

# **SCATTERED SITES TOWNHOMES**

## **Resident Handbook**

Resident: Please read this circular. It contains important information about you and living at Scattered Sites Townhomes.

## **The Brainerd Housing & Redevelopment Authority** **Management Team Welcomes You**

This handbook explains what you can expect from the Management of Scattered Sites and what the Management expects from you. Read it carefully. Keep it handy for easy reference. Always refer to your lease for specifics. Call your Caretaker if you have any questions.

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 tenancy a happy experience. If your unit is a duplex, please remember that your neighbor sometimes can hear loud noises through the walls, i.e. children jumping on beds, doors slamming, etc. The walls are not sound proof, so please have respect for the person next door.

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/manage Scattered Site Townhouses and to have you as carefully selected residents.

The Resident Handbook is an extension of your Lease. Questions concerning any policies contained in the Resident Handbook may be directed to the Brainerd HRA Office, 828-3705.

### Management and Staff:

Jennifer Bergman – Executive Director	824-3425
Diana Kliber – Assistant Director	824-3421
Teresa Hettver – Housing Mgmt. Specialist	824-3431
Marilynn Barrett – Housing Specialist	824-3424
Tania Eller – Resident Programs Specialist	824-3433
Maintenance/Work Orders	824-3424

### Caretakers

Mike and Lauri Snow	839-0045
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### **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 weekends and legal holidays.

## **General Information**

### **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 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.

Your unit is rented to you and/or your family only. You cannot allow anyone to live with you, unless an acceptable agreement is made with the Management. You may have guests over night. If guests stay with you more than three days consecutively, you must notify the Management. Allowing persons other than those listed in your lease to live with you is prohibited, and in violation of your lease and is ground for eviction. You must notify Management of any changes in the size of your family.

## **Your Keys**

One key, per adult resident is furnished with your apartment. Be very careful that it is not misplaced. If you wish to have an additional key made contact the Brainerd HRA office. If you should lose your key, a duplicate may be purchased from Management. Cost is \$5.00 per key. If locks are re-keyed due to key loss it will be done at the resident's expense (\$100.00 per lock change). Mailbox keys are provided from the Post Office (deposit required). They have their own requirements for keys.

## **Your Driveway**

Cars cannot be overhauled, motors changed, or any major repairs made in the driveways. Oil is not to be changed or drained any place on the grounds, including driveways.

## **Basic Cleanliness**

Please keep your townhouse reasonably 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.

## **Repairs to Your Unit**

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, excessive noise after 10:00 p.m., etc.), please call the Police at 829-4749 or 911 if it is an emergency.

## **Sharing The Lawn**

You are responsible for keeping lawn of your townhouse free of trash, toys, etc. We ask that you do not walk or set things on seeded areas, to assure proper growth. Do not allow your children to dig in the lawn. Swimming pools are to be emptied at night and removed from the lawn. Pick up after yourself, guests and children. Instruct your children not to leave candy wrappers, pop cans, toys, clothes, etc. lying about. It is very difficult to keep the lawns looking attractive. Your cooperation is appreciated in helping with this problem.

## **Quiet Hours**

For the consideration of all tenants, quiet hours will be from 10:00 pm to 7:00 am. Please keep music and noise levels down during this time. 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."

## **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 unit, garage 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.

## **You and Moving Out**

Your lease agreement requires that you give Management a proper (30) day notice prior to the date that you intend to move. This notice is required in writing, given at the Management Office. Move outs are to be completed no later than 12:00 pm of your last vacate day.

Be sure to leave your unit clean, pay all rent and other charges due, and return your keys to the Caretaker. We will make a final inspection of your unit before you check out. You must coordinate this inspection with the Caretaker. This is a must to assure your full deposit refund.

Leave a forwarding address at the Post Office and at the Brainerd HRA Office.

### **Note To Residents/Parents**

Please take responsibility for and be responsible for your children, their actions and safety. At no time is it acceptable for children to be unsupervised by their parent, unless the parent has arranged for alternate adult supervision.

### **Tenant/Landlord Handbook**

Minnesota requires that the Landlord notify tenants of the availability of the Landlord and Tenants: Rights and Responsibilities informational pamphlet. Please contact the Minnesota Attorney General's Office for a copy.