



MCMC

HERE TO WELCOME YOU HOME

# Resident Handbook

From our entire team, welcome to your new home!!

After Hours Emergency Maintenance Number: 513-999-5059

Revised 8/01/2025

This Handbook is an Addendum to your Lease Agreement.  
Please carefully review the information inside.

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## Introduction

Our top priority in the management of each apartment and townhome community is to make your home and living environment as pleasant and as comfortable as possible. Our entire staff works to make this goal a reality. To achieve this goal, it is necessary to set certain minimal guidelines, rules, and regulations.

This handbook is furnished to all residents in communities managed by MCMC and are a part of your Lease Agreement. Noncompliance with these rules may result in fines or fees and may be grounds for termination of your Lease Agreement.

## About Us

For more than 55 years, MCMC has provided quality property management services to residents and building owners throughout the Twin Cities and surrounding areas.

We're a family-built, award-winning business with a reputation for responsive service, know-how, and maintenance. Our dedicated team knows the value of home.

With a passion for providing quality housing as the foundation for thriving communities, MCMC cares for properties and cares for you.

Visit [www.mcmc.rent](http://www.mcmc.rent) to learn more.

## Our Mission

With integrity and compassion, we create communities by providing quality housing for our residents and stability for our property owners and team.

## Our Vision

Create welcoming communities and lasting relationships.

## Our Values

### Lasting Relationships

- How we treat one another matters. We show care through building enduring connections that are supportive, collaborative, and committed.

### Act with Integrity

- We are respectful, accountable, and intentional about doing the right thing for our customers, team members, and clients.

### Quality Assured

- Expect experienced, hard-working, service-first, problem solvers who prioritize your needs and treat properties like our own.

### Enjoyment

- United in a passion for what we do, we're positive and grateful stewards of homes and businesses.

### Always Improving

- We are leaders who seek opportunities to nurture growth, empower others, seek resolution, and set the right example.



## General Occupancy Standards

The occupancy standards for the apartment and townhome communities are as follows:

- Studio or Efficiency – One (1) person per unit.
- One Bedroom – Two (2) persons per unit.
- Two Bedrooms – Two (2) persons per bedroom, but no more than 2 adults per unit.
- Three Bedrooms – Two (2) persons per bedroom, but no more than 3 adults per unit.

This policy is designed to promote opportunities for families with children but limit the parking and guest issues that may arise with additional roommates. Some of the guidelines may change depending on the community or municipality in which you live. Exceptions to the number of adults may be made for family members and may carry an additional monthly charge.

Local ordinances and state and federal restrictions may further limit the occupancy of your apartment. Please check with MCMC if you have any questions regarding occupancy restrictions for your apartment or townhome.

## Occupancy and Use

See Section 5 & 6 of your Residential Lease Terms. Resident(s) may not lease the Apartment or Townhome to other persons (sublet) or assign or sell this Agreement.

## Rent Payment

Rent is due on or before the first day of each month. For our resident's convenience, we offer multiple options for paying rent. Go to [www.mcmc.rent](http://www.mcmc.rent) or speak with your leasing office. **Rent payments are not accepted on site at leasing offices.**

## Late Charges and Returned Checks

See Section 4 of your Residential Lease Terms. Any **rents not received** at Mid Continent Management's Corporate Office **by 4:30 p.m. on the fifth day of the month are subject to an 8% late fee.** (Late fee is subject to change without notice.)

## Move-In Rules and Procedures

You may request a move in inspection with one of our team members.

Individual buildings and communities may have specific rules and procedures regarding move-in, use of elevators, and other activities related to coordinating Resident moves into the community. Typically, there may be several Residents moving in on the same day of the month. Therefore, scheduling an appointment with the Leasing Office Staff is essential. On the day of move-in, you will need to meet with someone in the Leasing Office to review the paperwork, pay your first month's rent, and pick up your keys.

In communities that have elevators, it is generally not possible to restrict or reserve the use of the elevator for your move. Elevators are for the convenience of all Residents. Interruptions or interference with elevator service can cause severe hardship for Residents and can be dangerous for persons with illnesses or disabilities. Please check with the site office to help make your move as convenient as possible for you and all other Residents.

Moves should be done on sidewalks and paved areas only. Wheeling heavy objects over grass or landscaped areas can damage the grounds. Residents will be liable for any damages done to lawns or other landscaped areas. Vehicles are not permitted to drive on the grass or sidewalks at any time.

Check with the Leasing Office for the nearest and most accessible entrance to the building for moving in or moving out. Make certain that controlled access exterior entry doors are properly secured during your move. The best way to accomplish this is to have one person assigned to assist with the doors.

## Security Disclaimer

Your apartment or townhome community, its Owner, and its Manager do not provide, guarantee, or warrant security. We do not represent that your apartment or townhome, or the leasing community itself is safe from criminal activities by other Residents or third parties. Each Resident must be responsible for his or her own personal security and that of their household, children, and property. Many of our communities require renter's insurance. If you observe any suspicious activity or potentially unsafe conditions, please notify Management immediately. If illegal, immediately dangerous, or unsafe conditions are observed, call 911. Please call the police first if trouble occurs or if a potential crime is suspected.

## Controlled Access

Most residential communities managed by MCMC have a controlled access system. However, a building is only as safe as you make it. Residents are encouraged to keep their apartment doors closed and locked at all times and not to open any door for any person unknown to them.



**Under no circumstances should you buzz someone into the building who is not your guest - to do so defeats the purpose of the entry system.** Only with the full cooperation of all Residents will the access system fulfill its intended purpose.

Please follow all rules and guidelines for using the access system to the building. It is strictly forbidden to give any person who is not a leaseholder a key or other access materials to the building or your apartment or townhome.

Residents are asked not to allow others access to the building while entering or leaving. Do not allow strangers or even persons you recognize as guests of other Residents the opportunity to follow you into the building while entering or leaving. Violation of this policy is an infraction of your Lease Agreement.

No door to the building may be propped open or left open at any time. Propping a door open, even for limited purposes, is strictly prohibited. All doors in the common areas and hallways, laundry areas, and other fire doors must be left closed for fire and safety reasons.

No Resident is allowed to rekey a lock, add an additional lock, or install a new lock. Resident will not make duplicate keys for any lock. If you lose a key, notify the Leasing Office. If a lock change is necessary, management must be provided with a key. Any rekeying may necessitate a charge for the Resident/s.

As an additional safety measure, Residents who are going to be absent for extended periods of time are advised to place newspaper and mail delivery on hold and notify the leasing office.

## **Cameras and Alarm Systems**

No cameras may be attached outside the dwelling space i.e. exterior door/s, patios/balconies, windows, etc. Alarm systems may not be installed in the homes as it restricts access from Management and emergency personnel.

## **Recreational Activities**

For safety reasons, rollerblading, skating, skateboarding, riding bikes, or utilizing other wheeled equipment is not permitted in garages, parking areas, or sidewalks.

The use of ATV's, snowmobiles, or any other types of motorized recreational equipment on the property is not permitted.

## **Guests**

Guests are permitted for no more than fourteen (14) consecutive days within a one (1) year period without Management's prior written consent.

Residents are responsible for the conduct of their guests. Management reserves the right to exclude Resident's guests from the community by giving such guests a trespass notice and advising Residents that such guests are no longer permitted at the Resident's home or the community if such guests pose or are reasonably believed to pose a danger to the health, safety, or quiet enjoyment of the community, its residents or employees of Management. A basis for such action would include persons that previously lived at the community, but were evicted, guests with a serious criminal history of convictions for crimes against persons or drug offenses, guests where local enforcement officers ask Management to take action against such guests, or a guest that previously engaged in actions or conduct on site that constitute a lease violation.

## **Renter's Insurance**

**We strongly recommend,** and some properties require, renter's insurance or other similar insurance coverage. None of your personal property or other belongings are covered by the Owner's or Management's insurance policies. Without renter's insurance, your personal belongings are not protected against fire, burglary, water damage (including sewer back-ups and storm damage), vandalism, and/or other damages. Without renter's insurance, you may not have any compensation or recovery for temporary or permanent loss or use of your apartment, or for moving expenses due to damage, destruction, or other casualty.

## **Resident Liability**

Per your lease and these Rules, you are liable and responsible for any damage you, your family members, your animals, or your guests cause to your unit or common areas, whether on purpose, by accident, or through negligence. Although Management does maintain casualty and liability insurance on the building, the insurance may have a high deductible. In an effort to avoid increased insurance costs for the building and higher rents for all occupants, Management may choose to not make an insurance claim for damages that are below the deductible. In an effort to avoid potential loss of insurance or higher insurance costs due to a poor insurance rating, Management may also choose to not file a claim for damages \$5,000 or less above the deductible.



You are also responsible for damages or losses you, your family members, your animals, or your guests cause at the property, whether due to accidental fires; sink, toilet, tub, or other water overflows that were caused by failure to follow the apartment or townhome care and housekeeping guidelines in your Lease and Rules, were caused by failure to secure doors and windows, or could have been prevented by due care; and for any other damages or claims caused by you, your family members, your animals, or your guests. It is your responsibility to protect against such claims. It is also your responsibility to pay for any damage or loss claims whether or not you have liability insurance to protect against such claims. Although renter's insurance or personal liability insurance may reimburse or pay these claims, Management has no duty to seek reimbursement from or to otherwise proceed against your insurance company.

## **Unit Inspection**

Resident apartments and townhomes are physically inspected on a regular basis. Written notice, at least 24 hours in advance, will be provided to communicate the date and approximate time of the inspection. These inspections help us identify management, maintenance, repair, and housekeeping problems. It is the Resident's responsibility to correct any cleaning or housekeeping problems identified in an inspection report and to cooperate with re-inspections as needed. Failure to make these changes may lead to fines, termination or nonrenewal of the Lease Agreement.

## **Storage**

If your apartment or townhome community provides storage lockers or storage spaces, state fire codes require these units be locked. If you fail to install a lock on any storage locker or storage space assigned to you, Management will install a lock, and you must contact Management for assistance. Residents shall not put any item in any storage locker or storage space that is flammable, hazardous, or in any other way a danger or nuisance to the community or other Residents. Also, all personal items must be within the confines of the personal storage space. Any personal items left in the common area will be disposed.

## **Posting Notices and Solicitations**

Residents are not permitted to post any sign, advertisement, or other display in any common area, apartment or townhome windows or patio door or anywhere on or outside of the building. Any placard, sign, or other display posted in violation of this policy will give Management a right of entry to your apartment or townhome to remove it. It also may be grounds for termination or nonrenewal of your Lease Agreement. Many of our communities have bulletin boards located in a common area of the building, such as the mailroom or laundry room, where notices may be posted with written permission from Management.

Solicitations of your neighbors or fellow Residents are prohibited. This rule does not apply to activity that is protected by Minnesota law or statute. For example, Minnesota Statutes Section 211B.20 gives political candidates a right of access to any multiple unit dwelling. Please refer any potential candidates to the office prior to providing them with access to the building. Management does reserve the right to notify Residents in advance of any election solicitation.

## **Package Acceptance**

Management is not required to accept packages from the U.S. Postal Service, UPS, FedEx, or any other delivery service. As a courtesy to Residents, Management may accept package delivery in the on-site office. Management is not responsible for the safekeeping or storage of any package.

## **Disturbances and Excess Traffic**

Please conduct your activities in and about the premises in a manner as to not interfere with the rights and comforts of your fellow Residents.

Loitering or congregating in the interior common areas, entry areas, pools, hallways, stairways, laundry areas, fitness centers, or other such areas is prohibited.

Everyone should be quiet and orderly when entering and leaving the building. Noise in the lobbies and stairways travels throughout the building and affects every resident. Please have consideration for your neighbors by keeping the noise level down at all times. It is impossible to completely subdue all noises such as stereos, televisions, and normal living sounds. Therefore, we must ask that thoughtful consideration be shown to your neighbors, especially during late evening and early morning hours.

Quiet time is to be observed after 10:00 p.m. until 7:00 a.m. or in accordance with local municipality regulations. Residents are encouraged to handle complaints between themselves. However, if Resident communication does not work, call the office while the noise is occurring. Please remember you are responsible for your guests and their conduct. Please be advised that continued disturbances to your neighbors' rights could result in the termination or nonrenewal of your Lease Agreement.

Your individual home, and the apartment or townhome community, are to be used exclusively as a private residence. Any and all business and commercial use is prohibited.



Residents are allowed to have periodic guests and visitors at their apartment for social and familial purposes. If the number of guests and visitors is excessive in terms of total number or in its tendency to disturb fellow Residents, then Management may ask Resident to restrict or limit the number of visitors. Excessive traffic from visitors, visits at unusual hours, visits of short duration, or visitors who leave vehicles running in driveways or parking areas, are disturbances and in violation of these Community Rules.

## Smoking

Any smoking or vaping, whether marijuana or tobacco, is strictly prohibited at all MCMC communities. MCMC cares for your health and provides smoke-free communities. The Resident agrees and acknowledges that the premises to be occupied by the Resident and members of Resident's household have been designated as a smoke-free living environment. Resident, members of Resident's household, and any guests under control of the Resident will not smoke anywhere in or on the property. This includes: the unit rented by the Resident, any associated balconies, decks, or patios; common areas of the property, i.e. lobbies, hallways, stairwells, elevators, laundry rooms, community rooms, community bathrooms, or offices; or grounds of the property, including entryways, playgrounds, pool areas, walking paths, sitting areas, etc. *Refer to Smoke Free Addendum.*

## Offensive Odors

Resident shall not do anything in the apartment or townhome that results in offensive, pervasive, or strong odors that could disturb other Residents in adjoining apartments, townhomes, or persons in common areas. Odors emanating from cooking, incense burning, aromatherapy, arts and crafts, or any other cause that could be offensive to other Residents or persons in the building must be curtailed or eliminated. Failure by Resident to control or eliminate odors emanating from the apartment or townhome is grounds for termination or nonrenewal of the Lease Agreement.

## Pets and Animals

We do not allow any cats, dogs, etc. in the leasing community without written Management consent. Different communities have different guidelines for animals or pets that may be permitted in the community. Check with the Management Office to get a copy of the applicable animal policies and the requirements that need to be followed to obtain Management's written consent for an animal.

We do not allow any Resident to "pet sit" for anyone else's pet. Violating this rule could be grounds for termination of your Lease Agreement. Please inform your guests that their pets are not permitted in our communities.

## Utilities and Appliances

Your Lease Agreement and addenda should be referenced to determine what utilities Management pays for and what utilities or services are the responsibility of the Resident.

Management shall not be liable for utility failure, inability to furnish utilities, or interruptions in such services when it is the result of events beyond the Management's reasonable control. Management is not liable to Resident for temporary interruption of utilities or service during regular maintenance or repair of the unit, common areas, or amenities within the apartment or townhome community.

Residents agree not to waste, or cause to be wasted, any utilities provided by Management. For example, opening windows in winter when the unit is not occupied constitutes waste.

Residents are responsible for promptly paying and maintaining all utilities that are the Resident's responsibility under the lease. If any utility is turned off due to nonpayment by Resident, this is a lease violation and grounds for immediate lease termination.

Residents may not store, use, or install additional appliances, including but not limited to freezers, refrigerators, dishwashers, washers, dryers, heaters, or water softeners. If you own any of the appliances listed as unacceptable, you must store them off-site.

## Antennae and Satellite Dishes

The installation of antennae and satellite dishes is forbidden without written consent from management and is subject to separate regulations and written agreement. Contact Management for a copy of these rules and regulations.

## Cable TV

Most communities are equipped for this service. Should you desire this, contact a service representative from the appropriate company for a subscription. These services are not owned or operated by MCMC, therefore, payments are made directly to the service.

## Additional Phone Lines or Fiber Optics

Each apartment or townhome is provided with telephone service. The number of jacks available may differ by size of apartment or townhome or by community. Should you desire additional jacks, please contact your Leasing Office for instructions. When possible to do so, the cost of installing any additional jacks will be at the Resident's expense.

Each building, when constructed, was provided with a specific number of phone lines. It may not be possible to add an additional phone line to an apartment. Please check with your Leasing Office. They may not be aware whether this can be accomplished and may need to check with an outside contractor. If the contractor finds that this is possible, the Leasing Office will need to get written permission from MCMC's Portfolio Manager before this type of change can be undertaken. All expenses related to the investigation and/or installation are the responsibility of the Resident.

## Balconies and Patios

As a good neighbor policy, we request that the patios and balconies be kept free of debris at all times. Residents may not feed birds or animals on or from balconies or patios. Bird houses and feeders are not permitted. Laundry, including rugs and blankets, may not be aired in this area.

Screws, nails, or other fastening devices that perforate any deck or patio surface are prohibited as they may damage the integrity of the structure. Clotheslines, swings, hanging baskets, or other suspended objects are prohibited. Carpeting is not permitted on balconies, as it retains moisture and causes damage to the decking. Necessary repairs, which are the result of failure to comply with these rules, will be the Resident's financial responsibility.

**Grills are not permitted on patios or balconies.** In some municipalities, there are substantial fines for violating the grilling ordinances. The use of a personal grill used for cooking requires a minimum of 25 feet from the building when in use. Grills include Charcoal, Electric, Propane and Wood Burning. Storage of grills is not allowed anywhere in the building (apartment or storage locker.) Storage of grills is permitted in the detached garages.

Balconies are not to be used for storage. Only seasonal items and large outdoor children's toys are permitted on the balconies. During the months of November through April, all children's toys should be stored indoors. All seasonal items need to be removed by the end of the following month after the holiday date. Patio tables, and chairs are permitted throughout the year. Upholstered furniture, kitchen furniture obviously not designed for outdoors, wastebaskets to hold trash, recycling, storage of children's toys, etc. are not acceptable items at any time. Bikes are permitted.

On the patio level, please confine personal items to the limits of the concrete patio only. Personal items are not permitted on the grass, rock beds, or other landscaping adjoining the patios. The grounds crew is not responsible for moving personal items to cut the grass or to weed the rock beds or other landscaped areas.

Resident should not shovel paths to first floor patios during the winter season. This destroys the grass under the snow and Resident may be responsible for re-sodding in the spring.

Gardening is welcome, but plants must be kept in suitable receptacles with a catch pan or basin under any pots or plants to prevent dirt, water, or moisture from leaking onto the balcony or patio area. Residents will be responsible for any water or material causing damage to or staining of the balcony or patio and are liable for damage caused by items falling from a balcony area.

It is not permitted to run electric cords from the apartment or townhome to a balcony or patio area.

## Common Areas and Landscaping

Residents, their children, and their guests are asked to respect and take care to preserve and protect all trees, shrubbery, plantings, or other portions of the common areas, including graveled areas, landscaping woodchips, etc. Climbing on trees or bushes, sitting on fences, removing decorative stone or any other landscaping material, climbing on garages, or throwing anything on roofs is prohibited. This is both for safety reasons and to improve the appearance of the community.

## Building Entrances and Grounds

Littered lawns, parking lots, and grounds are a detriment to pleasant and enjoyable apartment living. We pride ourselves on our lawns, shrubbery, and grounds keeping and know that it has attracted many to rent with us.

The garden hoses left out in the summer months are for lawn watering use only. They are not for car washing. Sidewalks, entrances, passages, stairwells, and halls must not be obstructed, or used for any purpose other than ingress or egress. The use of crayons, chalk, etc. on the steps, sidewalks, and interior or exterior walls of the buildings is strictly prohibited.

Toys, lawn furniture, and other such things are to be stored in your apartment, townhome, or garage. They cannot be left around the outside of the apartment or townhome, in hallways, on sidewalks, or on the lawn because they present a safety hazard and are a fire code violation. In addition, the potential for them to be stolen is greater if left out.

Small wading pools, bounce houses, and large outdoor toys are prohibited.



## Common Area Laundry Facilities

Laundry facilities are provided as a convenience for all Residents. Hours are 8 a.m. to 10 p.m. daily. If your community has different hours, they will be posted in the laundry room.

Portable washers and/or dryers are not permissible in individual apartments or townhomes.

Dyeing of fabric is not permitted in the laundry facilities. Using the stationary tubs and washer for this purpose causes permanent damage to the equipment – and may damage other Residents' clothing.

Washing of unusually heavy articles, overloading, or improperly loaded washers can easily result in the imbalance of the machines. When left uncorrected, it can result in considerable damage to the machines.

To ensure efficient operation of the dryers, as well as eliminating a potential fire hazard, lint should be removed from the lint traps after drying each load of laundry.

Wastebaskets are provided for wet & dry lint only and not for household trash. Lint washed down the drain of the stationary tubs is a major cause of drain blockages and clogged lines. Please dispose of empty detergent boxes in the outside rubbish containers.

Please remember laundry facilities are a shared common area, try to keep the laundry facilities as neat and clean as possible. Remove clothes from the washer and dryer immediately upon the completion of the cycle. If you are not attentive to the timing, other Residents who need to use the machines may remove your clothes from the machines and pile them somewhere in the laundry room. While this is not recommended by Management, it cannot be prevented. Management is not responsible for lost or stolen items.

## Parking Lots and Garages

Residents must comply with the rules regarding parking and vehicle ownership. Rules with respect to parking areas and garages will vary from community to community. If you or your guest is using your assigned space, you may not use another Resident's designated parking space. Parking in another Resident's assigned space may result in your vehicle being towed at your expense.

The following Parking and Garage Rules are designed for the safety and comfort of all residents:

- Please drive with extreme caution in the driveways and parking lots. Speeds should not exceed 10 miles per hour.
- Loud automobiles or horns honking can be disturbing to fellow Residents, especially during early morning and late night hours. We ask that common courtesy be extended to your neighbors.
- **Residents are required to register all vehicles for Resident's household with Management.**
- Non-operational vehicles are **not** permitted on the premises. Non-operational vehicles include cars with expired tabs, unused cars, cars with flat tires, cars on a jack or supports, or cars with bare wheels.
- Vehicle storage is not permitted in parking lots and garages. Any stored or non-operational vehicle will be towed at the owner's expense.
- The parking area is solely for general usage cars and vehicles. Parking commercial vehicles or boats, trailers, campers, or large trucks or vans is not permitted unless Management's written consent is obtained, or there is a separate designated area for such vehicles.
- Although there may be adequate off-street parking, it is required that all Residents keep their automobiles in their assigned garage, if applicable, so that Residents without garages may easily find a parking space.
- Garage doors must remain closed at all times. Should you leave your garage door open, you will be held responsible and liable for costs which are the result of vandalism, theft, or damage to your property or your adjoining neighbor's property.
- Individual garage sales are not allowed.
- Parking areas and garages may not be used for washing vehicles, changing oil, or other auto repair or maintenance work.
- Obstruction of driveways, fire lanes, pick-up areas, any designated handicapped parking area, or other common areas is a violation of these rules and result in Management having a vehicle towed or giving a lease violation notice as well as notifying any local police authorities.
- Each resident is responsible for the safety of his or her own vehicle. Management is not responsible for theft, vandalism, or any form of vehicle damage incurred on the premises, whether in a common area parking lot, assigned parking space, or any garage space.
- Residents are specifically advised and warned that Management assumes no responsibility for the safekeeping of personal property in garage areas. Residents who store or leave personal property in any garage do so at their own risk and agree that they will make no claim or demand to Management for any loss or damage to property that occurs. There is still a risk of theft, vandalism, or exposure to elements, including water, in garages. Resident assumes this risk without recourse to Management when leaving or storing property in a garage.
- In underground garages, storage of any personal property may violate building and safety codes. In most buildings with underground parking, no property is allowed in common garages that are a part of the leasing building other than an operable, currently licensed parked vehicle.

- Residents who will be leaving town must make arrangements for moving their vehicles for snow removal, or any other parking lot maintenance during their time away.

Residents must comply with any and all notices relating to snow emergency plowing. Vehicles may need to be removed from all parking areas after any snowfall to allow for plowing, salting or maintenance. Management will notify resident of the date plowing will take place. If vehicles are not removed by the posted time, they will be towed at the owner's expense.

## **Parking Lot Maintenance and Snow Removal**

Routine parking lot maintenance is necessary for the upkeep of our communities. This includes sweeping, striping, pothole repair, etc. Vehicles may need to be moved to accommodate these repairs.

Following a major snowstorm (2" or more), the main roads within your apartment or townhome community will be plowed first. After these roads have been cleared, parking lots will be plowed. We will notify residents prior to plowing via electronic communication and posted notices. We will attempt to estimate the arrival of the plows. It is your responsibility to remove all vehicles by 8:00 a.m. that morning. If your vehicle is not removed, it will be towed at the vehicle owner's expense.

## **Trash Removal and Recycling**

We need every Resident's assistance and cooperation so that we can work and live in an attractive, well-kept, and safe community.

Rules that promote these objectives are below:

- Place all trash in sealed plastic bags. This will help keep the trash area neat and relatively free from odor.
- If Management has to pick up trash or litter identified to be yours, you will be charged a fee for each occurrence.
- If you have any large items to be discarded, they must be broken down small enough to be placed completely in the dumpster container.
- Please break down cardboard boxes before placing them in the proper container.
- Do not leave any refuse outside of the dumpster container.
- If you have furniture or other large items to discard, check with your Leasing Office on how to dispose of them. Management can arrange a special pickup with the rubbish service. Fees will apply.
- Residents are expected to cooperate with and participate in any recycling programs operated by the community and local trash haulers. Recyclable items should be separated and disposed of in the proper containers. If you have any questions or would like additional information about the recycling program being offered in your community, please contact the Leasing Office.
- In the interests of protecting Resident privacy and to avoid bringing in any pests or unsanitary items into the apartment or townhome community, Residents are prohibited from looking through trash or recycling, or from bringing any item that was placed into the trash or recycling back into the community.

# What Can Be Recycled?



Newspaper,  
magazines



Flattened cardboard



Paper



Books



Plastics #1-5



Glass



Cans



Trash Bags



Lids



Food Boxes



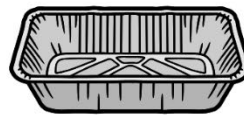
Flower Pots



Styrofoam



Prescription  
Bottles



Aluminum Foil/  
Containers



Milk, Juice or  
Soup Cartons



## CARE AND MAINTENANCE OF YOUR HOME

### Maintenance Requests

Sometimes things break or don't work properly in your home, and you'll need to have one of our maintenance technicians fix things for you.

Service Requests can be reported using one of these three convenient options:

- Phone: Call your rental office during business hours to speak with one of our team members who will document your request and send a technician to your home.
- Online Portal: Log into your resident portal on either the MCMC website or your property's website. Navigate to the maintenance or service request section and fill out the required details.
- Mobile App: Download Rent Manager's app "rmResident" (Google Play or Apple Store). Open the app, select "Service Requests" or "Maintenance," and submit your request.

What to Include:

- Detailed description of the issue
- Location of the issue within your unit
- Best times for the maintenance tech to access your home
- Any relevant photos (online/app submissions)

Your request will be processed and scheduled according to priority.

### Emergency Repairs

If an emergency exists, **call Management and follow the instructions for leaving an emergency request so that the staff member on call can contact you. If it is after hours, call 531-999-5059.**

The following items are examples of what Management considers emergencies:

- No heat in the winter i.e. home is under 68°
- A non-functioning air conditioner, which is unable to maintain a temperature of 85 degrees or lower in summer.
- Plumbing leaks or sewer stoppage that can damage personal belongings, your apartment or townhome, and/or the community.
- Gas odors.
- No electricity. For a complete power outage, contact your electricity provider.
- A non-functioning refrigerator.
- Any condition that might be hazardous to personal safety or cause damage to the building, any apartment or townhome, and/or a Resident's belongings.
- Broken doors, windows, or locks, which pose safety risks.

A request for repair or service work is considered notice to the Resident that Management will be entering your apartment or townhome to inspect or perform service. Although Management will attempt to inform you in advance of the time when work or service may be completed, this is not always possible. If additional prior notice is not given to you and you are not at your apartment or townhome when the work is performed, a written notice will be left advising you of Management's entry.

Residents have a duty to cooperate and assist Management in performing repair and service work. This means cooperating with Management in providing access to your apartment or townhome and removing any personal property that would impede or obstruct service personnel from the area needing work. It is your responsibility to remove and care for your personal property while work is being done.

### Housekeeping Requirements

Residents must maintain their home in a clean and sanitary condition, in compliance with all applicable health, fire, and other regulatory codes.

### Windows Treatments

Only curtains, drapes, mini-blinds, or vertical blinds - neutral in color from the outside view - may be used as window coverings. Paper, foil, sheets, or other materials that are not designed as window coverings are not acceptable. To maintain proper levels of air circulation and to prevent excess moisture accumulation, window coverings should allow for adequate movement of air between the windows and window covering materials. Any wall or window coverings that obstruct the air circulation from baseboard heat, could cause moisture damage, or could promote or contribute to mold or mildew problems are not permitted. Management may ask Residents to remove or replace any wall or window coverings that violate this provision.

## Windows, Screens, Patio Doors, & Balconies

While there are several different types of windows and doors in the various communities, the following basic recommendations apply to most apartments and townhomes:

- Window screens shall not be removed.
- If you have double sliding windows, always have both windows open or both windows securely closed. Rain, ice, snow, and humidity will cause problems if the windows are not properly open or closed.

If your apartment or townhome has a patio door and/or screen door, follow these guidelines:

- If patio door or screen door are hard to open, clean the tracks with warm soapy water. If you continue to meet with resistance, do not attempt to force open; notify Management.
- You should keep your patio door securely locked at all times when not actively being used.
- The screen door is not equipped with a locking device. Because the screen is designed for ventilation, it cannot be effectively locked or secured to prevent entry into your apartment or townhome. Therefore, the patio door should always be locked when not actively being used.
- Always utilize the handle when opening and shutting patio doors and screen doors.
- Do not push on or allow anything to set against patio door or screen door.
- Only use glass cleaner to clean glass.

Resident must keep their balcony free from snow and ice as these may damage or weaken the balcony and may also hinder access to the unit via the balcony door in a fire emergency. If you have a medical condition that prevents you from caring for your balcony, please contact the Leasing Office.

Upon move-in, unless otherwise noted on the Move-In Checklist, windows, blinds, and screens in the apartment or townhome are deemed in sound, undamaged condition. Windows, blinds, and screens damaged, broken, or missing from Resident's apartment or townhome during residency shall be repaired or replaced and then charged to Resident unless due to weather or fire casualty where it is clear that the Resident, or Resident's family members, animals or guests are not responsible.

## Decorating and Alterations

Your apartment or townhome has been cleaned and redecorated prior to your occupancy. Management must approve in writing any decorating or alterations to your unit (i.e., paint, wallpaper, contact paper, light fixtures, cabinets, carpet, and vanities) in advance. If and when these additions have been approved, it will be the responsibility of the Resident to return the apartment or townhome to its original condition prior to vacating the apartment or townhome.

Pictures may be hung with appropriate picture nails only. We ask that no holes be made in the wood in your apartment or townhome. This includes cabinets, doors, windows, door frames, etc.

Most fire ordinances forbid any doormats or door decorations in the common hallways. Where door decorations are permitted by management, they must be such that they do not contain any symbol, message, or artwork that might be offensive or inappropriate. If complaints or concerns are expressed, Management may require Resident to change or remove the subject of the complaint.

## Air Conditioners

Each air conditioner has an air exchange vent with open and closed positions. Use the **open** position only when running the fan. The fan will circulate fresh air from the outside. Use the **closed** position when cooling to prevent freeze up of the unit. Should your air conditioner freeze up, turn off the cool cycle and put on the fan until the coil is free of frost. Turn off fan, set dial no higher than six or seven, and turn on cooling again. For optimum cooling, do not leave the unit on the coldest setting past the first half hour. Setting the unit on the coldest setting or leaving the unit on at any setting for too long a period of time may lead to the unit developing frost and being less efficient. Do not leave the unit on for long periods of time, especially if not at home.

For maximum cooling efficiency, the filter should be cleaned twice monthly during the cooling season. This can be done by washing the filter in warm soapy water, then rinsing in clear water. The air conditioner front grill can be removed by grasping the top edge of the cover and pulling down toward you.

Resident owned air conditioners must be approved by Managements and may not be installed in the apartment or townhome windows. Renters insurance is required for personal air conditioners.

## Heating System

If your apartment or townhome is heated by a hot water baseboard system, the dial on the heat register or a wall thermostat in the living room regulates the temperature within the apartment or townhome. Adjustment of the louvers on the heat register, together with the thermostat, will help maintain an even temperature in your home.

Registers must never be obstructed or blocked by furniture, drapes, or other objects. The air exchange vent on your air conditioner should be in the **closed** position during winter months to avoid cold drafts.

Open windows and patio doors during the cold weather months can easily cause freezing of the water pipes, which could result in broken lines and flooding. Should you leave your home for a weekend or vacation, please check to be certain all windows and patio/balcony doors are closed. Do not turn the heat down upon leaving. Repairs to broken lines caused by open windows or heat turned too low are the Resident's responsibility.

Any heating problems should be immediately reported to your Leasing Office.

## Fire Protection

Each unit is equipped with a smoke detector and/or carbon monoxide detector. It is the responsibility of the Resident to test the detectors monthly to ensure that it operates properly. Management assumes no responsibility if Resident does not maintain the detector. It is a violation of your Lease Agreement and grounds for eviction if a detector is disconnected, covered, missing batteries, or otherwise made inoperable by Resident, Resident's family members, or guests of the household. You must not cover or dismantle any horn, alarm, or other fire safety device located in your apartment/townhome, or in the common areas. Resident shall not report or cause any false alarm.

## Carpet

You are responsible for the care and maintenance of your carpet. It should be vacuumed regularly.

## Floors

Keep your vinyl and ceramic tile floors clean and looking bright by washing frequently. Do not use rubber-backed rugs on any vinyl floor. They will cause yellow stains on the vinyl flooring for which charges will be assessed.

## Kitchen & Bathroom Cabinets and Drawers

To prevent damage to cabinets and drawers, the following guidelines have been established:

- Do not overload cupboards, shelves, or drawers.
- Do not clean with large amounts of water or cleaners. Use an appropriate cleaning product or a slightly damp rag or sponge.
- Do not allow water or liquids to run down cabinet/drawer fronts.
- Do not hang wet towels over cabinet doors.

## Countertops

Please do not place hot objects directly on the countertops. Remove quickly any substance that might cause a stain. Do not cut anything with a sharp knife on your countertops. Do not allow water to collect and stand on countertops.

An abrasive scrub and/or scrubbing utensils should not be used on the countertops as they will scratch and damage the surface. Clean with a nonabrasive cleaner only.

## Range and Oven

Do not place plastic, cloth, or other flammable objects such as salt and pepper shakers, spoon holders, napkins, or plastic wrappings, on top of the range when it is in use. These items could ignite or melt.

Use of aluminum foil on any of your appliances is prohibited. Grease and/or food build-up can cause a fire.

If you have a self-cleaning oven, please review the instructions provided for careful cleaning. If you do not have the instructions available, please contact your Leasing Office. The most important item to remember about a self-cleaning oven is that you **never** use a commercial oven cleaner.

If your oven is not self-cleaning, use a commercial oven cleaner and follow the directions carefully. Do not use oven cleaner on the range top or exhaust hood. When using oven cleaner, protect the floor surface with newspapers.

Oven cleaner will stain vinyl or ceramic floors and is very toxic.

Only arrange oven racks when the oven is cool.

Clean your oven frequently and as soon as possible when anything has dripped or spilled. Allow sufficient time for the oven to cool before cleaning. Use a nonabrasive sponge or cloth to avoid damaging oven surfaces.

Use hot, soapy water to clean your range. Remove and clean both the drip pans and the range surface. From time to time you may also need to lift the range to clean the surface beneath. Use a hot, soapy cloth. Do not use excessive amounts of water and be sure all soap or cleaning product is washed off. If not washed properly the range could be damaged when used again.

If you should have an oven fire, turn the oven off. If the fire continues, throw baking soda on the fire, use a fire extinguisher, and/or contact the fire department. DO NOT put water or flour on the fire. Flour may be explosive.

Some kitchens are equipped with auto-out fire stops. Tampering or removing of these is not permitted and fees will apply. If they have been discharged, notify Management for replacement.

## Kitchen Exhaust Vents and Fans

To allow adequate ventilation, air movement, and to prohibit damages caused by excess humidity and moisture, it is important that exhaust fans and vents be used when cooking. Any cooking process that involves boiling, steaming, or lengthy use of the stove or oven should have the fan running at all times.

For fire safety and to minimize food odors, vents and fans require regular cleaning. Do this by washing the exhaust vent with warm water and detergent. If your vent has a filter, this should be cleaned or changed regularly. It is a violation of your Lease Agreement to cover or obstruct any exhaust fan.

## Refrigerator

DO NOT turn the refrigerator off at any time as this could damage the appliance, as well as lead to food spoilage.

### Cleaning the inside of your refrigerator:

- Wash inside surfaces of the refrigerator and freezer as well as the door seals with warm water and a mild detergent such as dish soap. To avoid damaging refrigerator surfaces, use a nonabrasive sponge or cloth. Rinse and dry thoroughly. Be sure to wring excess water out of sponge or cloth when cleaning around the controls, light, or any other electrical parts.
- Caution: Damp objects stick to cold metal surfaces. Do not touch refrigerated surfaces with a wet or damp hand.
- Wash removable parts such as shelves and drawers with mild detergent and warm water. DO NOT USE HARSH CLEANERS. Rinse and dry thoroughly. DO NOT place removable parts in the dishwasher.

### Cleaning the outside of your refrigerator:

- Wash the outside doors and handles with warm water and a mild detergent.
- When moving the refrigerator, pull straight out, being careful not to pull the electrical cord from the wall or unit. Do not move the refrigerator from side to side as this may damage flooring.

### Other:

- If the refrigerator is not cooling, check the dial setting. If adjusting that does not solve the problem, notify Management immediately.
- Do not overload as it will block airflow and cause refrigerator/freezer to not cool.
- In case of a power outage, do not open the refrigerator or freezer until power resumes.
- Place minimum weight on crisper cover to avoid breaking or cracking of cover, handles, or shelf guards.

## Dishwasher

If your apartment or townhome has a dishwasher, use as follows:

### Always prepare dishes properly:

- Baked on or burned on food should be soaked off prior to dishwashing. A steel wool or synthetic pad will help remove stubborn soil on dishes.
- Load racks so that large items do not prevent the detergent dispenser or spray arm from operating.
- If the dishwasher drains into a garbage disposal, be sure the disposal is completely empty before starting the dishwasher.
- Only use low-sudsing detergent specifically made for dishwashers. DO NOT USE LIQUID DISH SOAP.
- In case of flooding, turn off the water at the shut-off valve located underneath the sink, then call your Leasing Office immediately.

- Keep the dishwasher strainer clean to prevent clogging. Be sure that nothing has fallen to the bottom of the tub while loading the dishwasher. Solid objects, broken glass, lightweight plastics, etc. can damage the pump.

## Microwave Oven

If your apartment or townhome is equipped with a microwave oven, it is important that you follow the instructions for proper operation. If you do not have an instruction booklet, please contact your Leasing Office.

Only use microwave-safe containers in the microwave. Never use any metal containers or aluminum foil. Some plastic containers may not be appropriate and will melt when used in the microwave.

To clean the inside and outside of the microwave oven use a mild detergent and soft sponge or cloth. Never use an abrasive material on the inside or outside of the microwave oven.

## Sinks

Do not put the following down sink drains:

- Grease
- Drain Cleaners
- Acid
- Any substance other than liquid.

Keep strainer basket in place to catch items such as food waste or other items.

If you notice a leak from a pipe under the sink or water spraying from the faucet, turn off the sink using the shut off valves located under the sink at the back of the wall. Place a bucket or bowl under the pipe to catch any leak, if applicable. Notify Management as soon as possible.

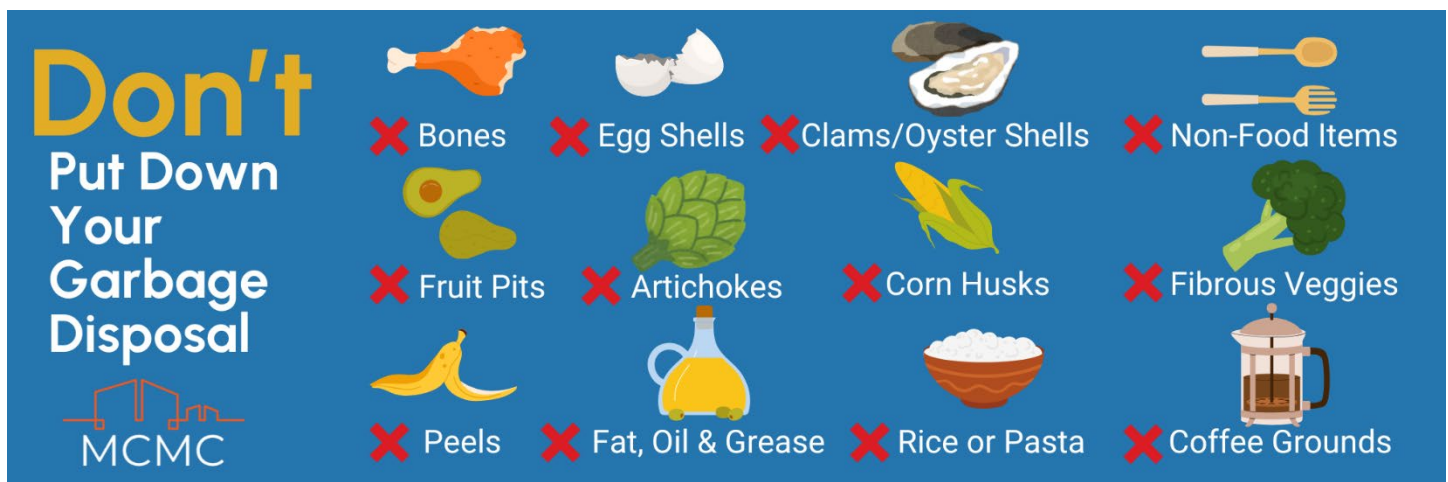
If you notice water leaking from the faucet handles or spout, shut the faucet off completely and notify Management.

Clean with a non-abrasive cleaner and scrubbing utensils only.

## Garbage Disposal

If your apartment or townhome is equipped with a garbage disposal, only use it when cold water is running. If you do not run water the motor will quickly burn out. Run disposal until all refuse is gone; early shut-off will cause jamming. If disposal requires replacement due to negligence, the Resident will be charged.

Always put a lid over the disposal opening when not in use to prevent items from falling into the drain.



## Water & Sewer Problems

Clogged drain lines and backed-up sewers can only be eliminated by exercising caution regarding what is put down the lines. Carelessness on the part of one Resident can cause inconvenience for everyone in the community.





Standing water must never be allowed to remain on floors, countertops, cabinets, shelves, or in drawers. Standing water can lead to delamination, staining, or destruction of wood and other materials. It can also lead to problems with mold, moisture, and mildew. Repairs or damages caused by negligence, misuse, or failure to remove or prevent water damage will be charged back to the Resident.

## Toilets

Toilet paper should be the only thing disposed of down the toilet. Avoid excessive use of paper or putting anything else in the toilet. If your toilet malfunctions and cannot be fixed with a plunger, contact Management. There will be no charge unless the damage is caused by negligence or misuse.

The following items are considered chargeable damage to the toilet and/or sanitary systems:

- Large accumulation of toilet paper.
- Use of paper products other than toilet paper.
- Disposable diapers.
- Wet wipes, moist towelettes, etc.
- Sanitary napkins, tampons, etc.
- Using the toilet to dispose of grease or any other material other than ordinary use.
- Any other foreign object found to have been dropped in or flushed down the toilet.

Do not stand on, slam, or use excessive force on the toilet seat.

Below are some common toilet issues and solutions:

- Clogged Toilet: DO NOT put drain cleaners in the toilet. Use a plunger to clear the obstruction. Every Resident must own a plunger. If the problem persists, notify Management.
- Overflowing Toilet: Immediately shut off the water using the shut off valve located on the wall at the base of the back of the toilet. Use a plunger to clear the obstruction. Once cleared, turn on water and clean up any water from overflow. If problem persists, shut off the water using the shut off valve and notify Management.
- Malfunctioning Toilet: If the toilet is running constantly or not flushing properly, notify Management.

Condensation on the exterior surface of the toilet is normal in the summer months. This condensation may drip to the floor appearing similar to a leak. Wipe down the toilet tank and clean up any condensation on the floor to determine if there is truly a leak before contacting Management regarding a potential leak.

## Shower/Tub

Please remember the following policies when utilizing your shower/tub:

- The shower curtain must be inside the tub and encompassing corners of the tub area to prevent water leakage during shower usage.
- A small amount of water coming from the tub spout when showering is normal.
- If you notice a large amount of water coming from the tub spout that decreases water pressure when showering, notify Management.
- If you notice a leak at the fixture or spout, notify Management immediately.
- Keep the drain opening clear at all times.
- If water is draining slowly, make sure the drain area is free of hair and other debris. DO NOT put any drain cleaner down the drain. If slow draining continues, notify Management.
- If you notice missing caulking or loose fixtures, notify Management.

If water overflow from a sink, toilet, shower, or tub has not been confined to the immediate area surrounding the fixture, Management must be informed of all other areas where water has reached. Where water has come into contact with any carpet, flooring, or walls, water seepage or damage may have occurred to the carpet, pad, flooring, or wall materials.

This may require special treatment and/or fans to remove all the moisture and to prevent mold or mildew. Failure to notify Management of an overflow and all areas water has reached is a violation of these Rules and grounds for lease termination.

## Bathroom Exhaust Fan

To allow adequate ventilation, air movement, and to prohibit damages caused by excess humidity and moisture, it is important that the exhaust fan be used when bathing or showering.

## Mold/Mildew Prevention and Precautions

Mold, mildew, and fungi are common elements found throughout the indoor and outdoor environment. The presence of these substances in indoor and outdoor air, on the ground, and in soil is common and is not normally a source of problem or injury to a

healthy person. However, certain conditions can permit mold, mildew, and fungi to grow in a way where they could be injurious to individuals or to the building materials.

It is the responsibility of every Resident to maintain the apartment or townhome, providing appropriate climate control and cleanliness standards to impede and prevent mold and mildew from accumulating in the apartment or townhome.

Undesirable mold, mildew, and fungi growth is associated with excess water accumulation, dampness, humidity, and impeded airflow. Resident agrees to clean and dust the apartment on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible.

Resident agrees not to block or cover any of the heating, ventilation, or air conditioning ducts in the apartment or townhome. Window coverings should permit ample airflow between the glass and air. Resident agrees to immediately report the following to Management:

- Any evidence of a water leak or excessive moisture in the apartment or townhome, as well as in any storage room, garage, or other common area;
- Any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area;
- Any failure or malfunction in the heating, ventilation, or air conditioning system in the apartment or townhome; and
- Any inoperable doors or windows.

Resident will be responsible for any damage to the apartment or townhome, to adjacent apartments or townhomes, and to Resident's property, as well as injury to Resident and members of Resident's household, Resident's guests, or other residents resulting from a failure to comply with these Rules.

## Light Bulbs

All lights and appliances are fully bulbed when you take occupancy of your apartment or townhome. All replacements are the responsibility of the Resident. Resident will be charged for all missing or burned out bulbs upon vacate of the apartment or townhome.

## Pest Control

All Residents are required to assist Management in pest control procedures. Self-treatment for pest control is prohibited. Your participation in our pest control treatment program is MANDATORY. If your apartment or townhome is not ready when our pest control vendor is treating units, you will be required to pay a retreatment fee or second visit fee. You are required to comply with all requests for readying your apartment or townhome for pest control treatments, which may include emptying cupboards, removing materials from under sinks or vanities, and other requests as needed.

Residents are also required to follow any recommendations or treatment control request of our pest control vendor. Some pests, such as bed bugs and cockroaches, may require Residents to dispose of or professionally clean (at high temperatures or with chemical treatments) personal property and fabrics. Residents are responsible for all costs of treating or removing personal property, furniture, mattresses, and fabrics as needed to achieve effective pest control. Management will not reimburse or replace personal property that must be treated, removed, or destroyed.

Listed below are some minimum preventative steps Residents should follow to control pest problems:

- Cleanliness is the best prevention for controlling pests.
- Dispose of all garbage and waste.
- Do not leave food, dirty dishes, or soft drink bottles/cans lying around.
- Do not bring into your apartment or townhome cardboard boxes, crates, or other materials that may have been accessible to pests.
- Storage of foodstuff, grains, or like materials should only be in sealed plastic or metal containers.
- Be careful bringing luggage and used furniture or property into your unit. Some pests, like bed bugs and cockroaches, can hitchhike on you or your belongings. Even the best housekeeper may pick up a bed bug from clothes at a laundromat, from luggage, and via travel.

Please notify Management if you are experiencing a particular pest problem that you cannot control by applying the above measures. Failure to promptly notify Management of pests in your apartment or townhome is a serious violation of your Lease Agreement. Prompt notification to Management is necessary to prevent pest infestation and to keep pests from spreading. If routine inspections find that an apartment or townhome has had an ongoing pest problem that was not reported, this may be grounds for Lease termination, nonrenewal, and/or charging the Resident for lost rents, pest treatments, and damages caused to the unit, other units, and/or the common areas.

## Emergency Repairs

If an emergency exists, **call Management and follow the instructions for leaving an emergency request so that the staff member on call can contact you. If it is after hours, call 531-999-5059.**

The following items are examples of what Management considers emergencies:

- No heat in the winter i.e. home is under 68°
- A non-functioning air conditioner, which is unable to maintain a temperature of 85 degrees or lower in summer.
- Plumbing leaks or sewer stoppage that can damage personal belongings, your apartment or townhome, and/or the community.
- Gas odors.
- No electricity. For a complete power outage, contact your electricity provider.
- A non-functioning refrigerator.
- Any condition that might be hazardous to personal safety or cause damage to the building, any apartment or townhome, and/or a Resident's belongings.
- Broken doors, windows, or locks, which pose safety risks.

A request for repair or service work is considered notice to the Resident that Management will be entering your apartment or townhome to inspect or perform service. Although Management will attempt to inform you in advance of the time when work or service may be completed, this is not always possible. If additional prior notice is not given to you and you are not at your apartment or townhome when the work is performed, a written notice will be left advising you of Management's entry.

Residents have a duty to cooperate and assist Management in performing repair and service work. This means cooperating with Management in providing access to your apartment or townhome and removing any personal property that would impede or obstruct service personnel from the area needing work. It is your responsibility to remove and care for your personal property while work is being done.

## Vacating

If you wish to move out of the Apartment or Townhome on the Ending Date of your Lease, you must give Management *written notice* at **least two full calendar months** prior to the Lease Ending Date.

The Leasing Office is responsible for the showing and subsequent re-renting of your apartment or townhome.

**Receipt of notice to vacate authorizes Management to show your apartment or townhome.** We will do our best to coordinate appointments with you while giving a 24 hour notice. Management will begin to show your apartment or townhome after written notice is received.

As soon as a vacate date has been confirmed, Residents should complete the following:

- Contact the Leasing Office during regular office hours to schedule a day and time to complete the final checkout. There may be several Residents moving out on the same date, so the sooner the appointment is set, the better able Management will be to accommodate your schedule.
- Arrange to have mail forwarded to your new address. U.S. Postal Service "Change of Address" kits are available at the post office at no charge or online at [www.USPS.com/move](http://www.USPS.com/move) for a nominal fee.
- Notify the utility companies of the move and arrange for a final meter reading and billing.
  - **UTILITIES: THREE-DAY NOTICE DURING WINTER:** Residents who vacate their apartment or townhome between November 15 and April 15 must inform, in writing, the Leasing Office that they are vacating at least three days before they move. This notice is in addition to any prior notice given. This allows Mid Continent to take steps to make sure the pipes don't freeze. Your failure to notify us is a misdemeanor as per Minnesota Statute 504B.140. You are responsible for all utilities until the end of the lease term. **DO NOT** have utilities transferred until the last day of your occupancy month.

As previously noted, it is not acceptable to prop open controlled entry access doors during your move. We suggest that you have someone available and assigned to assist with these doors. At the completion of your move, or if you have to leave the property before you have completed your move, please be certain all doors are closed properly and completely.

**Under no circumstances are cars, trucks, or trailers to be pulled onto the lawns or sidewalks.**

To permit us time to prepare for the next occupant, your apartment or townhome must be completely vacated and checked out by **12:00 Noon** on the last day of the month. You agree that you will be liable for any damages or concessions Management might need to make to a future Resident as a result of your late move. In addition, if you have not vacated by 12:00 Noon on the last day of the month you will be charged \$50 per hour for each hour beyond Noon until you inform Management and Management confirms that all keys have been returned, and the Apartment or Townhome is verified vacant. These sums may be deducted from your Performance Deposit.



You will be liable to Management for these amounts, and any court costs or attorneys' fees Management incurs to enforce this provision.

Any questions regarding the vacate process should be directed to the Leasing Office.

## End of Life

The unfortunate fact of life is that, at some point, it ends for everyone. Renting your home presents a couple of unique circumstances that we would be remiss not to address.

Because the property in which you reside is not owned by you, possession of your rental unit will eventually need to be returned to management. The time frame may be different than it would be in a privately owned single-family home. The lease does not automatically terminate upon the death of a resident; if you are the sole occupant of the apartment, the terms of your lease require a 2-full-calendar-month notice period, providing your representatives ample time to remove belongings and return the premises to management.

Management's responsibility upon notification of death will be to secure the residence and possessions and to continue maintenance of the property. Those acting on behalf of your estate will need to notify management and provide a death certificate to terminate the legal contract. Communication between your representative and management is important for guidance through the process of vacating the rental residence.

We recommend that you provide property management with an emergency contact who should be notified in case of death. This person may not be the same person you have as your usual emergency contact. Update this information whenever it changes, including the emergency contact for your animal(s).

## Performance Deposit

When a Resident moves out, any Prelease/Performance Deposit will be returned by Management with interest as calculated by Minnesota Statutes, provided Resident has:

- Given the proper written notice and has performed all the terms of the Lease Agreement.
- Left the apartment or townhome and common areas in a clean and undamaged condition, with the exception of ordinary wear and tear, per the move-out cleaning and/or vacating instructions provided by Management. Please note: extra cleaning, painting, pest elimination, and treatment to remove stains or to treat stubborn odors are not considered normal wear and tear; costs associated with these damages will be deducted from the deposit.
- Removed all personal property and garbage from the apartment or townhome, storage area, and garage, if applicable.
- Returned all keys and other access cards to Leasing Office.
- Left a forwarding address or other delivery instruction in writing.

Minnesota Statutes provide Management may keep all or part of deposits for damage to the apartment or townhome beyond ordinary wear and tear and for other amounts owed to Management. Performance deposits may be used to pay final utility bills. Notice is hereby given that no part of the deposit may be considered prepaid rent or a substitute for the last month's rent. Management will send Resident the deposit or a written notice explaining amounts deducted from the deposit, within 21 days after the legal end date of Resident's tenancy. Resident's liability for compliance with the Lease Agreement and Rules, and for payment of damages to person or property, is not limited to the amount of the deposit.

## Emergency Procedures

MCMC cares for you and cares for your home. While we hope that an emergency never occurs, you should be prepared for it.

If you have a maintenance emergency, please call our after-hours answering service at 513-999-5059. Please refer to page 13 "Emergency repairs" for a list of what constitutes a maintenance emergency.

Should you have an emergency, immediately call **911** and provide the following information:

- Your name.
- Apartment or townhome community name.
- Your address and unit number.

If possible, have someone meet the emergency responders at the front entrance of the building to guide them to your specific unit more quickly. Please notify your leasing office of the incident.

## Fire Precautions

You are responsible/liable for any damage to your unit as a result of fire caused by negligence or occupancy and housekeeping habits that pose fire safety risks. We suggest that you take the following precautions:

- Fireworks are strictly prohibited from being stored or ignited on property grounds.
- Do not keep any flammables, explosives, or other non-household combustible items in your apartment or 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, exhaust fans, and vents regularly.
- Never empty ashtrays into the wastebasket.
- Do not use worn electrical cords.
- Do not overload outlets.
- Your unit contains a smoke detector and/or carbon monoxide detector and may contain other fire safety equipment. Do not tamper or interfere with any detector or other fire safety equipment. Removing the batteries, covering the detectors, or disconnecting your detectors is a serious lease violation and grounds for eviction. Residents are responsible for periodically testing detectors.
- Never leave candles or any burning object 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 or townhome. You must remove or store off site any amounts of personal property deemed by Management to be excessive.
- Never leave any paper, flammable materials, or other objects not designed for cooking near stoves or cook top surfaces. For apartments or townhomes that are equipped with a water heater, furnace, or other heating unit, Residents should keep all paper and other flammable materials, away from any water heater, furnace, or other heating unit.
- Live Christmas trees and wreaths are not permitted in our apartment communities. Where permitted at our townhome communities, they must be removed by January 10<sup>th</sup>. We strongly recommend that Residents not have live Christmas trees as they present a potential fire hazard.

If you experience a fire emergency:

- Keep calm.
- Plan Ahead.
  - Be sure your smoke detectors and/or carbon monoxide detectors are in good working order so that family members can be alerted to the presence of smoke or fire before it is too late.
  - Check your detectors once per month. If they are not operable, immediately report this to your Leasing Office.
  - Think of the best paths out of the building. There should be at least two ways to get out of each room and at least two ways to get out of the building.
  - Family members should practice opening windows to become familiar with their operation. Jammed windows should be identified and repaired.
- Know where the fire extinguishers are located.
  - Fire extinguishers are located in the hallway outside the apartment at apartment communities. Townhome residents are responsible for providing their own fire extinguisher.
- Realize the Danger of Smoke
  - Smoke and heat rise, so when a person is caught in a building filled with smoke, they should drop on hands and knees and crawl to the nearest exit.
  - Test all closed doors before opening them. To do so, feel the back of the door. If it is hot, do not open it.
  - Close doors between you and the smoke. Stuff the cracks and cover vents to keep out the smoke. If there is a phone, call in your exact location to the fire department (911), even if they are on the scene. Wait at the window and signal with a sheet, flashlight, or something visible.
- Exit Safely
  - In extreme cases where you are unable to leave your apartment or townhome, jumping from upper floors of a building should be avoided. Residents should purchase rope escape ladders for the bedrooms.
  - When exiting the building, do not use the elevator as a power failure may cause them to stop between floors. Use the fire escape or an enclosed fire resistant stairwell to exit.
  - If you discover a fire within the community and are not in immediate danger, exit your unit immediately, close the door, and pull the nearest fire alarm. Keep to the right on stairs, as firefighters may be coming up and will need to get by. If the fire department is not already on site, go to another location and call the fire department (911) after escaping.
- Know what to do if you catch on fire.
  - STOP!** Stay where you are. Do not run.
  - DROP!** Drop to the ground and cover your face with your hands.

**ROLL!** Roll to put out the flames.

Stop, drop, and roll when your clothes or hair catch fire. When you stop, you prevent oxygen from feeding the fire. When you drop and roll, you smother it.

- Provide for Those Requiring Additional Help
  - Special provisions may be required for infants, young children, the disabled, or the elderly who may need additional help when escaping. These provisions should be included in your fire escape plan and discussed with family members.
  - Make sure children can operate the windows, descend a ladder, and/or lower themselves to the ground through a window.
  - When conditions demand, lower children to the ground before you exit the window. They may panic and not follow if an adult goes first. Then slide out on your stomach, feet first and hang on with both hands. Bend the knees when landing.
  - Have children practice saying the fire department number (911), the family name, and street address into a phone.
- Establish a Safe Meeting Place
  - A special meeting place should be established a safe distance from the building. It should be at least as far away from the building as the building's height. **Do not re-enter the building for any reason.**

In all cases of fire, notify both the Leasing Office and your renter's insurance provider of the incident. Failure to report a fire, even if it is extinguished, is a lease violation.

## Kitchen Fires

There are three common types of kitchen fires.

- **Dry Cooking Fires.** A dry cooking fire occurs when water or moisture boils out of a pan and the food in the pan scorches, producing smoke. The heat may damage the surrounding area and the smoke may leave a residue and an odor.

If the fire is small, you can try to put it out using a fire extinguisher. If the fire gets out of control, get out of the building. Call the fire department (911) and wait for the fire department to arrive.

- **Oven Fires.** Most oven fires are contained in the oven and burn out on their own, as long as the oven door is kept closed and the oven is turned off. If the fire does not burn itself out, you can try to put it out using a fire extinguisher. If that does not work, get out of the building. Call the fire department (911) and wait for the fire department to arrive.
- **Grease Fires.** A grease fire occurs when oil or grease is heated and ignites, such as when deep frying oil. A grease fire can do significant damage since open flames can extend to surrounding cabinets or other combustible items. If unnoticed, a grease fire can become a major fire, engulfing the entire apartment or townhome, and spreading to adjacent units.

**NEVER, NEVER put water on a grease fire!** Water will splatter the grease and dramatically increase the size of the fire. You will easily get burned! **NEVER try to carry a flaming grease fire outside.** It will quickly become too hot to carry and you will spread the fire.

You might be able to extinguish a small grease fire using one of the following methods:

- Turn off the burner.
- Place a lid on the pan to suffocate the grease fire.
- Use a large amount of baking soda to extinguish the grease fire.
- Use a fire extinguisher if necessary.

If the flames are too high, do not risk being burned attempting to extinguish the fire. Get out of the building. Call the fire department (911) and wait for the fire department to arrive.

## Tornado Safety

Be prepared by having a plan of action for when tornadoes occur.

- **Prepare A Home Tornado Plan.**

Pick a safe place where family members can gather if a tornado is headed your way. The lowest level of interior stairwells or the most interior room without windows are recommended. If you have an underground parking garage, there may be an area or room designated in the garage that would be away from any windows or items that would be subject to being tossed by high winds.

Assemble a Disaster Supply Kit and keep it in a convenient location known by all members of your family. This kit minimally should contain the following:

- ✓ A first aid kit.
- ✓ A supply of essential medications.
- ✓ A battery-powered radio with extra batteries.
- ✓ Bottled water.

- **Know what to do when a storm is approaching.** Make sure you and your family know the difference between a WATCH and WARNING:
  - A tornado WATCH means a tornado is possible in your area. Be alert to changing weather conditions.
  - A tornado WARNING means a tornado has been sighted and may be headed for your area. Go to safety immediately. If you are outside, hurry to the basement of a nearby sturdy building, or lie flat in a ditch or low-lying area. If you are in a car or mobile home, get out immediately and head for a safe area.
- **Know what to do after the storm passes.**

Listen to the radio for information and instructions.

Watch out for fallen power lines and stay out of the damaged area. If it appears that your building and apartment/townhome have escaped damage, carefully inspect your apartment or townhome. Be sure to take a flashlight, as the power may be out in your area.







I/We acknowledge that we have received the Resident Handbook:

Resident	Resident
Resident	Resident
MCMC Representative	Date