

# THE HILL INFORMATION GUIDE



## YOUR THE HILL TEAM:

Please refer to the resident portal.



## OFFICE HOURS:

Please refer to the resident portal.



## RENTCAFE/RESIDENT PORTAL

Pay your rent, communicate with the office, and create a maintenance work order, at [www.thehillliving.com](http://www.thehillliving.com) or from your mobile device using the Bader Resident App. Download in the Apple App Store for Apple phones or Google Play for Android.

We are pleased to announce that we accept online payments. Please follow the instructions below if you would like to make your next month's rent payment online using either an electronic check, auto-pay, or credit card (additional charges apply).

- Residents, go to [www.thehillliving.com](http://www.thehillliving.com): Click on 'Resident Login' and then 'Sign In'.
- This will take you to the Resident Services login page, select 'Click here to register'.
- On this page you will be asked to fill out your enrollment information. Enter your full name, and telephone number (no registration code) at the top and your email address below along with a password for the site.
- If you receive an error message, be sure to verify your phone number and email address with the Management team.
- Follow the prompts to continue the enrollment process on the next pages.
- Once you have submitted your information, an email will be sent to your email address to verify your account. Find that email and click the link to finish registration.
- When you login, select 'Payments' on the top menu, then the 'Payment Accounts' tab to set up your bank information or credit/debit cards that you want to use to make your payments. Next, select the 'Make Payments' tab to do a one-time payment or select "Auto-Pay Set Up" to start recurring payments. You must set up new recurring payments at time of renewal. Be sure to fill out all necessary information completely.

If you have any questions, please contact the management office.



## RENT

Rent is due by 11:59pm on the 3rd day of the month. Per your Lease, a late fee of 8% will be assessed to any past due rent payment owing.

- No cash can be accepted at any time.
- Rent is to be paid through your resident portal which can be found at [www.thehillliving.com](http://www.thehillliving.com)
- You can receive a payment receipt by logging into your resident portal.



## MAINTENANCE REQUESTS

For routine maintenance requests please call or email the management office at 651-424-0417, or [thehill@badercompanies.com](mailto:thehill@badercompanies.com), or complete an online work order through the resident portal at [www.thehillliving.com](http://www.thehillliving.com). Please be sure to indicate if it is "okay to enter" if you will not be home and wish for us to complete your service request as soon as we are able. Without permission to enter we need to provide 24-hours' notice to enter your home to complete your request per MN Statute. Some of our light fixtures are very high and/or difficult to remove to replace the bulbs; do not attempt this yourself. Call the management office when you have the replacement bulb(s) ready. Please do not try to fix something yourself. We will have maintenance make any repairs that are necessary in your apartment as quickly as we can.

***For any maintenance emergencies please call the office during the day, or the emergency response maintenance line when the office is closed. Email/Text maintenance requests are not monitored for emergencies after hours.***



## EMERGENCY RESPONSE MAINTENANCE

1. If it's after 5pm, the weekend or a holiday, dial **952.540.8600** then **press 0** when prompted for the answering service.
2. If you have a maintenance emergency during regular business hours, please contact the management office and leave a message. Staff is checking messages throughout the day.

### EMERGENCY RESPONSE CALLS:

- No heat if outside forecasted low temperature is below 50 degrees\*\*
- No air conditioning (dispatcher has discretion not to send maintenance in certain circumstances)\*\*
- No power/partial power in unit
- No hot water
- Plumbing – leaking or broken pipe
- Toilet/Sink –
  - Toilet clogged - if only one toilet
  - Sink backing up. Non-functioning garbage disposals are not an emergency.
- Police/Fire department calls
- Building entrance or apartment doors – not working, keys broke off in door
- Alarms – fire, trouble panel, smoke detectors
- Gas smell
- Only elevator in the building non-operational
- Underground overhead garage door non-operational
- Lockouts –
  - Lost keys, forgot keys – team members will NOT be dispatched after 10pm.
  - Lock out fee - \$250

\*\*Indicates additional charges may apply if maintenance is dispatched unnecessarily, i.e. no heat call and maintenance finds windows are open.

Whether or not a maintenance technician will be dispatched between the hours of 10pm and 8am will be at the discretion of our dispatch team. For example, partial power or no hot water in an apartment may wait until the next morning.



### CARTS

Please contact management if you are in need of a cart.



### UTILITIES

The Hill sets up your utility accounts. Residents are responsible for making sure their bills are received and paid. All utilities are paid to 1 company called JIT.



### TRASH/RECYCLING

There are trash and recycling chutes located on each floor for your use. Please make sure your trash is in a plastic bag and securely tied shut before placing it in the trash chute. Do not dispose of kitty litter, flour, sand, aquarium rocks, and other fine materials down the trash chute, unless it is double bagged.

**Large boxes and other items will clog the trash chute. Please do not put these items down the trash chute or leave them in the trash room. Boxes or large recycle items can be disposed of in the large recycle container located in the garage.**

Please do not leave large items outside the containers such as televisions, furniture, etc. Contact the management office if you need to dispose of large items.

**There is a \$100 fee for clogging the trash or recycling chute.**



#### ACCEPTABLE CANS, GLASS AND PLASTIC

- Aluminum Cans
- Tin Cans
- Cardboard Boxes
- Milk Cartons
- Shampoo/Soap/Detergent bottles
- Plastic Bottles (remove lid and dispose)
- Glass Bottles and Jars (clear, green and brown)

***Please break down boxes so they are flat.***

#### UNACCEPTABLE MATERIALS

*\*Recycling contamination charges may apply*

- Plastic Bags
- Dishware/Drinking Glasses
- Plastic Wrapped Bottles
- Scrap Metal
- Window Glass
- Shrink Wrap
- Mirrors
- Ceramic Cups and Plates
- Light Bulbs
- Polystyrene
- Heat Resistant Ovenware
- Crystal
- Frosted Bottles
- Batteries
- Food Soiled Containers (Pizza Boxes)
- Waxed Cartons



### RESIDENT REFERRAL PROGRAM

The Hill is excited to offer a great Resident Referral Program. Refer someone to our community and receive a rent credit the month they move-in. Please contact the management office for limitations, restrictions and current offers.



### RESIDENT REWARDS PROGRAM

As a valued resident of a Bader managed property, you have access to exclusive restaurant, health and fitness, and entertainment deals in the Twin Cities area. Log into the Resident Portal to navigate to the Resident Rewards website and view available offers.



### PHONE DIRECTORY

The resident phone directory is located in the lobby. Guests may find you by entering your last name and first initial. When you receive a call, press 9 on your phone to buzz your guest in. **Never buzz anyone into the building that you do not know.** For further information on the Butterfly MX systems, please see the guide in the Resident Portal.



### RESIDENT AND GUEST CONDUCT

**See Section C 1: Resident and Guest Conduct, of your Residential Lease Agreement.**

**RESIDENT PROMISES: C 1)** not to disturb other Residents, Management, or Management's vendors or service contractors. Residents will not make or permit any noises, music, conduct or action of the Resident, Resident's vehicle, children, guests, or visitors that will interfere with the peaceful enjoyment of the property, rights, comforts, or convenience of other residents or disturb other Residents. Resident shall refrain from loud voices, yelling or using vulgar or offensive language, actions, or gestures. Televisions, radios, stereos, surround sound systems, computers, music or game players/systems shall have volume and bass levels adjusted so as to not disturb other Residents.

**Do you close entrance and exit doors behind you, not allowing anyone to come into the building that you do not personally know?**

- **The building is only as secure as you the residents make it.**
- **Never prop open doors or allow people into the building who are not your guest.**
- **Call the management office immediately if a door isn't working properly, or if you see anything suspicious.**
- **Never allow solicitors into the building. By law the only individuals we must allow into the building are census bureau personnel and politicians with proper identification.**
- **All other individuals, other than residents and their guests, are not allowed in the building without prior approval from management.**



### LOST OR STOLEN KEYS

If you have a lost or stolen key or key fob, the following charges will apply for replacement, please notify the office immediately, so we can disconnect your fob from the system:

- Key Fob - \$100
- Garage Fob - \$150
- Mailbox Key - \$50



### **SNOW REMOVAL**

During winter snow events the Management Office will post notices and send emails to let you know when and where the snow removal will take place.



### **PEST CONTROL**

Residents are required to assist management in pest control procedures. Please notify management if you see signs of pests in your home or any other place in the building.

**See section G #3 PEST CONTROL of your Residential Lease Agreement for additional information.**



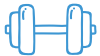
### **FIREWORKS**

Fireworks, whether legal or illegal, may not be used in any portion of the apartment/townhome community. This includes use in an apartment/townhome, on a balcony or patio, or in any common area including, inside or outside the building, on the grounds, parking lot, sidewalks or garages. For purposes of this policy, fireworks include any legal or illegal type of fireworks, noisemakers, or similar object or device.



### **PROPERTY TAX INFORMATION**

The Certificate of Rent Paid (CRP) form may help you get some of the property taxes back that you paid during the year. It's like money in the bank! You should receive a Certificate of Rent Paid on or before January 31st, following the end of the tax year.



### **FITNESS CENTER & YOGA STUDIO**

The Fitness Center is open 24 hours a day, 7 days a week.

Remember: A fob is required to access the Fitness Center, and we ask that you please keep your neighbors in mind while working out with dumbbells.



### **PATIO/BALCONY**

Only patio furniture is allowed on the apartment patios. Items such as bird feeders attract rodents & wind chimes may be a noise disturbance to a neighbor. Grilling of any kind is not allowed, including electric.



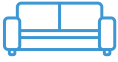
### **SMOKE FREE COMMUNITY**

The Hill is a smoke-free community. No residents or their guests are allowed to smoke, whether tobacco or marijuana, anywhere in the apartments or in any of the indoor or outdoor common areas including the property grounds.



### **POOL**

The pool deck will be open for your enjoyment/relaxation 7 days a week. The hours for use are 7:00 am until 10:00 pm or dusk. The doors that access the pool automatically lock at 10:00 pm and automatically re open at 7:00 am. Please remember this is also a smoke-free, no food, and pet-free common area. Grills are available to all residents in the courtyard. Courtyard hours 7:00 am - 10:00 pm Sunday-Thursday and 7:00 am - 11:00 pm Friday & Saturday. Please be courteous of your neighbors and help in keeping this area clean.



### **CLUB ROOM**

Located in the 1st floor lobby, the Community Room is accessible to residents 24/7. This is available to rent for \$200 Sunday-Thursday, \$300 Friday- Saturday and \$400 on Holidays. The resident Coworking Space is accessible by residents 24/7. Equipped with television, connections and Wi-Fi.



### **COMMON AREA STORAGE**

Hallways must always be free from trip hazards. The garage floor must remain free from any/all storage items. If you need additional storage please contact the office to learn about our rentable lockers.



### **WIFI**

There is free Wi-Fi in the Lobby, Clubroom, Conference Room, Pool Deck and Fitness Center.



### **PET INFORMATION**

We welcome both cats and dogs at The Hill. If you choose to add a pet to your home, please contact the management office for more information and approval (prior to making the addition to your home).

All pets (dogs and cats) MUST be registered with the management office. Please take a few minutes to carefully review the terms of your Pet License Agreement. We require all dogs be kept on a leash or carried at all times when not in your apartment. As stated in the Pet License Agreement, we require that you pick up any pet waste and dispose of it appropriately in the exterior receptacles located throughout the community. Your neighbors will also appreciate your cooperation in helping to keep our community grounds clean.

### **POO PRINT DOGGY DNA VIOLATION FEES**

**First Violation** - \$300 Fine

**Second Violation** - \$600 Fine

**Third Violation** - Termination of Pet Rights or Lease Termination - at management's discretion

Are you pet sitting or have a visitor with a pet? Please contact the management office to discuss the policy for pets that will be visiting.



## **BUTTERFLYMX PACKAGE SYSTEM**

Residents will be able to access the package room using the ButterflyMX system. The package area will be organized by floor. Communication will be sent to residents notifying them of incoming packages. Please retrieve your package timely so that the space can be utilized for additional incoming packages.

### **How does it work?**

It's simple. Your packages will be delivered to ButterFlyMX. You'll receive a notification with a one-time pick-up code. Whenever you're ready to pick up your package, head to ButterFlyMX. Enter the code on the screen. A door will pop open so you can grab your package.

### **How do I get started?**

Management will register you upon move-in and the system will be able to accept packages immediately.

### **Want to know more?**

Reach out to your property staff.



## **PARKING**

All vehicles must be registered and authorized by management. Vehicles must always display the vehicle parking sticker provided by management. No recreational vehicles such as boats, RV's, trailers, etc. may be stored anywhere on the property. We have free bicycle storage on floors 1 and 2 for your convenience. Please contact management for more information and access

**Underground Parking:** Do not to piggyback anyone as you are entering, and let the door shut behind you before you continue into the garage. There is no storage allowed in the underground garage area.

**Guest Parking:** . Non-resident long-term parking (over 24-hours) is not allowed on property without prior consent from management.



## EMERGENCY PREPARATION

Unfortunately, accidents, emergencies, crime and natural disasters happen, and we want to make sure that everyone knows what to do when they do. It is important to be prepared. Talk to your family and friends about emergency procedures for yourself and your family. Please take a few minutes to review these helpful tips with all household members.

During a weather-related emergency do you know where to go for cover in your building?

- Exit your apartment, use the stairs not the elevator if at all possible and go to the first floor in the hallway between the fire doors or core areas without windows.
- If you live in a townhome style apartment go to the lowest level bathroom or interior room without windows. Stay away from windows.
- Take a flashlight and a battery-operated radio so you can listen to weather updates.

Do you know where ALL the “exits” are in your building?

- Take the time to walk your building on each floor.
- Familiarize yourself with all the exits in the building and where they lead.
- Know where the exit and emergency lights are located.
- Do not prop open exit or fire doors.

In the event of a fire in your apartment/townhome or building what should you do?

- Get out and call 911.
- Locate all fire pull stations so you know where they are in case of fire.
- Never try to tackle a fire by yourself without proper training on how to use a fire extinguisher.
- Never try to remove the burning item from the apartment/townhome through a window or door.
- Close doors behind you as you exit the building.
- Use stairs. Do not use the elevator.





## EMERGENCY PREPARATION CONTINUED

Does the management office have updated information on emergency contacts for you?

Please update this information. Update change of home and work phone numbers.

Make sure we have proper numbers for people you would like us to contact in the event of an emergency.

If there is an evacuation of the building (gas leak, bomb threat or other emergencies) where do you go?

- Leave the building immediately.
- When possible, the management office will be open for emergencies. If that is not possible the American Red Cross will be contacted, and you will be instructed on what to do and where to go for immediate shelter.
- Always have a back up plan for long term shelter should you ever need it.
- Keep these things in mind when planning for an emergency:
  - Do I have transportation if I am unable to stay in my apartment/townhome and can't get to my vehicle?
  - Do I have somewhere to stay if I am unable to stay in my apartment/townhome?
  - Do I have my medications and personal items in a place so that they are easy for me to grab if I must leave in a hurry?
  - Do I have a small bag of personal care items that I can grab if I must leave in a hurry?

Only you can be responsible for your safety and security, and that of your guests and family members. These are general guidelines only and may vary with unique or individual circumstances. Bader, Inc., the building owner, and its agents and employees, are not responsible for any damage or injury that is done to resident or his/her property, guests or their property that was not caused by management.

These questions are intended as friendly reminders as well as to educate. Keep in mind that we can not predict emergencies, but we can be prepared.

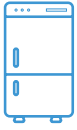


## FIRE PRECAUTIONS

This notice is to remind you that you are personally responsible/liable for any damage to your apartment/townhome as a result of fire caused by negligence and for occupancy and housekeeping habits that pose fire safety risks. We suggest that you take the following precautions:

- Do not keep any flammables, explosives, or other non-household combustible items in your apartment/townhome.
- Dispose of newspapers and other refuse regularly.
- Do not place matches or lighters where children can reach them.
- Clean grease from the cooking range, oven, and exhaust fans and vents regularly.
- We are a smoke-free community; there is no smoking allowed anywhere in the building or on the property grounds.
- Do not use worn electrical cords.
- Do not overload electrical outlets.
- Your apartment/townhome contains a smoke detector and may contain other fire safety equipment. Do not tamper or interfere with any smoke detector or other fire safety equipment. Covering or disconnecting your smoke detector is a serious lease violation and grounds for eviction. Residents are responsible for periodically testing smoke detectors.
- Never leave candles or any burning object unattended.
- Never leave anything cooking on your stove top unattended.
- Do not block hallways or entrance areas.
- Ownership or storage of excessive amounts of personal property or furnishings can pose a fire hazard to you and other residents. It will also impede the circulation of heat and ventilation in your apartment/townhome. You must remove, or store off site, any amounts of personal property deemed by management to be excessive.
- Never leave any paper, flammable, or other objects not designed for cooking near stoves or cook top surfaces. For apartments/townhomes that are equipped with a water heater, furnace or other heating unit, residents should keep all paper, and other flammable materials, away from these units.

## APARTMENT CARE INSTRUCTIONS



### CARING FOR STAINLESS STEEL APPLIANCES

Use a clean, soft, lightly dampened cloth, dry thoroughly. Do not use appliance wax, polish or any chemical agent on stainless steel doors. Do not wipe the appliance with a soiled dish cloth or wet towel. These may leave a residue. Do not use scouring pads or powdered cleaners because these products can scratch the finish.



### CARING FOR YOUR QUARTZ OR GRANITE COUNTER TOPS

While quartz and granite counter tops can be resistant to scratches, scuffs, dents, stains and burns, these surfaces are not damage-proof. Homeowners must take care to avoid exposing quartz counter tops to permanent inks and dyes as these substances may not be removable.

**We're so glad to have you as a resident of The Hill.  
Please feel free to contact us at any time with questions, concerns or just to catch up.**