



# Tenant Handbook

This handbook is provided to help you identify Tenant lease obligations and to answer questions that may arise during your residency.

This handbook is part of the lease agreement and Management may make reasonable changes in these rules at any time by providing tenants written notice.

## **Welcome Home**

We would like to welcome you as a new or renewing tenant and thank you for choosing our property as your new home.

Communication is the key to success in any relationship. To assure you fully understand both the management's and your responsibilities, we have developed this manual.

This manual has been put together to answer all questions regarding your home and to eliminate any potential misunderstandings.

Should you have any questions or concerns at any time during your residency, please do not hesitate to contact the management team.

We anticipate another exciting year. Welcome home.

## **Management Contacts**

RentMSU Housing  
530 S. Front Street Ste. 100  
Mankato, MN 56001  
[www.rentmsu.com](http://www.rentmsu.com)

College Station  
1341 Pohl Road  
Mankato, MN 56001  
[www.collegestationmankato.com](http://www.collegestationmankato.com)

College Town  
1800 Pohl Road  
Mankato, MN 56001  
[www.collegetownmankato.com](http://www.collegetownmankato.com)

### **Phone:**

507-388-4722

### **Office Hours:**

Monday – Friday  
10:00 am – 4:00 pm

*Or by appointment*



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## 1 Payment

### *Rent*

*Each tenant signed on the lease is individually and jointly responsible for paying the full amount of rent and any other money owed to Management, unless otherwise indicated on the lease agreement.*

All rent is due the first day of each month.

**Online Payments Preferred. Credit card, debit card, or check is accepted online at:**

[www.rentmsu.com](http://www.rentmsu.com)

[www.collegestationmankato.com](http://www.collegestationmankato.com)

[www.collegetownmankato.com](http://www.collegetownmankato.com)

\*\*\*Payment option to sign up for automatic reoccurring ACH withdrawal from an authorized checking account eliminates all transaction fees.

To ensure checks are processed, please make checks payable to:

**RentMSU**  
*for RentMSU Housing units*

**College Station**  
*for College Station units*

**College Town**  
*for College Town units*

Cash payments must be for exact amount due, change will not be issued. Credit will be issued for the overpayment amount on the account.

Payment may also be dropped off at your designated 24 hour drop box or mailed to your respective management office. Do not place Cash in Drop Box.

Please include your unit address on the check to ensure we attribute your payment to the correct account.

Payments received after the 5<sup>th</sup> of the month will incur a late fee as indicated in your lease.

If rent is not received by the 10<sup>th</sup> of the month, Management may begin the eviction process for ALL the tenants and ALL tenants will be responsible for ALL past due rent, late fees, court costs, and reasonable attorney fees.

Accounts delinquent more than one (1) month's rent may be required to set up direct payment of rent via ACH or credit card for the duration of the lease agreement.

There is a \$40.00 charge for all returned NSF checks. Should we receive two (2) NSF checks from any one individual, we will no longer accept their checks and will require payment by credit card, cashier's check, cash, or money order.

Online payments returned from online processing vendor will also be subject to a \$40.00 return charge.

If you can pay part of the rent, but not all of it, contact Management before the rent is due. Failure to communicate in advance will reduce the likelihood Management can offer assistance.

### *Utilities – Management Billed*

**Water bill payments MUST be paid separate from rent payment and is due on the 1<sup>st</sup> of each month.**

Payments made online have the ability to allocate the total amount of payment for rent and water usage. Payments made by check, money order, cashier's check, and cash must be separate transactions.

#### *Utilities – Non-Management Billed*

Payment of non-Management Billed Utilities (Gas, Electric, Cable, Internet) must be made directly to the service provider for all utilities not included in rent, as stated on the lease agreement. Tenants are fully responsible for any late fees, turn off charges, reconnection fees, and usage charges.

#### *Eviction*

If rent is not received when due, Management will immediately begin the Automatic Eviction Process.

*You may stop this process at any time by paying all owed rent, any additional fees and all costs of the Automatic Eviction Process.*

The process is as follows:

1. You will be notified your rent has not been received within the first 5 days of the month. You will now owe the full rent and any additional late fee for failure to pay on time.
2. If full rent and any additional fees are not received in full within 24-48 hours of the notice or arrangements are not made with Management within that time, you will receive the legal paperwork (Notice to Quit, Unlawful Detainer, Eviction Summons, Etc.). This legal paperwork schedules a court hearing to force you to move out. There are now additional legal fees along with rent that must be paid to stop this process.
3. If rent and legal fees still are not paid, the courts will order you to move and this will be enforced by the Sheriff's Department.

You must pay all rent, additional rent and legal fees before the court date or you will be forced to move.

#### *Payment Assistance*

Contact your local emergency assistance programs in your area. Many areas have government emergency assistance programs available when people have hardships. Contact the government's local housing agency and ask for help.

## **2 Renters Insurance**

***Important: Your personal property and liability is not protected under the Management Company or Owner's insurance policy.***

Many tenants are unaware that insurance policies held by the Management Company and/or Owners on the property do not protect them or their personal belongings or the liability of themselves or their guests.

Losses have and may occur due to fire, power outages, wind, water damage, theft and vandalism, etc. Many tenants have been held liable because of the actions of their guests or children. Failure to carry renter's insurance can result in liability being held against you.

To fully protect yourself, it is **highly recommended** you get a renter's insurance policy. If you are already carrying auto insurance, adding a renter's insurance policy with most insurance companies is easy and it isn't very expensive in most cases.

Before you contact an insurance company, it is a good idea to take an inventory of your personal belongings and establish an approximate value of each item. This way you can get insurance for the correct amount.

If you are having trouble finding a policy at a reasonable rate, contact us and we will refer you to several good insurance companies that can help you. You do not want to be without renter's insurance.

***Pet Authorized Units are REQUIRED to carry Renter's Insurance and must provide proof of coverage within 30 days of move-in. Failure to provide proof of coverage will void pet authorization.***

### **3 Resident's Rules & Regulations**

Unless otherwise indicated any violation to the following rules and regulations and/or items detailed in the lease agreement may result in fines imposed by Management at Management's discretion and/or eviction.

#### *Amenities*

Tenants may be held responsible for damage caused to common areas as well as individual units.

#### *Smoking*

All RentMSU buildings are smoke free. Smoking indoors is prohibited. Smoking indoors leaves smells and stains on walls, ceiling, carpets, and window coverings that are difficult to remove. All tenants must smoke outside and dispose of cigarette butts properly.

#### *Parking*

All vehicles, including motorcycles, scooters, and mopeds, must be registered with Management. Unregistered vehicles may be towed at the owner's expense without warning.

Tenants should use off street parking if available. There is no overnight guest parking at *College Station* and *College Town*.

Tenants are responsible for learning and following City ordinances pertaining to on street parking regulation. Management is not responsible for any charges incurred by tenants due to parking in unauthorized and/or restricted parking areas.

Management will provide each tenant with one parking pass. Tenant(s) will be charged \$20 for replacement passes.

Tenants are required to place the parking pass in their vehicle in a visible location and must be visible at all times. This will help Management easily identify vehicles during snow removal, parking lot cleaning, etc.

If designated motorcycle parking is identified, all motorcycles and scooters are only permitted in the area(s) identified.

All motorcycles and scooters/mopeds must have a kickstand pad to avoid damages to paved parking lots. Any motorcycle observed without a kickstand pad will be assessed a \$150.00 fee per incident.

Motorcycles, scooters, mopeds, and other vehicles are not permitted inside units, including porches, patios, and decks at any time.

Vehicles found in violation of any parking guidelines may be towed by Management at the owner's expense without warning.

Parking of trailers, large trucks, boats, campers is prohibited.

#### *Bicycles*

Bicycles must be stored in designated areas only. Bicycles are NOT permitted on porches, patios, balconies, hallways, light posts, street signs, trees, fences, within units, etc...

Tenant(s) are responsible for providing methods for securing the bicycle in the designated areas. Management will not be liable for any damage or theft.

Bicycles found in unauthorized locations or deemed abandoned will be confiscated by Management. Owners may claim their bicycle by providing a detailed description of the bicycle and paying a \$25 fine.

#### *Exterior Decorations & General Appearance*

Any exterior decoration is prohibited in all units. Items specifically prohibited, but not limited to, are: corn stocks, pumpkins and Christmas lights.

Tenants are responsible for keeping the exterior of their unit (this includes the yards, common areas, parking areas, patios, porches, and streets around and adjacent to your unit) free of debris and garbage. Failure to maintain the area properly is considered a nuisance and a violation of the lease agreement. In addition, the City of Mankato may issue a strike for offenses related to accumulation of unsightly or nuisance materials on the exterior of the property. Please refer to section 6.1 Lease Violations - Disturbances.

No furniture, other than patio furniture specifically designed for outdoor use, is allowed outside.

#### *Garbage – Curbside Pick Up*

Each unit is provided with a refuse container. If your container becomes damaged, please notify Management immediately. If you would like to obtain a recycling container, please go to the Intergovernmental Center at 10 Civic Center Plaza or call 311.

Tenants are responsible to set containers curbside for collection every week. Garbage must be promptly removed from units and placed in the exterior containers. All garbage must fit into the refuse container provided.

Per City Ordinance, refuse containers may NOT be stored in the front yard. Containers MUST be moved to the side or rear of the house.

More information about garbage and recycling collection a service, including what day service occurs for your unit visit - <http://www.mankato-mn.gov/Garbage-Recycling/Page.aspx>

Garbage left sitting in an entryway, hallway, garage, or outside attracts animals and generates odors. Any units found to be in violation of rules and regulations related to garbage and/or personal items left outside may result in fines up to \$100 plus the cost of clean-up services.

In addition, the City of Mankato may issue a strike for offenses related to accumulation of unsightly or nuisance materials on the exterior of the property. Please refer to section 6.1 Lease Violations - Disturbances.

*Garbage – Central Containers/Trash Compactors*

Garbage must be promptly removed from units and placed in the exterior containers. Garbage left sitting in an entryway, hallway, garage, or outside attracts animals and generates odors.

Any units found to have garbage and/or personal items left outside of the unit that has not been placed in the appropriate collection containers may result in fines up to \$100 plus the cost of clean-up services.

*Trash Compactors* – Tenants are responsible for following the proper operation procedures as posted.

In addition, the City of Mankato may issue a strike for offenses related to accumulation of unsightly or nuisance materials on the exterior of the property. Please refer to section 6.1 Lease Violations - Disturbances.

*Vacuum*

If you do not have a vacuum cleaner, invest in one. Regular vacuuming or cleaning your flooring will greatly deter excessive wear and tear. Shampoo carpets as needed during residency at your expense. Evidence of carpet deterioration/staining or vinyl damage beyond normal wear due to abuse and/or lack of regular maintenance will result in charges at move-out.

*Guests*

Limit the number of guests to your home and immediately ask guests to leave the premises if they become unruly. Occasional overnight guests are permitted however; any guest remaining in the unit for more than 24 hours must be reported to Management, see also section 6.3 Policy on Unauthorized Occupants.

*Alterations to Unit*

Do not paint or wallpaper the residence, make any structural changes, or flooring alterations without the prior written consent of management.

Do not remove any fixtures or furnishings supplied by Management without prior written consent.

### *Heat in Unit*

Tenants are responsible for keeping the heat set to a level to prevent freezing of pipes. Keep heat at a minimum of 60 degrees. All tenants are responsible to keep all entrance doors to common areas, hallways, and stairways closed to prevent freezing of pipes.

Tenant will be responsible for the cost of any repairs deemed results of tenant's actions.

### *Storage- Utility Rooms/Basements*

Units that have direct access to their furnace room are prohibited from storing anything within 5 feet of your furnace. There needs to be enough space to access equipment on all sides to allow a serviceperson to perform maintenance and repairs. Piles of stuff can obstruct service and maintenance as well as interfere with the efficient operation of your equipment. Remember to keep all flammable/combustible products a further distance away.

If your furnace room doubles as the laundry room, store cleaning chemicals in tightly sealed containers. Cleaners, bleaches, and laundry detergents accelerate the rusting and failure of the heat exchanger in the furnace.

Failure to keep obstructions and coercive agents from the equipment may result in fines up to \$100 per incident.

### *Electrical Breaker*

Do not shut off your breakers at any time. Doing so will shut off all of your heat and any hard wired smoke detectors. Damage due to frozen pipes or fire can amount to thousands of dollars and the

Tenant will be responsible for the cost of any repairs deemed results of tenant's actions.

## **4 Emergency Information**

An emergency is any situation that requires immediate action.

PERSONAL INJURY ACCIDENTS – Call Emergency Services – 911

FIRE – Call Fire Department – 911

Mankato Police Department Dispatch – (507) 387-8725

### **After Hours Office Assistance**

If you need to report an emergency maintenance request (i.e. frozen pipes, no heat, flooding) or a security issue (i.e. noise disturbance, lock out) please call (507) 388-4722 and press 9.

### **Utility Contacts**

#### *Natural Gas*

If you smell gas, immediately evacuate your unit. Do not turn anything on or off, use your phone, or open windows or doors in an attempt to ventilate your unit. Do not attempt to find the leak yourself or operate pipeline valves. Contact CenterPoint Energy at (800) 245-2377.

### *Electricity*

If your electricity goes out, check the circuit break/fuse box. If electricity isn't result of neighborhood outage or circuit breaker, contact Xcel Energy (College Station & RentMSU Houses) at (800) 895-4999 and Benco Electric (College Town) at (888) 792-3626.

Contact respective complex manager or after hours phone to report outage only if electrical outage will cause person injury or property damage (i.e. frozen pipes or no electric heat).

### *Water*

If a water pipe breaks or you are experiencing flowing water, shut off the main water valve immediately, work to clean up the water spillage and call after hour phone at (507) 388-4722 and press 9 to leave a message for the on-call staff.

### *Severe Weather*

Find a safe place in your unit or house and take cover. If severe weather causes property damage after business hours, protect property to the best of your ability. Contact your respective complex manager to report damages.

## **5 Security**

Contact 911 for life threatening concerns, such as an intruder, domestic violence, and medical issues.

Please contact the office during business hours or security after hours for non-life threatening concerns, such as noise disturbances.

If you need to report a security issue (i.e. noise disturbance) please call (507) 388-4722 and press 9. Leave a detailed message including your name, contact number, unit number and the on-call staff will call you back or be out to assist shortly.

### *Lock Outs*

Tenants are advised to seek assistance from a roommate first. Management will try to accommodate and assist during a lockout if Tenant is unable to get assistance from a roommate. Tenants will be required to provide proof of identity to confirm the unit requesting access is their own. Tenants will be charged a \$50.00 service fee for Management after hours lock out assistance.

### *Firearms*

RentMSU prohibits all guns and firearms in all common areas and offices. All firearms within individual units must be registered with the Management office, have a valid user permit and be secured in a locked cabinet or case.

## **6 Lease Violations**

Unless otherwise indicated, any violation to the following lease violations and/or items detailed in the lease agreement may result in fines imposed by Management at Management's discretion and/or eviction.

### *Disturbances*

RentMSU reserves the right to enforce a fine and/or take further action against units responsible for disturbance calls. The City of Mankato has an Ordinance concerning disturbance complaints resulting in law enforcement intervention.

Disturbances can be noise, party, animal, or exterior appearance related. Any rental unit receiving two complaints or strikes in a twelve-month period brings the rental license under review for revocation or suspension. It is critical that you respect your neighbor's use and enjoyment of their property. Tenants are responsible for the actions of their guests.

The following fines will be charged for violation of your lease agreement if a) your unit has reoccurring, excessive disturbance calls; b) a strike is issued; or c) law enforcement officials visit the unit for any disturbance reports not resulting in a strike:

**1<sup>st</sup> offense/strike:** one-half (1/2) month's rent plus possible eviction

**2<sup>nd</sup> offense/strike:** one (1) month's rent plus possible eviction

**3<sup>rd</sup> offense/strike:** Immediate eviction and responsible for the rent due for the remainder of the lease agreement and/or license suspension period, whichever is greater.

**If a Problem Solving Conference (PSC) is required by the City of Mankato, all tenants must attend.** A PSC is conducted between Management, tenant(s), and a Mankato Police Commander when a total of two (2) strikes have occurred within a twelve month period. The goal of the PSC is to develop a plan of action to reasonably ensure that a future incident will not occur at the premises. The unit may also be placed on the "Zero Tolerance List."  
**Failure to attend the PSC will result in immediate eviction.**

**If the city revokes or suspends the license for your rental unit and/or you are evicted; you will still be responsible for the rent due for the remainder of the lease agreement and for loss of income resulting from revoked or suspended rental license.**

### *Disorderly Unit*

At certain times during the term of you lease, Management will inspect your rental unit for upkeep and condition. If it is determined the unit is being abused beyond normal wear and tear, you will receive a notice for a disorderly unit. It will be your responsibility to clean, repair, and replace items as outlined in the notice, this includes pest removal costs. Failure to do so will result in a violation of the lease and the tenant(s) will incur a fine and/or eviction.

### *Unauthorized Occupants*

Guests deemed to be occupying a unit may be deemed an unauthorized occupant. Units with unauthorized occupants will be charged \$250.00 per person per week.

### *Pets*

Pets (any mammal, reptile, insect, or fish) are not allowed on the premises (including visiting pets) unless approved by Management in writing. An additional charge of \$100.00 per week per pet will be applied for all unapproved pets. Any approved pet must provide proof of renter's insurance coverage.

Tenant(s) approved to have a pet must agree to pay an additional \$200.00 non-refundable pet fee and \$20.00 per month pet rental.

*Exception:* Fish – All fish must be approved in writing by Management. Tanks under 50gL will be allowed at no cost. Tanks 50gL – 100 gL will be required to pay a \$50.00 non-refundable pet fee and provide proof of renter’s insurance coverage. Tanks larger than 100 gL are prohibited.

*Crime- Free, Drug-Free Housing*

Tenant(s), or any members of tenants household or a guest or other person under the tenant’s control shall not (1) engage in any act in illegal activity, including drug-related illegal activity; (2) engage in any act intended to facilitate illegal activity; (3) permit the dwelling to be used for, or facilitate illegal activity; (4) manufacture, sell or distribute illegal drugs; and (5) engage in acts of violence or threats of violence on or near the premises.

Tenant(s) are encouraged to visit the following websites for more information on local, state and federal laws and regulations:

City of Mankato	<a href="http://www.mankato-mn.gov/CityCode/Default.aspx">http://www.mankato-mn.gov/CityCode/Default.aspx</a>
State of Minnesota	<a href="https://www.revisor.mn.gov/pubs/">https://www.revisor.mn.gov/pubs/</a>
Federal	<a href="http://law-library.rutgers.edu/ilg/usfedlaw.php">http://law-library.rutgers.edu/ilg/usfedlaw.php</a>

## **7 Maintenance/Repairs**

Non-emergency requests (items not posing immediate damage to the property or tenants) must be submitted online.

Go to your Management office website homepage; click on the Maintenance Request tab.

Emergency requests (toilet overflowing, water leaking, other items causing immediate damage to property or tenants) should be reported immediately to Management at 507-388-4722. Gas leaks should be reported to the service provider (CenterPoint Energy) first and Management second.

All maintenance requests will be evaluated and handled in a timely manner. Tenants will be billed for any cost to repair or replace anything that is determined to result from neglect of the tenant or their guest.

Keep at least one plunger in your unit at all times. If maintenance has to remove excessive hair buildup or a foreign object from your toilet, sink or tub, you will be charged accordingly. In an emergency, you may need to shut off your water, gas or electrical power. Learn the location of shut off valves and breakers.

The following maintenance items are the responsibility of the Tenant(s). If you have questions regarding any of these items, please contact Management.

### *Tenant Responsibilities*

- Air Conditioner: Keep unit free of debris to ensure adequate air intake.
- Drains: Remove hair/debris from drains weekly. Plunge the line as needed.
- Fuses (if applicable): Replace as needed.
- Garbage Disposals (if applicable): Only put approved items down the disposal and clean daily
- Landscape (if applicable): Keep the yard and landscaping free of debris.
- Light Bulbs: Replace as needed.
- Refrigerator: Defrost monthly (does not apply if frost free).  
Vacuum coils monthly to remove dust build-up.
- Smoke/CO Detectors: Check monthly. Replace batteries twice a year.
- Stove/Range: Clean thoroughly as needed to prevent buildup of grease.
- Water Leaks: Check for any leakage monthly.

### *Damages*

Damages caused by tenant(s) or their guests are the responsibility of the tenant(s) to repair or replace. If tenant(s) fails to repair or replace, management (owners) may repair or replaced and bill the tenant(s) as additional rent owed.

### *Lawn Care/Snow Removal*

Management will provide lawn care and snow removal for the rental unit. Tenants are responsible for maintaining the yard free of garbage, debris, waste, and/or other items possibly resulting in a nuisance as defined by City Code. Tenants are responsible to follow all snow removal procedures. Failure to do so may result in tow charge at owners' expense.

### *Smoke/CO Detectors & Fire Extinguishers*

Each rental unit is equipped with smoke detectors, fire extinguishers and carbon monoxide detectors. It is your responsibility to make sure they are hooked up and functioning. If a detector is determined inoperative, you must contact management immediately. We will confirm the detectors are working at the time of move-in/out and if they are missing at move-out, you will be charged for replacements.

**IT IS ILLEGAL TO DISCONNECT SMOKE DETECTORS/CARBON MONOXIDE DETECTORS. YOU MAY BE CHARGED WITH A MISDEMEANOR FOR DISCONNECTING OR DISABLING A SMOKE DETECTOR/CARBON MONOXIDE DETECTOR.**

Do not tamper with or move the fire extinguisher. In the event that the fire extinguisher is used in an emergency, please contact your Management office to receive a new one at no charge.

### *Garbage Disposals*

Not all units are equipped with garbage disposals. Check before placing any solids into the sink drain.

Tenant(s) must exercise care in what types of things are put into the garbage disposal. Don't put anything in the garbage disposal that is NOT biodegradable food. It is not a trash can; it's for food scraps only. When in doubt, throw it out not down the disposal.

Always run the COLD water when running the garbage disposal. NEVER operate the disposal without running water or with hot water.

Items NOT to put down the garbage disposal:

Glass, plastic, metal, paper, anything combustible, cigarette butts, grease, oil, fat, bones, popcorn, rice, noodles, fruits with hard seeds, celery, onion skins, artichokes, coffee grinds, potatoes and/or peels.

Garbage Disposal DO's:

- Keep it clean – pour a little dish soap inside and let it run for a minute with some cold water.
- Run it regularly to prevent rust.
- Use a strong flow of cold water when grinding food.
- Grind peelings from citrus fruits (lemons, oranges) to freshen the drain smells.
- Cut large items into smaller pieces before placing them into the garbage disposal.
- Freeze vinegar in ice cube trays and run those down the disposal. This will sharpen the blades and safely kill odor causing bacteria.

### *Inspections*

Management will conduct period inspections to check on the condition of the unit and the unit's equipment. Inspections with City Rental Inspections are required in units on a rotating schedule.

Tenants must make the units fully accessible to inspection upon notification. Any locks installed by tenants must be left unlocked or a method to gain access communicated to Management prior to the inspection. Failure to provide access will result in re-inspection and may result in fines for the need for an additional visit.

The cost for replacement and/or repair of removal of items provided by Management and/or damage, beyond normal wear and tear, found during any inspection will be charged to the tenant(s).

## **8 Move-In Procedures**

### *Orientation*

Check-In – Tenants should report to their Management office on their lease start date as indicated on the lease agreement.

### *Keys*

Keys will not be issued until all lease documents are signed, the entire security deposit, and the first month's rent has been received in full.

### *Move-In Inspection*

Please inspect the unit thoroughly at move-in. Tenant is responsible to provide written documentation of any items in your rental unit that are damaged, need repair, etc..., within 3 days of your move-in date to be valid. You will be charged for any undocumented damages, beyond normal wear and tear, to your unit at the end of your lease.

### *Garbage*

**RentMSU** – Any garbage (boxes, packing materials, etc.) accumulated during move-in that does not fit into your garbage or recycling container must have a tag attached, to be picked up on your collection day. Tags can be purchased at any of the local grocery stores. One tag per 30-gallon garbage bag is required. You will be charged for any garbage that does not fit into dumpsters or does not have the appropriate tag attached to it.

**College Station & College Town** – Any garbage (boxes, packing materials, etc.) accumulated during move-in needs to be disposed of properly in your complex's dumpsters/trash compactor. Please break down all cardboard boxes before disposal.

## **9 Move-Out Procedures**

### *Procedure*

All keys issued to you must be returned upon move-out. There will be an automatic deduction of \$100.00 from security deposit if all keys for your unit are not returned on or before the lease end date.

Each tenant must check out in-person at your respective Management office. You must provide a forwarding address and return all of the keys for your unit.

You must be out of your unit by 11:59 PM on your lease end date. All items must be removed and cleaning completed at this time. Anything still in the unit or not cleaned by 11:59 PM on your lease end date will be charged at a minimum of \$40.00/hour to remove debris and clean the unit.

Tenants must call all utility companies (electric, gas, and cable/internet) to stop service. Tenant is responsible for returning all cable/internet equipment to service provider, including units with basic service included in rent. RentMSU is not responsible for charges incurred after your lease end date if unit fails to stop service or return equipment.

### *Garbage*

It is your responsibility to dispose of any furniture, car parts, TV's, tires, electronics, or anything else that cannot be bagged and fit into the container. The cost of removing any unclaimed garbage that the hauler will not take will be billed to the rental unit and/or whole complex.

### *Unit Condition*

As a rule, we are looking for your unit to be left in a rentable state with no work necessary to get it in shape for the next tenant. This includes but is not limited to the following:

1. Carpets clean – vacuumed.
  - a. **Management will schedule carpet shampooing to be completed upon move-out and will automatically deduct the cost from security deposits.**

2. Hard (vinyl, wood, tile) floors swept and mopped.
3. Kitchen appliances cleaned inside, outside, behind, and underneath. These include:
  - a. Refrigerator – defrosted if applicable
  - b. Stove – hood, tiles, walls, exhaust fan, burner pans
  - c. Oven – racks, broiler, knobs/burners
4. All cabinets (kitchen and bath) empty and wiped inside and outside
5. Windows and sills cleaned inside – DO NOT attempt to remove windows for cleaning.
6. Walls, doors, and woodwork cleaned.
7. Kitchen and bathroom sinks/toilets/fixtures cleaned – including drains cleaned of hair and draining freely.
8. Garage/storage areas (if applicable) emptied and cleaned.
9. Light fixtures, including bathroom exhaust fans and ceiling fans, cleaned with working bulbs.
10. Blinds and/or window treatments clean and operational.
11. Heating/cooling vents and/or registers ducted and cleaned.
12. Washer and dryer (if applicable) wiped down inside and out, lint removed.
13. Smoke detectors connected and operational.
14. Nail holes – DO NOT fill.
15. All trash removed from the inside of the unit and the exterior of the unit and disposed of properly.
16. Fire ladders (if applicable) left in rooms.

*Return of Security Deposit*

Security deposit will be returned in for the amount paid, minus the cost of carpet cleaning, if:

- Tenants have not caused Management any damage by violating any terms of a written or oral lease, or rental agreement, or by breaking the law.
- A written 30-day notice was given before the first day of the month. Notice to vacate will not be accepted for any shorter period.
- Tenant and Tenant's children and guests have not damaged the apartment beyond ordinary wear and tear.
- The entire apartment/house/unit (including range, exhaust fan, air conditioner, bathroom, closets, cabinets, and refrigerator) was clean and the refrigerator was defrosted.
- Tenant has paid all rent, late charges, and other debts owed to Management.
- All apartment/house/unit, security, garage, room, and mailbox keys have been returned.
- All debris, rubbish, and trash have been placed in proper disposal containers, and tenant's personal property has been completely removed.
- All tenants have left their forwarding addresses with Management.
- Tenant has paid off all other debts to service providers as related to the tenancy (e.g. utility bills).

A copy of the computation detailing charges (if any), along with all security deposit money due to you will be mailed within 21 days of the expiration of your lease. Any deductions made from security deposits will be deducted from all Security Deposits held for the lease term.

Questions regarding your computation must be submitted in writing, within 15 days of receipt. We will be happy to pull your file and re-check the computation. If we have made an error, an adjustment will be made. Due to the significant amount of time involved in getting answers to your

questions before we respond, we will only answer questions submitted in writing. We will answer all written requests for file review in a timely manner.

Please email your questions to [info@rentmsu.com](mailto:info@rentmsu.com).

## 10 FAQ

### *Rent Payments*

**Q: What happens if I can't pay rent on time?**

**A:** Notify the Onsite Manager if you can't pay rent. In most cases, management will work with you to get a payment plan set up. If rent is not received on the date it is due and management has not been notified with explanation of non-payment, the Automatic Eviction Process begins. You can stop this process at any time by paying all owed rent, any additional rent and all costs of the Automatic Eviction Process.

### *Delinquent Roommates*

**Q: What if my roommate(s) are behind on rent?**

**A:** Encourage roommate(s) to contact us to work out a payment plan to get current and/or contact their parents aware of delinquent status. You may want to consider looking for a re-let (take responsibility going forward) for their share of the lease. Contact the office for more information.

### *Lease Changes*

**Q. I am graduating, going home for the summer, quitting school, do not get along with my roommate, found someone to take over my pro-rated share of the lease, etc... can I end my lease early?**

**A:** Any tenant wishing to be replaced, or let off the lease, must notify Management of their desire to Re-Let immediately. Management will provide tenant with detailed information about current requirements for Re-Let authorization.

General information regarding lease change situations:

- Notification of desire to Re-Let does not release tenant from obligation to the lease agreement. Only completed (signed by all tenants and Management) Relet Addendum paperwork releases the tenant.
- Units with outstanding balances (money owed) will not be permitted to make lease changes.
- Persons desiring to be added to the lease agreement must meet Management's screening requirements.
- Management alone cannot authorize a Re-Let. All parties named on the lease agreement (roommates) must approve the Re-Let in writing *prior* to Management signing off on any Re-Let and *prior* to any new person occupying the unit.
- Failure of roommates to complete required paperwork or grant authorization will delay and/or cancel any Re-Let authorization.
- Management cannot force any party on the lease to approve a Re-Let.
- If a unit has multiple parties desiring to Re-Let, Management will only process one Re-Let request at a time.
- Management reserves the right to deny any lease changes for any reason, at any time.

## *Financial Aid*

### **Q: I am waiting on financial aid and student loans to help pay my rent.**

**A:** We do offer a *Payment Deferment* plan for the month of September to those waiting on student loans. You will still be required to pay at least \$100.00 per month while on the *Payment Deferment* plan. Other terms and conditions may apply. August rent must be paid in full upon moving in, no exceptions. Tenants must have prior approval prior to using the *Payment Deferment* plan; contact your Onsite Manager for assistance.

## *Water Problems*

### **Q. What should I do if a water pipe breaks or water is running from somewhere into my residence?**

**A.** Don't panic. The first thing you should do is locate the water shut off valve and shut off the water. Try to find out where the water is coming from and if it is some problem you can resolve (overflow of a tub or sink from up above, etc.). If it is coming from inside a wall or a pipe appears to be broken, log onto company website to submit a maintenance request. Follow up with management during normal business hours if necessary.

### **Q. What should I do if the pipe breaks in the middle of the night, holiday or weekend?**

**A.** If this happens in the middle of the night, you should shut off the water, clean up what you can and call the emergency message service. Management will not pay for plumbers coming out in the middle of the night unless leak is unable to be stopped by turning off main water valves. Unfortunately, things sometimes happen on a weekend or holiday. If this occurs, shut off the water and log onto company website to submit an online maintenance request. Service may not be available until a weekday so you might have to deal with not having water for a few days.

### **Q. My sink is leaking (dripping or leaking from under the sink).**

**A.** Submit an online maintenance request to have repaired. Place a bucket under the leak and limit use of the sink until repair is completed

### **Q. No hot water. What should I do?**

**A.** First check the water heater to see if it is turned on and the temperature is set on the warm to hot setting. If that is OK, check to make sure the pilot has not blown out. If it is out, light the pilot light by following the instructions on the outside of the water heater. If you can't get it lit, submit an online maintenance request to schedule service.

If the problem is due to a faulty water heater, the plumber will repair at our cost and will bill Management. If there is no problem with the water heater and the plumber is called out to light the pilot or reset the temperature, the Tenant(s) will be responsible for the charges.

Please note: no hot water is NOT AN EMERGENCY situation. The request for repair shall be done during normal business hours at the convenience of the plumber's schedule.

### **Q. My toilet, bathtub, sink or any drain is overflowing, drains slow or won't drain at all. What should I do?**

**A.** If water is overflowing, SHUT OFF the water (shut offs are located behind toilet and usually below sink). If no shut offs are there, then shut off the main water to property. Try to clear any obstructions (hair, etc...) from the drain, including use of a plunger. Try pouring boiling water down the drain. Try all liquid plumber options first. If unsuccessful submit an online maintenance request and discontinue use of toilet, tub, or sink until item is serviced.

**Important Note:** Management will pay for all repairs to plumbing caused by normal usage or if a pipe breaks. Management will NOT pay for the following: 1.) Cleaning of drains, toilets and tubs. This

is the responsibility of the Tenant(s). It is important to not put things down the drain that could cause them to plug up. Tenant(s) should regularly remove hair from drains to prevent clogs. 2.) Lighting water heaters or adjusting the temperature. 3.) Turning water on that has been shut off by one of the tenants by mistake. 4.) Turning on any switch or valve that was mistakenly shut off.

**Q. What should I do if water flows into the building during a heavy rain storm?**

**A.** First, check the gutters and downspouts to make sure they are cleaned out and are all attached. (The purpose of gutters and downspouts is to push the water away from the building.) If that doesn't prevent the problem, make all efforts to prevent water from the inside and move personal items out of harm's way. Submit online maintenance request and follow up with a call to the After Hours Office Assistance (507-388-4722 option 9).

**Q. My water is brown and dirty, what should I do?**

**A.** Run all the faucets to see if line clears. If no resolution, wait a day or two. This is usually caused by the City flushing the fire hydrants. Your city website may have alerts listed for your area.

*Electrical Problems*

**Q. My electricity is out. What should I do?**

**A.** Check the circuit breaker box to see if a fuse has blown or a circuit breaker is tripped. Check to see if the neighbors' electricity is out. (Sometimes the electrical problem is a blown transformer caused by overheating, animals, lightning, etc.). Verify with the service provider all payments have been received and service is set up for the unit. If issue is not resolved, submit an online maintenance request.

*Heating and Air Conditioner Problems*

**Q. What do I do if my heat doesn't work?**

**A.** Check the thermostat to make sure the heat is turned on, if fixture is digital, change the batteries. Check that the temperature is set to a level where the heat should come on. If OK, then check to make sure the electric switch is turned on by the furnace. Check and change the filter. A dirty filter can cause the furnace to shut down. If the furnace has a pilot make sure it is lit and has not blown out. The instructions to light the pilot are generally located by the furnace. Contact your gas service provider to verify payments have been received and service has been set up for your unit. If issue is not resolved, submit an online maintenance request.

**Q. What if the furnace doesn't work in the middle of the night, weekend or holiday?**

**A.** First, try all the things in the answer to the question above. Check thermostat, switch and pilot. The next step depends on the temperature outside. If the temperature is above freezing, it is NOT AN EMERGENCY. Log on to company website to submit an online maintenance request. Put on extra clothing and do the best you can until the furnace repair person gets there. If the temperature is below freezing, contact the After Hours Office Assistance (507-388-4722 option 9). Use your own space heaters and put on more clothing until the furnace repair person gets there and fixes the problem. (Keep in mind that if they come out and simply turn the furnace on, light the pilot or adjust the thermostat, you will be responsible to pay that bill). If it is a furnace repair problem, Management will be responsible for the charges.

**Q. What should I do if my Air Conditioner won't work?**

**A.** First of all, check the thermostat to make sure it is set to the right setting and the temperature setting is set properly. Make sure the circuit breaker has not tripped or a fuse has not blown and that the electric switch is on. Check and change the furnace filter. If issue still exists, submit an online maintenance request and follow up with management during normal business hours. This is NOT an emergency and it may take a few days to have this repaired.

### *Lockouts*

**Q. I locked myself out. What should I do?**

A. If it is during normal business hours, contact Management to come open the door. There will not be a cost for this service, unless you have lost your key. If it is after normal business hours, tenants will be charged a lockout assistance fee. If Management is not available or it is not during normal business hours, call a locksmith to let you in at your cost. If the lockset is broken and needs to be replaced because of your actions or the locksmith's actions, you will be responsible for that cost. Breaking in through windows or doors is prohibited and you will be responsible for any damages and the cost of repair.

### *Appliance Problems*

**Q. My refrigerator doesn't cool or seem to work. What should I do?**

A. Check the temperature adjustment in the refrigerator. Check to make sure it is plugged in and the fuse has not blown or the circuit breaker is not tripped. Check to see if a ground fault plug is tripped. Pull fridge away from the wall and vacuum and clean off coils in the back. Check to make sure the freezer is not packed full of food preventing air flow to the unit. If after that it still doesn't work, log onto the company website and submit an online maintenance request. If the refrigerator cannot be repaired, it will be replaced. This can take two to three days to remove and replace the appliance. Tenant is responsible for finding alternative storage for all perishable items until service is completed. Management is not liable for losses. This is not an EMERGENCY and it will be repaired or replaced during normal business hours.

**Q. My stove or range top won't work/ heat up. What should I do?**

A. If the appliance is electric, check fuses/circuit breakers and make sure it is plugged in. If after that it still doesn't work, log onto company website and submit an online maintenance request. If the appliance is gas, make sure all the pilots are lit. Make sure the stove is clean. Grease and dirt may clog the orifices that allow the pilot to stay lit and prevent the gas burners from heating up. If after that it still doesn't work, log onto company website and submit an online maintenance request. If the stove or range cannot be repaired, it will be replaced. This can take two to three days to remove and replace the appliance. This is NOT an emergency and it will be repaired or replaced during normal business hours.

## 11 List of Standard Fees

To avoid paying additional fees, please review the following items and their minimum charges:

*The list provided is an example of the most common issues that arise; the list is not intended to be exhaustive and all inclusive; prices may increase without notice based on current market prices. Items not listed here will be billed on a cost plus labor basis.*

### **Fees**

Apartment/Mail Key (replacement)	\$35.00
Bicycle in Unauthorized Area	\$25.00/incident
Carpet Cleaning	<i>Billed at Price negotiated with Vendor</i>
Cleaning	\$40.00/hour
Community Rules & Regulations violation	\$50.00 minimum, may include eviction
Disturbance violation	<i>See section 6.1 Lease Violations - Disturbances</i>
Failure to pick up dog waste	\$25.00/incident
Garbage Removal	\$15.00/incident
Appliances	\$50.00/item
Bag	\$10.00/each
Electronics	\$50.00/item
Furniture	\$50.00/item
Key Fob	\$35.00
Late rent	<i>Refer to lease agreement</i>
Lock change	\$100.00
Lockout ( <i>after 5pm &amp; weekends/holidays</i> )	\$50.00
Motorcycle with no Kickstand Pad	\$150.00 per incident
Non-sufficient funds/bounced check	\$40.00
Parking Pass Replacement	\$20.00
Parking violation	\$50.00 or tow charge, whichever greater
Re-Let fee	\$75.00 per lease change
Smoking in building	\$50.00 per incident
Unauthorized occupant	\$250.00 per occupant per week
Unauthorized pet	\$100.00 per week per pet

### **Repairs**

Blinds	\$45.00 each
Light Bulb Replacement	\$15.00 each
Carpet – Replacement	\$21.00/Sq. yd.
Drain Cleaning (Hair/Foreign Object)	\$40.00 per incident
Door Knob Replacement	\$35.00 each
Entry Door Replacement	\$550.00
Interior Door Replacement	\$250.00
Outlet/Switch Covers	\$5.00 each
Painting - <i>Due to damage not normal wear</i>	\$40.00/wall
Smoke or CO Detector	\$30.00 each
Toilet/Drain Plunge	\$40.00 per incident
Unnecessary Service Calls	\$50.00
Vinyl – Replacement	\$24.00/Sq. yd.
Wall Repair	\$5.00-\$200.00 per hole depending on size
Window Glass Replacement	\$150.00 each
Window Screen Replacement	\$35.00 each