



# 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.

## **Welcome Home**

We would like to welcome you as a new or renewing resident and thank you for choosing our property as your new home.

Communication is the key to success in any relationship. To assure you fully understand both the Management's and your responsibilities, we have developed this manual.

This manual has been put together to answer all questions regarding your home and to eliminate any potential misunderstandings.

By signing the receipt of this manual, you are agreeing to read it thoroughly. Should you have any questions or concerns at any time during your residency, please do not hesitate to contact the Management team.

We anticipate another exciting year. Welcome home.

## **Management Contact**

RentMSU Housing  
530 S. Front Street Ste. #100  
Mankato, MN 56001  
[www.rentmsu.net](http://www.rentmsu.net)

College Station  
1341 Pohl Rd.  
Mankato, MN 56001  
[www.collegestationmankato.com](http://www.collegestationmankato.com)

College Town  
1800 Pohl Rd.  
Mankato, MN 56001  
[www.collegetownmankato.com](http://www.collegetownmankato.com)

### **Phone:**

507-388-4722

### **Office Hours:**

Monday – Friday  
10am – 2pm

*Or by appointment only*

**Table of Contents**

**1 Payment..... 4**  
*Rent..... 4*  
*Utilities ..... 4*  
*Eviction..... 5*  
*Payment Assistance..... 5*

**2 Renters Insurance..... 5**

**3 Resident’s Rules & Regulations..... 6**

**4 Emergency Information..... 8**  
*After Hours..... 9*  
*Utility Contacts ..... 9*  
*Natural Gas..... 9*  
*Electricity ..... 9*  
*Water..... 9*

**5 Security ..... 9**  
*Lock Outs..... 9*  
*Please contact roommates to request assistance as first option..... 9*  
*Noise Disturbances..... 10*  
*Severe Weather..... 10*

**6 Lease Violations ..... 10**  
*Disturbances..... 10*  
*Disorderly Unit..... 11*  
*Unauthorized Occupants..... 11*  
*Pets..... 11*

**7 Maintenance/Repairs ..... 11**  
*Tenant Responsibilities..... 12*  
*Damages..... 12*  
*Lawn Care/Snow Removal..... 12*  
*Smoke/CO Detectors & Fire Extinguishers..... 12*

**8 Move-In Procedures ..... 13**

**9 Move-Out Procedures ..... 13**

**10 Frequently Asked Questions (FAQ) ..... 15**  
*Rent Payments..... 15*  
*Delinquent Roommates..... 15*  
*Financial Aid..... 16*  
*Water Problems..... 16*  
*Electrical Problems..... 17*  
*Heating and Air Conditioning Problems..... 17*  
*Appliance Problems..... 18*

**11 List of Standard Fees..... 18**  
*Fees..... 18*  
*Repairs..... 19*

## 1 Payment

### *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](http://www.rentmsu.net)

[www.collegestationmankato.com](http://www.collegestationmankato.com)

[www.collegetownmankato.com](http://www.collegetownmankato.com)

\*\*\*Payment option to sign up for automatic reoccurring ACH withdrawal from an authorized checking account eliminates all transaction fees.

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

**RentMSU**  
for RentMSU Housing units

**College Station**  
for College Station units

**College Town**  
for College Town units

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 5<sup>th</sup> of the month will incur a late fee as indicated in your lease.

If rent is not received by the 10<sup>th</sup> 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 \$35 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 \$35.00 return charge.

If you can pay part of the rent, but not all of it, contact Management before the rent is due. Failure to communicate in advance will reduce the likelihood Management can offer assistance.

### *Utilities*

**Water bill payments MUST be paid separate from rent payment and is due on the 1<sup>st</sup> of each month.**

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.

Water service is provided by the City of Mankato and billed to RentMSU. Following receipt of the water charges, RentMSU will distribute an invoice for the water usage to the first person alphabetically in the unit. Please note this charge is for the entire unit's water usage, but due to accounting software constraints, will only be distributed to one member of the unit via email. Management will provide water invoices to each unit prior to the 28th of each month, and payment must be made to RentMSU coincident with the next month's rent payment. In the event payment is received after the 5th of the month, a \$5 late fee will be incurred for any outstanding water balance.

Payment of non-Management Billed Utilities (Gas, Electric, Cable, Internet) must be made directly to the service provider for all utilities not included in rent, as stated on the lease agreement. Tenants are fully responsible for any late fees, turn off charges, reconnection fees, and usage charges.

### *Eviction*

If rent is not received when due, Management will immediately begin the Automatic Eviction Process.

*You may stop this process at any time by paying all owed rent, any additional fees and all costs of the Automatic Eviction Process.*

The process is as follows:

1. You will be notified your rent has not been received within the first 5 days of the month. You will now owe the full rent and any additional late fee for failure to pay on time.
2. If full rent and any additional fees are not received in full within 24-48 hours of the notice or arrangements are not made with Management (or Owner) within that time, you will receive the legal paperwork (Notice to Quit, Unlawful Detainer, Eviction Summons, Etc.). This legal paperwork schedules a court hearing to force you to move out. There are now additional legal fees along with rent that must be paid to stop this process.
3. If rent and legal fees still are not paid, the courts will order you to move and this will be enforced by the Sheriff's Department.

You must pay all rent, additional rent and legal fees before the court date or you will be forced to move.

### *Payment Assistance*

Contact your local emergency assistance programs in your area. Many areas have government emergency assistance programs available when people have hardships. Contact the government's local housing agency and ask for help.

## **2 Renters Insurance**

*Important: Your personal property and liability is not protected under the Management Company or Owner's insurance policy.*

Many residents are unaware that insurance policies held by the Management Company and/or Owners on the property do not protect them or their personal belongings or the liability of themselves or their guests.

Losses have and may occur due to fire, wind, water damage, theft and vandalism, etc. Many residents have been held liable because of the actions of their guests or children. Failure to carry renter's insurance can result in liability being held against you.

To fully protect yourself, it is suggested you get a renter's insurance policy. If you are already carrying auto insurance, adding a renter's insurance policy with most insurance companies is easy and it isn't very expensive in most cases.

Before you contact an insurance company, it is a good idea to take an inventory of your personal belongings and establish an approximate value of each item. This way you can get insurance for the correct amount.

If you are having trouble finding a policy at a reasonable rate, contact us and we will refer you to several good insurance companies that can help you. You do not want to be without renter's insurance.

*Pet Authorized Units are REQUIRED to carry Renters Insurance and must provide proof of coverage within 30 days of move-in. Failure to provide proof of coverage will void pet authorization.*

### **3 Resident's Rules & Regulations**

- Do not damage or misuse the premises or allow guests to do so.
- Tenants may be held responsible for damage caused to common areas as well as individual units.
- 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.
- RentMSU prohibits all guns and firearms in all rental units, common areas and offices.
- Do not paint or wallpaper the residence, make any structural changes/alterations/additions, or flooring alterations without prior written consent of Management.
- Keep the unit clean and tidy.
  - 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.
- Do not use the premises in any way that is unlawful or dangerous.
- 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.
- Do not store on or near the premises any flammable or explosive substances.
- Do not remove any fixtures or furnishings supplied by Management without prior written consent.

- Promptly report all breakage, defacements and damage caused by acts including but not limited to stoppage of waste pipes or overflow of bathtubs, sinks and/or toilets.
- Close all windows and doors to prevent damage from wind, rain and snow.
- 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.
- Units that have direct access to their furnace room are advised to not store anything within 5 feet of your furnace. There needs to be enough space to access equipment on all sides to allow a serviceperson to perform maintenance and repairs. Piles of stuff can obstruct service and maintenance as well as interfere with the efficient operation of your equipment.
- If your furnace room doubles as the laundry room, store cleaning chemicals in tightly sealed containers. Cleaners, bleaches, and laundry detergents accelerate the rusting and failure of the heat exchanger in the furnace.
- 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.
- Tenants should use off street parking if available. There is no overnight guest parking at *College Station* and *College Town*.

All vehicles kept on the premises must be both operable and currently licensed. If vehicles do not operate or are unlicensed, they will be towed away at the expense of the Resident(s). Resident(s) will park vehicles in assigned spaces (if applicable) and to keep the space clean of oil, anti-freeze or other vehicle lubricants that may spill or drip. Resident(s) will not park boats, recreational trailers, utility trailers and the like on the premises without obtaining written permission from the Management. Resident(s) will not repair their vehicles or others on the premises if such repairs will take longer than a single day. Resident(s) will take responsibility for where their guests park.

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.

Management will provide each tenant with one parking pass. Tenants are required to place the parking pass in the lower right-hand corner of their back window. This will help Management easily identify vehicles during snow removal, parking lot cleaning, etc.

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 unit at any time.

Do not engage in a loud, unruly or thoughtless manner so as to disturb the rights of the other residents to peace and quiet or to allow guests to do so. Resident(s) will not play music, TV, stereo equipment or any other noise device loud enough to be heard by other residents.

- Please contact the office during business 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.

Management's policy concerning disturbance complaints is a disturbances can be any noise, party, animal, or exterior appearance related issue causing disturbance to others. It is critical that you respect your neighbor's use and enjoyment of their property. Tenants are responsible for the actions of their guests.

Management reserves the right to charge fines if the disturbance policy is violated.

- Do not change locks on any door without obtaining written permission from the Management. Should Resident(s) lock themselves out of their unit and are unable to gain access through their own resources, call a locksmith. Resident(s) is responsible for all charges and damages involved.
- All garbage must be enclosed or wrapped in paper or plastic before disposal. Resident(s) will pay for any extra charges incurred by the Management for the removal of such items as: tires, broken appliances, damaged furniture, Christmas trees, and any other items that will cause an extra charge for removal.
- Tenant will pay for all clearing of all drains of any and all stoppages except those which a plumber, who is called to clear the stoppage, will attest in writing were caused by defective plumbing, tree roots, or acts beyond the control of the Resident(s).
- Check smoke detectors and carbon monoxide detectors on a monthly basis or more and replace batteries if needed. Resident(s) is to notify Management immediately if a smoke or carbon monoxide detector needs replacement.
- Exterior decoration of units is prohibited. Items specifically prohibited, but not limited to, are corn stalks, holiday lights, pumpkins.

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 the section on Disturbance Violations.

Any additional Rules, Regulations, By-laws, Covenants and/or Restrictions are attached and made a part of these Rules and Regulations.

#### **4 Emergency Information**

An emergency is any situation that requires immediate action.

PERSONAL INJURY ACCIDENTS – Call Emergency Services – 911

FIRE – Call Fire Department – 911

Mankato Police Department Dispatch – (507) 387-8725

### **After Hours**

Please review the FAQ section to try to troubleshoot issues first.

If you need to report an emergency maintenance request (i.e. frozen pipes, no heat, flooding) or a security issue (i.e. noise disturbance, lock out) please call (507) 388-4722 and press 9.

### **Utility Contacts**

#### *Natural Gas*

If you smell gas, immediately evacuate your unit. Do not turn anything on or off, use your phone, or open windows or doors in an attempt to ventilate your unit. Do not attempt to find the leak yourself or operate pipeline valves. Contact CenterPoint Energy at (800) 245-2377.

#### *Electricity*

If your electricity goes out, check the circuit break/fuse box. If electricity isn't result of neighborhood outage or circuit breaker, contact Xcel Energy (College Station & RentMSU Houses) at (800) 895-4999 and Benco Electric (College Town) at (888) 792-3626.

Contact respective complex manager or after hours phone to report outage only if electrical outage will cause personal injury or property damage (i.e. frozen pipes or no electric heat).

#### *Water*

If a water pipe breaks or you are experiencing flowing water, shut off the main water valve immediately and call after hour phone at (507) 388-4722 and press 9 to leave a message for the on-call staff.

## **5 Security**

### *Lock Outs*

Please contact roommates to request assistance as first option.

Management will try to accommodate and assist during a lockout. Tenants may be charged a service fee for lock out assistance. Payment for the service is due upon unlocking unit.

If it is during normal business hours, will not be a cost for lockout assistance if Management is available to assist.

If it is after normal business hours, residents will not be charged for lockout assistance if Management is available to assist.

If Management is not available or it is after normal business hours, call a locksmith to let you in at your cost. If the lockset is broken and needs to be replaced because of your actions or the locksmith's actions, you will be responsible for that cost. Breaking in through windows or doors is prohibited and you will be responsible for any damages and the cost of repair.

#### *Noise Disturbances*

Management will try to assist in resolution of any noise disturbances. Residents are encouraged to try to address the concern directly with the individuals creating the disturbance prior to contacting Management for assistance.

If it is during normal business hours, contact your Onsite Manager for assistance.

If it is after normal business hours, leave a message with the On-Call personnel at (507) 388-4722 option 9. Please leave your name, number, unit and detailed description of the disturbance and unit responsible (if applicable). The On-Call person will return your call and/or dispatch security as soon as possible.

#### *Severe Weather*

Find a safe place in your unit or house and take cover. If severe weather occurs after business hours, protect property to the best of your ability. Contact your respective complex manager to report damages the next business day.

## **6 Lease Violations**

#### *Disturbances*

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:

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

**2<sup>nd</sup> strike:** one (1) month's rent plus possible eviction

**3<sup>rd</sup> 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.**

#### *Disorderly Unit*

At certain times during the lease term, Management will inspect your rental unit for upkeep and condition. If it is determined 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.

#### *Unauthorized Occupants*

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.

#### *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.

Tenant(s) approved to have a pet must agree to pay an additional \$200 non-refundable pet fee and \$20 per month pet rental.

Tenant(s) will not be required to pay a \$20 per month pet rental for pet fish, but will be required to pay a \$50 non-refundable pet fee if the tank requires an aerator.

Pet authorization may be revoked for failure to abide by any terms as defined in the lease agreement, including but not limited, delinquent rent, disturbance violations, unit condition, and failure to provide proof of insurance.

### **7 Maintenance/Repairs**

Please refer to the FAQ section at the end of the handbook to trouble shoot maintenance issues to help determine if an issue is an emergency or non-emergency issue.

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.

The following maintenance items are the responsibility of the Resident(s). If you have questions regarding any of these items, please contact Management.

#### *Tenant Responsibilities*

|  |  |
|--|--|
| Refrigerator:                            | Defrost monthly (does not apply if frost free).<br>Vacuum coils monthly to remove dust build-up. |
| Range:                                   | Clean thoroughly as needed to prevent build up of grease.  |
| Air Conditioner:                         | Clean filters at least monthly.  |
| Water Heater:                            | Drain one or two gallons monthly to remove sediment.   |
| Smoke/CO Detectors:                      | Check monthly. Replace batteries as needed or at least twice a year.                             |
| Water Leaks:                             | Check for any leakage monthly.   |
| Light Bulbs:                             | Replace as needed.   |
| Fuses (if applicable):                   | Replace as needed.   |
| Landscape (if applicable):               | Keep area free of debris.  |
| Sump Pumps:                              | Check to verify operational at least monthly.  |
| Dehumidifier:<br>(if provided)           | Must be in operation May – September; empty collection tank as needed                            |
| Air Exchange Systems:<br>(if applicable) | Must be in operation May - September   |

#### *Damages*

Damages caused by resident(s) or their guests are the responsibility of the resident(s) to repair or replace. If resident(s) fails to repair or replace, Management (owners) may repair or replaced and bill the resident(s) as additional rent owed.

#### *Lawn Care/Snow Removal*

Management will provide lawn care and snow removal for the rental unit, unless otherwise indicated in lease agreement. 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 towing charge at owners' expense.

#### *Smoke/CO 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.

If a detector is chirping, replace battery. If battery replacement does not correct problem and/or the unit is determined inoperable for other reasons, remit an online maintenance request.

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.

## **8 Move-In Procedures**

### *Orientation*

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

### *Utility Set Up*

Management will set up gas and electric service in the first person listed on the unit by last name. This person will also receive the units water invoices each month via e-mail.

### *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.

### *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.

### *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.

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.

## **9 Move-Out Procedures**

### *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 as instructed by the 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.

### *Garbage*

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.

### *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.

#### *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](mailto:info@rentmsu.net).

### **10 Frequently Asked Questions (FAQ)**

#### *Rent Payments*

##### **Q: What happens if I can't pay rent on time?**

**A:** Notify the Onsite Manager if you can't pay rent. In most cases, Management will work with you to get a payment plan set up. If rent is not received on the date it is due and Management has not been notified with explanation of non-payment, the Automatic Eviction Process begins. You can stop this process at any time by paying all owed rent, any additional rent and all costs of the Automatic Eviction Process.

#### *Delinquent Roommates*

##### **Q: What if my roommate(s) are behind on rent?**

**A:** Encourage roommate(s) to contact us to work out a payment plan to get current and/or contact their parents so they are aware of their delinquent status. You may want to consider looking for a re-

let (take responsibility going forward) for their share of the lease. Contact the office for more information.

#### *Financial Aid*

**Q: I am waiting on financial aid and student loans to help pay my rent.**

**A:** We do offer a *Payment Deferment* plan for the month of September to those waiting on student loans. You will still be required to pay at least \$100 per month while on the *Payment Deferment* plan. Other terms and conditions may apply. August rent must be paid in full upon moving in. Tenants must complete a Deferment Request and have written approval prior to using the *Payment Deferment* plan.

#### *Water Problems*

**Q. What should I do if a water pipe breaks or water is running from somewhere into my residence?**

**A.** Don't panic. The first thing you should do is locate the water shut off valve and shut off the water. Try to find out where the water is coming from and if it is some problem you can resolve (overflow of a tub or sink from up above, etc.). If it is coming from inside a wall or a pipe appears to be broken and you are able to stop the water flow, log onto company website to submit a maintenance request. Follow up with Management during normal business hours if necessary. If you are unable to stop the water flow, leave a message with the On-Call personnel at (507) 388-4722 option 9.

**Q. What should I do if the pipe breaks in the middle of the night, holiday or weekend?**

**A.** If this happens in the middle of the night, you should shut off the water, clean up what you can and call the emergency message service. Management will not pay for plumbers coming out in the middle of the night unless the leak is unable to be stopped by turning off main water valves. Unfortunately, things sometimes happen on a weekend or holiday. If this occurs, shut off the water and submit an online maintenance request and follow up with Management during normal business hours. Service may not be available until a weekday so you might have to deal with not having water for a few days.

**Q. My sink is leaking (dripping or leaking from under the sink).**

**A.** Submit an online maintenance request to have repaired. Place a bucket under the leak and limit use of the sink until repair is completed

**Q. No hot water. What should I do?**

**A.** First check the water heater to see if it is turned on and the temperature is set on the warm to hot setting. If that is OK, check to make sure the pilot has not blown out. If it is out, light the pilot light by following the instructions on the outside of the water heater. If you can't get it lit, submit an online maintenance request to schedule service.

If the problem is due to a faulty water heater, the plumber will repair at our cost and will bill Management. If there is no problem with the water heater and the plumber is called out to light the pilot or reset the temperature, the Resident(s) will be responsible for the charges.

Please note, no hot water is NOT AN EMERGENCY situation. The request for repair shall be done during normal business hours at the convenience of the plumber's schedule

**Q. My toilet, bathtub, sink or any drain is overflowing, drains slow or won't drain at all. What should I do?**

**A.** If water is overflowing, SHUT OFF the water (shut offs are located behind toilet and usually below sink). If no shut offs are there, then shut off the main water to property. Try to clear any obstructions (hair, etc...) from the drain, including use of a plunger. Try pouring boiling water down the drain. Try

all liquid plumber options first. If unsuccessful submit an online maintenance request and discontinue use of toilet, tub, or sink until item is serviced.

**Q. What should I do if water flows into the building during a heavy rain storm?**

**A.** First, check the gutters and downspouts to make sure they are cleaned out and are all attached. (The purpose of gutters and downspouts is to push the water away from the building.) If that doesn't prevent the problem, make all efforts to contain the water from the inside and move personal items out of harm's way. Submit online maintenance request and follow up with a call to the On-Call service (507-388-4722 option 9).

**Q. My water is brown and dirty, what should I do?**

**A.** Run all the faucets to see if line clears. If no resolution, wait a day or two. This is usually caused by the City flushing the fire hydrants. Your city website may have alerts listed for your area.

**Important Note:** Management will pay for all repairs to plumbing caused by normal usage or if a pipe breaks. Management will NOT pay for the following: 1.) Cleaning of drains, toilets and tubs. This is the responsibility of the Resident(s). It is important to not put things down the drain that could cause them to plug up. 2.) Lighting water heaters or adjusting the temperature. 3.) Turning water on that has been shut off by one of the residents by mistake. 4.) Turning on any switch or valve that was mistakenly shut off.

*Electrical Problems*

**Q. My electricity is out. What should I do?**

**A.** Check the circuit breaker box to see if a fuse has blown or a circuit breaker is tripped. Re-set any tripped breakers. Try tripping and re-setting all breakers even if they do not appear tripped. Check to see if the neighbors' electricity is out. (Sometimes the electrical problem is a blown transformer caused by overheating, animals, lightning, etc.). Verify with the service provider all payments have been received and service is set up for the unit. If issue is not resolved, submit an online maintenance request.

*Heating and Air Conditioning Problems*

**Q. What do I do if my heat doesn't work?**

**A.** Check the thermostat to make sure the heat is turned on, if fixture is digital, change the batteries. Check that the temperature is set to a level where the heat should come on. If OK, then check to make sure the electric switch is turned on by the furnace. Check and change the filter. A dirty filter can cause the furnace to shut down. If the furnace has a pilot make sure it is lit and has not blown out. The instructions to light the pilot are generally located by the furnace. Contact your gas service provider to verify payments have been received and service has been set up for your unit. If issue is not resolved, submit an online maintenance request and follow up with a call to Management during normal business hours. If the temperature is above freezing, it is NOT AN EMERGENCY.

**Q. What if the furnace doesn't work in the middle of the night, weekend or holiday?**

**A.** First, try all the things in the answer to the question above. Check thermostat, switch and pilot. The next step depends on the temperature outside. If the temperature is above freezing, it is NOT AN EMERGENCY. Log onto company website to submit an online maintenance request. Put on extra clothing and do the best you can until the furnace repair person gets there. If the temperature is below freezing, contact the On-Call service (507-388-4722 option 9). Use your own space heaters and put on more clothing until the furnace repair person gets there and fixes the problem. (Keep in mind that if they come out and simply turn the furnace on, light the pilot or adjust the thermostat, you will be responsible to pay that bill). If it is a furnace repair problem, Management will be responsible for the charges.

**Q. What should I do if my Air Conditioner won't work?**

**A.** First of all, check the thermostat to make sure it is set to the right setting and the temperature setting is set properly. Make sure the circuit breaker has not tripped or a fuse has not blown and that the electric switch is on. Check and change the furnace filter. If issue still exists, submit an online maintenance request and follow up with Management during normal business hours. This is not an EMERGENCY and it may take a few days to have this repaired.

*Lockouts*

**Q. I locked myself out. What should I do?**

**A.** If it is during normal business hours, contact Management to request assistance. There will not be a cost for this service. If it is after normal business hours, residents will be charged a lockout assistance fee. If Management is not available or it is not during normal business hours, call a locksmith to let you in at your cost. If the lockset is broken and needs to be replaced because of your actions or the locksmith's actions, you will be responsible for that cost. Breaking in through windows or doors is prohibited and you will be responsible for any damages and the cost of repair.

*Appliance Problems*

**Q. My refrigerator doesn't cool or seem to work. What should I do?**

**A.** Check the temperature adjustment in the refrigerator. Check to make sure it is plugged in and the fuse has not blown or the circuit breaker is not tripped. Check to see if a ground fault plug is tripped. Pull fridge away from the wall and vacuum and clean off coils in the back. If after that it still doesn't work, log onto the company website and submit an online maintenance request. If the refrigerator cannot be repaired, it will be replaced. This can take two to three days to remove and replace the appliance. Tenant is responsible for finding alternative storage for all perishable items until service is completed. Management is not liable for losses. This is not an EMERGENCY and it will be repaired or replaced during normal business hours.

**Q. My stove or range top won't work/ heat up. What should I do?**

**A.** If the appliance is electric, check fuses/circuit breakers and make sure it is plugged in. If after that it still doesn't work, log onto company website and submit an online maintenance request. If the appliance is gas, make sure all the pilots are lit. Make sure the stove is clean. Grease and dirt may clog the orifices that allow the pilot to stay lit and prevent the gas burners from heating up. If after that it still doesn't work, log onto company website and submit an online maintenance request. If the stove or range cannot be repaired, it will be replaced. This can take two to three days to remove and replace the appliance. This is not an EMERGENCY and it will be repaired or replaced during normal business hours.

**11 List of Standard Fees**

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

***Fees***

|   |  |
|---|--|
| Apartment/Mail 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   | <i>Refer to lease agreement</i>                  |
| Lock change   | \$100.00   |
| Lockout ( <i>daytime/after 5pm &amp; weekends</i> ) | \$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 | \$250.00 per occupant per week              |
| Unauthorized pet      | \$100.00 per week per pet                   |

***Repairs***

|  |                      |
|--|----------------------|
| Blinds   | \$45 each            |
| Replace Light Bulbs at Move-Out                | \$10.00 each         |
| Carpet – Excessive Wear                        | \$2.00/yd./yr.       |
| <i>(Based on 5-8 yr. life and \$16.00/yd.)</i> |                      |
| Carpet Replace per sq. yd.                     | \$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                 | \$50.00 each         |
| Toilet Plunging                                | \$40.00 per incident |
| Unnecessary Service Calls                      | \$50.00              |
| Vinyl Replacement per sq. yd.                  | \$24.00/yd.          |
| Window Glass Replacement                       | \$90.00 each         |
| Window Screen Replacement                      | \$35.00 each         |