

RESIDENT HANDBOOK



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Welcome to Skyline Properties

This QuickStart guide will walk you through setting up your Online Portal which you'll use to pay rent or dues, submit your proof of insurance and maintenance requests, access lease documents, and more.

How to get started:

1. You will receive an email or text from us with a link to set up your personal, secure Online Portal.
2. Click the link in the email or text and follow the steps to set up your password, or, to provide your contact info, then set up your password.
3. Login and gain access to the easiest, fastest, and most secure way to pay rent and other charges online, view payment history, submit maintenance requests, and more.
4. Download the Mobile app to conveniently stay logged in to your Online Portal.

Pay your rent or dues online, anywhere, anytime:

eCheck

Enter your bank account and routing numbers in your secure Online Portal to pay rent or any other charge directly from your checking or savings account.

Credit or Debit Card

Use your debit or credit card to pay rent or any other charge through the secure Online Portal or use Apple Pay through the iOS mobile app for fast and familiar checkout.

Electronic Cash Payments

If you choose this method of payment, we will provide you with a reusable PaySlip that you can use at Walmart, Walgreens, 7-Eleven, CVS, Casey's, or Ace Cash Express to pay your rent in cash (a \$3.99 transaction fee applies). Payment transaction limits are in effect and vary by location, please refer to your PaySlip for details.



Secure

Online payments are encrypted using bank-grade security.



Fast

Your charges are immediately marked as paid.



Convenient

Pay your rent from anywhere and communicate with our team all within the online portal.



Flexible

Choose the way you pay: eCheck, Debit or Credit Card, or Electronic Cash Payments.

If you have any questions, please email us at info@skylinepropertiesnow.com or call (218)789-2620.

WELCOME

Thank you for making this Skyline Properties, LLC property your home! We are happy to have you as a Resident and look forward to any opportunity to serve your needs.

We would like to ensure your satisfaction with your home and the services we provide. As a result of our experience in property management, we have found that the following policies and procedures ensure the maximum enjoyment and privacy for all Residents. These policies preserve the character and maintenance of the buildings and grounds and develop a good enduring relationship between the Residents and Management. The purpose of this handbook is to promote the appearance, convenience, or welfare of the Residents in the premises, preserve the Landlord's property from abusive use or make a fair distribution of services and facilities held out for the Residents generally.

PAYING YOUR RENT

As stated in the lease agreement, rent is due on or before the first of each month in advance. All Residents have 5 days to pay their rent and rent must be to management no later than 5:00 pm on the 5th day of the month or it is considered late, and late fees will be assessed per the lease agreement (refer to your lease agreement to see the schedule of late fees for your property). **Rent is due during that time frame even if those days fall on a weekend or a holiday.** Skyline Properties, LLC reserves the right to apply monies received in the following order: a) Security Deposit/Pet Fee; b) Late Fees; c) NSF Fees; d) Reimbursement for Damages; e) Collections and Attorney's Fees and Costs; f) Rent.

Any check returned for Non-Sufficient Funds (NSF) will be subject to an NSF-fee of \$35 and late fees as indicated in your lease agreement. **If two NSF checks are received, management will no longer accept your personal checks.** Management prefers to accept online payments as it makes it easier on you and us. Due to this, a \$50 fee will be applied to any physical check or money order payment for administrative costs.

Management allows for online payments through the company's website. You can register online at skylineproperties.managebuilding.com to set up a one-time or recurring payment. **It is the Resident's responsibility to start, end or adjust their payments online.**

Management will accept payment arrangements by management's discretion only. No payment arrangement will be agreed to after the 20th of the month and every Resident will be responsible to pay late fees as stated in their lease agreement.

SETTING UP YOUR UTILITIES

Utility services can be ordered by contacting the local utility providers. If you are unsure of your providers, please contact Skyline Properties, LLC's office. All utility billings, for which you are responsible per your Lease Agreement, must be in your name before receiving keys to move-in. In addition, all utilities are to remain in your name through your lease term, even if you choose to vacate early. In the event a Resident defaults on the lease, the Resident is responsible for the monthly utilities on the apartment/home until which time the apartment/home has been re-rented or the Lease expires. Please note that the Resident is also responsible for ending their utilities by contacting the appropriate utility companies and ending service in their name on the last day of their lease agreement or the last day that they are financially responsible. Residents will be considered in default of their Lease if any utilities are shut off or taken out of their name.

SATELLITE DISHES/ANTENNAS

Satellite dishes shall not be installed without prior written consent from Management. A satellite dish may not be attached to the roof or drilled through the deck. It must be placed on a post in the yard or clamped to a post on a deck. Properties that do not have a deck, terrace, patio, balcony, or do not have a clear path to the satellite (due to the direction the property faces or obstructions to the path such as trees, signs, etc.) may not have a satellite dish. **Resident will be responsible for costs incurred for**

repairs or removal if they fail to remove the satellite dish/antenna upon move out.

MAINTENANCE

It is the Residents' responsibility to maintain the apartment/home and request maintenance when work needs to be done. All repair requests must be submitted in writing. Acceptable forms are letter, email, or maintenance form on the company's management portal. Resident may not make any alterations or additions or remove any fixtures on the property, including appliances. Resident will be charged a minimum charge of \$50.00/hour and materials for any maintenance requests that are caused by Resident neglect or misuse of any part of the property by the Resident or their guests.

PREVENTATIVE MAINTENANCE

It will be necessary for Maintenance to perform periodic preventative maintenance checks to keep your home in excellent condition. You will be given adequate notice of any scheduled inspections.

EMERGENCY MAINTENANCE

Emergency maintenance requests are handled 24 hours a day, seven days per week. An emergency exists when the following occurs on or about the premises:

- Flooding caused by plumbing breakdown
- Back-up of the sewer line
- Lack of heat in the winter/ Lack of promised A/C in summer if applicable
- Damage caused by wind, storm, or fire
- Burglary or other serious disturbance (please contact the police first)
- Serious electrical failure or short circuit
- Personal injury to a Resident or guest
- Resident lockout (subject to charges, please see **KEYS AND LOCKOUTS** below)

- Any other hazardous or dangerous condition that threatens to cause or does cause damage to person(s) or property.

All items must be brought to Management's attention immediately. No person is permitted to do maintenance work unless authorized in writing by Management.

KEYS AND LOCKOUTS

Resident is prohibited from changing or in any way altering locks installed on all property doors. If such a change is necessary for security reasons, Management will cause the work to be done, and if the change is necessitated by Resident's negligence, such as losing keys, Resident shall be responsible for a \$75.00 lockout fee. The lockout fee must be paid prior to Management unlocking. Or tenant may call locksmith and pay them to open lock as well at their own expense. All replacement of keys or key fobs are at the Resident's expense. Resident shall receive **ONE KEY OR KEY FOB FOR EACH ADULT LISTED ON THE LEASE**. If Resident requires more keys or key fobs, Resident will pay an additional \$40.00 per key fob or \$25.00 per each additional key. Resident shall also return all keys, key fobs, and garage door openers at the time of move out. A charge per key will be imposed for any key not returned to Management upon termination of this lease. A charge of \$40.00 per key fob will be imposed for any key fob not returned. A charge of \$25.00 per key for those homes that have regular keys, mail key or garage key. A charge of \$50.00 per opener will be imposed for any garage door opener not returned.

ROOMMATES

There is absolutely no subletting or Roommate change of the Lease Agreement that may be made without prior written permission from Management. Using a rental unit as an Airbnb or similar type of third-party rental is strictly prohibited. Every Roommate under the Lease Agreement; whether as an original Roommate or as a replacement Roommate, must first submit a rental application and application fee and be approved in

writing by Management. Management will require replacement Roommates to sign the existing Lease Agreement or may require an entirely new Lease Agreement to be signed by the replacement Roommate and the existing Roommates.

Each Roommate is jointly and severally liable for paying the rent and any other money due to Management under the Lease Agreement or because of any breach of this lease, and each Roommate is individually responsible for paying the full amount of such debts, not just a proportionate share.

The security deposit shall not be released until the entire Leased Premises has been vacated completely by all Roommates. Management will not make separate payments but instead one payment of the security deposit (or portion thereof, if any) made payable jointly to all Roommates that have rights to the security deposit. This payment and of any security deposit deductions will be disbursed according to the Lease Agreement and according to State Law. The security deposit will be considered settled upon the delivery or mailing to any of the Roommates. When there is a change in Roommates, the reimbursement of the security deposit (or portion thereof) to the outgoing Roommate should be settled by the Roommates amongst themselves. Management is not obligated to refund the security deposit until the Lease Agreement is terminated and ALL Roommates have vacated.

Roommates who move out while this Agreement is in effect will continue to have financial responsibility under the Lease Agreement unless the Management releases them from this responsibility in writing or unless they are replaced by a replacement Roommate approved by Management in writing. Upon being relieved of financial liability, the departing Roommate shall relinquish all rights to the security deposit.

Whenever Management gives a notice to one Roommate, it shall be considered as having been communicated to all Roommates. Management accepts no responsibility or liability for how Roommates get along.

RENTAL HOME CLEANLINESS

All Residents must maintain sanitary conditions in the rental home. This includes throwing away excess debris and trash. This is necessary to prevent offensive odors as well as to minimize safety concerns and pests.

Please dispose of garbage in plastic bags and place in designated areas. **Garbage is not allowed in apartment hallways, decks, patios, balconies, or garages.**

DISTURBING OTHERS

Please note that quiet hours are from 10:00 pm – 7:00 am and during those times, all Residents must pay special attention to not disturb their neighbors. For example: loud televisions, music, slamming of doors, revving engines, or squealing tires in parking lots, screaming, and any other behavior that can disturb others. During non-quiet hours, Residents still need to be respectful to their neighbors and not unreasonably disturb the peace and quiet of others.

YARD AND GARAGE SALES

Because of the exposure to liability risk, Skyline Properties, LLC prohibits yard, white elephant, garage, rummage, and other sales similar in nature at any time.

GRILLS

Gas grills are permitted on balconies/decks if they are stationed 3 feet away from the structure. Charcoal grills are not permitted at any of the apartment buildings; they are however, permitted at rental homes, but must be used 20 feet away from the structure and on the driveway. **THEY ARE NOT ALLOWED ON BALCONIES OR DECKS.** Resident will pay for any damage to the balcony, patio, and railing/fencing caused by their grill.

SIGNS

No signs, banners, or flags for political subjects can be placed on the property or building without Management's written approval. Other subjects are up to Management's discretion, please contact Management for prior approval.

SMOKING

Smoking is **prohibited** in any common areas or units. Smoking must occur 20 feet from main entrances in accordance with state law.

Violation of this provision will result in forfeiture of security deposit as well as Resident will be solely responsible for all costs incurred to clean or repair premises. The first infraction shall result in a verbal warning and reminder of the smoke-free policy. Second infraction shall result in a written warning with follow-up documentation to begin the expulsion process. Third infraction shall result in a notice to vacate with an option to remedy/cure, required written response and signature. Fourth infraction may result in a 10-day notice to vacate without the option to remedy or cure (i.e. Eviction)

PETS

Pets are allowed by written consent from Management only in designated petfriendly properties. Every rental home is allowed up to two (2) pets with a signed pet addendum for each pet and a non-refundable pet fee paid for each pet.

Non-Refundable Fees: \$250.00

Please note that the non-refundable fees are a fee that is required to allow the pet on the property. **THE NON-REFUNDABLE FEE WILL NOT BE USED TOWARDS ANY DAMAGES THAT THE ANIMAL SHOULD CREATE TO THE INTERIOR OR EXTERIOR OF THE PREMISES. YOUR SECURITY DEPOSIT WILL BE USED TOWARDS ANY DAMAGES.** Each Resident on the Lease Agreement must also sign a Pet Addendum and only pets listed on the Pet Addendum are allowed. Breed restrictions may apply and exotic animals are strictly prohibited.

All Residents must provide the name of their animal to Management on or before the effective date of their Lease Agreement.

All Residents are required to pick up after their animal immediately. **Failure to pick up after your animal will result in a \$50.00 fine per offense, repeat incidents can result in more penalties up to, and including, eviction. Pets cannot be left unattended at any time for any reason. Tenants are not allowed to leave food for pets where it may attract other animals. All pets MUST have an identification tag worn at all times. Tenants are responsible to pay immediately for any damage caused by their pets. NO VISITING PETS ARE ALLOWED. Owners that have infested pets (i.e. Fleas) are responsible for all treatment/cleanup of issues.**

Any animal other than a dog or a cat will need written authorization from office staff prior to moving into the rental property. Other animals must remain contained. Residents will be financially responsible for any damage caused by any animals.

GUESTS

Guests are welcome at any time; however, they may not live in or regularly stay at the property for more than 48 consecutive hours and no more than 14 calendar days in the calendar year without Management's prior consent.

In the event a guest lives in or regularly stays at the property for more than 14 calendar days per year this must be disclosed to Management in writing. For stays longer than 14 days, we require that the guest be screened per Management's guidelines and criteria and then added as an additional Resident to the Lease Agreement if approved. If the guest does not meet Management's screening criteria, they must not be allowed to live or regularly stay at the property.

In the event a guest receives US mail at the address listed on the Lease Agreement, this will be considered a violation of the Lease Agreement and it shall be considered that the guest is living or regularly staying at the Property without Management's written consent.

All guests must follow the parking guidelines for your rented property. If parking guidelines are not followed, vehicles will be towed at the expense of the vehicle owner.

Please remember that Residents are responsible for their guests and their actions. Guests are held to the same rules as a Lessee and violations of rules and regulations by guests can be grounds for termination of the Lease Agreement and/or eviction.

VACATION

While you are away from your home, it may become necessary to contact you during your absence. If you plan to be gone for more than 7 days, please notify Management in writing as to where you can be reached.

Do not turn off the heat in your rental home while you are away. The heat should be kept between 50 - 60 degrees to keep water pipes from freezing during the winter months.

DECORATING YOUR HOME

Residents are prohibited from painting any wall, appliance, or surface in or around the property, without written consent by Management. Contact paper, glue, wallpaper and banners on walls or appliances are prohibited.

Residents may hang items on walls but are financially responsible for any holes larger than a small nail hole or tack.

DO NOT PATCH OR PAINT (including touch-up). If done improperly, this can result in additional maintenance charges for fixing and refilling the holes. There will be a \$100.00 minimum charge for patching or painting on any walls or other surfaces. Keep in mind that the home must be restored to the original condition at the time of move out.

Residents are not allowed to have trampolines, pools, hockey rinks, swing sets or anything else similar without prior written permission from Management.

WINDOW COVERINGS AND EXTERIOR APPEARANCE

To preserve the overall appearance and curb appeal of the property, tenants are required to use only the window coverings provided by Skyline Properties—[e.g., white horizontal blinds]. No alternate window treatments, decorations, or items may be visible from outside the unit without prior written approval.

This includes, but is not limited to:

- Curtains, drapes, or sheets that differ from the provided coverings
- Posters, signs, flags, or decals
- Seasonal decorations or lighting visible from the exterior

Tenants may add curtains or drapes inside the unit, provided they are installed behind the provided blinds and are not visible from outside. Any violation of this policy may result in a lease violation notice, potential fines, or other enforcement actions as outlined in the lease agreement.

HALLWAY, STAIRWELL, AND DOORWAY POLICY

To maintain a safe, clean, and welcoming environment for all residents, personal items may not be stored or placed in hallways, stairwells, or on exterior doors. This helps ensure compliance with fire and safety codes and preserves the appearance of our shared spaces.

Items not permitted in these areas include, but are not limited to:

- Rugs, mats, or floor runners
- Shoes, boots, or other footwear
- Bicycles, scooters, or strollers
- Toys, balls, or recreational equipment
- Door décor, including wreaths, signs, or hangers
- Furniture, plants, or storage containers

All common areas must remain clear and unobstructed at all times. Items found in violation of this policy may be removed without notice. Continued

non-compliance may result in lease enforcement actions, including possible fines or termination of tenancy.

PROHIBITED APPLIANCES, EQUIPMENT, AND MODIFICATIONS

For the safety of all residents and the protection of the property, tenants may not install, use, or store any appliances, equipment, or fixtures not provided by Skyline Properties without prior written approval.

This includes, but is not limited to:

- Window-mounted air conditioning units
- Grills of any kind (charcoal, gas, or electric)
- Portable washing machines or dishwashers
- Space heaters or kerosene heaters
- Satellite dishes or exterior antennas
- Any item that requires structural modification or creates a fire or safety risk

All approved appliances and fixtures provided by Skyline Properties are outlined in the lease. Unauthorized appliances or modifications may result in lease violations, removal of the item(s) at the tenant's expense, and/or termination of tenancy.

HOLIDAY TREES AND DECORATING

Natural cut Holiday trees are prohibited in all apartment buildings. Artificial trees are permitted if they are flame resistant or flame retardant. You may decorate your home during the holiday season as well, however, only decorate within your leased premises. No decorations on shared lawn space or other common areas. Resident will be responsible for any damages to the property caused by their decorations.

HAZARDOUS MATERIALS

In accordance with state fire codes, do not put flammable, caustic, or explosive materials or liquids in storage areas, garages, or homes. Do not store items that could create a hazard or danger to other Residents.

Do not store, possess, or use any type of toxic, flammable, or illegal substances including fireworks in the home or anywhere on the property. Failure to comply is considered a material violation of the Lease Agreement.

FIRE GUIDELINES

Use of candles or other items with open flame is prohibited, this includes incense. Residents are responsible for any damage resulting from their use.

Fire Department regulations require sidewalks, corridors, passages, stairways, and common storage areas to be kept free of all personal belongings; this includes hallway rugs and decorations.

Be aware of the exit doors in your building; know where they are and know the closest stairway to your door. In the event of a fire, exit the building immediately using the nearest and/or safest exit. Do not use the elevator. For your protection, maintain a safe distance from the building and keep away from the parking lot to enable emergency personnel to access the building. If the fire alarm in the building is triggered, it is imperative the Fire Department immediately be contacted by dialing 911. The Fire Department is not automatically notified because the fire alarm system is activated. If you sense fire danger or if the fire alarm system is activated, please call 911. There are fire extinguishers in each building to use if it becomes necessary for immediate action.

SMOKE AND CARBON MONOXIDE DETECTORS

Some Smoke detectors may be hard wired to the electrical panel and have a battery backup. Resident agrees to change batteries every 6 months or sooner if needed. Carbon monoxide detectors are installed in all Minnesota homes and in ND homes that were permitted in 2011 or later. There will be a \$100.00 fee per item assessed against a Resident who removes or dismantles smoke detector(s) and/or smoke alarm(s). Should there be a problem or fire related to a Resident disconnecting or causing a detector to

be inoperable, the Resident will be liable for any cost associated with repair.

RENTER'S INSURANCE

Resident is **recommended** to obtain renter's insurance to insure all personal possessions and to cover personal liability and **must provide Management a copy of the insurance policy**. Resident may upload their current renter's insurance or purchase renter's insurance on the company's website. Resident expressly waives any claims and agrees not to sue Owner or Management on any personal injury sustained or any loss or damage to personal property on said premises. Resident is not to be considered co-insured with Management/Owner for insurance purposes. Residents may submit their renter's insurance in their Resident Portal on the company website.

PARKING LOT ETIQUETTE

Please be courteous and exercise safety while driving and parking in the parking lots. A maximum speed limit of 5 miles per hours must be observed.

Vehicles MAY be immediately towed for any of the following reasons:

- 1) Vehicle is parked on the lawn or sidewalk.
- 2) Vehicles parked in a reserved or restricted parking area.
- 3) Vehicles that are inoperative, abandoned, or have expired license tabs.
- 4) Non-vehicles, such as trailers, boats, campers, etc. may not be parked on the property.
- 5) Vehicles parked in front of dumpsters, recycling bins or fire hydrants.
- 6) Vehicles blocking another Resident's garage or parking space.

******If a Resident receives a tow sticker on their vehicle instead of an immediate tow, for one of these parking violations they have 48 hours to move their vehicle, or the vehicle will be towed at the Resident's expense.**

If a garage is provided with your home, please park your vehicle in the garage if that is your parking space for your property to ensure ample parking for all Residents.

It is also prohibited to change oil or perform repairs on vehicles in the parking lot or garages.

Parking spaces and/or garages will be assigned at Management's discretion. It is the Resident's responsibility to have guests park on the street or avenue or in the visitor parking area if provided.

****Residents and their guests may not park in front of their garages at any apartment complex.**

GARAGES

Residents are responsible to remove snow and ice 2 feet away from their assigned garage door (apartments) and walkways and driveways (townhomes/houses). Resident will be charged a fee if Management is contacted to open your garage door due to Resident's negligence of not keeping the door clear of snow, ice, or any debris.

Garages are not watertight and should not be used for storing belongings on the concrete floor. Keep all surfaces clean and replace light bulbs as needed. No grilling, smoking, barbequing, cooking or other heat source, including a portable heater are allowed in garages.

INCLEMENT WEATHER

City sirens may indicate a tornado has been sighted or the conditions are right for straight line winds to occur. Upon hearing City sirens, all Residents should take immediate cover in the lowest level of your building/property. Remember to keep away from doors and windows.

BUSINESSES

All properties are designated for residential housing only. Running any business establishment on the property is prohibited. This also applies for garages.

DRUG-FREE AND CRIME-FREE HOUSING

Any Resident, any member of the Resident's household, a guest or any other person under the Resident's control shall not engage in any criminal activity, including drug-related criminal activity, on or near the premises.

"Drug-related criminal activity", means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use of a controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C. 802]).

The Resident, or any member of the Resident's household, a guest 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.

The Resident and/or any member of the Resident's household will not permit the dwelling apartment 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 guest.

The Resident and/or any member of the Resident's household will not engage in the manufacture, sale, or distribution of illegal drugs at any locations, whether on or near the dwelling premises.

The Resident, any member of the Resident's household, a guest or any other person under the Resident's control shall not engage in acts of violence or threats of violence, including but not limited to the unlawful discharge of firearms, on or near the dwelling apartment premises.

Resident, members of the Resident's household, guests, or other persons under the Resident's control shall not engage in the following Disorderly Use activities: violations of state law relating to alcoholic beverages, trespassing or disorderly conduct and violation of the City Code relating to prohibited noise.

Conviction of a felony is grounds for termination of the Lease Agreement. If police are called to the rental unit for any of the above disorderly use activities, Resident may be charged:

1st Call - \$150.00

2nd Call - \$250.00

3rd Call - \$500.00 **AND** grounds for eviction

VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL AND IRREPARABLE VIOLATION OF THE LEASE AGREEMENT AND GOOD CAUSE FOR IMMEDIATE TERMINATION OF TENANCY.

This does not apply to calls for medical emergencies or mental health emergencies.

No Solicitation Policy

To maintain the safety, comfort, and privacy of all residents, uninvited solicitation is not permitted on the premises without prior written consent from the landlord or property manager. This includes, but is not limited to:

- **Door-to-door sales or commercial promotions**
- **Distribution of flyers, pamphlets, or advertisements**
- **Fundraising activities not approved by management**

Political or religious canvassing may be restricted or limited in accordance with applicable local, state, and federal laws. Tenants may not invite solicitors onto the property for these purposes without approval. Violations of this policy may result in lease enforcement actions, in line with lease terms and applicable law.

GUESTS: There shall be no other persons living on the Premises other than the Tenant(s) and any Occupant(s). Guests of the Tenant(s) are allowed for periods not lasting for more than forty-eight (48) hours unless otherwise approved by the Landlord. Guests may not stay longer than 14 days within a calendar year unless a background check is conducted, they are approved by management and they are added to Tenant(s) lease.

MOLD

Mold is a serious, but preventable problem. If you discover mold in your home, please notify Management immediately in writing that you believe you have discovered mold. Most mold issues are caused by certain living conditions, which, if changed, can reduce the occurrence of mold.

Here are some tips:

- 1) Immediately report to Management any evidence of a water leak or excessive moisture in your home, storage area, garage, or any common area.
- 2) Immediately report to Management any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also, report any area of mold that reappears despite regular cleaning.
- 3) Immediately report to Management any failure or malfunction with your heating, ventilation, or air-conditioning system.
- 4) Immediately report to Management any musty odors that you notice in your home.
- 5) Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the air-conditioning unit to circulate fresh air throughout your home.
- 6) In damp or rainy weather conditions, keep windows and doors closed.
- 7) Clean and dust your home on a regular basis. Regular vacuuming, mopping, and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.
- 8) Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows, and patio doors using a common household disinfecting cleaner.
- 9) On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows, and windowsills.
- 10) Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.

- 11) Use the exhaust fan 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.
- 12) If spills occur, dry up excess water immediately.
- 13) If applicable, ensure that your clothes dryer vent is operating properly and clean the lint screen after every use.
- 14) If applicable, when washing clothes in warm or hot water, watch to make sure the condensation does not build up within the washer and dryer room; if condensation does accumulate, dry with a fan or towel.
- 15) Do not overfill closets or storage areas. Ventilation is important in these spaces.
- 16) Do not allow damp or moist stacks of clothing or other cloth materials to lie in piles for any extended period.
- 17) Do not block or cover any of the heating, ventilation, or air-conditioning ducts in your apartment.
- 18) Immediately report to Management any inoperable windows or doors.

PEST PREVENTION RULES & GUIDELINES

Residents shall use reasonable diligence in care for the rental home and shall maintain the rental home in a clean, safe, and sanitary condition.

Many pests enter rental properties on objects that were brought into the home. Do not bring used furniture, including bed frames, mattresses, and stuffed furniture into the leased premises. Never pick up "free" items from the street or dumpster area as they can contain pests. All Residents and guests are prohibited from going through or removing any items from the garbage areas on the property. Also, when you are returning from travels, inspect all luggage for signs of pests prior to bringing the luggage into your home.

If you suspect a problem, contact Management immediately. Residents should never attempt to treat their own apartments with insecticides or delay in contacting Management. If a pest problem is found in your home, it is **MANDATORY** that you comply with ALL recommendations and requirements of Management and/or a pest control provider. This may involve proper laundering of bedding and clothing, discarding of some

personal property, permanent removal of excessive clutter, and cleaning. Not complying will be considered a breach of your Lease Agreement and grounds for eviction.

In the instance of a pest control problem, Resident will be responsible for all treatments and costs incurred by Management as well as all costs necessary to treat their home including recommendations and requirements of Management and/or a pest control provider.

TRANSFER POLICY

Skyline Properties, LLC does allow Residents to transfer from one rental unit to another rental unit during a Resident's Lease if the following conditions apply:

- 1) Resident must be in good standing with Management, including continuously paying their rent on time, keeping a clean unit, not disturbing neighbors and have been occupying their current unit for at least 6 months.
- 2) Resident must be "upgrading" their rental home. For example, Resident can transfer from a 1 bedroom to a 2 or 3 bedroom or transfer from a twin home to a single-family home. Resident may not transfer to a smaller unit or a less expensive unit during their Lease.
- 3) Resident must pay a new security deposit for the new property and will receive their old security deposit according to state law after they move out.
- 4) Resident may not receive any advertised rental incentives that are being offered for new leases.
- 5) Resident will be required to have an inspection of their current home prior to approving the unit transfer.

RENEWING YOUR LEASE

Resident will receive a letter at least 60 days prior to the end of their lease term with options for renewing their lease. A renewal lease agreement will need to be signed by all Residents prior to the end of the lease term.

If you wish to remain on a month-to-month lease after your current lease term, you must notify us at least 60 days before lease expiration and premium rent will apply as well as a month-to-month fee. Month-to-month fees are non-refundable and will not be prorated.

If you are using autopay, it is your responsibility to update your autopayment for the correct rental amount to coincide with your renewal.

RESIDENT HELPFUL TIPS

Damage to leased properties resulting from among other things, Resident negligence can result in charges to the Resident. These are tips to help ensure that these things will not happen.

Air Conditioners:

- Keep the vent filters clean to help with the efficiency of the air conditioning unit.
- Do not place furniture directly in front of or on top of vents
- Keeping the thermostat below the highest setting will help prevent the coils from freezing.
- To properly cool a home when the outside weather is hot, it is important to start your air conditioner in the morning and let it run continuously throughout the day.
- Keep windows and patio doors closed during wet conditions and when temperatures are below 32 degrees.

Heating:

- Keep windows and patio doors completely closed. **Pipes can freeze due to windows and doors being left open in cold temperatures. Damages resulting from this would be the financial responsibility of the Resident.**
- Make sure all vents are open in your home.

- Keep all furniture and draperies up and away from all baseboards and heat vents. Blocking them will restrict the heat that is put out from these heating units.
- When you are away from your home, do not turn the thermostat below 55 degrees and never turn the thermostat off.

Garbage Disposals:

- Never put anything down the disposal you would not regularly eat (banana peels, orange peels, potato peels, sunflower seeds, eggshells, grease, bones, etc.). Do not put in any food that expands with liquid or is larger than the size of a quarter.
- Run cold water for a minimum of one minute prior to disposing anything and at least one minute after doing so.
- Run your disposal a minimum of once a week to prevent odors and potential lock up. If not run often enough, these units often lock up due to rust.
- Run ice cubes down the disposal if odors are noticed. This will help dispose of any food that may have gotten lodged in the cutting wheel.
- When using your disposal, only feed it in moderation. Place one cup of waste down the disposal at a time to avoid clogging the unit and drain.

Should the Resident place an item in the disposal that plugs it or breaks it, the Resident will be charged a fee for the disposal to be cleared, repaired, and/or replaced.

Dishwasher:

- Never use hand dish detergent as a substitute for dishwasher detergents.
- Always rinse your dishes before placing in the dishwasher.
- Never block the top of the center tower, shaped like a cone, located in the center of the bottom of your dishwasher to ensure a quality wash.

Refrigerator:

- Overloading your refrigerator or freezer can cause both to work improperly. It is important in both the refrigerator and the freezer to allow room for air circulation.

Furniture:

Waterbeds or other water-filled furniture are not allowed on the Premises.

Toilet/Sewer & Water Pipes:

- In case of an emergency in which the water begins to overflow, utilize the water shut-off valve located near the bottom left side of the toilet. Remember that clockwise turns shut to OFF on the valve.
- Residents are responsible for any charges related to plugged drains/toilets due to improper or negligent use.
- Resident is asked to clean hair from all drains on a regular basis.

Garages:

- Keep snow and ice cleared out from underneath the garage door. Forcing the garage door to shut on this can cause the gear kits to strip out in the openers.
- Follow the below procedures to open your garage door without the use of power:
 - 1) Insert the key given to you for your garage into the emergency release lock. This key should be the same key that opens your garage door using the key switch.
 - 2) Turn the key and pull the cylinder out of the housing.
 - 3) Pull on the cable that comes out from the opening while lifting on the door. This simultaneous action, if done correctly, should bypass the door's primary drive and allow you to lift the door open.

If you garage door is not working, please check the following items before calling Management or submitting a maintenance request:

- 1) Check the breaker located in your home, inside the breaker panel. If the breaker is tripped, reset it by flipping the toggle switch over until it locks into the “on” position. If it does not stay in this position, please contact Management.
- 2) Check the power switch located inside the garage, normally in the form of a light switch. This switch controls the power supply leading to the garage door opener itself.
- 3) Check to make sure there is nothing obstructing the line of sight between the garage door opener sensors (eyes). These sensors will not allow the door to close if an object is obstructing their view of each other.

Decks and Patios:

To maintain the appearance of the properties, items such as clothing, rugs, bicycles, trash, toys, and other articles are not allowed on decks or patios.

Covered gas grills (where allowed), outdoor furniture, and potted plants may be left on the deck or patio. Gas grills must be stationed 3 feet away from any portion of the home. Charcoal Grills may not be used in apartment communities. Resident will be financially responsible for any damage to balcony, patio, railing/fencing caused by a violation of the above.

Per Minnesota state law, gas and electric grills are not allowed on any balcony above ground level, or on any ground floor patio within 15 feet of an apartment building.

The Resident is responsible to remove snow or ice on your deck or patio.

Only patio furniture is allowed on decks and patio. No indoor furniture is allowed.

Exterior door locks and thresholds:

Use aerosol lube to keep dirt from collecting in key holes (Lock Lube or Tri Flo). Thresholds will swell during humid months, contract during colder months, and settle with the building.

Exterior Spigots:

Exterior spigots are not for residents use unless prior approval is received in writing from management.

Windows and Doors:

Blankets, sheets, or aluminum foil are not allowed as window coverings. Signs and stickers are prohibited on doors, windows, or any other place in the community.

****Management is not responsible for lost or stolen packages/mail that are left/delivered in the entryways of apartments buildings or on doorsteps of homes. If any packages are tampered with, please contact the police department.**

Please contact Management for extra mail keys.

Miscellaneous:

It is the responsibility of the Resident to replace light bulbs unless otherwise specified by Management.

GIVING YOUR NOTICE TO VACATE

We understand there are circumstances when it may be necessary to move. Either party may terminate the Lease Agreement at the end of the term. For the notice of termination to be proper, it must be:

- 1) Written and submitted via email to rentals@skylinepropertiesnow.com, via mail to our office address, or by handing to a Skyline employee at our office.
- 2) Received by Management on or before the first day of the month, which is at least **ONE FULL CALENDAR MONTH** prior to the end of the lease period. If the Lease Agreement has been renewed on a month-to-month basis, then the notice of termination can be given by

either party in writing at least one full calendar month plus one day prior to the end of the lease period. Any notice of termination is effective as of the last day to the month prior to the end of the lease period. Any notice of termination is effective as of the last day of the month only and surrender of the premises must be no later than 12:00 pm (noon) on the last day of the month. No surrender will be considered accepted by Management without written consent of both parties. If you are unsure of the end of your lease term or have any questions regarding your notice, please contact Management.

In the event, you give an improper notice of termination, you will be responsible for any rent due for the remaining lease period for which you are legally responsible, as well as utilities for that period. Management will make reasonable efforts to re-rent the unit but does not guarantee that the unit will be re-rented before the lease expires.

MOVE-OUT PROCEDURES

To assist you with a smooth move out process, please follow the below steps:

Please schedule your check out appointment with Management for your moveout inspection **at least 15 days** before you vacate to ensure proper scheduling. **Should you schedule an appointment and fail to attend and must reschedule with out proper notice, a \$60.00 charge per instance will be assessed on your security deposit return.**

- 1) Please make arrangements to have your carpets professionally steam cleaned. We recommend and work with Service Masters. A copy of the cleaning receipt must be given to Management at the time of move-out. Carpet must be deodorized, and spot cleaned if a pet lived on the property, proof of this must be documented on the receipt. If Resident does not have their carpets steam cleaned prior to their check out appointment, Management will charge a minimum of

\$190.00 to have them cleaned, which will be taken out of the Resident's security deposit. Resident must return all keys, key fobs, and garage remotes. Resident must also provide a forwarding address.

- 2) Review your Move-Out checklist to ensure that your rental property is ready for your scheduled move-out inspection. The move-out inspection will be compared to your move-in inspection to identify any discrepancies. You may be charged to restore the apartment to its original move-in condition. Cleaning and damages beyond normal wear and tear will be deducted from your security deposit.

Please note that all rules and policies in this handbook are subject to change.

THANK YOU

Please feel free to contact Skyline Properties, LLC whenever you have a question.

Skyline Properties, LLC
218-789-2620

By signing below I/we acknowledge we have given this tenant handbook, with all the policies and procedures listed within and understand my/our responsibilities described above.

Tenant Signature

Date

Additional Tenant Signature

Date

Please sign and date and return to management within 3 days of move-in.