

# QUICK REMINDERS

We appreciate all our residents' cooperation in ensuring our community policies are respected. As always, if you have any questions or suggestions, please contact the Rental Office!

## NOISE NOTES

Even though the walls of your home are sound-controlled, please be mindful of excess noise coming from your apartment and 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 noise complaint, please call the Rental Office (follow the prompts if after hours to reach the on-call staff).

## RECYCLING RULES

One of the biggest threats to the recycling industry right now is contamination. Contamination causes an issue because it increases the cost of recycling, which, coupled with a decrease in the value of waste products, is causing problems for struggling recycling plants.

Contamination is caused by placing non-recyclable items in the recycling or by placing dirty recyclable items in the recycling. The biggest contamination issue at our community is plastic bags in the recycling. Place your recyclable items in paper bags or simply carry your recycling to the community bins in the container you use to collect it in your home.

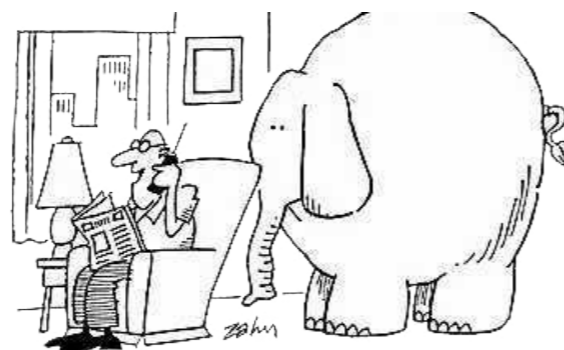
Please ensure anything in your recycling is on the list of accepted items and that anything not on this list is placed in the trash or recycled at an acceptable location. Wish-cycling (or recycling things you hope are recyclable without knowing) is another huge cause of contamination and something to be conscious of as you are deciding what to place in the recycling. Also be sure to rinse out and dry containers, bottles, and jars before placing them in your recycling.

One way cities are working to combat this issue is to provide more education. A flyer with recycling instructions is available in the Rental Office. Thank you for helping us make every day Earth Day here at Eagle Ridge!



## NO SMOKING AREAS

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 in a proper and safe manner and call the Rental Office if you'd like a complimentary "butt bucket" for your home.



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

## 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 - \$70 per month.

The garage also offers a car wash bay for rinsing away dirt, salt, and sand. 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.

## BALCONY CHECK

As the snow continues to fall, please be sure to shovel any accumulation of more than five 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 Rental Office.



# THE RIDGE REPORTER

A newsletter published for the residents of Eagle Ridge Apartments

### Page 2

Feedback, Indoor Amenities, Updating your Records, Online Rent Pay

### Page 3

Maintenance Check-Ups: Leaks, Heat, Garbage Disposals, Submitting Maintenance Requests

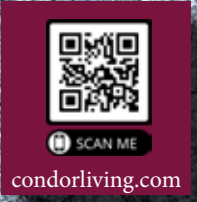
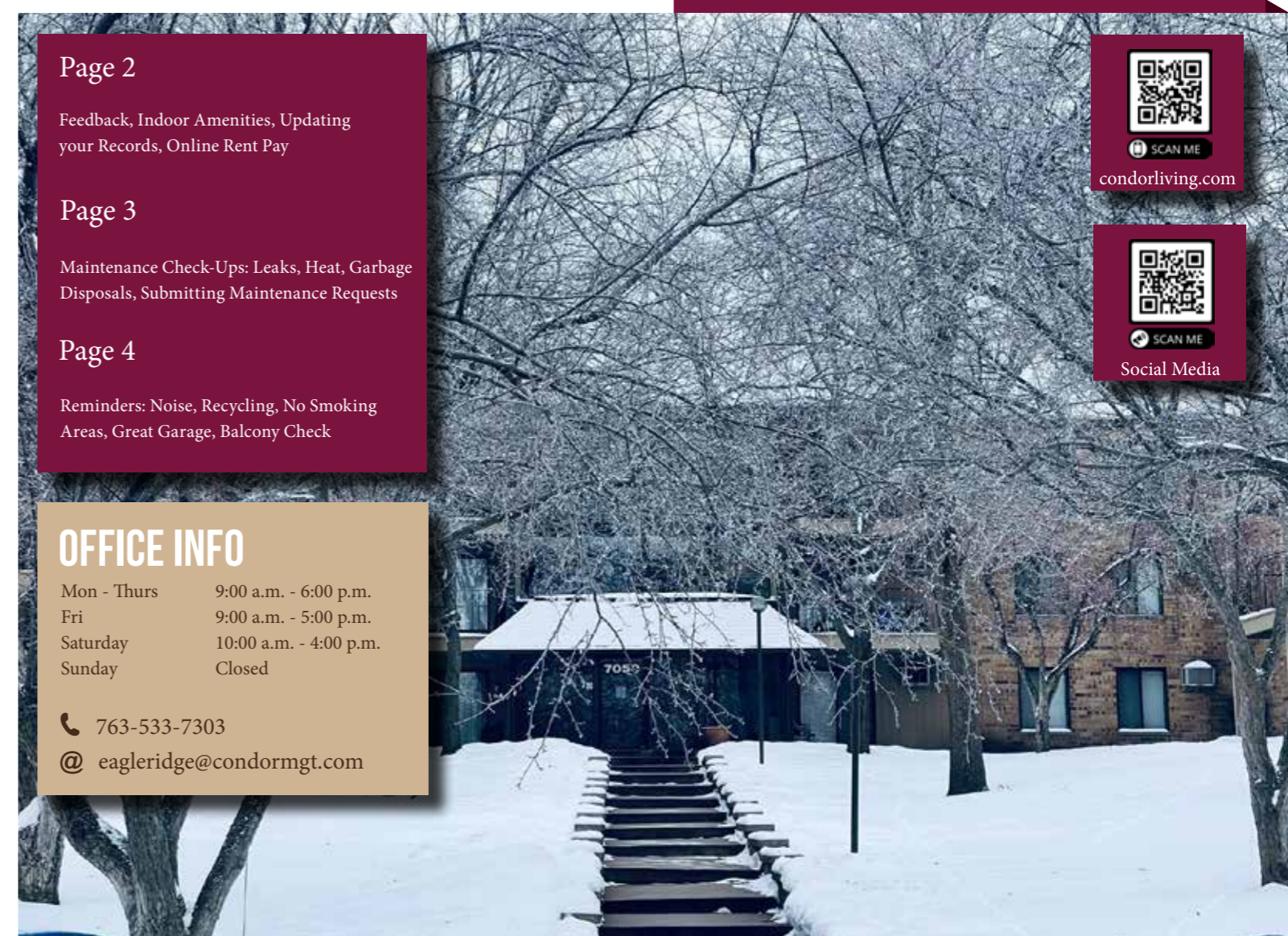
### Page 4

Reminders: Noise, Recycling, No Smoking Areas, Great Garage, Balcony Check

## OFFICE INFO

Mon - Thurs	9:00 a.m. - 6:00 p.m.
Fri	9:00 a.m. - 5:00 p.m.
Saturday	10:00 a.m. - 4:00 p.m.
Sunday	Closed

763-533-7303  
eagleridge@condormgt.com



## IN CASE OF EMERGENCY

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-hours 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 non-emergencies, leave a message or fill out a maintenance request at condorliving.com under the "resident's area" tab. An office staff member will assist you during business hours.

## WITH GRATITUDE

Residents like you are what transform our apartments into homes and our property into a community!

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 exceed your housing needs.



# TELL US HOW WE'RE DOING!

We're committed to making sure our communities are well kept and our residents are a priority. Please don't hesitate to let us know if we're getting it right or if we've got work to do. The only way we can continue to improve is to keep learning!

You can submit an anonymous survey online anytime at [condorliving.com](http://condorliving.com) > residents area > resident survey. Or feel free to contact us directly with your feedback anytime (see contact info on page 1).

We also appreciate and encourage public online reviews. Good or bad and no matter how we receive it, we take all feedback seriously and use it to continue to improve our communities and service!



# INDOOR AMENITIES

Whether your New Year's resolution is to get fit, relax more, or just have some fun, you can accomplish it right in your own community by taking advantage of the following awesome indoor amenities. Due to COVID-19 and its lingering effects, some of these amenities may be closed or have limited capacity as mandated by federal, state, and local health guidelines.



● **Clubhouse:** For an easy change of pace right at home, head to the clubhouse, open daily from 8:00 a.m. - 10:00 p.m. Watch your favorite TV show, use the free Wi-Fi to work remotely and keep in touch with friends and family, or test your skills at ping-pong or pool in the game room! You can also reserve the party room for your next private gathering; contact us to ask about availability today!



● **Fitness center:** 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, multi-use weight machine, or free weights and other equipment. Or, spend some relaxing time in the sauna! The fitness center is open daily from 8:00 a.m. - 10:00 p.m.

# WEBSITE

On the "Residents Area" tab at [condorliving.com](http://condorliving.com), you can pay rent, contact the office, submit a maintenance request, up-



date your contact or vehicle info, fill out a survey, read the latest newsletter, check out our FAQ for resident information, and stay up to date with community news via our social media.

See page 1 for direct links - just scan with your smart phone camera and explore your options!

# LOOKING FOR LEAKS

The usual suspects for water leaks include toilets, faucets, and sinks, but it's important to monitor your heat registers too. We ask that you regularly check that all equipment is running properly and that there are no leaks. Many water leaks and plumbing problems give warning signs and can be repaired while the problem is still minor, so catching a leak early can help minimize the damage to your and your neighbors' homes.

If you ever notice moisture, standing water, a leaking pipe, or a dripping sink, please be sure to contact the Rental Office immediately. You may be held responsible for costs incurred by failure to report damage to the property. Remember that renter's insurance is an important part of your lease agreement and can help protect you from unexpected losses.



# MAINTENANCE REQUESTS

If you are experiencing issues with your heat, thermostat, garbage disposal, or any other appliances or home maintenance needs, you can submit a maintenance request on our website:

- [Condorliving.com](http://Condorliving.com) >
- [Residents Area](#) >
- [Maintenance](#) >
- Fill out form and submit
- Or give us a call or send an email!

Be on the lookout for our maintenance satisfaction email once your work is complete. Your Maintenance Techs appreciate the feedback!

# MAINTENANCE CHECK-UPS



# HEAT IT UP

With several more months of cold weather ahead, now's the time to double-check that your apartment is getting maximum heat. Your home is equipped with an individual heating system with controls located on the living room or hallway wall.

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

- Keep the thermostat at a comfortable setting (68-75 degrees).
- Close and latch all windows and check doors for any drafts.
- Unplug AC(s) and wrap the cords. Make sure the knob is in the "closed" position.
- Place the insulating cover over the AC and secure it in place using the clips attached to the wall.
- Move furniture at least three inches away from the heat registers to allow proper airflow and place the register's flaps in the open position.

# DISPOSAL DUTY

Most garbage disposal issues can be avoided by taking the following measures:

- Always run cold water before, during, and after you put food in the disposal to flush the unit and lubricate the bearings.
- Use discretion as to what items you put in the disposal (see examples to the right).
- Don't put drain cleaner into the disposal. Try using a plunger or call the Rental Office.
- Don't run the disposal for extended periods. If it shuts down, you may attempt to restart it after a few minutes by pushing the red reset button at the bottom of the machine.

- To avoid food buildup and unpleasant odors, run the disposal often, flushing it with water. Pouring vinegar, lemon juice, or ice into the disposal will keep it smelling fresh.

- Run the disposal at least once per week to prevent possible damage.

# DO NOT DISPOSE

The following are examples of items your disposal can't handle:

- > Nut shells and egg shells
- > Melon rinds
- > Bones
- > Grease
- > Large vegetable peels (including potatoes) and stems
- > Leafy or stringy foods such as celery and lettuce
- > Rice and pasta
- > Fish skin

# NEW YEAR - NEW RECORDS

Remember to update your contact and vehicle information with the Rental Office so you don't miss out on important information. You can fill out a form on the website at [condorliving.com](http://condorliving.com) > residents area > update contact info. Or shoot us an email or give us a call to let us know.

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

Having your current contact and vehicle information helps make this process easier for us and ensures you get emergency information timely!



# Rent is due on the 1st!

Rent payments received on the 4th or later will incur a late fee.