

**Crosby HRA Board Meeting**  
**Tuesday, August 13, 2019**  
**11:00 a.m.**  
**300 Third Ave. NE, Crosby, MN**

**AGENDA**

- 1. Call to Order**
- 2. Roll Call**
- 3. Presentation of the 2019 Audit:** Mary Reedy, CliftonLarsonAllen
- 4. Reading and Approval of Minutes** (*Attachment 1*)
- 5. Bills and Communications**
  - a. Financial Report** (*Attachment 2*)
  - b. Housing Manager Report** (*Attachment 3*)
- 6. Unfinished Business**
- 7. New Business**
- 8. Adjournment**  
Next Meeting: Tuesday, September 10, 2019

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## Minutes of the July 9, 2019, Crosby HRA Board Meeting

The regular meeting of the commissioners of the Housing and Redevelopment Authority of Crosby was held at 11:00 a.m., Tuesday, July 9, 2019, at 300 3<sup>rd</sup> Ave NE in Crosby, Minnesota.

- 1. CALL TO ORDER:** Chair Peeples called the meeting to order at 11:02 a.m.
- 2. ROLL CALL:** Present at the meeting were Chair Linda Peeples and Commissioners Renae Marsh, Julie McGinnis, and Bill Small. Also present were Finance Director Karen Young, Housing Manager Shannon Fortune, and Housing Specialist Mallory Smith. Absent: Buzz Neprud.
- 3. READING AND APPROVAL OF MINUTES FROM PREVIOUS MEETING:**

**Commissioner Small made a motion to approve the minutes from the June 11, 2019, board meeting. Commissioner McGinnis seconded the motion. All commissioners voted in favor of the motion and none were opposed. The minutes were approved.**

- 4. BILLS AND COMMUNICATIONS:**
  - a. Financial Report:** The 2019 audit fieldwork was completed by our auditors at CliftonLarsonAllen (CLA) during the week of June 10<sup>th</sup>. The audit was clean and there were no findings.

**Commissioner Small made a motion to approve June checks numbered 117294 through 117322 and June ACH payments numbered 87 through 92 and 1297 through 1303. Commissioner McGinnis seconded the motion. All commissioners voted in favor of the motion and none were opposed. The motion was approved.**
  - b. Housing Manager Report:** Mallory completed her week-long Public Housing Specialist training and is awaiting the results of her certification test.

Mallory began the process of ordering business cards but was unable to find a template for previous staff cards that could be updated with her information. She decided to delay an order and ask for Board feedback on including a logo for Crosby HRA on her new cards. Staff will bring options to the August meeting for the Board to review and provide feedback.

The annual audit was completed by Clifton Larson Allen the week of June 10<sup>th</sup>. As part of the audit process, staff and board members participated in interviews to help highlight gaps or potential weak areas where fraud could occur. During her interview, Mallory noted the amount of cash that comes through the office, not just for rent payments but also through the sale of individual postage stamps, copies made, faxes sent, and change given for laundry. Handling non-rent related cash was also an item discussed during the Management & Occupancy Review (MOR) in June. After these interviews, staff recommends that a change machine be installed in the laundry room and no further sales of items be handled in the office. Fortune will bring examples of machines to the August meeting.

On June 13<sup>th</sup>, we were notified by the MN Department of Revenue that Crosby HRA had been selected for a regular audit of five Revenue Recapture files. The audit process is being

rolled out state-wide and was not in response to any concerns or complaints. After a brief conference call with our auditor, we uploaded the completed audit questionnaire about our Revenue Recapture procedures and the five files selected for review. The uploaded documents were due July 3<sup>rd</sup> and we were advised that it could be several weeks before we get any comments back.

After the June board meeting, a neighbor of the Edgewood/Dellwood property approached two board members with concerns about loud music and barking dogs. At the request of the Board, Fortune provided a copy of the current lease so sections relevant to these complaints could be reviewed.

The recent Management & Occupancy Review (MOR) resulted in 23 findings and a satisfactory score. Staff will be correcting the findings. During the MOR, our reviewer noted that we have not been using the approved HUD model lease (HUD-90105). She also noted that we are not making use of a handbook, which is strongly suggested as it can be helpful in more clearly outlining tenant rights and responsibilities and can be tailored to specific scenarios that may arise at a property.

- » Having a Crosby HRA handbook will help address several issues we are dealing with currently such as the noise complaints, late or partial rent payments, inconsistent air conditioner rental fees, improper storage of personal items in hallways, use of common space, and availability of items for sale in the office (stamps, copies, faxes, quarters, etc.).
- » We have acquired examples of handbooks in use at other area PHAs and will be reviewing them, along with the suggestions received during the MOR, to create a handbook for Crosby HRA tenants. We hope to have a draft ready for each property for the Board's review at the August meeting.
- » To prevent tenants from feeling overwhelmed with several rounds of "new" documents, we will present the approved HUD lease (HUD-90105) and the Crosby HRA Handbook at the same time. If helpful, we will organize an open tenant "Q & A" meeting, in addition to meeting with tenants individually to answer questions or concerns.
- » The process for implementing a handbook includes an opportunity for current tenants to review the guidelines and choose to either sign the handbook or to give proper notice to vacate without penalty.

Mallory drafted a summer letter for Crosby HRA tenants that reminds tenants of the rules related to fire pits, swimming pools, trampolines, grills, and expectations for yard maintenance. It also has some information about timely rent payment, maintenance requests, and recertifications that were brought to our attention during our MOR. The letter was mailed and posted on Wednesday, July 3<sup>rd</sup>.

For the month of June, there was one vacancy in Edgewood and one in Dellwood.

## **5. UNFINISHED BUSINESS:** Nothing to report.

**6. NEW BUSINESS:**

a. **Adopt Resolution No. 2020-01 Supporting the MN NAHRO Technical Assistance for Repositioning Public Housing:** On July 1<sup>st</sup>, Jennifer and Shannon met with Teresa Smude (Aitkin HRA Executive Director), Tamra Lanning (Pequot Lakes HRA Executive Director), and Lynn Katzenberger (Pequot Lakes HRA Assistant Director) to discuss collaborating on the NAHRO technical assistance grant to explore repositioning public housing. Working together would make a greater pool of dollars available (\$24,000, plus any match and additional external sources) and allow us to share resources to issue a joint RFP for a consultant. The technical assistance grant application is due July 31<sup>st</sup>. As part of the application packet, a resolution from the Board supporting the application is required.

**Commissioner Small moved to adopt Resolution No. 2020-01, authorizing the submission of the Minnesota NAHRO Technical Assistance Grant Application for repositioning public housing. Commissioner Marsh seconded the motion. Via roll call vote, all commissioners voted in favor of the motion and none were opposed. The motion was approved.**

b. **Approve Resolution No. 2020-02 Authorizing POHP Loan Document Execution:** The Crosby HRA is preparing the final documentation required to close on the construction loan for the Dellwood improvements project. Minnesota Housing Finance Agency has a number of documents that must be submitted, one of which includes a copy of the resolution adopted by the Authority's governing board that provides authorization to execute any and all Minnesota Housing loan documents.

**Commissioner Marsh moved to adopt Resolution No. 2020-02 by authorizing the HRA Board Chair and Executive Director to execute any and all loan documents for the Publicly Owned Housing Program (POHP). Commissioner Small seconded the motion. Via roll call vote, all commissioners voted in favor of the motion and none were opposed. The motion was approved.**

**7. NEXT MEETING:** Tuesday, August 13<sup>th</sup>, 2019.

**8. ADJOURNMENT:**

**Commissioner Small made a motion to adjourn the meeting. Commissioner Marsh seconded the motion. All commissioners voted in favor of the motion and none were opposed. The motion was approved and meeting was adjourned at 11:55 a.m.**

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To: Crosby HRA Board Members  
From: Karen Young, Finance Director  
Date: August 7, 2019  
Re: August Financial Report

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Please find attached the financial information for July 2019.

**2019 Audit Presentation**

Mary Reedy from CliftonLarsonAllen (CLA) will present the audit at the August meeting. Please look through the audit and ask Mary any questions that you may have.

**2017 Capital Fund**

Reflected in the July Public Housing Operating Statement is a deposit of \$10,000. This is budgeted revenue from the 2017 Capital Fund Grant to be used for operations.

**Action Requested:** **Approval of July checks numbered 117323 through 117356 and July ACH payments numbered 93 through 96 and 1304 through 1309.**

**Motion accepting the Crosby HRA 2019 Audit as presented.**

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# Crosby Housing & Redevelopment Authority

## 2019 Ratios

FASS Ratios	Max Pts	Scoring	Apr	May	June	July
Quick Ratio	12	QR <1 =-0-, QR >2 =12	12.00	12.00	12.00	12.00
Months Expendable	11	MENA <1.0= 0, ME >4 =11	11.00	11.00	11.00	11.00
Net Assets						
Debt Svc Coverage	2	DSC < 1 = 0, DSC >1.25 =2	2.00	2.00	2.00	2.00
Total Points	25		25.00	25.00	25.00	25.00

MASS Ratios	Max Pts	Scoring	Apr	May	June	July
Occupancy	16	O <90% =0, O >98% =16	4.00	12.00	12.00	12.00
Tenant Accounts Receivable	5	TAR <1.5% =5, TAR >2.5% =0	0.00	5.00	0.00	2.00
Accounts Payable	4	AP < .75 = 4, AP >1.5 =0	4.00	4.00	4.00	4.00
Total Points	25		8.00	21.00	16.00	18.00
Total of Above Ratios	50		33	46	41	43

MASS Ratios	Max Pts	Scoring	Apr	May	June	July
Timeliness of Obligation	5	>90% at OED = 5 <90% at OED = 0	5.00	5.00	5.00	5.00
Occupancy Rate	5	OR <93% = 0, OR >96% =5 Must have 5 points or	5.00	5.00	5.00	5.00
Total Points	10	Capital Fund Troubled	10.0	10.0	10.0	10.0

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Date: 8/7/2019  
Time: 10:43:42 AM  
roberta

**PH Operating - Board  
Public Housing Operating - Board  
July, 2019**

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	<b>Current Period</b>	<b>Current Year</b>	<b>Year To Date Budget</b>	<b>Variance</b>
<b>Income</b>				
100-000-3110.000 Dwelling Rental	-16,351.00	-66,750.00	-66,493.68	-256.32
100-000-3120.000 Excess Utilities	-170.00	-714.00	-216.68	-497.32
100-000-3401.000 Operating Subsidy	-18,179.00	-38,269.00	-21,341.68	-16,927.32
100-000-3402.000 Capital Fund Revenue	-10,000.00	-10,000.00	-10,000.00	0.00
100-000-3610.000 Interest Revenue	-0.30	-2.04	0.00	-2.04
100-000-3690.000 Other Income	-9.50	-288.85	-2,284.00	1,995.15
100-000-3691.000 Other Tenant Revenue	-449.00	-3,282.88	-3,333.32	50.44
100-000-3695.000 Laundry Revenue	-414.50	-801.50	-766.68	-34.82
100-000-3699.000 POHP Grant Revenue	-892.17	-3,128.74	0.00	-3,128.74
<b>Total Income</b>	<b>-46,465.47</b>	<b>-123,237.01</b>	<b>-104,436.04</b>	<b>-18,800.97</b>
<b>Expense</b>				
100-000-4110.000 Administration Salaries	1,344.00	9,839.99	7,230.00	2,609.99
100-000-4130.000 Legal	114.00	200.00	500.00	-300.00
100-000-4140.000 Staff Training	523.16	1,623.16	200.00	1,423.16
100-000-4150.000 Travel	233.52	307.85	270.00	37.85
100-000-4171.000 Auditing Fees	1,600.00	1,600.00	500.00	1,100.00
100-000-4190.000 Sundry-Other Admin	25.00	67.50	80.00	-12.50
100-000-4191.000 Management Fees	2,167.00	8,668.00	8,666.68	1.32
100-000-4194.000 Office Supplies	254.03	698.85	216.68	482.17
100-000-4195.000 Membership Dues	0.00	0.00	90.00	-90.00
100-000-4196.000 Telephone	83.33	328.79	366.68	-37.89
100-000-4198.000 Advertising	0.00	0.00	41.68	-41.68
100-000-4199.000 Postage	55.00	55.00	100.00	-45.00
100-000-4210.000 Tenant Svcs Salaries	280.10	1,236.05	1,398.32	-162.27
100-000-4230.000 Tenant Services Other	16.39	64.66	66.68	-2.02
100-000-4310.000 Water	1,197.38	3,225.38	3,923.32	-697.94
100-000-4315.000 Sewer	1,822.05	5,287.51	6,450.00	-1,162.49
100-000-4320.000 Electricity	1,545.19	1,835.62	6,805.00	-4,969.38
100-000-4330.000 Gas	381.85	1,042.97	3,130.00	-2,087.03
100-000-4431.000 Garbage & Trash	531.78	1,693.40	2,633.32	-939.92
100-000-4410.000 Maintenance Labor	3,140.61	12,689.77	13,640.00	-950.23
100-000-4420.000 Materials	633.05	2,981.06	4,333.32	-1,352.26
100-000-4430.000 Contracts Costs	293.35	2,352.03	5,400.00	-3,047.97
100-000-4432.000 Decorating Contract	211.28	5,496.62	3,000.00	2,496.62
100-000-4435.000 Grounds Contract	32.78	54.20	333.32	-279.12
100-000-4440.000 Repairs Contract	0.00	0.00	83.32	-83.32
100-000-4445.000 Elevator Maintenance	0.00	2,359.62	980.00	1,379.62
100-000-4450.000 Plumbing/Heating	0.00	554.50	1,666.68	-1,112.18
100-000-4455.000 Snow Removal	0.00	91.00	616.68	-525.68
100-000-4456.000 Exterminating	20.00	60.00	413.32	-353.32
100-000-4457.000 Janitor/Cleaning	439.86	1,851.50	2,266.68	-415.18
100-000-4510.000 Insurance	1,545.26	6,181.04	6,681.64	-500.60
100-000-4520.000 Property Tax	552.14	3,825.19	2,616.68	1,208.51
100-000-4540.000 Employee Benefits	2,100.41	9,825.68	10,275.04	-449.36
<b>Total Expense</b>	<b>21,142.52</b>	<b>86,096.94</b>	<b>94,975.04</b>	<b>-8,878.10</b>
<b>Net Income(-) or Loss</b>	<b>-25,322.95</b>	<b>-37,140.07</b>	<b>-9,461.00</b>	<b>-27,679.07</b>

Date: 8/6/2019  
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roberta

**Crosby HRA  
Edgewood Operating Stmt - Board  
July, 2019**

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	<b>Current Period</b>	<b>Current Year</b>	<b>Year To Date</b>	<b>Budget</b>	<b>Variance</b>
<b>Income</b>					
700-000-3110.000 Dwelling Rental	-18,358.00	-74,309.00	-75,378.00	1,069.00	
700-000-3120.000 Excess Utilities	-495.00	-2,162.00	-633.32	-1,528.68	
700-000-3404.000 Other Government Grant	-8,502.00	-33,557.00	-34,053.32	496.32	
700-000-3610.000 Interest Revenue	-3,427.44	-15,384.65	-500.00	-14,884.65	
700-000-3690.000 Other Income	-9.50	-308.83	-33.32	-275.51	
700-000-3691.000 Other Tenant Revenue	-1,167.00	-3,163.92	-2,000.00	-1,163.92	
700-000-3695.000 Laundry Revenue	-1,507.00	-2,868.50	-2,766.68	-101.82	
<b>Total Income</b>	<b>-33,465.94</b>	<b>-131,753.90</b>	<b>-115,364.64</b>	<b>-16,389.26</b>	
<b>Expense</b>					
700-000-4110.000 Administration Salaries	2,216.00	22,094.51	11,760.00	10,334.51	
700-000-4130.000 Legal	0.00	0.00	333.32	-333.32	
700-000-4140.000 Staff Training	0.00	0.00	300.00	-300.00	
700-000-4150.000 Travel	84.04	158.36	250.00	-91.64	
700-000-4171.000 Auditing Fees	1,600.00	1,600.00	500.00	1,100.00	
700-000-4190.000 Sundry-Other Admin	25.00	117.50	86.68	30.82	
700-000-4191.000 Management Fees	5,333.00	21,332.00	21,333.32	-1.32	
700-000-4194.000 Office Supplies	254.04	704.45	283.32	421.13	
700-000-4195.000 Membership Dues	0.00	0.00	66.68	-66.68	
700-000-4196.000 Telephone	83.35	328.85	366.68	-37.83	
700-000-4198.000 Advertising	0.00	0.00	33.32	-33.32	
700-000-4199.000 Postage	55.00	55.00	100.00	-45.00	
700-000-4210.000 Tenant Svcs Salaries	420.16	1,854.09	2,096.68	-242.59	
700-000-4230.000 Tenant Services Other	16.40	64.68	66.68	-2.00	
700-000-4310.000 Water	433.99	1,359.25	2,225.00	-865.75	
700-000-4315.000 Sewer	799.21	2,523.08	3,923.32	-1,400.24	
700-000-4320.000 Electricity	2,245.65	2,590.80	9,178.32	-6,587.52	
700-000-4330.000 Gas	279.53	1,243.39	3,370.00	-2,126.61	
700-000-4431.000 Garbage & Trash	148.59	432.83	666.68	-233.85	
700-000-4410.000 Maintenance Labor	3,231.29	13,086.43	14,046.68	-960.25	
700-000-4420.000 Materials	680.29	2,397.91	2,866.68	-468.77	
700-000-4430.000 Contracts Costs	458.84	2,228.10	4,333.32	-2,105.22	
700-000-4432.000 Decorating Contract	1,682.36	3,557.33	3,666.68	-109.35	
700-000-4435.000 Grounds Contract	49.15	81.28	200.00	-118.72	
700-000-4440.000 Repairs Contract	0.00	0.00	50.00	-50.00	
700-000-4445.000 Elevator Maintenance	0.00	2,359.62	980.00	1,379.62	
700-000-4450.000 Plumbing/Heating	0.00	2,103.10	4,833.32	-2,730.22	
700-000-4455.000 Snow Removal	0.00	136.50	923.32	-786.82	
700-000-4456.000 Exterminating	30.00	90.00	500.00	-410.00	
700-000-4457.000 Janitor/Cleaning	447.28	1,804.45	2,733.32	-928.87	
700-000-4510.000 Insurance	1,735.26	6,941.04	6,678.32	262.72	
700-000-4520.000 Property Tax	747.30	3,207.06	2,766.68	440.38	
700-000-4540.000 Employee Benefits	2,284.14	11,271.55	11,845.04	-573.49	
<b>Total Expense</b>	<b>25,339.87</b>	<b>105,723.16</b>	<b>113,363.36</b>	<b>-7,640.20</b>	
<b>Net Income(-) or Loss</b>	<b>-8,126.07</b>	<b>-26,030.74</b>	<b>-2,001.28</b>	<b>-24,029.46</b>	

**Housing and Redevelopment Authority of Crosby  
Payment Summary Report  
July 2019**

Payment Date	Payment Number	Remit to Vendor	Total Check Amt
7/10/2019	93	LeAnn Goltz	\$19.02
7/10/2019	94	Mallory Smith	\$149.48
7/10/2019	95	Roberta Piekarski	\$19.14
7/10/2019	96	Shannon Fortune	\$129.92
7/3/2019	1304	Lincoln Financial Group	\$473.64
7/3/2019	1305	Electronic Federal Tax Payment System	\$1,091.63
7/3/2019	1306	Minnesota Dept Of Revenue	\$144.07
7/18/2019	1307	Lincoln Financial Group	\$473.64
7/18/2019	1308	Electronic Federal Tax Payment System	\$1,131.42
7/18/2019	1309	Minnesota Dept Of Revenue	\$138.40
7/2/2019	117323	Dearborn National Life Ins Co	\$21.67
7/2/2019	117324	Tenant Refund	\$39.75
7/2/2019	117325	Minnesota Power	\$3,790.84
7/2/2019	117326	Tenant Refund	\$379.78
7/9/2019	117327	Adams Pest Control	\$50.00
7/9/2019	117328	Borden Steinbauer And Kruger	\$114.00
7/9/2019	117329	City Of Crosby	\$4,681.03
7/9/2019	117330	Cliftonlarsonallen	\$3,200.00
7/9/2019	117331	Crosby Ace Hardware	\$383.37
7/9/2019	117332	Ctcit	\$200.00
7/9/2019	117333	Handyman's Inc.	\$79.00
7/9/2019	117334	Holiday	\$91.22
7/9/2019	117335	Hudrlik Carpet Service	\$1,514.06
7/9/2019	117336	Judy Robinson	\$875.00
7/9/2019	117337	Minnesota Energy Resources	\$661.38
7/9/2019	117338	Nisswa Sanitation Inc	\$226.09
7/9/2019	117339	Paper Storm	\$25.88
7/9/2019	117340	Rental History Reports	\$50.00
7/9/2019	117341	ShofCorp LLC	\$75.48
7/9/2019	117342	Terry Quick	\$38.28
7/9/2019	117343	The Office Shop	\$488.07
7/9/2019	117344	Tkda	\$892.17
7/9/2019	117345	Verizon Wireless	\$130.46
7/9/2019	117346	Void	\$0.00
7/9/2019	117347	Void	\$0.00
7/9/2019	117348	Void	\$0.00
7/9/2019	117349	Crow Wing County Treasurer	\$20.00
7/9/2019	117350	Midwest Machinery Co	\$59.04
7/9/2019	117351	Minnesota Power	\$250.00
7/9/2019	117352	Sherwin-Williams	\$336.60
7/9/2019	117353	Visa-Unity	\$1,485.92
7/9/2019	117354	Wells Fargo Credit Card	\$24.00
7/18/2019	117355	Ctc	\$433.44
7/18/2019	117356	Tenant Refund	\$338.39
		<b>Report Total</b>	<b>\$24,725.28</b>

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To: Crosby HRA Board Members  
From: Shannon Fortune, Housing Manager  
Date: August 7, 2019  
Re: Housing Manager Report

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### **Dellwood & Edgewood Handbook**

A draft of the handbook for use at Dellwood and Edgewood has been included with your packet. Because this is quite a lengthy document, we wanted to allow time to focus on this handbook before moving on to the Scattered Site Handbook. After both documents have been reviewed, HUD requires that we allow for a proper notice period for residents. In addition to the 30-day comment period, we plan to hold meetings to encourage feedback and help answer questions.

### **Crosby HRA Logo**

As discussed at the last meeting, we have come up with a few suggestions for a Crosby HRA logo. They are included in the packet for your review. We welcome your feedback! We want to choose a professional-looking logo that can be used on letterhead, business cards, and the website and will look good whether viewed in color or black-and-white.

### **Change Machine**

Roberta received a quote for a used change machine that fits what we are interested in for both security and tenant convenience. The machine takes \$1's, \$5's, \$10's and \$20's, has a dual-hopper dispensing system, can hold up to \$650.00 in coins, and can be bolted to the wall. Maintenance will handle the installation.

### **NAHRO Technical Assistance Grant Application**

The application was completed and submitted by the deadline (July 31<sup>st</sup>). The Crosby HRA collaborated with the Aitkin HRA and the Pequot Lakes HRA in order to maximize the funds available. If we are approved for the technical assistance funds, the next step would be to release a joint RFP seeking a consultant to outline the process, financial benefits, anticipated costs, estimated timeline, and tasks associated with any of the repositioning options. The consultant would prepare a report specific to each agency and would also provide a presentation to the Board of the report findings.

### **Public Housing Management Training**

Shannon completed her week-long Public Housing Management Training in late July. Results from the certification exam are expected within 3–4 weeks. This was a very beneficial training!

### **Management and Occupancy Review (MOR) Close-out**

On July 26<sup>th</sup>, we received our final close-out letter from Minnesota Housing, accepting our corrections related to the Management and Occupancy Review in June. All corrections were made and submitted timely and no outstanding issues remain. As recommended during the MOR, the HUD Model Lease for Subsidized Programs (90105A) is being implemented with residents at the time of their annual recertification.

### **Potential ACOP Update**

Currently, our Annual Plan states that we will give tenants a two-day written notice before any maintenance, housekeeping or other regular in-unit activity. Maintenance staff and office staff agree that moving to the industry-standard one-day notice period would be helpful. A change to the ACOP requires a notice and comment period and/or public hearing. To accommodate this process, we may aim to tackle this in either September or October.

### **Revenue Recapture Audit**

At the end of July, we received word that our contact with the MN Department of Revenue had completed her portion of the audit and would now be handing us off to the next step in the process, which is working with a representative from the Revenue Recapture program. She anticipated that we would be receiving additional contact and instructions by mid-August. She sounded positive and indicated that this additional contact would be related to making some adjustments to our process and letters, as required under the program.

### **July Vacancies**

Edgewood – 1

Dellwood – 1

Family Units – 0

### **No Action Requested; Discussion Items**

# DRAFT

## Dellwood & Edgewood Apartments

300 Third Ave NE (Dellwood)  
400 Third Ave NE (Edgewood)  
Crosby, MN 56441

### RESIDENT HANDBOOK/HOUSE RULES

Drafted August 7, 2019

Please read this handbook and become familiar with the rules. This handbook is a part of your Lease and violation of these rules may be grounds for termination.

**DELLWOOD & EDGEWOOD APARTMENTS  
MANAGEMENT TEAM WELCOMES YOU!**

The Crosby HRA welcomes you to your new home and neighborhood. This handbook explains what you can expect from the Management of Dellwood & Edgewood Apartments 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 the Dellwood & Edgewood 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 Crosby HRA office.

**Phone Numbers**

Management and Staff:

Jennifer – Executive Director	218-824-3425
Shannon – Housing Manager	218-824-3431
Mallory – Housing Specialist	218-546-5088
Maintenance/Work Orders	218-546-5088
Dispatch Caretaker - Emergency Maintenance	218-232-1419

**Crosby HRA Office Hours:**

Normal office hours are 7:00 a.m. to 4:30 p.m., Monday through Thursday, with walk-in hours from 9:00 a.m. to 12:00 p.m. The office is closed on Fridays, weekends and legal holidays.

**Resident Caretaker – Dispatch Caretaker**

Rod is the Caretaker and resides in Apartment 205 in the Dellwood building.

### **Move-In Instructions**

In consideration of our Residents, no move-in activities are allowed before 7:00 a.m. or after 10:00 p.m. For Dellwood, use the freight entrance at the back of the building. For Edgewood, use the freight entrance to the left of the front entrance door. There are shopping carts available for your use.

Empty boxes which you do not need should be broken down and placed in the cardboard/recycling cans. For both buildings, these cans are outside the freight doors. There are dumpsters located inside the garbage room in each building. These dumpsters are for garbage only.

Please be careful not to damage walls or floors during move-in. Report any damage to the office immediately.

### **Apartment Keys**

Two apartments key per household are provided at move in. These keys also open your mailbox. If you wish to have an additional apartment key made, contact the office. If you should lose your apartment key, the replacement cost is \$50.00 per key. If you would like a duplicate key, the cost is \$25.00.

### **Key Fob Access – External Doors**

The key fob access is very simple to use. You just have to put the fob close to the reader lock and the light will change from red to green, which means the door will unlock. The reader beeps one time to indicate that the door is unlocked. Each Resident is given one key fob. If your fob is damaged, lost, or stolen, there is a charge of \$15.00 to replace it. If you would like to purchase an additional fob, the cost is \$15.00. If the additional fob will be given to a non-Resident guest or service provider, you will need to supply contact information and a photo ID prior to receiving the fob.

Please note: The front entrance doors of both buildings are unlocked from 7:00 a.m. to 10:00 p.m. After 10:00 p.m., you will need to use your key fob. The side and rear doors are always locked and you will need to use your key fob to enter.

### **Front Entrance Security System – Resident Operating**

A controlled access system has been installed in the front entry of each building. Guests arriving at the door after hours can dial the code shown beside your name on the directory and it will ring to the telephone number you have provided to the office. If you wish to let the person in, press the corresponding key on your phone and the front door will unlock for your guest. If you don't know the person, do not let them in. If you wish to change your contact number, please notify the office. You do not have to participate or provide a phone number to use with this system, it is merely a courtesy service available at no charge to you.

### **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 in to the building;
4. Report any strangers or persons acting suspiciously to the office during regular office hours or to the Caretaker after hours or on weekends.
5. Report any illegal or suspicious activities inside or outside the building to the police.

There are security cameras placed throughout the Dellwood & Edgewood Apartment buildings.

### **Occupancy Guidelines**

Your unit is rented to you and those household members listed on your lease only. You must immediately notify the Crosby HRA of any changes in the size of your household. 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.

### **Payment of Rent**

You have the following options to pay your rent each month: You can sign up for direct debit (please contact the office if you are interested); you can place your rent in the drop box located between the main entrance doors in the Dellwood building; you can mail your rent to our office address of 300 Third Ave NE, Crosby, MN 56441; you can drop your payment off at the office during office hours.

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 the appropriate late fee. If mailing your rental payment, it must arrive by the 5th of the month, or it will be considered late and a late fee will be charged. No personal checks will be accepted after the 10th. All rent must be paid in full; partial payments will not be accepted. On the 15th of the month, a notice to pay or vacate letter will be sent. All provisions of the lease will be strictly enforced. All rental payments must be made on time pursuant to your lease.

We prefer not to accept cash for rental payments, but cash will not be refused. Other acceptable forms of payment are personal checks, certified checks or money orders.

Any payment made after the due date will be considered late. If the monthly rent payments are made late, the management will take all proper legal action against you pursuant to the lease and the laws of this state. If rent is paid late four or more times within a year, your lease may be terminated.

**Parking Lots/Spaces**

There are Resident parking spaces available in the parking lots for each building. For Dellwood, Resident spots are located to the South of the building. For Edgewood, Resident spots are located in front of and to the North of the building. Many spaces have an electrical outlet available for a heater plug. There is a monthly fee for spaces with electrical outlets. The fee is \$6.00 per month for December, January and February. These spaces are assigned on a first-come-first-served basis and there may be a waiting list. Unauthorized vehicles will be towed away at the owner's expense. Additional parking is available, at no charge, on the street in front of each building. There are some limited guest spaces in front of the Crosby HRA office as well. As space is limited, Residents are only allowed one vehicle per person in each unit. No boats, trailers, motorhomes, campers, etc., are allowed in the parking lots.

Residents will be given a sticker to identify their authorized vehicles. Please obtain the vehicle sticker from the Crosby HRA Office. Stickers should be placed on the bottom of the rear window on the driver's side of the vehicle. Visitors should park in the designated guest spaces or on the street.

Cars cannot be overhauled, motors changed, or any major repairs made in the parking lots. Oil is not to be changed or drained any place on the parking lots. Inoperable or unregistered vehicles must not be left on the property for more than 48 hours. Any vehicle parked improperly or that is inoperable for more than 48 hours will be towed at the owner's expense.

**Snow Removal and Your Vehicle**

After a snowfall of approximately two (2) or more inches, the plow will come through the main areas of the parking lots and plow around the vehicles. If additional plowing is needed, signs will be posted on all entrance doors, inside the elevators, and on the office door indicating the day and time the plows will return and where to park your vehicle during that time.

**Bicycle Policy**

Bicycles, mopeds, or other motorized recreational scooters (not including mobility scooters) are not allowed in the Dellwood & Edgewood Apartment buildings.

All bicycles must be parked in the bike racks located on the South side of the Dellwood building or to the right of the front door in the Edgewood building. 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. During the winter months, bicycles may be stored in your apartment.

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

**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 Crosby HRA staff. Inspection notices are given to all Residents well in advance of the inspection date.

#### **Garbage Disposal**

On each floor there is a designated area with a garbage chute and recycling bins. The door is marked as "Rubbish" or "Trash". Please make sure your garbage is properly bagged before disposing of it the garbage chute. Don't throw glass bottles and jars down the garbage chutes. There are disposal containers for these items next to the chutes. Do not try to force large items down the chutes. Please bring these items to the garbage dumpsters.

If you have furniture or larger items to dispose of, you may contact the Crosby HRA to arrange for a special pick-up. There are fees involved and you may set up a payment plan if you are unable to pay for the fee at one time. If you place an item for pick-up without first contacting the office for permission, you will be charged a \$25.00 fee plus the cost of disposal.

#### **Recycling**

The Dellwood & Edgewood Apartments recycle, using the bins located near the garbage chutes. Please review the list of items that can be recycled, which is posted above the recycling bins. Please do not place trash inside recycling bins or dumpsters designated for recycling.

#### **Smoke Alarms**

The smoke alarms will go off for two reasons: An actual fire and/or threat of fire, or trouble in the fire system. If it is only smoke, open your windows to get rid of the smoke. **Do not open your door and let the smoke out into the hallway.** If the hallway alarms go off, the police and fire department will automatically be sent to the building. If you have opened your apartment door to let the smoke into the hallway, emergency personnel may come to your unit to question you to find the source of the smoke.

#### **Repairs to Your Apartment**

Please notify the office of any needed repairs, such as dripping faucets, stopped toilets, or problem doors and windows. For repairs during office hours, call 218-546-5088. 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 the dispatch caretaker at 218-232-1419.

For general information like: your phone does not work - call the telephone company; you see suspicious activity, (i.e., someone breaking in, a domestic situation, use of illegal substances, etc.), please call the Police at 218-546-5137 or 911 if it is an emergency.

### **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.

### **Quiet Hours**

There are several references in the City of Crosby Statutes related to nuisances and noise control. Specifically, Chapter 5, Section 13.4, Section 14.1.1 and Section 14.2.4, which are as follows: The following are declared to be nuisances affecting public peace and safety: Any person participating in any party or other gathering that causes the unreasonable disturbing of the peace, quiet, or repose of another person. (Sec. 13.4.) The following are declared to be nuisances affecting public health, safety, peace, or welfare: Any distinctly and loudly audible noise that unreasonably annoys, disturbs, injures, or endangers the comfort, repose, health, peace, safety, or welfare of any person, or precludes their enjoyment of property, or affects their property's value. (Sec. 14.1.1.) The operation of any device referred to in subdivision (A) (6) between the hours of 10:00 p.m. and 7:00 a.m. in a manner so as to be plainly audible at the property line of the structure or building in which it is located, or at a distance of 50 feet if the source is located outside a structure or building shall be *prima facie* evidence of a violation of this section. (Sec. 14.2.4.)

For the consideration of the quiet and peaceful enjoyment of all Residents of the Dellwood & Edgewood Apartments, quiet hours are from 10:00 p.m. to 7:00 a.m. In addition, these quiet hours will be enforced against gatherings in all common areas of the building between 10:00 p.m. and 7:00 a.m.

This does not mean that you cannot enter or exit the building or your apartment during the quiet hours. It also does not mean that you cannot visit with your friends in your apartment during quiet hours. It simply means that Residents may not gather in any common areas during the quiet hours.

### **Common Areas – Game Room, Lounge Area, TV Rooms**

Each building has several areas designated for Resident use and enjoyment from 7:00 a.m. to 10:00 p.m. The areas are closed after 10:00 p.m. unless a scheduled event is authorized in advance by the Crosby HRA office. These areas are great places to meet and mingle with your neighbors and are open to all Residents of both Dellwood and Edgewood Apartments.

- Game Room: Puzzles, games, and a pool table are located in the Game Room in the Edgewood building.
- Lounge Area: There is lounge area near the front entrance of the Edgewood building.
- TV Rooms: Each building has a TV Room, located near the front entrances.
- Bookshelves: There are bookshelves located in the TV Room in Dellwood and in the Game Room in Edgewood. Please feel free to borrow books and read them at your leisure. These books are donated from local service organizations and may change without notice. The Crosby-Ironton Courier is delivered weekly and is located on the bookshelf in the Dellwood building. Please do not remove the paper from this area.

We ask that you please clean up after yourself when using any of these areas. No food or beverages are allowed in the common areas, unless a scheduled event is authorized in advance by the Crosby HRA office.

Pets are not allowed in the Game Room, Lounge Area, or TV Rooms or other common areas.

### **Community Room/Kitchen**

The Community Room and Kitchen, located in the Dellwood building are available for Resident use and may be "reserved" for private gatherings. These rooms are to be left in a clean and orderly condition after use. To reserve the Community Room and/or Kitchen, please contact the Crosby HRA office.

Lutheran Social Service of MN provides Meals on Wheels service in the Community Room. To enroll in this service, please call 218-546-5943.

Pets are not allowed in the Community Room or Kitchen area.

### **Gazebo**

The gazebo in front of the building is available for use by all Residents and can be reserved for private use by contacting the Crosby HRA office. The gazebo is closed from 10:00 p.m. to 7:00 a.m. No smoking or gilling is permitted inside the gazebo and it may not be used for storage of personal items.

### **Laundry Room**

There are laundry rooms located in each building. In Dellwood, the laundry facility is on the 3<sup>rd</sup> floor, next to the elevator. In Edgewood, the laundry facility is on the 1<sup>st</sup> floor, next to the TV Room. We need everyone to do their part to help keep it nice. There is a change machine available in Edgewood laundry room. Please refer to the general rules posted on the wall inside the laundry room.

The laundry room is for Resident use 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. Please empty lint traps and leave the area clean when you are through. Be courteous and think of others. Please report any machine malfunctions to the office. The Crosby HRA is not responsible for any loss, theft or damage.

### **Pet Policy**

The Rules for Pet Ownership are posted on the bulletin board outside the Crosby HRA office in the Dellwood building. If you wish to own a pet, you must contact the Crosby HRA office **BEFORE** you acquire the animal.

For your convenience, there is a bag dispenser located behind the Dellwood building to assist with disposing of pet waste. Remember that you are responsible for picking up after your animal and properly disposing of the waste.

### **Crime Free/Drug Free Housing**

The Crosby HRA and the Dellwood & Edgewood Apartments have a zero tolerance for drugs. This includes, but is not limited to, exclusion of any person from our properties that have any past, current, or pending drug charges and/or any drug convictions. In addition, the Crosby HRA and the Dellwood & Edgewood Apartments do not allow any person on our properties who have had any kind of felony conviction within the last 10 years.

### **No Smoking Policy**

Smoking is not permitted in any apartment, common area or on property grounds, except in the designated smoking area. The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, or other tobacco product or similar lighted product in any manner or in any form.

There is a designated smoking area located on the patio in front of the Dellwood building.

### **General Provisions/Rules**

**Alcoholic Beverages** - Absolutely no alcoholic beverages of any kind are allowed in any common area or on the grounds of the Dellwood & Edgewood Apartments.

**Personal Items** - No personal items such as furniture, plants, decorations, etc., can be placed in any common area, lounge, sitting areas or other community space.

**Grills** - Personally owned barbecue grills are not allowed on the grounds of the Dellwood & Edgewood Apartments. There is a gas grill located next to the smoking area outside of the Dellwood building. Any Resident may use the grill, however you are expected to not leave the grill unattended during use, to make sure the gas is completely turned off after use, and to thoroughly clean the grill after each use.

**Fireworks** - Fireworks are not allowed on the grounds of the Dellwood & Edgewood Apartments.

**Guests** - Residents must accompany their guests in the building at all times. Guests are never allowed to wander the halls or use any facilities in the building without the Resident of the Dellwood & Edgewood Apartments.

**Clothing** - Proper shoes and clothing must be worn in the building at all times. Nightgowns are not considered to be appropriate attire. Shirts and footwear must be worn at all times.

**Air Conditioners** – There are sleeves in each apartment for an air conditioner. You may provide your own unit or you may rent one from the Crosby HRA. There are a limited number of rental units available. The cost to rent a unit is \$42.00 per month for June, July and August, which includes the additional utility usage. If you provide your own unit, the cost is \$10.00 per month for June, July and August for additional utility usage. If you would like to put in an air conditioner, the measurements are 15.5”H x 25.5”W x 19”D. The air vents on the air conditioner must be on the back of the unit, and not on the sides.

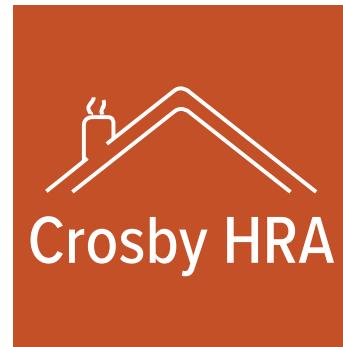
**Resident Notices** – Bulletin boards are located in front of the office in the Dellwood building, in each elevator, and in the lounge area in the Edgewood building. These are used to notify Residents of routine maintenance issues, upcoming events and special activities. Personal postings are allowed. Please refer to posted rules for restrictions.

**Bus Service** – Dial-A-Ride bus service is available at the front door of each building. You must call to make arrangements for bus service in advance. The telephone number is 218-825-7433.

**Resident Council** – The Dellwood & Edgewood Resident Council meetings are held on the 1<sup>st</sup> Monday of every month at 1:00 p.m. in the Game Room in the Edgewood building. All Residents are welcome to attend these meetings.

## Logo Ideas

Option 1



Option 2



Option 3



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