



### RENTCAFE/RESIDENT PORTAL

Pay your rent, communicate with the office, and create a maintenance work order, at your property's website or from your mobile device using the Bader Resident App. Download in the Apple App Store for Apple phones or Google Play for Android.

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

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

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



### RENT

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

- No cash can be accepted at any time.
- Rent is to be paid through your resident portal which can be found at your property's website.
- You can receive a payment receipt by logging into your resident portal.



## MAINTENANCE REQUESTS

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

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



## EMERGENCY RESPONSE MAINTENANCE

### **For maintenance emergencies during business hours:**

Please reach out to the management office and leave a detailed message. Our staff diligently monitors messages throughout the day to ensure prompt assistance.

### **For after-hours emergencies (after 5pm, weekends & holidays):**

Simply call **952-540-8600** and follow the prompts to report a maintenance emergency. This will connect you directly with the Marsden dispatch team, ready to respond to your situation.

All Bader communities work directly with Marsden, a trusted provider of exceptional maintenance solutions. Marsden handles all after-hours maintenance emergencies. Their maintenance team will be uniformed and will carry ID badges to all after-hours service calls.

### **EMERGENCY RESPONSE CALLS:**

- No heat if outside forecasted low temperature is below 50 degrees\*\*
- No air conditioning (dispatcher has discretion not to send maintenance in certain circumstances)\*\*
- No power/partial power in unit
- No hot water
- Plumbing – leaking or broken pipe
- Toilet/Sink –
  - Toilet clogged – if only one toilet
  - Sink backing up. Non-functioning garbage disposals are not an emergency.
- Police/Fire department calls
- Building entrance or apartment doors – not working, keys broke off in door
- Alarms – fire, trouble panel, smoke detectors
- Gas smell
- Only elevator in the building non-operational
- Underground overhead garage door non-operational
- Lockouts –
  - Lost keys, forgot keys – team members will NOT be dispatched after 11pm.
  - Lock out fee – \$250

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

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



### **TRASH/RECYCLING**

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

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

### **UNACCEPTABLE MATERIALS**

***\*Recycling contamination charges may apply***

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



### **RESIDENT REFERRAL PROGRAM**

Many of our Bader managed properties offer a great Resident Referral Program. For residents at participating communities, residents can refer someone to their community and receive a rent credit the month they move-in. Please contact your management office for current offers, limitations and restrictions.



### **RESIDENT REWARDS PROGRAM**

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



### **PROPERTY TAX INFORMATION**

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



## RESIDENT AND GUEST CONDUCT

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

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

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

**See your lease for additional information.**



## SNOW REMOVAL

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



## PEST CONTROL

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

**See your lease for additional information.**



## FIREWORKS

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



## PETSCREENING

Every resident regardless of if they are a pet owner is required to set up a PetScreening profile.

How-To Make a PetScreening Profile

### 1. Sign In To Your PetScreening Account:

- The link can be found on the *Amenities* page of your property's website under *Pet Policy*.  
(Tip: Please use the email address that was used for your property application.)

### 2. Select Your Profile Type

- Household Pet – Annual Fee Associated  
If you have a household pet living in your home: Upload pet photos and add breed information, vaccination details, and behavioral history.
- Assistance Animal Free – No Associated Fee  
If you have an assistance animal (support or service): Upload animal photos & medical documentation, if required. Add breed, vaccinations, and behavioral history details.
- No Pet/Animal Free – No Associated Fee  
If you do not have any pets or animals: Affirm your property's affidavit and understand the pet policy in place.

### 3. Complete & Submit Your Profile!

Profiles are active for one year from creation date & should be updated annually. View your PetScreening account settings for auto-renewal options. For PetScreening support, email [support@petscreening.com](mailto:support@petscreening.com)



## EMERGENCY PREPARATION

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

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

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

**Do you know where ALL the "exits" are in your building?**

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

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

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

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

Please update this information. Update change of home and work phone numbers. Make sure we have proper numbers for people you would like us to contact in the event of an emergency.



## EMERGENCY PREPARATION

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

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

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

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



## FIRE PRECAUTIONS

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

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



### HOW TO USE A FIRE EXTINGUISHER

Fire extinguishers can be found in the buildings' common areas, hallways and stairways. To effectively use a fire extinguisher, remember the acronym PASS: Pull the pin, Aim at the base of the fire, Squeeze the handle, and Sweep from side to side.

Here's a more detailed breakdown:

- Pull: Pull the pin to unlock the extinguisher.
- Aim: Aim the nozzle at the base of the fire, not the flames themselves.
- Squeeze: Squeeze the handle to release the extinguishing agent.
- Sweep: Sweep the nozzle from side to side, covering the base of the fire, until the fire is extinguished.



### WHEN TO USE A PULL STATION

A fire alarm pull station should be used immediately upon detecting or suspecting a fire, or any other emergency situation that requires immediate evacuation, to alert everyone in the building and trigger the fire alarm system. Then call 911.

## APARTMENT CARE INSTRUCTIONS



### CARING FOR STAINLESS STEEL APPLIANCES

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



### CARING FOR YOUR QUARTZ OR GRANITE COUNTER TOPS

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



### CARING FOR GLASS TOP STOVES

To care for a glass top stove, clean it regularly and avoid scratching it. You can also use cookware that's designed for glass stove tops. After each use, wipe down the stove top with a soft cloth or sponge and water. For a deeper clean, use a cleaner designed for glass stove tops. You can also try a mixture of equal parts water and white vinegar.

Improper cleaning or neglect may cause permanent damage, such as scratching, staining, or cracking. Please note that repair or replacement costs resulting from damage due to improper care will be the resident's responsibility.



### CARING FOR DISHWASHERS

To care for your dishwasher, you can clean the filter, spray arms, and door seals, and run an empty cycle with vinegar or dishwasher cleaner. Clean the filter every three months, soak the filter in hot, soapy water, and clean it with a soft brush. Spray arms, check for blockages, wipe with a damp cloth, and use a toothpick to remove food or debris.

## APARTMENT CARE INSTRUCTIONS CONTINUED



### CARING FOR GARBAGE DISPOSAL

To care for your garbage disposal, you can run it regularly, clean it regularly, and avoid putting certain foods down it. Run cold water for about 15 seconds before and after using the disposal. Cold water solidifies fats, making it easier for the blades to grind food waste. Avoid drain cleaners, which can damage your disposal.



### CARING FOR FRONT LOAD WASHING MACHINE AND DRYER

Regularly clean the door seal, leave the washer door open after each use to prevent mold growth, use high-efficiency detergent, avoid liquid fabric softener, check the hoses for damage, and clean the lint trap after every drying cycle.



### CARING FOR WATER-SAVING TOILETS

To maintain optimal performance, clean your toilet regularly using natural cleaners whenever possible. Please avoid flushing anything other than toilet paper—even products labeled as “flushable” wipes can cause clogs and damage plumbing systems. Despite packaging claims, these items are not safe for flushing.



### HOW TO USE THE TOILET STOP VALVE

In the event of a leak or when undertaking repairs, locate the valve behind the toilet, usually on the water supply line, and turn the handle clockwise to shut off the water supply; most valves only need a quarter turn to close completely; if the valve is difficult to turn, try applying a lubricant like WD-40, but do not force it as it could break.

**We're so glad to have you as a resident of a Bader community.**

**Please feel free to contact the management office at any time with questions, concerns or just to catch up.**