



We're thrilled to have you join our community! Our goal is to make your living experience comfortable, safe, and enjoyable. To help achieve this, we've outlined some best practices that will keep your home clean, peaceful, and well-maintained, as well as remain in compliance with your lease. Each section includes why these steps matter—because we believe understanding the reason behind each guideline makes it easier to follow.

1. COMMON AREA PROTOCOL

- Keep doors and hallways completely clear of door mats, signage and decorations
 - Do not prop entry doors open or open windows in shared spaces.
WHY IT MATTERS: Ensure hallway safety and compliance with fire codes. Propped doors compromise building security and can cause temperature issues, including frozen pipes.
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2. MAINTENANCE

- If you have an issue in your unit requiring maintenance, please log into your Tenant Portal here: skylineprops.appfolio.com/connect
 - If you lose a key for your unit, entrance, mailbox, garage, storage or laundry room (as appropriate), please contact us to assist. Please note that key replacement costs \$95/key.
 - Report leaks, running toilets, water damage, or safety concerns immediately via the Tenant Portal – or by calling our office at 218-789-2620.
 - For normal maintenance, you can mark whether we have permission to enter your unit if you're not home at the time of our work when creating a new work order.
 - For emergencies regarding property damage or safety, we will enter as necessary without notice.
 - Entry can occur between 8:00 a.m. and 8:00 p.m., unless the tenant agrees to another time.
 - All repair requests must be submitted in writing. Acceptable forms are letter, email, or maintenance form on the company's management portal. Residents may not make any alterations or additions or remove any fixtures on the property, including appliances.
WHY IT MATTERS: Prompt reporting prevents costly damage and ensures your home remains safe and functional.
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3. SMOKING POLICY

- North Dakota's Smoke-Free Law (N.D.C.C. 23-12-09 to 23-12-12), prohibits smoking and vaping in indoor common areas of multifamily apartment buildings (hallways, laundry rooms, lobbies, and balconies).
 - Cannabis smoking and vaping is banned in all multifamily housing units and private balconies/patios.
 - Violation of this provision will result in forfeiture of security deposit as well as the resident will be solely responsible for all costs incurred to clean or repair premises.
- WHY IT MATTERS:** Smoking indoors poses fire risks and affects air quality and health for neighbors.
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4. MOLD (*EPA Guidance*)

- **CAUSE:**

Mold develops when excess moisture is present indoors. 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. Common sources include high humidity, poor ventilation, water leaks, and condensation on walls or windows.
- **PREVENTION:**
 - Avoid leaving windows open during humid weather.
 - Regularly check for leaks under sinks, around windows, and near appliances. Keep these areas clean and dry at all times.
 - Report any signs of water intrusion immediately.
 - Run the bathroom fan during showers and for one hour afterward.
 - Use your AC's Dry Mode if available—this setting does not cool but acts as a built-in dehumidifier.
 - 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.
 - Keep furniture slightly away from walls for airflow.

WHY IT MATTERS:

Moisture leads to mold, which can damage property and affect health. Proper ventilation and humidity control prevent this.

ADDITIONAL NOTE:

Your unit was moisture-tested during move-in across walls, flooring, and other surfaces, and all readings were within normal range. This ensures you live in a healthy environment.

5. INSPECTIONS

- Your unit has been thoroughly cleaned, renovated and inspected by our leadership team.
- Once moving into your new home, we will provide you with 3 days to provide any feedback or discrepancies with the Inspection that is sent to you to confirm alignment of the state of your unit. If you agree with the inspection, it will be automatically applied as source of condition of your unit.
- For non-emergency entry (maintenance, inspections, or lease compliance), we provide at least 24 hours' notice and schedule entry between 8:00 a.m. and 8:00 p.m., unless you agree otherwise.

WHY IT MATTERS: This ensures compliance and protects property integrity—and gives you a chance to confirm your unit's condition.

6. ANIMALS

- Notify management before bringing any animal into the property.
- Guest animals are not allowed.
- While our ESA and Service animals don't incur fees, we require timely and valid documentation pertaining to status to your online tenant ledger. Once on your portal, click 'Account Profile' → 'Animals.' Fill out the requested fields.
- For household pets (non-service or emotional support animals), we require current veterinary documentation confirming vaccinations and health status. For emotional support or service animals, we follow Minnesota and federal guidelines for reasonable accommodation and do not require veterinary records or impose pet fees.
- Always leash or crate animals when not in unit (i.e. common areas, yard, parking lot).
- 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.

WHY IT MATTERS: Ensures safety, cleanliness, and a respectful environment for all residents.

7. PEST PREVENTION

- Keep food sealed and dispose of trash promptly.
- Wipe counters and floors regularly.

- Report any signs of bugs immediately through the portal.
- Understand bed bugs: They are usually introduced by bringing in infested furniture, luggage, or clothing—not because of cleanliness. Inspect secondhand items carefully before bringing them inside.

WHY IT MATTERS: Bugs thrive in food debris and moisture, and bed bugs spread through contact with infested items. Quick action prevents infestations and keeps your home healthy.

8. WINDOWS & COVERINGS

- Do not remove or damage blinds or screens provided within your unit (notify us if they become damaged)
- Only use approved window coverings (no blankets, cardboard, foil).

WHY IT MATTERS: Screens keep pests out, and proper coverings maintain building aesthetics and safety standards. Improper coverings can also affect your deposit.

9. HVAC CARE

- Clean AC filter monthly
- Use dry mode on AC if humidity is high in your unit (dry mode does not cool, but is a built-in dehumidifier)
- Be sure not to block heaters with furniture and maintain cleanliness

WHY IT MATTERS: Clean filters improve air quality and efficiency, saving energy and reducing breakdowns.

10. SMOKE DETECTORS

- Your unit has had all new 9V batteries installed in all smoke detectors
- Do not remove detectors; replace batteries as needed.

WHY IT MATTERS: These devices save lives by alerting you to smoke or fire.

11. PARKING

- Vehicles must be operable, registered, and display permits
- No trailers, campers or mechanical work is to be done on the premises.
- Keep garage door area free from belongings inside to avoid damage to cable and lock.
- Please be courteous and exercise caution while driving and parking in the parking lots. A maximum speed limit of 5 miles per hour must be observed.
- Vehicles MAY be immediately towed for any of the following reasons:

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

WHY IT MATTERS: This prevents towing and ensures parking availability for residents.

12. BIKES/ROLLERBLADES/SCOOTERS

- Store in designated racks, storage units or garages, not hallways or common areas

WHY IT MATTERS: Keeps shared spaces safe and accessible, as well as compliance to local fire code.

13. GRILLS

- No grills allowed indoors or on balconies.

WHY IT MATTERS: Fire hazard prevention and compliance with local fire code.

14. LAUNDRY

- Clean lint filter after every dryer use
- Follow courtesy rules for timely removal and cleanliness.

WHY IT MATTERS: Prevents fire risk and keeps laundry areas pleasant for all.

15. TRASH & DUMPSTER

- Only dispose of household waste—no furniture, electronics, or large items.
- Improper disposal of large items may result in charges covering actual disposal costs. Please contact the office if you are unsure.

WHY IT MATTERS: Unauthorized items incur disposal fees and disrupt waste management.

16. OUTDOOR & YARD

- Do not leave personal items outside or litter garbage

- 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.
WHY IT MATTERS: Maintains curb appeal and prevents fines (\$50 per item we need to dispose of) and provides a clean area for children to play and others to enjoy.
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17. GUESTS & OCCUPANTS IN UNIT

- We welcome your guests!
- All adults living in the unit must be on the lease with an approved application (minimum requirements for application are 600 credit score and no felonies)
- Guests may stay up to 7 consecutive nights and no more than 30 nights in any 12-month lease term without prior written approval. Guests beyond these limits must be approved and added to the lease.
- Notify management in advance if you plan extended guest stays.
- You are responsible for your guests' behavior and any damage they cause.
- Keys are not to be given to guests (unless exception from management based on scenario)
- There is absolutely no subletting or Roommate change of the Lease Agreement that may be made without prior written permission from Management.
- 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.

WHY IT MATTERS: Occupants are individuals who live in the unit as a primary residence and must be listed on the lease for safety, legal compliance, and accurate records. Guests are temporary visitors without legal rights to the property. Extended stays without approval can result in lease violations and may lead to legal eviction.

18. 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.

- 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.
- WHY IT MATTERS:** Helps preserve the property's condition and avoids unexpected charges at move-out.
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19. 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.

WHY IT MATTERS: Protects everyone's safety and ensures compliance with fire codes.

20. RENTER'S INSURANCE

- Not mandatory but recommended. Renters insurance covers the tenant's personal property (including laptops, furniture, electronics, appliances, clothes, bikes, etc.) if they're damaged, stolen, or lost due to the following events:
 - **Weather-Related Events:** Fire, Wind, Snow, Hail, Lightning, Freezing, Ice
 - **Non-Weather Events:** Theft, Vandalism, Malicious Mischief
- Upon logging into your Online Portal, you will see the **Renters Insurance** section on the home page as well as the **Insurance** tab on the left.
 - Clicking **Learn More** takes the tenant to an overview of policy features and information.
 - Clicking **Purchase Renters Insurance** begins the buying flow.

Note: Tenants can upload their own insurance information for an existing policy in the **Insurance** tab.

WHY IT MATTERS: Provides peace of mind and financial protection for tenants in case of unexpected events.

We encourage you to review the Attorney General's 'Tenant Rights' handbook for North Dakota available at [www.
https://attorneygeneral.nd.gov/](https://attorneygeneral.nd.gov/)

We're honored to have you as part of our community. Our team is committed to providing a safe, clean, and enjoyable living experience—and we're always here to help. If you ever have questions, concerns, or ideas, don't hesitate to reach out. We believe that great homes start with great relationships, and we look forward to building one with you.

Warm regards,

The Skyline Properties Team

