

VALLEY VIEW TOWNHOMES

SW 6th Street
Brainerd, MN 56401

RESIDENT HANDBOOK/HOUSE RULES

Updated March 17th, 2025

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.

VALLEY VIEW TOWNHOMES 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 Valley View Townhomes 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 Valley View Townhomes 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.

Contact Information

Management and Staff:

- Eric – Executive Director.....218-824-3425.....Eric@brainerdhra.org
- Shannon – Housing Director.....218-824-3431.....Shannon@brainerdhra.org
- Kathy – Administrative Assistant.....218-824-3424.....Kathryn@brainerdhra.org
- Patsy – Resident Service Coordinator.....218-824-3421.....Patsy@brainerdhra.org

- Maintenance/Work Orders (Call).....218-824-3424.....WorkOrder@brainerdhra.org
- Maintenance/Work Orders (Text).....218-480-8338
- Emergency Maintenance/Work Orders.....218-839-0055

Brainerd HRA Office Hours

Our administrative office is located at 324 East River Road in Brainerd, MN. 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. For your convenience, there is a drop box on the front of the office for after-hour drop offs.

Maintenance/Work Orders

The following is the way the HRA defines maintenance work order categories.

Emergency: Maintenance problems that pose an immediate threat to life, health, safety or property, or related to fire safety. Examples: the smell of gas, no heat, a toilet that is overflowing which may cause property damage if it is not repaired. Emergency Work Orders are addressed in 24 hours or less. If there is a fire, call 911 before calling for maintenance help.

Urgent: Work order items that are not an emergency, but need attention in a timely manner. Urgent work orders will be addressed within 3 working days. Example: An electrical outlet stops working.

Routine: Maintenance work that is scheduled for a predetermined date. Example: Annual furnace cleanings.

If you have need for maintenance on your HRA rental unit and it is not an emergency, please call 218-824-3424 or text 218-480-8338 and place a maintenance request. If it is an emergency, please call 218-839-0055 and place a maintenance request. When contacting our office, please leave your name, phone number, address, and a brief description of the maintenance problem, and if it is okay to enter if you are not home.

Resident Service Coordinator

The Resident Service Coordinator has an office on the 2nd floor in the North Star Apartment building. 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 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.

Unit Keys

One unit key per adult Resident is furnished with your unit. If you wish to have an additional unit key made or if you lose your key, please contact the Brainerd HRA office and there will be a cost associated with it. If your unit locks are re-keyed due to key loss, you will be responsible for the cost. Please refer to the attached Maintenance Price List for specific charges.

Mailbox keys are provided from the Post Office, which has their own requirements and may charge a deposit. Laundry room keys are available by contacting the office.

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 seven (7) days consecutively, or more than thirty (30) 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, if necessary.

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 drop box located in front of the Brainerd HRA office building.
- You can place your payment in the drop box located in the laundry room at Valley View Townhomes.

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 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 rent payment, it must arrive by the 5th 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 or after the 15th of the month, a notice to pay or vacate letter will be sent to Residents with outstanding balances. 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.

Please refer to the attached Rental Payment Policy.

Driveway & Parking

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 Valley View grounds, including driveways.

Inoperable or unregistered vehicles must not be left on the property or in the street in front of your unit 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. No cars may be parked on the lawns.

Snow Removal

You are responsible for removing the snow from your driveway and sidewalks. It is suggested that you sprinkle a sand or salt product on sidewalks when they become icy or slippery. Please note that if Maintenance staff arrive to do scheduled work on your unit and are unable to approach because of snow, they will shovel and bill you for their time at their regular hourly labor rate. Please see the Maintenance Price List.

After a snow event, management will make arrangements to have the lot cleared, including the areas in front of each garage. You are responsible for moving all vehicles associated with your household from both the parking in front of your garage and from the any parking spots in the center of the lot. Typically plowing happens after 1-2" of snow. The vendor may come through prior to the end of a storm to clear the driving lanes however, you are not required to move your vehicle until the full lot clearing is scheduled. You will be notified at least one hour prior to the plows arriving on site using the approved notification method for that season. Memos will be provided to each household in the late Fall/early Winter to provide specific details related to the notification system in place for that season. If your vehicle is not moved and gets towed, you will be responsible for all towing and storage fees. A list of towing companies is posted in the laundry room or you may contact the office to find out what towing company was contacted.

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 or the Maintenance office for suggestions.

Annual inspections of your unit will be conducted by Brainerd HRA staff. Additionally, this property is subject to periodic inspections by the city, state, and/or federal agencies. Inspection notices are given to all Residents well in advance of the inspection date once the administration office is notified of a property or in-unit inspection.

Pest Control

Please notify the Brainerd HRA office immediately if you have noticed any bugs, such as German cockroaches or bed bugs, in your unit. All pest control management is to be handled by a vendor selected by the Brainerd HRA. Residents may call 218-824-3424 at any time to report any sightings of bugs. If unable to reach a staff member, please leave a message describing your situation, such as how many/how frequently you have seen them and where you are finding them. German cockroaches are typically found in your kitchen or bathroom areas, as they have ample food and water sources there. Bed bugs are commonly found on your bedroom furniture or wherever you spend most of your time sleeping.

Residents are not expected to self-treat with store bought products. Vendors have informed the Brainerd HRA that they are not effective and will not kill the pests they are intended for. Store bought products also make our vendor's treatments less effective, can cause unwanted spread of the bugs to additional units, and prolong the treatment process for residents that have self-treated their units before notifying the office.

Garbage Disposal & Recycling

Garbage and recycling bins are provided by the Brainerd HRA for Residents of Valley View Townhomes. Please make sure your garbage is properly bagged before disposing of it in the provided bin. If you have questions about your service, such as the pick-up schedule or what is recyclable, contact the service

provider at the number listed on the bin. Do not place bags of garbage or other trash items on your patio, in front of your garage or in the exterior entrance area.

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. Please refer to the attached Maintenance Price List for specific charges.

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 or text 218-480-8338. 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 Emergency Dispatch at 218-839-0055.

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 218-829-2805 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.

Landscaping/Grounds

Management is responsible for landscaping maintenance. We expect that you keep the lawn free of trash. Put away toys, bikes and other play items each day. If you receive a notice for an unsightly patio or walkway, you will have 24 hours to correct the violation, after which time Maintenance staff will be dispatched to complete the work and bill you for their time at their regular hourly labor rate. Please see Maintenance Price List.

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 Valley View Townhomes, quiet hours are from 10:00 p.m. to 7:00 a.m.

Laundry Room

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

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.

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

Valley View Townhomes is a “no pet” property. Service animals and animals required for persons with a disability are allowed. Please contact the office to begin the reasonable accommodation request process.

Once the animal has been approved, 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 has 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 does not allow any person on our properties who have had any kind of felony conviction within the last 10 years.

Smoke-Free Property

Smoking is not permitted in any unit, garage, common area, or on property grounds. The term “smoking” means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, other form of tobacco product, marijuana, or any similar lighted product in any manner or in any form. Any damage caused due to smoking will not be considered normal wear and tear and will be charged back to the Resident.

The Controlled Substances Act (CSA), 21 U.S.C. Section 801 et. seq., categorizes marijuana as a Schedule 1 substance and therefore the manufacture, distribution, or possession of marijuana is a federal criminal offense. Because the CSA prohibits all forms of marijuana use, the use of "medical marijuana" is illegal

under federal law even if it is permitted under state law. Section 577 of the Quality Housing and Work Responsibility Act of 1998 (QHWRA), P.L. 105-276 (October 21, 1998), 42 U.S.C Section 13662 states that owners of federally assisted housing are required by QHWRA to deny admission to any household with a member who the owner determines is, at the time of application for admission, illegally using a controlled substance as that term is defined by the CSA. In addition, Section 577 of QHWRA states in part:

Notwithstanding any other provision of law, a public housing agency or owner of federally assisted housing (as applicable) shall establish standards or lease provisions for continued assistance or occupancy in federally assisted housing that allow the agency or owner (as applicable) to terminate the tenancy or assistance for any household with a member-

- (1) Who the public housing agency or owner determines is illegally using a controlled substance;
or
- (2) Whose illegal use (or pattern of illegal use) of a controlled substance... is determined by the public housing agency or owner to interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents.

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 60-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 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

Grills - Personally owned barbeque grills must be a minimum of 25 feet away from any building and must be properly stored in the garage when not in use.

Fireworks - Fireworks are not allowed on property.

Air Conditioners – Personally owned air conditioners are allowed in your unit. The air vents on the air conditioner must be on the back of the unit and not on the sides. Any damage caused by improper installation or usage, such as leaking water from the bottom of the unit, will be charged back to the Resident.

Prohibited Items - Swimming pools, trampolines, fire rings and fire pits are not allowed in yards, driveways, or elsewhere on the property.

Resident Notices - Notices may be mailed to your address or posted on your front 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.