

RDO



CENTRIC MANAGEMENT

CONDOS, OFFICE, & RETAIL AVAILABLE
701-630-7851 BLOCK9FARGO.COM

Resident Handbook

2ND Ave N

Contents

- Welcome Home: 4
 - Who Are We:..... 4
 - Fair Housing Policy 5
 - Office Information: 5
- Key Resident Information: 5
 - Rent Payments 5
 - Returned Checks/NSF Fees..... 5
 - Emergency Maintenance & Service Requests 6
 - Lockouts 6
 - Building Security..... 6
 - Mail & Package Delivery 7
 - Pet Policy 7
 - Noise Disturbances 8
- Lease Information & Changes..... 8
 - Lease Agreement..... 8
 - Information Changes 9
 - Guests 9
 - Subletting 9
 - Roommate Changes 9
 - Releasing Roommates: 9
 - Roommate Additions: 9
- Moving Out..... 10
 - Notice to Vacate 10
 - Notice Period – What to Expect 10
 - Vacating the Apartment..... 11
 - Normal Wear & Tear 11
 - Upgrading Apartments 11
 - Early Termination/ Lease Buy-Out 12
- Apartment Care & Resident Responsibilities 12
 - Garbage Disposal 12
 - Heating & Cooling..... 12
 - Appliances 13
 - Dishwasher 13
 - Washer & Dryer 13

| | |
|--|----|
| Refrigerator | 13 |
| Oven..... | 13 |
| Smoke Detectors | 13 |
| Sinks/Toilets/Tubs | 14 |
| Bathroom Exhaust Fans | 14 |
| Floors & Carpeting | 14 |
| Painting & Wall Coverings | 14 |
| Wall-Mounted TV Bracket | 14 |
| Parking Garages..... | 15 |
| Parking & Vehicles | 15 |
| Solicitation & Exterior Postings | 16 |
| Patios & Balconies | 16 |
| Common Areas | 16 |
| Front Doors & Apartment Entry Ways | 16 |
| Elevator | 17 |
| Community Rooms & Rooftop Patios | 17 |
| Fitness Centers | 17 |
| Snow Removal..... | 18 |
| Utilities | 18 |
| Use of Residence for Business Purposes | 18 |
| Non-Smoking Building | 18 |
| Keys & Locks | 19 |
| Property Appearance | 19 |

Welcome Home:

We want to express our heartfelt gratitude for choosing to make your home with us. Your presence enriches our community, and we are committed to ensuring that you feel welcomed and valued every day.

This handbook serves as a guide to help you navigate your new home and understand your role as a member of our community. It outlines your responsibilities as a resident and provides insight into what you can expect from our management team.

While this handbook covers policies and amenities across all our properties, you may encounter sections that don't directly apply to your community. If you have any questions or need clarification, don't hesitate to reach out to our management team. We're here to assist you in any way we can.

Once again, thank you for choosing us as your home. We're excited to have you as part of our community!



Who Are We:

Centric Management is here to serve you, the valued residents of our vibrant downtown communities. As the residential property management provider for Kilbourne Group, we're committed to fostering smart, healthy cities by prioritizing your needs and experiences.

From the earliest stages of development to the day-to-day operations, our decisions are guided by one central question: "What is in the best interest of our residents?" This mantra drives us to collaborate closely as a unified team, constantly challenging ourselves to innovate and enhance your living experiences.

Our approach relies on cutting-edge technology and the expertise of our dedicated professionals to deliver top-notch service. At Centric Management, you'll encounter a team of exceptional individuals working together to provide unparalleled customer care in the heart of our bustling neighborhoods.

Respect for our heritage, gratitude for the present, and inspiration for the future are the principles that motivate us each and every day. We're here to make your residential experience truly exceptional.

Fair Housing Policy

Centric Management expects all employees to be fully knowledgeable of and comply with Fair Housing laws. We are committed to fostering an inclusive, non-discriminatory environment. Discrimination based on race, color, religion, sex, disability, national origin, need for reasonable accommodation/modification, receipt of public assistance, or familial status—including children under 18 or pregnant women—will not be tolerated. Respect for all individuals, regardless of background or circumstances, is a core value at Centric.

Office Information:

Our main office is located on the 3rd floor of the Loretta Building. You are welcome to stop by anytime during our office hours, from 8:00 AM to 5:00 PM. If you would like to speak with a specific team member, we recommend scheduling an appointment, as our staff is often in and out of the office at various properties downtown.

Centric Management

Phone: (701) 532-3252

210 Broadway N Ste 300

Email: leasing@choosecentric.com

Fargo, ND 58103

Website: www.choosecentric.com

Key Resident Information:

Rent Payments

Rent is due by the 1st day of each month in full. Unless limited by state law, rents received after the 3rd day of the month are considered late and a late fee will be assessed to your account. Please note, this policy may vary by lease agreement. Refer to your lease for specific details.

If your rent payment is late and the late fee has not been applied to your account yet, please add \$40 to your payment amount to cover the late fee.

We accept the following payment methods:

1. Online Rent Payments
 - a. Online payments can be set up through your resident portal and can be paid via bank account, debit card, or credit card. You also have the option to set up autopay for convenience. If you are unsure how to access or set up online payments, please contact your property manager for assistance.
2. Checks or Certified Funds
 - a. We accept checks, cashier's checks, and money orders via check scan on the resident app.
 - b. Please make all checks payable to your property and include your apartment number.

We do not accept payment via the rent drop boxes on site, please utilize our online payment system. We do not accept cash.

Returned Checks/NSF Fees

If your rent check is returned for any reason, including insufficient funds (commonly referred to as an "NSF"), a fee of \$30 will be assessed, in addition to any applicable late fees, as permitted by state law. Any returned check must be replaced with a money order or cashier's check. After a second returned check, subsequent

rent payments will be required to be made by money order, certified check, or cashier's check through the term of your lease.

Emergency Maintenance & Service Requests

If you are experiencing a maintenance emergency, please call (701) 205-4456. Maintenance emergencies must be reported by phone to receive immediate assistance. Emergency situations include:

- No heat in the winter
- No air conditioning in the summer
- Water leaks
- Sewer backups from toilet, shower, or sinks
- No electricity
- Any condition that might cause a fire or natural gas smell.

Failure to report a maintenance emergency can result in damage fees assessed to your account.

Routine maintenance service requests can be submitted through your resident portal. By submitting a service request, you grant permission for management and our maintenance personnel to enter your apartment at any time between 8:00 AM and 5:00 PM. If you prefer to schedule a specific time for the service, please select "Do not enter" and provide preferred dates/times during business hours for us to complete your request. We will do our best to accommodate your preferred time, though availability may vary.

Any damage to the apartment caused by you or your guests is your financial responsibility, and you will be billed for the repair costs. All maintenance must be performed by a Maintenance Technician employed by Centric Management or an approved vendor contacted by a Centric Management agent. You are not permitted to contact outside vendors for maintenance requests.

For emergencies such as a fire, flood, medical issue, or any dangerous situation requiring immediate action, please call **911**.

Lockouts

If you are locked out of your apartment during business hours, please call or stop by our office to be let into your apartment.

If you have locked yourself out your apartment outside of business hours, please contact emergency maintenance at (701) 205-4456. You must be able to provide property identification or proof of residency to be granted access to your apartment. If the lockout is due to the resident's actions, you will be charged for the after-hours service call.

Building Security

All our apartment communities are equipped with a controlled access system to ensure that only residents and their guests can access the building using a key, code, or the buzzer system.

Entrance doors must always be kept closed. Do not prop open entrance doors, as these doors are heavy, and propping them open can cause damage to both the door and the frame.

Please do not allow anyone you do not know to enter the building. All individuals entering the building must be granted access by buzzing an apartment, using their key, or entering an access code.

Mail & Package Delivery

It is your responsibility to contact the local post office for all mail services. Mail forwarding can be arranged by calling the post office or using their online service. If you are receiving unwanted mail or mail intended for previous residents, please mark the items "Return to Sender" and place them in the outgoing mailbox. If the issue persists, contact the post office directly.

To access the package room, you may need to create an account with Butterfly MX and use their app. If you have not received an invitation to create an account, please contact your property manager.

Please dispose of any garbage or junk mail in the trash. If garbage or mail is found on the floor or counters in the mail area, a lease violation will be issued.

Centric Management is not responsible for stolen packages or property. If you believe your packages have been stolen, please file a police report. The police will contact us for video footage.

Pet Policy

All pets must be approved by management. A Pet Agreement must be filled out for any pet residing on the property, including all required fees. Our pet requirements are as follows:

- Two pet limit per unit with a combined weight limit of 175 lbs. (This applies to caged animals)
- No breed restrictions
- \$400 non-refundable pet fee per pet
- \$40 monthly pet rent per pet

The following is a list of rules and guidelines that all pet owners must follow:

- Your animal may not be left unattended for 24 hours or more.
- Vicious and/or intimidating animals, or those displaying vicious and/or intimidating behavior, will not be allowed.
- Up to date vaccination & vet records provided
- Animals are not allowed in any pool, spa, or fitness center that the property may have. Unless they are service animals.
- You are responsible for all damage caused to the apartment and/or the property by your animal, regardless of whether the animal is a pet, emotional support animal, or service animal.
- You shall take adequate precautions and measures necessary to eliminate animal odors within or around the apartment and shall always maintain the apartment in a sanitary condition.
- Noise issues that cause a disturbance to the peace and enjoyment of other residents of the property may be grounds for removal of the animal and/or eviction from the property.
- Management has the right to periodically inspect your apartment for cleanliness/safety upon reasonable notice.
- All animals must be kept on a leash when taken outside the apartment. Per city ordinance, the leash may be no longer than six feet.
- You may not alter the apartment in any way to create an enclosure for the animal.
- Dogs must be taken to the designated pet relief area or off of the property for any bathroom needs.
- If your property is equipped with a pet area, usually designated with a sign, you must use that area for your dog's bathroom needs.
- All dog waste must be cleaned up immediately and disposed of inside a dumpster. Pet owners found to not be cleaning up their pets' waste will be fined a flat fee of \$300 for each instance.
- Aquariums cannot be over 40 gallons

- Caged animals, such as birds, rabbits, guinea pigs, and hamsters, are allowed but must remain in their cages and are prohibited from free roaming in the apartment.

The follow animals are not allowed at any Centric properties:

- Snakes
- Spiders
- Mice, rats, & ferrets
- Wild and exotic animals

These rules and guidelines are strictly enforced by management. If these rules and guidelines are not followed, it may cause the removal of the animal and/or eviction from the property. Unauthorized animals are cause for eviction from the property. If policies, rules, or regulations differ within your community, those will be posted or provided to the residents.

If you are unsure whether the property you live at is pet friendly, please contact management. In all cases, pets are strictly prohibited on the premises or in the building without prior written approval by management.

Noise Disturbances

Quiet hours are from **10:00 PM to 7:00 AM** every day of the week. Please refrain from doing laundry, vacuuming, or any other loud household chores during this time, as they may disrupt the peace and enjoyment of your neighbors. This policy applies to your apartment as well as any common areas, including the club room, rooftop patio, and hallways.

Social and friendly gatherings of residents and their guests are welcome, provided such gatherings do not become boisterous, obscene, or generally objectionable to other residents. Loud parties and/or other noise disturbances are strictly prohibited.

You will receive a violation warning for any noise disturbances or other lease violations reported to management. Generally, three or more violations may lead to eviction from the property, although a single violation may be enough under certain circumstances.

Lease Information & Changes

Lease Agreement

Your lease is a legally binding document. **Once signed and executed by both parties, no changes can be made to the lease.** If you need a replacement copy for your records at any time, please contact management.

All residents of the apartment are **jointly and severally liable**. This means that you are responsible for the actions of yourself, your roommates, and any guests. Any incidents that occur within your apartment, whether directly caused by you or not, remain your responsibility.

All adults, 18 years of age or older, living in the apartment must be listed as leaseholders on the lease agreement. All agreements, including leases, renewals, addenda, etc., must be signed by all leaseholders.

Any unauthorized residents may result in eviction from the property. No more than **two individuals** may reside in each bedroom of the apartment.

Information Changes

Please inform management of any name changes and changes in minor occupants residing in the apartment. We must receive a copy of the legal document stating the name change.

Guests

Guests are welcome at any time; however, they may not live in or regularly stay in the apartment for more than **14 consecutive calendar days** without management's prior written consent. For stays exceeding 14 days, the guest must be screened according to management's guidelines and criteria. If approved, the guest may be added as an additional resident to the lease. If the guest does not meet management's screening criteria, they are not permitted to live or regularly stay in the apartment.

If a guest receives U.S. mail at the address listed on the Lease Agreement, it will be considered a lease violation, and it will be assumed that the guest is living or regularly staying in the apartment without management's written consent.

Please remember that **residents are responsible for their guests and their actions**. Guests are held to the same rules and regulations as the residents. Violations of the rules and regulations by guests may result in lease termination and/or eviction.

All residents and their guests are expected to conduct themselves in a respectable manner. Overindulgence in alcoholic beverages, loud parties, disorderly conduct, or any criminal activity will be grounds for termination of the lease and/or immediate eviction.

Subletting

You cannot assign your lease or sublet any part of your apartment without prior written approval from management. Any attempts to assign or sublet without approval will be considered invalid and could result in eviction. This includes short-term rentals, vacation rentals, Airbnb, or similar services.

Roommate Changes

If you would like to add or remove adults from your lease agreement, the necessary documentation must be completed. All roommate change requests require approval from both the current leaseholders and management.

Releasing Roommates:

Centric Management will review and approve or deny the removal of a roommate based on whether the remaining residents meet the rental criteria.

Roommate Additions:

Any new residents must complete an application, pay the application fee, undergo screening, receive approval from management, and be added to the lease agreement before moving into the apartment and being added to the lease agreement.

Moving Out

Notice to Vacate

If you are in a term lease, you must provide a proper two (2) full calendar months' notice. This notice must be written and submitted to management on or before the 1st day of the month, with the move-out date being the last day of your lease term. If there are multiple lessees, one written notice must be received by management with the signatures of all lessees.

If you are on a month-to-month lease, you must provide a proper one (1) full calendar months' notice. This notice must be written and submitted to management on or before the 1st day of the month, with the vacating date being the last day of your lease term. If there are multiple lessees, one written notice must be received by management with the signatures of all lessees.

We will accept notices by email, but all roommates need to provide written notice. Any notices received after the 1st day of the month will be considered late and will result in your notice being pushed one full calendar month.

Notice Period – What to Expect

Once we receive your notice to vacate, we will begin advertising your apartment and scheduling showings. Please keep the following important details in mind as you prepare for your move-out:

- A) Management will contact you to schedule a move-out time for the month that you plan to vacate. You must schedule a time before noon on the last day of the month that you plan to move out. If you need to move out earlier in the month or would like to be present for your move out inspection, please let management know.
- B) We will notify you the prior day before showing your apartment to prospective residents. Please ensure your apartment is in showing condition during your notice period.
- C) It is your responsibility to arrange for professional steam cleaning of the carpets. If you have not scheduled this by the 15th of the month, management will schedule it for you, and the cost will be deducted from your security deposit.
- D) A cleaning checklist will be provided once we receive your notice. Your apartment must be left in the same condition—or better—than when you moved in. If it is not, deductions may be made from your security deposit. If you do not receive the checklist within a week of providing notice, please contact management.
- E) Do not putty or plaster any holes in the walls, as the painters will have to redo them, which will result in additional charges to the security deposit.
- F) Contact your utility company before moving out of the apartment and let them know you are moving. You are responsible for your apartment's utilities until the end of your lease, or until new residents move in for re-rentals, regardless of when you move out of the apartment. **If you currently pay your utilities through your resident account, please disregard.**
- G) We will only mail one (1) deposit refund check or statement for each apartment. The deposit refund check will be made out to the primary resident.
- H) Please expect your deposit refund or statement to be mailed within the required time periods under applicable state laws.
- I) We require, at move out, that you provide us with a forwarding address so that we may mail your deposit refund or statement directly to you. If we do not receive a forwarding address, we will mail the check to your current address in the hopes that you have had your mail forwarded.

Vacating the Apartment

You must be completely moved out of your apartment by noon, 12:00 PM, on the last day of the month. If additional cleaning or maintenance prolongs the next resident's move-in date, you will be charged for management's loss of rent. Depending on the condition you leave the apartment, you will receive a refund or a statement for additional monies owed.

Please leave management a forwarding address so that we can return the remainder of the deposit.

Normal Wear & Tear

We expect rental apartments to sustain a certain amount of wear and tear during a resident's stay. There is a fine line between normal wear and tear and actual damage to an apartment. Below we have guidelines to help understand the difference between the two.

Normal Wear and Tear: All residents are expected to cause some minor damage to an apartment over the course of their time there. This minor damage is typically referred to as "normal wear and tear." The following is a list of what is considered "normal wear and tear":

- Small scratches
- Minor scuffs
- Minimal nail holes
- Slightly worn carpet in high traffic areas
- Wall cracks from settling
- Worn hinges

Normal Wear and Tear is considered any insignificant or minor damages to property that were caused by normal living standards. A few scuffs on walls or a couple of nail holes do not constitute damage that is above and beyond normal wear and tear.

Damages: Chargeable damage to the property is damage that goes above and beyond normal wear and tear. The following is a list of examples of common chargeable damages:

- Holes in the wall because of a mounted TV or heavy wall decorations
- Excessive nail holes
- Crayon/marker drawing on the walls
- Flooring stains, rips, or otherwise unsightly and unsatisfactory floor damage
- Holes in doors
- Burnt out light bulbs
- Smoke damage

We recommend that photos are taken upon move-in and move-out to document any pre-existing damage that was caused during occupancy. It is essential to be as detailed as possible upon move-in and move-out. There is an Inspection Form provided for this very reason. We allow residents up to 3 (three) days after moving to further document any pre-existing conditions on the Inspection Form. If the form is not received within that 3 (three) daytime frame, then any additional notes made are considered void and the apartment will be considered in satisfactory condition based on the original Inspection Form.

Upgrading Apartments

Residents are allowed to upgrade to a more desirable apartment within the building, even while still in lease. You cannot transfer to a different property when in a lease. You must wait until your lease term ends and hand in two full calendar months' notice.

To initiate the upgrade, the following requirements must be met:

1. Positive rental history during tenancy on the property
2. The inspection of the current apartment shows it is in good condition
3. A new deposit is paid for the new apartment
4. The lease term for the new apartment is at least six months longer than initial lease agreement.

For more information or to begin the upgrade process, please contact the leasing office.

Early Termination/ Lease Buy-Out

Your lease includes a buy-out agreement that offers residents the option to terminate their lease early. Please review your lease agreement and contact your property manager if you would like to terminate your lease early.

Apartment Care & Resident Responsibilities

Taking care of your apartment is essential to maintaining a comfortable living environment for yourself and your neighbors. As a resident, it is important to follow the guidelines outlined below to ensure that your apartment remains in good condition. Failure to comply with these rules may result in charges for repairs, cleaning, or other actions necessary to restore the apartment to its original condition. Please read the following care guidelines carefully and be sure to follow them to avoid any additional costs.

Garbage Disposal

Here is a list of items that should not be placed in your disposal:

- Large quantities of grease, lard, or fat
- Bones
- Pasta, Rice, & Potatoes
- Non-food items

Your user manual and a quick Google search can help find more information on what may and may not be put in your garbage disposal. To clean your disposal: place ice cubes and a cleaning solution (such as Dawn dish detergent) into the disposal and turn it on. Follow with cold running water.

If your disposal stops working, push the reset button located on the disposal under the sink. It is usually located on the bottom or the side.

Following these guidelines should ensure that your garbage disposal always stays in good working condition. If maintenance is required to fix your disposal, and it is because you did not follow the above guidelines, you will be charged for the maintenance.

Heating & Cooling

Maintenance will enter your unit a few times a year to change your HVAC filter. This will be pre-scheduled with proper notice given to each resident.

Please follow the rules listed below:

1. Burning candles is not allowed, the soot can cause the filter to clog. Candle warmers and wax melting pots are allowed.

2. The use of humidifiers is only permitted with the use of distilled water. Using tap water causes the HVAC filters to clog much faster and negatively affects the performance of your central air system.
3. Please keep all furniture away from vents to ensure proper airflow and system efficiency.
4. Do not turn your heat off or below 62 degrees during winter months.
5. Do not turn on your air conditioning if the temperature outside is below 55 degrees.

Appliances

Dishwasher

All dishes should be rinsed off before putting them in your dishwasher. Any food particles left on dishes may cause the filter to clog. This could cause your dishwasher and sink to back up, requiring a billable maintenance call.

Please run your dishwasher at least once per week. Sitting water at the bottom of the appliance can cause a foul odor and potential mold issues. By running your dishwasher once a week these issues can be prevented.

If your dishwasher is leaking water, please call emergency maintenance immediately (701) 205-4456.

Washer & Dryer

- Be sure to clean behind your washer and dryer periodically. The lint builds can cause a fire hazard and damage to walls and flooring.
- Be sure to clean out your lint trap after every load.
- Do not overload your washer

If your washer and dryer stop working, please submit a service request. If your washer is leaking water, please call emergency maintenance immediately (701) 205-4456.

Refrigerator

Water filters for refrigerators occasionally need to be replaced, this is the responsibility of the resident to maintain. Are maintenance team can do this for you, and the cost will be charged to your rent account.

Oven

All our ovens are self-cleaning, please be sure to use oven cleaner that is specifically meant for self-cleaning ovens to avoid any damage costs.

In the event smoke is created from burning food and there is no fire risk, please open your windows. Opening the apartment door will flood the hallway with smoke and set off the building wide fire alarms.

Smoke Detectors

For your safety, smoke detectors must never be removed or tampered with.

If your smoke detector begins quietly beeping or chirping, it usually means the batteries need to be replaced. If you do not feel comfortable replacing the batteries yourself, please submit a work order, and our maintenance team will promptly assist you. Keeping your smoke detector in working condition is essential for the safety of all residents.

Sinks/Toilets/Tubs

The following items should never be flushed down your toilet: paper towels, facial tissues, disposable diapers, sanitary napkins, disposable tampons, food, flushable wipes, toys, etc. Sinks and tubs should be cleaned of hair regularly to avoid water damage or clogging problems.

Service requests that require maintenance to repair plumbing due to residents not following the above rules will result in charges to the residents.

If your toilet, sink, or tub is clogged causing a sewer back up or flooding in your apartment, please call emergency maintenance immediately (701) 205-4456.

Bathroom Exhaust Fans

Bathroom fans should always be on when bathing to reduce humidity and prevent moisture damage. Depending on your property, your fan may already be installed to run continuously.

Floors & Carpeting

Floors and carpeting should be cleaned regularly. The flooring should be cleaned with mild detergent. Carpet maintenance and care in your apartment are your responsibility. We recommend vacuuming frequently and having your carpet professionally steam-cleaned once per year.

Carpets are required to be professionally steam cleaned at move out. Any damage to the carpet will be your financial responsibility upon move-out.

Our preferred professionally steam cleaners are:

Alpine Carpet Cleaning

(701) 232-8293

Renovation Systems

(763) 551-3500

Painting & Wall Coverings

Painting of any kind is strictly prohibited. You may use tiny nails to hang pictures, but please do not use screws or large nails. If there is enough damage to the walls, management may need to re-paint the room and you will be charged for the cost.

No sticky adhesives or stickers, including decals, are permitted to be put on walls.

Candles are strictly prohibited. If candles are used, please be aware that cleaning charges may apply if significant soot marks are left on the walls.

Wall-Mounted TV Bracket

Your apartment may be equipped with wall-mounted TV brackets. We welcome you and your guests to enjoy this amenity, but please keep in mind the following rules and guidelines:

- Residents agree that the equipment is to stay with the apartment, including all parts and pieces included with the equipment. If the resident chooses to remove equipment from the wall during tenancy, the equipment must be stored within the apartment and reinstalled in the same place before vacating the apartment.
- Residents agree that they are responsible for the cost to replace any missing pieces or for the full replacement of the equipment upon vacating the apartment.

- If your apartment is not equipped with wall-mounted TV brackets and you hang your own, you will be responsible for the cost to repair the wall, regardless of if there are outlets installed for wall-mounted TVs.

Parking Garages

Your community may be equipped with a built-in Parking Garage. Please carefully read the following rules and guidelines regarding the Parking Garage:

- Parking is assigned, do not park in the garage without permission from management. If you illegally park in the garage, your vehicle will be towed.
- If someone is parked in your assigned space, please contact management. Providing vehicle details or a license plate number would be helpful.
- The property may have bike storage available. Please use bike racks for storing bicycles.
- The property's underground parking may be heated. Do not tamper with thermostats.
- Do not store personal belongings in your parking space or in front of your parking space. Please use additional storage or your apartment for storing these belongings. We will not be responsible for any missing or stolen items.
- No vehicle repairs, including oil changes, engine repairs, etc. are to be conducted in the parking garage.
- Recreational and commercial vehicles are prohibited. Inoperable vehicles are not allowed in the parking area.
- The speed limit within the parking garage is 5 MPH.
- Do not drive through until the door is completely up and no longer moving. Do not stop under the garage door at any time.
- The garage doors are intended for only one vehicle to enter or exit at a time. Please take caution when following others out of the parking garage.

These rules and guidelines are strictly enforced by management. If policies, rules, or regulations differ within your community, those will be posted or provided to the resident. Not following the rules and regulations listed above may result in damage to the vehicle by the garage door. This damage is not the responsibility of management and is at the sole expense of the auto owner.

If your property is attached to a city-owned parking garage (e.g., Roberts Commons Ramp, Mercantile Ramp), please contact Interstate Parking to obtain a pass. We do not manage the public parking ramps and are not responsible for any damage or loss to vehicles parked in these areas. It is important to follow all parking rules and regulations set by the parking facility to avoid fines or towing.

Interstate Parking

P: (701) 235-1618

E: ndinfo@interstateparking.com

<https://www.parkerbill.com/findparking>

Parking & Vehicles

Vehicles may be towed for any of the following reasons:

- All vehicles must be drivable and in operable condition to be parked in the parking lot.
- Any vehicles that appear to be inoperable including flat tires, broken windows, bare wheels, on blocks, disabled, or with expired license plates or tabs, etc.

- If the vehicle is left in the same parking spot for over 1 week.
- Parking in fire lanes, in front of entrances, in handicapped parking spaces, without the proper state-issued permit, or any other space painted or marked for no parking.
- Parking is also prohibited on the lawn, in any landscaping, in front of garage doors, on the sides of garages, buildings, etc. If a vehicle is parked in a space not marked for parking, or not parked between lines meant for vehicle parking, it will be towed at the auto-owners expense. Just because there is not a “No Parking” sign does not mean it is okay to park there.
- Vehicles that take up more than one designated spot.
- If a parking permit is not properly displayed when applicable.
- If a vehicle is parked in an assigned parking or garage space that is not assigned to them.

Recreational vehicles such as watercraft, campers, motor homes, etc., and commercial vehicles such as tow trucks, dump trucks, semis, etc., are also strictly prohibited on the property. Management also asks that no vehicle repairs, including oil changes, engine repairs, etc. be conducted in parking areas. Do not drive on sidewalks or the lawn.

5 MPH is the speed limit in the parking lot.

Solicitation & Exterior Postings

Door-to-door solicitation is strictly prohibited within the community. No political or offensive signs are to be posted on the exterior of the apartment or the exterior grounds. Management reserves the right to request that inappropriate signs be removed.

Patios & Balconies

Grills are not allowed on your apartment patio or balcony.

Balconies and patios shall be always kept neat and clean. No rugs, towels, laundry, clothing, appliances or other items shall be stored, hung or draped on railings or other portions of balconies or patios. No misuse of the space is permitted, including but not limited to, throwing, spilling or pouring liquids or other items, whether intentionally or negligently, over the balconies or patios.

Pets are not allowed to use patios or balconies as a relief area. Please use the designated pet relief area on the property.

Reasonable decorative lighting and decorations are allowed during holidays if they do not interfere with the peace and enjoyment of other residents.

Common Areas

Centric Management defines common areas as entrances, hallways, elevators, & amenities areas. Residents are responsible for their guests when on the property and are required to follow all rules and regulations. Two (2) or more violations occurring within the term of a resident’s lease regarding any common areas may result in eviction from the property. If policies, rules, or regulations differ within your community those will be posted or provided to the residents.

Front Doors & Apartment Entry Ways

Reasonable decorative items are allowed on doors if they do not damage the door in any way. Rugs, carpets, or any other decorative flooring and items are not permitted as they are a tripping hazard. You will be asked to remove any items that would be considered a tripping hazard in the hallways and common areas.

Mounted cameras and smart doorbells (ring, google, nest, etc.) are strictly prohibited on the property. These devices can invade the privacy of other residents in the building. Additionally, you are not allowed to make alterations to the dwelling.

Any damage to your front door caused by the installation of cameras or doorbells will result in a damage fee being assessed to your account.

Elevator

Your community may be equipped with an automatic elevator for your convenience. Even though our elevators receive routine maintenance and inspection, malfunction is still possible. If you are a passenger in the elevator and get stuck, use the emergency telephone and someone will be there to assist you.

If you hear the elevator alarm bell ring, notify management immediately. Do not try to get the person out by pounding or prying the elevator door open.

The elevator doors will automatically begin to close after being open for a short period. If you are not completely in or out of the elevator, simply touch the rubber strip on the elevator door and the door will reopen. Be careful stepping in and out of the elevator and be sure the elevator is even with the floor before going in or out.

Any damage to the elevator caused by negligence or mishandling on the resident's or resident's guest's part will be billed to the resident. If policies, rules, or regulations differ within your community, those will be posted or provided to the residents.

Community Rooms & Rooftop Patios

The community rooms are provided for the enjoyment and convenience of all residents. To ensure a positive experience for everyone, please follow these guidelines when using the space:

- Hours of operation are from 8:00 AM to 10:00 PM, use of these spaces outside of those hours is prohibited.
- Please clean up after yourself and any guests. Dispose of any trash, put away any items used, and take any personal property with you.
- Smoking on the patio is not allowed. Violating this policy may result in a lease violation and a smoking fine.
- Please clean the grill and any utensils after each use.
- Pets are allowed on the patio, but relieving themselves anywhere on the patio is prohibited. A cleaning fee may be assessed to your account in the event your pet uses the patio to relieve themselves.

Fitness Centers

Your community may be equipped with a Fitness Center for your enjoyment. We welcome you and your guests to enjoy these amenities, but please keep in mind the following rules and guidelines:

- The Fitness Center is open 24 hours a day, 7 days a week.
- Appropriate athletic shoes are required when using the fitness center.
- Appropriate athletic attire is required when using the fitness center. A shirt or tank top is required to use all exercise equipment, including the free weight area.
- All equipment must remain within the fitness center.
- Abuse of the equipment will not be tolerated.
- Food is not allowed in the fitness center.
- No alcohol is allowed in the fitness center.

- Water bottles may be used if they are made of a non-breakable material and only contain water.
- Be courteous to others in the fitness center.
- Use the equipment only for its intended purpose.
- Residents under 16 must be always accompanied by an adult
- Management is not responsible for any injuries or accidents.
- Use of equipment is at your own risk. It is your responsibility to consult a physician before using the equipment.

These rules and guidelines are strictly enforced by management. Residents and their guests who are found not following these rules will be asked to leave the fitness center and will receive a lease violation notice.

Snow Removal

You are responsible for snow removal from your balcony/patio.

If your property has a parking lot, after a heavy snowfall, approximately 2 inches or more, the parking lot will be cleaned out “as is.” A few times a winter, you will be notified in writing to move your vehicles out of the parking lot so that the snowplow can remove the snow between all the vehicles. When we do this, we will give you at least 24-48 hours’ notice. Any vehicles left in the parking lot during this time will be towed at the auto owner’s expense. Management will not reimburse any towing fees.

Utilities

Please review your Lease Agreement for which utilities you are responsible for paying. If your utilities are included in your rent or charged directly to your rent account, please disregard.

It is your responsibility to ensure that the utilities you are responsible for have been placed in your name. It is also your responsibility to contact your utility company upon move-out to disconnect them. Your utilities are required to be billed to you through the end of your lease term. Please arrange with the utility company for payment of the last month before vacating.

If your power is disconnected due to non-payment, you will be held financially responsible for any damage caused by there being no power. i.e., if food spoils in your fridge and a fridge replacement is needed.

If the utilities you are responsible for are disconnected due to nonpayment or any other reason, it will be considered a material breach of the Lease Agreement and subject to eviction.

Use of Residence for Business Purposes

Your apartment is a place of residency, not a place of business. Using the apartment to conduct any type of regular, full, or part-time, business, including, but not limited to, daycare is strictly prohibited. Exceptions to this rule include those who work from home for a business, working remotely.

Non-Smoking Building

This is a SMOKE-FREE building. This includes common areas, hallways, entryways, patios, balconies, apartments, and within a certain distance of each building.

Residents ARE NOT permitted to smoke on the grounds within 20 feet of such buildings or other parts of the rental community. Nor shall residents permit any guests or visitors under the control of resident to do so.

Failure to comply may result in a lease violation and smoking fine of \$500.

Keys & Locks

Upon move-in, each resident will be given keys or access codes to the premises including your apartment, building entry, mailbox, and garage. Only those on the lease may have keys or access codes to the property or your residence. Residents are not permitted to alter any lock or install a new lock or other attachments on the door to the apartment. Damages will be charged back to the resident. If you need a key replacement, please contact management. Key replacement charges are:

Mailbox Key: \$50

Key Fob: \$100

Garage Remote: \$50

Upon vacating, if all keys and remotes are not returned to management, you will be charged for the cost of re-making keys and remotes or the cost to rekey the apartment.

Property Appearance

We ask that you please treat the property and your apartment as your home. Please abide by the following policies to help maintain an attractive environment.

Interior

- No garbage, bagged or otherwise, is to be left outside your apartment or on your patio or balcony.
- Blinds are typically furnished on windows. No blankets or sheets are acceptable for window coverings, as they are unsightly and can trap moisture inside, causing potential mold issues. Unsightly broken blinds may be replaced by management at the resident's expense.
- Your apartment must always be kept in a clean and sanitary condition.
- Windows and doors must not be blocked by furniture or other property at any time. This is a fire hazard.
- Live (real) Christmas trees and live or natural wreaths are not allowed anywhere within apartments, common areas, balconies, patios, or on doors due to fire safety concerns. Artificial trees and wreaths are permitted if safely displayed and do not create a fire or safety hazard.

Exterior

- Lawn areas and exterior areas of the property should be kept clear of furniture, bicycles, toys, and other personal property. Residents are not permitted to make any alterations to the exterior areas of the building, including landscaping, lawns, etc. No digging holes, removing grass, rocks, shrubs, or other landscaping; or any other alteration is permitted. Alterations and damages will be billed back to the residents.
- No radio, TV, satellite dishes, CB aerials, or wires should be erected in or about the complex without prior written approval from Management.
- All entrance and exit doors are always to be kept closed to prevent any possible fire and/or wind damage and to maintain building access and safety issues.
- All seasonal decorative items must be removed within a reasonable amount of time.
- Only appropriate and reasonable outdoor patio furniture and items are permitted on decks and patios. Management will have sole discretion in deciding whether items and furniture are appropriate and whether they must be removed.