

# EAGLE RIDGE REPORTER



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

Amenities, Website,  
Emergency Info  
page 01

Clean community, Garages,  
Pets, Referrals, Online Rent Pay  
page 02

Fire Safety, Smoke  
Detectors, Heat Tips,  
No Smoking  
page 03

Apartment Safety,  
Misc. Reminders  
page 04

## FALL In Love with Eagle Ridge

Our staff is proud of providing *Beyond the Expected* resident service all year long, and we'd like to take this opportunity to remind you about some of the great services and amenities that will leave you loving your home at !

- **Clubhouse.** It's game time! Shoot billiards and play ping-pong, or relax in the sauna, workout in the fitness center, and enjoy your favorite movie or cable show on any of the big-screen TVs.

- **Outdoor amenities.** Enjoy a fall day outside playing basketball or volleyball, cooking up your favorite food on the grills, or using the area walking and biking paths.

- **Car wash.** Keep your car sparkling clean by using one of the car wash bays provided in each building. The 7050 building has a semi-automated car wash system and vacuum. Stop into the Rental Office for a garage opener.

- **Staff.** Upon request, we'll deliver packages to your apartment or "apartment sit" for you while you're gone (water your plants and pick up your mail).

- **Party room.** Reserve the party room, complete with a gas fireplace and full kitchen, for your next special occasion or holiday party.



## WEBSITE

Don't forget that on [condorliving.com](http://condorliving.com) you can pay rent, contact the office, submit a maintenance request, update your contact info, fill out a survey, read the latest newsletter, and stay up-to-date with community news via our social media. Give it a spin today!

## 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 the Rental Office at **763.533.7303** and follow the prompts to reach the on-call staff member. Call 911 for police, fire, or health emergencies.

For situations that don't require immediate attention, just leave a message or fill out a maintenance request at [condorliving.com](http://condorliving.com) under the "resident's area" tab. An office staff member will return your call and assist you during business hours.

# FALL NOTES

## 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.

## Keep It Clean

Help keep your community clean and beautiful all year long by disposing of trash properly. Please don't leave your unwanted mail in the lobby or on the ground by your mailbox. You're always encouraged to use the non-sort recycling bins in the garage for recyclable waste.

As the fall weather moves in, please

be mindful of tracking leaves, dirt, and other debris into the building. If you or your guests smoke, make sure to dispose of cigarette butts properly and never throw them on the ground or off your balcony.

Thank you for your help in keeping Eagle Ridge a beautiful place to live!

## Online Rent Pay

Online rent payment is available at [condorliving.com](http://condorliving.com). Just click the *Residents Area* tab and then the *Pay Rent Online* link to make a payment by e-check or credit card. This safe, secure, and convenient online payment allows you to pay your rent at any time from the comfort of your home. If you need help setting up your online account, just contact the Rental Office for assistance!

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.

Note: our lease requires you to pay your rent online at [condorliving.com](http://condorliving.com) unless otherwise approved by management.

## Thank you!

We hope you enjoy your gift this year, and we look forward to seeing you at the summer poolside party next year. Once again, we are thankful you choose to call Eagle Ridge Apartments home every day! Check out our social media pages for information about future resident events.

## Let's Get Social

Join us on Facebook, Instagram, and Twitter for community news, reminders, and fun! Head to [condorliving.com](http://condorliving.com) to link up with our accounts!

# GREAT GARAGES

Garage stalls are still available to rent for the winter months. To avoid being put on a waiting list, be sure to call ahead! Here are a few reminders for garage parking:

- Always drive slowly and cautiously in the garage, being especially careful when pulling out of a space or turning a corner.
- Never park anywhere in the garage except in your assigned stall, even temporarily, or your vehicle may be towed at your expense.
- Due to fire codes, no storage of any kind is allowed in the garage.
- Never run your car for an extended period of time in the garage. The build-up of exhaust fumes is

dangerous to breathe.

- Never leave your children unaccompanied in the garage area.

### GARAGE DOORS

The garage doors in your building have an operating system that does not allow for an instant reversal of the door, regardless of whether the motion detector is interrupted. It still takes several seconds for the door to reverse direction, and if the door was already traveling downward and your vehicle is moving forward at the same time, a collision could happen. To avoid damages, please:

- Never follow another car in or out of the garage.
- Never enter or exit if the door is already open when you arrive.

Wait for it to start to close and then use your opener to reverse the position.

- Only enter or exit when a door has been fully opened by you.
- Wait until you are in front of the door to use your opener - do not open from a distance.
- Do not hesitate to enter or exit after fully opening the door.

Note that you are responsible for damages caused to the garage door as well as your vehicle.



# REMINDERS

## Fire Safety

Please take a few minutes to review the following simple fire safety tips:

- Put out all smoking material in the proper container before you walk away and **never in potted plants.**
- Never smoke in bed or while feeling drowsy.
- Don't leave cooking food unattended on the stove.
- Keep items that can catch fire at least three feet away from the stove top.
- Always keep burning candles in sight, and extinguish all candles when leaving a room or before going to sleep.
- Never try to extinguish a kitchen grease fire with water, as this can cause the fire to spread. Purchase a small kitchen fire extinguisher for this purpose.

### BUTT OUT

Do you smoke or have friends or family members who do? Stop into the Rental Office and pick up a FREE "Butt Bucket" for your home, so you're always prepared.



### SMOKE DETECTORS

Smoke detectors save lives, but only if they work correctly. Before you moved in, our staff checked your smoke detector, but we also encourage you to check it yourself every month. You can do this by depressing the button with a broom handle or anything that allows you to reach it. If it does not sound within a few seconds after you have been holding down the button, call the Rental Office and our maintenance staff will come to inspect it.

### SMOKE FREE

In accordance with the Minnesota Clean Air Act, smoking is prohibited in all common areas. This includes the elevators, lobbies, garages, and amenities. Please respect this policy and be considerate of your neighbors by limiting your smoking to your car and apartment.

## Heat Tips

With cold weather on the way, now's the time to prepare your apartment for winter. The heat in your building will be turned on as dictated by outside temperatures. Once on, please keep in mind that the buildings are large and it takes time for the heat to distribute.

The following tips will help keep your home comfortable in the coming months:

- Check your thermostat right away and adjust it to a comfortable setting (68-75 degrees). Turning your thermostat on the highest setting will not warm up

your apartment any faster.

- Close and latch all windows, including storm windows, and the glass patio door.
- Your screen door should be left open all winter. This prevents wear and tear on the wheels and also prevents the door from freezing shut.
- Unplug the air conditioner(s) and wrap up the cords. Make sure the knob is in the "closed" position. Place the insulating cover over the air conditioner and secure it in place using the clips attached to the wall
- Move your furniture at least three inches away from the heat registers to allow proper air flow, and place the register's flaps in the open position. There's a removable panel on the register in each apartment's large bedroom. This panel contains a zone motor, which must be accessible for maintenance.

After completing these steps and giving the heat time to circulate, if you feel that the heat isn't working correctly or if you need help, just call the Rental Office. Examples of heat problems requiring maintenance include heat pipe leaks, lack of heat, and malfunctioning thermostats.



# APARTMENT SAFETY

Crime can happen at any time, to anyone, anywhere. That's why we'd like to review the following tips and reminders with you, so you can take precautions to avoid becoming the victim of crime. Be sure to call the Rental Office if you have any questions or safety concerns.

## Your Home

- Always lock windows and doors whenever you leave home, are sleeping, or are unable to monitor the area.
- Always lock your patio door. Call the office immediately if a lock is broken so maintenance can make the necessary repair.
- Insert a wooden dowel between your patio door and the door frame to prevent it from sliding open. Dowels are available at the Rental Office.
- Do not buzz people in from your apartment unless they are your guests. This includes delivery people and other residents. The

police and other emergency personnel have access to keys and don't need to contact a resident to gain access.

- When you leave for a few days, have a neighbor or office staff member watch your home.

## Yourself

- Avoid having identifying information on your keys.
- Never prop open entry doors.
- Get to know the other residents in your building, and be watchful of strangers.
- Enter the Rental Office and after-hours phone number in your cell phone (these numbers are listed on the bottom of page 1).
- If you see anything suspicious, call 911 to report it immediately.

## Your Vehicle

- Don't leave valuables in your car.
- Never leave your garage door opener in your vehicle.

- Always stop your vehicle before entering and exiting the underground garage, and then wait to watch the door close to make sure no one enters behind you.
- Remember to always lock up your bicycle, whether it's outside or in the garage.

## Your Stuff

Renter's insurance is inexpensive, and you'll be able to rest easy knowing your belongings are protected. According to the terms of your lease, **renter's insurance is required** and Eagle Ridge is not responsible or liable for injury, loss, or damage that occurs in your apartment, garage, storage locker, etc. This includes loss caused by natural disaster, malfunction of equipment (heat, appliances, etc.) or the actions of third parties (intruders, residents, etc.). For more information on renter's insurance, call the Rental Office or your insurance agent.

# PLEASE KEEP IN MIND

### 1 Personal Property

To ensure that management and vendors can properly care for the common areas of the community, all personal property must be kept within your leasehold. This consists of the physical space that you rent: your apartment, balcony/patio, and front door only. No personal items are allowed in other common areas of the property such as the grounds, halls, apartment entries etc., and are subject to removal. Also, remember that only appropriate, non-offensive decorations are permitted in areas visible to other residents. Seasonal décor is encouraged but should be removed promptly following any holiday.

### 2 Pet Peeves

Please remember that, as stated in your lease, no pets are allowed on the property unless they live in a tank or a cage (such as birds, fish, or hamsters). There is a maximum of two such animals allowed per apartment. We consistently enforce all lease provisions and requirements, including the provision stating residents may not have pets without management's written consent.

We're happy to provide reasonable accommodations as the law requires. For more information on this policy, please see our rules, policies, and procedures packet.

### 3 Trash To-Dos

Make sure you are disposing of trash properly. Garbage should be placed in a closed bag before putting it in the chute or the dumpster.

**No tires, furniture, appliances, electronics, chemicals, etc., may be disposed of in the dumpsters or the garage.**

Please check the internet or contact the city for an appropriate drop-off site; or call the Rental Office to see if the item can be picked up by the regular garbage service (if applicable, expenses will need to be incurred by resident).