

NORTH STAR APARTMENTS

410 East River Road
Brainerd, MN 56401

RESIDENT HANDBOOK/HOUSE RULES

Updated June 22, 2011

Please read this handbook and become familiar with the rules. This handbook is a part of your Lease and violation of these rules may be grounds for termination.

**NORTH STAR APARTMENTS
MANAGEMENT TEAM WELCOMES YOU!**

The Brainerd HRA welcomes you to your new home and neighborhood. This handbook explains what you can expect from the Management of North Star and what the Management expects from you. Read it carefully. Keep it handy for easy reference.

Pleasant living depends largely upon cooperation and understanding by the Management, you the Resident, and your neighbors. Consideration of your neighbors, and their consideration of you will make your living here a happy experience. Remember, this is your new home and neighborhood. It is up to you and your neighbors to make it the type of community you can be happy with and be proud of. We are proud to own the North Star Apartments and to have you as a welcomed addition to the community.

The Resident Handbook is an extension of your lease. Questions concerning policies in the Resident Handbook may be directed to the Brainerd HRA office.

Phone Numbers

Management and Staff:

Jennifer – Executive Director	824-3425
Teresa – Housing Manager	824-3431
Kathy – Administrative Assistant	824- 3424
Shannon – Resident Services Coordinator	824-3421
Maintenance/Work Orders	824-3424
Dispatch Caretaker - Emergency Maintenance	839-0055

Brainerd HRA Office Hours:

Normal office hours are 7:00 a.m. to 4:30 p.m., Monday through Thursday. The office is closed on Fridays, weekends and legal holidays.

Resident Caretaker – Dispatch Caretaker

Shawn and Katie are the Caretakers, who reside in Apartment 212.

Move-In Instructions

In consideration of our Residents, no move-in activities are allowed before 7:00 a.m. or after 10:00 p.m. You should unload through the freight entrance to the right of the main entrance. There are loading carts and shopping carts available for your use. The larger elevator will hold the loading carts and most furniture.

Empty boxes which you do not need should be broken down and placed in the garbage room across from the freight entrance on the first floor. There is a dumpster located in the garbage room for cardboard only. Please do not place trash in this dumpster.

Please be careful not to damage walls or floors during move-in. Report any damage to the office immediately.

Apartment Keys

One apartment key per adult Resident and one mailbox key is furnished with your apartment. If you wish to have an additional apartment key made, contact Marilynn at the office. If you should lose your apartment key, or need a duplicate key, the cost is \$5.00 per key. If apartment locks are re-keyed due to key loss, the Resident will be responsible for the cost. The minimum cost is \$75.00.

Card Key Access – External Doors

The card key access is very simple to use. You just have to put the card close to the reader lock and the light will change from red to green, which means the door will unlock. Each Resident is given one access card and are entitled to have one guest card, if needed. If your card is damaged, lost, or stolen, there is a charge of \$10.00 to replace it. We recommend not putting the card on a key ring as it can easily become damaged.

Please note: You will be able to enter through the front door anytime, day or night. The side entrance doors in the stairways, the door on the 2nd floor lounge area, the exterior door in the community room, the loading doors, and the garbage hallway doors will only be accessible from 7:00 a.m. until 10:00 p.m.

Front Entrance Security System – Resident Operating

A controlled access card system has been installed in the front entry of the building. Guests arriving at the door dial the code shown beside your name on the directory next to the system and your telephone rings. If you wish to let the person in to the building, you simply press “6” on your phone which opens the front door. If you do not know the person who is calling you, do not let them in.

Building Security

Keeping the building secure really depends upon you, the Resident. Your cooperation is essential if unauthorized persons are to be kept out of the building. Please follow the following safety measures:

1. Keep your apartment door locked when you are out;
2. Do not open the main entrance to strangers;
3. Do not allow anyone to follow behind you in to the building;
4. Report any strangers or persons acting suspiciously to the office during regular office hours or to the Caretaker after hours or on weekends.

5. Report any illegal or suspicious activities inside or outside the building to the police.

There are security cameras placed throughout the North Star Apartment building.

Occupancy Guidelines

Your unit is rented to you and those family members listed on your lease only. You must immediately notify the HRA of any changes in the size of your family. According to HUD rules, only individuals whom have been approved for residency and only those listed on the Lease have the right to live in the unit. Allowing persons other than those listed in your Lease to live with you or to use your address is prohibited. If we find that a person is living in your unit without our approval, your lease permits us to terminate the lease and begin eviction proceedings against you.

Payment of Rent

You have the following options to pay your rent each month: You can sign up for direct debit (please contact the office if you are interested); you can place your rent in the drop box located on the second floor at the Maintenance Office; you can mail your rent to our office address of 324 East River Road, Brainerd, MN 56401; you can drop your payment off at the office during office hours; or, you can place your payment in the green drop box located in front of the Brainerd HRA office building.

Monthly rent payments are to be made on or before the 1st of the month, and no later than the 5th. All rent paid after the 5th is late, and must include the appropriate late fee. If mailing your rental payment, it must arrive by the 5th of the month, or it will be considered late and a late fee will be charged. No personal checks will be accepted after the 10th. On the 15th of the month, a notice to pay or vacate letter will be sent. All rent must be paid in full; partial payments will not be accepted. All provisions of the lease will be strictly enforced. All rental payments must be made on time pursuant to your lease.

We will not accept cash for rental payments. Acceptable forms of payment will be a personal check, certified check or money order. Any payment made after the due date will be considered late. If the monthly rent payments are made late, the management will take all proper legal action against you pursuant to the lease and the laws of this state. If rent is paid late four or more times within a year, your lease may be terminated.

Parking Lots/Spaces

There are Resident parking spaces available in the parking lot in front of the building. Each space has an electrical outlet available for a heater plug. There is a monthly parking fee for these spaces. These are assigned spaces on a first-come-first-served basis. Unauthorized vehicles will be towed away at the owner's expense. Additional parking is available, at no charge, in the parking lot across the street from the Brainerd HRA office.

Please obtain the vehicle sticker from the Brainerd HRA Office. Stickers should be placed on the bottom of the rear window on the driver's side of the vehicle. Visitors should park in the designated spaces, on the street, or in the parking lot across the street from the Brainerd HRA office.

No parking is allowed, at any time, anywhere in the traffic circle in front of the building. This area is for loading and unloading only, and any vehicle left unattended may be towed away. We must keep this area clear for buses and emergency vehicles. It is the Resident's responsibility to inform their visitors that parking is prohibited in the traffic circle at all times.

Cars cannot be overhauled, motors changed, or any major repairs made in the parking lots. Oil is not to be changed or drained any place on the parking lots. Inoperable or unregistered vehicles must not be left on the property for more than 48 hours. Any vehicle parked improperly or that is inoperable for more than 48 hours will be towed at the owner's expense.

Snow Removal and Your Vehicle

The Brainerd HRA has implemented a flag system to let Residents know when they need to move their vehicles from the parking lots after a snowfall of 2 or more inches. A flag pole will be mounted in the area of the existing flag pole. A green and red wreath flag will be placed out when the lot is going to be plowed. When the flag is out, you will need to have your vehicles moved out of the lots at or before 9:00 a.m. It is each Resident's responsibility to check for the flag and move your vehicles accordingly.

Bicycle Policy

Bicycles, mopeds, or other motorized recreational scooters (not including mobility scooters) are not allowed in the North Star Apartment building.

All bicycles must be parked in the bike racks located by the front door of the building. All bikes that are parked in the racks must be in working order, which means tires need to be pumped up and there can be no missing tires or chains.

All bikes must be properly secured and have a sticker from the office on it. Please remember that if you get a new bike you will need to get a new sticker for it. The Brainerd HRA is not responsible for any loss, theft or damage that may occur.

Housekeeping

It is your responsibility to keep your apartment clean at all times. Carpets must be vacuumed on a regular basis. Walls should be kept free of marks and damages. Bathroom sinks and fixtures should not be cleaned with harsh abrasive. Please defrost your freezer when necessary. Clean your stove and oven frequently. If you are not sure what cleaners to use, please contact the office for suggestions.

Inspections of your unit will be conducted by the Brainerd HRA staff. Inspection notices are given to all Residents well in advance of the inspection date.

There is a garbage chute on each floor by the number 10 apartments (such as 310, 410, and so on). Don't throw glass bottles and jars down the garbage chutes. There is a disposal container near the garbage room for glass items. Do not try to force large items down the chutes, please bring these items to the garbage room.

Recycling

The North Star Apartments recycle. There are containers on each floor next to the elevators for all recyclable items. Please review the items that can be recycled located on the bulletin boards on each floor by the elevators.

There is a dumpster located inside of the garbage room for cardboard only. This dumpster is clearly marked. Please do not place trash inside this dumpster.

Sprinklers – Smoke Alarms

Sprinklers have been installed in all apartments, hallways, storage closets, and open areas. Do not bump, push, break, or otherwise test the sprinkler heads. These heads are very sensitive and will promptly send many gallons of water spraying if triggered. Do not hang anything from the sprinklers and keep items at least 18 inches away from the sprinkler heads.

The smoke alarms will go off for two reasons: An actual fire and/or threat of fire, or trouble in the fire system. The alarm will alert the Resident Caretaker who will come to your apartment. If it is only smoke, open your windows to get rid of the smoke. **Do not open your door and let the smoke out into the hallway.** If the hallway alarms go off, the police and fire department will automatically be sent to the building. If you have opened your apartment door to let the smoke into the hallway, emergency personnel may come to your unit to question you to find the source of the smoke.

Repairs to Your Apartment

Please notify the office of any needed repairs, such as dripping faucets, stopped toilets, or problem doors and windows. For repairs during office hours, call 828-3705, ext. 204. For maintenance emergencies after office hours, such as no heat in the winter, no working refrigerator, no working lavatory, or an excessive leak, please contact the dispatch caretaker at (218) 839-0055.

For general information like: your phone does not work - call the telephone company; you see suspicious activity, (i.e., someone breaking in, a domestic situation, use of illegal substances, etc.), please call the Police at 829-4749 or 911 if it is an emergency.

Damage To Your Apartment or Common Areas

Immediately report damage in your unit or any common areas to the office. This is especially important when water pipes, drains, doors and windows are involved to eliminate the possibility of further damages. Damages that are caused by a Resident or their guests will be billed to the Resident(s) involved.

Quiet Hours

Section 2014.06 of the Brainerd City Code states, "No person shall, between the hours of 10:00 p.m. and 7:00 a.m. congregate at, or participate in any party or gathering of two or more people from which noise emanates of a sufficient volume so as to disturb the peace, quiet, or repose of another person. No person shall knowingly remain at such a noisy party or gathering."

For the consideration of the quiet and peaceful enjoyment of all Residents of the North Star Apartments, quiet hours are from 10:00 p.m. to 7:00 a.m. In addition, these quiet hours will be enforced against gatherings in all common areas of the building between 10:00 p.m. and 7:00 a.m.

This does not mean that you cannot enter or exit the building or your apartment during the quiet hours. It also does not mean that you cannot visit with your friends in your apartment during quiet hours. It simply means that Residents may not gather in any common areas during the quiet hours.

Second Floor

The second floor lounge/T.V. area and the Community/Dining room are great places to meet and mingle with your neighbors. The Brainerd Daily Dispatch is available and we ask that you leave the paper in the second floor lounge area. There are puzzles and a large screen television for your use. We ask that you please clean up after yourself when exiting the area.

No food or beverages are allowed in the second floor lounge/T.V. area, unless a scheduled event is authorized in advance by the Brainerd HRA office.

Between the hours of 10:00 p.m. and 7:00 a.m., the second floor lounge/T.V. area/Balcony are closed, unless a scheduled event is authorized in advance by the Brainerd HRA office. The television must be off during these hours.

Please refer to the general rules posted in the second floor lounge area.

Game Room/Pool Table

A pool table and other game tables are located on the 2nd floor. Please refer to the general rules posted near the pool table and in the game room.

Community Room – Second Floor Kitchen

The Community Room and Kitchen are available for Resident use and may be "reserved" for private gatherings. These rooms are to be left in a clean and orderly condition when the Resident is finished using it. To reserve the Community Room and/or Kitchen, please contact Dennis at 839-0055.

Laundry Room

We have a very nice laundry room located on the second floor for your use. We need everyone to do their part to help keep it nice. There is a change machine available in the laundry room. Please refer to the general rules posted on the wall inside the laundry room.

The laundry room is for Resident use only! Family and friends are not permitted, under any circumstance, to use the machines to wash and/or dry their own personal laundry.

In order to keep the machines in proper working order, please make sure you empty your pockets. Some items that may cause damage to the machine are lighters, pens, gum, etc. Please do not over-fill the machines; this will cause the motors to burn out. If damage is caused by misuse, the Resident responsible will be charged for all repairs that are needed. We ask that each Resident only use 2 wash machines and/or 2 dryers at the same time.

Clothing is not to be left unattended for an extended length of time. Please empty lint traps and leave the area clean when you are through. Be courteous and think of others. Please report any machine malfunctions to the office. The Brainerd HRA is not responsible for any loss, theft or damage.

Garbage Chute - Garbage – 1st Floor Hallway

Resident shall dispose of trash by properly wrapping garbage in plastic bag before throwing it down the chute. Glass bottles, jars, and boxes not for recycling should be taken down to the garbage room and disposed of there.

Nisswa Sanitation charges the Brainerd HRA to pick up large items. If you need to dispose of large items such as furniture, mattresses, appliances, etc, you must first contact the Brainerd HRA office to set up a payment arrangement. If you place items in the 1st floor hallway without obtaining permission from the office, you will be charged a \$25.00 fee, plus the cost of disposal.

Pet Policy

The Rules for Pet Ownership are posted in the bulletin board on the second floor. If you wish to own a pet, you must contact the Brainerd HRA office **BEFORE** you acquire the animal.

Crime Free/Drug Free Housing

The Brainerd HRA and the North Star Apartments have a zero tolerance for drugs. This includes, but is not limited to, exclusion of any person from our properties that have any past, current, or pending drug charges and/or any drug convictions. In addition, the Brainerd HRA and the North Star Apartments do not allow any person on our properties who have had any kind of felony conviction within the last 10 years.

No Smoking Policy

Effective August 1, 2011, smoking is not permitted in any apartment, common area or on property grounds. The term “smoking” means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, or other tobacco product or similar lighted product in any manner or in any form.

General Provisions/Rules

Absolutely no alcoholic beverages of any kind are allowed in any common area or on the grounds of the North Star Apartments.

No food or beverages are to be consumed in any of the lounge areas located on each floor.

No personal items such as furniture, plants, decorations, etc., can be placed in any common area, lounge area, or balcony.

Personally owned barbeque grills are not allowed on the balconies, or the grounds of the North Star Apartments.

Fireworks are not allowed on the grounds of the North Star Apartments.

Guests - Residents must accompany their guests in the building at all times. Guests are never allowed to wander the halls or use any facilities in the building without the Resident of the North Star Apartments.

Clothing - Proper shoes and clothing must be worn in the building at all times. Nightgowns are not considered to be appropriate attire. Shirts and footwear must be worn at all times.

Air Conditioners – There are sleeves in each apartment for an air conditioner. If you would like to put in an air conditioner, the measurements are 14 inches high, 25 inches wide, and 16 inches deep. The air vents on the air conditioner must be on the back of the unit, and not on the sides.

Resident Notices – Bulletin boards are located on each floor which are used to notify Residents of routine maintenance issues, upcoming events and special activities.

Bread Program – Free bakery items are delivered at 8:00 a.m. every Monday and Thursday in the Community/Dining Room.

Bus Service – Dial-A-Ride bus service is available at the front door. You must call to make arrangements for bus service in advance. The telephone number is 825-7433.

Resident Council – The North Star Resident Council meetings are held on the 3rd Thursday of every month at 1:30 p.m. in the Community/Dining Room. All Residents are welcome to attend these meetings.