

SCATTERED SITE TOWNHOMES

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.

**SCATTERED SITE 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 the Scattered Site 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 Scattered Site 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.

Phone Numbers

Management and Staff:

Jennifer – Executive Director.....218-824-3425.....Jennifer@brainerdhra.org
Shannon – Housing Manager.....218-824-3431.....Shannon@brainerdhra.org
Kathy – Administrative Assistant.....218-824-3424.....Kathy@brainerdhra.org
Erik – Resident Service Coordinator.....218-824-3421.....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 Caretakers reside off-site but are frequently in your neighborhood. The Caretakers can be helpful in handling minor maintenance issues and lock-outs and answering questions about the property. The Caretaker number is 218-232-4987.

Resident Service Coordinator

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

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 2nd 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 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 the 15th 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.

Unit Keys

One unit key per adult Resident is 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 \$25.00 per lock.

If you have a locking mailbox, the keys are provided from the Post Office, which has their own requirements and may charge a deposit.

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.

Garbage Disposal & Recycling

Garbage and recycling bins are provided by the Brainerd HRA for Residents of the Scattered Site Trail 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.

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.

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](tel: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](tel: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 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.

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 property 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.

Lawn Care

You are responsible for keeping the grass trimmed and weeds pulled from your lawn. Please keep the lawn free of trash. Put away toys, bikes and other play items each day. Lawn equipment should be stored in the garage or behind the building, not in the front or side lawn areas. If you receive a warning notice for an unsightly yard, 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 rate of \$30.00/hour.

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 rate of \$30.00/hour.

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 Scattered Site Townhomes, quiet hours are from 10:00 p.m. to 7:00 a.m.

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.

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.

No Smoking Policy

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, 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 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 to the Caretaker, 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 15 feet away from any building and must be properly stored in the garage when not in use.

Fireworks - Fireworks are not allowed on property.

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.