

SCATTERED SITE UNITS

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.

**SCATTERED SITE PUBLIC HOUSING UNITS
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 the Scattered Site Public Housing Units 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 Scattered Site Townhomes 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:

Mallory – Housing Specialist.....218-546-5088.....Mallory@crosbyhra.org
Shannon – Housing Manager.....218-824-3431.....Shannon@brainerdhra.org
Jennifer – Executive Director.....218-824-3425.....Jennifer@brainerdhra.org

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

Dispatch- 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

The Caretaker resides off-site but can quickly be called to your unit, if necessary. The Caretaker can be helpful in handling minor maintenance issues and lock-outs and answering questions about the property. The Caretaker also carries the dispatch phone and is responsible for contacting Maintenance after hours. The Caretaker’s number is 218-232-1419.

Move-In Instructions

In consideration of your neighbors, no move-in activities are allowed before 7:00 a.m. or after 10:00 p.m. Empty boxes should be broken down for recycling or properly disposed of after they are no longer needed.

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 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. 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.

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.

Unit Keys

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

Housekeeping

It is your responsibility to keep your unit clean at all times. Carpets must be vacuumed and/or swept on a regular basis. Walls should be kept free of marks and damage. 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, your Caretaker, or the Maintenance 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 & Recycling

Garbage and recycling bins are provided by the Crosby HRA for Residents of the Scattered Site Public Housing Units. Please make sure your garbage is properly bagged before disposing of it in the provided bin. If you have questions about your service such as the pick-up schedule or what is recyclable, contact the service provider at the number listed on the bin.

If you have furniture, mattresses, small appliances, or other large items to dispose of, you may contact the Crosby HRA office 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.

Repairs to Your Unit

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 Unit or Common Spaces/Areas

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

Driveway & Parking

Cars cannot be overhauled, motors changed, or any major repairs made in the driveways. Oil is not to be changed or drained any place on the property grounds, including driveways.

Inoperable or unregistered vehicles must not be left on the property or in the street in front of your unit 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. No cars may be parked on the lawns.

Lawn Care

You are responsible for keeping the grass trimmed and weeds pulled from your lawn. Please keep the lawn free of trash. Put away toys, bikes and other play items each day. Lawn equipment should be stored in the garage or behind the building, not in the front or side lawn areas. If you receive a warning notice for an unsightly yard, you will have 24 hours to correct the violation, after which time Maintenance staff will be dispatched to complete the work and bill you for their time at their regular hourly rate of \$25.00/hour.

Snow Removal

You are responsible for removing the snow from your driveway and sidewalks. It is suggested that you sprinkle a sand or salt product on sidewalks when they become icy or slippery. Please note that if Maintenance staff arrive to do scheduled work on your unit and are unable to approach because of snow, they will shovel and bill you for their time at their regular hourly rate of \$25.00/hour.

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 Scattered Site Units, quiet hours are from 10:00 p.m. to 7:00 a.m.

Pet Policy

If you wish to own a pet, you must contact the Crosby HRA office **BEFORE** you acquire the animal. After you contact the office, you will be provided with a copy of the Rules for Pet Ownership policy, which you must adhere to. 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 has 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 does 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 unit, garage, common area, or on property grounds. 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.

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 & Additional Information

Grills - Personally owned barbeque grills must be a minimum of 15 feet away from any building and must be property stored in the garage when not in use.

Fire Pits/Fire Rings - Fire rings must be removable and be a minimum of 25 feet from all structures

Fireworks - Fireworks are not allowed on property.

Prohibited Items - Swimming pools and trampolines are not allowed in yards, driveways, or elsewhere on the property.

Resident Notices - Notices may be mailed to your address or posted on your front door to inform you of upcoming inspections and maintenance issues, notify you of lease violations and warnings, advertise special events or activities, or to communicate other important information. It is your responsibility to check your mail and your door so that you can respond timely, as may be required in some correspondence.

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.