

# **BRAINERD SOUTH APARTMENTS**

1969/1987 South 7th Street  
Brainerd, MN 56401

## **RESIDENT HANDBOOK/HOUSE RULES**

Updated November 25, 2019

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.

**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, along with your Lease

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 manage the Brainerd South 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.....218-824-3425.....[Jennifer@brainerdhra.org](mailto:Jennifer@brainerdhra.org)  
Shannon – Housing Manager.....218-824-3431.....[Shannon@brainerdhra.org](mailto:Shannon@brainerdhra.org)  
Kathy – Administrative Assistant.....218-824-3424.....[Kathy@brainerdhra.org](mailto:Kathy@brainerdhra.org)

Maintenance/Work Orders.....218-824-3424

Dispatch - Emergency Maintenance.....218-839-0055

**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**

The Caretakers reside in Apartment 201 in the North Building. The Caretaker can be helpful in handling minor maintenance issues and lock-outs, reserving common areas, and answering questions about the building. The Caretaker can also contact Maintenance after hours. The Caretakers' number is 218-839-0043.

### **Move-In Instructions**

In consideration of your neighbors, no move-in activities are allowed before 7:00 a.m. or after 10:00 p.m. Empty boxes should be broken down for recycling or properly disposed of after they are no longer needed. Please be careful not to damage walls or floors during move-in. Report any damage to the office immediately.

### **Occupancy Guidelines**

Your unit is rented to you and those household members listed on your lease only. You must immediately notify the HRA of any changes in the size of your household. 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

You may have guests overnight. If guests stay with you more than three (3) days consecutively, or more than seven (7) nights in a year, you must notify the Management and obtain permission.

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 automatic payment/direct debit (please contact the Brainerd HRA office if you are interested);
- You can mail your rent to the Brainerd HRA office address of 324 East River Road, Brainerd, MN, 56401;
- You can drop your payment off at the Brainerd HRA office during office hours;
- You can place your payment in the green drop box located in front of the Brainerd HRA office building.

Acceptable forms of payment are automatic payment/direct debit, money orders, personal checks, certified checks, or cashier's checks. Cash will not be accepted.

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

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.

### **Keys**

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

### **Front Entrance Security System – Resident Operating**

A controlled-access code system has been installed in the front entry of each building. Guests arriving at the door dial the code shown beside your name on the directory next to the system which calls your phone. 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. This system is only compatible with local land line or cell phone numbers.

### **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:

- Keep your apartment door locked when you are out;
- Do not open the main entrance to strangers;
- Do not allow anyone to follow behind you in to the building;
- Report any strangers or persons acting suspiciously to the Brainerd HRA office during regular office hours or to the Caretaker after hours or on weekends.
- Report any illegal or suspicious activities inside or outside the building to the police.

There are security cameras placed throughout the Brainerd South Apartment buildings and in various locations around the grounds. Tampering with the cameras or any other safety and security devices in the building or on the grounds is not permitted and may result in a lease violation.

### **Parking Lots/Spaces**

There are Resident and visitor parking spaces provided. 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 (not including mobility 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. All bikes must be properly secured and be identified with an authorization sticker from the Brainerd HRA office. Please remember that if you get a new bike, you will need to get a new sticker. The Brainerd HRA is not responsible for any loss, theft or damage that may occur.

### **Housekeeping**

It is your responsibility to keep your unit clean at all times. Carpets must be vacuumed and/or swept on a regular basis. Walls should be kept free of marks and damage. 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 Brainerd HRA office, your Caretaker, or the Maintenance 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.

### **Repairs to Your Unit**

Please notify the Brainerd HRA office of any needed repairs, such as dripping faucets, stopped toilets, or problems with doors and windows. For repairs during office hours, call 218-824-3424. For maintenance emergencies after office hours, such as no heat in the winter, no working refrigerator, no working toilet, no running water, or an excessive leak, please contact the Dispatch Caretaker at 218-839-0055. If you aren't sure if the office is open or if the repair is an emergency, call your on-site Caretaker or the Dispatch line.

If you see suspicious activity, notice a dangerous situation, suspect a crime or use of illegal substances, or are concerned about the safety or wellbeing of a neighbor, please call Law Enforcement at 218-829-4749 or 911, if it is an emergency.

### **Damage to Your Unit or Common Spaces/Areas**

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

### **Snow Removal And Your Vehicle**

The Brainerd HRA implements a flag system to let residents know when they need to move their vehicle from the parking lot. A red flag will be mounted in the median area of the parking lot and all vehicles need to be removed from the lot. It is each Resident's responsibility to check for the flag and move your vehicles accordingly. Unmoved vehicles may be towed at the owner's expense.

During the plowing, you may park your vehicle on South 7<sup>th</sup> Street, however it must be returned to the Brainerd South parking lot as soon as the plowing is done to avoid getting ticketed or towed by the City.

### **Laundry Rooms**

There are laundry rooms located in each building on the 2<sup>nd</sup> and 3<sup>rd</sup> floors. Please refer to the general rules posted on the wall inside each laundry room.

The laundry rooms are for Resident use only! Non-resident 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.

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. Please report any machine malfunctions to the Brainerd HRA office. The Brainerd HRA is not responsible for any loss, theft or damage.

### **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 Brainerd South 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 and property 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.

### **Garbage Disposal & Recycling**

For your convenience, there are garbage dumpsters and recycling bins provided near each building at the Brainerd South Apartments. Please make sure your garbage is properly bagged before disposing of it in the provided bin. If you have questions about what is recyclable, contact the service provider at the number listed on the bin.

If you have furniture, mattresses, small appliances, or other large items to dispose of, you may contact the Brainerd HRA office to arrange for a special pick-up. There are fees involved and you may set up a payment plan if you are unable to pay for the fee all at one time. If you place an item for pick-up without first contacting the Brainerd HRA office for permission, 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 not be considered normal wear and tear and will be charged back to the Resident.

### **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.

### **Pet Policy**

If you wish to own a pet, you must contact the Brainerd HRA office **BEFORE** you acquire the animal. After you contact the office, you will be provided with a copy of the Rules for Pet Ownership policy, which you must adhere to. You are responsible for picking up after your animal and properly disposing of the waste, even if the waste is in the grass. Failure to pick up

after your animal may result in fees and lease violations. Repeated failure to follow the rules for animal ownership may result in you being required to remove the animal from your household.

### **Moving Out**

Please remember that loading and move-out activities should be done after 7:00 a.m. or before 10:00 p.m. Per the terms of your Lease, you are required to give the Brainerd HRA office a proper 30-day notice prior to the date that you intend to move. This notice is required in writing at the Brainerd HRA office.

Prior to leaving you must make an appointment to complete a move out walk-through with the Caretaker or Maintenance by 12:00 pm on your vacate day.

To get your deposit back you must leave your unit clean, pay all rent and other charges due, return your keys, and have provided a forwarding address to the Brainerd HRA office.

### **General Provisions/Rules & Additional Information**

**Alcoholic Beverages** - Absolutely no alcoholic beverages of any kind are allowed in any common area or on the grounds of the Brainerd South Apartments.

**Personal Items** - No personal items such as furniture, plants, decorations, etc., can be placed in any common area, sitting areas or other community space.

**Grills** - Personally owned barbeque grills are not allowed on the grounds of the Brainerd South Apartments.

**Fireworks** - Fireworks are not allowed on the grounds of the Brainerd South 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 Brainerd South 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 approximately 14"H x 25"W x 16"D. The air vents on the air conditioner must be on the back of the unit, and not on the sides.

**Resident Notices** - Notices may be mailed to your address or posted on your apartment door to inform you of upcoming inspections and maintenance issues, notify you of lease violations and warnings, advertise special events or activities, or to communicate other important information. It is your responsibility to check your mail so that you can respond timely, as may be required in some correspondence.

**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.