

www.rentmsu.net
507-388-4722

530 S Front Street Ste 100
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 **507-388-4722**

Property Manager **Ext. 205**

Accounting **Ext. 200**

Emergency **911**

Xcel Energy **800-895-4999**

CenterPoint Energy **800-245-2377**

City of Mankato Utilities **507-387-8672**

Hickory Tech **866-442-5679**

Charter **800-581-0081**

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.*

ALL rent is due the first of each month. **Payments by credit card, debit card, ACH, or check are accepted online at www.rentmsu.net.**

Payment may also be dropped off or mailed to:

RentMSU
530 S. Front Street
Suite 100
Mankato, MN 56001

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. 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 \$20 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. **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.

- 3. Garbage/refuse:** Each unit has a garbage container that is designated for your garbage. The garbage hauler requires that you bag your garbage and place it in the container. The Additional garbage bags can be put out for collection by purchasing tags at any of the local grocery stores. One tag per 30-gallon garbage bag is required. 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 rental unit.
- 4. 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.rentmsu.net; click on the Maintenance Request tab or by completing the form located at the back of this booklet and mailing it to Management.

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 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.

5. **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.
6. **Pets:** Pets are not allowed (includes visiting pets) unless approved by Management in writing. An additional charge of \$100/month per pet will be charged for all unapproved pets. Any approved pet must provide proof of rental insurance coverage.
7. **Smoke Detectors/Carbon Monoxide Detectors:** Each rental unit has smoke detectors and/or 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. **IT IS ILLEGAL TO DISCONNECT SMOKE DETECTORS/CARBON MONOXIDE DETECTORS.**
8. **Disorderly Apartment:** At certain times during the term of your 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.
9. **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.rentmsu.net.

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 and the first month's rent has been received in full.**
2. **Tenants are responsible to pay all utilities:** electric, water/sewer, cable TV (if any), garbage, and telephone unless specified in your lease. Tenants responsible for utilities will be required to complete written authorization for each utility provider to set up billing at move-in.

Management highly recommends taking advantage of any 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 requiring large, unexpected bill payments within a usage period be paid at the time of usage.

Utility Contacts

City of Mankato – Water/Sewer/Garbage
507-387-8672

Xcel Energy – Electric
800-895-4999
Or
<http://www.xcelenergy.com>

CenterPoint Energy – Gas
800-245-2377
Or
<http://centerpointenergy.com>

Charter Communications – Internet/Cable
800-581-0081

Hickory Tech – Internet/DTV
866-Hickory
Or
www.hickorytech.com

3. A **Move-In Inspection** will be completed prior to move-in to identify any existing wear and tear in your rental unit. Please inspect the unit thoroughly at move-in. **Management must be notified, in writing, of any items not initially identified on 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.
4. **Garbage from Move-In:** 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.

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. 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: 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 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 507-388-4722 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. 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. **Maintain the exterior area around your home.** We monitor the appearance of our properties. Set garbage out for collection every week. Garbage left sitting in an entryway, garage, or outside attracts animals and generates odors. Any homes found to be an eyesore due to garbage and/or personal items left outside will result in fines if not resolved within 2 days of notification. No

furniture, other than patio furniture specifically designed for outdoor use, should be kept 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 and the following fine will be charged to ALL tenants of the property for violation of the lease agreement:

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.

6. **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.
7. **Do not paint or wallpaper the residence, or make any structural changes, or flooring alterations without the prior written consent of management.**
8. **Do not remove any fixtures or furnishings supplied by management without prior written consent.**
9. **Tenants are responsible for keeping enough heat on to prevent freezing of pipes.** Keep heat at a minimum of 55 degrees.
10. **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.
11. **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.rentmsu.net, click on the Maintenance Request tab, or complete the form located at the back of this booklet, and turn it in or mail it 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
Non-Returned Keys	\$20
Lock Re-Keying	\$100
Entry Door Re-Paint	\$60
Entry Door Replacement	\$350
With Glass Window	\$450
Sliding Door Replacement	\$400
Interior Door Replacement	\$175
With frame Replacement	\$275
Fire Extinguisher Replacement	\$50
Smoke/Carbon Monoxide Detector Replacement	\$35
Window Screen Replacement	\$35 each
Window Glass Replacement	\$75 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 Shampooing	\$150
Vinyl Stain Removal	\$50
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 \$20.00 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. Washer and dryer wiped down inside and out, lint removed.
 - m. Smoke detectors connected and operational.
 - n. Nail holes filled.
 - o. All trash removed from the inside the unit and the exterior of the unit. And disposed of properly.
 - p. 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:

RentMSU
530 S Front Street
Suite 100
Mankato, MN 56001

Email Address:

accounting@rentmsu.net