

BRAINERD SOUTH APARTMENTS

1969/1987 South 7th Street
Brainerd, MN 56401

RESIDENT HANDBOOK

Updated October 24, 2012

Please read this handbook. It contains important information about living at the Brainerd South Apartments.

**BRAINERD SOUTH APARTMENTS
MANAGEMENT TEAM WELCOMES YOU!**

Brainerd South Apartments welcome you to your new home and neighborhood. This handbook explains what you can expect from the Management of Brainerd South and what the Management expects from you. Read it carefully. Keep it handy for easy reference. Always refer to your lease for specifics.

Pleasant living depends largely upon cooperation and understanding by the Management, you the resident, and your neighbors. Consideration of your neighbor 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 manage the Brainerd South Apartments and to have you as a welcomed addition to the community.

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

Phone Numbers

Management and Staff:

Caretakers: Bernie and Wanita – Apartment 201 – North Building – 839-0043

Jennifer Bergman – Executive Director	828-3705 ext. 3425
Diana Kliber – Assistant Director	828-3705 ext. 3421
Marilynn Barrett – Housing Specialist	828-3705 ext. 3424
Teresa Hettver – Housing Compliance Specialist	828-3705 ext. 3431
Tania Eller – Resident Programs Specialist	828-3705 ext. 3433
Sandy Schwendeman – Rental Assistance Manager	828-3705 ext. 3427
Lindsay Smude – Rental Assistance Specialist	828-3705 ext. 3426

Brainerd HRA Emergency Work Order Dispatch	218-839-0055
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Fire or Police Department	911
Brainerd Police Department (non-emergency)	829-2805
North Ambulance	911
Poison Control Center	1-800-222-1222
Taxi	829-1111
Dial-A-Ride	825-7433
Qwest (Telephone)	1-800-244-1111
CTC (Cable, Internet)	454-1234
Brainerd Public Utilities	829-8726
Crow Wing County Social Services	824-1140

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.

If guests stay with you more than three days consecutively, you must notify the HRA.

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 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.

Move-In Instructions

In consideration of our Residents, no move-in activities are allowed before 8:00 a.m. or after 9:00 p.m. Empty boxes which you do not need should be broken down and placed in the dumpsters. Please be careful not to damage walls or floors during move-in. Report any damage to the office immediately.

Keys

One key per adult resident is furnished with your apartment. If you wish to have an additional key made contact the Brainerd HRA office. If you should lose your key, or need a duplicate key, the cost is \$5.00 per key. If locks are re-keyed due to key loss, the resident will be responsible for the cost. The minimum cost is \$100.00.

Front Entrance Security System – Resident Operating

An entry security 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 or the Caretakers.
5. Report any illegal or suspicious activities inside or outside the building to the police.

Parking Lots/Spaces

There are Resident and visitor parking spaces provided. Please obtain the vehicle sticker from the Brainerd HRA Office. Stickers should be placed on the bottom of the rear window. Unauthorized vehicles will be towed at the owner’s expense. Visitors should park in the designated spaces. Visitor parking spaces are limited, and Residents are not allowed to park in these spaces. Cars cannot be overhauled, motors changed, or any major repairs made in the parking lot. Oil is not to be changed or drained any place in the Brainerd South parking lot.

Handicapped parking is clearly marked. Violation of these spaces will not be tolerated. Parking in the fire lanes and/or in front of dumpsters is strictly prohibited. Vehicles violating the parking guidelines will be towed at the owner’s expense. Residents or their guests who habitually violate parking guidelines may be subject to lease termination.

Bicycle Policy

Bicycles, mopeds, or other motorized recreational scooters are not allowed in the Brainerd South Apartment buildings.

All bicycles must be parked in the bike racks located at the back 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. **The Brainerd HRA is not responsible for any theft, loss, or damage that may occur.**

Housekeeping

It is your responsibility to keep your home 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. Periodic maintenance carpet shampoos, at the resident's expense, should be performed. Inspections of your unit will be conducted by the Brainerd HRA staff. Inspection notices are given to all Residents in advance of the inspection date(s).

Repairs For Your Apartment

Please notify the office for prompt repairs, such as dripping faucets, stopped toilets, or problem doors and windows. For emergency repairs during office hours, call 828-3705, ext. 3424. 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, excessively loud party after 10:00 p.m., etc.), please call the Police at (218) 829-4749 or 911 if it is an emergency.

Damage To Your Apartment

Immediately report damage to your unit or any property of the complex 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.

Snow Removal And Your Vehicle

The snow removal trucks arrive between the hours of 9:00 a.m. and 11:00 a.m. the morning after a snow fall of 2 inches or more. You must remove your vehicle from the parking lot before they arrive. You may park your vehicle on South 7th Street while the trucks are clearing the parking lots, but you must move your car back to the lot as the City plows South 7th and can tow or ticket cars.

Laundry Room

The laundry room hours are from 7:00 a.m. and 10:00 p.m. 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.

Quiet Hours

For the consideration of all tenants, quiet hours are from 10:00 p.m. to 7:00 a.m. Please keep music and noise levels down during this time. A copy of the Brainerd City Codes on curfew hours will be provided to you upon request.

Trash

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

Smoking Policy

Pursuant to the Minnesota Clean Air Act, there is **NO SMOKING** within 25 feet of the front or rear entrance of the Brainerd South Apartment buildings and absolutely no smoking is allowed in any indoor area of the Brainerd South Apartments. This includes, but is not limited to, all common areas, hallways, front entrance, laundry room, etc.

To accommodate smokers, there are “Designated Smoking” areas at the rear of each building along with a bench and/or picnic table and an ashtray container.

On the outside perimeter of the front and rear entrances are “No Smoking” signs and an ashtray container for people to put their cigarette in before actually coming in the buildings.

Residents may smoke in their apartments. However, any damage caused due to smoking will be charged back to the Resident.

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.

Crime Free/Drug Free Housing

The Brainerd HRA and the Brainerd South 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 Brainerd South Apartments do not allow any person on our properties that have had any kind of felony conviction within the last 10 years.

Your Lease Summary

When you signed your Lease with the Brainerd South Apartments, you agreed to the following:

1. To pay your rent on the first business day of the month.
2. To keep your apartment clean.
3. To promptly report any needed repairs to the office.
4. Not to install additional or different locks or gates on any doors or windows of the unit without the prior written permission of Management.
5. To advise Management immediately of any changes in family composition, changes in employment, or any increase in income by \$200.00 or more per month.
6. Not to have pets or animals of any kind in the unit without the permission of the Brainerd HRA. **ABSOLUTELY NO PET SITTING ALLOWED!!**
7. Not to sublet or assign the unit or any part of the unit.
8. Not to alter the unit in any way without first obtaining written permission from Management.
9. Not to hook up or use any kind of washer/dryer in your unit.
10. To use the parking lot according to your lease, handbook and policy letters.
11. Not to allow guests to stay longer than 3 days in a row without the consent of Management.
12. Not to install a window style air conditioner.
13. To permit Management, upon reasonable advance notice, to enter the unit to make reasonable repairs and conduct periodic inspections.
14. Not to make or permit noises or acts that will disturb the rights and comforts of neighbors.
15. To give a proper 30 day notice at the Brainerd HRA office, in writing, of your intention to move and to give a definite moving date.
16. To leave the dwelling in a clean and sanitary condition when you move out.