

THE PROMENADE OAKS PRESS



Monday – Thursday:

9:00 a.m. – 6:00 p.m.

Friday: 9:00 a.m. – 5:00 p.m.

Saturday: 10:00 a.m. – 4:00 p.m.

Sunday: Closed

*Office hours subject to change

Office Hours, Happy New Year,
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The Promenade Oaks staff join in wishing you all the best in 2019!

Our New Year's resolution is to continue to find ways to make your home more comfortable and your life here at Promenade Oaks more convenient. We welcome your honest opinions and hope to use your feedback to continue to improve in 2019. There are many ways to let us know what you love about your community and what you'd like to see change:

- Fill out an online survey (condorliving.com > Residents Area > Resident Survey)
- Send us an email
- Message us on social media
- Call the office
- Or, best of all, stop in and tell us in person!

Resolve to Stay Connected

Our community newsletters are just one way to find out what's happening at your community. You can get instant updates on the latest news at Promenade Oaks by connecting with us through Facebook, Twitter, and Instagram. The best part about social media is that you can participate and interact with the staff and your neighbors. So click us out – we're excited to see you there!

Phone: 651-686-8600

Email: promendadeoaks@condormgt.com

Website: condorliving.com

Facebook: @PromenadeOaks.Eagan

Twitter: @PromenadeOaks

Instagram: @PromenadeOaks

Mindy
Community Manager

Christine
Assistant Manager

Xhenna
Leasing Consultant

Laura
Leasing Consultant

Shawn
Maintenance Supervisor

Jose
Maintenance Tech.

Felix
Maintenance Tech.

Mitchell
On-call Maintenance

Rick
Painter

Tony
Painter

In Case of Emergencies

There are staff members available after hours for emergencies. An emergency is considered anything that can't wait to be handled until office hours resume. Common examples include heat problems, water leaks, lack of water, being locked out of your apartment, and noise concerns. For this

type of after-hour emergency, please call **651.686.8268** to reach the on-call staff member. Call 911 for police, fire, or health emergencies.

For situations that don't require immediate attention, please call **651.686.8600** and leave a message, or fill out a maintenance request any time at condorliving.com.

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.

Remember to pick up a free filter from the Rental Office, so you can change your filter monthly to maintain optimum performance.

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 \$50 - \$100 per month.

If you have an underground garage stall and are using the space for additional

storage, please use only plastic containers (no cardboard boxes or storage of miscellaneous items is permitted). Absolutely no flammable items (gas cans, propane, certain cleaning products, etc.) may be kept in the garage.

In addition, please be sure to park in your stall or detached garage whenever possible. It's easier to plow the parking lots with fewer cars parked there, and it ensures those residents who don't have an indoor parking space have a closer place to park. 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.

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, garage openers, personal IDs, backpacks, purses, loose change, and stereo systems. 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. Make sure to use both the knob lock and the dead-bolt lock when you are home.

- **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.

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!

Patio Check

Please note that while we will be shovelling your patio, we need your help in ensuring the area is free of miscellaneous items. Grills and outdoor patio furniture must be stored in your garage stall or as far off the side of your patio as possible. Other items, including welcome mats, must be stored inside your home. If you need extra storage, please contact the Rental Office and ask about storage availability.

"Have a terrific twenty-nineteen!"

- Promenade Oaks 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 during office hours. Relax on the comfy couches and watch your favorite TV show or use the free Wi-Fi.

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. The nearby paths also provide great scenery for a brisk winter walk. The fitness center is open 24/7 for your convenience.



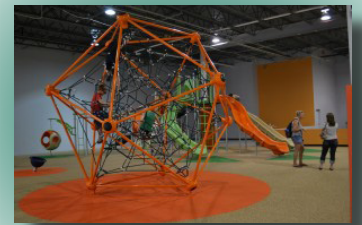
OUT AND ABOUT

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

- **Lebanon Hills Regional Park (co.dakota.mn.us/parks):** Enjoy the snow at the largest park in the Dakota County park system. Covering almost 2,000 acres, you can cross country ski, snowshoe, sled, or even ice fish all day. Lessons and equipment rentals are available in the visitor center as well as other nature programs.
- **Winter Farmer's Market (cityofefagan.com/marketfest):** Shop your favorite local food vendors at the indoor farmer's market. Select from locally produced foods like honey, salsas, tea, artisan bakery items, vegetables, meats, and more. Jan. 12, Jan. 26, Feb. 9, and Feb. 23.
- **Eagan Parks (cityofefagan.com):** Explore this site to find out about winter adventures like snowtubing at

Trapp Farm Park, ice skating at a variety of area rinks, or even enjoying the season with your dog running free at Eagan's off-leash dog area.

- **Good Times Park (goodtimespark.com):** Stay warm at this entirely indoor playground and family recreational park designed for both fun and fitness. Jumpers, playground, sports yard, and even a picnic area provide fun for all ages.



- **Dakota County Libraries (co.dakota.mn.us/libraries):** Spend a cold day exploring the stacks, or check out the next adult or children's literary event. Free computer use and Wi-Fi is also available. There is even an online ebook and magazine program, so you can stay home and "check out" items right from your PC or tablet.
- **Tri-District Community Education (tridistrictce.org):** No matter what your interests are, classes are available to suit them. Cooking, fitness, creative arts, and technology are among the choices.

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, 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 courtyards. 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 stairwells, garages, and parking lots. 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 Promenade Oaks 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 2nd of the month or later will incur a late fee.

For your convenience, we offer online rent payment. Just visit our website, 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 Promenade Oaks 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.

Be sure to use sealed garbage bags that aren't overloaded. Never leave trash bags outside your door, as this is a safety hazard. Remember to use the recycling bins for 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 elevators, lobbies, and garages. 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.