



## Call-Outs

### Heat it Up

If you are experiencing any problems with your heat, such as too much, not enough, or you are feeling drafts of cold air from outside, please contact the Rental Office right away.

Any time you are away from home, remember to leave your heat turned up to at least 68 degrees and make sure your patio doors and windows are tightly closed. **If your apartment is too warm, never cool it by opening windows or patio doors.** Leaving them open or turning off your heat could cause the pipes to freeze and break. If the pipes freeze, you may be held responsible for damage to your home and any of your neighbors' homes that were affected.

### Great Garage

There's no better time than now to enjoy the comforts of a heated underground garage parking space! Spaces are available to rent on a first-come, first-served basis, so check with the Rental Office to see whether there are still spaces open in your building. Garage stall parking rates range from \$40 - \$60 per month.

The garage also offers a car wash bay for rinsing away dirt, salt, and sand. The 7050 building has a semi-automated,

coin-operated car wash and vacuum. Any resident can use the car wash, just stop by the Office for an opener to gain access.

Please be careful not to run your car inside the garage any longer than necessary (due to carbon monoxide emissions). Always drive slowly, watching out for children and pedestrians.

If you have an underground garage stall, please be sure to park in it whenever possible. It's easier to plow the parking lots with fewer cars, and it ensures those residents who don't have an indoor parking space have a closer place to park.

### Safe and Secure

While there is no certainty that you will never be the victim of theft or other crime, you can take the following precautionary measures to deter thieves and protect yourself and your belongings:

- **Don't invite break-ins by leaving valuables in your car.** Articles most frequently stolen include small electronics, gym bags, store bags, personal IDs, garage door openers, backpacks, purses, and loose change. Take these items out of your car before you lock it.
- **Always lock your apartment**

**door**, even when you are home or are leaving for a brief period of time. Place a dowel in bedroom windows and patio doors to prevent them from being opened from the outside.

- **Lock your windows** as well, and keep the curtains and blinds closed at night.
- **Make sure there is no identifying information on your keys.** Report any lost keys to the Office immediately.
- **Be a good neighbor:** Report suspicious activity to the Rental Office or alert the police if necessary. Never prop entry doors open or let people into the building.

### Renter's Refund

One of the nice things about renting in Minnesota is that you may be eligible for a property tax refund. To apply for a refund, you will need to complete IRS Form M1-PR using a Certificate of Rent Paid (CRP), which we will deliver to your apartment on or before January 31.

You must submit your completed paperwork no later than August 15. Paperwork can be submitted by mail or, for a small fee, online. Per MN regulation, the amount of rent paid will be split evenly between all leaseholders. Questions? Please call the Rental Office, contact your tax professional, or visit The Minnesota Department of Revenue website at: [revenue.state.mn.us](http://revenue.state.mn.us).

### Welcome Home

We'd like to say "welcome" to all the new residents who have moved in during the last few months and a very big "thank you" to those of you who have continued your residency here.

We sincerely appreciate you all and look forward to continuing to go Beyond the Expected for you and all of your housing needs!

### Balcony Check

As the snow continues to fall, please be sure to shovel any accumulation of more than 5 inches off your balcony. If you need help or need to borrow a shovel, just call the Rental Office. Also, keep your screen door open to prevent it from freezing closed. Be sure to regularly check that your glass doors slide freely. Please do not use balconies for storage. If you need extra storage space, contact the office.

"Have a terrific twenty-nineteen!"

- Eagle Ridge staff

# New Year Notes

Whether your New Year's resolution is to get fit, relax, or just have more fun, you can accomplish it right in your own community by taking advantage of the following awesome amenities.

## CLUBHOUSE FUN

For an easy change of pace right at home, take a walk over to the clubhouse, open daily from 8:00 a.m. to 10:00 p.m. Relax on the comfy couch and watch your favorite show on the big screen in the TV room. Or, test your skills at ping-pong or pool in the game room!

You can also reserve the party room, with its full kitchen, for your next private gathering. Call the Office to ask about availability today!



## FITNESS GOALS

The fitness center has a variety of equipment to help you meet your fitness goals. You can work up a sweat on the elliptical trainer, treadmill, or multi-use weight machine. Or, spend some time relaxing in the sauna. The nearby walking and biking paths also pro-

vide great scenery for a brisk winter walk. The fitness center is open daily from 8:00 a.m. to 10:00 p.m.



## OUT AND ABOUT

Looking for a cure for cabin fever outside of Eagle Ridge? We've thought of a few more local options for you:

• **Maple Grove Community Center ([maplegrovern.gov/community-center](http://maplegrovern.gov/community-center)):** Enjoy indoor recreation options including the gymnasium, ice arena, and swimming pool with water slides. Don't skate or swim? No problem, lessons are available. There's also a playground, a teen center, and an indoor farmers market (see website for dates).

• **Elm Creek Winter Recreation Area ([threeriversparks.org](http://threeriversparks.org)):** Get outside and enjoy the snow! Ride down the tubing hill or explore over 19 km of cross-country ski and snow-shoeing trails. There's a beginners ski and snowboarding hill too.

• **Maple Grove Library ([hclib.org](http://hclib.org)):** Spend a cold day relaxing and exploring the stacks or check out the next Family Storytime event. Free Wi-Fi! The library also offers an online ebook and magazine program, so you can stay home and "check out" items right from your PC or tablet.

• **Maple Grove Arts Center (<http://maplegroveartscenter.org>):** Explore your creative side by taking a class in drawing or the different mediums of painting -- kids and adult sessions available. Or admire the works of others at a gallery art show. The FAB (Fine Art Boutique) is a great place to find an original piece of art to take home.



• **Community Education ([district279.org](http://district279.org)):** No matter what your interests are, classes are available to suit them. Cooking, mind and body, money and family matters, and technology are among the choices. Or, sit back and dream of your next getaway by watching the travel and adventure film series.

## New Year - New Records

Remember to update your contact and vehicle information with the Rental Office: You can fill out a form on [condorliving.com](http://condorliving.com), give us a call, or stop by in person.

We will always do our best to respect your privacy and only call you when necessary; however, there are times when we must contact you. We keep a database of information that allows us to reach you for many reasons, including: maintenance emergencies, snow emergencies, fire and other safety situations, and matters regarding your lease.

## Snow Rhymes with Tow

It's important that vehicles parked in the outdoor lot are moved on a regular basis. We must have the parking lots plowed in a timely manner, and we cannot do this when there are non-moving cars in the lot.

If you are going to be out of town or are otherwise unable to move your vehicle, please call the office as soon as possible to make arrangements. We would never intentionally inconvenience any resident by towing a vehicle without every attempt to contact the owner first. That's why it's so important that you've registered your vehicle with the Rental Office.

# Friendly Reminders

## Noise Annoys

Even though the walls of your home are sound-controlled, please be mindful of excess noise coming from your apartment and in the halls. We ask that you not disturb your neighbors at any hour of the day, but especially between 10:00 p.m. and 8:00 a.m. Please also be quiet and courteous in common areas such as halls, garages, parking lots, storage areas, and laundry rooms. If you have a question about appropriate noise levels, contact the Rental Office.



"As a matter of fact, I do have an elephant up here!"

## Referral Bonus

Know any friends, family, coworkers, or Facebook connections who are looking for a new home? Refer them to Eagle Ridge and receive free rent credit when they move in!

What would you do with an extra **\$300** in your pocket? Buy a new outfit? Treat yourself to a night on the town? Save up for a summer vacation? There's no limit on how many referral bonuses you can receive. Just think what you could do with all that extra cash!

## Rent Reminder

We appreciate the prompt manner in which our residents pay their rent. Remember, rent is due on the 1st of each month. Rent payments received on the 4th of the month or later will incur a late fee.

For your convenience, we offer online rent payment. Just visit our website, [condorliving.com](http://condorliving.com), click the Residents Area tab in the upper-right corner, then click the Pay Rent Online tab and follow the prompts after logging into the secure resident portal. If you have questions along the way, we're here to help. Just give us a call at the Rental Office and we can walk you through the process in just a few short minutes. **Please note that paying online will be a lease requirement starting in 2019, unless otherwise approved by management.**

## Keeping It Clean

Keeping Eagle Ridge a beautiful place to live is an effort that involves everyone. Help show your community pride by carefully disposing of your waste in the proper receptacles. Always take all your mail from the mail room, even the junk mail.

In the trash chutes, be sure to use sealed garbage bags that aren't overloaded. You may use the dumpsters in the garage for larger items and the recycling bins for aluminum paper, plastic, glass, and cardboard.

We ask for your cooperation in properly disposing of electronics, furniture, and other large items. Leaving these kinds of items in the garage, common areas, or by the dumpsters is a violation of your lease and our community policies. If you need help locating a pick-up service or drop-off location, please call the Rental Office. Thank you for helping us take care of your community!

## No Smoking Allowed

In accordance with the Minnesota Indoor Clean Air Act, smoking is prohibited in all common areas. This includes the halls, elevators, lobbies, garages, and laundry rooms. Please respect this policy and show consideration for your neighbors by limiting smoking to your car, your apartment, or outdoors. Remember to dispose of your cigarette butts properly, and call the Rental Office if you'd like a complimentary "butt bucket" for your home.

## Take Care!

One more thing: please be careful as you're walking on the sidewalks and in the parking lots. It's slick out there, and we want you to have a safe and happy winter! Keep the following safety tips in mind as you're walking on the property:

- **Wear shoes with traction.** Smooth-soled or high-heeled shoes can be slippery and unstable in snowy and icy conditions. It's a good idea to wear appropriate footwear, such as winter boots with traction and to carry your shoes with you until you get to your destination.
- **Slow it down.** When walking on slippery surfaces, one of the most important things you can do to avoid a slip-and-fall accident is to slow down. Take shorter steps and scan the path ahead of you for icy patches.
- **Keep three points of contact when getting out of your vehicle.** In snowy or icy conditions, always keep two hands and a foot or two feet and a hand in contact with your vehicle or the ground at all times (four point contact is even better!).
- **Walk on designated walkways.** Taking shortcuts over snow piles and other frozen areas can be hazardous. Always look ahead when you walk.
- **Point your feet out like a penguin!** Spreading your feet out slightly while walking on ice increases your center of gravity so you have more balance as you are walking.