

GENERAL INFORMATION

Notice: As stated in Paragraph G:32 of your lease, the **Resident Handbook is part of the Lease**. By signing the Lease, you agree to abide by the terms of this Handbook.

Office Hours	Monday through Friday 9:00 a.m. to 5:00 p.m. Saturday 10:00 a.m. to 2:00 p.m.
Web Address	www.highlandmankato.com
E-mail Addresses	leasing@highlandmankato.com (leasing questions) propertymanager@highlandmankato.com (apartment questions) bookkeeper@highlandmankato.com (billing questions)
Affordable Towing	507-388-TOWS (8697)
After Hours Maintenance (Emergencies ONLY)	507-388-9351 Follow the prompts. The answering service will call the maintenance personnel on call.
CenterPoint Energy (gas company)	800-245-2377
Emergency Phone Numbers	Police/Fire/Ambulance/Poison Control: 911 Immanuel St. Joseph's Hospital: 507-625-4031 Maintenance: 507-388-9351
Hickory Tech (phone company)	507-387-1151
KMS Television (tech support for cable/internet)	507-388-9351
KMS Television (billing for cable/internet)	952-831-8319
Post Office	507-625-6587
Security	507-388-9351 Follow the prompts. The answering service will contact the security staff.
Xcel Energy (electric company)	800-481-4700 or 800-895-4999

LIST OF STANDARD FEES

To avoid paying additional fees, please review the following:

Apartment key (replacement)	\$10.00
Failure to pick up dog waste	\$25/incident
Garbage	\$10.00/bag or item
Late rent	After the 5 th (see your lease for charges)
Lockout (daytime/after 5:00 p.m.)	\$25.00/\$50.00
Lock change	\$50.00
Loft connected to ceiling	\$150.00
Mail key (replacement)	\$10.00
New parking permit	\$50.00 if free permit is lost or stolen
Noise violation	\$300.00
Non-sufficient funds/bounced check	\$30.00
Parking violation	\$50.00 or tow charge
Property Retrieval	\$10.00/item
Smoking in buildings	\$50.00
Toilet plunging	\$25.00
Unauthorized pet	\$50.00/incident

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

APARTMENT INSPECTION REPORTS

Note any problems in your apartment on the Apartment Inspection Report in your Move-In packet. **Return it to the office within 3 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 to you. Please be thorough.

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

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!**

Contact Xcel and/or CenterPoint and **return the sign-up sheet to the office within 3 days of your move-in date.**

RENT PAYMENTS

Rent is due the 1st of each month. Rent not paid by midnight on the 5th of the month is late. A late fee will be charged. If rent continues to be unpaid, additional late fees are assessed. See your lease for due dates and amounts charged. Returned checks result in a \$30 fee.

If you can't pay rent or other fees on time, please contact the property manager to make payment arrangements. Late fees will still apply.

Rent may be paid with a check, credit card, debit card or online through our website, www.highlandmankato.com. **We do not accept cash.** 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

Automatic payment is also available. Please see the bookkeeper for an Automatic Debit Authorization Form or go online under "Pay Rent" to schedule a recurring rent payment from your credit or debit card.

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

*Each person on the 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 strongly advise 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' homeowners 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 given to the apartment, 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 Highland Hills Consent Form for Subleasing and the \$100 administrative fee is submitted to the leasing office. **The fee is non-refundable.**
3. Each applicant completes an application form and submits it and their application fee to the office. Leasing personnel will process the application and approve or deny the request based upon our resident criteria.
4. The person subleasing pays the damage 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/damage deposit will be mailed 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 released resident(s) must pay a \$50 administrative charge. **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

To report maintenance concerns, call the office at (507)388-9351 or e-mail us at highlandmankato.com (for non-emergencies). Explain the problem in detail. Do not approach staff on the property about work orders. They do not carry work orders and may not remember your request when they return to the office.

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 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 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.

EMERGENCIES/AFTER HOURS

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

A minimum \$50 charge is assessed for any non-emergency work orders requested after hours. Emergencies include lack of heat, water leakage, locked out of apartment, etc.

GAS APPLIANCES

- If a pilot light goes out on your stove, oven, water heater or furnace, contact the office.
- 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

If you have an electrical problem, contact the office. Running electrical wiring or extension cords is a violation of building codes and our property insurance. 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

Cats

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

Dogs

Dogs are allowed in designated buildings only. All dogs must be less than 20 pounds. 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, be spayed or neutered and be on a leash when outdoors. Dogs are to relieve themselves in designated areas only; owners must clean up immediately afterwards.

Miscellaneous

The non-refundable pet fee is \$200 per pet. Dogs and cats are the only pets allowed. Each dog and cat must be registered with the office prior to move in or at the time of acquiring the pet. 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 (including but not limited to animals or pets belonging to guests, friends, or relatives) in the Apartment under any circumstances or for any period of time whatsoever. Presence of any animal or pet will result in a \$50 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**.
- **GREASE DISPOSAL**—Properly dispose of grease by: 1) Pouring hot grease into empty can, let cool and harden. 2) If oil won’t harden, putting 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 \$50 charge per lock.
- **LOFTS:** Hanging lofts are prohibited. The charge for each loft connected to the ceiling is \$150.
- **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 \$25.
- **SPRAY PAINT:** Do not use spray paint in your apartment or building
- **SMOKING:** **All Highland Hills apartment buildings are smoke free.**
- **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: Your wallpaper, contact paper or paint is not allowed.
- WINDOWS: Do not remove window screens.

OUTSIDE REGULATIONS

- DRIVING: Do not drive on lawns or tennis courts.
- FIREWORKS: Fireworks are prohibited.
- 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.

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

- Permits are valid from June 1st through May 31st of the next year. Residents must update their permit at the beginning of a new lease or on June 1st, whichever applies. **Outdated permits are NOT valid!**
- All permitted vehicles must be registered with the office.
 - Proof of auto insurance (in resident's name or parent's or guardian's name), license plate number and a valid driver's license 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.
- 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!**

GUEST PARKING

- Visitors must **ALWAYS** park in a Guest Parking Lot.
- Temporary permit 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 motor vehicles may be immobilized/towed at any time if they are parked illegally in front of an apartment building. Guest motor vehicles must be parked in the Guest Parking Lot 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 the property manager's permission.
- 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.

- To receive permit, show proof of insurance and a valid driver's license.
- 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, stairwells, or sidewalks.
- 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

- Snow Removal and Parking Lot Maintenance are multiple-day events; designated portions of the property will be completed each day.
- Management will give a minimum of 24 hour notice via e-mail and/or flyer delivered to your door.
- 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 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. If the City of Mankato or Highland Hills security staff issues a noise violation to your apartment, the apartment is fined \$300.

RECREATION

VOLLEYBALL & TENNIS COURTS

The courts are for tennis and volleyball use only. All other use is prohibited.

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

People at the pool not accompanied by a resident 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

After hours use 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. No smoking is 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.

Please Note:

- 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 prompts.

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.

Recycling bins are in the Guest Parking Lot on the north end. 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 items on the ground is not acceptable, and it will be thrown in the dumpster. Watch for notices regarding additional recycling areas.

NEVER leave garbage bags or trash outside your apartment door. Bags or trash will be taken to the dumpster by our staff at a charge of \$10 per bag/item.

LAUNDRY ROOMS

Coin operated washers run approximately 35 minutes. Dryers run approximately 45 minutes. Be considerate of others; remove your clothes promptly when cycle ends.

DO NOT overload machines or use tints or dyes. You are responsible for damage you cause to appliances. Place an "Out of Order" sign on non-working machines and file a work order at the office. Money lost due to a machine malfunction will be refunded.

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 to other apartments.

To avoid pest issues:

- Keep your apartment clean
- Clean your stove after each use
- Take trash out daily
- Keep your door closed
- Leave screens on the windows
- Follow the instructions of the pest control service
- Do NOT:
 - place trash outside your door
 - store paper bags, cardboard boxes or empty cans

- keep large trash bins inside or outside

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. The fee to open a locked apartment is \$25 during weekday office hours. After 5:00 p.m. or on weekends, the fee to open a locked apartment is \$50.

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

CampusView Street or Balcerzak addresses- Centrally located near your apartment

Highland issues one key per apartment. Extra keys are \$10. If the key is lost, the cost is \$35 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 DETECTORS

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 pm.

<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.