resident without prior approval from management.
- 3) Trees and shrubbery are a vital and valuable part of the landscaping. You will be liable for damages or mutilation for which you, your family members, or your guests have caused.
- 4) All entrance and exit doors are to be kept closed at all times to prevent any possible fire and/or wind damage, and to maintain building access.
- 5) No garbage (bagged or otherwise) is to be left outside your apartment.
- 6) Smoking is prohibited in all common areas. Residents and their guests who smoke must extinguish all smoking materials and place them in a fire safe container before entering the building and before exiting an apartment.
- 7) Please do not litter. Pop cans/bottles, candy/gum wrappers, food containers, etc. should be properly disposed of and not left lying on the property grounds.

- 8) Window coverings should be attractive. Sheets, blankets, etc. are not acceptable window coverings. Broken blinds may be replaced at Management's discretion and will be charged to the resident.
- 9) All seasonal decorative items must be removed (i.e., Christmas lights) within a reasonable amount of time. You will receive a written notice from the Resident Manager and a five-day time period to remove any items exceeding what is considered reasonable.

### **FLYER DISTRIBUTION**

Except in areas designated for such purpose, you are not allowed to post or distribute flyers, notices or any type of advertising on doors, in common areas, on cars or anywhere else in the building or throughout the community.

### **TOYS/MISCELLANEOUS ITEMS**

Toys and miscellaneous items strewn in the yard and on sidewalks are a potential hazard to the safety of all persons, are unattractive, and an inconvenience to neighbors. Management is not responsible for any lost, stolen, or broken toys/items. Toys and items left on the grounds after 9 p.m. and picked up by the Resident Manager may be placed in a locked storage area. Toys or items may be retrieved by contacting the Resident Manager.

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

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

### **RESIDENT AND GUEST BEHAVIOR**

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

### **DISTURBANCES**

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

Social and friendly gathering of residents and their guests are welcomed, provided that such gatherings do not become boisterous, obscene, or generally objectionable to the other residents. Noticeable drunkenness will not be tolerated. Residents are entirely responsible for the conduct of their guests, whether inside apartments, in common areas, or on the property grounds. Music and television volumes are to be kept at minimum levels so that neighbors are not disturbed. Nothing should be done

in or about the building and/or grounds which will interfere with the rights, comfort, or convenience of the other residents. The hours between 10:00 p.m. – 8 a.m., the building must be quiet, no loud parties, noise or disturbances will be tolerated.

### **TRASH REMOVAL**

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

Please make sure no lit or smoking materials are put in the refuse receptacle as fire could result. Hazardous materials may not be placed in any trash dumpster for disposal. The refuse company will charge a contamination fee for the entire load of trash which will then be billed back to the resident. All items such as drained oil, batteries, antifreeze, tires, etc. must be disposed of at a proper recycling facility.

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

### **SMOKE FREE COMMUNITIES**

Select Granite City Real Estate managed properties are 100% smoke free. Tenants must abide by the property specific rules as outlined in their particular community's Smoke Free Addendum

### **LAUNDRY FACILITIES**

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

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

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

### **IN-UNIT LAUNDRY**

Check and clean the lint trap on your dryer before each use. Do not dry plastic items. Do not store anything on top of or near the dryer or obstruct dryer vents. Inspect your washer and dryer hoses and vents on a regular basis and report any maintenance issues to management. When using your washer or dryer, follow manufacturer's requirements on load limitations. Never, under any circumstances, loosen

any water connection to the washing machine box without our prior permission. You are responsible for any damage, including, without limitation, flooding, caused by tampering with any such water connection.

**Lint can cause fires!** Be sure to clean your dryer filter after each time you use your dryer. The dryer exhaust duct should be cleaned periodically, at least every 6 months, to minimize the chance of fire, improve the dryer performance, and reduce electricity costs. Follow the operating instructions printed on each machine to ensure you are using them correctly. The in unit laundry should not be used after 10pm.

## **VEHICLES, PARKING LOTS & GARAGES**

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

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

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

### **Recreational Non-Motorized Vehicles**

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

### **AUTO WASHING**

Washing vehicles is not permitted on most properties because it is unsightly and because we want to conserve water wherever possible. A few properties, however, do have designated washing areas or car care centers. Please check with the Leasing Office to see if a special area has been designated at your community.

### **GARAGE**

Garage stalls are to contain resident vehicles only. Garages are not meant for storing personal items. Management and ownership of your property is not responsible for damages to personal property contained in your garage. Garage doors are to be kept closed at all times when not in use. Garage stall

may contain one operational vehicle. Garage stalls shall be free of debris at all times. Do not attach any type of storage shelves to the walls of the garage without prior consent from management.

### **SNOW REMOVAL POLICY**

Our snow removal policy is to open all the parking areas by 8:00 a.m. and clear the lots within 24 hours of a snowfall of 2" or more. Please move all vehicles out of the parking lots by 8:00 a.m. following a snow of 2" or more. Please watch your building bulletin/notice boards for any changes to this general snow removal time.

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

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

### **TOWING PROCEDURES**

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

#### **Immediate Towing**

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

#### **24 Hour Notice of Towing**

- Inoperable or unlicensed vehicle
- Flat tires
- Unsightly vehicle

### **VEHICLE THEFT AND VANDALISM PRECAUTIONS**

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

### **MISC**

#### **COURTESY PATROL**

We may, from time to time, provide courtesy patrol services at your community. If we do have courtesy patrols, such measures should not be interpreted as providing additional security or protection from criminal activities. Courtesy patrol officers primarily assist the community in handling after-hours resident

issues, locking up the community's facilities, and monitoring parking lots to ensure compliance with parking rules and regulations.

As a reminder, always keep your doors and windows locked and be aware of your surroundings, especially at night. As you can appreciate, no one can ensure your personal safety. However, by being alert and taking sensible precautions, you can minimize the likelihood that a criminal act will occur. If you have been the victim of a crime, suspect a crime is occurring on the property, or notice anything unusual or suspicious, please contact law enforcement authorities immediately. Once you have notified law enforcement personnel, be sure to also notify the office.

### **USE OF RESIDENCE FOR BUSINESS PURPOSES**

Your apartment is a place of residency, not a place of business. Using the apartment to conduct any type of regular (full or part time) business is strictly prohibited. This includes day care, beauty shop, etc.

### **WHILE YOU ARE AWAY**

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

## **CARE OF UNIT**

### **LIGHT BULBS**

Replacement of burned out light bulbs will be the resident's responsibility, including appliance (refrigerator) light bulbs. You will be charged for missing or burned out light bulbs upon your move-out. The maximum wattage is 60 watts.

### **VINYL FLOORS AND CARPETING**

Care and maintenance of your carpet is your responsibility. The carpet should be vacuumed frequently. Beverage and food spots should be cleaned immediately. If you have stains on your carpet, call the office first before attempting to remove them and we will suggest the best method. Floors should be cleaned on a regular basis by using a mild detergent. Do not use strong soaps or powders. Small area rugs with rubber backings designed for use in kitchens and baths may discolor the vinyl flooring and are prohibited. You are responsible for any damage to the floor caused by your installation of area rugs or carpeting. The use of roller blades on the vinyl areas and carpeted areas of your apartment is strictly prohibited as it may result in damage to the vinyl surface and carpet and subsequent damage charges assessed to the resident. Please use coasters under legs of heavy furniture.

### **BALCONY, PATIO AND EXTERIOR**

Please keep all balconies, patios, hallways, breezeways, and stairways free of items such as furniture not intended for outdoor use, mops, rugs, and towels. Do not hang flags or other items from balconies or windows. Fire regulations require that hallways, breezeways, and stairways be kept clear at all times. Do not use these areas for storage. Keep bikes, strollers, etc., out of these areas.

If you wish to cook outdoors, please do so only in the specified areas of your community. Outdoor fireplaces, heaters, firepots, fire rings, and other similar devices are not allowed on patios, porches, balconies or other areas within the premises. Barbecue grills may also be prohibited. Please contact the office prior to installing or using a grill other than those provided by the community. Do not hang, shake, or dispose of any articles, including trash or cigarette butts, from the windows, doors, porches, or balconies. Do not place anything on exterior window sills.



## **WINDOW COVERING**

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

## **COUNTER TOPS**

Please wipe up spills on your countertops promptly to avoid stains and use hot pads to protect kitchen counter surfaces. Do not cut items directly on your countertop with a sharp knife or other utensil. Countertops, sinks and vanities should be cleaned using a liquid or spray cleaner. Abrasive powder cleaners can scratch and otherwise damage the surfaces and should be avoided. Avoid using harsh chemicals, especially acidic or alkaline products, on marble, granite or natural stone countertops, as they can cause damage to polished stones. Granite and natural stone countertops should be cleaned using only warm, soapy water. If you have granite or natural stone countertops, they have been sealed prior to your move-in. It is recommended that such countertops be sealed regularly to avoid staining. Our facilities team will be contacting you from time to time during your tenancy to schedule re-sealing.

## **SINKS/COMMODE/TUB-SHOWER**

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

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

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

## **DECORATING**

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

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

## **APPLIANCES**

### **GENERAL**

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

### **DISHWASHER**

The following suggestions will improve the results of your dish washing:

- When loading the dishwasher, make sure dishes are not blocking the wash tower which rises up through the center of the bottom rack and spins during the wash and rinse cycles.
- Scrape excess food and grease from dishes, pots, pans, utensils, etc. before loading.
- Place glasses, cups and saucers on the top rack face down to prevent them from becoming dislodged or broken.
- Plastic items which are marked "dishwasher safe" should be loaded on the top rack along the back, face down. Place them securely over the prongs so that they don't become dislodged, fall onto the heating unit and melt.
- To minimize the possibility of injury, load sharp items pointed down and away from door seal.
- Make sure items do not extend through the bottom rack or silverware basket, such as knives or skewers.
- To avoid over sudsing, use ONLY dish washing detergent specifically made for use in the dishwasher. Store all detergent in a dry place. Do not place detergent in the dishwasher's soap dispenser until you are ready to use it.
- Clean the door panel with soap & water; then dry. Never use abrasive cleansers.

**Note: Because of the possibility of a dishwasher's leaking or malfunctioning, it is always a good idea to make sure someone is at home when the dishwasher is operating.**

### **FRIDGE**

#### **Frost-Free:**

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

#### **Manual Defrost**

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

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

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

## **RANGE/STOVE**

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

## **IN – APARTMENT WASHER & DRYER**

Check and clean the lint trap on your dryer before each use. Do not dry plastic items. Do not store anything on top of or near the dryer or obstruct dryer vents. Inspect your washer and dryer hoses and vents on a regular basis and report any maintenance issues to management. When using your washer or dryer, follow manufacturer's requirements on load limitations. Never, under any circumstances, loosen any water connection to the washing machine box without our prior permission. You are responsible for any damage, including, without limitation, flooding, caused by tampering with any such water connection.

## **SERVICE REQUEST PROCEDURE**

Our maintenance and repair programs are designed to provide prompt, courteous, and efficient service. If the repair is not completed within five business days, please notify the Resident Manager. You are responsible for any damages to your apartment that is caused by you or your guests. You will be required to pay for the repair of any damages at the time of repair. **Unnecessary maintenance calls (such as using the Granite City Real Estate after hours emergency phone line for non-emergency items or calling in items that do not need repair) will be billed back to residents. Management will not be financially responsible if residents call an outside repair company themselves.**

Maintenance request forms are typically available in laundry rooms of each building. If your building utilizes maintenance request cards, please drop the completed card in your manager's drop box.

## **EMERGENCY MAINTENANCE SITUATIONS:**

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

**Kitchen sink stopped up** — considered an emergency between the hours of 8 AM - 5 PM. Please note it is not considered an emergency if you have a double sink and only one side is stopped up and there is no overflow.

**No air conditioning** — considered an emergency if the outside temperature is 80 degrees or above or is predicted to be 80 degrees or above at the time of maintenance request. Depending on the specific situation, including inclement weather and time of day, other conditions may apply for after-hours service. The After Hours Emergency Maintenance Service operator or the responding maintenance technician will contact you to discuss your maintenance request.

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

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

**Malfunctioning toilet** — considered an emergency when the apartment has only one toilet.. If a problem occurs after-hours on weekdays or on the weekends and there is at least one operational toilet in the apartment, please use a plunger provided to unstop the toilet or call the Resident Service Center to request maintenance service to be completed the next business day (Mon-Fri 8AM – 4:30PM).

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

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

## **HOUSEHOLD MOISTURE PREVENTION**

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential conditions that could lead to the growth of naturally occurring mildew. Residents can help minimize mildew growth in their apartment homes by taking the following actions:

- Proper ventilation and fresh air are essential. If it is not practical to open your windows, set the fan on the thermostat to the on/open position to allow fresh air to circulate throughout your apartment home. Open window blinds and draperies to allow air to reach the windows. You may also want to consider using a dehumidifier to help reduce the amount of moisture within your apartment home.
- On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows, and windowsills.
- Use the bathroom exhaust fan when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.
- Ensure that your clothes dryer vent is operating properly (i.e. there are no holes or gaps in the vent piping). Clean the lint screen after every use. If you notice an issue with the dryer vent, please call your resident manager.
- If possible, maintain a temperature between 60 and 75 degrees Fahrenheit within your apartment at all times.
- Clean and dust your apartment home on a regular basis. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that contribute to mildew.
- Periodically remove dust and debris from ceiling fans, air conditioning vents, and exhaust vents.
- Periodically clean and dry the walls and floor around the sink, bathtub, shower, toilets, windows, and patio doors using a common household disinfecting cleaner.
- Use care when watering houseplants. If spills occur, dry up excess water immediately.
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- Thoroughly dry any spills or pet urine on carpeting.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.

Immediately report to your Resident Manager or the Granite City Real Estate office

- Any evidence of mildew that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mildew that reappears despite regular cleaning.

- Any failure or malfunction with your heating, ventilation, air conditioning system, or laundry system. Do not block or cover any of the air ducts in or heat registers your apartment.
- Any inoperable windows or doors.

Following the steps outlined above can help prevent excess moisture buildup and the potential for mildew and/or mold in your apartment home. Please note that there will be a charge to correct any issues caused by moisture, mold, or mildew when a resident has not taken these prevention steps.

## **SAFETY**

Adequate protection of you and your property begins with your own actions. Close and lock your doors at all times. Common area doors are kept closed to ensure the safety of you and your neighbors, as well as the building. To interfere with these controlled access measures by placing any item to keep a common door from closing is a violation of your lease.

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

NOTE: The Resident Manager is not responsible for care of your apartment or property during your absence. We encourage you to make your own provisions. Please contact the Post Office to hold or forward your mail until you return.

## **SMOKE / CARBON MONOXIDE DETECTORS**

Smoke detectors are provided in each apartment for your fire protection. Upon move in all smoke and/or carbon monoxide detectors are in working condition. In the event your smoke detector is beeping or sounding and there is NO smoke or fire present, report the malfunctioning detector to your Resident Manager immediately. **DO NOT DISCONNECT YOUR SMOKE DETECTOR.** Any fine incurred by the Owner from City or Governmental agency will be passed onto and become the responsibility of the resident in a case where smoke detector/carbon monoxide detector has been tampered with or dismantled.

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

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

## **FIRE SAFETY—AVOID FIRES**

- Ensure that all flammable materials such as cigarettes, cigars, charcoal and ashes are completely extinguished and cooled before disposing in the proper container.
- Mulch and pine straw are flammable! Never throw cigarette ashes or butts off your balcony into the mulch or pine straw, or onto the ground.
- Potted plants in plastic pots often contain a highly flammable recycled paper product instead of dirt. Please discard cigarettes only in appropriate containers!
- Abide by all rules and regulations regarding the use of grills (see next section for more information).
- Never tamper with or remove your smoke or carbon monoxide detector
- Never leave your kitchen while you are cooking with the range.
- Never heat cooking oil and leave the kitchen. A fire can ignite spontaneously.
- We suggest keeping a personal fire extinguisher in your kitchen.
- Outdoor fryers (such as those used to cook turkeys) are not permitted within the community due to the high risk of fire.
- Residents will not use or permit to be brought onto the premises any flammable oils or fluids such as kerosene, lighter fluid, fireworks or other explosives such as LP gas cylinders which are deemed hazardous to life, limb or property.
- Never leave any burning object, open flame, or any heating appliance unattended. Candles, incense, smudge pots, electric heaters, or curling irons should never be placed in an area where they are near any wall, furnishings, fabrics, papers or cabinetry. There should always be clear space on any side, and above, any open flame, burning object, or heat source. Placing a lit candle, or incense on a shelf or cabinet, or near any wall, fabric, drapery, or other flammables, is a fire hazard.
- Do not smoke in bed, or any other location like your recliner or couch where you may doze off and fall asleep
- Do not place matches or lighters where children can reach them
- Do not use worn electrical cords. Do not overload electrical cords
- Live Christmas trees and wreaths are not permitted in the unit or in the building

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

## **EMERGENCY PROCEDURES FIRE**

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

- 1) Feel your door and if it is not hot, it is probably safe to open your door, but do so carefully, checking for dense smoke and heat. Before you leave your apartment: **CLOSE YOUR WINDOWS, CLOSE THE DOOR BEHIND YOU, AND DO NOT RETURN FOR ANY REASON.** If you must go through smoke to reach a safe exit, stay close to the floor and filter your breathing with a wet cloth.

- 2) PULL THE FIRE ALARM NEAREST YOUR APARTMENT.
- 3) Leave through the nearest exit door and move away from the building to a pre-arranged meeting place.
- 4) CALL THE FIRE DEPARTMENT TO REPORT THE FIRE from the nearest telephone in a safe location.
- 5) When you are at your safe location, check to see that everybody is out and report anyone unaccounted for to the firefighters.
- 6) Notify your Resident Manager of the fire as soon as possible.

IF YOUR DOOR IS HOT, DO NOT OPEN IT-it is unsafe to enter the hall. If you are physically unable to leave, take the following steps until help comes to you:

- 7) Place a wet towel or rug at the bottom of your door to keep the smoke from seeping into your apartment. DO NOT LOCK THE DOOR.
- 8) If you live on the ground floor, exit through your patio door and close the door behind you. If you live on an upper floor, exit onto your deck and close the door behind you. Remain there until help arrives.

### **BARBEQUE GRILLS**

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

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

### **DOOR TO DOOR SOLICITATION**

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

### **TORNADO PROCEDURE**

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

### **RIGHT TO ENTRY**

Management reserves the right to enter your apartment or garage during reasonable hours to inspect the apartment, check or repair equipment, and in case of an emergency to protect property. This right to entry is reserved whether or not you or any members of your family are at home.

Whenever possible, you will receive a 24 hour advance notice of entry from the Resident Manager. You will be left a note indicating the reason for entry if the Resident Manager or authorized repair person enters your apartment when you are not at home.

Many of Granite City Real Estate's managed communities have amenities for our residents' use and enjoyment. Available amenities may include fitness centers, swimming pools, business centers, tennis courts, basketball and volleyball courts, picnic areas and playgrounds. The amenities at each community differ, so please check with your Resident Manager to see which amenities are available at your community. Each community has its own specific guidelines; however, the general guidelines outlined in the following sections apply at all communities. At no time should any facility be used for the purpose of conducting business.

It is imperative that residents realize, however, that when they or their guests use these areas and facilities, they do so at their own risk and assume all liability and responsibility for any accidents or personal injuries which may occur in connection with the use of these amenities and facilities.

Additionally, please note that any interruption, modification or discontinuance of any particular amenity is not cause for damages, for termination of the Lease Agreement or for a rebate or reduction in rent.

The swimming pools, tennis courts and fitness centers have specific policies regarding usage and guest privileges. Please check the Index for more information about these facilities, but note that any violation of the policies of the community amenities is grounds for discontinuance of the privilege to use the amenities and lease termination. To help maintain a clean, resident-friendly environment, smoking is not permitted at community amenity areas (this is also a law per MN State Fire Code).

## **SWIMMING POOL**

The swimming pool will be open 7 days a week from 9am to 10pm (weather permitting – 70 degrees or above). All residents must adhere to the following pool rules:

- No Lifeguard on Duty – Use pool at your own risk
- Residents must accompany their guests in the pool area at all times.
- Children under the age of 16 must be accompanied by an adult.
- We reserve the right to restrict access to people found violating the established pool rules.
- Safety equipment such as the life ring and shepherd's hook are on the North wall of the pool area. This equipment is to be used for EMERGENCIES ONLY. Person found playing with the equipment will be asked to leave the pool area.
- Pool closes at 10 pm, no exceptions. Absolutely NO entry after that time.
- Absolutely NO glass, gum or food in pool area.
- Pool is for Residents' use. No more than two guests per unit at one time may be invited, and they must be accompanied by the resident at all times. Private pool party reservations are not allowed.
- Proper swimming attire is required. No cut-off jeans, t-shirts, etc. ABSOLUTELY NO DIAPERS IN THE POOL.
- Vulgar language is NOT permitted
- Respect your neighbors, no loud screaming
- Diving is not allowed
- Intentional splashing of water onto the pool deck is not allowed. Excessive noise, running, PDA or "horse-play" will not be tolerated.
- Flotation mattresses are not allowed due to their size. Small water wings and float tubes and life vests are allowed.
- Management is not responsible for lost or stolen articles.
- No spitting, blowing nose, or releasing of bodily wastes in the pool.
- Any resident or guest caught violating pool rules and/or hours will be forbidden from the pool area for the rest of the season Management reserves the right to deny pool privileges to anyone, at its sole discretion, for violation of these policies or to close the pool at any time for maintenance or dangerous conditions.



Pool is open approximately from Memorial Day until Labor Day, weather permitting.

## **COMMUNITY ROOM/CLUB ROOM**

The community room and club room may be reserved only by current residents. Reservations can be made with the community manager and are taken on a first come first serve basis and must be made in person. No phone reservations accepted. A user fee deposit will be charged, however, if the room is cleaned and no damage exists, the deposit will be refunded. Please see the community manager for application and details. Property specific community room hours and rules are posted on site.

## **FITNESS CENTER**

**THE FITNESS CENTER HOURS ARE BETWEEN 6:00 AM TO 10:00 (unless otherwise noted onsite)**

- 1) Only residents may use the Fitness Center.
- 2) Persons under (16) must be accompanied by a parent of legal guardian.
- 3) No food or beverages (other than water) allowed in the Fitness Center.
- 4) No glass of any kind allowed.
- 5) Use equipment at your own risk. Ownership and Management assumes no liability for injuries or accidents which may occur. Use common sense when using equipment.
- 6) Wipe down equipment after using.
- 7) Report any problems with equipment to the Community Manager.

## **ENERGY CONSERVATION**

The following information is provided by the power company. Granite City Real Estate includes it in this Handbook to be of help to our residents.

### **Summer Heat**

- Set thermostat controls at the highest comfortable temperature level. Each degree raised reduces energy consumption by 3 to 4 percent. Remember, when you start the unit, you cannot make your home cool any faster by setting the temperature low.
- Keep your a/c at one temperature setting when you're at home except when you want a different temperature for sleeping at night. Don't constantly raise and lower the thermostat. If you turn the a/c off at night but need it during the day, turn it on early in the morning before the temperature gets too hot.
- If it's a hot day, don't turn the a/c off completely because you'll use more energy to re-cool the room when you return.
- If you leave home for more than two days, set your thermostat to 82 degrees. This will keep the apartment cool enough without consuming too much energy.
- Pull blinds and draw drapes over windows that receive direct sunlight.
- If you are not using the air conditioning, open windows at the bottom on one side of your apartment and at the top on the opposite side to take advantage of breezes.

- High humidity makes warm air seem hotter, especially if you are active and moving about. Try to schedule chores for the times when it is cooler and less humid.
- Avoid cooking during the warmer parts of summer days. If you must use the stove, close off the kitchen from the rest of the house and use your exhaust fan to help remove the heat. Microwave ovens use less electricity and create less heat than conventional ovens.

### **Lighting**

- Turning off lights is always a good way to cut costs. Even if you are gone for just a short time, turning off the lights saves energy. It is particularly important in the summer when lights produce unwanted heat.
- Grime from kitchen vapors, smoking and dust can dirty a light bulb and reduce the amount of light it puts out. So inspect and clean your bulbs frequently.
- Many lamp shades are decorative but actually restrict light or send it where you do not need it. Light colored, translucent shades are best. Shades on reading lamps should direct most of their light downward.

### **Cooking**

- Aluminum and copper bottom pans conduct and spread heat better for stove top cooking. Glass and ceramic containers work better in the oven.
- Pots and pans with flat bottoms make the best contact with heating elements. The bottom of a pan should fully cover the heating element. A small pot on a big element wastes energy. Use lids whenever you can. Foods cook faster in covered containers.
- Thaw frozen foods in the refrigerator before cooking. Frozen foods require about two-thirds more cooking time than thawed foods. Cooking foods at the lowest possible setting helps retain color and nutrients and helps save energy and dollars.
- Do not open the oven door to check on cooking progress any more than you have to. Each time you do, the oven temperature drops 25 to 75 degrees.

Energy conservation results in lower utility bills which benefit both you and the owner, regardless of who directly pays the utilities. Please be energy conscious at all times.

During the winter months, it is important that you keep your thermostat set **NO LOWER** than at the comfort range (60 degrees). This keeps the water flowing through the pipes and helps prevent freeze-ups. Make sure the heat register flap is open. Do not obstruct heat registers with furniture, boxes, etc.

Check and keep all windows closed. Report any freeze-ups or heat problems immediately to the Resident Manager. Damages caused by negligence will be charged back to the resident.

### **ELECTRICITY**

Your Lease Agreement requires that you maintain electrical power for your apartment throughout the term of your lease. You are not permitted to shut off the power to your apartment during your lease term for any reason (unless you have management's express written consent), whether or not you choose to reside in your apartment.

### **RESIDENTS WITH DISABILITIES**

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

## **APPEALS**

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

Property Manager  
Granite City Real Estate  
58-10<sup>th</sup> Ave South  
Waite Park, MN 56387

Updated December 2017

**NOTICE OF INTENTION TO VACATE**

DATE: \_\_\_\_\_

PROPERTY NAME: \_\_\_\_\_

APARTMENT UNIT: # \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_

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

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

**NAME(S)**

**FORWARDING ADDRESS**

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature

Reason for vacating \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_