

# RESIDENT HANDBOOK



## RENTCAFÉ RESIDENT PORTAL

Your online resident portal is the place to pay your rent, communicate with the management team, and request maintenance.

Online payments are preferred for paying your monthly rent. Please follow the instructions below if you would like to make your next month's rent payment online using either an electronic check, autopay, or credit card (additional charges apply).

- Go to your online resident portal provided in the "Welcome Home" letter within your move-in folder. Click on "Resident Login" button.
- On the Resident Login page, you will enter your email and password that you created at the time of applying.
- Select the "Payment Accounts" tab to set up your bank information or credit/debit cards that you want to make payments. Next, select the "Make a Payment" tab to do a one-time payment or select "Auto-Pay Set Up" to start recurring payments. Be sure to fill out all necessary information fully.

If you have any questions, contact your leasing/management office.

## RESIDENT REFERRAL PROGRAM\*

Roers Companies is excited to offer a resident referral program. Refer someone to our community and receive a gift card through Community Rewards once your referral has moved in and paid one full month's rent. Please contact your property manager for details and restrictions.

## AFTER-HOURS EMERGENCY MAINTENANCE

We provide 24-hour maintenance for certain emergency situations. Call the emergency maintenance number provided by your property management team at move-in if you experience one of the following emergencies:

- No heat when weather is colder than 55 degrees
- No air conditioning when weather is hotter than 90 degrees

- No water or no hot water
- No use of your toilet in a one-bathroom apartment
- Refrigerator/freezer not cooling
- Locked out of your apartment (NOTE: additional charges apply and you must provide valid photo ID)
- Water leak
- No electricity
- Fire damage (always call 911 in the event of an active fire!)

## RENT

Rent is due on the 1<sup>st</sup> of each month. If rent is not received in full by the 4<sup>th</sup> of the month, a late fee will be applied to your account on the 5<sup>th</sup> of the month. If rent is not paid by the 10<sup>th</sup>, an eviction action will be filed with the county in which you reside.

- No cash can be accepted at any time.
- You can receive a payment receipt for all payment types by logging into your resident portal.

## RENTER'S INSURANCE

All residents are required to carry renter's insurance (liability coverage), minimum of \$100,000. This coverage must be maintained throughout residency, per your lease agreement. Please remember to provide the office an updated declarations page at the time your policy renews. The declarations page should include your community address as an interested party. The insured address should reflect the address listed on your lease agreement.

Should your policy lapse and no renewal policy is received at your leasing office, you will be automatically enrolled into the master policy at an additional charge each month.

**Looking for a third-party policy?** Visit [www.residentshield.com](http://www.residentshield.com). Click on "get a quote." From there, you select what community you are moving into and enter in your personal information.

## MAINTENANCE REQUESTS

For routine maintenance requests, please complete an online work order through the resident portal, or call or email the office. Please be sure to indicate if it is “okay to enter” if you will not be home. Some of our light fixtures are very high and/or difficult to remove to replace the bulbs; do not attempt this yourself. Please do not try to fix something yourself. We will have maintenance make any repairs that are necessary in your apartment as quickly as we can.

## TRASH/RECYCLING

If your property has trash/recycling chutes, please dispose of bagged garbage only. Large boxes and other items will clog the chute. Also, please do not dispose of kitty litter, flour, sand, aquarium rocks, and other fine materials by way of the chute, unless it is properly double bagged.

If you are unsure of what is allowed down the chute(s), please refer to the signage near or around your trash room/dumpsters or contact your management office for further details.

**Please do not discard of cardboard via the trash chutes.  
Please do not bag any recycling items in a plastic bag.  
Please break down boxes so they are flat and dispose of them directly in the recycling container located onsite.**

### Recycling (Cans, Glass, and Plastic):

- Aluminum cans
- Tin cans
- Plastic bottles (with neck only)
- Polystyrene (must be bagged and tied)
- Glass bottles and jars (clear, green and brown)

### Unacceptable Materials:

- Dishware
- Bottles without the recycling logo
- Scrap metal
- Styrofoam including packing peanuts

- Food-soiled items, including pizza delivery boxes
- Food packaging (bags, foil, plastic wrap)
- Shrink wrap
- Window glass
- Mirrors
- Light bulbs

## WATER-SAVER TOILETS\*

Bathrooms are equipped with water-saver toilets. This means very little water is used while flushing the toilet and we contribute to saving our precious natural resource: water. There can be complications if these toilets are not used properly. Please do not put Kleenex, paper towels, acne pads, baby wipes, cotton balls, dental floss, or other non-standard materials in your toilet. These items will clog your toilet and it can overflow.

## AIR CONDITIONING/HVAC

When cooling your home, do not set your thermostat below 65 degrees or your air conditioner lines may freeze and cause damage. If your air conditioner does freeze up, turn it off. Air conditioner units are designed to reduce the temperature 20 degrees from the outside temperature, so if it's above 100 degrees and your thermostat is set to 70 degrees, it will work very hard, but may not be able to cool the interior down to the setting. Keep your windows shaded during the day in hot weather to help reduce demand and costs.

## PEST CONTROL

Contact the office immediately if you encounter pests at this property. We will contact an exterminator. The Residential Lease Agreement that all residents sign states that they must comply with our pest control procedures and report a pest infestation. If there is a report of pests in an apartment, we may need to treat the infested area that was reported to have bugs, as well as adjoining units. The resident may have to remove all items from their kitchen cupboards and any other areas that the exterminator will need to treat in order to rid the area of the pests.

## SMOKE AND BUILDING ALARMS

- Smoke detector must always be in working condition and must not be removed for any reason. You must not disable any smoke detector on the premises.
- Request maintenance promptly should your smoke detector need a new battery.
- Whenever building alarms are activated, you must always exit the building immediately at the nearest exit.

## CARING FOR STAINLESS STEEL APPLIANCES\*

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

## CLEANING GLASS STOVETOP\*

### Regular Cleaning:

Use Cerama Bryte ceramic cooktop cleaner each time you clean to help your glass cooktop look like new.

1. Before using the cooktop for the first time, clean it with Cerama Bryte. This helps protect the top and makes cleanup easier.
2. Shake the cleaning cream well. Apply a few drops of Cerama Bryte directly to the cooktop.
3. Use a paper towel or Cerama Bryte pad to clean the entire cooktop surface.
4. Use a dry cloth or paper towel to remove all cleaning residue. There's no need to rinse.

### Burned-on Residue:

1. Allow cooktop to cool.
2. Spread a few drops of Cerama Bryte Ceramic on the entire burned residue area.
3. Using a Cerama Bryte pad, rub the residue area, applying pressure.
4. If any residue remains, repeat the steps listed above.

### Metal Marks and Scratches:

1. Be careful not to slide pots and pans across your cooktop. It will leave metal markings on the cooktop surface.
2. If pots with a thin overlay of aluminum or copper are allowed to boil dry, the overlay may leave black discoloration on the cooktop. Clean any black marks immediately before heating again or the discoloration may be permanent.

## EMERGENCY PREPARATION

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

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

- Exit your apartment, use the stairs — not the elevator if possible — and go to the first floor in the hallway between the fire doors or core areas without windows.
- Take a flashlight and a battery-operated radio so you can listen to weather updates.

## BUILDING SAFETY & SECURITY

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

## EMERGENCY PREPARATION

Do you know where all the exits are in your building?

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

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

- Get out and call 911.
- Never try to tackle a fire by yourself without proper training on how to use a fire extinguisher.
- Never try to remove the burning item from the apartment/townhome through a window or door.
- Close doors behind you as you exit the building.
- Use stairs. Do not use the elevator.

## FIRE PRECAUTIONS

You are personally responsible/liable for any damage to your apartment/townhome because of fire caused by negligence and for occupancy and housekeeping habits that pose fire safety risks. We suggest that you take the following precautions:

- Do not keep any flammables, explosives, or other non-household combustible items in your apartment/townhome.
- Dispose of newspapers and other refuse regularly.
- Do not place matches or lighters where children can reach them.
- Clean grease from the cooking range, oven, and exhaust fans and vents regularly.
- We are a smoke-free community; smoking is prohibited within 20 feet of the building — including your apartment and patio.
- Do not use worn electrical cords.
- Do not overload electrical outlets.
- Your apartment/townhome contains a smoke detector and may contain other fire safety equipment. Do not tamper or interfere with any smoke detector or other fire safety equipment. Covering or disconnecting your smoke detector is a serious lease violation and grounds for eviction. Residents are responsible for periodically testing smoke detectors.
- Never leave anything cooking on your stovetop unattended.
- Do not block hallways or entrance areas.
- Ownership or storage of excessive amounts of personal property or furnishings can pose a fire hazard to you and other residents. It will also impede the circulation of heat and ventilation in your apartment. You must remove, or store off-site, any amounts of personal property deemed by management to be excessive.
- Never leave any paper, flammable, or other objects not designed for cooking near stoves or cooktop surfaces. For apartments that are equipped with a water heater, furnace, or other heating unit, residents should keep all paper and other flammable materials away from these units.

## **FIREWORKS**

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

## **LOST OR STOLEN KEYS**

If you have a lost or stolen key, please contact the office to obtain a new one. Charges for new keys may apply and can vary. See your lease for key replacement costs.

## **CARTS\***

We have provided shopping carts for the entire community that are located in the garage or elevator lobbies for residents to use. Please return the carts to the garage or elevator lobby immediately after each use so they are available for all residents to use when needed.

## **CABLE/INTERNET**

Please contact the office for information on which company provides service to your home.

If your community has an exclusive contract: Roers Companies is part of an exclusive internet contract. Each apartment home is pre-wired with a router/modem combo. Setting up service is a simple as following the instructions provided with the router/modem and selecting your desired service. Internet service is turned on immediately once you sign up.

## **PHONE DIRECTORY/CALL BOX**

The resident phone directory is located at the front lobby entrances. The phone number connected to the directory is your number indicated on your application. When dialed, press the key provided to you by management, to buzz your guest in. \*Numbers may vary by location.

## **RENTABLE STORAGE\***

If your community offers additional storage spaces, please contact the office to obtain pricing and term information.

## **COMMON AREA LAUNDRY\***

If your community features a community laundry space, be mindful that they are provided for the convenience of all residents. Management cannot be held responsible for clothing that is left unattended, damaged, or lost. Please help us keep the laundry room clean and be respectful of other residents.

## **COFFEE BAR\***

We offer a complimentary coffee machine for residents. If you have issues with the machine, please do not attempt to reset, but instead let the office staff know. We service the machines daily.

## **PATIO/BALCONY\***

Only patio furniture and foliage are allowed on the patios. Bird feeders and wind chimes are not allowed. Grilling is not permitted on patios/balconies; this includes electric grills. Do not store any flammable items on your patio/balcony at any time. No pets are allowed to be left unattended on patios or balconies at any time. No clothes, towels, or other garments shall be hung or dried from balconies, railings, lines, or poles. Do not store bikes on your patio or balcony. Seasonal decorations are encouraged but must be removed within 14 days of the holiday.

## **BIKE RACKS\***

Bike racks may be located in the garage or in a separate room. Please remember if you choose to utilize the bike storage provided, the property is not responsible for any lost or stolen bikes. If you would like more information, please contact the office.

## PACKAGE DELIVERY LOCKERS\*

The package system is adjacent to the USPS mailboxes. To retrieve your packages please set up an account using the link from the information on your welcome letter at move-in.

Any packages that are too large for the locker system will be stored in the mailroom/lobby. If you give us permission, we will place the package in your apartment. For any excessively large or heavy packages, you may need to make other arrangements. Perishable items must be picked up within 24 hours. We will not place them in a refrigerator, and it is your responsibility to pick them up in a timely manner.

At no time is Roers Companies responsible for any lost, stolen, misplaced, or spoiled packages.

## PARKING/VEHICLES

**All vehicles must be operable and used regularly to remain on our property.** No recreational vehicles such as boats, RVs, trailers, etc. may be stored in the garage, driveway, parking lot, or street at any time.

All vehicles must be registered and authorized by management. \*Vehicles parked in the garage must display a vehicle identification pass provided by management at all times. Vehicle maintenance is strictly prohibited from being completed on the property.

Please note that we are not responsible for items that are lost or stolen in the garage, and we will not be held liable for any occurrences of parking lot theft. Should you have any questions regarding where to park on the street, please refer to the city regulations of where you reside.

## GRILLS

- No grills are allowed on any decks or patios. Please refer to your lease agreement or management office for any additional restrictions.
- Community grills available for residents must be cleaned after each use.

## ANIMAL INFORMATION

We welcome both cats and dogs and know that your animals are part of the family. However, there are some guidelines to abide by. If you choose to add a pet to your home, please contact the management office for more information and prior approval before adding a pet to your home.

\*A DNA sample is required from each dog that is on site, via Poo Prints. Should management find a waste sample on community property, it will be tested against all DNA on record. Should it come back as a match, the household will be fined \$350 per positive result. All animals (dogs and cats) MUST be registered with the office before they will be allowed onsite. We require that dogs always be kept on leashes when not in your apartment. We also require that you pick up any pet waste and dispose of it appropriately in the exterior receptacles. Should your pet have an accident in the building, please contact management immediately. Your neighbors will also appreciate your cooperation in helping to keep our community grounds clean. See your lease details for more information on violations to our pet policies.

Visiting animals are allowed to visit up to three days in any one month. If the animal is on site for longer than three days, the animal fees and deposits required will apply.

## ANIMAL AREAS/DOG RUN/DOG WASH\*

If you live at one of our pet-friendly communities, please note the following rules:

- Visiting animals must be approved by management.
- All deposits are held on the apartment until it's vacated.
- All pet waste must be discarded properly in provided receptacles outdoors.
- Animals must not be left unattended in the dog run or dog wash spaces.

## ANIMAL AREAS/DOG RUN/DOG WASH\*

- No pets are allowed to be left unattended on patios or balconies at any time.
- If you utilize a dog wash on your property, clean up after each use. Towels, shampoo, and treats will be provided.

## AMENITIES

Roers Companies communities offer a variety of amenities from pools, golf simulators, fitness centers, community lounges, and workspaces. We reserve the right to modify posted guidelines and regulate the use of amenities. Hours of operation may vary.

## FITNESS CENTER

The fitness center is available 24 hours a day, 7 days a week for your convenience. Guests must always be accompanied by a leaseholder. Unaccompanied guests will be asked to leave. Remember: we require the use of the fob to access the fitness center, and use is at your own risk.

- Hours may vary by community. Contact the management office for details.
- Hours are subject to change by management at any time. Adjustments to the hours will be sent electronically.
- Any minor-aged occupant must be accompanied by an adult leaseholder.
- Appropriate fitness attire is required.
- Food and drinks other than plain water are not allowed in the fitness center.
- Please be mindful of your neighbors as you use the lifting machines/weighted balls and do not drop them in place or throw them against any wall.

## POOL AND SPA\*

- The hours for the pool/spa areas are set by your management team.
- There is no lifeguard on duty. It is the responsibility of every resident to monitor their own and their guest's behavior and to observe safety rules at all times.
- Glass containers are prohibited in the pool, spa, and deck area at all times.
- Residents are responsible for cleaning up their space and trash before leaving the deck and pool area. Trash/recycling receptacles are provided for you to use. Please be considerate of others.
- Running, screaming, playing loud music, or being a nuisance is prohibited in the pool, spa, and deck areas.
- Anyone 17 or under must be accompanied by an adult leaseholder.
- Pool use is for resident and authorized guests only.
- Smoking is not allowed in or around any pool, spa, or deck area.
- Animals are not allowed on any pool or spa deck.

## CHILDREN'S SAFETY

- It is our request that children be supervised in all shared community amenity areas, including playgrounds and playrooms.
- Please maintain a 5 MPH speed limit and use caution while driving through the community, watching for children, pets, and others who may walk in front or behind your vehicle.



## GENERAL COMMUNITY RULES & REGULATIONS

- The blinds installed in the unit are to remain in place and may not be removed. You can hang your own curtains, however, the appearance from the exterior of the building must remain uniform. This means that if you have your curtains closed, the blinds need to be closed as well behind it.
- No signage is allowed on your apartment door, balcony, or windows.
- Candles are prohibited.
- Real Christmas trees are not allowed.
- Satellite dishes are not allowed.
- Welcome mats/rugs in shared hallway areas are not allowed.

## TRANSFERS

Some residents choose to transfer to a different apartment style, building, etc. while at our community. If you would like to explore this option, please contact your management office for requirements and fees associated with a unit transfer.

## MOVE-OUT INFORMATION

Approximately 75 days prior to the end of your lease agreement, you will receive a lease renewal offer. If your personal circumstances dictate a move, the following steps will be required:

- Your written notice to vacate must be received by management a full two months prior to your lease end date (or sooner).
- Upon receiving the acceptable notice to vacate, management will schedule and conduct a pre-moveout inspection.
- You are required to provide your forwarding address upon move-out.

## GUEST POLICY

No one else may occupy the apartment other than the leaseholders. Persons not listed on the lease must not stay in the apartment for more than 14 consecutive days without our prior written consent and no more than twice that many days in any one month. Residents may not provide keys or fobs to guests. Contact your community office for additional instructions and forms.

## PROPERTY TAX INFORMATION\*

If you reside in Minnesota, the certificate of rent paid (CRP) form may help you get some of the rent back that you paid during the year. You should receive a CRP on or before January 31, following the end of the tax year.