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## GENERAL INFORMATION

Notice: As stated in Section G:32 of your lease, the **Resident Handbook is part of the Lease** and may be updated at any time without written notice given. By signing the Lease Agreement, you agree to abide by the terms of this Handbook.

Office Hours	Monday through Friday 9:00 a.m. to 5:00 p.m. (closed holiday weekends)
Web Address	<a href="http://www.highlandmankato.com">www.highlandmankato.com</a>
E-mail Addresses	Leasing <a href="mailto:leasing@highlandmankato.com">leasing@highlandmankato.com</a> Facilities Manager <a href="mailto:armando@highlandmankato.com">armando@highlandmankato.com</a> Bookkeeper <a href="mailto:bookkeeper@highlandmankato.com">bookkeeper@highlandmankato.com</a>
Affordable Towing	507-388-TOWS (8697)
After Hours Maintenance (Emergencies ONLY)	507-388-9351 Follow the prompts. The answering service will call the Maintenance Staff.
CenterPoint Energy (gas company)	800-245-2377
Xcel Energy (electric company)	800-481-4700 or 800-895-4999
Emergency Phone Numbers	Police/Fire/Ambulance/Poison Control: 911 Mayo Clinic Hospital: 507-625-4031
Post Office	507-625-6587
Security	507-388-9351 Follow the prompts. The answering service will call contact the Security Staff

## LIST OF STANDARD FEES

To avoid paying additional fees, please review the following:

Apartment key (replacement)	\$25
Broken Window	\$500
Blinds	\$50
Window screens (replacement)	\$75-125
Door Damage	\$400
Failure to pick up dog waste	\$50/1 <sup>st</sup> incident; \$75/2 <sup>nd</sup> ; \$100/3 <sup>rd</sup>
Garbage (outside of apartment)	\$45 per bag
Holes in Wall	\$75-\$300
Late rent	8% of Rent owing (after the 5 <sup>th</sup> )
Lockout (outside weekday hours./weekends)	\$75
Lock change	\$100
Mail key (replacement)	\$25
New parking permits	\$50 (if free permit is lost or stolen)
Non-sufficient funds/bounced check	\$35
Parking violation	\$100/incident or tow charge
Toilet plunging/Drain cleaning	Free (1 <sup>st</sup> service call); \$75 (per each additional call, per resident)
Unauthorized pet	\$100/incident
Big Water Spills/Clean up	\$100
Sublease Fee	\$250
Late Key Turn In	\$100 per day

List and fees are subject to change by Highland Hills Management.

## APARTMENT RESIDENT INSPECTION REPORTS

Note any problems in your apartment on the Apartment Inspection Report in your Move-In packet. **Return it to the office within 7 days of your move-in date.** The report is used at the end of your Lease to determine charges. Problems not indicated on the inspection report will be charged against your deposit. **Please be thorough and TAKE YOUR TIME.**

**The report is not a request for repair.** To ask for repairs, call the office to put in a work order.

You are entitled to request a move in inspection with a staff member. You can email [inspections@highlandmankato.com](mailto:inspections@highlandmankato.com) to schedule these. They must be done within working hours (Monday through Friday, 9am to 5pm) and within 5 days of your move in.

## UTILITIES

Notify the appropriate utility companies when you move in **AND** when your Lease ends. They will bill you directly. **You are responsible for the utilities from the first day of your Lease until the end of your Lease!** Please see Section C:13, Item 11 of your lease regarding utilities.

Contact Xcel Energy and/or CenterPoint Energy **within 3 days of your move-in date**. Failure to do so will result in a \$75 fine per month.

## RENT PAYMENTS

Rent is due the 1<sup>st</sup> of each month. Rent not paid by midnight on the 5<sup>th</sup> of the month is late and a late fee will be charged. The late fee is 8% of the rent amount owing. Returned checks result in a \$35 fee.

If you can't pay rent or other fees on time, please contact [leasing@highlandmankato.com](mailto:leasing@highlandmankato.com) to make payment arrangements. Late fees will still apply.

Rent may be paid with a check or money order. **WE DO NOT ACCEPT CASH. *We do accept credit/debit cards, and additional card processing fees will be applied.*** A 24-hour drop box is located at the office for check and money order payments. You may also mail your payment to:

Highland Hills Apartments  
1340 Warren Street  
Mankato, MN 56001

You can also pay your rent using the **Resident Portal**.

1. Log in to your Resident Portal.
2. Click on Make a Payment.
3. Choose Payment Amount.
  - a. Enter amount to pay or leave the default amount.
  - b. Add Payment Note if desired.
4. Choose Payment Method.
  - a. Select New Payment Method or Select a previously Saved Payment Method.
  - b. Select Payment Type
  - c. Enter Billing Information
  - d. Click on Save payment information if desired.
5. Confirm & Submit
  - a. Review the Payment Summary
  - b. You must click and agree to the convenience fee and to the Terms & Conditions.
  - c. Click Submit Payment or Cancel.
6. A Confirmation message will appear and will begin processing. You can print a copy.
7. Autopay or Recurring payments can be set up by clicking on:
  - a. Payments tab
  - b. Scheduled Payments – follow the steps.

Rent charges are divided evenly between all the roommates on the Lease. If you prefer to be charged unevenly, you may fill out a Split Rent form to ask us to split the rent differently.

*Each person on a joint Lease is jointly responsible to make sure the total rent is paid in full and on time.*

## **RENTER'S INSURANCE**

Our insurance covers Highland Hills property and buildings, *NOT your personal belongings*. We **REQUIRE each resident to purchase renter's insurance**. Most insurance companies offer renter's insurance at a reasonable cost. You may also be covered by your parents' homeowner's insurance. We have partnered with Homebody to provide an easily accessible way to purchase renter's insurance.

## **DOOR POCKETS**

Door pockets have been attached to your door. **You are responsible for the information given in the notices sent to your door by Highland Hills**. Put the notices in a central location so that ALL roommates are informed. Examples of notices include: Snow Emergency notices, policy reminders, charges or credits, leasing promotions, etc.

## **CONTACT INFORMATION**

Notify the office immediately if your contact information changes, such as cell phone number or e-mail address.

## **SUBLEASE AGREEMENTS /ROOMMATE CHANGES**

**Sublease:** Highland Hills permits subleasing **ONLY** after meeting the following requirements:

1. Your account balance is paid in full.
2. The subleasing applicant completes an Application, pays the application fee and sub to the office. Leasing personnel will process the application and approve or deny the request based upon our resident criteria.
3. The Highland Hills Consent Form for Subleasing and the \$250 administrative fee is submitted to the leasing office. **The fee is non-refundable.**
4. The person subleasing pays their Security Deposit and signs the current lease.

If the person subleasing fails to abide by the terms of the Lease, the original resident is responsible for rent and other charges including, but not limited to, utilities incurred until the end of the Lease. The original resident's Security Deposit will be emailed 21 days **after** the Lease expires. *Any damage or cleaning costs incurred at the end of the Lease are divided evenly between everyone listed on the Lease.* The original resident is responsible for advertising the apartment. Highland Hills may assist in finding someone to sublease, but they are not obligated to do so.

**Additions:** Resident(s) may add roommate(s) during the Lease. All current roommates must approve this by signing a Roommate Addition form. New roommates must apply, pay for the application fee and security deposit, and sign the Lease.

**Releases:** Resident(s) may release his/her roommate(s) from the Lease by signing a Roommate Release form. **The resident(s) who stays agrees to take responsibility for the total rent amount for the apartment.** Each leaseholder must sign the release form.

## MAINTENANCE

### WORK ORDERS

You can make maintenance/workorder requests by log in to your **Resident Portal**.

From your Resident Portal Dashboard:

1. Click on **Submit a Work Order**
2. Select the **Location**, and **Problem** from the drop-down menus.
3. Select **Yes** or **No** for **Do you agree to let the property staff enter your unit to work on this maintenance issue?** If **Yes**, if this issue needs
4. Select **Yes** or **No** for **Do you have a pet?** If **Yes**, enter any details about your pet you want the maintenance staff to know.
5. In the **Description** box, enter a description of the problem with as much detail as possible.
6. You can attach pictures of the problem to the work order.
7. Click on **Submit**.
8. Click on **Back to Maintenance** to go back to the Home screen.

To add another work order request, repeat steps 1-7 above.

If you do not have access to your Resident Portal, you can call the office at 507-388-9351 to submit maintenance requests. Explain the problem in detail. Reporting directly to the office or online will ensure that the specific details about your request will not be missed.

Do not wait to report a problem. *If you do not report a needed repair in a timely manner, you may be charged for unnecessary damage caused to the property.* In case of an emergency, the manager and maintenance staff have the right to enter your apartment without your permission.

***Keep a plunger in your apartment at all times.*** If the maintenance staff 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 or electrical power. Learn the location of shut off valves and breakers.

In Studio apartments, do not tamper with the thermostat if it is located in your apartment. Opening your windows will disrupt the temperature in other Studio apartments.

### INERRUPTION OF SERVICE

Tenants will receive no compensation or rent deduction for inconvenience due to repairs or interruption of service.

## **EMERGENCIES/AFTER HOURS/SECURITY**

Service technicians are on call 24 hours a day, 7 days a week. After hours, call (507)388-9351 and our answering service will page maintenance to report your emergency request. A technician will respond to an emergency as quickly as possible and will call you back for details. If you are not available, the technician may not come.

Emergencies include: lack of heat, water leakage, power outages, lock outs, fires, gas leaks, etc.

Security is available after hours should you need them. Call (507)388-9351 and follow the prompts to be connected to our answering service. Please call Security first to report a noise complaint. They will call the Mankato Department of Safety if necessary.

## **GAS APPLIANCES**

- If a pilot light goes out on your stove, oven, water heater or furnace, contact the office immediately.
- Do not move the stove to clean under it without the help of a service technician.
- Do not use the drawer below the oven for storage.
- Keep the broiler pan clean to prevent a grease fire.

## **ELECTRICAL ISSUES & APPLIANCES**

If you have an electrical problem, contact the office. Running electrical wiring or extension cords is a violation of building codes. To avoid overloading circuits, do not use a stronger light bulb than recommended for the fixtures. The limit is 60 watts on most fixtures.

## **PETS**

*Highland Hills follows all guidelines of the FHAct and Section 504 of the Rehabilitation Act of 1973 and the ADA with respect to animals that provide assistance to individuals with disabilities.*

### **Cats**

All cats must have veterinary certification of current required vaccinations and be spayed or neutered. No more than 2 cats per apartment are allowed.

### **Dogs**

Dogs are allowed in designated buildings only. Highland Hills scale weight is final if weight is disputed. Average adult weight is used for weight determination. All dogs must have veterinary certification of current required vaccinations, including but not limited to Rabies, and must be spayed or neutered. All dogs must be on a leash when outdoors. Dogs are to relieve themselves in designated areas only; owners **MUST** clean up immediately afterwards. No more than 1 dog per apartment is allowed.

*Fines for not picking up pet waste:*

*-1<sup>st</sup> incident; \$50*

*-2<sup>nd</sup> incident, \$75*

*-3<sup>rd</sup> incident, \$100*

### **Miscellaneous**

The non-refundable pet fee is \$200 per pet. Cats and dogs are the only pets allowed. Each cat and dog must be registered with the office prior to move in or at the time of acquiring the pet. The Highland Hills pet tag must be worn at all times. Please be aware of your neighbors and try to keep pets quiet, especially at night.

Pets are not allowed to “visit” your apartment. According to B:12 of the lease, “*RESIDENT may not keep, board, “baby-sit” or otherwise allow animals or pets to be present in the Apartment under any circumstances or for any period of time whatsoever unless above procedure is followed. Failure to comply with this lease term will result in a **\$100 FINE PER INCIDENT** and/or possible eviction.*”

# APARTMENT INTERIOR REGULATIONS

Keep your apartment in good repair and clean at all times. Contact the office as soon as you see a maintenance concern.

- BATH: Shower curtains **must** be used. Use ventilator fans to reduce moisture collection.
- CANDLES: Residue on walls due to candles and/or smoking will result in cleaning/painting charges. Never leave unattended candles burning.
- COOKING: Keep your entry door closed when cooking, especially if you have burned anything in your apartment. If opened, fire alarms may be set off. Open your windows to air out the apartment.
- FURNACE: In cold weather, you must leave your furnace **ON** at all times, set no lower than 55 degrees. You are responsible for all damage caused by turning off the heat.
- FURNACE ROOM: Do **NOT** use for **storage**.
- GARBAGE: Dispose of kitchen garbage frequently. Keep in mind that offensive odors may not stay in your apartment, and can filter into common areas and other apartments. Do not leave your garbage bags outside of your apartment, take them to the dumpster immediately. If maintenance or security are called due to offensive odors, you may incur a \$50.00 fine.
- GREASE DISPOSAL— Properly dispose of grease/oil by: 1) Pouring hot grease/oil into empty can, let cool and harden. 2) If grease/oil won't harden, put in closed container. 3) Dispose of either in garbage. **Do not pour grease down the drain!**
- HANGING ITEMS: Use small nails or hooks, not stick-on wall hangers. Do not remove existing hooks. Heavier objects may require toggle bolts or special fasteners. Contact the office before hanging heavy objects.
- LOCKS: Do not install your own locks. Non-Highland Hills locks will be removed at a \$100 charge per lock.
- MOTOR OIL AND GREASE: Prohibited inside apartments due to fire hazard.
- PLUNGER: Have a plunger available in your apartment. The charge for maintenance to plunge your toilet is \$75.
- SPRAY PAINT: Do not use spray paint in your apartment or in the building hallway.
- SMOKING: **All Highland Hills apartment buildings are smoke free.** This includes cigarettes, e-cigarettes, and hookahs. See Section B:11 of your lease.  
*-1<sup>st</sup> Violation - \$100*  
*-2<sup>nd</sup> Violation - \$150*  
*-3<sup>rd</sup> Violation - \$300/Possible Eviction*
- STOVE: Do not use foil to cover the top. It is a fire hazard.
- THERMOSTAT: Do not remove or replace Accustat thermostat. Doing so may damage the furnace. Call the office for assistance.
- VACUUMS: Not furnished for residential use.
- WALLS: Wallpaper or contact paper is not allowed. The walls may be painted. A Paint Agreement form must be filled out in the office, stating that the walls will be painted back to white unless they are approved Highland colors and meet the Highland Hills standards.
- WINDOWS: Do not remove window screens.

## OUTSIDE REGULATIONS

- DRIVING: Do not drive on lawns or tennis courts.
- Flammable Explosive Substances/Firecrackers: **NOT allowed on Highland Hills Property.**
  - 1<sup>st</sup> Violation- \$100
  - 2<sup>nd</sup> Violation- \$200
  - 3<sup>rd</sup> Violation-\$300/ Possible Eviction
- FURNITURE: Appropriate lawn furniture may be used outside of apartments. The furniture must be stored inside your apartment when not in use. Landings and hallways must remain empty.
- GARBAGE: Any item left outside of your apartment will be removed. Appropriate charges will be applied. If cleaning, leave your garbage bags inside your apartment until you are ready to take them to the dumpster.
- GRILLS: Personal grills are prohibited. Stationary grills are in the courtyards. **Never put hot coals in dumpsters or on the grounds.** Place cooled coals in a bag, then in the dumpster.
- HALLWAYS: Excessive repairs and cleaning to common hallways are billed to the responsible residents. If identification of the responsible resident is not possible, the repair/cleaning costs will be charged to all the residents in the building.
- LAUNDRY: Do not hang clothing, rugs or towels from balconies to dry.
- SPRAY PAINT: Do not use spray paint on sidewalks or cement pads without using newspaper or other protection as this will stain the surface.
- Vandalism and Graffiti are Prohibited.
  - 1<sup>st</sup> Violation- Pay all damage costs + \$300 and or Eviction
  - 2<sup>nd</sup> Violation- Eviction and pays damages.

## SOLICITATION

The manager's written permission is required for door-to-door solicitation. If a solicitor bothers you, please provide the company name to the property manager.

# PARKING

## RESIDENT PARKING – PERMIT REQUIRED

- Permits are valid from August through July of the next year. Residents must update their permit at the beginning of a new lease. **Outdated permits are NOT valid!**
- Residents are to park in their designated parking lot. **Residents will be subject to a \$100 parking fine or may be towed, if parked in a non-designated lot.**
- All permitted vehicles must be registered with the office. Make/model of vehicle and license plate number are required.
- Permits must be displayed on your rear-view mirror facing out at all times.
  - Transfer your permit to new car, if necessary, and provide the office with new information.
- One permit per resident will be issued at no charge.
  - Permits must be returned to the office at the end of your lease.
- Park your permitted vehicle as near to your building as possible. You may call the office at (507)388-9351 ext. 6 to report violators.
- Replacement permits cost \$50 if lost, stolen or destroyed.
- Highland Hills is not responsible for damage to your vehicle.
- **When you leave for an extended period of time**, such as spring break, summer or winter break, but do not take your vehicle, **you remain responsible for your car.** Make arrangements to have your car moved during your absence, for snow removal or other purpose.
- Management reserves the right to deny/suspend/revoke any parking permit for violation of the parking rules and regulations or for irresponsible, dangerous vehicle operation.
- Obey the STOP signs on our property. **DRIVE RESPONSIBLY!**
  - 1<sup>st</sup> Violation- \$100**
  - 2<sup>nd</sup> Violation-\$200/ 1 month revocation of Parking Permit**
  - 3<sup>rd</sup> Violation-\$300/ Possible Eviction**

## GUEST PARKING – PERMIT REQUIRED

- Visitors must **ALWAYS** park in a Guest Parking Lot.
- Residents must obtain a temporary permit for visitors, which must be displayed Monday-Friday, 9:00 a.m.-5:00 p.m. These permits are free and are available in the office.
- For unexpected after office hours guests, resident must obtain a permit in the office at 9:00 a.m. the next business day. If you are unable to obtain the permit by 9:00 a.m., the guest vehicle must be off the property before 9:00 a.m.
- Permits are **NOT** transferable.
- Vehicles without current permits will be immobilized (booted) or towed.
- Management may limit/refuse temporary permits at their discretion.

## TOWING & IMMOBILIZING

- To ensure adequate parking space for permitted residents and guests, staff will immobilize (boot) non-permitted vehicles.
- Guest's vehicles may be immobilized/towed at any time if they are parked illegally in front of an apartment building. Guest vehicles must be parked in the Guest Parking Lots and have a guest permit displayed during office hours.
- Vehicles are towed at the owner's expense if parking regulations are violated. Vehicles are also towed if boots are not paid for by 4:00 p.m.
- Trucks, buses, trailers, boats, campers, etc. may be parked on the property with management's approval.
- Immobile/Junk cars are not allowed on the property and may be towed at owner's expense.
- Violations of parking rules, such as careless driving, blocking dumpsters, or parking in a fire lane or on lawns will result in a fine, loss of permit, towing or all of the above.

## MOTORCYCLES

- Register with the office. Always display the Highland Hills bike permit.
- Motorcycles are prohibited in hallways, apartments and sidewalks.
- Do not drive on sidewalks. Motorcycles must be walked, with the engine off, to a permitted driving area.
- Motorcycles must be parked, with a block of wood under the kickstand, in an appropriate parking space (not tied to a building).

## BICYCLES

- Attach a current permit to the bicycle and place on a bike rack or store in your apartment. Bicycles are prohibited from being parked in hallways or stairwells.
- Permits are available at the office at no charge.
- **Any bicycle parked without a permit or parked anywhere other than a bike rack will be removed from the property.**

# SNOW REMOVAL/PARKING LOT MAINTENANCE

**Be aware of the weather for possible snowplowing.**

- Snow Removal and Parking Lot Maintenance are multiple-day events; designated portions of the property will be completed each day.
- Management **will attempt** to give a 12 hour notice, but not guaranteed, pending the timing of the snow. The notices will be via e-mail, a flyer delivered to your door (if time and staff permit) and/or Facebook.
- Each resident must move their car according to the notification instructions. **Each resident is responsible for their own vehicle even if they are away for an extended period of time, e.g. winter break. Make arrangements to have your car moved or check with the office for a possible area to park during your absence.**
- Any vehicle parked illegally will be towed at the owner's expense. Illegal parking includes, but is not limited to, parking in roadways, fire lanes, on grass and on sidewalks, blocking dumpsters or other vehicles and parking in the area to be cleared.
- Parking with the front of your car extending over the curb/sidewalk will result in a fine and/or towing, as it obstructs snow removal.
- **Parking space is not guaranteed for each resident during Snow Removal and/or Parking Lot Maintenance.** Resident should plan to park off property, if necessary, until plowing/maintenance is completed.
- Cars not moved or parked illegally will be towed at the owner's expense.
- No guest parking is available during Snow Removal.

## NOISE

Stereos, radios, car radios, televisions, musical instruments or other sound emitting items must be used so as not to disturb other residents. Keep your apartment door closed.

City of Mankato noise ordinance prohibits disruptive noise between 10:00 p.m. and 7:00 a.m. "Disruptive noise" is any noise that can be heard outside your apartment.

***Noise Violation:***

***-1<sup>st</sup> Violation- \$300/ Possible Eviction***

***-2<sup>nd</sup> Violation- Eviction***

# RECREATION

## COURTYARDS

Courtyards and parking lots are not for playing baseball, softball, Frisbee, football, cricket or other games. City ordinances, state laws and insurance policies require this rule to protect windows, vehicles and passersby. Highland Park is to the North within walking distance.

## SWIMMING POOL

Hours: Monday – Friday 10:00 a.m. - dark  
Saturday – Sunday Noon - dark

Pool Passes are required to use the pool. People at the pool without a pool pass or not accompanied by a resident or person over 18 years old will be asked to leave.

The following are reasons to ask people to leave the area:

- Running
- Bicycles parked inside fenced area
- Visible bandages, sores, infections or similar conditions
- Loud music or any offensive, abusive behavior
- Use of glass containers
- At management's discretion

Use of pool while closed is trespassing. Trespassers are subject to arrest by the police and a fine by Highland Hills Management. Children in diapers are not allowed in the pool. Smoking is not allowed in the pool area.

No lifeguard is on duty. Use of the pool is at your own risk. The pool will be closed if management has safety concerns due to weather or any other cause.

Recreational facilities above are ONLY for use of residents and their guests.

Each resident is responsible for his/her guest(s).

To report violations: 1) During the day, call the office at (507) 388-9351;  
2) After office hours, call security at (507) 388-9351 and follow the prompt

### ***Swimming Pool Violations:***

***-1<sup>st</sup> Violation-\$200***

***-2<sup>nd</sup> Violation-\$250/loss of pool privileges***

***-3<sup>rd</sup> Violation- \$300/Eviction***

## TRASH/RECYCLING RECEPTACLES

Dumpsters are placed throughout the property for your convenience. **Place garbage in plastic bags and tie shut.** To dispose of leftover food, place in sealed bags or plastic containers before putting in dumpsters. For grease disposal, see page 6 under Apartment Interior Regulations. Garbage rotting inside apartment or stowed just outside of apartment

### ***Garbage Fines:***

***-1<sup>st</sup> Violation- \$50***

***-2<sup>nd</sup> Violation-\$100***

***-3<sup>rd</sup> Violation-\$300***

Recycling bins are at the north end of the South Side Guest Parking Lot. Recyclables are paper, plastic, glass bottles, jars and aluminum cans. If bins are full, place bags in dumpsters or come back when containers are empty. Leaving recycling and/or trash items on the ground is not acceptable; the garbage collection company will not pick up items that are placed *near* the dumpster. NEVER leave garbage bags or trash outside your apartment door.

### ***Littering Fines:***

***-1st Violation-Warning***

***-2nd Violation-\$50***

***-3rd Violation \$100***

## LAUNDRY ROOMS

**DO NOT overload machines** or use tints or dyes. You are responsible for damage you cause to appliances. If a machine is not working properly, please contact BDS Laundry Management at 1-800-688-0020.

Use trash containers to keep the laundry areas clean. Do not, however, use laundry trash containers for food or other personal garbage.

**Management is not responsible for loss or damage to personal belongings.**

## EXTERMINATING SERVICE

A professional exterminating company services Highland Hills once a week. If you detect a problem, contact the office immediately. The service is free unless delayed reporting causes pests to spread in the apartment or to other apartments.

To avoid pest issues:

<ul style="list-style-type: none"><li>*Keep your apartment clean.</li><li>*Clean your stove after each use</li><li>*Keep your door closed</li><li>*Leave screens on the windows</li><li>*Take trash out daily</li><li>*Follow the instructions of the pest control service</li></ul>	<p><b>*Do NOT:</b></p> <ul style="list-style-type: none"><li>• Place trash outside your door</li><li>• Store paper bags, cardboard boxes or empty cans</li><li>• Keep large trash bins inside or outside your apartment</li></ul>
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## LOCKOUTS

You may borrow a key from the office during regular office hours. After office hours, call 388-9351. Our answering service will call security staff when they come on duty; security staff will assist you then. To receive a key, you must show a photo ID to confirm you are a resident. After 5:00 p.m. or on weekends, the fee to open a locked apartment is \$75.

## MAIL/PACKAGES DELIVERY

Mail boxes are located:

- Monks Avenue addresses - East of Apt. 401; south of Apt. 1551
- Warren Street addresses - East of the tennis courts
- Campus View Road or Balcerzak Dr. addresses - Centrally located near your apartment

\*See map for exact locations\*

Highland issues one key per apartment. Extra keys are \$25. If the key is lost, the cost is \$100 to replace the lock.

Each location has package mailboxes. If you find a key in your mailbox, match the number on it to the package box. When the key is inserted, only the mail carrier can remove it. The mail carrier will attempt delivery to your apartment if packages don't fit in the package boxes. If you are not home, the mail carrier should leave notification where to pick up the package.

## SMOKE/CARBON MONOXIDE DETECTOR

Combination smoke and carbon monoxide detectors are located either inside your apartment or in the hallways. The detectors are wired into the buildings. Do not disconnect the detectors. Call maintenance immediately for service if there is a problem.

Test the detectors monthly by pushing the detector button for about 60 seconds or until you hear it sound and change the batteries at least twice a year (e.g. at the beginning and end of Daylight Savings Time). If no sound occurs when testing, please contact the office immediately.

## FIRE SAFETY

- Keep emergency numbers by your phone.
- If there is a fire in your apartment, leave at once and close the door behind you. Call 911 from a cell phone or neighbor's phone.
- If the fire is not in your apartment, call 911 immediately. Do not assume that someone else has called. Alert others in the building if possible.
- Before leaving your apartment, check the inside of your door. If it is cool to the touch, open the door slowly and make sure that it is safe to exit.
- If your door feels hot, stay inside your apartment.
- Open your window and seal off all cracks around your door with towels.
- If you are on a second or third floor and cannot exit safely, wait for a firefighter to assist you. Do not jump!
- Remain calm.

**Do not leave the stove, oven, iron, electric blanket, etc. on when you leave your apartment. Do not place candles near blinds or any flammable object, and make sure that anything burning is put out completely. Do not keep or use flammables in your apartment or work on anything in the apartment that requires flammables. Keep area around baseboard heaters clear. Do not store anything in the utility closets.**

## **TORNADO SAFETY**

The City of Mankato tests sirens on the first Wednesday of the month at 1:00 p.m.

<http://www.metroemergencymanagers.org/TornadoShelterAreaDetermination.PDF>

***Tornado Watch*** – a chance of one or more tornadoes in your area; watch for tornadoes and stay tuned to a radio or television news station.

***Tornado Warning*** – a tornado has been sighted or detected by radar in your area; seek shelter immediately!

Lowest level bathrooms or hallways away from glass are the safest place to be during severe weather. Other areas available for shelter are: Laundry rooms (8:00 a.m. to 10:00 p.m.) & lowest level landings.

## **GUEST STAYING OVERNIGHT**

See Section B:7 of your lease regarding guests staying at your apartment.