



# Resident Handbook

Welcome to your new home!

## Contents

Welcome .....	4
Fair Housing.....	5
Residents with Disabilities .....	5
Privacy Policy.....	5
Resident Policies and Procedures .....	6
Crime Free/Drug Free Housing .....	6
Notices .....	6
Damages.....	7
Evictions .....	7
Good Neighbor Policy .....	7
Move In .....	7
Move Out .....	7
Notice to Vacate.....	8
Reasonable Accommodations.....	8
Rent Collection .....	8
Renter’s Insurance .....	9
Transfer Policy.....	9
Utilities .....	10
Occupancy Standards.....	10
Keys, Fobs, Garage Remote, and Locks.....	10
Visitors and Guests.....	11
While You Are Away.....	11
Maintenance Policies and Procedures .....	12
Unit Access .....	12
Inspections .....	12
Maintenance Emergencies.....	12
Mold and Mildew Prevention .....	12
Pest Control.....	13
Community Policies and Procedures.....	15
Balconies, Patios, Hallways, Breezeways, and Stairways.....	15
Bikes .....	15
Common Areas.....	15
Emergency Exits and Entrance Doors .....	15
Satellite Dishes .....	16
Smoking.....	16
Soliciting .....	17
Wildlife Preservation.....	17
Community Features .....	18
Community Rooms.....	18
Elevators.....	18
Laundry Room .....	18

# Resident Handbook



Mail/Package Delivery.....	18
Outdoor Areas.....	19
Parking Rules.....	19
Vehicle Registration.....	20
Playground.....	20
Animals.....	20
Snow Removal.....	21
Storage.....	21
Trash Chutes and Recycling.....	21
Vending Machines.....	22
Appliance and Home Care.....	23
Appliances.....	23
Cabinets, Doors and Woodwork.....	23
Carpeting.....	23
Countertops.....	23
Dishwasher.....	23
Washers and Dryers.....	23
Garbage Disposals and Drains.....	23
Housekeeping.....	24
Lights.....	24
Oven/Range.....	24
Plumbing.....	24
Refrigerator.....	25
Thermostats.....	25
Walls.....	25
Vinyl/Flooring.....	26
Windows and Screens.....	26
Water Filled Furniture.....	26
Green Communities.....	26
Health and Safety Procedures.....	27
Carbon Monoxide.....	27
Catastrophe.....	27
Tornadoes and Violent Weather.....	27
Criminal Activities.....	27
Vehicle Theft and Vandalism Precautions.....	28
Underground Parking.....	28
Fire Prevention.....	28
Storms.....	29
Damages/Move Out Charges.....	30

# Resident Handbook



Welcome

Sand Property Management, LLC welcomes you as a new resident and hopes that you will enjoy your new home. We have prepared this handbook to help you become more familiar with your home and the rules and regulations of this community. Please read this handbook carefully and keep it available for easy reference when you are in doubt about policies.

Your new home was designed and built for you and it is up to you and your neighbors to make it the kind of community of which you can be proud. This is possible with everyone's cooperation. Consideration for your neighbors and their consideration for you will make living here a pleasant and happy experience for everyone.

The purpose of this Resident Handbook is to inform you of the policies of the community. Please take a few minutes to read this handbook. Do not hesitate to contact us with any questions or concerns. The buildings, grounds, equipment and other facilities are here for your pleasure and use. We pledge our cooperation and request yours. If you have any questions, please feel free to schedule an appointment with us by contacting the office by phone or email.

Our Management and Maintenance team members are here to serve you. If you have a service request or need information, please call, email or visit us. You can also generate a service request directly by logging in to your Rent Café tenant portal. If a serious maintenance problem arises when the office is closed, our answering service will take your message and direct you to the appropriate contact.

Enjoy your new home!

Sand Property Management, LLC

## Fair Housing

All staff have been trained and instructed to treat all residents and prospective residents equally, in accordance with Federal, State and local fair housing laws. Please find the following list of protected classes:

### Federally

Race  
Color  
Religion  
National Origin  
Sex  
Disability  
Familial Status  
Sexual Orientation/Gender Identity

### Minnesota

Creed  
Sexual Orientation  
Marital Status  
Receipt of Public Assistance  
Ancestry (St. Paul & Minneapolis)  
Age (St. Paul)

### Iowa

Creed  
Sexual Orientation  
Gender Identity

## Residents with Disabilities

We are firmly committed to the principles of Fair Housing and to making our communities accessible and enjoyable for all our residents. We understand that everyone's needs are different. If you or anyone in your household has a disability and, as a result, require a Reasonable Accommodation or Modification to ensure you have full use and enjoyment of your home, including alterations to our policies, practices, services, or physical changes to your apartment, grounds or common areas, please contact your property manager for assistance.

## Privacy Policy

Your personal privacy is important. In the course of your residence, Management may collect personal information from you. Your personal information will be maintained in a secure location, and access to that information will be limited to Sand Associates who have a business reason for having such access. We will not sell your personal information. You have the right to expect that all financial and personal information required for the application and verification processes will be kept confidential. Management may use that information to determine whether you are eligible for occupancy for a particular unit type. Once the verification has been completed, your documents will be filed in your resident file.

To help ensure that tenancy determinations and appeal processes are being conducted in a non-discriminatory manner, all records regarding applicant denials and appeals will be retained for three (3) years. All Resident records will be retained for seven (7) years after vacating the property unless there are requirements from the Internal Revenue Service, state, county and/or city that require Management to retain records for a longer period of time. All applicant denials, appeals and resident records will be properly disposed of by shredding all of the records.

## **Resident Policies and Procedures**

Your Lease is a legal contract between you, Sand Property Management, LLC ("Sand"), and the Owner, in which Sand represents the Owner. Your responsibilities and the responsibilities of Sand are further detailed in the Lease. Please read it carefully to make sure that you are familiar with all the terms. In many situations, special conditions pertaining to both the responsibilities of Sand and the Owner are explained in your lease. If you have further questions pertaining to responsibilities, refer to your Lease Agreement or contact Management during business hours.

The rules and policies described in the Resident Handbook are part of your Lease Agreement. Please be advised that Management has the right to change these policies with one (1) full calendar month's written notice.

This is your home and when you take possession of it, you assume definite responsibility for its care and maintenance. This includes day-to-day housecleaning, proper care of appliances, rubbish disposal and adherence to the necessary rules of Sand living.

## **Crime Free/Drug Free Housing**

Sand prohibits the illegal use of drugs and drug related activities. The illegal use of drugs and drug-related criminal action interferes with the health, safety and/or right of peaceful enjoyment of the premises by the household and other Residents, and endangers the property as a whole. Your Lease will be terminated for illegal drug and/or criminal activity on or near the property.

Resident, any members of the Resident's household or a guest or other person under the Resident's direction/control shall not engage in illegal activity (felonies, misdemeanors, or petty misdemeanors), including drug-related illegal activity, on or off of the premises. "Drug-related illegal activity" means the illegal manufacture, sale, distribution, purchase, use or possession with intent to manufacture, sell, distribute, or use of a controlled substance (as defined in Chapter 102 of the Controlled Substance Act [21 U.S.C.802]) or possession of drug paraphernalia.

Resident, any members of the Resident's household or a guest or other person under the Resident's direction/control shall not engage in any act intended to facilitate illegal activity, including drug-related illegal activity, on or off the said premises.

Resident, or any members of the Resident's household, will not permit the dwelling unit to be used for, or to facilitate illegal activity, including drug-related illegal activity, regardless of whether the individual engaging in such activity is a member of the Resident's household, or a guest.

Resident and any members of the Resident's household will not engage in the manufacture, sale, or distribution of illegal drugs at any locations, whether on or off the dwelling unit premises or otherwise.

Resident, any members of the Resident's household, or a guest or other person under the Resident's direction/control shall not engage in acts of threats of violence, including, but not limited to, the unlawful discharge of firearms, prostitution, criminal street gang activity, intimidation, or any other breach of the rental agreement that otherwise jeopardizes the health, safety or welfare of the landlord, his/her agents, other residents, or any guests on the premises.

Violation of the above provisions shall be immediate grounds to terminate the Lease and/or file an eviction action. Unless otherwise provided by law, proof of the violation shall not require criminal conviction, but shall be by a preponderance of the evidence.

## **Notices**

Management utilizes paper notices, SMS, and email to relay any communications regarding the community. Any community notices will be posted at the main entrances and elevators. It is your responsibility to read them and contact Management with any questions or concerns regarding them.

Personal notices, such as late rent, infractions, personal letters, etc., will be hand delivered, mailed, or emailed to your email address on file.

## Damages

Residents are responsible for any and all damages caused by themselves, household members, and/or guests inside or outside the property that are not normal wear and tear. Any damage or vandalism that occurs must immediately be reported to Management. See estimated costs for damage and moveout charges at the end of the Resident Handbook, which are subject to change based on market and availability. These are just cost estimates for your reference.

## Evictions

Evictions are a serious matter. You can be evicted from your home if you violate your Lease, Lease addenda or the Resident Handbook. Some examples of Lease violations are:

- Non-payment of rent or other amounts that you owe (lock outs, late fees, maintenance and damage charges, utilities, etc.)
- Conduct that disrupts the livability of the building or health and safety of other residents or guests
- Conduct that affects the right of any resident to the quiet enjoyment of the building
- Interference with the Management of the building
- Conduct that has an adverse financial effect on the building
- Illegal activities (including but not limited to the use, sales or possession of any illegal drugs)
- Failure to adequately supervise household members, guests or animals
- Poor housekeeping
- Damage to property belonging to Management as well as damage to the property of other residents
- Conduct that may be considered hazardous to Management or other residents (for example, storing gasoline in an apartment or garage or carelessness leading to a fire)
- Assault, threat to do bodily harm, or any arson-related or other criminal offense directed at Management or other residents.
- Subletting or otherwise permitting persons who are not on your Lease to occupy your unit
- Violation of the Smoking Policy
- Violation of the Crime Free and Drug Free Lease addenda

## Good Neighbor Policy

Loud noise is never acceptable. If your neighbor is making excessive noise, please speak with them first. If the noise continues, notify the property manager. Loud or boisterous conduct anywhere on the property that disturbs the comfort of others is prohibited. An effort should be made at all times to be considerate of other residents, particularly after 10pm and before 8am. Residents and their guests, or other persons under the resident's control, shall neither conduct nor permit loud parties or other noisy activities in their home or common areas, such as running, shouting or being disruptive in hallways or stairwells. Please remember to keep your stereo and television volume low and to ensure any pets or assistance animals that your household may keep are properly supervised, as not to disturb others in the community.

## Move In

Residents moving into the building or receiving large deliveries must contact Management for advance scheduling and approval. Moving is permitted Monday through Sunday from 8am until 8pm. When you move in, Management will complete a walk-through of your unit and fill out an Inventory & Conditions Form with you that will be retained in your resident file.

## Move Out

When it is time for you to move out, you must fulfill all the terms and conditions of your Lease and leave owing no money. In accordance with paragraph three (3) of your Lease Agreement, in order to vacate your unit and be released from your rental obligations for the unit at the end of your current Lease term, a written notice of your intention to move out must be received by Management, prior to the deadline specified in paragraph three (3) of your Lease Agreement

(typically, thirty (30) or sixty (60) days prior to the end of your lease term). You will need to vacate, remove all of your personal property, clean the unit, and return all keys, key fobs and garage remotes to Management on or before Noon on your scheduled move out date. A forwarding address will need to be provided at that time. When you vacate your home, any personal property left in your unit will be considered abandoned and may be disposed of, without liability to Management, subject to applicable laws, at your expense. Residents moving out of the building must contact Management for advance scheduling and approval.

If you would like to be present for a move out inspection of your unit, please contact Management prior to your scheduled move out date. The move out inspection form is available at the Management Office and should be completed and signed by both you and Management. If no prior arrangements are made for you to be present, an inspection of your vacant unit will be conducted after you move out.

As required by your Lease, you must leave your unit in the same clean, undamaged and ready-to-rent condition as when you moved in, taking ordinary wear and tear into account. By way of example, ordinary wear and tear includes such things as traffic wear across the carpet, but not cigarette burns or stains. If costs for cleaning and/or repairing your unit are incurred or if it is necessary to remove trash or other items left behind after you move out, you will be responsible for those costs.

## **Notice to Vacate**

Your Lease states what length of written notice you must give to end your lease. If you have questions about what notice you must give to end your Lease, please contact the property manager. Upon receipt of your notice to vacate, Management will schedule a pre-move out inspection, which Management will try to conduct within 72 hours. It is required that you contact Management to schedule your move out inspection.

## **Reasonable Accommodations**

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling unit. A reasonable modification is a structural change made to existing premises, occupied by a person with a disability, in order to afford such person full enjoyment of the premises.

Reasonable accommodation and reasonable modification requests should be submitted to the Property Manager. The resident must complete forms verifying the request. The Property Manager will obtain any necessary third-party verifications confirming the need for the requested accommodation. Upon review of the information, Management will approve or deny requests. If the request is approved, the resident will be informed in writing of this approval and how the property will accommodate the request. If the request involves alteration to the resident's unit, the Property Manager will work closely with the resident to schedule these modifications. The resident is responsible for the improvement costs and may be responsible for costs to restore the unit upon move-out.

Sand can deny a reasonable accommodation request if the request is not made by or on behalf of a person with a disability or if there is no disability-related need for the accommodation. In addition, your request may be denied if it is not reasonable, if it imposes an undue financial or administrative burden on the property, or if it would fundamentally alter the nature of operations. If the requested accommodation is not reasonable, Sand will discuss whether an alternative accommodation exists that would meet the resident's needs. The basis to reject a reasonable modification request can be multi-faceted and can depend on the type of funding at a property. If the reasonable accommodation request is denied, the reasons will be explained to the resident.

## **Rent Collection**

Rent is due and payable in advance or on the 1<sup>st</sup> day of the month. Rent received after the 1<sup>st</sup> day of the month is considered late. It is your responsibility to ensure that rent is paid on-time to avoid a late fee. You should plan ahead if you pay online to ensure that no disruptions or technology issues prevent you from making your payment on-time and

avoiding the late fee. Below is a breakdown by state/program regarding late fees.

**Minnesota:** On the 3<sup>rd</sup> of the month at 12pm, an 8% late fee will be assessed on the total resident balance due, not to exceed \$50 per month. The late fee will reflect on resident ledgers on the 4<sup>th</sup> day of the month at 12pm.

**Iowa:** On the 6th through the 10th of the month, the late fee is \$12 per day if the rent is under \$700 and \$20 per day if the rent is \$700 or greater. Maximum of \$60 per month for units \$700 and under, \$100 per month for units \$700 or greater.

**Rural Development:** On the 10<sup>th</sup> day of the month, a 5% late fee will be assessed on the total resident balance due, not to exceed \$10 per month.

**Market Rate:** On the 3<sup>rd</sup> of the month at 12pm, an 8% late fee will be assessed on the total resident balance due. The late fee will reflect on resident ledgers on the 4<sup>th</sup> day of the month at 12pm.

A \$30 administrative fee will be charged for checks or transactions returned by the bank for nonsufficient funds or due to a closed account. This fee will be in addition to any late charge.

Your monthly rent amount is on your Lease and either paid by online payment through the resident portal or by Wireless Intrusion Prevention System (WIPS). Cash, Money orders, cashier's checks, or personal checks are not acceptable forms of payment.

On the 8th day of the month (rural development, 11th day of the month), Management reserves the right to initiate eviction proceedings, according to state and local laws. Once an eviction has been filed, rent must be paid in full, plus legal fees, in the form of secured funds. Court costs and/or legal fees incurred for the collection of rents due to eviction will be paid by the resident as permitted by law.

## Renter's Insurance

It is highly recommended that residents carry adequate automobile insurance, personal liability insurance or renter's insurance to protect against loss or damages, in the event personal belongings are stolen, destroyed due to natural disasters or damaged by fire, flood or other causes. Neither Sand nor its insurance carrier are responsible for the personal belongings of residents and do not cover any personal loss to residents, including the costs for hotel stays. Sand and the Owner will not be responsible for any lost or stolen property, including mail. For residents with permitted pets or service animals, it is recommended to also include animals in the household's insurance policy, to protect against financial hardship, if the pet were to cause damages or injury.

If your property requires renter's insurance, you must provide proof of the declaration page prior to moving in. There is a \$100,000 minimum for liability. If you do not provide proof of renter's insurance, you may be subject to delay in move in.

We recommend you prepare a detailed list of your valuables, jewelry and small appliances, including pertinent information, such as descriptions or serial numbers. Keep this list separate from your other valuable papers.

## Transfer Policy

It is both costly and labor intensive for residents to move from one unit to another. Transfers normally will only be considered when a change in family composition requires a larger or smaller unit or a reasonable accommodation. Transfer fees may apply. To be eligible for a transfer, a resident must:

- Have a record of prompt rental payment and a zero (\$0.00) account balance
- Keep current home in a clean, tidy manner
- Good standing, with no record of disturbances or Lease violations

- Sign an additional 12-month Lease at the current market rate
- Provide documentation to verify the need for a transfer

### Utilities

It is the responsibility of the residents to make arrangements with the utility companies for connections and disconnections. If applicable, electric and gas service to the units must be placed in residents' names prior to move in. Failure to have utilities placed into your name the day your lease starts could delay your move in. Residents are also responsible for contacting the local telephone, cable, or internet companies for service initiation, if such services are desired. Upon installation of your telephone, please inform Management of your telephone number.

Delinquent utility accounts and or utility shut-offs may be cause for termination of your residency. You must notify Management immediately if you have been notified of a shut off. A list of utility providers is included in your Utilities Lease Addendum.

### Occupancy Standards

General occupancy guidelines were developed to protect residents from unsafe and unhealthy conditions, to avoid overcrowding, to protect government subsidy, and to protect physical assets. The following is the maximum number of persons in each bedroom size unit:

Number of Bedrooms	Number of Persons	
	Minimum	Maximum
1	1	2
2	1	4
3	1	6
4	1	8

### Keys, Fobs, Garage Remote, and Locks

Management will supply each resident with a key, fob, mailbox key, and garage remote, as applicable. Extra fobs, keys or replacements can be provided for you at an additional cost. You are not allowed to change your locks, install a security system without permission or install additional hardware including but not limited to, hotel and/or chain locks. Residents must use their key or fob to gain access to any building entrance door. Do not give your key or fob to a guest or family member that is not listed on the Lease. Any damage or harm done as a result of an unauthorized individual having possession of a resident's key or fob is the responsibility of the resident.

All keys, fobs, mailbox keys, garage remotes and other access devices must be returned to the Management Office when you vacate your unit. Notify Management immediately if any key, fob, or remote is lost, damaged or stolen. You are responsible for the charges to have your locks changed and/or replacement keys made.

Electronic locks:

Sand Maintenance will respond to lockouts for electronic locks. Lockout are not considered an emergency and you will be charged a minimum fee of \$150 per time. Sand Associates will not let anyone into a unit without proper identification, as well as, on the Lease Agreement.

Non-Electronic locks:

For non-electronic locks, it is your responsibility for calling a locksmith of your choice to let you into your home. The charge for this will be the sole responsibility of the resident. If a locksmith is utilized, Management needs to be notified immediately, to ensure we have the proper access to each unit. If the lock needs to be rekeyed, you will be responsible for the cost.

Management doesn't have access to elevator shafts at any time. If keys or other personal items are dropped down the elevator shaft, the elevator contractor will need to retrieve them. Any fees incurred for the retrieval of keys or personal items, will be the resident's responsibility.

## Visitors and Guests

Only those individuals on your Lease are permitted to live in your home. Allowing persons other than those listed on your Lease to inhabit the home is a violation of your Lease and cause for termination. You must promptly notify Management of any changes in the size of your family. Unless you have prior written permission from Management, guests are limited as to the amount of time that they may stay with you and/or the household. Residents must obtain prior written permission from the Property Manager if a guest will be staying in the unit more than seven (7) consecutive nights or more than fourteen (14) cumulative days and nights in a thirty (30) day period.

Resident's unit number will not be listed on any directories. Names of residents will not be released to anyone without specific written instructions to Management. Management will not disclose any information about its residents (names, addresses, unit numbers, phone numbers, etc.) without prior written consent. We cannot assume the responsibility of determining who would or would not be welcomed by a resident.

## While You Are Away

Management recommends some simple precautions before leaving on a trip or vacation. Uncollected newspapers and an overflowing mailbox may indicate to others that you are not home. For this reason, it is a good idea to suspend your newspaper delivery and request your local post office to hold your mail while you are away. Before leaving for extended periods of time, always remember to dispose of your garbage and any perishable or unwrapped food items in your fridge or pantry, check that all windows and doors are closed and locked, and ensure your coffee maker, toaster, and other countertop appliances are unplugged or turned off. To avoid frozen pipes while you are away in the winter, please set your thermostat to at least 60 degrees. If rent is due while you are away, it is your responsibility to make arrangements to ensure a timely payment.

## **Maintenance Policies and Procedures**

### **Unit Access**

If you wish us to allow service or delivery people into your home when you are away, you must give Management written permission in advance. Keep in mind that Management is not available to accompany your guests or service people to your home.

### **Inspections**

All units will be inspected from time to time. A notice will be provided to each resident with the inspection date and, when possible, approximate time. Your unit will be checked for damages and housekeeping concerns and to make sure all appliances and smoke detectors are working properly. Any deficiencies found during an inspection will be repaired. Resident may be responsible for the cost of those repairs. Please refer to the Damages/Move-out Charges section of this handbook (pg. 30) for current minimum charges for repairs, and be advised that these prices are subject to change.

In case of an emergency, Management may enter your unit without notice. In order to allow for emergency entry, you may not change the lock/key to your unit or install additional locks or security alarms on your door other than those approved by the Management.

### **Maintenance Emergencies**

Maintenance requests will be addressed in a timely manner. Non-emergency requests will be completed between 8am and 4pm, Monday through Friday, excluding holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve Day, and Christmas Day). Maintenance requests will be handled after office hours for Maintenance Emergencies only. For emergencies that are non-maintenance emergencies, such as a fire or other safety concern, call 911. We define emergencies as follows:

- No heat when indoor temperature is below 60° and/or outside temperature is below 32°
- No air conditioning when outside temperature is above 80°
- Water concerns: overflowing toilet, water leaks, clogged toilet after you have plunged (if only one bathroom), no water when affecting more than one unit, no hot water when affecting more than one unit and/or when temperatures are below 50°, no cold water.
- Malfunctioning refrigerator
- Security: any unsecured doors or windows, any unsecured garage door(s) when affecting more than one unit
- Life safety (smoke detectors, windows not opening, etc.)
- Electrical or gas failure of any nature
- Any threatening situation: life safety, fire, flood, severe weather, police action, protecting a crime scene (broken windows, locks, doors)
- Biohazards

Lockouts are not considered a maintenance emergency. For non-electronic locks, you are responsible for contacting and paying for a locksmith of your choice to get you into your home. If your home is damaged in any way from attempting to gain entry from a lock out, you will be charged for any damages that have occurred. Sand Maintenance will respond to electronic lock out for a fee with the exception of your electronic lock malfunctioning.

After business hours, emergency maintenance requests can be reported to the answering service. The answering service will contact the on-duty maintenance associate, who will respond as quickly as possible. A minimum \$50 charge will be assessed to the resident for any afterhours calls that are non-emergencies.

### **Mold and Mildew Prevention**

To minimize the potential for the development of mold and mildew, take the following steps.

- Open your windows frequently when the weather is dry to allow air and sunlight in. It may help to run the fan on your furnace to circulate fresh air throughout your home during these times.
- Move large objects a few inches away from the inside of exterior walls to provide good air circulation.
- In damp or rainy weather conditions, keep windows clean, dust and wipe down areas where moisture accumulates.
- Regular vacuuming, mopping and use of environmentally safe household cleaners is important to remove household dirt and debris that mold feeds on.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- Use the exhaust fans in the kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.
- Limit houseplants to a reasonable number to keep the moisture level in your home at a minimum.
- If you have a clothes dryer, ensure that the vent is properly connected and be sure to clean the lint screen before every use.
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- Thoroughly dry any spills on carpeting.
- Do not overfill closets or storage areas.
- Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- Immediately report any evidence of a water leak or excessive moisture in your home, storage room, garage, or any common area to Management.
- Immediately report any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area, or any area of mold or mildew that reappears despite regular cleaning.
- Immediately report any failure or malfunction with your heating, ventilation or air-conditioning system.
- Do not block or cover any of the heating, ventilation or air-conditioning ducts in your home.
- Immediately report any inoperable windows or doors and any musty odors.

Residents are responsible for damage to the premises and property as well as damage, loss or injury to themselves, other residents and guests resulting from failure to comply with the terms of these policies and procedures relating to the prevention of mold and mildew.

## **Pest Control**

All Residents are required to assist Management in pest control procedures. Resident participation in the pest control treatment program is mandatory. If your unit is not ready when the pest control vendor or Management is treating the unit, you will be required to pay a retreatment or second visit fee. If it is the professional opinion of Management's pest control provider or Management that pests were brought into the unit by you or your guests and/or you are the cause of pests in the unit, you will be charged and you agree to pay Management's costs of service for extermination treatments in the unit.

Regardless of the known or suspected source of any pest, residents are required to comply with all requests for readying your unit for pest control treatments which may include emptying cupboards, removing materials from under sinks or vanities, and other requests. Residents are also required to follow any recommendations or treatment control requests of the pest control vendor. Some pests may require residents to dispose of or professionally clean (at high temperatures or with chemical treatments) personal property and fabrics. Residents are responsible for all costs of treating or removing personal property, furniture, mattresses, and fabrics needed to achieve effective pest control. Management will not reimburse or replace personal property that must be treated or eliminated and the resident is responsible for the disposal

## Resident Handbook



fees of any furniture or other personal property that requires an additional disposal fee from Management's refuse collection vendor. Failure to follow the requirements of the pest control vendor is a breach of your Lease.

Cleanliness and vigilance are the best preventative remedies in controlling pests. Dispose of all garbage and waste. Do not leave food, dirty dishes, beverage bottles/cans lying around. Do not bring cardboard boxes, crates, or other materials that may have been accessible to pests into the unit. Storage of foodstuffs, grains, birdseed, or like materials should only be in plastic or metal sealed containers. Be careful bringing luggage and used furniture or property into the unit. Some pests can hitchhike on people or a person's belongings. Even the "cleanest" housekeeper may pick up a pest from clothes at a laundromat, from luggage or from travel.

Residents must notify Management immediately if signs of pests are present in the unit or if pests are observed in any other place in the building(s). Failure to promptly notify Management of pests in the unit is a serious violation of this Agreement. Prompt notification to Management is necessary to prevent pest infestation and to keep pests from spreading. Resident may not permit any other exterminator or vendor to provide extermination or pest prevention treatments in their unit, without Management's written consent. Residents may not themselves apply pest control treatment(s) at Sand properties, as doing so may worsen an existing issue by driving pests to other units and/or common areas—products available for retail purchase do not effectively destroy pests. Such "self-help" efforts, or any other unauthorized treatments for pest control, are violations of your lease agreement. Such violations (failure to promptly notify management, application of unauthorized pest treatments, etc.) may leave you responsible for any/all treatment costs incurred by management for pest issues occurring in other areas of the community, including units and common areas, if these areas may have been adversely impacted, as a result of such violation(s) by you or your household.

Management reserves the right to prevent any service work being done at the property, including in individual units. If Management learns that a unit has had an ongoing pest problem that was not reported, or if a resident has used a pest control provider or vendor to perform treatment or pest extermination services without Management's approval and consent, this is grounds for termination or nonrenewal of the resident's Lease, and/or for charging back the resident for pest treatments and damages in resident's unit or other units or common areas, or lost rents when the unit is vacated by resident and cannot be immediately occupied by a future tenant.

## **Community Policies and Procedures**

We are proud of the community and the facilities you have chosen to make your home; however, your assistance and cooperation is needed to maintain an attractive, well-kept, and safe property. Therefore, we ask that residents abide by the following policies:

### **Balconies, Patios, Hallways, Breezeways, and Stairways**

All balconies, patios, hallways, breezeways, and stairways should be free of items, such as, furniture not intended for outdoor use, mops, rugs, bikes and towels. Certain properties allow bike storage on balconies, contact your Property Manager to see if this applies to you. Hanging flags or other items from balconies or windows is prohibited. Fire regulations require that windows, hallways, breezeways, and stairways be kept clear at all times. These areas may not have storage in-front of or be used to storage items such as bikes or strollers.

Cooking outdoors is only permitted in specified areas. Outdoor fireplaces, heaters, firepots, fire rings, grills of any kind, and other similar devices are not allowed on patios, porches, balconies or other areas within the premises. Personal barbeque grills are prohibited for apartment buildings. For townhomes, grills must be twenty-five (25) feet from any building or structure, such as, privacy fences, building overhangs, or trees.

Do not hang, shake or dispose of any articles, including cigarette butts, from the windows, doors, porches, or balconies. Sand prohibits the display of any and all signage on exterior or common-area spaces of Sand property, including, but not limited to, in lawns, in windows, on porches, on unit doors, or on ledges provided in hallways spaces. At Management's sole discretion, respectful, seasonal decorations or adornment's may be tolerated in certain exterior or common spaces, as long as their use does not breach any other rule or rules stated in the Lease Contract.

### **Bikes and Personal Transportation Devices**

Many Sand properties have bike storage and/or repair stations throughout their communities. With specific exception to Sand communities where a bicycle storage option is not provided, bicycles are prohibited in Sand buildings, including for storage. Residents of communities where no bicycle storage options has been provided by Management may store bikes in their unit, but may not ride or use bikes inside the building, and are responsible for any damages caused as a result of bringing bikes indoors. Bicycles may never be used or ridden indoors at any Sand property, or on any sidewalks surrounding entrances to Sand properties. Bicycle storage on porches, in parking spaces, or any area visible from the exterior of the unit, unless specifically designated for this purpose, is prohibited. Contact Management for more information pertaining to your specific community.

Concerning usage policy, all rules that apply to bicycles apply to all other transportation devices that are not medically required, such as roller blades, skateboards, hoverboards, scooters, etc. Use of these or similar devices is prohibited inside the building and on the sidewalks surrounding the entrances. This is for the safety of all residents.

Sand is not responsible for damaged or stolen personal property. Ensure that bike storage areas are kept clean and do not damage anyone else's personal property.

### **Common Areas**

Common areas, including lobbies, hallways, and stairwells, should remain unobstructed. Personal belongings and litter should be collected before leaving the common areas.

### **Emergency Exits and Entrance Doors**

Emergency exits are for emergencies only. They are not a means to enter or exit the building for everyday use. If a resident violates this, they will be charged a fee for violating community rules and safety precautions. Do not prop security doors or entrance/exit doors for any reason. This violates the safety of other residents.

## Satellite Dishes

Residents may install satellite dishes if they follow the rules and restrictions and they must first receive written permission from Management. If written permission is granted, the Satellite Addendum will need to be signed and a deposit must be made before installation. Residents must comply with the following rules and restrictions:

Residents must inform the property manager of any satellite dish installation to include the date and time of the installation and also provide the management office installation guidelines and a diagram of the installation from the installer including dish size and type of wire to be used. Only one (1) satellite dish is allowed per unit.

Satellite dishes are allowed only within the unit or on a unit's patio or balconies that are part of the community. Residents may not install satellite dishes in common areas, on the roof, or any part of the exterior of the building. No holes may be drilled in any exterior wall railing or any other part of the building or improvements for any purpose. Satellite dishes may not be larger than 40 inches in diameter. Any cables used must be of the flat variety that allow for installation through a window or door opening, and the cable color must match that of the exterior of the unit. All satellite components must be installed in the least visible manner possible and without causing damage or penetration to any walls or other building components.

Dishes must be securely mounted and may not extend beyond the edge of the leased property. The dish must be mounted in such a manner that it cannot be dislodged. It must not extend beyond the edge of the patio or balcony railing. You may not hang a dish out of a window or install a dish on the common exterior area of the property.

Installation may not damage the leased premises beyond ordinary wear and tear. The unit must not be damaged when installing the dish. You may not wire through outlets or switches. You may not drill holes in railings, interior walls, exterior walls, roofing, or any other location where holes might impair the building's weatherproofing or where there is a risk of striking electrical or water lines. There cannot be any penetrations through the building for cabling purposes.

Dishes must be professionally installed. You may not install a dish yourself and must retain a professional to install it for you.

You are liable for any injury or damage to persons or property caused by your dish, and you must maintain liability insurance coverage for any such injury or damage. You install and operate your dish at your own risk. You will be liable for any injury or damage to persons or property caused by the dish. To ensure that you are able to pay damages in the event that your dish causes injury or damage, you must purchase and maintain liability insurance for your dish for as long as you have it at our community. You must provide us with proof that you have this insurance.

Dishes must be removed and all damage repaired at the time you vacate your unit. Any dishes not removed, damage not repaired and/or expenses incurred by the property to dispose of the dish will be deducted from your security deposit when you move out.

## Smoking

All Sand properties are smoke-free communities. Sand complies with all local smoking laws that relate to public areas. Furthermore, smoking is not allowed in units, common areas (lobbies, hallways, elevators or stairwells), or on the grounds of the property, including parks and picnic areas. If smoking on public property, ensure you are at least 25 feet away from buildings. As a courtesy, please refrain from disposing of cigarette butts in common areas, including areas with mulch.

The purpose of the Smoke-Free Policy is to mitigate (i) the increased maintenance, cleaning and redecorating costs from smoking; (ii) the increased risk of fire from smoking; and (iii) the higher costs of fire insurance for a non-smoke-free building. For the purpose of this policy, smoking means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, e-cigarette, or other tobacco product or similar lighted product in any manner or in any form. Residents agree

and acknowledge that their unit has been designated as a smoke-free living environment and that they and all members of their residence shall not smoke anywhere in the unit or on the patio/balcony/deck or on the grounds of the property. Residents also shall not permit any guest or visitor under the control of the resident to do so.

Residents shall inform guests of the Smoke-Free Policy. Further, residents shall promptly give property manager a written statement of any incident where they have knowledge of the policy being violated. Management may post no smoking signs at entrances and exits, common areas, hallways, and in other conspicuous places "in close proximity to" the building.

Residents acknowledge that the adoption of a smoke-free living environment, and the efforts to designate the premises as smoke-free, do not make the owner, Management or any Sand Associate the guarantor of residents' health or of the smoke-free condition of residents' unit and the premises. Management shall use its best efforts to enforce the smoke-free terms of its leases and to make the premises smoke-free. Management is not required to take steps in response to smoking unless it has actual knowledge of said smoking or has been given written notice of said smoking.

### **Soliciting**

Residents and their guests are not to solicit from other residents. Soliciting of any kind is not allowed on the property. Political candidates within their jurisdiction will be allowed in apartment dwellings per MN 211B.20 and IA 68A.406.

### **Wildlife Preservation**

Sand is dedicated to preserving wildlife and their habitations. Some of our communities are near Blanding's turtle habitations. A Blanding's turtle is a medium to large turtle (5 to 10 inches) with a black or dark blue, dome-shaped shell with muted yellow spots and bars. The bottom of the shell is hinged across the front third, enabling the turtle to pull the front edge of the lower shell firmly against the top shell to provide additional protection when threatened. The head, legs, and tail are dark brown or blue-gray with small dots of light brown or yellow. A distinctive field mark is the bright yellow chin and neck. Blanding Turtles that are in imminent danger should be moved, by hand, out of harm's way. Turtles that are not in imminent danger should be left undisturbed to continue their travel among wetlands and/or nest sites.

## **Community Features**

Management wants you to enjoy our recreational facilities. Only you, your household, and guests are allowed to use the recreational facilities. You agree that you, your household, and guests will abide by all rules and regulations for the use of the recreational facilities and that you will avoid inappropriate or disruptive conduct. You, your household, and guests assume all health risks and all risks of personal injury, death, property loss or other damages that may result from the use of the recreational facilities and release us from liability for injury or loss. Because Management needs to consider the enjoyment of all residents, Management reserves the right to deny the privilege of use to anyone who violates any of the rules or policies applicable to the recreational facilities. It may also be necessary from time to time to close facilities for maintenance or safety.

## **Community Rooms**

Some of our properties have community rooms for the residents. These areas are reserved for use by residents only. Please contact Management to check availability. It is recommended to plan ahead and provide Management with advance notice since reservations will be taken on a first come, first serve basis. There may be a deposit required, which will be returned, provided the area is cleaned and left in the same condition as it was prior to use.

## **Elevators**

In some buildings, there are elevators located conveniently on every floor. The passenger elevator buttons should not be pushed more than once, nor should they be held. Do not block the passenger elevator doors in order to hold an elevator, as an alarm system sounds after a short period that alerts emergency personnel. There is an emergency telephone in each elevator that should only be used in emergency situations.

## **Laundry Room**

The laundry facilities are available for resident use only. Laundry facilities should not be used during community quiet hours. Only one (1) machine should be used by any one (1) resident at a time.

### **Washer:**

- Do not overload.
- Be careful to remove all articles from pockets of clothing prior to washing.
- Wipe off soap, bleach, and stains on the exterior of the machines.
- Do not use the washer for tinting or dyeing.
- Please leave the lid or door open after washing is finished, so that the interior of the machine will dry.

### **Dryer:**

- Do not overload.
- Clean lint screen and trap before and after each load for faster drying and fire prevention.
- Clean up after yourself.
- Pick up lint from the floors.
- Use the trashcans provided.
- Do not leave clothing on either the machines or tables.
- We suggest that you remain in the laundry room when doing your laundry.

Management is not responsible for articles of clothing or personal property, that may be lost or missing. Inoperable machines should be reported to the property manager immediately.

## **Mail/Package Delivery**

At some communities, Sand accepts packages for residents on their behalf. There is limited storage space available, so we ask that you pick up your packages within 24 hours. If the package is not picked up within that time period, Sand reserves the right to charge a reasonable storage fee or to return the package to the sender. You assume all risks

associated with authorizing us to accept packages on your behalf and agree that we are not responsible for lost, misplaced, stolen or damaged packages or mail.

## Outdoor Areas

Some communities have outdoor areas that we encourage our residents to enjoy. Please take care of our outdoor spaces by putting trash in the proper receptacle, and by cleaning up after yourself and your guests. Before using the grills, contact Management for a safety training on the use of the grills. Also, at this time, you may be asked to sign an acknowledgment form. Grills should never be left unattended while in use, and should be cleaned up.

Please be respectful of flower beds, gardens, and plants, especially since many of these areas are maintained by your fellow residents. Our yard is considered private property. If you notice suspicious activity or loitering by non-residents, we encourage you to contact the police as it is considered trespassing.

Installations or improvements to any outdoor spaces, including exclusive-use spaces, such as balconies, or the yards or driveways of townhomes or similar, are never permitted, without the written consent of management. The installation of pools and basketball hoops that are not provided by Management are expressly prohibited.

## Parking Rules

In some buildings, underground parking, attached garages and/or detached garages (collectively referred to as "garages") and surface parking lots are available. Residents agree to hold the Management and owners blameless in the event of damage to, theft from or theft of the vehicle. Whenever damage to the facility or equipment is caused by carelessness, misuse or neglect on the part of the resident, household or guests, the resident agrees to pay the cost of all repairs within 30 days of the receipt of the charges.

Garages and surface parking are to be used for licensed vehicle parking only. Garages and surface parking may not be used as storage areas or to undertake mechanical work, changing oil, washing of the vehicle, etc. Vehicles must have current registration, be insured, be operable and be registered with Management. Any unused, inoperable or improperly licensed vehicles will be removed from the property by Management and towed at the owner's expense. No recreational vehicles including, but not limited to, boats, ATV's, off-road dirt bikes, snowmobiles, trailers, campers, or commercial vehicles are to be stored/parked on or within the parking lot, underground parking stalls, and/or individual garages. Violators are subject to be towed/removed at the vehicle owner's expense. No other items are to be stored in the garages and surface parking, with exception to bicycles properly stored in bike racks provided by management.

Vehicles that are parked illegally (fire lanes) or in restricted areas will be towed at the vehicle owner's expense without notice. The parking facilities are provided for the exclusive use of regularly used vehicles.

Due to the damage caused to asphalt and landscaping by detergents and cleaning solvents, washing of cars is not allowed. Motorcycles must have a board under the kickstand to prevent damage to the asphalt. Repairs, or any other type of mechanical work on all vehicles, is prohibited on the property. Any property repairs needed due to damages caused by such work will be charged to the Resident(s).

Further, resident agrees:

- Not to sublet the parking space.
- To park between the parking lines at all times.
- Not to use the parking space for unlawful purposes.
- To move vehicle when requested by Management when given a 24-hour notice.
- Remove engine fluid leaking cars immediately from the garage—residents are responsible for cleanup of any spills, including the cost of cleanup, if undertaken by Management. Leaking vehicles are subject to towing by Management.

- Use care and make certain that the garage door is completely open before entering. Vehicles may be exiting the garage as you prepare to enter. Do not attempt to enter with the car ahead of you.

Driving speeds are limited to speeds no greater than 5 mph, while driving in community spaces, such as parking lots, driveways and garages.

Residents acknowledge that the Management and Owner can make changes to these Parking Rules at any time by giving a 30-day written notice.

## Vehicle Registration

Only registered vehicles are authorized. Non-registered vehicles are subject to towing at the owner's expense. Registering of vehicles takes place with Management, during business hours, by the resident who wishes to hold the parking contract. Management will need the following information:

- Name
- Unit number
- Vehicle make, model, year, color, and license plate number
- Phone number
- Email address
- Emergency contact information

Vehicles registered for a particular parking space are the only one allowed to park in those spaces. Vehicles parked in a stall or in an area for those vehicles have not been registered will be subject to towing. Management does not allow cancellation of parking contracts during the Lease term.

## Playground

Some of our communities are equipped with recreation areas. These areas have been provided for the use and enjoyment of our tenants. Please instruct members of the household on the proper use of the equipment for their own safety. Adult supervision must be provided for young children. Remind members of the household not to dig, fight with others, or cause damage to any property.

## Animals

If Sand allows animals, the residents must abide by Sand's animal policies, this includes any guest's animals or service animals. Please check with Management to see if animals are allowed at your community. At some of our communities, you may be charged a monthly animal fee. If you require a service animal as a result of a disability or medical need, please contact Management to submit a reason accommodation.

All animals and service animals must be licensed and tagged, as required by local ordinance, and all vaccinations must be current. If you decide to acquire an animal or need a service animal after your move-in, contact Management beforehand to make arrangements, pay the required fees, if any, and sign the appropriate Lease documentation.

Your animal or service animal must be on a leash at all times when walking through the lobby and other common areas, including hallways, elevators and parking lots. Residents are responsible for picking up and disposing of all animal waste. Please comply with any local Sanitation and Health Department ordinance that prohibits animals in the pool area.

You are responsible for your animal or service animal and for any damage and injury it may cause. If, at any time, your animal or service animal is annoying, bothering, creating a nuisance, or posing a threat to other residents, households, or guests, Management may require you to remove it from the property.

Visiting animals or service animals are not allowed without written permission from Management prior to visiting. Management reserves the right to deflea, deodorize, and shampoo the premises to address animal-related odors, etc.

Costs incurred in doing so, will be charged to the resident. You may be required to have a licensed veterinarian verify your animal's weight and breed. Management may also request a photograph of your animal for your resident file.

## **Snow Removal**

During the winter months, snow will be plowed from the parking lots. Cooperation from the residents in moving their cars is necessary and will be expected. The lots will be plowed following each snowfall where new accumulation meets the property's trigger depth—usually 1.5 inches. All vehicles must be moved by the posted time to ensure the areas are properly cleared. Signs will be posted in common areas notifying you. All vehicles still in the lots or driveways after the notified time will be towed at the owner's expense without further notice. If you are uncertain as to whether or not you should move your car, please contact Management. If you plan to be gone from your home anytime during the winter months, please make proper arrangements with a friend, neighbor, or relative, so your car will be moved when plowing is necessary.

If you live in a townhome, clearing of snow and ice from sidewalks surrounding your home is your responsibility. Snow and ice must be removed from the sidewalks within 24 hours after the end of a storm. Shovel the sidewalks on all sides of your property, the full width of the sidewalk down to the bare pavement. Ensure all ice is removed from sidewalks. After the sidewalk is clear, sprinkling a little sand can help prevent slipping on frosty sidewalks. Make sure to pile snow onto your yard and/or boulevard. Don't shovel snow into streets and alleys. Make arrangements for someone to take over snow and ice removal when you are gone from your home during the winter months.

## **Storage**

The storage of hazardous, toxic or harmful materials, or any material that may increase the risk of fire or damage to the community or property is strictly prohibited. Residents are responsible for securing stored material.

Only spaces designated by Management as storage areas are to be used for storage. Areas such as hot water heater closets, furnace closets, garages, patios, balconies etc., are not designated storage spaces and therefore should not be used for any type of storage. Bicycles are not permitted to be stored on balconies or patios.

## **Trash Chutes and Recycling**

### **Trash:**

Trash should be securely wrapped and placed in the appropriate trash receptacle or trash chute. The use of the trash receptacles or chutes for anything other than normal household waste is prohibited. Combustible items present a fire hazard and should be disposed of according to instructions located on product packaging. Contact Management for assistance in disposing of any large items or boxes. Do not store trash on your porch, balcony or in the hallway. Absolutely no furniture, mattresses or other large items are to be placed or disposed of in or near the trash receptacles or chutes. The cost of disposal of such large items will be charged to the owner of the items. You may also want to consider disposing of it at a local landfill, if available, which may be less expensive for you.

Covers on individual garbage containers must remain closed at all times. All garbage is to be placed inside of the receptacles or dumpster. If you have an individual garbage container, you must place it curbside on garbage day and bring it back to your home and place it in your garage promptly. Receptacles left curbside or outside of your garage for more than 24 hours, will lead to a Lease infraction. Please help keep the trash areas litter free for the health, appearance and enjoyment of the entire community.

The following is a list of nonrecyclable items:

- Nonrecyclable paper: wrapping paper that is laminated or contains foreign materials such as foil-coatings or glitter, photographic film, microwave containers, hardcover books, frozen food boxes, thermal fax paper, carbon paper, blueprints, aluminum foil boxes and binders.

- Treated or contaminated wood: wood treated with preservatives or attached to other materials like sheetrock or window glass.
- Nonrecyclable plastic consumer items: some food storage containers, dishware, vinyl, disposable diapers, toys, Formica™, fiberglass, foam materials, and plastics attached to other materials such as kitchenware or auto parts.
- Nonrecyclable glass: window glass, mirrors, light bulbs, and cookware.
- Other waste: ashes, soil, animal feces and carcasses, dirt, furniture, mattresses, and insulation.

## Recycling:

When it comes to recycling, recycling right is just as important as the act itself. In order to make a positive impact on the environment, all recyclables must be placed in the correct recycle container. Recycle only clean materials. Keep food and liquids out of your recycling and do not bag your recycling. Keep plastic bags out of the recycling. This means that both loose plastic bags and recyclables inside plastic bags should not go in recycling bins. If you must collect recyclables in plastic bags, make sure to empty all recyclables directly into the main bin, and then throw away the plastic bag or reuse.

### Acceptable Recyclable Materials:

#### Paper Products:

- Newspaper
- Mixed color paper
- White paper
- Cardboard
- Junk mail
- Magazines
- Telephone books
- Paper bags
- Cereal & food boxes
- Egg cartons
- Shoe boxes

#### Plastic Containers

- Bottles & containers (Labeled #1-7)
- Plastic milk containers
- Detergent containers

#### Metal Containers:

- Aluminum cans
- Steel cans
- Tin cans
- Food cans
- Empty aerosol cans
- Pie tins

#### Glass Containers:

- Clear, brown & green food & beverage containers (with lids removed)

### Non-Acceptable Recyclable Materials:

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"><li>• Hazardous waste</li><li>• Yard waste</li><li>• Animal waste</li><li>• Window glass</li><li>• Diapers</li><li>• Mirrors</li></ul> | <ul style="list-style-type: none"><li>• Ceramics</li><li>• Clothing</li><li>• Napkins</li><li>• Plastic Bags and Film</li><li>• Carpet</li><li>• Food waste</li></ul> | <ul style="list-style-type: none"><li>• Greasy Pizza boxes</li><li>• Tissue paper</li><li>• Light bulbs</li><li>• Wood</li><li>• Liquids</li><li>• Electronic Waste</li></ul> |
|--|---|---|

If you are unsure if something can be recycled, it should be put in the trash receptacle.

Recycling receptacles can be identified with a recycling decal. If you are unsure what container is for recycling or trash, please contact the Management office. Residents shall keep the premises in a clean and sanitary condition. All entry doors, unit doors, laundry facilities, storage areas should be kept closed at all times for the consideration of other residents and to keep energy costs down.

## Vending Machines

Vending machines may be available in the building. Vending machines are maintained by an outside contractor. If you lose money in the machine, please put a note on the vending machine to be reimbursed.

## **Appliance and Home Care**

### **Appliances**

Never leave appliances unattended that are in use. If any of the appliances stop working, first check that the electrical cord is firmly plugged into the outlet and that the circuit breaker is not tripped. If it is still not working, please notify your property manager and submit a service request so Management can fix them.

### **Cabinets, Doors and Woodwork**

Cabinets, doors and woodwork should be cleaned with mild soap and warm water.

### **Carpeting**

Your home may have carpet. Carpets need to be vacuumed a minimum of one time per week. You are responsible for the daily care and maintenance of your carpet. Excessive dirt, spills, or stains may need shampooing at the resident's expense.

### **Countertops**

Spills on countertops should be promptly cleaned to avoid stains. Hot pads should be used to protect kitchen counter surfaces. Items should never be chopped or sliced directly on countertops. Countertops, sinks, vanities, toilet bowls, bathtubs and bathtub enclosure walls should be cleaned using a liquid or spray cleaner. Abrasive powder cleaners can scratch and otherwise damage the surfaces and should be avoided. Avoid using harsh chemicals, especially acidic or alkaline products, on the granite countertops, as they can cause damage to polished stones. Granite countertops should be cleaned using only warm, soapy water. All granite countertops have been sealed prior to move in. It is recommended that such countertops be sealed regularly to avoid staining. Management may contact residents from time to time to schedule re-sealing,

### **Dishwasher**

Food particles left on dishes will jam the dishwasher. Scrape and rinse every dish under running water before loading it in the dishwasher. Do not crowd dishes, cups and glasses, or silverware so the water can freely circulate. For maximum efficiency, avoid covering the center hole in the drawer rack. Use only dishwasher detergent products. Do not use regular dish soap or laundry detergents, as they will cause the dishwasher to overflow. Ensure to run the dishwasher once a week, even if you aren't using it. This will help any odors or build up that may occur.

### **Washers and Dryers**

Check and clean the lint trap before each use. Do not dry plastic items. Do not store anything on top of or near the dryer or obstruct dryer vents. Inspect hoses and vents on a regular basis and report any maintenance issues to Management. When using the washer or dryer, follow manufacturer's requirements on load limitations. Never, under any circumstances, loosen any water connection to the washing machine. Residents are responsible for any damage, including, without limitation, flooding, caused by tampering with any such water connection.

### **Garbage Disposals and Drains**

Please take care in using the garbage disposal. Cold water (not hot) needs to be run thoroughly while in use. Do not put items such as corn cobs, banana peels, carrot peels, egg shells, celery, potatoes, rice, lettuce or other fibrous material in the disposal. Any damages or repairs due to the misuse of the garbage disposal will be repaired at the resident's expense.

A garbage disposal is a convenient appliance if used properly. Do not overload it. The safety overload on the motor will engage if the disposal is overloaded and will turn off the disposal. To reset the safety overload, wait three or four minutes for the motor to cool. Then, push the button on the bottom of the garbage disposal unit.

Keep hands, utensils and other objects out of the disposal when it is running. For best operation, push, but do not stuff food refuse through the splash guard into the disposal. A mixed load of hard and soft waste works best. Turn cold water

on to full flow. Flip the starting switch "on." Allow the disposal to operate until the grinding sound diminishes and becomes a humming sound. Turn the switch off and run cold water for a few moments longer.

The disposal is self-cleaning. Do not use caustic drain cleaners at any time. A lemon or orange rind or baking soda will keep the disposal odor-free.

Do not pour grease down garbage disposals or drains. Also, do not put food down sink drains.

## Housekeeping

All residents must maintain their units in a clean, orderly fashion. Poor housekeeping is defined as clutter or dirt in your home that meets one or more of the following criteria:

- Negatively affects the health or safety of the occupant or that of another resident.
- Attracts rodents or pests.
- Causes more than normal wear and tear in the unit.
- Limits, disrupts or disables the normal function of one or more components of the unit
- Constitutes a violation of City Housing Maintenance Codes, or any other building, fire or safety codes that may apply.

Piles of paper, clothing, or garbage must not be allowed to accumulate.

## Lights

All lighting fixtures will be in good working order at the time of move-in. Residents are responsible for replacing burnt out bulbs in their unit after occupancy unless otherwise instructed by the Property Manager. Upon vacating, working light bulbs are to be left in each light fixture.

## Oven/Range

The range is equipped with separate controls for the oven, broiler and each of the top burners. If residents have never used an electric range before, they should contact Management and ask for instruction regarding proper use.

The top burner drip pans should be cleaned with mild soap and water, appliance or glass cleaner on a regular basis. If residents choose to line the drip pans with aluminum foil, the foil should not touch the heating element. If a burner drip pan becomes spotted with grease or burned-on food, a scouring pad should be used to clean it. If a burner drip pan is in need of a more thorough cleaning, the pan can be lifted out of the range by raising the burner.

Ovens should be cleaned regularly. A dirty oven and broiler area greatly reduce the efficiency of your oven and could result in improperly cooked foods. Using the broiler tray will greatly reduce the cleaning and maintenance needed in the oven. Residents should use a good oven cleaner and follow directions. When cleaning the oven, it is important to wear rubber gloves and make sure the cleaner does not come in contact with skin, eyes, the floor, countertop or any other surface. Never use a sharp instrument to clean the oven. If aluminum foil is used on the floor or below the baking unit, the foil should not be allowed to touch the heating unit or receptacle.

For self-cleaning ovens, it is important to follow the cleaning instructions that accompany the range. Hood filters should be regularly cleaned in hot soapy water. The outside of the oven/range should be cleaned with a non-abrasive appliance or glass cleaner.

## Plumbing

If water is not hot, please submit a service request immediately. Likewise, if any of pipes or faucets begin to leak or if the toilet tank is continually running, call Management and repairs will be made. If the caulked areas around bathtub and tiles become cracked, broken, or chipped, please contact Management to schedule service.

Paper towels, disposable diapers, sanitary napkins, tampons, and other similar items should never be flushed, as they inhibit normal drainage and cause damage to the sewer system. Purchase a toilet plunger. This can be used for minor toilet blockages. Should a toilet overflow, immediately turn off the water supply to the tank by turning the handle located under the tank clockwise and clean up the excess water from the floor. If the water supply cannot be turned off, lift the cover off the tank, reach inside, and push the flapper firmly into the hole in the bottom of the tank. Contact Management for service immediately. If maintenance responds to a call that your toilet overflowed or is clogged due to Resident neglect or misuse, you may be responsible for the service call and possible damages caused from the toilet overflowing.

In cold weather, appropriate climate control is necessary to avoid freezing pipes. Residents who control the climate in their home, must maintain a temperature of at least 50 degrees Fahrenheit at all times. During freezing weather (i.e., when the outdoor temperature falls below 32 degrees Fahrenheit), Management may ask that sink cabinet doors remain open and that residents leave hot and cold-water faucets dripping. Residents should immediately report to Management any evidence of a water leak or excessive moisture in their home, any storage room, garage or other common area, and any failure or malfunction in the heating system on the premises.

## Refrigerator

The temperature control dial may be set at whatever position best suits the resident's needs. Do not overfill the fridge or freezer. Ensure that there is enough room for the air to flow through, especially in the freezer. Clean the outside of the refrigerator with appliance or glass cleaner. Abrasive cleaning powders and metal sponges should be avoided. For cleaning stainless steel on appliances, using a microfiber cloth is recommended, to avoid scratching or dulling the finish. Wipe down the shelves and interior surfaces using mild soap and water or a solution of 1 tablespoon baking soda to 4 quarts water. Regular cleaning and a fresh, open box of baking soda, placed on a shelf and changed monthly, will keep your refrigerator odor-free.

## Thermostats

Your home is controlled by an individual central thermostat. To assure comfort and conserve energy, set the thermostat at one temperature and leave it there. To keep your air conditioning and heating equipment working at peak performance, residents should not obstruct or place any personal property in front of any air conditioning or heating equipment or vents. This could impair circulation and prevent proper venting of exhaust, which could result in higher electric bills, constitute a safety hazard, and cause permanent damage to the premises. Management will replace filters as required.

In hot weather, set the selector switch to COOL and set the fan switch to AUTO. Set the controls between 74- and 78-degrees Fahrenheit to provide maximum cooling. Setting the thermostat lower will not cool the home any faster. Air conditioners function most efficiently when all doors and windows are closed. Keep window coverings closed during the day to keep the home cooler.

When it becomes cold outside, set the selector switch on the thermostat to HEAT and set the fan switch to AUTO. Set the controls between 68- and 74-degrees Fahrenheit to provide maximum heating. Setting them higher will not heat the home any quicker. In the winter, open window coverings during the day to allow the sun to warm the home and help reduce the power load. Do not switch the thermostat directly from COOL to HEAT or from HEAT to COOL. This could cause permanent damage to the unit. Turn it to the OFF position first.

## Walls

Any decorations, alterations, additions or fixtures will be made at the expense of the resident in accordance with the community's standards and specifications. Any decorations, alterations, additions or fixtures that are made without permission will be removed and repaired at the resident's expense. No electrical equipment that will overload the existing wiring installations or interfere with the use of existing electrical equipment will be permitted.

Residents are prohibited from using sticker-type hangers, since the adhesive is difficult to remove. Residents are encouraged to use slanting nail type hangers. If residents have questions about items that are heavy or difficult to hang, they should call Management. Mirror tiles, contact paper, wallpaper and other wall coverings with adhesive backing are not permitted. Painting walls inside your home is also not permitted. Residents are responsible for all holes and other damage caused to the walls during their occupancy.

## **Vinyl/Flooring**

The kitchen and other rooms of your home may have vinyl or ceramic floor that require regular cleaning with warm water and a mild soap or floor detergent. Use as little detergent as possible, mop, and wait until dry.

## **Windows and Screens**

To prevent damage, blind louvers should be in the open position when opening or closing. There should be no continuous loop pull cords on any blinds. Cords should not be tied together. Loops pose a safety hazard to small children. If any of your pull cords are looped together, residents should contact Management. If residents wish to install their own window coverings, they must get written permission from Management prior to installing and return the existing window coverings in the manner specified by Management. You are not allowed to remove the existing blinds. All drapes, shades and other window coverings must be light weight, not hang past the window, and have a white backing. This provides a standard appearance from the outside. Sheets, blankets, etc. are not acceptable window coverings. Ensure that drapes do not cover the heat register or vents.

Report any damaged or missing screens immediately to Management, so we can schedule the repair. Keep your windows locked unless you have the window open for some fresh air. Screens will not prevent anyone from falling out of the window.

## **Water Filled Furniture**

Waterbeds and water-filled furniture (such as aquariums) are not allowed in the unit.

## **Green Communities**

Some Sand communities are Green Communities, which means that the community meets Minnesota Housing standards for Green Communities. This allows the community to keep the utility costs down, which helps to keep the rents affordable. Typical features of Green Communities are:

- Efficient lawn irrigation with rain sensors and drip lines in planting beds
- Efficient exterior & interior lighting
- Individual electric meters provided for each apartment unit, plus a house meter for the building
- Low or no VOC adhesives and sealants were used in the installation of carpet and vinyl products. Recycled carpet & flooring products were used.
- Kitchen range hoods are vented to the exterior wall. Fresh air is introduced into the public areas and corridors via the air intakes for the air handlers and fan coil units for these areas.
- Dwelling units are provided fresh air by a corridor duct system supplied by a central air handler on each floor.
- Unit dryers are vented to exterior walls.

## Health and Safety Procedures

Dial 911 if you have a medical emergency or need assistance.

### **Carbon Monoxide**

Carbon monoxide poisoning is an increasing concern, especially during the winter months because most residents keep their windows closed. Carbon monoxide is a colorless, odorless, and tasteless gas that is released whenever carbon-based substances, such as natural gas or charcoal, are burned. Carbon monoxide can build up to dangerous levels if there is no air vent or open window for it to escape through. Red blood cells absorb carbon monoxide faster than they absorb oxygen, allowing carbon monoxide to replace the oxygen in the bloodstream. Exposure to carbon monoxide can suffocate tissues and organs and cause death. Please note the following safety tips:

- Make sure the flue/vent of your gas fireplace is not clogged.
- Never use charcoal, gas grills or portable generators indoors. Using a grill or generator indoors can cause a dangerous buildup of carbon monoxide.
- Do not use portable heaters indoors, including kerosene or gas space heaters. These are carbon monoxide hazards as well as fire hazards. Also, do not use flameless chemical heaters. Although they do not have a flame, they burn gas that could cause a buildup of carbon monoxide.
- Do not use gas camp stoves indoors. Using camp stoves can also cause a dangerous buildup of carbon monoxide.
- Do not leave your car idling in the garage. The garage can quickly fill up with carbon monoxide when the door is closed. Even with a garage door is open, carbon monoxide can enter a building.
- Do not block airflow around windows and doors or cover windows with plastic sheeting or place rugs or towels under doors. Doing so will block the flow of fresh oxygen and prevents carbon monoxide in the home from escaping, even if the gas heating is working properly.
- Do not disconnect or remove the batteries from the carbon monoxide detector(s) in your unit.

### **Catastrophe**

In the event the premises are damaged by fire or natural disaster and the unit is not in livable condition, the Lease will automatically terminate and the resident will vacate the premises immediately. If Residents and/or their guests threatens the health and safety/livability of the community, they will be asked to vacate and their Lease will be terminated.

### **Tornadoes and Violent Weather**

When a tornado warning has been issued, take shelter immediately. Injuries from high winds and hailstorms are often caused by glass and blowing objects. Stay away from the windows. Go to an inner room, such as a bathroom, or the lowest floor. Take a flashlight and portable radio with you. Do not go outside until you hear the all-clear signal.

Tornadoes strike without advance warning. Preparedness is important for protection of human life and property. If you hear or see a tornado, take action:

- Take cover in an interior hallway or room on the lowest floor of the building in the smallest room like a closet or bathroom.
- Stay clear of windows and patio doors which might shatter.
- Do not run outside to warn others. If you can hear or see the tornado, it is too close for you to take any other action except taking cover.

### **Criminal Activities**

Always keep your doors and windows locked and be aware of your surroundings, especially at night. As you can understand, no one can ensure your personal safety. However, by being alert and taking sensible precautions, you can minimize the likelihood that a criminal act will occur. If you have been the victim of a crime, suspect a crime is occurring on the property, or notice anything unusual or suspicious, please contact law enforcement authorities immediately. Once you have notified law enforcement personnel, be sure to also notify your property manager.

## Vehicle Theft and Vandalism Precautions

Please consider these simple tips to help prevent vandalism or theft when parking your vehicle. Always lock your vehicle. Never leave the keys in an unattended vehicle and do not hide a set of keys inside or outside of your vehicle. Do not leave valuables in plain sight. Do not keep your vehicle registration and title documentation inside the vehicle. Do not affix your name and address to your keys. If your vehicle is vandalized or broken into, please contact law enforcement personnel. Once you have notified law enforcement personnel, be sure to also notify your property manager. Management is not liable for any theft and/or vandalism to your vehicle or personal belongings.

## Underground Parking

When parking underground, be aware of your surroundings. When the garage door opens, only one car should enter at a time. Do not follow another car into the garage. Allow the garage door to fully close after each car to avoid damages to the property and/or your vehicle. For the safety of the residents at your community, do not let people follow you into the parking garage.

## Fire Prevention

In case of a fire, call 911 first, and then, once you are safe, call Management.

Fires are a serious problem in apartment communities, much more so than a single-family dwelling, due to the number of families living within each building. Though damage is usually confined to property loss and damage, the loss of personal items can be quite an emotional experience. Most fires are started through carelessness with cooking, matches, cigarettes and fireplaces. Many fires can be avoided by using caution and common sense. As part of your planning, explore your community and know every possible exit, including exits from laundry, storage and club rooms. If hallways become smoky in a fire, your memory can help you find the way out. Remember never to use elevators in the event a fire. Keep exit and stairwell doors closed at all times, but not locked. Keep exits clear of debris and storage. Prevention is the best insurance against fire. Take these simple fire safety precautions in your own unit to prevent fires from starting:

- Let cooking grease cool and pour into a metal can.
- Monitor children carefully. Do not let children cook on the stove.
- Keep lighters and matches out of the reach of children.
- Make a regular inspection of your unit for potential fire hazards. Immediately replace worn or frayed cords, plugs or wiring (or have them repaired by a qualified electrician).
- Rearrange lights and other fixtures or appliances to minimize use of extension cords and avoid overloading outlets with too many appliances or plugs.
- Do not leave food cooking on the stove or in the oven unattended.
- Never throw water on a grease fire; rather, pour baking soda or salt into the pan to extinguish the fire.
- Do not store any combustible goods or materials that could increase the risk of fire or damage in any storage space.
- Refrain from overloading fireplaces.
- Do not use the fireplace as an incinerator to burn paper or other items not intended for burning in a fireplace.
- Do not place furniture or personal property near the heating/cooling equipment.

Locate the fire extinguishers in your building. Your unit may be equipped with one or more smoke detectors and/or carbon monoxide detectors. Test each smoke detector and/or carbon monoxide detector on a monthly basis and immediately replace dead or low batteries. Call Management immediately to report smoke detector and/or carbon monoxide detector malfunctions or deficiencies. No one is allowed to disable a smoke detector or carbon monoxide detector. Do not disconnect, cover or take the batteries out of any smoke detector or carbon monoxide detector.

Smoke detectors are provided in all units per fire code. Residents are responsible for reporting a non-working smoke detector whether it is damaged or in need of batteries. It is against the law to disconnect smoke detectors or remove batteries from smoke detectors. Disconnecting or disabling a detector, or permitting a detector in your home to become disconnected or disabled may leave you responsible for costs to repair damages that could have been mitigated by the

presence of a properly functioning device in your home. In addition to these costs, you may also be required to pay additional fees or penalties. These rules and obligations apply to all detection, suppression and alert systems, including smoke or carbon monoxide detectors, alarms, horns, strobes, sprinklers and sprinkler heads, fire extinguishers and fire panels.

Hanging items from pipes or sprinkler heads is prohibited as this can damage the sprinkler system and cause flooding. Residents are responsible for any damage caused by tampering with or hanging items from a sprinkler system. Residents are asked not to burn candles. Residents will be responsible for damage caused by the burning of candles. Charges can be levied for the costs of priming and painting due to the soot that imbeds itself into the walls.

In the event of fire, do not rush out of your home into the hallway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit. Never use an elevator in a fire. Use the stairs. Close all doors behind you to slow fire spread. If the escape route becomes smoky, get down on your hands and knees and crawl. Smoke rises, so the cleanest air is near the floor. If you cannot escape your home, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call the fire department and tell them where you are. If no smoke is coming into the room you are in, open a window slightly. Stay low and wave a bright cloth, towel or sheet out a window to signal your location. Remember, by accepting responsibility for keeping your home safe from fire, you are not only protecting yourself, but your neighbors as well. A little bit of planning and awareness can make the difference between safety and disaster for everyone.

## Storms

Spring usually brings with it rapidly changing weather patterns including violent electrical and/or thunderstorms. The following actions will help prevent damage to the property caused by high wind and heavy rain:

- Secure outdoor furniture, plants and decorations to prevent them from blowing away or blowing into windows, cars, etc.
- Make sure all doors and windows are securely closed.
- Turn off and unplug computers, television sets and all other electrical equipment.
- Stay indoors.

## Damages/Move Out Charges

This is a list of common charges for damages throughout tenancy or at move out. Items not listed below will be charged at the cost to repair, replace, and/or dispose of. You are responsible for any damages that you, your household, and any guests cause. Please be advised that these charges are the minimum charges and that actual charges may vary. The list below is parts only and does not include maintenance labor. Normal wear and tear and the remaining life of the item will be taken into consideration at the time of charges.

<b>Cleaning</b>	<b>Minimum</b>	<b>Electrical</b>	<b>Minimum</b>
<input type="checkbox"/> Cleaning hourly rate	\$ 75.00	<input type="checkbox"/> Light bulb	\$ 5.00
<input type="checkbox"/> Animal/stain removal	actual cost	<input type="checkbox"/> Light fixture global	\$ 15.00
<input type="checkbox"/> Ozone odor treatment	actual cost	<input type="checkbox"/> Light fixture	\$ 50.00
		<input type="checkbox"/> Electrical outlet	\$ 5.00
<b>Maintenance</b>	<b>Minimum</b>	<input type="checkbox"/> Electrical switch	\$ 5.00
<input type="checkbox"/> Maintenance hourly rate	\$ 90.00	<input type="checkbox"/> Electrical cover plate	\$ 2.00
<input type="checkbox"/> Emergency hourly rate	\$ 135.00	<input type="checkbox"/> Thermostat	\$ 50.00
<b>Kitchen</b>	<b>Minimum</b>	<b>Locks</b>	<b>Minimum</b>
<input type="checkbox"/> Faucet	\$ 90.00	<input type="checkbox"/> Lost Key	\$ 50.00
<input type="checkbox"/> Faucet aerator	\$ 5.00	<input type="checkbox"/> Lost Fob	\$ 100.00
<input type="checkbox"/> Sink basket	\$ 15.00	<input type="checkbox"/> Additional key	\$ 25.00
<input type="checkbox"/> Refrigerator crisper drawer	\$ 45.00	<input type="checkbox"/> Additional fob	\$ 50.00
<input type="checkbox"/> Refrigerator door shelf	\$ 25.00	<input type="checkbox"/> Cylindrical door lock	\$ 50.00
<input type="checkbox"/> Refrigerator handle	\$ 50.00	<input type="checkbox"/> Deadbolt lock	\$ 50.00
<input type="checkbox"/> Refrigerator gasket	\$ 100.00	<input type="checkbox"/> Mailbox key and lock	\$ 50.00
<input type="checkbox"/> Freezer gasket	\$ 55.00	<input type="checkbox"/> Garage door remote	\$ 75.00
<input type="checkbox"/> Stove/oven knob	\$ 10.00	<input type="checkbox"/> Lock out (business hours)	\$ 50.00
<input type="checkbox"/> Stove small drip pan	\$ 5.00	<input type="checkbox"/> Lock out (afterhours)	\$ 150.00
<input type="checkbox"/> Stove large drip pan	\$ 5.00		
<input type="checkbox"/> Stove burner small	\$ 5.00	<b>Windows and Window Coverings</b>	<b>Minimum</b>
<input type="checkbox"/> Stove burner large	\$ 7.00	<input type="checkbox"/> Single window pane	\$ 95.00
<input type="checkbox"/> Range filter	\$ 20.00	<input type="checkbox"/> Double window pane	\$ 105.00
<input type="checkbox"/> Range light cover	\$ 15.00	<input type="checkbox"/> Vinyl blinds (small)	\$ 35.00
<input type="checkbox"/> Replace appliance	actual cost	<input type="checkbox"/> Vinyl blinds (large)	\$ 45.00
<input type="checkbox"/> Appliance/electronics disposal	actual cost	<input type="checkbox"/> Wooden blinds	\$ 80.00
		<input type="checkbox"/> Replace window screen and frame	\$ 50.00
		<input type="checkbox"/> Rescreen window screen	\$ 40.00
		<input type="checkbox"/> Window crank handle	\$ 20.00
<b>Bathroom</b>	<b>Minimum</b>	<b>Walls &amp; Doors</b>	<b>Minimum</b>
<input type="checkbox"/> Faucet	\$ 65.00	<input type="checkbox"/> Clean walls (per wall)	\$ 50.00
<input type="checkbox"/> Faucet aerator	\$ 5.00	<input type="checkbox"/> Repair nail hole (each hole)	\$ 10.00
<input type="checkbox"/> Sink pop up	\$ 5.00	<input type="checkbox"/> Repair drywall hole	\$ 50.00
<input type="checkbox"/> Sink assembly	\$ 15.00	<input type="checkbox"/> Repaint per wall/ceiling	cost
<input type="checkbox"/> Tub drain stopper	\$ 15.00	<input type="checkbox"/> Replace interior door	\$ 100.00
<input type="checkbox"/> Tub faucet	\$ 35.00	<input type="checkbox"/> Replace bi-fold closet door	\$ 100.00
<input type="checkbox"/> Shower head	\$ 20.00	<input type="checkbox"/> Replace interior door handle	\$ 30.00
<input type="checkbox"/> Toilet	\$ 150.00	<input type="checkbox"/> Replace front door	\$ 350.00
<input type="checkbox"/> Toilet tank lid	\$ 75.00	<input type="checkbox"/> Storm door	\$ 200.00
<input type="checkbox"/> Toilet seat	\$ 50.00	<input type="checkbox"/> Storm door closure	\$ 35.00
<input type="checkbox"/> Toilet paper holder	\$ 15.00	<input type="checkbox"/> Storm door handle	\$ 25.00
<input type="checkbox"/> Towel bar	\$ 30.00		
<input type="checkbox"/> Shower curtain rod	\$ 40.00		
<input type="checkbox"/> Medicine cabinet	\$ 150.00		

# Resident Handbook



- Rescreen patio door \$ 50.00
- Disposal of door \$ 50.00

### Flooring

- Repair carpet **Minimum** actual cost
- Replace carpet actual cost
- Repair vinyl actual cost
- Replace vinyl actual cost

### Retrieve Keys from Elevator Pit

- Regular hours (per hour) **Minimum** actual cost
- After hours (per hour) actual cost
- Holiday rate (per hour) actual cost

### Trash

- Trash left by door, in all or stoops **Minimum** \$ 40.00
- Trash bags dragged down hallway, creating carpet stains \$ 100.00
- Trash bags left at dumpster or in trash room (per bag) \$ 50.00
- Abandoned personal property, dumpster with labor at \$90 per Sand Associate actual cost

### Miscellaneous

- Discharged fire extinguisher **Minimum** \$ 50.00
- Replace fire extinguisher \$ 100.00
- Smoke detector battery \$ 15.00
- Smoke detector \$ 60.00

# Resident Handbook



I acknowledge that I have received a copy of the Resident Handbook and I understand the rules, regulations and policies in this handbook are effective on my Lease start date. It is my responsibility to read through the entirety of the handbook and understand what is expected of me during my occupancy.

\_\_\_\_\_  
Resident Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date