

RIVER CENTER PROPERTIES

RESIDENT HANDBOOK

Table of Contents

IMPORTANT INFORMATION	4
Management Office	4
Policies / Rules	4
Privacy and Confidentiality	4
Fines and Fees	5
LEASE	6
Security Deposit	6
Rent Payment.....	6
Forms of Payment.....	7
Ways to Pay.....	7
Late Payments.....	7
Returned Checks	8
Delinquent Rent/Money Due.....	8
Lease Revisions	8
Revision Policy	8
Re-let Policy	8
Unauthorized Occupants	9
Renewal	9
Expiration/Non-Renewal	9
MOVE-IN	9
Start of Lease	9
Locks and Keys	10
Utilities	10
YOUR HOME	10
Appearance	10
Decorating Walls/Ceilings/Window Furnishings	11
Hallways and Common Areas	11
Garbage/Recycling	11
Grills/Fire-Pits	11
Smoke Detectors.....	12
Entering by Management	12
Pets	13
Heat.....	13
Renters Insurance	13
PARKING	14
Unauthorized Vehicles/Towing.....	14
Snow Removal/Towing	14
Other Vehicle Removal Requests/Towing	14
UTILITIES	14
Tenant Responsible Utilities	14
Management Responsible Utilities	14
MAINTENANCE	15
LOCKOUTS/LOST KEYS	15

LIGHT BULBS/FILTERS	15
PLUMBING/BATHROOMS	16
LAWN CARE/SNOW REMOVAL	16
YOUR CONDUCT	16
Drugs and Alcohol	17
Smoking.....	17
Vandalism.....	17
Conduct.....	17
Noise Policy.....	17
Police Response to Noise Violation	18
MOVING OUT	18
Notice to Vacate.....	18
Checkout Cleaning List	18
Move-Out Charges	20
General Cleaning.....	20
Maintenance Repairs	20
Carpet Shampooing	20
Painting	20
Keys.....	20
Bulky/Electronic Items.....	20
Fire Alarms/Batteries.....	21
Smoking.....	21
Window Screens	21

I. Important Information

a. Management Office:

The management office is located at **Riverside Suites** which is located at 111 W Lind Court, Mankato, MN 56001. Our office is open 24/7 for all of your questions that you may need. You can reach us by telephone at 507-345-8800 or by e-mail at riversidesuitesmankato@yahoo.com. You may visit and contact us through our website at www.rentkatoapts.com.

b. Policies / Rules:

This Tenant Handbook was made to help with any questions that you may have as a tenant when moving in or if you are a prospective tenant wondering what our company policies are. This handbook and the content that it covers is an extension onto our leases and elaborates any concerns. A violation of the requirements, rules, and/or regulations will in return be a violation of your lease agreement and can be up for terms of termination.

c. Privacy and Confidentiality:

We as a company promise that your personal information is safe with us. We respect everyone's rights to have their personal information secure and limit the access to this information. The only information that we give out regarding our tenants is first names and phone numbers as needed. This information is typically only given out to vendors if we are needing to do maintenance work with a third party vendor to resolve an issue in your unit. We will always ask you prior to giving out these two pieces of information if you give us consent to do so.

d. Fines and Fees:

Below is a list of our fines and fees if there are any violations to the lease. Please follow the policies and procedures to avoid any possible charges. Management reserves the right to change any fines and fees as needed based on the severity of the violation. All fines and fees are due within 30 days of being added to your Rent Manager account.

FINES

Bulky items abandoned in unit/dumpster
Carpet/tile cleaning fee
Check replacement/non-sufficient funds
Cleaning at move-out
Damages

Delinquent rent/late fees
Drugs inside unit/on property
Eviction, court & legal fees
Fire alarms – missing or damaged
Fire alarms – without working batteries
Illegal parking/unauthorized parking
Keys – lost, replacement, or missing
Keys – returned late to office
Locks – changed by management
Locks – changed by tenant (UNAUTHORIZED)

Noise warning from management
**Noise/drugs with police called (1st time)
**Noise/drugs with police called (2nd time)
Pet/Animal – unauthorized
Pets/Animal – waste not picked up
Pets/Animals – nuisance call
Smoking/vaping in unit
Unauthorized occupants
Unpaid fines
Utilities – failure to start, stop, or pay
Utilities – issues not reported
Window screens – missing or damaged
Yard care – failure to mow/shovel

FEES PRICING

Actual cost imposed by disposal fees
Varies – refer to 1st page of lease
\$35.00 processing fee + late fee
\$45.00/hour per worker
Actual cost to replace/fix damage +
\$45.00/hour per laborer
8% of your monthly rent total
\$200.00 fine per occurrence
Actual cost of legal/collection fees
\$50.00 per alarm
\$10.00 per alarm
Towing cost
\$35.00 per key
\$100.00 fine + \$20.00/hour
Actual cost of lock replacement
\$100 fine + actual cost of lock
replacement
\$200.00 per occurrence
\$300.00
\$500.00 and subject to eviction
\$100.00/pet
\$50.00 fine per occurrence
\$50.00 fine per occurrence
\$200.00 fine per occurrence
\$200.00 fine per occurrence
18% interest
\$50.00 fine + costs actual cost of bill
\$50.00 fine
\$50.00 per screen
\$25.00 fine per occurrence + any
fine assessed by the City

II. Lease

a. Security Deposit:

Security deposits serve the purpose of guaranteeing a lease for a rental property and ensuring that upon completion of said lease that the rental property will be returned back to its original condition. Tenants must have all deposits (and first month rent) paid in full before they will be handed keys for move in. If a tenant signs a lease and does not move into an apartment for which they have paid a full or partial deposit, said deposit will not be refunded.

MN Statute 504.20 Subdivision 7A forbids tenants to use their security deposits to pay their rent. Pursuant to the provisions of said statute, a tenant who does withhold all or any portion of the rent for the last payment period creates a rebuttable presumption that the payment was withheld on the ground that the deposit should serve as payment for rent. A tenant who violates Subdivision 7A and attempts to use their security deposit as rent payment will receive written demand and notice and is liable for damages equal to the portion of the deposit withheld for any actual damages and forfeits any interest due on the deposit.

Security deposits will be used for any cleaning/repairs needed for the rental property and/or for any unpaid fines. Rates of cleaning fees and repairs are mentioned on page 5. Management reserves the right to change any fines and fees as needed based on the severity of the violation, including but not limited to severity of cleaning and damages.

Security deposits are returned to the original payer of said deposit within 21 days after your lease ending date, provided that you have given your forwarding address to the main office. Deposits are returned via paper check. Tenants will also receive a deduction sheet for any deductions taken from their security deposit. If a tenant subleases for the remainder of their lease, security deposits will not be returned until said lease was set to end. Carpets/tiles are professionally cleaned at move-out. Floor cleaning fees will be deducted automatically from security deposit in the amount indicated on page 1 of lease.

b. Rent Payment:

First month rent is due on the day you move in, before you receive your keys. Rent is due on or before the 1st of the month. Payments not received by 5th of the month are considered late and will be charged an 8% late fee of what the monthly rent amount is.

i. Accepted Forms of Payment:

- Personal Check/Money Order (Make Payable to Name Provided at the top of your lease)
- Credit/Debit Card (Note that our third-party vendor is Zego/Pay Lease)
- E-Check (via online account only)
- Cash
- Automated Payments (Automatically run on 2nd of each month. Can set up online through Rent Manager or by calling the office.

ii. Ways to Pay:

- Online – visit www.rentkatoapts.com. Click on the Current Residents Tab and access your Rent Manager account. You can pay via check or card online with no fees. If you have not received access to your Rent Manager account, please call the office and request for instructions e-mailed to you, or for your house account number.
- In person – Our office is open 24/7 and accepts payments throughout the day and night. Please visit us at:

Riverside Suites
111 W Lind Court
Mankato, MN 56001

- Over the phone – As stated above, our office is open 24/7. You may call with your payment at any time and a live person will assist you in getting your payment taken care of. Please call us at: **507-345-8800**.
- Mail your check – You may mail your check/money order to our office. Ensure that your payment will reach our office by the 5th of the month to avoid any late fees. Always allow a 3-5 days for mailing time. Checks can be mailed to:

Riverside Suites
111 W Lind Court
Mankato, MN 56001

iii. Late Payments:

Late Fees will be assessed if full rent owed is not paid by the 5th of the month. The late fees are calculated at 8% of your total monthly rent owed. Late fees can be paid in any accepted form of payment listed above. Late fees are due within 30 days of them being added to your Rent Manager account.

iv. Returned Checks:

Returned Checks due to non-sufficient funds (NSF), will result in a \$35.00 processing fee along with an 8% late fee. This processing fee, late fee, and the rent still owed are due immediately after management has notified you of the returned check.

v. Delinquent Rent/Money Due:

Monies owed, other than rent, may be subject to a late fee per month that it is not paid. All extra charges are due within 30 days of being posted to your Rent Manager account. Management will notify you of extra charges/fines and indication as to why it has been applied. If you are unable to pay your rent on time due to unforeseen circumstances, contact the office at 507-345-8800 and request to leave a note for management. Late fees are still subject to occur if a payment is requested and approved by management.

c. Lease Revisions:

i. Revision Policy:

You may not cancel your lease early. To revise your lease, a request must be made to management indicating what you are wishing to revise. This includes, but is not limited to: addition or removal of person(s), adding a pet, subleasing, etc. If you wish to get taken off your lease you must either re-let or complete the terms of a 3 month buy-out. Please allow management 48-72 hours to contact you back after the request for revision has been made.

ii. Re-let Policy:

If you are wishing to re-let (or often referred to as sublease) your lease, a request must be made and approved with management first. Once the request has been approved, the incoming resident must sign a new lease with a start date that is approved by the incoming resident, outgoing resident, and management. The end date will be automatically set to when the original lease was set to end. The incoming resident is responsible for paying a security deposit of their own. The outgoing resident will not receive their security deposit return until the date the original lease was set to expire. Any carpet/tile cleaning fees will be split evenly between the incoming and outgoing residents as professional carpet cleaning will not take place for a re-let. The incoming resident agrees to take the unit as-is in whatever condition the outgoing resident left it. It is understood that there will be no turnover inspection.

d. Unauthorized Occupant(s):

There is to be no unauthorized occupant(s) staying in unit long term. Guests are allowed to stay no longer than 3 days without notification to management. Any persons occupying a unit that are not listed on the lease are considered unauthorized and will result in a \$200.00 fine per unauthorized person and per occurrence. Unauthorized occupancy is subject to being trespassed from the property along with being subject to an eviction on registered occupants. Any requests to add someone onto a lease must be approved by management in writing with the lease being amended to include said person(s).

e. Renewal:

If/when a renewal lease is executed, we reserve the right to withdraw/void a renewal lease if the currently lease is not in good standings before the renewal term starts. Good standings may include but are not limited to: payment history, condition of home, and/or lease violations of any kind.

If a tenant wishes to renew their lease, they must contact management as soon as possible. Management will make contact with tenants who they have not heard from yet 40-60 days before said lease is set to expire. Management reserves the right to increase the renewal rent rate.

f. Expiration/Non-Renewal:

Tenants are required to give a 30-day written notice that they will not be renewing their lease and they plan on moving out. These notices should be written and turned in to the main office, **Riverside Suites**.

If management does not wish to renew to a tenant, they will notify the tenant at least 30 days before the lease end date that they will not be renewing to said tenant. Tenants will receive a letter via e-mail or paper copy.

III. Move-In

a. Start of Lease:

Management will notify you when you are able to stop at the office the day of move-in to "check-in". If you would like to request a specific time to check-in, please put in your request as soon as possible so management can approve and notify you of the approved time.

On the day that you move-in, any unpaid deposits and/or first month rents are due. You will be asked to show verification that you have changed utilities into your name, as

outlined in your lease. Once payments are current and we have proof of utilities in your name, staff will issue you your keys and any paperwork they may need to be filled out. One said form that will be issued is the Move-In Condition Checklist. This checklist is to be completed and returned back to the office within one week of move-in. This form does not guarantee that all items marked by tenant(s) will be fixed. The purpose of this form is to allow tenants to document conditions of the unit when they moved in. Our staff will also have a matching checklist they complete prior to move-in day indicating conditions of unit.

b. Locks and Keys:

We will provide one entrance key to each tenant, any bedroom keys if applicable, and one mail key to the unit as a whole, if needed. Any special locks including but not limited to chains and slide bolts are not permitted and cannot be installed. Management must be able to have access to your unit if necessary, so locks are not allowed to be changed without management's permission. Failure to comply/unauthorized lock change will be charged in a \$100.00 fine.

You may not make copies of your key for any reason. If you are needing another key made or issued, you must get from the office at a price of \$35.00 per key. In the instance that you may lock yourself out of your unit and are needing to borrow a key for a short time from the office, a \$35.00 payment will still be collected but will be returned once said key is returned. We do not have staff on overnights to let you into your unit.

c. Utilities:

Depending on your lease agreement, you may be responsible for one or more utilities through your lease term. This can be found on page 2 of your lease. Utility companies must be contacted prior to move in and have the start date set to the day the lease starts. Verification is needed at check-in to show that utilities have been transferred to your name. This can be shown by pulling up a verification email or logging into your account with said utility company. Failure to have utilities properly transferred to your name on the correct date will result in a \$50.00 fine per occurrence. You will also be charged for any payment that was billed to the company that was under your responsibility. A list of utility company names will be provided to you at your lease signing and can also be found on our website.

IV. Your Home

a. Appearance:

Your unit is expected to be in a clean and habitable condition at all times. Any excessive clutter or debris noticed will be charged at a rate decided by management. This includes

any clutter/debris that hinders or causes: blockage incase of an emergency, a fire hazard, a pest control hazard, or a fowl smell.

i. Decorating Walls/Ceilings/Window Furnishings:

Tenants are permitted to hang stuff up on walls in the unit by either Command Strips or with nails. 8 small nail holes are permitted per room in unit. Window treatments such as blinds and curtains are not provided by management. If the unit has either of these window treatments when you move in, you are able to use them, but they will not be replaced if broken. Tenants are not allowed to paint anything inside of the unit or change the cosmetics of the building or the unit.

ii. Hallways and Common Areas:

Any areas that are shared with other tenants are expected to remain clutter free and clean at all times. There shall never be any articles left outside of your door or in stairwells as this can lead to a fire hazard. Tenants are allowed to hang tasteful décor on their front door and have a rug outside their front door. Never should any hallway, entrance, or stairwell door be left open due to Fire Department Regulations.

iii. Garbage/Recycling:

Along with assisting that common areas are clutter free from any trash, please place all garbage properly in garbage containers or dumpster. Any large boxes should be broken down prior to throwing away so that maximum garbage space can be used. Never should there be garbage that is sitting outside of the garbage container/dumpster or blocking it from closing properly. Bulky items or electronics cannot be disposed of in dumpsters. Any items of these that are found will result in a disposal fee in the amount it takes for proper disposal.

If your home has individual garbage bins, these must be kept near the home/building when it is not garbage day. You may ask staff at the office when your garbage day is, or visit the City of Mankato website for the Garbage and Recycling map at <https://www.mankatomn.gov/city-services-a-z/maps/garbage-and-recycling>.

iv. Grills/Fire-Pits:

There shall be no grills or firepits stored or used within 15 feet of the building. This includes any patios, decks, garages, sidewalks, etc. If you are witnessed using these items or storing them in improper places, you will be fined at an amount determined by management.

v. Smoke Detectors:

All units are equipped with a smoke detector(s). If you have a problem where your detector is not working properly, please contact the office immediately so we can examine and/or replace the detector in question. If the alarm goes off due to excessive smoke and/or a possible fire, please vacate the premises to a safe location and call 911 and the office. Tenants are responsible for replacing batteries in their smoke detector(s) as needed. Any alarms found with a missing battery will be fined at \$10.00 per alarm. If any alarms are found to be missing or broken at anytime without notifying management about needing to replace their alarm for being faulty will receive a \$50.00 fine per alarm.

vi. Entering by Management:

Management holds the right to enter a tenant's unit for a "reasonable business purpose" after making a good faith effort to give the tenant reasonable notice prior to entrance.

Examples of a reasonable business purpose include:

- Showing the unit to prospective tenants.
- Showing the unit to a prospective buyer or insurance agent.
- Performing maintenance work.
- Showing the unit to state, county, or local officials for inspection of the property.
- Checking on a tenant causing a disturbance within the unit.
- Checking on a tenant the landlord believes is violating the lease.
- Checking to see if a person is staying in the unit that is not on the lease.
- Checking the unit when a tenant moves out.

Management will give a day's notice prior to entrance. However, management/ a landlord may enter the unit without giving proper notice in the following situations:

- When immediate entrance is necessary to prevent injury to persons or property because of conditions relating to maintenance, building security, or law enforcement.
- When immediate entrance is necessary to determine a tenant's safety.
- When immediate entrance is necessary to comply with state law or local ordinances.
- Reasonable suspicion on illegal drug manufacturing, use or sale.

vii. Pets:

No pets excepted fish in aquariums may be kept on the premises according to the lease. While all of our rental places do accept pets, they must be approved by management prior to the animal inhabiting the unit. Any signs of unauthorized animals will result in a \$100.00 fine per occurrence. Management reserves the right to request that you obtain proper insurance before allowing an animal to be added onto the lease.

Upon approval by management, a Pet Addendum will need to be filled out to obtain information about the animal(s). A deposit and/or monthly fee may be required. River Center Properties will not be held liable due to any damages or injuries caused to the property or others caused by said animal.

Approved pets must be on a leash at all times when not inside of the tenant's dwelling. You are asked to have a kennel incase maintenance work is needing to be done inside your unit as the animal must be locked up or under control with an adult there at the time of the maintenance. Pet breeding and/or expecting pets are not allowed.

If any calls are received regarding a pet/animal not being properly picked up for outside, there will be a \$50.00 fine assessed per occurrence. Any calls due to a pet/animal causing a nuisance will result in a \$50.00 fine per occurrence. Management reserves the right to have pet/animal(s) removed from the property if rules and policies are not being followed in taking care of the pet/animal(s) or based on the actions of pet/animal(s).

viii. Heat:

Tenants are not to shut off the heat in their home any time during the winter months or during any cold spells. The rental unit temperature should never get below 55 degrees Fahrenheit. Space heaters are not allowed in any unit/dwelling. If you notice your heat is not working properly, you must contact the office immediately. Failure to do so will result in a \$50.00 fine plus any damages caused due to the unreported issue. This includes but is not limited to any pipe bursts or frozen pipes to your unit or surrounding units.

ix. Renters Insurance:

We cannot require that you have to have renter's insurance on your home. However, management is not responsible for any damages to personal property or injuries to persons occupying or visiting the home. It is highly encouraged that

tenants do get renter's insurance. Most companies will let you bundle renter's insurance on with other insurance policies such as: home, auto, and/or life. If tenant obtains renter's insurance, please get a copy of that claim to the office so it can be added into your tenant profile.

V. Parking

a. Unauthorized Vehicles/Towing:

While we do not require parking permits, tenants are expected to register their vehicles with the office on or prior to their move-in date. Tenants are responsible for updating the office for any changes in vehicle or license plate information. Any vehicles found to be occupying parking lots or driveways that are not properly registered with the office are subject to towing at the vehicle owner's expense.

b. Snow Removal/Towing:

In your lease, it will state who is responsible for snow removal at your property. If the responsibility falls on management, we may ask to have vehicles either removed from a parking lot, area, or driveway or moved to another location. This is so we can ensure that proper snow removal is completed. Notices will be posted to our Facebook Page, River Center Properties, and also texted or emailed out to tenants one day in advance. Any vehicles that have not been moved as requested will be towed at the vehicle owner's expense.

c. Other Vehicle Removal Requests/Towing:

In the event that there is landscaping or outside maintenance work that is being completed at your property, management will notify you a day prior to needing vehicles moved for outside work. Any vehicles that are not removed by the said date and/or time indicated via text message or email, will be towed at the vehicle owner's expense.

VI. Utilities

a. Tenant Responsible Utilities:

According to your lease, tenants may be responsible for some or all of their utilities. Utilities are expected to be set up to start services the day the move-in or lease starts, whichever comes first. Failure to start services correctly will result in a \$50.00 fine for each utility that is not switched over, along with any costs that are billed to River Center Properties for said utility. Tenants are responsible for their utilities under the last day of their lease. Heat should never be turned off or set below 55 degrees Fahrenheit during winter months or during any cold spells.

b. Management Responsible Utilities:

According to your lease, management may be responsible for some or all of your utilities. Tenants are expected to report any maintenance issues that may hinder their usage of a utility covered by management. This includes but is not limited to: running toilets, heat not working properly, gas leak, etc. Failure to report these issues will result in a \$50.00 fine for each occurrence. Heat should never be turned off or set below 55 degrees Fahrenheit during winter months or during any cold spells.

VII. Maintenance

Maintenance requests can be one of two ways: either online through Rent Manager or by calling the office at **507-345-8800**. If calling in, staff will always ask for your name, address, and phone number. Please be as descriptive as possible when submitting maintenance requests. Include when the issue started, how much has it been persisting, have you tried anything to fix or resolve on your own, and any other information that may be helpful.

Our team will notify management and maintenance about the service request as soon as possible. Please note it may take 24-72 hours for maintenance to come and assess the situation. Major issues such as but not limited to: leaking pipes or no heat during winter months or cold spells will be taken care of sooner than the time frame listed above. Some maintenance issues unfortunately may not be able to fixed by our team. We have a group of trustworthy third party vendors that we use for any issues regarding appliances, heating, plumbing, etc. If we need to get a third party vendor involved, we will schedule an appointment with them and notify you of the time once an appointment has been made. Depending on their availability and the severity of the issue at hand, it might take a couple days before they can come out.

VIII. Lockouts/Lost Keys

In the event that you find yourself lockout of your unit, please contact the office so management can arrange for getting you back into your home. We will only provide entry for tenants listed on the lease. We may ask for identification to verify your identity.

If you lose your key to either your unit, bedroom, and/or mail key the replacement fee is \$35.00 for a new key. Our office is open 24/7 and can distribute keys if you are finding yourself needing a new one.

Locks should never be changed without management's authorization. Locks found to be changed improperly/without approval will be charged a \$100.00 fine plus the actual cost it takes to change the lock again.

IX. Light Bulbs/Filters

Management is not responsible for replacing any bulbs inside the unit when they burn out. This includes but is not limited to: room lights and appliance lights. The unit will be supplied with lightbulbs in the necessary spots prior to move-in. If you find your furnace filter (if applicable) has gone bad, please contact the office so maintenance can replace it correctly.

X. Plumbing/Bathrooms

Tenants are responsible for unclogging toilets as needed inside their unit. You are able to turn off the water supply to your toilet prior to plunging by turning the handle that is located at the base of toilet on the wall. To avoid possibly overflowing your toilet do not discard anything besides toilet paper down the toilet. This means that the following should never be flushed: feminine products, flushable wipes, baby wipes, and any solid material that may get jammed or back up the pipes. If found to be using one of these items causing a plumbing issue, you will be charged a \$50.00 fine.

XI. Lawn Care/Snow Removal

Unless noted otherwise on your lease, management is responsible for lawn care and/or snow removal. Please help us with ensuring the cleanliness of buildings and lawns by not littering and throwing away your garbage responsibly. All animal waste must be picked up immediately or will be considered littering.

In the event that snow removal is needed for a property as a whole, management may ask for vehicles to be removed so that proper snow removal can occur. Management will send out a text/email as well as post an update on the River Center Properties Facebook page of when vehicles are needing to be removed. Management will notify tenants at least 24 hours in advance. In the case of a snow emergency enforced through the City, management will also text/email and post of Facebook of when the snow emergency is in effect for. We highly recommend tenants to sign up for the City's road closure and snow emergency updates. Instructions on how to do so are located on our website www.rentkatoapts.com under the Current Residents tab.

If you as the tenant are responsible for your own lawn care and snow removal, you are expected to ensure the appearance of the yard is acceptable. This includes frequent mowing during mowing season where the grass is not exceeding 5" and ensuring clean walkways and sidewalks during winter months. Failure to comply with proper lawn care and/or snow removal efforts will result in a \$25.00 fine per occurrence and any fine that may be assess through the City.

XII. Your Conduct

a. Drugs and Alcohol:

Alcohol should only be permissible in units that have a tenant that is 21 years of age or older. There should be no open bottles in any common areas such as hallways, parking lots, shared patios, etc. There should never be a keg inside any rental unit or house. Loud parties are forbidden in units and houses. If the office receives a noise complaint you will be assessed a \$200.00 fine per occurrence. If the police are called due to a noise violation, you will be assessed a \$300.00 fine for the first occurrence. If police are called to a noise violation a second time, you will be assessed a \$500.00 fine and may be subject to eviction.

There should never be any drugs manufactured, stored, or used on any property. If you are found with drugs inside your unit or vehicle, you will be assessed a \$200.00 fine per occurrence. If police are involved due to drug activity, you will be assessed a \$300.00 fine for the first occurrence. If police are involved a second call regarding drug activity, you will be assessed a \$500.00 and are subject to eviction.

b. Smoking:

There is to be absolutely no smoking or vaping inside of your unit, in any shared common spaces, hallways, or directly in front of entrance/exit doors. This includes but is not limited to: cigarettes, cigars, e-cigarettes, hookahs, vapes, or any other item that contains tobacco or similar lighted products. This is in accordance with the MN Clean Indoor Air Act. Any signs of smoking or vaping in said spaces will result in a \$200.00 fine per occurrence. If continued signs of smoking or vaping are present, the tenant will be held financially liable in paying fees to restore the unit back to its proper condition.

c. Vandalism:

Any tenant found vandalizing property will be prosecuted to the full extent of the law, given a fine to restore property back to its original condition, and may be evicted from their home. This may include: improper use of fire extinguishers, graffiti inside or outside of the building/dwelling, cutting trees or symbols into grass, slashing tires, breaking windows, etc. If you notice any signs of vandalism, please call our office immediately at **507-345-8800**.

d. Conduct:

i. Noise Policy:

You are required to keep the noise inside of your unit under control at all times. Repeated noise violations may result in eviction. You are never allowed to have a keg party or a party containing bulb amounts of alcohol inside of your unit. If the office receives any complaints regarding excessive noise inside your unit, you will be fined \$200.00. This includes, but is not limited to: fighting, loud music, and parties.

ii. Police Response to Noise/Drug Violation:

If the police respond to a noise or a drug violation, you will be fined \$300.00. If we receive a second violation where police respond, you will be fined \$500.00 and may be evicted. This is based on any or all recommendations by the Department of Public Service.

XIII. Moving Out

a. Notice to Vacate:

All Notices to Vacate must be delivered to the office in writing at least 30 days before the end of your lease. Notices can be given to the office in person, via mail, via e-mail, or on the approved form sent through Rent Manager. Move-outs will be on the last day of your lease with keys returned to the office by 1pm that day. If keys are not delivered by 1pm, you will be charged a \$100 late key return fee and \$20 additional per hour until all keys are returned.

b. Checkout Cleaning List:

Tenants that are moving out are responsible for returning the unit back to its original condition when their lease started, besides normal wear and tear. All large and bulky furniture must be disposed at the tenant's own expense. No large items should be left inside of the unit, in dumpsters/garbage bins, or on side of the road. Tenants will be charged for the disposal fee that management has to conduct if this is not followed.

We have provided a cleaning list that will assist you when getting ready to move out. Any cleaning and repairs that must be done after your move-out will be charged at \$45.00/hour. Carpets will be professionally cleaned and will be deducted from your security deposit in the amount stated on your lease. The provided cleaning list can be printed for the tenant's convenience on the following page.

MOVING OUT CLEANING CHECKLIST

LIVING ROOM, BEDROOM(S), DINING ROOM

- Clean walls, shelves, and doors
- Dust baseboards, windowsill, and vents
- Dust light fixture
- Wipe down windows
- Sweep, mop, and/or vacuum floors
- Remove nails, thumb tacks, and command strips
- Replace burnt out light bulbs

KITCHEN

- Dust inside/ top of cabinets and drawers
- Clean walls behind appliances
- Wipe down windows
- Clean the inside and outside of all appliances (refrigerator, oven, stove, microwave, etc.)
- Replace stove burners if necessary
- Dust light fixtures and shelves
- Dust baseboards, windowsill, and vents
- Wipe counters and backsplash
- Clean sink and hardware
- Sweep and mop floors (including under and behind appliances)
- Remove nails, thumb tacks, and command strips
- Replace burnt out light bulbs

BATHROOM

- Clean inside and outside of shower, tub, sink, and toilet
- Dust baseboards and vents
- Dust light fixtures
- Clean the inside and outside of cabinets and drawers
- Wipe counters
- Sweep and mop floors
- Remove nails, thumb tacks, and command strips
- Replace burnt out light bulbs

ENTRY/HALLWAY

- Clean walls, shelves, and doors
- Dust baseboards and closet shelves
- Dust light fixtures
- Sweep, mop, and/or vacuum floors
- Remove nails, thumb tacks, and command strips
- Replace burnt out light bulbs

LAUNDRY ROOM (IF APPLICABLE)

- Clean exterior of washer/dryer
- Wipe interior of any cabinets or drawers
- Sweep, mop, and/or vacuum floors

c. Move-Out Charges:

Below is a list of charges that may come out of your security deposit. Charges for cleaning and maintenance repairs are subject to change based on severity of the issue at hand.

i. General Cleaning:

Cleaning will be billed at \$45/hour per worker needed. This will be dispersed evenly among all occupants in the unit.

ii. Maintenance Repairs:

The charge for labor and supplies minor repairs will be billed at \$45/hour per laborer. Any major repairs and maintenance needed will be billed at the hourly rate of the 3rd party vendor and the cost of supplies to complete the repairs.

iii. Carpet/Tile Cleaning:

Carpets will be professionally shampooed, and tiles will be professionally cleansed and waxed if needed. This will come from your deposit in the amount indicated on your lease. Tenants are still responsible for sweeping, mopping, and vacuuming floors when moving out.

iv. Painting:

Any painting that is needed beyond normal wear and tear will be billed at \$45/hour per laborer.

v. Keys:

All keys must be returned to the office by 1pm on the day of move-out. Failure to turn in all keys will result in a \$35 charge per key not returned. A late key return charge will also be charged at \$100 plus \$20/hour until keys are returned (maximum number of hours charged is 24 hours). Any locks that are needing to be replaced will be billed at the actual cost for supplies and labor to install a new doorknob.

vi. Bulky/Electronics Items:

Absolutely no bulky items or electronics should be left inside the unit, in dumpster/garbage can, or on the curb. Tenants will be charged in the actual fee to dispose of item(s).

vii. Fire Alarms/Batteries:

Any fire alarms found missing or damaged will be charged at \$50/ alarm.
Any fire alarms found to be missing a battery or fail to have a working battery in it will result in a \$10 charge per battery.

viii. Smoking:

Any signs of smoking at move-out will result in a \$200 fine plus actual cleaning bill from 3rd party vendor.

ix. Window Screens:

Any screens that are found damaged or missing will be charged at \$50/screen.