

# **DELLWOOD & EDGEWOOD APARTMENTS**

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

## **RESIDENT HANDBOOK/HOUSE RULES**

Updated November 25, 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, along with your Lease.

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:**

Diana – Housing Specialist.....	218-546-5088.....	<a href="mailto:Diana@crosbyhra.org">Diana@crosbyhra.org</a>
Hannah – Housing Manager.....	218-824-3429.....	<a href="mailto:Hannah@brainerdhra.org">Hannah@brainerdhra.org</a>
Eric – Executive Director.....	218-824-3425.....	<a href="mailto:Eric@brainerdhra.org">Eric@brainerdhra.org</a>

Maintenance/Work Orders.....218-546-5088

Dispatch - Emergency Maintenance.....218-232-1419  
(After normal office hours)

**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.

### **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 apartment keys 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 Crosby HRA 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 exterior doors work on an electronic key fob system, which is very simple to use. Put your fob close to the lock reader and the light will change from red to green, as the door unlocks. You may hear a small beep when the door unlocks.

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 who is calling you, 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:

- Keep your apartment door locked when you are out;
- Do not open the main entrance to strangers;
- Do not allow anyone to follow behind you in to the building;
- Report any strangers or persons acting suspiciously to the office during regular office hours or to the Caretaker after hours or on weekends.
- 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 and in various locations around the grounds. Tampering with the cameras or any other safety and security devices in the building or on the grounds is not permitted and may result in a lease violation.

### **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.

You may have guests overnight. If guests stay with you more than three (3) days consecutively, or more than seven (7) nights in a year, you must notify the Management and obtain permission.

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 automatic payment/direct debit (please contact the Crosby HRA 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 the office address of 300 Third Ave NE, Crosby, MN 56441;
- You can drop your payment off at the office during office hours.

Acceptable forms of payment are automatic payment/direct debit, money orders, personal checks, certified checks, or cashier's checks. Cash will not be accepted.

Monthly rent payments are to be made on or before the 1<sup>st</sup> of the month, and no later than the 5<sup>th</sup>. All rent paid after the 5<sup>th</sup> is late, and must include the appropriate late fee. If mailing your

rental payment, it must arrive by the 5<sup>th</sup> 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. On the 15<sup>th</sup> 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.

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, recreational vehicles, 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. If your windows are very dark, put the sticker in the most visible place. If you get a new vehicle, you will need to get a new sticker.

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. Unmoved vehicles may be towed at the owner's expense.

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

During the winter months, bicycles may be stored in your apartment so long as this does not restrict safe access and movement in your unit.

### **Housekeeping**

It is your responsibility to keep your apartment clean at all times. Carpets must be vacuumed and/or swept 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 Crosby HRA office or Maintenance 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 all 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 Crosby HRA office of any needed repairs, such as dripping faucets, stopped toilets, or problems with 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 toilet, no running water, or an excessive leak, please contact the dispatch Caretaker at 218-232-1419. If you aren't sure if the office is open or if the repair is an emergency, call the Caretaker.

If you see suspicious activity, notice a dangerous situation, suspect a crime or use of illegal substances, or are concerned about the safety or wellbeing of a neighbor, please call Law Enforcement at 218-829-4749 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 Crosby HRA 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.

Furnishings and decorations in the common areas are the property of the Crosby HRA and should not be removed, altered, or disposed of without prior approval from the 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 of both Edgewood and Dellwood Apartments 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 grilling is permitted inside the gazebo and it may not be used for storage of personal items.



### **Laundry Rooms**

There are laundry rooms located in each building. Please refer to the general rules posted on the wall inside each laundry room.

- 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.

There is a change machine available for use by all Residents in the Edgewood laundry room.

The laundry rooms are for Resident use only! Non-resident 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. Please report any machine malfunctions to the Crosby HRA 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, even if the waste is in the grass. Failure to pick up after your animal may result in fees and lease violations. Repeated failure to follow the rules for animal ownership may result in you being required to remove the animal from your household.

### **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. The smoking area is for use by Residents of both Edgewood and Dellwood Apartments, as well as for guests, visitors, and staff.

### **Moving Out**

Please remember that loading and move-out activities should be done after 7:00 a.m. or before 10:00 p.m. Per the terms of your Lease, you are required to give the Crosby HRA office a proper 30-day notice prior to the date that you intend to move. This notice is required in writing at the Crosby HRA office.

Prior to leaving you must make an appointment to complete a move out walk-through with Maintenance or office staff by 12:00 pm on your vacate day.

To get your deposit back you must leave your unit clean, pay all rent and other charges due, return all keys, and have provided a forwarding address to the Crosby HRA office.

### **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.

**Garden Areas** - There is gardening space, including a raised bed, available for Residents of both Edgewood and Dellwood Apartments located near the Maintenance storage shed behind the back parking lot. This is a community space and may be used by all Residents. Sharing plants is encouraged but please be respectful and careful not to damage plants grown by others. No picking without permission. The flower gardens located in the front of the building, around the sides, or in the back of the building are not for personal Resident plants or flowers. These areas are maintained by the Crosby HRA and may be moved, changed, or removed at any time without notice.

**Grills** - Personally owned barbeque 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.

**Tenant/Landlord Handbook** - Minnesota requires that the Landlord notify tenants of the availability of the Landlord and Tenants: Rights and Responsibilities informational pamphlet. Please contact the Minnesota Attorney General’s Office for a copy.