

530 S Front Street Ste. 100
Mankato, MN 56001

www.rentmsu.net



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 Information

College Station
1341 Pohl Road
Mankato, MN 56001
www.collegestationmankato.com

RentMSU Housing
530 S Front Street
Mankato, MN 56001
www.rentmsu.net

College Town
1800 Pohl Rd
Mankato, MN 56001
www.collegetownmankato.com

RentMSU Housing (507) 388-4722 Ext. 1

College Station (507) 388-4722 Ext. 2

College Town (507) 388-4722 Ext. 3

Office Hours: Monday-Friday 10 am to 2 pm or by appointment only

After Hours:

Maintenance (507) 388-4722
Follow the prompts. The answering service will call the maintenance personnel on call.

Security (507) 388-4722
Follow the prompts. The answering service will call the security personnel on call.

Emergency 911

Utility Contacts:

Excel Energy - *Electric* (800) 895-4999 www.xcelenergy.com

CenterPoint Energy - *Gas* (800) 245-2377 www.centerpointenergy.com

Charter Communications (800) 581-0081 www.charter.com

Hickory Tech (866) 442-5679 www.hickorytech.com

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1 GENERAL INFORMATION

1.1 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.

All rent is due the first day of each month.

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

www.rentmsu.net

www.collegestationmankato.com

www.collegetownmankato.com

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

RentMSU for RentMSU Housing units

College Station for College Station units

Campus Cottages for College Town units

Water bill payments MUST be paid separate from rent payment and is due on the 1st of each month. Payments made online have the ability to allocate the total amount of payment for rent and water usage. Payments made by check, money order, cashier's check, and cash must be separate transactions.

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

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

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

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

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.

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

There is a \$20 charge for all returned NSF checks. Should we receive two (2) NSF checks from any one individual, we will no longer accept their checks and will require payment by Credit Card, cashier's check, cash, or money order.

Online payments returned from online processing vendor will also be subject to a \$20.00 return charge.

1.2 Policy on Disturbance Violations

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

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

RentMSU reserves the right to enforce a fine and/or take further action against units responsible for excessive disturbance calls.

The City of Mankato has a policy concerning disturbance complaints. Disturbances can be noise, party, animal, or exterior appearance related. Any rental unit receiving two complaints or strikes in a twelve-month period brings the rental license under review for revocation or suspension. It is critical that you respect your neighbor's use and enjoyment of their property. Tenants are responsible for the actions of their guests. The following fines will be charged for violation of your lease agreement if a 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, all tenants must attend. A PSC is conducted between Management, tenant(s), and a Mankato Police Commander when a total of two (2) strikes have occurred within a twelve month period. The goal of the PSC is to develop a plan of action to reasonably ensure that a future incident will not occur at the premises. The unit may also be placed on the "Zero Tolerance List." **Failure to attend the PSC will result in immediate eviction.**

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

**See additional supplement for you unit/complex.

1.3 Utilities

Tenants are responsible to pay electric, water/sewer, cable TV, internet, garbage, and telephone unless specified in your lease.

Gas and Electric

Management will set-up CenterPoint and Xcel Energy accounts in tenant's names prior to move-in. The name on the account will be determined by the tenant whose last name is listed first in alphabetical order for your unit. If you would like to make changes to the person(s) on the bill you can do so by calling the respective utility company after your move-in date.

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

Upon request by RentMSU or the service providers, tenants may be required to verify and accept charges as of their move-in date directly with the service provider. Failure by tenant to provide verification

resulting in bills sent to Management may be subject to processing fees from RentMSU until verification has been completed.

**Management recommends that tenants set their account on the Budget Plan offered by service providers. These plans allow tenants to spread payments for high usage periods over the course of the year rather than receiving large, unexpected bills within a usage period be paid at the time of usage. Tenants electing to be set up on the budget plan are responsible for contacting the service provider after move-in.

Water/Sewer/Garbage

Invoices for unit consumption will be distributed by RentMSU via e-mail to the tenant whose last name is listed first in alphabetical order for your unit. Water meters are read monthly by RentMSU staff or the City of Mankato. Each unit is responsible for the full payment. *In some units, garbage may not be included in the water usage invoice as dictated by the City of Mankato. These units will be required to set up service with a refuse provider on their own.*

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

**See additional supplement for you unit/complex.

Cable/Internet

Tenants are responsible for contacting service providers to set up service prior to move-in, even in units with basic service packages included with rent.

1.4 Maintenance/Repairs

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

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

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

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

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

1.5 Security

In addition to local law enforcement, we have security personnel patrolling our properties on a regular basis. Security may be reached at 507-388-4722 after normal business hours. Please leave a message with the answering service and they will relay your message to security personnel on duty.

Tenants are responsible for ensuring building/unit security devices (locks, keys, and secured entrances) provided are used appropriately to ensure all buildings and units are as safe as possible. Tenants must immediately report any maintenance needs to ensure the security devices are properly functioning.

Tenants are responsible for keeping secured entrances locked at all times, locking unit doors, and ensuring only authorized guests are granted access to secured areas. Tenants must not prop doors or lend their keys to others. Management reserves the right to implement individual and/or building/complex fines as necessary to enforce these rules.

1.6 Firearms

RentMSU prohibits all guns and firearms in all rental units, common areas and offices.

1.7 Lawn Care/Snow Removal

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

**See additional supplement for your unit/complex.

1.8 Pets

Pets are not allowed (including visiting pets) unless approved by Management in writing. An additional charge of \$100/week per pet will be applied for all unapproved pets. Any approved pet must provide proof of rental insurance coverage.

**See additional supplement for you unit/complex.

1.9 Smoke Detectors/Carbon Monoxide Detectors, Fire Extinguishers

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

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

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

1.10 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 and/or eviction.

1.11 Re-letting

Prior written consent is required for any re-let arrangement. All tenants and re-let must sign a Re-let Agreement, which is available via your Management's office website.

- 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.
- All tenants within the unit must sign (approve) the Re-let prior to submitting to Management for approval.
- The unit, as a whole, needs to have a zero (\$0) balance for any Re-let Agreement to be signed by Management.
- Management reserves the right to deny any re-let request. An additional charge of \$250.00 per week per person will apply for any unauthorized person(s) occupying the unit.
- Re-let tenant must pay a \$350 security deposit and 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.

1.12 Vehicle Parking

Tenants should use off street parking if available. Management reserves the right to implement parking passes. There is no overnight guest parking at *College Station*.

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

All motorcycles must have a kickstand pad to avoid damages to paved parking lots. Any motorcycle observed without a kickstand pad will be assessed a \$150.00 fee per incident. Kickstand pads can be purchased from your Management office for \$5.00 each.

Motorcycles, bicycles, scooters, mopeds, and other vehicles are not permitted inside units at any time.

**See additional supplement for your unit/complex.

1.13 Amenities

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

**See additional supplement for your unit/complex.

2 MOVE-IN ORIENTATION

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

2.1 Keys

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

2.2 Move-In Inspection

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

2.3 Garbage

RentMSU

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

College Station/College Town

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

3 GENERAL TIPS FOR AVOIDING CHARGEABLE DAMAGES

3.1 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. 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. Please refer to section 1.2 Policy on Disturbance Violations.

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. If an ongoing disturbance or potential disturbance is noted, they may issue a courtesy notice to clear the property. Tenants failing to cooperate may be fined or evicted for violation of the lease agreement. Management reserves the right to forego issuing a courtesy warning and immediately calling local law enforcement as the situation warrants.

3.2 Smoking

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

3.3 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 entire unit.

Tenants are prohibited from removing screens to access the roof except for in the case of an emergency evacuation. Tenants are prohibited from using roof tops as “decks.”

3.4 Vacuum

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

3.5 Exterior

We monitor the appearance of our properties. Set garbage out for collection every week. Garbage left sitting in an entryway, hallway, garage, or outside attracts animals and generates odors.

Any units found to be an eyesore due to garbage and/or personal items left outside will result in fines if not resolved within 1 day of notification. No furniture, other than patio furniture specifically designed for outdoor use is allowed outside.

The City of Mankato may issue a strike for offenses related to accumulation of unsightly or nuisance materials on the exterior of the property. Once a violation is issued, a strike for a nuisance is placed on the property by the City. Please refer to section 1.2 Policy on Disturbance Violations.

3.6 Guests

Limit the number of guests to your home and immediately ask guests to leave the premises if they become unruly.

Occasional overnight guests are permitted however guests deemed to be occupying a unit frequently may be deemed an unauthorized occupant. Units with unauthorized occupants will be charged \$250 per person per week.

3.7 Alterations to Unit

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

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

3.8 Heat in Unit

Tenants are responsible for keeping the heat on to prevent freezing of pipes. Keep heat at a minimum of 55 degrees. All tenants are responsible to keep all entrance doors to common areas, hallways, and stairways closed to prevent freezing of pipes.

3.9 Electrical Breakers

Do not shut off your breakers at any time. Doing so will shut off all of your heat and any hard wired smoke detectors. Damage due to frozen pipes or fire can amount to thousands of dollars and the Resident will be responsible for the cost of any repairs deemed results of tenant's actions.

3.10 Damages

Early detection of problems can greatly reduce the cost of repair. Tenants can submit requests online at your Management office website by clicking on the Maintenance Request Tab.

3.11 Lockouts

Management will try to accommodate and assist during a lockout. Tenants will be charged a service fee for lock out assistance. Payment for the service is due with the next month's rent. Failure to remit payment for the lock out service will result in loss of Management lock out assistance in the future.

In the event Management is unavailable to assist during a lockout, tenant will have to call a Lock Smith at their own expense.

4 LIST OF STANDARD FEES

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

4.1 Fees

Apartment Key (replacement)	\$35.00
Disturbance violation (non-Strike)	\$300.00
Disturbance violation (Strike)	See section 1.2 Policy on Disturbance Violations
Failure to pick up dog waste	\$25.00/incident
Garbage	\$10.00/bag or item
Key Fob	\$35.00
Kickstand Pad	\$5.00
Late rent	Payment after 5 th (see your lease for charges)
Lock change	\$100.00
Lockout (daytime/after 5:00 PM)	\$25.00/\$50.00
Motorcycle with no Kickstand Pad	\$150.00 per incident
Non-sufficient funds/bounced check	\$20.00
Parking violation	\$50.00 or tow charge, whichever is greater
Smoking in building	\$50.00
Unauthorized occupant	\$250 per occupant per week
Unauthorized pet	\$100.00 per week per pet

4.2 Repairs

Blinds	\$45 each
Burned Out/Missing Light Bulbs at Move-Out	\$10.00 each
Carpet Excessive Wear (based on 5-8 yr. life and \$16.00/yd.)	\$2.00/yd./yr.
Carpet Replace per sq. yd. including removal	\$21.00/yd.
Entry Door Re-Paint	\$60.00
Entry Door Replacement	\$350.00
Fire Extinguisher Replacement	\$70.00

Interior Door Replacement	\$175.00
Outlet/Switch Covers	\$5.00 each
Repainting	\$40.00/wall
Sliding Door Replacement	\$400.00
Smoke/Carbon Monoxide Detector Replacement	\$50.00 each
Toilet Plunging	\$40.00 per incident
Unnecessary Service Calls	\$50.00
Vinyl Replacement per sq. yd. including removal	\$24.00/yd.
Window Glass Replacement	\$90.00 each
Window Screen Replacement	\$35.00 each

4.3 Cleaning

Carpet Shampooing	Based on Unit size
Lawn/Landscaping	\$40.00/hour
General Cleaning	\$40.00/hour

Lists and fees are not all inclusive, but are the most common. Fees and costs listed are minimum charges if a lease violation or repair is more involved than typical, or supplier prices increase, the charge could be higher than indicated. Lists and fees are subject to change without notice by RentMSU Management.

5 MOVE-OUT PROCEDURE

5.1 Procedure

- All keys issued to you must be returned upon move-out. There will be an automatic deduction of \$100.00 from security deposit if all keys for your unit are not returned on or before the lease end date.
- Each tenant must check out in-person at your respective Management office. You must provide a forwarding address and return all of the keys for your unit.
- You must be out of your unit by 12:00 AM (Midnight), according to your lease end date. All items must be removed and cleaning completed at this time. Anything still in the unit or not cleaned by 12:00 AM (Midnight) on your lease end date will be charged at \$40.00/hour to remove debris and clean the unit.
- Tenants must call all utility companies (electric, gas, and cable/internet) to stop service. Tenant is responsible for returning all cable/internet equipment to service provider, including units with basic service included in rent. RentMSU is not responsible for charges incurred after your lease end date if unit fails to stop service or return equipment.

5.2 Unit Condition

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

1. Carpets clean – vacuumed.
 - a. Management will schedule carpet shampooing to be completed upon move-out and will automatically deduct the cost from security deposits.
2. Hard (vinyl, wood, tile) floors swept and mopped.
3. Kitchen appliances cleaned inside, outside, behind, and underneath. These include:

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

5.3 Return of Security Deposit

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

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

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

Questions regarding your computation must be submitted in writing, within 15 days of receipt. We will be happy to pull your file and re-check the computation. If we have made an error, an adjustment will be made. Due to the significant amount of time involved in getting answers to your questions before we respond, we will only answer questions submitted in writing. We will answer all written requests for file review in a timely manner.

Please email your questions to info@rentmsu.net.