



Welcome to Holly Falls

On-Site Manager: Peter | Office: (651) 290-0391

This is your home and we are happy to have you as a resident! We want you to have a positive experience while living here and we respect your desire to have a safe and quiet place to call home. Please take a moment to look over these building rules and then follow them so that we can maintain a safe and pleasant living environment.

RENT AND NOTICE AGREEMENT

- 1. Rent is due on the 1st of the month, payable to Steffen Zenner Properties and should be paid online through Property Matrix. If necessary, checks can also be mailed to 585 Portland Ave, St. Paul, MN 55102.**
2. Rent paid after the 5th is subject to a late fee as per the lease agreement. If the late fee is not included with a late payment, it will be charged against your account and taken from your security deposit.
- 3. At the end of your lease, you must give written notice 58 days (two months) before the lease expires if you are planning to vacate your apartment.** If you do not give notice it is assumed that you will continue to reside in your apartment on a month-to-month basis with the 58-day notice prevailing. **Please note that there is a short winter lease clause in all month-to-month agreements from November 1 through February, when move outs are not allowed.** You should contact management if you wish to sign a new term lease, but your current lease does lapse into a month-to-month agreement after the initial term expires.

SAFETY

1. Keep your doors and windows locked at all times when not in use. **Do not prop entrance doors open.**
2. Get to know your neighbors! If you see anything suspicious, call the office and/or the St. Paul Police. Please keep us informed of car thefts, break-ins, etc.

3. If you smell smoke or see fire, leave the building immediately and call the Fire Department at 911.
4. The CO/smoke detector in your apartment is battery operated and located on the wall in the dining room. You should never tamper with your smoke detector as it is against the law. You should test the smoke detector at least once a month by pressing the test button to make certain that it sounds the alarm. If it does not work properly, report the problem at once to your building manager or the office. You are expected to be able to replace the battery to the detector when it starts to emit a short beep as this is a signal that the battery is failing. If you have any trouble with the detector or cannot change the battery, contact your building manager or the office.
5. Fire extinguishers are located on each level in the common hallways.

GENERAL RULES

1. **Quiet hours are especially after 9:00 PM and before 9:00 AM.** All residents deserve peace and quiet at all hours of the day and night, so please get to know your neighbors and be mindful to not offend anyone. Hardwood floors allow a lot of noise to travel up and down so consider using rugs and removing your shoes when in the apartment to minimize normal activity noise.
2. Keep windows closed when it rains and storm windows closed in winter. Air conditioners must be removed from windows by October 1. Contact your building manager or the office if storms/screens are missing or broken.
3. Use small nails or screws when hanging objects on the walls. Please refrain from using tape or sticky substances to hang objects.
4. No items should be stored or left in entryways, hallways or the open basement areas. Instead, store items that you don't want in your apartment in your storage locker. You must provide your own lock for your storage locker and make certain that your name and apartment number is on the storage locker. Bikes should be stored appropriately and can be left in the laundry areas as long as they are **must be tagged with your apartment number and name**; unidentified bikes will be removed and donated to charity.
5. Please report burned out light bulbs in common areas to the building manager or office.
6. Please report any clean up necessary in common areas or laundry rooms to your building manager or the office. Keep in mind that hallways are cleaned once or twice weekly and checked daily for the most part. **If you make a mess, clean it up yourself. Please don't leave trash or junk mail in the hallways. Pick up your newspaper everyday if you are receiving one; unclaimed newspapers are discarded the next day.**
7. In general, you must keep your apartment clean and in safe condition.
8. Keep in mind that your apartment has been freshly painted. Walls in the kitchen and bathroom are washable. If you would like to repaint your apartment, contact the office before doing so. Charges may be assessed to you for returning the apartment to its original colors upon vacating the apartment.

9. **We are a smoke-free building and residents must go outside TO THE BACK OF THE BUILDING at least 20 feet from the building to smoke any tobacco products: smoking is not allowed in any apartments or common areas of the building.** Please dispose of cigarette butts outside properly in the cigarette butt container provided; do not throw cigarette butts on the ground.
10. Pets are allowed on a lease to lease basis only. **If your lease does not allow pets, you must get written permission from the management before you get a pet in your apartment or you will lose your security deposit.** If you are a dog owner, dogs must be on a leash at all times while going in and out of the building. Dogs must be walked in the neighborhood and not be allowed to use our yard only for daily excrements. You must clean up immediately after your dog on our property and in the neighborhood; it's the law in St. Paul.
11. **We do not allow satellite dishes at any properties.** Please use Comcast as your cable provider and contact the office with any installation questions.

GUESTS

1. You are responsible for your guests' behavior in and around the building.
2. Your lease specifies who can live in your apartment. Extra people may be charged \$45 each per month. **Any guest that stays longer than 2 weeks is subject to this charge unless prior arrangements have been made with management.**

PARKING

1. Parking in the back of the building is assigned and residents pay a monthly rental fee per spot. If you are interested in renting a space, contact your building manager or the office. If you are renting a spot, you must display your parking pass in your car at all times. If you park your car in a spot you are not renting, your car can be towed at your expense.
2. If you are parking in the lot, follow the rules and notices to facilitate snow removal in winter.
3. If you choose to park on the street, please pay attention to the snow emergency regulations. You can call 651-266-7569 or visit www.stpaul.gov/snow for the latest snow emergency announcements. On the City of St. Paul's website, you can also find out how to be automatically notified of snow emergencies via text, email or their phone app.

TRASH & RECYCLING

1. **Recycling is mandatory** in the building to reduce waste in the dumpsters and landfills. Steffen Zenner Properties encourages a zero-waste philosophy and understands recycling is a key component. A recycling brochure was provided with your Apartment Condition Form & Community Member Agreement. Online resources for recycling include www.stpaul.gov/recycle (see "Recycling Information" section for Accepted Materials, Organics Recycling, Hazardous Waste, and Electronics) and www.ramseyrecycles.com.

2. Place all recyclables in proper carts next to the dumpsters and **flatten all cardboard boxes**. Follow the recycling brochure carefully to only put acceptable items in the recycling carts.
3. **No plastic bags can be placed in the recycling carts**. If you are collecting items in a plastic bag, empty contents into the recycling cart and put the bag in the trash. Steffen Zenner Properties and the City of St. Paul, however, encourage residents to decrease their use of plastic bags. Keep reusable bags in the car and use them when grocery shopping instead of plastic bags. While plastic bags are not accepted in recycling bins at the property, plastic bags can be taken to most retail stores for drop-off recycling. Find your closest drop-off location by visiting www.plasticfilmrecycling.org.
4. Another way to reduce waste in the dumpsters and landfills is by **composting organic material**. St. Paul residents can collect organics in their home and take it to a drop-off site. To learn what materials are accepted and where the drop-off sites are located, visit www.stpaul.gov/recycle and click “Organics Recycling.”
5. **Garbage should be placed IN THE GARBAGE DUMPSTER – NOT NEXT TO IT and put in sealed bags. Garbage should never be left outside apartment doors, but should instead be taken to the dumpster immediately.**
6. Please try to recycle old furniture, household goods and clothing to Catholic Charities (651-222-1787), the Epilepsy Foundation (651-646-8675), or Goodwill (651-379-5800). You can also utilize The Salvation Army at 572 University Avenue, St. Paul (651-789-0099) – note that the Salvation Army on University Avenue has a great drop-off site, including evening and weekend drop offs and takes everything! Don’t throw items away if someone else can use them – better for others and always better for the environment.

If you cannot donate your large items, you can place them by the dumpster and our trash haulers will take them, but there is a charge. Contact the office before you place anything out for disposal – **disposal fees are usually \$50 per item**.

7. **ABSOLUTELY NO DISPOSAL OF ELECTRONICS** – televisions, computers, small appliances, etc. Disposal of electronics is not available nor allowed on site. You must take your unwanted electronics to Best Buy or Plaza TV for proper disposal. You can find other options online by going to www.stpaul.gov/recycle, click “Recycling Information,” and then click “Electronics.” **If you leave electronics on site, the fee is \$100 per item and that fee will come from your deposit.**
8. **Improper disposal of trash and recycling is subject to a \$50 fee from management.**

PLUMBING

1. If you have dripping faucets or a running toilet, call the office at once.
2. If you have a water leak, use the shut-off valves located behind the toilet or under the sink for the tub or sink to turn off the water while waiting for assistance.
3. Old style tubs require **two shower curtains**. If you have a circular shower rod or two rods in the tub area, you must place two shower curtains around the rod(s) to prevent water from spraying out of the tub and to protect the window that is in the tub area. Water flowing

outside of the tub can damage the apartment below you as well as your walls. **Please bring any overflows or deterioration to our attention right away!**

4. Don't flush anything except tissue and natural body waste down the toilet: absolutely no tampons, other sanitary products or diapers! These will clog the sewer lines. **If your toilet is clogged, try using a plunger before you call for maintenance.**
5. Be mindful of what goes down the kitchen and bathroom sinks. **No grease in the kitchen drains.** Try to minimize hair down the tub and sink drains with strainers and by discarding excess hair in the trash.

GENERAL MAINTENANCE

1. If you have repairs that need attention, please submit them via your online tenant portal, Property Matrix at www.propertymatrix.com. Once you log into your tenant portal, click on the 'Maintenance' tab on the top banner of the page and submit your request. If you do not have access to a computer, please call the office to verbally submit your request. If you have an after-hours emergency, contact your onsite building manager, the office and Chad at (651) 208-8964.
2. Depending on the urgency and nature of the repair, we will fix the problem ourselves or contact a maintenance technician. Most items will be repaired within 24 to 48 hours, and you will be notified when someone is coming in to complete repairs.
3. If you have not received a response from the office or a repair technician within one business day, please call again to make certain that we got your request.
4. Simple repairs such as changing light bulbs and batteries in smoke detectors are often assumed to be the resident's responsibility, but if you do need assistance please feel free to contact your building manager or the office.

HEATING

1. Your apartment is heated with a forced air heating system through the vents in your apartment.
2. You have a thermostat control in your apartment that will control the temperature in your apartment, so feel free to adjust it as you see fit. The heating system is equipped with some controls so you are somewhat limited in how hot you can set the temperature. Our goal is to provide a comfortable temperature for you but not to overheat the building. Overheating wastes precious natural resources and drives rent increases up as natural gas is very expensive.
3. If you are too cold, check to make certain that your storm windows are all closed tight and your thermostat is adjusted properly. If you are still having a problem, contact your building manager or the office.

AIR CONDITIONERS

1. You may install window air conditioners in your apartment in the summer. We recommend that you install units with 5000 BTUs or less, otherwise you may overload your circuits. If you need assistance or have questions, contact the office.
2. Make certain that the A/C units that you install are tipped outside the building to prevent water from dripping inside the building. You may be charged for any damage that dripping water may cause from air conditioners that you install.
3. Air conditioners are run by electricity and any use will be added to your electricity bill with Xcel Energy.
4. Air conditioners must be removed and stored for the winter by October 1 unless they are properly winterized in the window or an already built-in unit.

ELECTRICAL

1. Your electrical box is located on the kitchen wall. This is a fuse type system with both 15-amp and 20-amp fuses.
2. If you have a power failure with some lights and/or outlets, most likely you have blown a fuse. You can look for a blown fuse in your box and simply change the fuse to restore your power. You may change your own fuses if you like, but you can also call your building manager or the office. If you are replacing your own fuses, you must make certain that you are using the proper fuse type; the size is noted inside the fuse box. Take care not to overload circuits with too many appliances running at once.
3. If you have a power failure and all of your power is out in all rooms, most likely this is a problem that needs to be corrected by Xcel Energy and involves a large portion of the area. Contact Xcel Energy at 1-800-895-1999 and report the problem, and they should be able to correct the problem in an hour or two. You can also visit www.xcelenergy.com and click on “Outage & Emergencies” or “Report an Outage” to report the problem or view electronic outages affecting your area.
4. Your bathroom is equipped with a ground fault interrupter circuit, which can be reset at the outlet itself by pushing the reset button if the circuit there goes out.

LAUNDRY ROOM

1. **Laundry room hours are from 8 AM to 10 PM. Please do not start loads after 10 PM!**
2. Remove your loads from the washers and dryers as soon as they are done, so the machines are available for others to use.
3. Please leave the laundry area as clean as you found it. Wipe up detergent spills and dispose of lint and other trash in the proper receptacles. Remember to clean the lint traps in the dryer each time you use the dryer.

4. If you wish, you may store your detergent bottles in the appropriate area of the laundry room, but please label the bottles with your apartment number. Periodically, unmarked bottles are discarded.
5. A wash and dry is \$1.50 each and only quarters are accepted. **Please do not use Canadian quarters or other foreign coins as the coin slot will jam.**
6. Report any problems with machines to your building manager or the office.

Thank you for your attention to these details! Don't hesitate to call your building manager or the office if you have questions about anything. **Welcome Home!**

MAINTENANCE EMERGENCY PROTOCOL

Definition of a Maintenance Emergency:

Anything that causes immediate damage to property or threatens the immediate safety of yourself or others. Usually true emergencies entail such problems as uncontrollable water leaks usually from broken water pipes, fire, storm damage, or physical assault or theft.

In the unfortunate event that you have a true maintenance emergency, here is the protocol that you should follow.

- Try to get the situation under control: Evacuate immediately if there is a fire and call 911. Call 911 if you are being physically threatened in any way.
- Turn off water shut-off valves if there is a water problem (can be found underneath or behind most sinks and toilets).
- Call maintenance technician Chad at 651-208-8964.
- Call the office at 651-290-0391 if you are unable to reach a maintenance technician, and please **leave messages** at all numbers.

IF YOU CALL AND GET VOICE MAIL, LEAVE A MESSAGE. EMERGENCY MESSAGES ARE MONITORED 24 HOURS A DAY.

NEW RESIDENT INFORMATION

Welcome! We wish you good health and happiness in your new home. Listed below, please find helpful information that you may find useful as you are setting up your new residence.

On-Site Manager:	Peter	Rent:	Online via Property Matrix, Rent drop box in laundry room OR Mail to: Steffen Zenner Properties 585 Portland Avenue St. Paul, MN 55102
Maintenance Request:	Online via Property Matrix www.propertymatrix.com or 651-290-0391 (Office)	After-Hours or Emergency:	651-208-8964 (Chad) 651-290-0391 (Office)

Maintenance Information:

1. If you have repairs that need attention, please submit them via your online tenant portal on Property Matrix at www.propertymatrix.com. Once you log into your tenant portal, click the 'Maintenance' tab on the top banner of the page and submit your request. If you do not have access to a computer, please call the office to verbally submit your request. If you have an after-hours emergency, contact your on-site building manager, the office, AND Chad (651-208-8964). If you reach voicemail, leave a message at all numbers.
2. Depending on the urgency and nature of the repair, we will fix the problem ourselves or contact a maintenance technician. Urgent items will be repaired within 24 to 48 hours, and you will be notified when someone is coming in to complete repairs.
3. If you have not gotten a response from the office or a repair technician within 24 hours, please call again to make certain that we got your request.
4. Simple repairs such as changing light bulbs and batteries in smoke detectors are often assumed to be the resident's responsibility, but if you do need assistance please feel free to contact your building manager or the office.

Police:	Emergency: 911	Non-emergency: 651-291-1234
Fire Dept:	911	Ambulance: 911
Xcel Energy (electricity and gas utility):	Residential set-up: 800-895-4999 Emergency outage: 800-895-1999 Gas Emergency: 800-895-2999	Metro Transit: 612-373-3333 www.metrotransit.org
Ramsey Co. Parks/Rec:	www.co.ramsey.mn.us/parks	Ramsey Co. Libraries: www.ramsey.lib.mn.us
Road Conditions:	651-405-6030	Snow Emergency: 651-266-7569 www.stpaul.gov/snow (app and alerts available)