



Tenant Required Move-In Information Form

First Name _____
Last Name _____
Email _____
Cell # _____
Emergency Contact Name _____
Emergency Contact Phone _____

Vehicle Information

Year _____
Make _____
Model _____
Permit # _____
License Plate # _____

Acknowledgement of Warren Street Handbook

The Warren Street Townhomes Handbook describes important information about the townhomes, and I understand that I should consult Warren Street Townhomes, LLC regarding any questions not answered in the handbook.

Furthermore, I acknowledge that I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Name _____ Date _____
(Please Print)

Signature _____



PO Box 4185 * Mankato, MN 56002
(507) 345-1607 * Fax (507) 345-1980
E-mail: landmarkmankato@gmail.com

Dear Resident:

We would like to take this opportunity to welcome you to Warren Street Townhomes.

To help you better understand Warren Street Townhomes, we are providing you with this Resident Handbook. We hope this handbook will be helpful to you in planning your move, in addition to providing necessary information about our policies and procedures. All information and provisions within this handbook are incorporated into your lease agreement, so it is recommended that you take the time to review the context thoroughly.

It is important to us that all our residents are satisfied with their housing needs. If you have any suggestions as to how we can improve, please send us an email or call our office. We really do appreciate suggestions from our residents.

Again, welcome and have a great year!

Sincerely,

Jon Kietzer, Owner
Warren Street Townhomes, LLC

The following information is to assist you in getting set-up for your new residence. We are providing you contact information for the present management and maintenance staff in addition to other numbers you may find helpful:

Warren Street Townhomes, LLC

Office/Leasing	(507)345-1607
Maintenance/Parking (Kevin Frauendienst)	(507)381-9505

Register Immediately:

Center Point Energy (Natural Gas Service) http://www.centerpointenergy.com	800-245-2377 Select #1 for English Select #4 for New Service
Xcel Energy (Electricity Service) http://www.xcelenergy.com	800-481-4700 Select #1 for Apartment/Home Select #3 for Service Start-Up

ADDITIONAL HOUSEHOLD CONTACT/SERVICES:

Poison Control	(800)222-1222
Community Insurance (Renter's Insurance)	(507)385-4485
Charter Communications http://www/charter.com	(800)661-1154
Consolidated Communications (formerly HickoryTech/Enventis) http://www.enventis.com	(507)387-1151

YOUR DWELLING UNIT

Your new address is: _____

MOVE-IN INFORMATION

MANAGEMENT OFFICE

Warren Street Townhomes, LLC is located at 921 Madison Avenue, Suite 101, Mankato, MN 56001. (Inside the CENTURY 21 Landmark Realtors office). We are open Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m. If you have any concerns or questions regarding our rental units, please feel free to contact us at (507)345-1607.

CHECK-IN / CHECK-OUT (Keys, Locks, Parking Permits)

On the day that you and your group move into your new residence, you will be provided with a Move-In Checklist. It is your obligation and to your advantage to make sure that you thoroughly check your town home for damages, then list each concern and sign the worksheet. This list should be returned within 5 days after the scheduled move-in date and will be referred to when you move out of your unit. During the final walkthrough, a member of our staff will use a similar sheet to note any damages that have occurred. If the damage was noted on the move-in sheet, you will not be charged.

To make your move to the town home as effortless as possible, we ask that you schedule your move-in date and time as far in advance as possible. At the time of your move-in, security-deposit and first month's rent must be collected from each tenant before you may receive your keys. All units are equipped with a secured deadbolt lock, so please use it! Any modifications or replacement of locks, installations of new bolts, door handles, knockers or peepholes are not permitted with the exception of **bedroom locks**. Warren Street Townhomes, LLC will allow each tenant to change their bedrooms locks so that a key may be used, but it is the tenant's responsibility to return to the original knob fixture before vacating the apartment. For further assistance, please contact our maintenance staff. Management must have access to your apartment main entrance in case of an emergency, so front door locks cannot be changed. We will provide each unit with necessary keys and one mail key at the time of occupancy. In addition, each person will be given a parking permit which you will need to place in your vehicle to insure that each vehicle is registered to the town home complex. Vehicles without permits in visual site are considered unauthorized and will be towed at owner's expense. We also register your license plate at time of move-in.

NOTE TO NEW RESIDENTS

Please respect our property and take cautious procedures while moving to avoid damages to lawns and to the building's exterior and interior finishes. You will be responsible for any damages made on these areas. Please be sure to dispose of all crates or packing boxes in a proper manner by folding, flattening and placing them in the appropriate designated areas.

RENT/UTILITY PAYMENT(S)

RENT PAYMENTS

Your rent is due on or before the first day of each month and no later than the 5th. We do NOT mail statements for monthly rental obligations. We will accept one payment per tenant if you choose to pay individually. A late charge is assessed to any tenant who submits rent payment after the 5th, please refer to your lease for late charge amount.

We understand as students, there are times you will be vacant from your apartment especially during breaks, please remember to mail your rental payments so that it arrives in a timely manner. For rental payment(s) paid by check or credit card that are returned to us due to "insufficient funds, account closed, or etc," the transaction will earn an additional \$20.00 charge.

PAYMENT OPTIONS:

BY MAIL

Please make all payments payable to Warren Street Townhomes, LLC, and mail them to: P.O. Box 4185, Mankato, MN 56002.

CREDIT/DEBIT/ACH PAYMENTS

You can pay rent via our online third party payment processor. There is a link on our website (www.warrenstreettownhomes.com) or go to www.paylease.com. You can register there as a resident for your property and select debit/credit card or ACH processing for your rent. PayLease does charge a processing fee of \$2.95 per ACH transaction, or if you choose to use a credit or debit card, the processing fee is 3% of your transaction plus a \$2.95 transaction fee. The majority of our tenants are now using this service.

CASH PAYMENTS

If you need to pay with cash, you need to get a **receipt** from someone in the office. Keep in mind the only way to prove a cash payment is if you have a **receipt**. Our office is normally staffed Monday-Friday from 8-5, excluding holidays.

DROP BOX

A "Rent Drop Box" is located on the north side of the garage in the parking lot; this secured box does not require any stamps and is checked daily. **Please do not put cash in the "Drop Box"**, and be sure to include your name and residence address on your check.

UTILITIES

City of Mankato

Your water bill will come to our office from the City of Mankato. We will then send an invoice to each tenant in your townhome. These accounts payable are due within thirty (30) days from the date of invoice. Please remit payment as noted above. Payments received after 30 days will be subject to a \$5.00 late charge per tenant/per occurrence.

CenterPoint Energy

Be sure to call immediately and register your unit. Contact information is located at the beginning of this handbook.

Xcel Energy

Be sure to call immediately and register your unit. Contact information is located at the beginning of this handbook.

GENERAL INFORMATION & CARE OF YOUR NEW TOWNHOME

Your dwelling is rented to the persons listed on your lease agreement only. You cannot allow anyone to live with you unless an acceptable agreement is made with Warren Street Townhomes, LLC. You may have guests, as it is your home, but anyone who is planning to stay for a long period (the city of Mankato defines this as a period of more than 7 days in a 30 day period) must notify us so we can give prior consent. Allowing persons other than those listed on the lease agreement to stay more than the allowed visit period is strictly prohibited and a violation of the contract agreement.

Bicycles

For your convenience bike racks are located on the north side of the parking lot in front of the designated area for your garbage canisters. No bicycles are permitted in the buildings or allowed to be attached to any part of the building rails, doors, etc. Please secure your bicycle at your own risk.

Circuit Breakers

Each town home has its own circuit breaker box. Familiarize yourself as to the location of the circuit breakers. To reset the breakers, push the switch to off and then back on. If this action does not correct the problem, please contact the maintenance staff listed at the beginning of this handbook. It's best if we find out right away if there is a problem with a particular appliance you are using or a problem requiring an outside repair service.

Delinquent Rent

If rent is received after the 5th of the month, our office will be sending you and your roommates a delinquent notice via email, and a late payment fee will be assessed. If you are unable to pay your rent on time due to unforeseen circumstances, we suggest you discuss your situation with our office immediately (507)345-1607. (Refer to the beginning for details.)

Excessive Repairs/Utilities

When a lease agreement is signed, each tenant pledges to keep the premises in a neat and sanitary condition and to immediately reimburse landlord for any sums necessary for repairs or replacements caused by tenant or guest due to mistreatment or negligence. Such items might be, but not inclusive to: stopped plumbing due to foreign materials, garbage disposal breakage due to grinding bones, frozen pipes due to shutting off heat while gone, or failure to notify maintenance of repairs needed to conserve utilities such as excessive water bills for plumbing leaks.

Candles

Candles can be a fire hazard, and are also often a source of maintenance/cleaning charges at move out. If you are going to use flame candles, a responsible party must be present in your unit while they are burning. NEVER leaving burning candles unattended for even a few minutes. Flame candles also frequently cause large amounts of soot build-up on walls and ceilings. This soot is nearly impossible to remove by cleaning, and damaged areas typically have to be re-painted, which is considered to be tenant damage that will be deducted from your deposit.

Care/Maintenance of Your Appliances

Please assist us in taking care of your appliances so that they work better and last longer!

*Dryer lint traps should be emptied at end of each cycle.

*Overloading appliances (Fridge, Dishwasher, Washer/Dryer) typically makes them work harder, uses more energy, and wears out or breaks parts quickly. Please use caution to avoid overloading your appliances. This often applies to fridge doors or drawers that are so overloaded that they break!

*Thorough and frequent cleaning of your appliances makes them run more efficiently and extends the life.

*Do not store items on your furnace, air conditioner, or water heater. This can be a fire hazard and can affect the operation of the unit.

*Your furnace filters should be changed at least every three months, please call the landlord if you need assistance with this, or need to learn how! Air conditioner units should be cleaned annually as well. Fridges should be pulled out annually, and the back-side vacuumed to keep exhaust fans running efficiently.

*Damaged appliances due to tenant mis-use or negligence can be charged to tenants.

Garbage Disposal

We need your cooperation to keep all places as clean as possible. Please place all garbage in plastic bags and properly dispose of them in your designated canister. Garbage left outside the canister will not be picked up by trash removal company. **Garbage pick-up is every Thursday morning. Recycling pick up is every other Thursday.** Your garbage/recycling containers need to be placed at the curb on Wednesday evening. Please remove your canister from the curb before Thursday evening. Failure to place or remove your garbage/recycling containers may result in a \$5.00 fee per occurrence.

Heat

Tenants are NOT to shut off the heat in their apartments at any time during the winter. In the event that pipes freeze or burst as a direct result of the heat being turned off, tenant(s) will be responsible for all costs of repairs.

Insurance (optional)

Your rental property is insured for its building and infrastructure; however, **your personal belongings are not and cannot be insured by the landlord!** Unless you have enough money saved to replace everything you own in case of theft, fire or other disaster, you may want to consider renter's insurance. You can visit your local insurance company, or call Community Insurance to gather additional information (507)385-4485.

Lawn Care

Maintenance staff will maintain the lawn. Each unit is responsible to keep their yard free of debris. Please help us maintain the grounds by picking up all garbage outside your townhome. Please do not leave items such as bicycles, furniture, grills, or etc in front of entrances. **DRIVING OR PARKING ON THE LAWN OR WALKWAYS IS NOT PERMITTED. If our maintenance staff is required to clean debris up from your yard on a consistent basis, you may be charged a \$5.00 clean up fee per occurrence.**

Lease Agreement

Once the lease has been signed by all parties, a completed scanned copy will be emailed to each tenant. If this method of delivery is a conflict, contact our office to make other arrangements. Please read the lease agreement thoroughly so there are no surprises.

Lease Expirations/Non-Renewing

Due to our situation in providing student housing, we do ask that tenant(s) or groups who plan on staying for the following school year let us know of the upcoming plans by November 1st. For those who do not respond, we will assume that the unit will plan on vacating at the end of the lease. Our office will send out reminders via email when the time is appropriate.

Light Fixtures

Light bulbs will be furnished when you arrive, but will not be replaced when they burn out so you may want to keep extra bulbs handy.

Lock Out(s)

In case you were to lock yourselves out of the town home, contact maintenance or our office to make arrangements for re-entering your home. Keep in mind you may be subject to a charge.

Maintenance

Maintenance Requests – All maintenance requests must be reported to Warren Street Townhomes, LLC at (507)345-1607 or landmarkmankato@gmail.com. You can also contact our maintenance staff (Kevin Frauendienst) directly at (507)381-9505. Do not ignore a dripping faucet, toilet, or etc. Let us know of any small problems to prevent major situations.

Noise

Please refer to your lease regarding our loud party policy, because it could cost you an additional Security Deposit.

Parking

Parking is provided for all tenant(s). It is crucial before your move-in date to provide our office with your car make and plate number, so we can assign you with a parking permit. Parking is first come, first serve. Any illegally parked or unauthorized vehicle will be towed at the discretion of our grounds keeper, and expense will be the responsibility of the owner.

Guest Parking- All overnight parking will have to be cleared with our parking manager (Kevin).

Parties

Please refer to your lease regarding our loud party policy, because it could cost you an additional Security Deposit, a fine, or even result in your eviction. Underage drinking, large gatherings (inside or outside your unit) and kegs are not allowed. Management reserves the right to enter your unit in the event of a large gathering and disperse the crowd and/or request identification from guests.

Pets

Tenants are not allowed to have pets reside in their units.

Security Deposit

In order to receive your security deposit refund, the tenant must provide the landlord a forwarding address in writing at or before the time the tenant moves out. It will then be our

responsibility to mail out the deposit if no damage charges were incurred. By law, your deposit plus interest and less any charges to your unit and account balance will be returned to you within 21 days after your lease ending date, or otherwise agreed upon vacating between the landlord and tenant.

Smoke Detectors & CO2 Detectors

Each town home is equipped with smoke detectors and a CO2 detector. If you have a problem with false alarms, or if your detector(s) are not working properly, you are required to notify us immediately so we can take corrective measures. Willfully disabling a smoke detector is a violation of Mankato Ordinance 13.6, subd. 6. Please see the smoke detector addendum at the end of this packet.

Snow Removal

Maintenance staff is responsible for removing snow throughout driveways, parking lot, and sidewalks. When the parking lots are to be plowed completely, notices will be posted. All vehicles must be moved from each designated area until notified; those that have not been moved may be towed at owner's expense. For tenants who decide to leave their vehicles during breaks, please first contact our office, so we can designate an area for parked vehicles.

Subleases

Subleases must be approved through the management staff of Warren Street Townhomes. Contact the office for more information and to obtain the proper forms. Sublease Fees may apply—refer to your lease.

Utilities

You are responsible for the utilities noted in your lease agreement, as well as your monthly rent payment, through the ending date of your lease. When contacting utilities for connecting and disconnecting services, make sure to indicate beginning and final servicing dates; if we receive a bill for utility service for a period for which you are responsible for, we reserve the right to estimate your final bill for that service and add it to your account balance before making a final determination regarding your security deposit disbursement. Be sure to double check all your utility bills for final invoices. Xcel or Centerpoint Utilities that are removed from tenant responsibility prior to end of lease will result in a \$50.00 Administrative Fee per utility per unit to transfer the utility back to your name.

Window & Door Trimmings

Each townhome is equipped with blinds. If you care to add curtains, please keep all nails or screws on the drywall. **DO NOT NAIL OR DRILL HOLES IN ANY WOOD FINISHING.**

Charges and Fines

Application Fee	\$15.00/tenant
Late Rent Fee (rents received after the 5 th of the month)	refer to lease
Non-Sufficient Funds Fee	\$20.00/occurrence
Late Utility Fee (Water/Sewer/Garbage not paid within 30 days of billing)	\$5.00/occurrence
Lockout Fee (during business hours)	\$10.00/occurrence
Lockout Fee (after business hours)	\$40.00/occurrence
Lost Key Fee (Re-key entry or Mailbox keys)	\$75.00/occurrence
Lost/Not Returned Parking Permit	\$5.00/permit
Garbage/Debris Clean up at Unit	\$5.00/occurrence
Utility Responsibility reverted to Landlord	\$50.00/occurrence
Sublease Fee	\$50.00/tenant

Unit Damages: Responsible tenant(s) will be charged actual costs of damage repair and labor

Strike/Loud Party/Alcohol Violations: Please see your lease for specific charges

10 Civic Center Plaza
Post Office Box 3368
Mankato, Minnesota 56002-3368

Phone: (507) 387-8600
Fax: (507) 388-7530
www.ci.mankato.mn.us



Smoke Detectors and Carbon Monoxide Alarms

Smoke Detectors – Rights and Responsibilities

State statute 299.F.362 mandates smoke detectors in all dwelling units statewide. This statute also makes the owner liable for all maintenance of smoke detectors and makes the tenant responsible for notifying the owner within 24 hours of discovering a smoke detector that does not work. Our experience with non-functioning smoke detectors is that they are almost always disconnected by the tenant. This has caused major concerns for the owners of rental housing who are responsible for the maintenance of these detectors, but have little authority to keep tenants from disabling these devices themselves.

To counteract this problem and to penalize tenants who willfully disconnect or damage smoke detectors, the City of Mankato has enacted an ordinance which holds all tenants equally responsible for notifying the property owner or agent of a problem with a smoke detector and assesses a penalty for not notifying the owner/agent. Mankato City Code Ordinance 13.16, Subd. 6 is printed verbatim below:

The registered occupants of each dwelling unit shall give written notice to the license holder, or their agent, of any non-functioning smoke detector within 24 hours of discovering the non-functioning smoke detector. Each registered occupant is responsible for notifying the license holder, or their agent, or for insuring that required notification is made. A copy of the notice to the license holder, or their agent, shall be provided to the Rental License Office at the Mankato Department of Public Safety. Failure to notify a license holder or their agent, of a non-functioning smoke detector is a petty misdemeanor.

Anyone who willfully disabled a smoke detector or causes it to be non-functioning is guilty of a misdemeanor.

Carbon Monoxide Alarms

A carbon monoxide detector is required within 10 feet of each sleeping room. Install per manufacturer's recommendations.



Move Out Procedures

Move out day is July 23rd . All tenants must vacate the apartment by 5 pm on that day unless they have an agreement to hold over.

The following checklist is designed to help you receive the maximum refund of your security/damage deposit. Remember, you may not use your deposit for the last months rent.

- Please call our office (507) 345-1607 to schedule a checkout inspection. It is best to have all roommates present for this in order to discuss the damage charges, if any. We need to have everything removed from apartment to do this.
- DO NOT PATCH HOLES IN SHEETROCK.** Due to the texture of the walls, special equipment is needed. If you do attempt to patch the walls, we will need to redo it anyway so please save yourself the time and expense.
- Defrost and clean refrigerator with soap and water. Pull out refrigerator and clean floor under it. Then push it back into place and plug it back in to keep it running.
- Clean the stovetop, sides and front of stove by pulling the stove out from the wall. Remove drip pans and clean with soap and water and steel wool. Do the same with broiler pans, racks, inside of oven and the bottom drawer. Use the ovens self cleaning feature if it has one.
- Clean and wipe out soap and water all kitchen and bathroom cupboards and drawers.
- Scrub all vinyl and linoleum floors (kitchen and bathrooms) with floor cleaning detergent.
- Vacuum all carpets thoroughly.
- Wash all windows on the interior and replace all screens if they were removed. Clean all window sills and tracks with soap and water. You may need a small brush to get into the tight areas.
- Scrub all sinks, toilets, and bathtubs.
- Remove all garbage from the apartment and put it in the garbage container. Do not leave any garbage bags outside of container. All excess garbage must be hauled off the complex.
- Clean all heat registers with damp cloth or soap and water if needed.
- Clean all window blinds with damp cloth. Window cleaner also works good for this.
- Replace all light bulbs that are burned out and smoke detector batteries.
- Have utility bills cancelled as of the last day of your lease and reverted to owner. Give utility company your forwarding address for final bill. If you move out prior to lease end, you must keep utilities in your name.
- Write down all tenants forwarding addresses and leave them on the countertop by refrigerator so we can send your deposit and rent credit (CRP).
- Leave all keys and parking permits to your apartment on the countertop by refrigerator.

***** DO NOT PATCH HOLES IN SHEETROCK *****

All cleaning done by Warren Street Townhomes LLC, will charge \$30 per hour to complete. Therefore, it is to your advantage to complete the entire checklist. Carpet cleaning will be handled by a professional carpet cleaner in which we will make arrangements for (we get a volume discount since they can come and do all the apartments in one day). We will deduct the cost of the carpet cleaning from your deposit as it states in the lease.

Please contact us if you have any questions regarding this checklist or your move out.

Thank you in advance for all of your help in completing this checklist!