



**PARK TOWERS**  
APARTMENTS



RESIDENT HANDBOOK



Handbook revised effective date June 1, 2019

## INTRODUCTION

**Welcome to your new home!** We are pleased that you have chosen Park Towers as your home.

The Hutchinson Housing & Redevelopment Authority (HRA) owns and manages Park Towers. The Housing Authority has five governing Commissioners appointed by the Mayor and City Council of Hutchinson. The Executive Director conducts the business affairs of the HRA including Park Towers. Rent paid by residents is the major source of operating income for Park Towers. The Department of Housing and Urban Development also provides funds for building improvements and additional operating income.

**Please review this handbook thoroughly and inform your guests of Park Towers' policies!**

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# ***MANAGEMENT***

Our Mission is to offer quality, affordable rental housing within an attractive community setting.

## **STAFF**

The primary responsibility for overall management belongs to the HRA Executive Director. The Park Towers Public Housing Specialist is responsible for day to day operations including processing applications, showing apartments, taking maintenance work orders, taking rent payments, processing rent changes, along with coordinating recreational activities. The Park Towers maintenance worker ensures the building is clean and well maintained and is available for emergency maintenance calls. Management office hours are open Monday through Friday 9:00 - Noon and 1:00 - 4:00 P.M. or by appointment. The office will be closed for holidays, vacations, meetings or other staff time off. Entrance doors remain locked at all times. Guests can gain entrance to the building by using the intercom in the vestibule and dialing the apartment number of the resident they are visiting.

Adult Day Services	234-4630
Clinic Cab Inc.	1-800-962-3705
Allina Health Care	234-5031
Hutchinson Medical Center Clinic	587-2020
Hutchinson Hospital	234-5000
Legal Services	1-800-247-2299
Mental Health Help Line	587-5502
McLeod County Social Services	587-9533 or 1-800-247-1756
<b>Park Towers Office Phone</b>	<b>587-2168</b>
<b>Maintenance Cell Phone (emergencies)</b>	<b>583-6662</b>
<b>After hours Emergency number</b>	<b>587-7577</b>
Police, fire or ambulance EMERGENCY	911
Police NON-EMERGENCY	587-2242
Prairie River Home Care	587-5162
Public Health Nursing	484-4399
Senior Center	234-5656
Senior Linkage Line	1-800-333-2433
Social Security	1-800-772-1213
Taxi	587-7878
Trailblazer	1-888-743-3828/320-864-1908

## ***MOVE IN***

All of the apartments have around 525 square feet of space, although they may have different floor plans. Please use small nails or removable adhesive hangers when hanging pictures on the walls. No nails are to be used on the oak doors, cabinets, or window frames. Please inform us if you will be using the air conditioner or installing a food freezer, as there are additional utility charges for these two items.

### **MOVE IN INSPECTION**

When you sign your lease, you will sign and be given a copy of a move-in inspection form that documents the condition of the apartment. Any changes must be noted on the move-in inspection form and returned to the Management Office within 3 business days.

### **MOVE IN PROCEDURE**

On weekends, use the front entrance to unload your belongings. On Monday through Friday, between 7:00 A.M and 6:00 P.M, please use the back door to unload your belongings so as not to block access to the Trail Blazer bus service. Please use only one elevator when moving; the elevator on the left is larger and has padding to protect against damage. **To prevent tripping hazards and for fire safety: Tenants, families or guests shall not block or leave any items on sidewalks, entrances, elevators, stairways, hallways or commons areas.**

### **RENTER'S INSURANCE**

The HRA carries insurance on its property to cover losses in the event of damage by fire, storm or other hazard. The HRA does not carry insurance on the personal property of our residents. We recommend that you obtain a renter's insurance policy to cover your own personal property.

## ***REGARDING YOUR LEASE***

### **RENT**

Your rent is due on the 1<sup>st</sup> working day of each month. If you foresee a problem in paying on time, you are responsible for making other arrangements prior to the first of the month. The management office must approve these arrangements. A check or money order must be used to pay the rent. Rent payments can be dropped off into the drop box in the office door. Rent receipts for payments dropped off are available on request after the 5<sup>th</sup> day of the month. There is a late fee if your rent is not paid by the 5<sup>th</sup> of the month. There is also a fee for NSF checks.

### **SECURITY DEPOSIT**

A security deposit is required for each apartment. It will be returned to you with interest when you move out. At the time you move out, you will be given a list of what is expected to be cleaned in your apartment. There will be a charge in accordance to the current schedule of charges for stripping and waxing the tile floors and shampooing the carpets. If there are damages to your apartment beyond normal wear and tear or additional cleaning is required, charges will be deducted from this deposit. A forwarding address should be left at move out so we can return your security deposit.

## **LEASE**

Your lease is a legal contract between you and management. All residents at Park Towers must sign a lease. It specifies in writing your responsibilities and those of management. Please read it carefully. You may terminate your lease by giving a one full calendar month plus one day written notice, immediately prior to the 1<sup>st</sup> of the month. Please inform your family members of this notice requirement as they may be involved in your apartment clean up when you move out. Call or stop by the management office to schedule a time for a move-out inspection. Your apartment should be left clean, and in good repair.

**If the Tenant does not give the full notice, the Tenant shall be liable for rent to the end of the required notice period or to the date the dwelling is re-rented, whichever date comes first.**

### **The following reasonable rules are required in order to reside at Park Towers Community:**

- Resident does not endanger themselves or others.
- Resident dresses appropriately when in the common areas or grounds. Pajamas and/or robes are not allowed in any common areas. Shirts and footwear are required in the common areas; no bare feet or stocking feet allowed.
- Resident does not display disruptive, threatening or upsetting behavior to staff or other residents' peaceful enjoyment of the premises.
- Resident can live safely at Park Towers with appropriate services. If appropriate services are stopped and it is determined that the resident cannot be lease compliant, reside safely or comply with housekeeping standards in maintaining their apartment at Park Towers in a clean, safe, and sanitary manner, the resident must find other housing arrangements.
- Resident must display appropriate toileting habits and maintain their clothes and themselves in a sanitary manner.
- Between the hours of 10 p.m. and 7 a.m. quiet time and a reduced noise level is expected to allow neighbors undisturbed sleep. This includes your apartment, any commons area including the laundry room, hallways, and grounds.
- Resident shall follow all lease requirements.
- Ear buds shall be used in commons areas for music/noise from electronic devices.
- Shall report any emergency immediately to the appropriate authority.
- Shall report maintenance emergencies immediately to Park Towers maintenance cell phone, including, but not limited to such issues as, water leak, no heat in the winter or a plugged toilet or overflowing toilet. **DO NOT** keep flushing your toilet if the water level is at the top of the toilet bowl or the toilet will overflow. Do not flush wipes down the toilet, even if the package states flushable-they will clog the toilet. Resident needs to attempt plunging prior to calling maintenance, if your plunging does not unplug the toilet, then call maintenance.

## **RECERTIFICATIONS**

Your monthly rent can be based on the total income received by your household as adjusted in accordance with federal regulations or you may choose to pay a flat rent. Your income must be recertified annually, unless you have chosen to pay the flat rent; rent recertifications are then required every three years. You have a legal obligation to disclose all of your household income and assets so that you pay the correct rent under the low rent housing program. Your lease requires your full cooperation in supplying complete income information and assets at reexamination time. Your failure to cooperate with rent recertifications or if you knowingly withhold information needed to accurately calculate your rent payment may result in lease termination. A retroactive rent payment may be charged if all income is not reported, resulting in months when you should have paid a higher rent. Please notify the office of any change in income during the year.



## **RENT CREDIT - CRP**

The Minnesota State Legislature allows a possible refund to renters from a real estate tax reduction that can be filed for by sending a Certificate of Rent Paid form with your Minnesota Individual Income Tax Return. We urge you to file annually for this potential refund. Even if you are not otherwise required to file a tax return, you may still receive this refund by filing the return. A Certificate of Rent Paid form will be issued prior to January 31<sup>st</sup> of each year.

## **ABSENCES**

Residents shall not be absent from the unit for more than thirty (30) consecutive days without receiving authorization of Park Towers management office.

During absences, you should make arrangements as follows:

- Arrange for rent to be paid
- Arrange for care of your pet
- Arrange to have someone pick up your mail or have your mail held at the post office
- During the winter, arrange for your car to be moved for snow removal

## ***GENERAL POLICIES***

### USE OF BUILDING AREAS AND AMENITIES

#### **FRONT ENTRANCE**

The Intercom System located at the front entrance allows guests to communicate with apartment residents. Please note that the resident must provide an active telephone number to input into the intercom program. Guests will select the resident they wish to contact and press the call button. The intercom will call the resident's telephone. The resident will pick up their phone to talk to the person at the intercom speaker. The resident can unlock the front entrance door by pressing 9 on their phone keypad.

The front entrance door is locked 24/7. The front entrance has handicapped accessible pushbuttons to automatically open the doors. When the front entrance is locked, use your key card, and then push the handicapped button to open the door. Guests wishing to gain access to the building when the doors are locked must use the intercom system to contact the resident they are visiting.

**To maintain the security of the building, Residents are to admit only their guests.**

#### **BACK ENTRANCE**

There is a back entrance door on the northwest side of the building, approached from 2<sup>nd</sup> Avenue. The back entrance door is locked 24/7. The back entrance door can be opened with a key or your card when the door is locked.

#### **WALKWAYS**

For your safety, please use sidewalks where they exist.

#### **BULLETIN BOARDS**

You are encouraged to check the bulletin boards for activities and events, and building notices. The first floor bulletin board is the official bulletin board located in the Parlor is for Park Towers' postings, policies and

procedures. With management office approval, Residents may use the bulletin board in the personal care center for private postings.

## **COMMUNITY ROOM AND KITCHEN- 1ST FLOOR**

The community room and kitchen may be reserved for private parties by the residents. Because of senior dining sterilization requirements, residents must furnish their own dishes, utensils, and silverware. Resident reservations for the community room will be handled on a first come first served basis. Resident may use the community room for events that would normally be hosted in the resident's own home. Examples: resident's birthday party, holiday gatherings, and other gatherings normally hosted by the resident in their own home. In addition, residents who are members of an outside organization needing a meeting space may request use of the community room or the Parkside Room. Requests are subject to availability and management approval. You can reserve the community room online at [hutchinsonhra.com](http://hutchinsonhra.com); click on Park Towers and Reserve a Room.

## **RULES FOR THE RENTING THE COMMUNITY ROOM AND KITCHEN**

- There is a fee for rental of the community room/kitchen for a private party which is payable at the time of reserving the community room/kitchen. Contact the management office for scheduling the community room. After payment, a clean- up checklist will be provided.
- The Community Room and Kitchen shall be left clean. Cleaning supplies must be supplied by the resident. The garbage should be removed to the trash room. Any damage or cleaning charges will be assessed to the resident account.
- All supplies and equipment needed for your party such as tablecloths, napkins, salt and pepper, sugar and creamer, dish washing soap, paper towels, must be supplied by the resident.
- Residents and guests may use the patio outside the community room.
- All guests are to congregate in the reserved community room area. Playing in the hallways, lobby, stairwells or elevators or in other parts of the building is **not allowed**. The resident is responsible for the behavior of their guests.
- Inform guests that parking is available in the Park Towers Visitor Parking lot off of the alley to the east of Park Towers and Second Ave, or the city lot off of Franklin Street, east of Park Towers and the alley. Parking in the Park Tower's lot is permit parking only. Vehicles without permits will be towed at owner's expense.
- The use or sale of alcoholic beverages in the community room or commons areas is not allowed.

The community room is used periodically for resident activities, posted on the monthly calendar.

The community room is open to residents for their enjoyment. However, we expect you to clean up after yourselves. For example, if you are making popcorn and it spills on the floor, vacuum it up. Do not leave dirty dishes in the sink. You should not be using the silverware that is for senior dining; there are plastic forks, spoons and knives available. Cleaning charges may be assessed to individual residents, if needed.

## **PATIO**

A gas grill is available for use by the residents. Residents who use the grill must operate the grill safely. After using the grill, please clean the grill, check that the gas valve is turned off and cover the grill after the grill has cooled. Do not use wire bristle brushes to clean the grill. Turn on one burner at a time. If there are problems with use of the grill, Management reserves the right to restrict resident access to the grill. Residents should notify the office when the gas indicator is less than ½ tank.

## **LAUNDRY ROOM**

The laundry room is located on the second floor. There is a charge for use of the washers and dryers. There is no schedule and the laundry room may be used at any time, however, if you are doing laundry after 10 P.M., quiet time is applicable. Lint filters located in each dryer are to be cleaned after each use. Residents are required to use HE detergent. One (1) to two (2) Tablespoons of HE detergent is recommended for the front loading washing machines. If you are using non-HE soap and it causes damage, you will be charged. The washer door will not open until the wash cycle is complete. **If you open the door during the cycle and damage the lock, you will be responsible for the cost to repair.** We recommend putting your laundry and detergent in the machine first, and then add your money. No metal or plastic objects are to be placed in the washers or dryers. The laundry room is to be used for resident laundry only and laundry machines are to be operated by adults only. Please be courteous of other residents and remove your laundry from the washers and dryers promptly. If laundry is not removed promptly, residents waiting to use the machines may place laundry on top of the machines. Park Towers Apartments is not responsible for lost or damaged items.

## **ELEVATORS**

There are two elevators in our building. Should an elevator fail to operate while you are inside, look at the bottom of the panel and push the alarm button marked "ALARM". It will ring a loud bell that will alert the Maintenance person. Should no one respond to the alarm within a reasonable amount of time, or if it is after hours, press the call button to be connected to 911. Inform them that you are stuck in the elevator at Park Towers. Our elevators are hydraulic cylinder and cannot fall. Should they fail to operate, they will simply sink slowly. The elevators are maintained on a regular basis.

## **MAILBOX**

Each resident has an individual mailbox with the same number as their apartment. Keys for your mailbox are issued to you at move-in. Mail is delivered daily except on Sundays. There is a letter drop and outgoing mail is picked up once a day at the time it is delivered. The mail person will leave notification in your mailbox, if you have a package that does not fit into your mailbox. Staff is not allowed to access resident mailboxes.

## **STAIRWAYS**

The stairways at the north and south ends of the building are not to be used in a fire alarm emergency. Otherwise, use of the stairways in a careful, safe manner is at resident discretion and risk. The doors that lead outside at the bottom of the north and south stairways are for emergency use only and not for routine use. These doors may not latch unless pulled shut and if they are not latched, unauthorized persons can enter into our building.

## **WHIRLPOOL TUB-3RD FLOOR**

The tub must be cleaned after each use with the disinfectant cleaner located in the tub room. Any water spills should also be wiped up.

## **LOBBIES - 4TH THROUGH 7TH FLOOR**

The open areas opposite the elevators on each floor are to be used for social purposes that respect the peaceful enjoyment of the premises by neighbors. Residents are reminded that at all times consideration and thoughtfulness of neighbors should be observed.

## **PARKSIDE ROOM - 7TH FLOOR**

Resident activities are scheduled periodically in this room. The Parkside room may be reserved by residents. Management reserves the right to schedule meetings with outside organizations. All reservations are subject to availability and management approval.

## **COMMONS AREAS**

The Park Towers management office reserves the right to furnish and decorate the commons areas. Commons areas are not to be decorated with resident's property.

Newspapers are not to be removed by Residents or guests from the Commons Areas.

Use a covered mug if beverages are taken outside the Community Room or Parkside Room. Please dispose of any trash appropriately when using the commons areas. Appropriate dress is required when you are in any of the common areas and grounds. Appropriate dress includes but not limited to shirts, pants/shorts, shoes, sandals or hard soled slippers. Please contact the office if you have a question as to what is appropriate.

Bicycles are to be parked only in the bike rack along the west side of the building. Bicycles are not to be tied up to light posts, trees or benches or left on any other areas of the grounds.

Free Wi-fi is available on the 1<sup>st</sup> floor in the Parlor and Community. The user name is Park Towers Guest and check with the office for the current password.

## **YOUR APARTMENT**

This is your home. Residents are responsible for cleaning and maintaining the interior of their apartments, including cleaning exhaust vents in the kitchen, bath and closets; cleaning light fixtures; replacing light bulbs (CFL and LED), cleaning carpets and floors. Residents are responsible for furnishing their own housekeeping supplies and equipment. Residents are also responsible for cleaning unit air conditioner filters monthly (or weekly if you have a pet) and unit heat fins prior to the winter heating season. Housekeeping standards are enforced. Please review the current housekeeping standards for recommended products, etc. for maintaining your floors and carpet.

Residents unable to do their own cleaning are responsible for making their own arrangements for cleaning services. Please contact Social Services for information on how to access housekeeping services.

“Flushable wipes” have been found to clog toilets and city sewers and shall not be flushed down the toilets. If your toilet overflows and clean up by maintenance is required, you will be charged a clean-up fee in accordance with the current scheduled of charges.

## **NOT ALLOWED**

- Washing machines and dryers
- Portable dishwashers
- Satellite dishes or any personal property mounted on exterior windows or walls
- Water beds
- Dorm size refrigerators

## **APARTMENT DOOR**

The exterior of your apartment door is considered common space and property of Park Towers. Therefore, decorations placed on the outside of your apartment door must be in accordance with socially accepted norms at the discretion of management. Management reserves the right to require removal of decorations on the exterior of your apartment door that do not meet building standards. No nails or tape should be used on any wood doors in your apartment. Do not hang decorations on your apartment number sign.

Your lock is programmed that you need to manually lock it when you leave. If you do not hold your FOB or card to the lock, it will remain open. Park Towers is not responsible for any missing items if you choose not to lock your door.

## **PEST CONTROL PROCEDURES RESIDENT RESPONSIBILITIES**

1. Under the terms of the Hutchinson Housing & Redevelopment Authority's standard lease agreement, residents are required to "report any problem with infestation." Accordingly, residents must report any suspected problems with bedbug infestation immediately. Residents are the first line of defense against bedbugs. Further, any willful failure on the part of a resident to report a bedbug infestation may result in adverse action taken against the resident, up to and including eviction. A resident reporting bedbugs may expect expeditious response and attention by the Hutchinson Housing & Redevelopment Authority, but should be advised that inspection and, if necessary, treatment of bedbugs may take time to schedule.
2. Since clutter is a friend of bedbugs, residents will keep clutter in their homes to an absolute minimum. Dispose of all garbage and waste promptly.
3. Residents are required to cooperate with the treatment efforts by allowing for heat treatment of clothing and furniture and refraining from placing infested furniture or other items in common areas such as hallways. Residents will not be reimbursed the cost of any additional expense to the household, such as the purchase of new furniture, clothing or cleaning services.
4. Residents can unintentionally bring bedbugs onto the property when returning from a trip or bringing property into their homes. Therefore, residents will check their luggage and clothes whenever they return home from taking a trip and examine any secondhand items before bringing them home.

### **Prevention and Safe Removal of Bedbugs**

Bedbug infestations have become a serious problem in housing throughout the country. Rental properties are not immune to infestations; anyone or any home can get bedbugs. Bedbugs live on human and animal blood, typically hide and live in cracks and crevices in dark and undisturbed locations close to their hosts. They can live for long periods of time and although visible to the naked eye, they may be difficult to detect.

### **Bedbug Prevention Action Plan**

1. Inspect in and around sleeping and resting areas at home once a month, including any monitors that have been installed in your apartment.
2. Look for signs of bedbug activity, active infestations will have fecal spotting, live or dead bedbugs, shed skins and bedbug eggs.
3. Do not pick up used furniture and mattresses, especially discarded furniture and mattresses. Used furniture and refurbished mattresses may have bedbugs and bedbug eggs that are difficult to see. Inspect for the signs of bedbugs when traveling away from home. Look for live or dead bedbugs, shed bedbug skins or bedbug eggs and fecal spots on mattresses, clothing or dark cracks and crevices. Wood, metal or plastic furniture, sofas, chairs, tables and many other items may be infested with bedbugs.

4. If contact with an active bedbug infestation is suspected away from home, segregate and isolate in sealed plastic bags any exposed luggage, clothing and personal effects until inspection and decontamination can be completed.
5. Bedbugs prefer to live in cracks and crevices in areas like baseboards, moldings, window/door frames, and cracks/seams in walls and furniture, especially headboards and bed frames and screw holes.
6. Encase mattresses and box springs. Seal box springs in an appropriate zippered encasement to prevent bedbugs hiding inside from escaping; this location is commonly affected in bedbug infestations and yet difficult to inspect.
7. Thoroughly vacuum apartment, furniture and all belongings and use crevice tools and other attachments where feasible. Place the contents of the vacuum in a tightly sealed disposable bag and remove.

**EARLY DETECTION IS CRITICAL** Early identification and reporting of infestations by residents to building management and neighbors limits the spread of bedbugs. Report suspected activity as soon as possible to the Park Towers Management Office. The longer you wait the more likely the problem is to spread and the more difficult and costly it will be to control. The management office will try to schedule an inspection with the pest control company within three days of your report that you may have bedbugs. Do not throw out your bed or other furniture, until the pest control company instructs you to do so. These things need to be wrapped, treated, or encased before disposal so that bed bugs are not spread throughout the building. If bed bugs are found, work with management and the pest control company to prepare your unit for treatment. All residents are required to assist Management in pest control procedures; pest control treatment participation is **MANDATORY**. Not having your unit ready when our pest control vendor is treating units, will be considered a lease violation and subject to a fee assessed by the pest control vendor. You are required to comply with any instructions issued by the Hutchinson Housing & Redevelopment Authority or its pest control vendor.

## **INSPECTIONS**

Management will inspect all units at least once a year to assess whether your apartment is being kept clean, safe, sanitary and in good repair. At that time any needed repairs will be completed or scheduled. In addition, the Hutchinson HRA is subject to inspections from the City of Hutchinson or Hutchinson Fire Department and the Office of Housing and Urban Development (HUD). You will be give proper notice prior to these inspections.

If the inspection notes that your carpet needs to be shampooed or floor needs to be waxed, you will be sent a letter stating what needs to be done and the date the work needs to be completed by. Management reserves the right to photograph any lease violation during any inspection and/or maintenance service request. If you cannot do the work yourself, you can have your helper, family member or an outside service do the work. Your apartment will be inspected after the completion. If the work has **NOT** been completed, management will schedule a time for maintenance to complete the work and you will be billed. If you apartment fails the inspection based on housekeeping, you will be given seven (7) days to correct and be re-inspected. You will receive a letter stating the violation(s) and when the re-inspection will occur. If the violation is a fire code violation we will contact the city fire chief to inspect.

## **APARTMENT REPAIRS**

Work Orders can be requested either by stopping by the management office during regular office hours, by telephone at 587-2168, by completing the work request form that is in the personal care center and putting it in the drop slot, or via [hutchinsonhra.com](http://hutchinsonhra.com) website, click on Park Towers and Report a Problem. Maintenance is typically here on Wednesday's to take care of work orders (unless it is an emergency). Maintenance **emergencies** should always be reported immediately to maintenance at 320-587-7577 or 320-583-6662. You

will not be charged for work orders due to normal wear and tear, however, if it is tenant damage you will be charged in accordance with the current schedule of charges.

## **AIR EXCHANGE SYSTEM**

Fresh air is brought into the building through corridor vents and then vented out in the bathroom or kitchen apartment vents. Please report any burnt food odors to the maintenance cell phone immediately, so the fire department can easily locate the source. Your apartment should be kept in a clean and sanitary condition, so that odors are kept to a minimum. If air fresheners are used, they must be at a minimal level not apparent in the corridors and common areas.

## **PAINTING APARTMENT WALLS**

Residents may paint the walls on the condition that the color can be recovered with the original color upon the apartment being vacated. The management must approve paint colors. The resident must return the wall(s) to their original color or they will be charged at move out for any additional painting costs.

## **FLOORS**

Floor maintenance is the responsibility of the resident. Rubber backed rugs may cause discoloration of the floor tiles. If you choose to use a rubber backed rug and it causes discoloration to the tile, you will be charged if extra cleaning or tile replacement is required. See Housekeeping Standards for care of tile floors and carpet.

## **WINDOW COVERINGS AND WINDOWS**

Blinds are furnished by Park Towers. If windows are open, pull the blinds away from the open portion of the window to prevent damage. Open windows and strong winds may cause damage to the blinds; associated repairs will be charged to the resident.

## **GRIEVANCE PROCEDURE**

The most current Grievance Procedure is posted on the main floor bulletin board in order to address unresolved issues between a resident and management.

## **GUEST POLICY**

Only those people named in your lease may reside in your unit. If you wish to have another family member or friend live with you, or would like to add a person to the lease, that person must submit an application to the management office immediately. That person must meet the eligibility requirements and your rent will be based on all members of the household. You must register in the office any and all guests that will be staying with you overnight. If the office is not open, the registration form can be put into the office door drop-box. Prior approval of your registration form from the management office is needed if you are having a guest stay with you for more than three nights and up to 14 days. You may have a guest stay with you a maximum limit of 14 days per calendar year. For the safety and convenience of both visitors and residents, playing in the hallways, stairways, elevators and lobbies is not allowed.

Please inform your guests of the Park Towers Parking Policy and the location of the Visitor Parking Lot.

## **KEY POLICY**

Residents receive keys for their mailbox, entrance key, one FOB and three keycards. Report any loss of keys or key-cards to the office without delay. Extra copies of cards/keys may be requested if there is a legitimate need and is approved by the management office. Residents are responsible for the users of the extra keys issued.

**Chain locks on doors are not allowed because of the potential need for management or emergency services to enter in an emergency.**

## **MOVES WITHIN THE BUILDING**

Management policy does not permit any moves within the building from one apartment to another, unless for a reasonable accommodation (i.e. move to a handicapped accessible unit).

## **ANIMAL POLICY**

Residents are allowed to have animals according to the Park Towers Animal Ownership Policy. An additional security deposit is required, along with other stipulations. Guests are not allowed to bring animals into the building or onto the grounds, unless a resident has completed the Animal Ownership Checklist, paid the deposit for such animal, AND received prior written approval to bring the visiting animal onto the premises or unless they are ADA service animals (Seeing Eye or Hearing Ear Dogs).

## **SMOKE FREE POLICY**

1. Smoking is not permitted anywhere in the building, including apartments. All residents, all employees, and all guests, will be prohibited from smoking anywhere in the building, including in apartments.
2. Any deviation from the smoke-free policy by any tenant, a member of their household, or their guest will be considered a lease violation. Repeated violations may result in eviction.
4. "No Smoking" signs will be posted inside the building.
5. Smoking outside the building is limited to the following area; the smoking patio located at the southwest corner of the property.
6. Residents are to report the smell of second hand tobacco smoke in the building immediately to Management office. Management will seek the source of the smoke and take appropriate action.
7. Resident acknowledges that the Owner's/Manager's adoption of a smoke-free living environment, and the efforts to designate the rental complex as smoke free, does not make the Owner/Manager the guarantor of Resident's health or the smoke-free condition of the Resident's unit and the common areas. However, Owner/Manager shall take reasonable steps to enforce the smoke-free terms of the Lease/House Rules. Owner/Manager is not required to take steps in response to smoking unless they are aware of said smoking or have been given a report that verifies smoking.
8. No incense, candles or open flame of any type is permitted.
9. Electronic cigarettes are not allowed in any of the commons areas, other than the smoking designated patio.
10. No hookahs are permitted.

## **BATTERY POWERED WHEELCHAIRS/CARTS POLICY**

A Request for Reasonable Accommodation form **and** authorization form from a physician will be required **before** a resident is allowed to bring a battery-powered cart into the building. Allowing carts for everyone in the building is not feasible due to limited space, which may affect the safety of those residents not operating a cart. Requests for



Reasonable Accommodation may be approved if the battery-operated cart is needed to address resident mobility issues approved by their physician. All carts must be operated in a safe and controlled manner and at the slowest speed possible inside the building.

## ***ENERGY CONSERVATION AND UTILITIES***

Energy conservation results in lower utility bills that benefit both you and the building, regardless of who directly pays for the utilities. Energy conservation is also consistent with our nation's goals. Please help by turning off your lights, televisions and computers when not in use. Close windows in the winter, adjust thermostats, report dripping faucets and running toilets.

### **LIGHT BULBS**

To reduce energy consumption, LED light bulbs are required to be used in your apartment. Park Towers maintenance replaces the LED bulbs in apartment light fixtures located in the bedroom, living room and kitchen. The resident is responsible for replacing appliance light bulbs and the standard LED light bulbs in the bathroom fixture above the medicine cabinet.

### **AIR CONDITIONERS**

Air conditioners are provided in each apartment; however residents pay an excess utility charge for the use of the air conditioner. For maximum efficiency, operate the air conditioner on low and clean the filter monthly. If you have a pet, you should check the filter weekly and clean as necessary. Please notify the office if you will not be using your air conditioner, or an excess utility fee will be charged on a year round basis.

### **FREEZERS**

Please report to the office if you obtain a free standing food freezer. A small charge for the excess utilities is made on a year-round basis. Dorm size refrigerators are not permitted.

### **THE HEATING SYSTEM**

A programmable wall thermostat controls the hot water heat in your apartment. There must be a 6" clearance from any heat source. Do not store boxes or place furniture against the heat registers as it will reduce the heat distribution throughout the apartment. Do not place electronic devices such as computer or television under your thermostat. Your thermostat is pre-set to 72 during the day and 68 at night. If you need the setting adjusted, please come down to the office to request a change in the pre-set temp.

### **TRASH DISPOSAL**

A trash dumpster is located in the back room by the rear entrance. Trash may be disposed of in the trash chutes that are located behind the elevators on each floor. For sanitary reasons, trash should be wrapped securely before placing it down the chutes. Do not put cardboard boxes down the trash chute, bring all large items down to the dumpster located in the back room by the rear entrance. There will be an extra trash pick-up charge for large items that do not fit in the dumpster. Talk to the management office to get approval for the price list to dispose of trash that does not fit in the dumpster (such as couches, mattresses, etc.) **NO ELECTRONICS** are to be placed by the dumpster, outside or in the community room. If we find that you have left items, you will be charged a fine according to the current schedule of charges, you will be responsible for disposing of the item **AND** it is lease violation. For health and safety issues, residents should not be going through the garbage dumpster.

## **RECYCLING**

Minnesota requires multi-housing properties to recycle glass, tin, plastic, aluminum, and newspaper. Cardboard boxes must be broken down and placed in the container. Recycling is a simple and easy way to relieve the stress placed on our landfills and will improve air and water quality. Co-mingled recycling bins are located near the rear entry, near the garbage dumpster. Recycling is mandatory at Park Towers. A listing of what is recyclable is available at the office.

## **VEHICLES AND PARKING**

In an apartment community, rules are necessary to ensure a safe and adequate parking lot for residents. Vehicles must be operable and have current license tabs. One permit per apartment is allowed.

### **OTHER VEHICLES**

Second vehicles may be denied permit parking if parking spaces are needed for other residents.

### **PARKING POLICY**

If you have a vehicle that will be parked in the front or back parking lot, you must register your vehicle and obtain a parking permit at the management office. Unattended vehicles may not be left in the front entrance circle drive at any time, **except** for the 15 minute parking spaces and move-ins or outs. The following parking areas are available:

1. **The front parking lot off of Third Ave is permit parking only** and has handicapped spaces. Vehicles without permits will be towed at owner's expense. A 15 minute parking area in the front parking lot circle is available for visitors making deliveries or for loading and unloading. Drop off and pick up of residents is permitted at the front entrance for attended vehicles only.
2. **The back parking lot off of Second Ave is permit parking only.** Vehicles without permits will be towed at owner's expense. Drop off and pick up of residents is permitted at the back entrance for attended vehicles only.
3. The Park Towers Visitor Parking lot off Second Ave and the alley.
4. On street in front of Prince of Peace near the park, south of the building, according to the street signs.
5. The city lot on Franklin Street; east of Park Towers and the alley.
6. On the street of 2<sup>nd</sup> Avenue, according to the posted street signs.

### **GUEST PARKING**

Guests may park in the Visitor Parking Lot off of Second Avenue and the alley. If the designated spaces are full it is suggested to park on the street or the city lot on Franklin Street; east of Park Towers and the alley.

### **SNOW REMOVAL PROCEDURE**

Vehicles must be moved from the parking areas by 10:00 A.M. after a snowfall of approximately two inches or more. Vehicles shall not return to the parking lot until snow removal is complete. If vehicles are not moved, they may be towed at the owner's expense. It is the residents' responsibility to notify their guests of the procedure.

### **AUTO MAINTENANCE**

No one is allowed to change engine oil on the premises. No major automobile repairs may be done on the premises. Vehicles leaking oil or any vehicle in inoperable condition may be subject to towing at the owner's expense. Any clean-up costs for leaking auto fluids will be assessed to the resident responsible.

## ***SAFETY ISSUES***

Keep your doors closed at all times and identify people before opening your door. For fire safety reasons, doors are not to be propped open. Residents should open the door only for your own guests. You are responsible for anyone that you admit into the building. Should you observe anyone of a suspicious nature, contact management or the police.

Rugs or foot wipers are not allowed outside your door in the hallways because they may be a tripping hazard for other residents. For safety and cleanliness reasons, birds are not to be fed out of apartment windows. For health and safety reasons, hard soled footwear is required in all areas outside your apartment

In order to prevent cooking fires, residents are to responsibly attend to stove, oven and microwave cooking. In no circumstances, are residents to leave their apartment while cooking or baking, except if cooking with a crock pot. Do not leave cooking items unattended while oven or stove top is in use. If an apartment fire occurs, management will take action to promote all residents' safety and peaceful enjoyment of the premises. These actions may include, but are not limited to, calling the fire chief to inspect the apartment for fire safety, unplugging the stove, requiring an independent living skills assessment or terminating the lease.

Do not store items on the stove top or in the oven. Do not use liners in the oven or drip pans.

Use only "approved containers" for heating food in the microwave and in the oven.

Space heaters are not allowed in apartments.

Do not use outlet plugin adaptors and extension cords. If you need additional plugins, you need to use a power strip with a circuit breaker surge protector (UL listed 1363).

You need to maintain a 3' pathway throughout, doors need to open to 90 degrees and egress windows cannot be blocked.

## **SOLICITING**

No soliciting or general selling is permitted door to door in the building. Your cooperation is requested in refusing to admit sales people into Park Towers. If you have questions, please call the management office.

## **APARTMENT ENTRY**

It is very important that you plan and make arrangements for family members or a friend to enter your apartment in an emergency. For example, if you are taken suddenly to the hospital, a family member or friend will need a key to enter your apartment to access important documents, clothes, or prescriptions. Remember, the management office cannot give out keys to resident family members and friends without written authorization. Friends/family should contact the police if they believe there may be a medical situation with a resident. If you require someone to enter your apartment to get clothes, medication, etc. because you are unable to do so, written authorization must be given to maintenance or the office. If this occurs after regular office hours it will be considered a lock out. To avoid a lock out charge and having to provide written authorization, it is always best that you provide a card to some one you trust who lives near by.

If a resident passes away without giving a key to a family member or friend, the management office will only issue keys to the court appointed personal representative named in the resident's will **or the person listed on the affidavit for collection of personal property.**

## **DELIVERIES**

For your protection, staff has been instructed not to let delivery personnel into your apartment. If you wish someone to have access to your home when you are gone, you must provide prior written permission to the management office so that staff will issue, during regular office hours, a one time only entry card to your apartment.

## **PROCEDURE FOR MAINTENANCE TO ENTER APARTMENTS**

Maintenance will enter your apartment for the following reasons:

1. Maintenance Emergency
2. Non-scheduled Work Order repair with permission to enter
3. Scheduled Work Order repair with proper notice
4. Scheduled Inspection with proper notice

The following procedure will be used when maintenance enters apartments:

Emergency situation, work orders **WITH** permission to enter and/or Pre-arranged Inspection:

- Maintenance will knock loudly 3 times, and then wait. If no response, knock loudly 3 times, and then wait. Finally, if no response, knock loudly 3 times before inserting the key in the resident's door.
- Maintenance will announce "building maintenance" before entering the unit. If the bedroom or bathroom door is closed, they will knock 3 times and announce loudly "building maintenance" to alert the resident that maintenance is in the apartment.
- If no one is home, an apartment entry slip will be left after maintenance is completed.

Work orders **WITHOUT** permission to enter will be scheduled by maintenance.

## ***EMERGENCY PROCEDURES***

**For medical emergencies always dial 911.** If you are locked out or have a maintenance emergency call 587-7577 or 583-6662. If you hear an alarm going off in someone's apartment and they do not respond to knocking or calling, then call 911 immediately.

A real emergency exists when the following occurs on or about the premises:

1. Flooding caused by plumbing breakdown or overflowed toilet
2. Back up of sewer line
3. Apartment temperature below 68 degrees in the winter
4. Damage caused by wind, storm or fire
5. Burglary / vandalism or other serious disturbance (dial 911 immediately)
6. Serious electrical failure or short circuit (dial 911 immediately)
7. Personal injury to a resident or guest (dial 911 immediately)

Any and all of these items must be brought to management's attention **IMMEDIATELY BY DIALING either 320-587-7577 or 320-587-6662.**

## **EMERGENCY RESPONSE SYSTEM - GUARDIAN ALERT 911**

For those residents who have requested the emergency response system for their apartment, the Guardian Alert 911 system is a portable cordless speaker phone pendant and a base unit plugged into an electrical outlet and connected to a phone line that dials 911 when the blue pendant activation button is pushed. The system requires that you have a functioning land phone line. If you have phone service through Mediacom, the Guardian Alert will not work. When you have pushed the blue activation button on the pendant, you will be able to speak to the 911 operator with your pendant. The system is designed to work only inside your apartment; if you have questions regarding the range of the Guardian Alert 911 installed in your unit, please let the office know and maintenance will do a system check for you.

The pendant requires one AAA battery that should last between six and twelve months. Please check your battery status monthly to ensure that your battery is working. The manufacturer suggests that you replace the battery every six to twelve months. The office will have replacement batteries on hand during normal office hours, upon resident request.

The Guardian Alert 911 will resist splashes from water, but should never be submerged or exposed to water continuously. The pendant and base unit stays with the apartment when a resident moves out. Please stop by the office if you or your family has any questions about how the Guardian Alert 911 works.

## **TENANT FIRE EMERGENCY PROCEDURE**

If you discover a fire in your apartment, immediately leave your apartment making sure to close the door after you. Proceed to the nearest fire alarm and pull. Go to a neighbor and use the phone to dial 911 to make sure that the fire station has received the alarm signal and also call 583-6662, Park Towers' maintenance. Remain in your neighbor's apartment until evacuated by a fireman.

If you hear a neighbor's apartment smoke detector sounding, proceed to the nearest fire alarm and pull, then call 911 immediately to report the apartment smoke alarm location. Lastly call the Park Tower's maintenance cell phone at 583-6662. If you discover a fire outside your apartment, pull the nearest fire alarm. Go to the nearest neighbor or your own apartment to dial 911 and call 583-6662 to alert Park Towers' maintenance. Remain in your neighbor's apartment until evacuated by a fireman. **Never use the elevators in a fire emergency.** If you hear a fire alarm, make sure your apartment door is closed and remain in your apartment until evacuated by a fireman.

## **APARTMENT SMOKE DETECTORS**

Each apartment is equipped with a smoke detector in the living room and bedroom. If the smoke detector begins to intermittently beep, the batteries need to be replaced. Please notify the office to request a work order to change the battery. If the battery starts beeping after hours, and you want maintenance to come in and change it after hours, there will be a charge, otherwise it will be done on the next business day. Do NOT remove your smoke detector.

## **TORNADO AND STORM WARNINGS**

Go into your bathroom and shut the door. Take a flashlight and radio with you. Sit down if possible and cover your head. Stay in the emergency position until the radio announces "ALL CLEAR." If you are on the main floor, the first floor restrooms are designated storm shelters.

## **COMMUNICATIONS**

A newsletter is published monthly. Memos and letters to Residents are sent out as needed.

## **PARK TOWERS TENANT COUNCIL**

The tenant council serves as an advisory board and is composed of seven members elected from the resident population. Elections will be held the third Thursday of each December. The Business meetings are held the third Tuesday every quarter at 1:30 P.M. Should it be necessary, council can meet on the “off” months to discuss activities, upcoming events, etc. A Chairman, Co-Chairman and Secretary are elected within the Council to serve for one year. The term of Council membership will be for three years. At the end of the first three-year term, the Council member may opt to serve an additional three-year term. The Tenant Council will appoint replacements, as needed, to fill vacated Council positions. Please contact the management office or a member of the Tenant Council, if you have any ideas or concerns you would like brought up at a Council meeting.

## ***ADDITIONAL SERVICES AVAILABLE***

### **CABLE TV**

Cable TV is available in the community room. All apartments can be hooked up to cable, at resident expense. To order cable television service, call the local cablevision service. If the cable company does not complete the disconnect properly, the resident will be responsible for a disconnect fee payable to Park Towers.

MediaCom 1-800-332-0245 or Nuvera 587-2323

**No resident shall erect any external television or radio antenna on the exterior of the building, roof, or in any commons area.**

A roof antenna is available which provides reception for channels 2, 3 (KITN), 4, 5, 8 (Fox), 9, 11 and 12 (Mankato).

### **SENIOR DINING**

Lutheran Social Services operates senior dining which is available Monday through Friday in the Community Room. Meals are served at approximately 11:30 a.m. Please contact their on-site person for additional information regarding the program.

### **WEEKEND MEALS**

The Hutch Café provides noon meals on Saturday. The menu is posted weekly on 1<sup>st</sup> floor. Sign up by Friday noon to have your meal delivered. Payment is made at time of delivery.

### **PERSONAL CARE CENTER**

The Personal Care Center is for the convenience of Park Towers Residents only. The resident will arrange to have their hair done by their own beautician, friend, family member or home health aide. The resident or beautician must provide supplies and are responsible for cleaning the center after use.

A copier and a telephone (**local** calls only) are located in the Personal Care Center for resident use.

### **TRAILBLAZER BUS SERVICE**

Trailblazer Transit Bus service operates in McLeod, Wright and Sibley Counties on a dial-a-ride basis. It is recommended that you call two days to one week in advance to schedule your ride. The more notice you give the Trailblazer, the better your chance of scheduling a ride at your requested time. If you call on the same day, service cannot be guaranteed, although Trailblazer will try their best to meet your needs.

### **OTHER SERVICES**

A list of commonly used services and phone numbers is provided on page 1 of this handbook.

## **MOVE OUT PROCEDURE**

1. Sign a “Notice to Vacate” form available at the Management Office.
2. Arrange a time for a move out inspection.
3. Make sure you have left a forwarding address and return all keys.

At the time you submit your “Notice to Vacate” form you will be given a cleaning checklist. This checklist provides you with a list of items you are expected to complete before you vacate the apartment. Management expects your apartment to be clean and in good condition, free of needed repairs. Your apartment will be checked against your Move-in inspection sheet for any damages. All damages and extra cleaning required will be charged against your deposit or billed to you if the amount is more than your deposit. Call or stop by the office to arrange a time for the move-out inspection of your apartment.

**To prevent tripping hazards and for fire safety: Tenants, families or guests shall not block or leave anything in or on sidewalks, entrances, elevators, stairways, hallways or commons areas.**

## ***SUMMARY***

This handbook, its rules, policies, and guidelines are intended for the use of all residents. The policies in this handbook are not inclusive, nor are they limited to those contained in this handbook. Additional rules and regulations may be obtained in the management office and are considered part of the general operating policies and are an extension of this handbook and your lease.

The Resident Handbook, Lease, ACOP and other policies are revised periodically. It is the resident’s responsibility to check the first floor bulletin board for the most current policies.

**EMERGENCY NUMBERS  
FIRE, POLICE, MEDICAL/AMBULANCE  
911**

**MAINTENANCE EMERGENCIES  
LOCK OUTS**

**320-587-7577 (Keri's Handyman)  
320-583-6662**

**PUBLIC HOUSING SPECIALIST  
Lorri Olson**

**Personal Cell/Home Phone: 1-612-889-5435**