

# **NORTH STAR APARTMENTS**

410 East River Road  
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.

**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, 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 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.....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)  
Erik – Resident Service Coordinator.....218-824-3421.....[Erik@brainerdhra.org](mailto:Erik@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 Caretaker resides in Apartment 212. The Caretaker can be helpful in handling minor maintenance issues and lock-outs, getting into storage areas, reserving common areas, and answering questions about the building. The Caretaker also carries the dispatch phone and is responsible for contacting Maintenance after hours. The Caretaker’s number is 218-839-0055.

**Resident Service Coordinator**

The Resident Service Coordinator has an office next on 2<sup>nd</sup> floor, just down from the Maintenance office. The Coordinator can assist you with locating resources, setting goals, arranging for participation in education, enrichment and wellness activities, and with general problem-solving. The Coordinator has office hours or you may call to set up an appointment.

### **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 the Brainerd HRA 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/Key Fob Access – External Doors**

The exterior doors work on an electronic card key or key fob system, which is very simple to use. Put your fob close to the lock reader and the light will change from red to green, as the door unlocks. You may hear a small click sound when the door unlocks.

Each Resident is given one key fob. If your fob is damaged, lost, or stolen, there is a charge of \$15.00 to replace it. If you would like to purchase an additional fob, the cost is \$15.00. If the additional fob will be given to a non-resident guest or service provider, you will need to supply contact information and a photo ID prior to receiving the fob.

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 2<sup>nd</sup> 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 code 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 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 North Star Apartment building 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.

## **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 place your rent in the drop box located on the 2<sup>nd</sup> floor at the Maintenance office;
- 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.

### **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 fee of \$10.00 for these spaces and they are assigned on a first-come-first-served basis, with a waiting list for future availability. 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. As space is limited, Residents are only allowed one vehicle per person in each unit. No boats, trailers, motorhomes, campers, recreational vehicles, etc., are allowed in the parking lots.

Residents will be given a sticker to identify their authorized vehicles. 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. If your windows are very dark, put the sticker in the most visible place. If you get a new vehicle, you will need to get a new sticker.

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 in 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 in the parking lot in front of the building. 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. 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.

During the winter months, bicycles may be stored in your apartment (so long as this does not restrict safe access and movement in your unit) or in the common storage areas, if space permits.

### **Housekeeping**

It is your responsibility to keep your apartment 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 or 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.

### **Garbage Disposal**

There is a garbage chute on each floor. The door is by the number 10 apartments (i.e. 310, 410, 510, 610, 710, 810, 910, 1010, 1110, and 1210) and is marked "Waste Disposal". Please make sure your garbage is properly bagged before disposing of it the garbage chute. Do not throw bags of used cat litter down the chute. These should be taken down to the 1<sup>st</sup> floor garbage room.

Don't throw glass bottles and jars down the garbage chutes. There are recycling containers for these items next to the elevators doors on each floor and in the 1<sup>st</sup> floor garbage/recycling area.

Do not try to force large items down the chutes. Please bring these items down to the garbage/recycling area on 1<sup>st</sup> floor.

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.

### **Recycling**

The North Star Apartments recycles, using the bins near the elevators or the containers in the 1<sup>st</sup> floor garbage/recycling area. Please review the list of items that can be recycled, which is posted above the recycling bins. In the garbage room, there is a dumpster clearly marked as being specifically for cardboard. Please do not place trash inside recycling bins or dumpsters designated for recycling and cardboard.

### **Sprinklers**

There are sprinklers 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 if triggered, will spray many gallons of water, potentially causing water damage. Do not hang anything from the sprinklers and make sure to keep all items at least 18 inches away from the sprinkler heads.

### **Smoke Alarms**

The smoke alarms will go off for two reasons: an actual fire and/or threat of fire, or trouble in the fire system. A smoke alarm going off in your unit will alert the Caretaker who will come to your apartment to check out the cause of the alarm.

If your alarm goes off because there is only smoke, but no fire, 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 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 Caretaker at 218-839-0055. If you aren't sure if the office is open or if the repair is an emergency, call the Caretaker.

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 Apartment or Common Areas**

Immediately report damage in your unit or any common areas 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.

## **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.

## **2<sup>nd</sup> Floor Common Areas – Game Room, Pool Table, Lounge/TV Area, Bookshelves & Balcony**

There are several areas on the 2<sup>nd</sup> floor designated for Resident use and enjoyment from 7:00 a.m. to 10:00 p.m. The areas are closed after 10:00 p.m. unless a scheduled event is authorized in advance by the Brainerd HRA office. These areas are great places to meet and mingle with your neighbors and are open to all Residents and their guests.

- Game Room: puzzles, playing cards, dart board, and various games available. This area may also be used for group arts and crafting activities.
- Pool Table: refer to the general rules posted near the pool table for guidelines and restrictions.
- Lounge/TV Area: tables, lounge chairs, and large screen TV with local cable package. The Brainerd Daily Dispatch is delivered daily and left on one of the tables. Please do not remove the paper from this area. The TV must be turned off after 10:00 p.m. unless a special event has been authorized.
- Bookshelves: books may be borrowed and read at your leisure. Books are donated from local service organizations and community members and may change without notice.
- 2<sup>nd</sup> Floor Balcony: covered space with picnic tables and a walkway to the Pet Area. Smoking is prohibited in this area.

We ask that you please clean up after yourself when using any of these areas. No food or beverages are allowed in the carpeted common areas, unless a scheduled event is authorized in advance by the Brainerd HRA office.

Furnishings and decorations in the common areas are the property of the Brainerd HRA and should not be removed, altered, or disposed of without prior approval from the office.

Pets are not allowed in the Community Room, Game Room, Kitchen, Lounge/TV Area, or other common areas except when they are passing through the area as they are being taken out of the building.



### **Community Room & 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 after each use. To reserve the Community Room or Kitchen, please contact the Resident Service Coordinator at 218-824-3421 or the Caretaker at 218-839-0055.

### **Balconies & Lounge Areas**

Each floor (3<sup>rd</sup> through 12<sup>th</sup>) has a small lounge area and a balcony with outdoor tables and chairs. These areas are available for use by all Residents and their guests from 7:00 a.m. to 10:00 p.m. No smoking or grilling is allowed on the balconies. No personal items may be left or stored in these areas.

### **Storage**

Each floor has a small locked storage area that Residents may use for a limited amount of personal items, typically not more than two (2) bins or boxes per unit, which must be clearly labeled with the Resident’s name and unit. The Brainerd HRA is not responsible for any loss, theft or damage that may occur. To access this storage space, contact the Brainerd HRA office or the Caretaker.

### **Laundry Room**

The laundry room on the 2<sup>nd</sup> floor is 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.

The machines are coin-operated and there is a change machine mounted on the wall in the laundry room.

Please refer to the general rules posted on the wall in this area.

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 you only use 2 washers 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 Brainerd HRA office. The Brainerd HRA is not responsible for any loss, theft or damage.

### **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.

For your convenience, there is a bag dispenser and disposal bin located near the pet walk area to assist with disposing of animal waste. Remember that 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.

### **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**

Smoking is not permitted in any apartment, common area or on property grounds, except in the designated smoking area. The smoking area is for use by Residents, guests, visitors, and staff. 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.

### **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 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 to the Caretaker, 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 North Star Apartments.

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

**Grills** - Personally owned barbeque grills are not allowed on the grounds of the North Star Apartments. There is a gas grill stored in the stairwell near the smoking area. Any Resident may use the grill, however you are expected to not leave the grill unattended during use, to make sure the gas is completely turned off after use, and to thoroughly clean the grill after each use.

**Fireworks** - 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"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** - There are numerous bulletin boards located in the building. They are next to the elevator doors on 1<sup>st</sup> floor, above the recycling station on 2<sup>nd</sup> floor, on the wall in the Game Room, in the hallway across from the Maintenance office, next to the Resident Service Coordinator's office, and on each floor by the elevators on 3<sup>rd</sup> through 12<sup>th</sup> floor. These are used to notify Residents of routine maintenance issues, upcoming events and special activities.

**Bread Program** - Free bakery items are delivered several times a week and are available on a first-come, first-serve basis. Additional information including the schedule and guidelines are posted in the Community Room.

**Bus Service** - The North Star Apartments is on the regular Brainerd/Baxter Express Route and Dial-A-Ride bus service is also available at the front door. For schedule and fare information, or to arrange for a Dial-A-Ride pick-up, call 218-825-7433.

**Resident Council** - The North Star Resident Council meetings are held on a monthly basis in the Community Room. The Council is primarily responsible for planning and hosting Resident activities but also acts as a means to facilitate communication between Residents and Brainerd HRA staff. Meeting agendas and schedules of activities are posted on bulletin boards. Council and Committee meetings are open to all Residents.

**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.