

www.collegestationmankato.com
507-345-3342

1341 Pohl Road
Mankato, MN 56001



Tenant Handbook

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

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

Contact Numbers

Office	507-345-3342
Security	507-995-0408
Maintenance	507-345-3342
Emergency	911
Xcel Energy	800-895-4999
CenterPoint Energy	800-245-2377
Hickory Tech	866-442-5679

General Information

1. **Payment of Rent:** *Each tenant signed on the lease is individually and jointly responsible for paying the full amount of rent and any other money owed to Management.*

Water Billing: Water meters are read monthly. Invoices are provided by unit. Each unit is responsible for the full payment.

ALL rent and water payments are due the first of each month. **Payments by credit card, debit card, ACH, or check are accepted online at www.collegestationmankato.com.**

Payment may also be dropped off or mailed to:
College Station
1341 Pohl Road
Mankato, MN 56001

Checks must include your building number and unit number on the check to ensure we attribute your payment to the correct account.

Payments received after 5:00 PM the 5th of the month will incur a late fee of \$35.00.

If rent is not received by the 10th of the month, Management may begin the eviction process for ALL the tenants and ALL tenants will be responsible for ALL past due rent, late fees, court costs, and reasonable attorney fees. The court costs associated with the eviction of a tenant can exceed \$400.

Tenants delinquent more than one (1) month's rent will be required to authorize direct payment of rent by ACH or credit card for the duration of the lease agreement.

There is a \$35 charge for all returned NSF checks. Should we receive two (2) NSF check from any one individual, we will no longer accept their checks and will require payment by ACH or Credit Card.

2. **Security is available 24 hours/7 days a week.** Please contact the office during business hours or security after hours for non-life threatening concerns, such as noise disturbances and escorts to vehicles. Contact 911 for life threatening concerns, such as an intruder, domestic violence, alcohol/drug related overdoses.

The security phone is answered 24 hours/7 days a week however it may be necessary to leave a message at times. We ask you allow the agent on duty a minimum of 10 minutes to return your call before contacting law enforcement.

3. **Policy on Disturbance Violations:** The City of Mankato has a policy concerning disturbance complaints. Disturbances can be noise, party, animal, or exterior appearance related. Each rental unit is allowed two strikes/complaints per twelve-month period before the rental license goes under review for revocation or suspension. It is critical that you respect your neighbor's use and enjoyment of their property. Tenants are responsible for the actions of their guests.

The following fines will be charged for violation of your lease agreement if a strike is issued:

1st strike: one-half (1/2) month's rent plus possible eviction

2nd strike: one (1) month's rent plus possible eviction

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

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

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

4. **Garbage/refuse:** There are four dumpsters available for garbage. The garbage hauler requires that you bag your garbage and place it in the container. The hauler will not take any garbage not in a container.

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

5. **Rental Unit Maintenance/Repairs:** Non-emergency requests (items not posing immediate damage to the property or tenants) **must be submitted in writing to Management.** Tenants can submit requests online at www.collegestationmankato.com; click on the Maintenance Request tab or by completing the form located at the back of this booklet and dropping it off with Management.

Emergency requests (toilet overflowing, water leaking, other items causing immediate damage to property or tenants) should be reported **immediately** to Management at 507-345-3342.

Gas leaks should be reported to the service provider first and Management second.

All maintenance requests will be evaluated and handled in a timely manner. Tenants will be billed for any cost to repair or replace anything that is determined to result from neglect of the tenant or their guest. This includes, but is not limited to, clogged drains, abuse of appliances, broken window and screens.

6. **Parking:** Parking is available on a first come basis near each building. Please park in a stall near your building. Vehicles that have not moved in 7 days and/or inoperable vehicles will be towed at the owner's expense.

If you will be out of town for longer than 7 days and your vehicle will remain in the parking lot, please inform Management. Failure to do so will result in the vehicle being towed.

7. **Lawn Care/Snow Removal:** Management will provide lawn care and snow removal for the complex.

Any snow resulting in 2 or more inches will activate the snow emergency parking effective the following day. Notice of plowing schedule will be posted at building entrances as needed. Failure to remove your vehicle for plowing will result in the vehicle being towed at the owner's expense.

Tenants are responsible for maintaining the yard free of garbage, debris, waste, and/or other items possibly resulting in a nuisance as defined by City Code.

8. **Pets:** Pets are not allowed (includes visiting pets) unless prior written approval by Management is obtained. An additional charge of \$100/month per pet will be charged for all unapproved pets until the pet is removed. Any approved pet must provide proof of rental insurance coverage.

Tenants with authorized pets are required to pick up after the pet outside and properly dispose of it in the dumpsters. Kitty litter must be disposed of in the dumpsters. DO NOT flush it or throw it out the back door. Even if the package states it is flushable.

Tenants not disposing of pet waste properly will be fined \$100 and authorization for the pet will be revoked.

9. **Smoke Detectors/Carbon Monoxide Detectors:** Each rental unit has smoke detectors and/or carbon monoxide detectors. It is your responsibility to make sure they remain hooked up and functioning during the lease term. If a detector is determined inoperative, contact management immediately and it will be repaired or replaced as needed.

We will confirm the detectors are working at the time of move-in/out. **IT IS ILLEGAL TO DISCONNECT SMOKE DETECTORS/CARBON MONOXIDE DETECTORS.**

10. **Washers and Dryers:** Each building contains a laundry room or stackable washer/dryer on each floor. Laundry facilities are provided as a convenience and will be removed without notice if they are abused; this includes rigging the machines to get free laundry.

Security surveillance is used and violators will be prosecuted. If Management is unable to determine the culprit to a violation; the entire floor or building will be fined as deemed necessary.

If a machine is not working, complete a maintenance request form.

11. **Appliances:** Units are equipped with a dishwasher, stove, and refrigerator. For best results please follow these guidelines:

Dishwashers – only use powder detergent. DO NOT use gel packets.

Stove – DO NOT put aluminum foil around the burners or lining the oven. Use the self-cleaning option as needed to avoid build up of spills.

Refrigerator – DO NOT remove shelving or drawers and DO NOT run on high setting.

12. **Grills/Bonfires:** Grills are not allowed. Any grill found within the complex will be thrown away.

Bonfires/fires of any kind are strictly prohibited within the complex. This includes parking lots and sidewalks.

13. **Common Areas:** Common areas, hallways, entry area, parking lot, courtyard, bike shed, are your responsibility to clean and maintain. Hallways and entry areas are to remain free of garbage and personal effects, such as shoes, bikes, umbrellas, etc...

Management monitors the condition of the common areas on a regular basis. Any inappropriate item found in the common areas will be disposed of immediately and the tenant will be fined for the removal. Damage to common areas will be charged to the tenant.

If Management is unable to determine the culprit to a violation; the entire floor or building will be fined as deemed necessary.

14. **Disorderly Apartment:** At certain times during the term of you lease, Management will inspect your rental unit for upkeep and condition. If it is determined that the unit is being abused beyond normal wear and tear, you will receive a notice for a disorderly unit. It will be your responsibility to clean, repair, and replace items as outlined in the notice, this includes pest removal costs. Failure to do so will result in a violation of the lease and the

tenant(s) will incur a fine. This violation of the lease could lead to an eviction if not taken care of by the time listed on the notice.

15. **Re-Letting must be approved by Management.** Written consent is required for any re-let arrangement. All tenants and re-let must sign a Re-let Agreement, which is available online at www.collegestationmankato.com.

Management will charge a non refundable re-let fee of \$200.00 for any re-let agreement. The re-let fee and signed Re-let Agreement must be received by Management prior to any re-let tenant occupying the unit.

Management reserves the right to deny any re-let request. An additional charge of \$250.00 per month per person will apply for any unauthorized person(s) occupying the unit.

Re-let tenant must agree to all the Terms and Conditions of the lease.

The original tenant will be released from their obligation to the lease agreement upon Management approval of the Re-let Agreement. Security deposit from the original tenant will not be eligible for refund until the end of the lease agreement.

Move-In Procedures

1. **Keys will not be issued until the entire security deposit, mailbox key payment, and the first month's rent has been received in full.**
2. **Tenants are responsible to pay all utilities:** electric, gas, water/sewer, and telephone unless specified in your lease. Management will bill tenants monthly for water usage. Tenant will be required to complete written authorization for each utility provider to set up billing at move-in.

Utility Contacts

Xcel Energy – Electric

800-895-4999

Or

<http://www.xcelenergy.com>

CenterPoint Energy – Gas

800-245-2377

Or

<http://centerpointenergy.com>

Hickory Tech – Internet/DTV

866-Hickory

Or

www.hickorytech.com

3. A **Move-In Inspection** will be provided to you at move-in to identify any existing wear and tear in your rental unit. Please inspect the unit thoroughly at move-in. **Management must receive the move-in checklist within 3 days of your move-in date to be valid.** You will be charged for any undocumented damages to your unit at the end of your lease.

General Tips for Avoiding Chargeable Damages

1. **No Parties:** We enforce a no disturbance policy for our properties. The term “disturbance” refers to any gathering, of any size, considered to be loud and unruly or an infringement on other tenants and/or neighbors’ rights to peace and quiet.

We have security personnel patrolling our properties on a regular basis. If security is contacted or has asked you to disperse a gathering more than once in an evening Management may also impose the fines outlined below.

If the police issue a violation to your unit, then a disturbance violation has occurred. It does not matter how many people were present. Once a violation is issued, a strike is placed on the property by the City and the following fine will be charged to ALL tenants of the property for violation of the lease agreement:

1st Strike: fine equals one-half month’s rent plus possible eviction.

2nd Strike: fine equals one month’s rent plus possible eviction.

3rd Strike: Immediate eviction and responsible for the rent due for the remainder of the lease agreement and/or license suspension period, whichever is greater.

If you need help clearing people from your property we recommend calling local law enforcement at 507-387-8780 and state you are a resident of the rental property requesting assistance.

In addition to local law enforcement, we have security personnel patrolling our properties on a regular basis. Security may be reached at 507-995-0408 after normal business hours.

2. **No smoking in house/apartment:** If you must smoke, please go outside and do not leave discarded butts on the ground. Containers for cigarette butts are provided at each entrance. Smoking indoors leaves smells and stains on walls, ceiling, carpets, and window coverings that are difficult to remove. Any smoking indoors will result in charges to the tenants.
3. **Do not attempt to remove windows and/or screens.** They are difficult to remove correctly and can be easily damaged. Damage resulting from window removal efforts will be billed to the tenant.
4. **Vacuum frequently.** If you do not have a vacuum cleaner, invest in one. Regular vacuuming or cleaning your flooring will greatly deter excessive wear and tear. Shampoo carpets as needed during residency. Evidence of carpet

deterioration/staining or vinyl damage beyond normal wear due to abuse and/or lack of regular maintenance will result in charges at move-out.

5. **Tenants are responsible and liable for the actions of their guests.** Limit the number of guests to your home and immediately ask guests to leave the premises if they become unruly.
6. **Do not paint or wallpaper the residence, or make any structural changes, or flooring alterations without the prior written consent of management.**
7. **Do not remove any fixtures or furnishings supplied by management without prior written consent.**
8. **Tenants are responsible for keeping enough heat on to prevent freezing of pipes.** Keep heat at a minimum of 55 degrees.
9. **Do not turn off your electrical breakers.** Do not shut off your breakers during Christmas or any other vacations since this would shut off all of your heat and any hard wired smoke detectors. Damage due to frozen pipes or fire can amount to thousands of dollars and the Resident shall be responsible for the cost of any repairs if the tenant is responsible for damage.
10. **Report items in need of repair to Management.** Early detection of problems can greatly reduce the cost of repair. Tenants can submit requests online at www.collegestationmankato.com, click on the Maintenance Request tab, or complete the form located at the back of this booklet, and turn it in to Management.

Repair/Replacement Price List

The following is a list of minimum charges to be assessed for the indicated damages or cleaning item if needed during your residency and/or after your move-out. This is a courtesy to you to help you avoid further expenses and retain your security deposit. If the repair or cleaning is more involved than typical for a particular item, or if our suppliers increase prices, the charge could be higher than indicated. These are not the only repairs that might be needed but are some of the most common. Others will be billed on a cost plus labor basis.

Repairs

Unnecessary Service Calls	minimum \$75
Toilet Plunging	\$40 each
Replacement Key	\$25 each
Non-Returned Keys	\$25 each
Lock Re-Keying	\$100
Entry Door Re-Paint	\$80
Entry Door Replacement	\$550
With Glass Window	\$750
Interior Door Replacement	\$300
With frame Replacement	\$450
Fire Extinguisher Replacement	\$50
Smoke/Carbon Monoxide Detector Replacement	\$45
Window Screen Replacement	\$35 each
Window Glass Replacement	\$80 each
Carpet Excessive Wear (based on 5-8yr life and \$16.00/yd)	\$2/yd/yr
Carpet Replacement per sq. yd including removal	\$21/yd
Vinyl Replacement per sq. yd including removal	\$24/yd
Repainting	\$90/room
Outlet/Switch Covers	\$5 each
Burned Out/Missing Light Bulbs	\$10 each

Cleaning

Carpet Vacuuming	\$25
Carpet Stain	\$50 per stain
Carpet Shampooing	\$150
Vinyl Stain Removal	\$50 per stain
Appliances	\$25 each
Countertops	\$15 each
Sinks	\$15 each
Showers/Bathtubs	\$20 each
Washer/Dryer	\$20 each
Cabinets	\$15 each
Lawn/Landscaping	\$50
Windows/Mirrors	\$15 each
Dusting/General Cleaning	\$40/hour

Move-Out Procedures

1. **All keys issued to you must be returned upon move-out.** There will be an automatic deduction of \$25.00 from security deposit for each non-returned key. The deduction will be higher for lock changes due to non-returned keys.
2. **Management will return the security deposit if:**
 - a. Tenant has not caused Management any damage by violating any terms of a written or oral lease, or rental agreement, or by breaking the law.
 - b. A written 30-day notice was given before the first day of the month. Notice to vacate will not be accepted for any shorter period.
 - c. Tenant and Tenant's children and guests have not damaged the apartment beyond ordinary wear and tear.
 - d. The entire apartment/house/unit (including range, exhaust fan, air conditioner, bathroom, closets, cabinets, and refrigerator) was clean and the refrigerator was defrosted.
 - e. Tenant has paid all rent, late charges, and other debts owed to Management.
 - f. All apartment/house/unit, security, garage, room, and mailbox keys have been returned.
 - g. All debris, rubbish, and trash have been placed in proper disposal containers, and tenant's personal property has been completely removed.
 - h. All tenants have left their forwarding addresses with Management.
 - i. Tenant has paid off all other debts to service providers as related to the tenancy (e.g. utility bills).
3. **As a rule, we are looking for your unit to be left in a rentable state with no work necessary to get it in shape for the next tenant. This includes but is not limited to the following:**
 - a. Carpets clean – vacuumed.
 - i. Management will schedule carpet shampooing to be completed upon move-out and will automatically deduct the cost equally from security deposit.
 - b. Hard (vinyl, wood, tile) floors swept and mopped.
 - c. Kitchen appliances cleaned inside, outside, behind, and underneath; including:
 - i. Refrigerator – defrosted if applicable
 - ii. Stove – hood, tiles, walls, exhaust fan
 - iii. Oven – racks, broiler, knobs/burners
 - d. All cabinets (kitchen and bath) empty and wiped inside and outside.
 - e. Windows and sills cleaned inside – DO NOT attempt to remove windows for cleaning.
 - f. Walls, doors, and woodwork cleaned.
 - g. Kitchen and Bathroom sinks/toilets/fixtures cleaned – including drains cleaned of hair and draining freely.

- h. Garage/storage areas (if applicable) emptied and cleaned.
 - i. Light fixtures, including bathroom exhaust fans and ceiling fans, cleaned with working bulbs.
 - j. Blinds and/or window treatments clean and operational.
 - k. Heating/cooling vents and/or registers dusted and cleaned.
 - l. Smoke detectors connected and operational.
 - m. Nail holes filled.
 - n. All trash removed from the inside the unit and the exterior of the unit. And disposed of properly.
 - o. Fire ladders (if applicable) left in rooms.
4. **At least one tenant per unit must be present during move-out inspection.** Management will notify you of your scheduled inspection time. If there is a conflict with your assigned time, it is the tenant's responsibility to contact Management to arrange an alternative time.
5. **A copy of the computation detailing charges (if any), along with all security deposit money due to you will be mailed within 21 days of the expiration of your lease.** Any deductions made from security deposits will be divided equally and deducted from all security deposits held for the lease term.
6. **Questions regarding your computation must be submitted in writing within 15 days of receipt.** We will be happy to pull your file and re-check the computation. If we have made an error, an adjustment will be made. Due to the significant amount of time involved in getting answers to your questions before we respond, we will only answer questions submitted in writing. We will answer all written requests for file review in a timely manner.

Mailing Address:

College Station
1341 Pohl Road
Mankato, MN 56001

Email Address:

accounting@rentmsu.net