



215 3rd Street SE

Aitkin, MN 56431

218-927-2151

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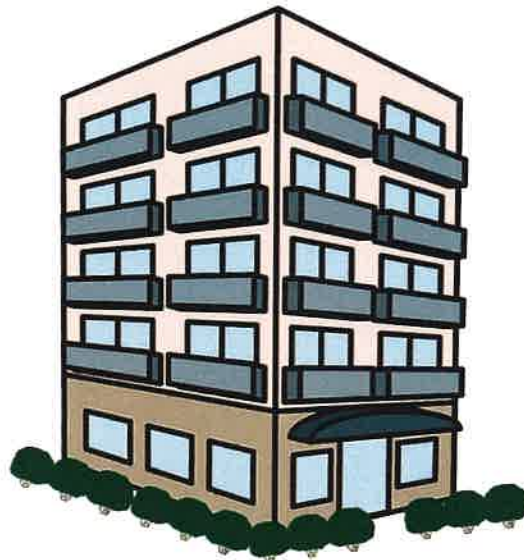
www.aitkinhra.org

Email: general@aitkinhra.org

RESIDENT HANDBOOK/HOUSE RULES

Updated July 2020

Apartments



THE AITKIN COUNTY HOUSING AND REDEVELOPMENT AUTHORITY WELCOMES YOU!

The Aitkin County Housing and Redevelopment Authority (HRA) welcomes you to your new home and neighborhood. This handbook explains what you can expect from the HRA Management and what the Management expects from you. Read it carefully. Keep it handy for easy reference.

Pleasant living depends largely upon cooperation and understanding by the Management, you the Resident, and your neighbors. Consideration of your neighbors, and their consideration of you will make your living here a happy experience. Remember, this is your new home and neighborhood. It is up to you and your neighbors to make it the type of community you can be happy with and be proud of. We are proud to own Maryhill Manor, Pioneer Villa and Hill Lake Manor Apartments and to have you as a welcomed addition to the community.

The Resident Handbook is an extension of your lease. Questions concerning policies in the Resident Handbook may be directed to the Aitkin County HRA office.

Important Telephone Numbers

Aitkin HRA Office (218) 927-2151

Staff Numbers (Emergencies Only Please)

Jeff Scharrer, Maintenance Supervisor (Aitkin) (218) 839-3826

Troy or Darlene Johnson, Maintenance (McGregor) (218) 839-3805

Mike Boleman, Maintenance (Hill City) (218) 839-3658

Police Department, Fire Department, Ambulance

Emergency 911

Hospital/Clinic

Riverwood Healthcare Center Clinic (Aitkin) (218) 927-2157

Riverwood Healthcare Center Hospital (Aitkin) (218) 927-2121

Itasca Medical Center (Grand Rapids) (218) 326-3401

Riverwood Healthcare Center (McGregor) (218) 768-4011

Telephone Service

CenturyLink (Aitkin) (800) 788-3500

CenturyLink (Hill City) (800) 788-3500

Frontier (McGregor) (800) 921-8101

HRA Office Hours

The Aitkin County HRA office hours are 9:30 a.m. to 3:30 p.m., Monday through Thursday. The office is closed on Fridays, weekends and legal holidays. The office hours at McGregor and Hill City vary. Please contact the Aitkin office.

Move-In Instructions

In consideration of our Residents, no move-in activities are not allowed before 7:00 a.m. or after 10:00 p.m. You should unload through the freight entrance to the left of the main entrance (Maryhill Manor). There are shopping carts available for your use. The elevator will hold the loading carts and most furniture.

Empty boxes which you do not need should be broken down and placed in the dumpster and/or recycling bin.

Keys and Locks

Each tenant is given three keys upon moving into an apartment: a mailbox key, an apartment door key and an exterior door key. All keys are to be returned to the HRA office upon vacating the apartment.

Be very careful not to misplace or lose these keys. A standard copy charge will be assessed to replace mailbox keys or apartment door keys. A \$75.00 charge will be assessed to replace any exterior door key. Duplicate copies of the exterior door keys cannot be made.

Residents are not permitted to alter any lock or install a new lock or other attachments on their apartment door or any building exterior door.

Front Entrance Security System – Resident Operating

A controlled access system has been installed in the front entry of the building. Guests arriving at the door dial the code shown beside your name on the directory next to the system and your telephone rings. If you wish to let the person in to the building, you simply press "9" on your phone which opens the front door. If you do not know the person who is calling you, do not let them in.

Building Security

Keeping the building secure really depends upon you, the Resident. Your cooperation is essential if unauthorized persons are to be kept out of the building. Please follow the following safety measures:

1. Keep your apartment door locked when you are out;
2. Do not open the main entrance to strangers;
3. Do not allow anyone to follow behind you into the building;
4. Report any strangers or persons acting suspiciously to the office during regular office hours or to the police after hours or on weekends.
5. Report any illegal or suspicious activities inside or outside the building to the police.

Occupancy Guidelines

Your unit is rented to you and those family members listed on your lease only. You must immediately notify the HRA of any changes in the size of your family. According to HUD rules, only individuals whom have been approved for residency and only those listed on the Lease have the right to live in the unit. Allowing persons other than those listed in your Lease to live with you or to use your address is prohibited. If we find that a person is living in your unit without our approval, your lease permits us to terminate the lease and begin eviction proceedings against you.

Maintenance Request Procedures

If and when there are needed repairs or problems in your unit, please notify the HRA staff by calling the Aitkin HRA Office at 218-927-2151 and staff will submit a Work Order for the needed repair. You are encouraged to submit your maintenance request as soon as you notice a problem. Do not wait for the problem to worsen. No request is too small and all items will be responded to in a prompt manner.

For maintenance emergencies after office hours, such as no heat in the winter, no working refrigerator, no working lavatory, or an excessive leak, please contact Maintenance immediately.

Damage To Your Apartment or Common Areas

Immediately report damage in your unit or any common areas to the office. This is especially important when water pipes, drains, doors and windows are involved to eliminate the possibility of further damages. Damages that are caused by a Resident or their guests will be billed to the Resident(s) involved.

Renter's Insurance

Our insurance does not cover personal belongings or liability. It is necessary that you contact an insurance agent to obtain details concerning Apartment Renters Insurance of Household Goods and Liability Insurance or another similar policy to cover your personal belongings against vandalism, fire, burglary, water damage and personal liability.

Rent Payment/Collection of Rent

Monthly rent payments are to be made on or before the 1st of the month, and no later than the 5th. All rent paid after the 5th is late, and must include a late fee of 8% of the unpaid rent amount, or \$20.00, whichever is less.

If rental payment is sent to the Aitkin County Housing and Redevelopment Authority (HRA) via US Mail, it must be postmarked by the 5th of the month, or it will be considered late and a late fee will be charged.

All rent must be paid in full; partial payments will not be accepted.

We do not accept cash for rental payments. Acceptable forms of payment are direct debit, personal checks, bank checks or money orders. No personal checks will be accepted after the 10th.

Payments received will be applied to the Resident account in the following order if there are several types of balances owed (i.e., delinquent rent, late fees, maintenance charges, etc.): Payment will first be applied to delinquent rent and late fees (to make the rent current), then to current rent and then to maintenance fees and other charges.

If rent and/or other charges are paid by a personal check and the check is returned by the financial institution for any reason, this shall be considered non-payment of rent and will incur a late charge plus an additional charge for processing. If a Resident has two personal checks returned, no further personal checks will be accepted.

If rent is paid late four or more times within a 12 month period, the lease may be terminated.

Rent payment can be made at the following locations:

- The drop box located at the Aitkin County HRA office, or in the office door inside of Maryhill Manor;
- The drop box located on the outside of Pioneer Villa, or in the office door inside of Pioneer Villa;
- The drop box located on the outside of Hill Lake Manor, or in the office door inside Hill Lake Manor.

If you are unable to drop payment at one of these locations you should mail your rent to the Aitkin County HRA office at: 215 3rd St. SE, Aitkin, MN 56431.

As a courtesy to our residents, the Aitkin County HRA will put out a notice each month for the date and time that rent will be collected from each site (as close to the 5th as possible). If rent is not in the drop box by the date and time specified, it is the resident's responsibility to make sure their payment is received by the Aitkin County HRA by the due date, or the rent will be considered late.

Vehicles and Parking Lots

We have very limited off street parking spaces for our residents. Please contact the HRA office to request an assigned parking space. All vehicle license plates, makes and models are to be registered with the HRA office. Residents are asked to park in their assigned space only and may only have one vehicle in the parking lot. No vehicles are allowed on grass or sidewalks.

All vehicles in the parking lot must be operational and used on a regular basis. The parking lot cannot be used to store a vehicle. If an inoperable vehicle is found in the lot, the owner will be asked to remove the vehicle. If the vehicle still remains it will be towed at the owner's expense.

Residents are responsible to move their vehicle for snow plowing purposes. HRA staff post a plowing notice by the mailboxes and elevator. HRA staff cannot remove snow from your vehicle or move your vehicle from the lot. Your vehicle may be towed at your expense if it is not removed by the requested time.

Residents may not perform repairs on any vehicles such as oil changes, engine repairs, or washing in parking areas. All vehicle related items such as used oil, batteries, antifreeze, tires, etc. must be disposed at a local recycling facility. These items cannot be disposed of in the waste container on site.

Commercial vehicles such as dump trucks, tow trucks, etc. are not allowed in the parking lot. In addition, recreational vehicles such as campers, watercraft, motor-homes, snowmobiles, etc. are not allowed in the parking lot.

Bicycle Policy

Bicycles, mopeds, or other motorized recreational scooters (not including mobility scooters) are not allowed in the apartment buildings.

All bicycles must be parked in the bike racks located by the outdoor dumpster. All bikes that are parked in the racks must be in working order, which means tires need to be pumped up and there can be no missing tires or chains.

The Aitkin County HRA is not responsible for any loss, theft or damage that may occur.

Bus Service

Bus service is provided to all buildings through the AEOA Arrowhead Transit bus service. You may schedule a ride by contacting AEOA at (218) 326-3505, (218) 327-1454 or (800) 642-6143. Destinations include the city of Aitkin, Aitkin County, Brainerd, Duluth and Grand Rapids. This service is available to all people with no age or income restrictions. The bus is handicap accessible.

Decorating Within Apartments

You are welcome to decorate your apartment to reflect your personal tastes and lifestyle. Please use the following guidelines when decorating your apartment:

- Use only small finishing nails or 3M hooks to hang pictures – do not use adhesives, tape, molly bolts, or screws
- Do not hang wallpaper or borders
- Do not paint, redecorate or permanently alter your apartment (including light fixtures)
- Do not pound nails or screws into any woodwork including window frames and sills, apartment doors and cabinetry (i.e. curtain rods, electric can openers, paper towel holders, etc.)
- Ceiling hooks are not allowed.

You may contact the HRA office for clarification of any decorating questions.

Housekeeping

It is your responsibility to keep your apartment clean at all times. Carpets must be vacuumed on a regular basis. Walls should be kept free of marks and damages. Bathroom sinks and fixtures should not be cleaned with harsh abrasive. Please defrost your freezer when necessary. Clean your stove and oven frequently. If you are not sure what cleaners to use, please contact the office for suggestions.

Inspections of your unit will be conducted by the Aitkin County HRA staff. Inspection notices are given to all Residents well in advance of the inspection date.

Laundry Room

The laundry room is to be used by residents only. Family and friends are not permitted, under any circumstance, to use the machines to wash and/or dry their own personal laundry.

In order to keep the machines in proper working order, please make sure you empty your pockets. Some items that may cause damage to the machine are lighters, pens, gum, etc. Please do not over-fill the machines; this will cause the motors to burn out. If damage is caused by misuse, the Resident responsible will be charged for all repairs that are needed.

Clothing is not to be left unattended for an extended length of time. As a courtesy to your neighbors, please remove your clothes promptly from the machine and clean the machines, countertops, empty the lint trap, etc.

If machines are not working properly, please call the service number posted by the machines. The Aitkin County HRA is not responsible for any loss, theft or damage.

Smoking and Alcohol Restrictions

HRA Properties are “**Smoke Free**”. Residents may not smoke anywhere in the buildings or within 25 feet of the buildings. Those who smoke and/or guests who smoke, will need to smoke outside in the designated areas. Failure to comply with this rule is a violation of your lease.

Alcohol consumption is allowed in individual apartments. Alcohol is not allowed in any common area or on the property grounds. The use of alcohol must not threaten the health, safety or right to peaceful enjoyment of the premises by other residents.

BBQ Grill

The BBQ grill is to be used by residents only. Grills must be at least 15 feet from the building when grilling, per state statutes. No personal grills are allowed on the property.

For the safety of all residents you must properly shut off the grill after each use including the propane tank. You are asked to thoroughly clean the grill and cover it after each use.

Recycling

We encourage residents to recycle when possible. Recycling containers are provided in addition to recycling instructions in each garbage room at Mary Hill Manor. Due to a lack of facilities, containers are not provided at Pioneer Villa or Hill Lake Manor.

Trash Removal

All garbage must be placed in plastic bags (not paper) and placed in the garbage room or trash chute. Hazardous materials such as drained oil, batteries, antifreeze, tires, etc. cannot be placed in the garbage container. These items must be delivered to the proper recycling center.

Large items such as couches, TV's, mattresses, air conditioners, etc. cannot be placed in the garbage container or left in the refuse room(s). These items must be taken to the local trash collection agency. Items left in the dumpster will be billed to the appropriate tenant.

Storage of Hazardous Materials

Residents shall not use or bring onto the premises or the building any flammable oils or fluids such as gasoline, kerosene, or other explosives which are deemed hazardous to life, limb or property. Car batteries, antifreeze and engine oil cannot be stored in your apartment.

Common Area Attire

Shirts and shoes or slippers (with soles) are required in all common areas including the laundry room, lobbies and community room. Appropriate daytime clothing is required. Please inform your guests of this policy.

Tenant Notices

A bulletin board is located in the first floor lobby which contains tenant notices from the HRA and community notices. We ask that you check this board each day to keep current with events happening in your area. Please contact the HRA office if you would like to post a notice on the board.

Community Room Use

The community room is available for use by residents and may be "reserved" for private gatherings. Please contact the HRA office for a copy of the Community Room Policy.

Between the hours of 10:00 p.m. and 7:00 a.m., the Community Room and all common areas are closed, unless a scheduled event is authorized in advance by the Aitkin County HRA office. The television must be off during these hours.

Quiet Hours

Quiet Hours in all buildings is from 10:00 p.m. to 7:00 a.m. During these hours please keep the volume of your televisions and radios at a lower volume to allow others to enjoy the quiet peaceful environment. Please also keep voices down in the common areas during this time. Sound carries in these buildings and we want to be respectful of others.

Pets

You are allowed to own a pet in accordance with the current Pet Policy. You must read and sign the Pet Policy **prior** to bringing your pet home. All pets must be spayed or neutered, current on all shots and registered with the HRA office. Visiting pets are not allowed.

Building Appearance & Grounds

Careful consideration and time is taken to ensure that each building is a pleasant, safe environment for all residents. Management and residents must work together to ensure the building is well maintained.

Please use the following as a guide to maintaining the appearance of your building and grounds:

- Plants and flowers may be planted in designated garden areas only (please contact the HRA office if you are unsure of these areas). Signup sheets are available each spring in the HRA office for garden spaces.
- Bird feeders, exterior plant stands, potted plants and shepherd hooks may be used in garden areas only. They may not be placed on the lawn or in landscaped areas.
- Lawn ornaments are prohibited.
- Do not place decorations or pictures in the hallways or common areas of your building. No personal items such as furniture, plants, decorations, etc., can be placed in any common area.
- No items should be placed in the common areas marked as "free". Any items found will be disposed of by HRA staff.
- If you open a window during the day please be sure to close the window before you go to bed or if it begins to rain. This will prevent possible damage to carpet and walls and maintain the security of the building.
- Exterior building decorations (including building and grounds) will be completed by HRA staff when appropriate. Please do not hang any items from the exterior of the building, handrails or patio.
- Do not attach items to apartment door or interior building walls. Items may be placed on apartment bulletin boards.
- Nothing shall be hung on the door which hinders the closing of the door in any manner.

Fire Safety Procedures

When the fire alarm sounds you must immediately evacuate the building. Never assume the alarm is part of a drill or not serious.

Each apartment has a direct route of evacuation and an indirect route. The direct route is to exit the building using the first floor side exit doors. The indirect route is to exit the building using the first floor main entrance. Each building has a specific set of evacuation procedures that is given to new residents when moving in. Please read the instructions for evacuation of your specific apartment. It is important to remember that the elevator cannot be used when the alarm is sounding.

In an effort to reduce the risk of fire hazards no burning is allowed on housing authority property. This includes bon fires, campfires, grass burning, etc. Open flamed candles are not allowed in any apartment or common area.