



APRIL 2022 NEWSLETTER

From Judy:

I just want to refresh your memories on some sections of the Resident Handbook.

- Section 3. **TENANT AND GUEST CONDUCT:** All tenants and their guests should be respectful of others' privacy, property, and general well-being. Residents are responsible for the conduct of their guests at all times, and should do their best to ensure that their behavior is neither offensive to any neighbor, nor damaging to any physical part of the property.
- Section 11. **MAINTENANCE AND MAINTENANCE EMERGENCIES:** Maintenance requests will be completed in a timely manner. Non-emergency requests will be completed between 7:30 a.m. and 7:30 p.m. Monday through Friday, excluding holidays. The goal is to respond to non-emergency maintenance calls within one week and emergency calls within 24 hours except when special circumstances prevent this.

Maintenance requests will be handled after office hours if they are emergencies. We define emergencies as situations which present a danger to people or property. These include but are not limited to:

- Lost keys or lockouts
- Fire- Call 911 first
- No electricity in the entire apartment- check your breaker box first
- Broken or non-working exterior access doors, locks or windows
- Non-working refrigerator or stove – please check GFI switches in kitchen and breaker box first
- No heat, in accordance with state and local laws.
- No air conditioning, in accordance with state and local laws.
- No water in the entire apartment or no hot water
- Toilet not functioning (when there is only one toilet in the apartment)
- Flooding
- Broken pipes

From Amber:

Happy SPRING!!!!!!! I hope 😊...you never know in Minnesota!

We are needing to remind tenants again to please be respectful of the office hours. If the office is closed, it is closed for a valid reason. Unless you have an emergency as stated above, please be respectful of the hours and times where the office is needing to be closed.

Enjoy the nicer days ahead!