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**This handbook is provided to help you with questions that may arise during your tenancy.**

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Office Phone: 507-345-6518

connectproperties@connectmankato.com

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

Property Manager (Kellie): 507-399-9889

Property Manager (Christa): 507-327-6300

**After Hours Emergency:** 507-399-9889

**Emergency:** 911

Connect Real Estate Phone: 507-779-7319

**Office Hours:**

Woodside: M-W-F 8-3:30pm

Connect Real Estate Group: M-F 8:30-5pm

Section One

**MOVING IN**

**ADDRESS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Eagle Lake, MN 56024**

*Change your address at the Post Office:* *100 Le Sueur Ave, Eagle Lake, MN 56024 or at usps.com (select “change your address” under “manage your mail”)*

**UTILITIES:**

Please call the utility companies and put in your name ***AT THE TIME*** of move in.

**IF YOU FAIL TO CHANGE THE UTILITIES INTO YOUR NAME, YOU WILL BE CHARGED A $25 FOR EACH OCCURANCE THE OFFICE RECIEVES YOUR BILL.**

Tenants are responsible to pay electric, water/sewer, cable, internet, telephone and gas.

All questions concerning billing and usage after move in should be directed to service provider.

**ELECTRIC:** XCEL ENERGY……………………………………...…….. +1-800-895-4999

**GAS:** CENTERPOINT ENERGY……………………………………..... +1 (800) 245-2377

**WATER/SEWER/TRASH:** CITY OF EAGLE LAKE …………………… +1 (507) 257-3218

**INTERNET/CABLE/HOME PHONE:**

CONSOLIDATED COMMUNICATIONS …………………………… +1-844-423-8822

CHARTER ………………………………………………..……………. +1-877-906-9121

You will be asked to fill out a new move in form that will be faxed to service provider for initial set up your account. **YOU WILL STILL need to contact provider to assure service has been transferred to your name.**

* **Management recommends all tenants set their account on the Budget plan.**  These plans allow tenants to spread out payments for high usage periods over the course of a year rather than receiving large, unexpected bills within a usage period. You will need to notify service provider of your wish to participate in these programs.
* **TRASH:** IT IS YOUR RESPONSBILITY to dispose of any car parts, TVs, TIRES, electronics, or anything else that cannot be accepted by the refuse hauler. **The cost of removing any unclaimed garbage that hauler will not take will be billed to the rental unit or the whole complex. Please report to US if someone is inappropriately disposing of non-accepted items.**

**PAYMENT OF 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.**

**ALL RENT IS DUE FIRST DAY OF EACH MONTH!**

* **Payments NOT RECEIVED BY 5pm on the 5TH of EACH MONTH will have an 8% service charge added to their account.**
* If all rent is NOT received by the 10th of the month, Management may begin the eviction process for ALL tenants, and ALL tenants will be responsible for ALL past due rent, late fees, court costs and reasonable attorney’s fees.
* There is a $30 charge for all RETURNED/NSF checks. ALL future payments must be in CASH or CERTIFIED Funds only.
* **CASH, CHECK, MONEY ORDER, CASHIER’S CHECK, or BILL PAY CHECKS**
	+ **To ensure checks are processed, please make checks payable to:**

 **EAGLES CROSSING**

* CASH payments must be for exact amount; change will not be issued. Credit will be issued for overpayment of amount on the account.

**MAIL TO:**

CONNECT REAL ESTATE GROUP

ATTN: EAGLES CROSSING

1040 S. VICTORY DRIVE

MANKATO, MN 56001

**DROP OFF:**

* Connect Real Estate Group’s Office location (1040 S. Victory Drive - Mankato)
* Woodside Apartments –1st Building (311 E. Roosevelt Circle – MANKATO). Dial 9998 from Dial pad and Manager will buzz you in. Dropbox located to the left of the office.
* **PLEASE INCLUDE YOUR UNIT # on the check to ensure we apply your payment to the correct account.**

**MOVE IN INSPECTION**

* **Please inspect your unit thoroughly at move in**. Tenant is responsible for filling out move in walk through documentation. Please note items that are damaged, need repair, etc. RETURN this to the office within 3 days of your move in date for it to be valid. You will be charged for undocumented damages beyond normal wear & tear to your unit at the end of your lease.

Section Two

**THE TENACY**

**MAINTENANCE/REPAIRS:**

Non-emergency requests (those not posing immediate damage to property or tenants) must be submitted ONLINE or via email.

Online: [www.rentwithconnect.com](http://www.rentwithconnect.com) Click on “Maintenance Tab”

Email: connectproperties@connectmankato.com

**\*\*EMERGENCY REQUESTS (toilet overflowing, water leaking, other items causing immediate damage) should be reported to management IMMEDIATELY at 507-399-9889. Gas Leaks should be reported to Service Provider CENTERPOINT (800-296-9815) FIRST, Management 2nd\*\***

\*\* KEEP at least one (1) plunger in your unit at all times. If maintenance staff has to remove a foreign object from your toilet, sink, tub, you will be CHARGED accordingly.

\*\*In an emergency you may need to shut off your electrical power. LEARN the location of your breakers.

**LAWN CARE/SNOW REMOVAL**

* Management will provide lawn care and snow removal for all units. Tenants are responsible for maintaining the yard free of garbage, debris and waster. Tenants must cooperate with snow removal procedures, which may mean moving cars to area if needed.
* Tenants are responsible for shoveling sidewalk from front door to driveway/sidewalk.

**SMOKE DETECTORS /CARBON MONOXIDE 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 units are working at move in/move out and if they are missing or damaged you will be charged for replacements.

* City inspections will occur in random units on occasion and if they note/fine the building for removal or damage of the detectors, the fine will be added to your account.
* **IT IS ILLEGAL TO DISCONNECT SMOKE DECTOORS/CARBON MONOXIDE DECTORS. YOUR & YOUR ROOMMATES MAY BE CHARGED WITH A MISDEMEANOR FOR DISCONNECTING OR DISABLING THEM, as well as a $250 FINE ISSUED TO YOUR UNIT!**
* Do not tamper with or remove the fire extinguisher. In the event it is used in an emergency, please contact management to receive a new one.

**DISORDERLY APARTMENT**

At certain times management may choose to inspect your rental unit for upkeep and condition. If it is determined that your 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, replace items as outlined in this notice. This included pest removal costs. Failure to do so will result in violation of the lease and tenant will incur a fine/eviction.

**VEHICLE PARKING**

* Tenants should use the off street parking at all times.
* All motorcycles must have a kickstand pad and will be assessed a $150 fee per incident.
* **If parking a trailer, boat, or other large oversized vehicle. Please be courteous and try to minimize the number of spots used up. DO NOT block the sidewalk or aisles. This may result in having to move your vehicle/trailer or towing.**

**SMOKING**

All buildings & attachments are smoke free. Smoking indoors is prohibited. It is illegal per MN State law, and will result in a violation of your lease. Any violations will result up to a $200 FINE and a LEASE VIOLATION! ALL tenants must smoke outside and dispose of cigarette butts properly.

**WINDOWS & SCREENS**

Screens are difficult to remove correctly and can be easily damaged. If you damage the screens and they need to be replaced, it will be billed to your unit. Please avoid hitting them with objects, furniture, etc. Tenants are prohibited from removing the screens except for in case of emergency evacuation.

**VACCUMING**

If you do not own a vacuum cleaner, please procure one. Regular vacuuming and cleaning of your flooring will greatly deter excessive wear and tear. If you stain your carpet, please let management know, and try to clean. It may be best to shampoo the carpets as well.

* **CARPETS WILL PROFESSIONALLY CLEANED prior to move out – as stated in security deposit notice & lease**. Management will arrange and the cost will be deducted from your deposit.

**GUESTS**

Please limit the number of guest to your home, and immediately ask guests to leave if they become unruly. You are responsible for your guest’s actions and if complaints or damaged is received as a result of your guests, you will be held responsible.

* **After 2 weeks (14 consecutive days) guests are considered to be residents and MUST be added to the lease. Units with unauthorized occupants will be charged $250 per person PER week.**

**ALTERATIONS TO UNIT**

* **DO NOT PAINT OR WALLPAPER, MAKE ANY STRUCTRUAL OR FLOORING ALTERATIONS.**
* DO NOT REMOVE ANY FIXTURES supplied by management.

**APARTMENT WALL POLICY**

RESIDENT is allowed to hang items with nails only. RESIDENT will not patch their own nail holes prior to move out.

* **Sheetrock Anchors are NOT allowed on any walls**. If RESIDENT VIOLATES THIS POLICY, there is a **$25 charge PER hole will be assessed at move out.**
* TV Mounts – **RESIDENT will be charged $100 PER MOUNT** at move out for wall damage.
* Any additional wire shelving or other shelves mounted by RESIDENT MUST BE LEFT ON WALLS AT MOVE OUT, **or there will be a charge of $100 PER SHELF.**

**HEAT**

Tenants are responsible for keeping the heat on to prevent freezing of the pipes. **Please keep the unit at a minimum of 65 degrees in the winter, especially when gone**. Please ensure windows are fully closed & locked to minimize heat loss.

* Damages due to frozen pipes can amount to thousands of dollars and resident will be responsible for any costs of repairs deemed as a result of their actions.
* Please alert management IMMEDIATELY if you feel your furnace is NOT functioning properly or your Carbon Monoxide detectors goes off.

**LOCKOUTS**

Management will try to accommodate and assist during a lock out. Apartment doors are deadbolts, locked from outside, so it should be nearly impossible to get locked out.

* **Tenant will be charged $50 for a lock out assistance.** Payment is due immediately. Failure to remit payment will result in loss of lock out assistance.

**POLICY ON DISTURBANCES/SECURITY**

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

* Contact 911 for life threatening concerns, such as an intruder, violence or medical issues.
* **Connect Property Management reserves the right to enforce a fine and/or take further action against units responsible for excessive disturbance calls.**
* The City of Mankato/North Mankato has a policy concerning disturbance complaints. Disturbances can be noise, party, animal, or exterior related. Any rental unit receiving two (2) complaints or strikes in a twelve-month period brings rental license under review for revocation or suspension. It is critical that you respect your neighbors use and enjoyment of their property. Tenants are responsible for the actions of your guests. The following fines will be charged for violation of your lease agreement if a strike is issues against the property:
	+ 1st strike: **one-half (1/2) month’s rent** plus possible eviction
	+ 2nd strike: one **(1) month’s rent** plus possible eviction
	+ 3rd 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 THE CITY REVOKES OR SUSPENDS THE LICENSE FOR THE BUILDING AND/OR YOU ARE EVICTED; YOU WIL STILL BE RESPONSIBLE FOR THE RENT DUE FOR THE REMAINDER OF THE LEASE AGREEMENT AND THE LOSS OF INCOME RESULTING FROM REVOKED OR SUSPENDED RENTAL LICENSE.**

Section Three

**MOVING OUT**

**MOVE OUT**

* All keys & REMOTES issued to you must be returned at move out. There is an automatic deduction of $150 from deposit if all keys are not returned on or before lease end date for required lock change. Any missing fobs will be $25 each. Missing remotes are $80 each.
* **Each tenant must provide a forwarding address and return keys!**
* **You must be out of your unit by NOON according to your lease end date**. Items must be removed and cleaning completed by this time, and a walk through completed with staff. Anything still in the unit or not cleaned will be charged $50 an hour to remove/clean.
* Tenants must call all utility companies to stop service. Tenant is responsible for return all cable/internet equipment to service provider.
* **ALL tenants must be present at final walk through, or given written notice to management that they will not be attending and are waiving this right.**

**MOVE OUT 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 next tenant**. THIS INCLUDES, but is NOT LIMITED TO THE FOLLOWING:**

* + Carpets Cleaned – Vacuumed & shampooed (receipt provided or management will arrange)
	+ Hard floors Swept & Mopped
	+ Kitchen appliance cleaned inside, outside, behind and underneath:
		- Refrigerator – defrost if applicable
		- Stove – hood, exhaust fan, burners
		- Oven – racks, broiler, knobs/burner
		- Dishwasher – drain cleaned, and wiped out
	+ All cabinets empty and wiped inside and outside
	+ Windows and sills cleaned inside. DO NOT REMOVE windows for cleaning
	+ Walls, doors, woodwork
	+ Kitchen and bathroom sinks/toilets/fixtures cleaned – including drains cleaned of hair and draining freely
	+ Light fixtures, including bathroom exhaust fans, cleaned with working bulbs
	+ Apartment Cleaning - $50 per hour
	+ Blinds – clean and operational
	+ Heating/Cooling vents and registers cleaned and wiped off
	+ Washer and Dryer – wiped down inside and out, lint removed
	+ Smoke detectors – connected and operational
	+ All trash and debris removed from inside & outside of unit and disposed of properly
	+ **DO NOT FILL YOUR NAIL HOLES – Management will do this after move out – If there are large anchors, or excessive holes, management will deduct from your deposit for these repairs.**

**RETURN OF DEPOSIT**

* Deposit will be returned in for the amount paid if:
* Tenants have not violated any terms of lease
* Given written 60-day notice of intent to vacate
* No damage beyond normal wear and tear
* Entire unit is cleaned
* Tenant has paid all rent, late charge and other debt owed
* All keys & remotes have been returned
* All debris, trash has been placed in disposal containers and personal property removed
* All tenants left forwarding address
* Tenant has paid off all other debts to service providers/utility companies
* A check or letter 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.
* **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. If we have made an error, we will adjust. Due to time involved in getting answers we will only respond to those questions submitted in writing. We will answer all requests for file review in a timely manner. Please email questions to connectproperties@connectmankato.com

**FEES**

**Apartment/Mail Key** - $40

**Failure to clean up animal waste** - $50 for 1st, $100 for 2nd

**Garbage** – Cost of removal or minimum of $10 per bag

**Late Rent** – 8% of Rent Not Paid

**Lockout** - $25

**Non-Sufficient Funds Check** - $30

**Unauthorized Pet** - $800 per Pet

**Authorized Pet** - $400 for 1 pet

**Unauthorized Resident** -$250 per week, per Occupant

**REPAIR**

**Blinds** - $50 each

**Burned out/Missing Light Bulbs @ Move Out** - $10 each

**Excessive carpet wear** - $2 per yard

**Carpet Replace** - $21 per yard

**Entry Door Repaint** - $60

**Entry Door Replacement** - $350

**Fire Extinguisher Replacement** - $70

**Interior Door Replacement** - $175

**Outlet/Switch Covers** - $5 each

**Repainting** - $50/Hr.

**Smoke/CO2 Detector Replacement -** $50 each

**Toilet Plunging/Drain Cleaning Due to Tenant Neglect/Negligence -** $50 per incident

**Unnecessary Service Calls** – Cost of Visit, minimum of $50 each

**Window Glass Replacement** – $90 each

**Screen Replacement** - $55 each

**Cleaning**

General Cleaning - $50/Hour

Sheetrock patch/repair - $50/Hour

Carpet Shampooing – Based on unit size

Landscaping/Grass Repair - $50 per hour