



**YOUR MASADA MANOR TEAM:** Please refer to the resident portal.



**OFFICE HOURS:** Please refer to the resident portal.



## RENTCAFE/RESIDENT PORTAL

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

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

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

If you have any questions, please contact the office.



## RENT

Rent is due by 11:59PM on the 3rd day of the month. Per your lease a late fee (8%) will be assessed to our owing balance at midnight of the 4th day of the month.

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



## AFTER HOURS EMERGENCY MAINTENANCE

We provide a 24-hour Emergency Maintenance Service. If you have an emergency maintenance situation that occurs while the office is closed, please contact maintenance dispatch at

**952-540-8600 then press 0 when prompted.**

If they are assisting other residents and unable to answer the phone, please leave a message including your name, your apartment number AND a telephone number where you can be reached so they can call you back.

These are examples of emergency maintenance items:

- No heat and it is colder than 55 degrees
- No air conditioning and it is hotter than 90 degrees
- No water or no hot water
- No use of your toilet and it is the only toilet in your apartment
- Locked out of your apartment
- Water leaking
- No electricity
- Noise Complaint



## MAINTENANCE REQUESTS

For routine maintenance requests please call or email the office (952-888-1270) or complete an online work order through the resident portal at [www.masadamanormn.com](http://www.masadamanormn.com). 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. Call the office when you have the replacement bulb(s) ready. Please do not try to fix something yourself. We will have maintenance make any repairs that are necessary in your apartment as quickly as we can.

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



### UTILITIES

Masada Manor sets up residents utility accounts and residents are responsible for making sure bills are received and paid. You will receive 1 bills: Electric from Xcel Energy.



### CABLE/INTERNET

Please contact the following for TV and Internet Services:

**Comcast/Xfinity:**

Vernon Odom 612-618-6875

Vernon\_odom@Comcast.com



### TRASH/RECYCLING

There are trash and recycling dumpsters located in the parking lot of Nicollet Ave.

Please do not leave large items outside the containers such as mattresses, televisions and furniture (Contact the office with questions or concerns on how to dispose of such items).



### ACCEPTABLE CANS, GLASS AND PLASTIC

Aluminum Cans

Tin Cans

Cardboard Boxes

Milk Cartons

Shampoo/Soap/Detergent bottles

Plastic Bottles (remove lid and dispose)

Glass Bottles and Jars (clear, green and brown)

### UNACCEPTABLE MATERIALS

*\*Recycling contamination charges may apply*

Plastic Bags

Dishware/Drinking Glasses

Plastic Wrapped Bottles (Rum bottles)

Scrap Metal

Window Glass

Film Plastic

Shrink Wrap

Mirrors

Ceramic Cups and Plates

Light Bulbs

Polystyrene

Heat Resistant Ovenware

Crystal

Frosted Bottles

Batteries

Food Soiled Containers (Pizza Boxes)

Waxed Cartons

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



## RESIDENT REFERRAL PROGRAM

Masada Manor is excited to offer a great resident referral program. Refer someone to our community and receive a rent credit the month they move-in. Please contact the rental office for limitations, restrictions and current offers.



## RESIDENT REWARDS PROGRAM

As a valued resident of Steven Scott managed properties, you have access to exclusive restaurant, health and fitness, and entertainment deals in the Twin Cities area. Visit the Resident Rewards webpage by logging into the resident portal.



## RENTERS INSURANCE

All residents are required to carry renter's insurance (Resident Liability Coverage) minimum \$100,000. This coverage must be maintained throughout residency, per your lease agreement. Please remember to provide the office an updated declaration page at the time your insurance renews.

### ***Section F. Liability of Resident and Management***

**2. RENTER'S INSURANCE:** *Resident agrees to purchase and maintain renter's insurance, Tenants/Renters/Homeowners Insurance Form HO-4, with an insurance carrier duly licensed in the State of the location of the leased premises, during the entire term of this Lease and any subsequent periods to protect against injuries or property damage and rent loss. None of your personal property or other belongings is covered by the Owner or Manager's insurance policy. Without renter's insurance, your personal belongings are not protected against fire, burglary, water damage (including sewer back-ups and storm damage), vandalism, and/or other damages.*

As you know, you are required to carry liability Renter's Insurance throughout your residency. Remember to provide a copy of your Renter's Insurance Declaration Page each time you renew your Lease.

In addition to the required liability coverage, it is recommended that your policy also have personal property coverage to protect your belongings in the event of a loss.

For your convenience we have a Renter's Insurance preferred provider ResidentShield, or you may use an insurance company of your choice.

Please visit the ResidentShield website at [www.residentshield.com](http://www.residentshield.com) for additional information or to get started, or contact them by calling them at 1.800.566.1186.

You may also sign up for ResidentShield through your resident portal.

If you use your own Renter's Insurance company, please ask the agent to e-mail the Declaration Page to [southtowerswest@steven-scott.com](mailto:southtowerswest@steven-scott.com) listing Masada Manor as the Interested Party (see below).

**Masada Manor**  
**PO Box 3687**  
**Coppell, TX 75019**





### PHONE DIRECTORY

The resident phone directory is located in the lobby. Guests may find you by your apartment number. When you receive a call from the front entry, press the 6 key on your phone to buzz your guest in. For the safety and security of yourself and your neighbors, never buzz anyone into the building that you do not know.



### QUIET HOURS

The County of Hennepin and our community guidelines state: noise should be subdued by:

- 10:00 pm and before 8:00 am daily



### LOST OR STOLEN KEYS

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

- Building Key - \$100
- Apartment Key - \$50
- Mailbox Key - \$50
- Garage Remote - \$100



### SNOW REMOVAL

Snow removal will take place after a heavy snowfall. The office will send out emails regarding when and where the snow removal will take place.



### PEST CONTROL

Contact the office immediately with any report of a possible pest at this property. We will then 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/townhome, we may need to treat the apartment/townhome that reports that they have bugs in their apartment/townhome as well as adjoining apartments/townhomes. In order to treat for bugs, 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.



### FIREWORKS

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



### PROPERTY TAX INFORMATION

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



### **PATIO/BALCONY**

Only patio furniture and foliage is allowed on the apartment patios. Items such as bird feeders attract rodents & wind chimes may be a noise disturbance to a neighbor. Grilling is only permitted on decks that have grills installed by the builder with a gas line directly plumbed to your apartment. If there is not a grill installed by the builder on your deck, grilling of any kind is not allowed, including electric.



### **SMOKE FREE COMMUNITY**

Masada Manor is a smoke free community. All Residents and guests of Residents shall not smoke anywhere in the apartments, the building or in any of the indoor or outdoor common areas including the outdoor grounds.



### **COMMON AREA STORAGE**

Welcome Mats are not allowed in the hallways. Hallways must always be free from trip hazards. The garage floor should also remain free from any/all storage items. If you need additional storage, please contact the office.



### **PET INFORMATION**

We welcome both cats and dogs at Masada Manor regarding the quantity and breed. If you choose to add a pet to your home, please contact the office for more information and approval (prior to making the addition to your home).

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

Are you pet sitting or have a visitor with a pet? Please contact the office prior to the guest pet's arrival to note their upcoming visit.



### **PARKING**

REMINDER: Vehicles must be operable and used on a daily basis. Non-resident long-term parking (over 24-hours) is not allowed on property without prior consent from management. No recreational vehicles such as boats, RV's, trailers, etc. may be stored in the garage, driveway, surface lot or street at any time.

All vehicles must be registered and authorized by management. Parking permit parking only.



## EMERGENCY PREPARATION

Unfortunately, accidents, emergencies, crime and natural disasters happen, and we want to make sure that everyone knows what to do when they do. It is important to be prepared. Talk to your family and friends about emergency procedures for yourself 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 at all possible and go to the first floor in the hallway between the fire doors or core areas without windows.
- If you live in a townhome style apartment go to the lowest level bathroom or interior room without windows. Stay away from windows.
- Take a flashlight and a battery-operated radio so you can listen to weather updates.

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

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

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

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

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

- The building is only as secure as you the residents make it.
- Never prop open doors or allow people into the building who are not your guest.
- Call the 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 CONTINUED

Does the Rental Office have updated information on emergency contacts for you?

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

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

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

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

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

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





## FIRE PRECAUTIONS

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

- Do not keep any flammables, explosives, or other non-household combustible items in your apartment/townhome.
- Dispose of newspapers and other refuse regularly.
- Do not place matches or lighters where children can reach them.
- Clean grease from the cooking range, oven, and exhaust fans and vents regularly.
- We are a Smoke-Free Community; smoking is prohibited within 20 feet of the building including your apartment & 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 candles or any burning object unattended.
- 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/townhome. You must remove, or store off site, any amounts of personal property deemed by Management to be excessive.
- Never leave any paper, flammable, or other objects not designed for cooking near stoves or cook top surfaces. For apartments/townhomes that are equipped with a water heater, furnace or other heating unit, residents should keep all paper, and other flammable materials, away from these units.

## APARTMENT CARE INSTRUCTIONS



### WATER SAVER TOILETS

Each bathroom has been equipped with regulation 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, feminine products, cotton balls or even dental floss, etc. in your toilet. These items will clog your toilet lines and the toilet can overflow.