

The PromenadePress

A newsletter published for the residents of Promenade Oaks Apartments



Office Info

Mon-Thurs: 9:00am - 6:00pm
 Fri: 9:00am - 5:00pm
 Saturday: 10:00am - 4:00pm
 Sunday: Closed

 651-686-8600
 promenadeoaks@condormgt.com

THANK YOU!



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.



SCAN ME

Resident's Portal



SCAN ME

Social Media

Inside This Issue

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-hour emergency, please call the Rental Office at 651-686-8600 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.



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COURTESY REMINDERS

Condorliving.com

Don't forget that at 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. Check us out today!

New resident website coming in 2023!



Parking Lot Protocol

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. Remember that cars must be moved daily, especially during

times of snowfall exceeding 2". Vehicles that are not moved daily may be towed at the vehicle owner's expense.

Please also exercise caution in the lots and drives, following all speed signs and watching out for pedestrians.



Cleaning Tips

Did you know maintaining the cleanliness of your home is a lease requirement? Please make sure you are using appropriate cleaning products, intended for use on the item you are cleaning. Reading labels and following directions on products will help prevent damage and keep your appliances and surfaces in good condition. Be especially careful with plumbing fixtures (e.g., faucets, sinks, tubs, toilets) and appliances. Abrasive cleaners and products can damage these items. For recommendations on which products might work well, contact the Rental Office.

Give these apartment cleaning pro tips a try the next time you give your home a once over!

- ◆ **Caddy your cleaning supplies.** Keeping all of your cleaning supplies labeled and organized in a bucket, caddy, bag, or other portable item makes cleaning much easier as you move about your apartment!
- ◆ **Be environmentally conscious and savvy.** Cleaning with reusable micro fiber cloths, used dryer sheets, and household products such as liquid dish soap, baking soda, and white vinegar is not only effective and eco-friendly, but also saves money.
- ◆ **Don't procrastinate.** Experts agree that procrastination is the one mistake keeping most people from maintaining a clean and tidy home. Having a daily cleaning routine and tackling messes as they happen is important in keeping your home in good condition.

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).

No Smoking Areas

In accordance with the Minnesota Indoor Clean Air Act, smoking is prohibited in all common areas within the lobbies, garages, and all amenity areas. 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.

Patio Procedures

Please note that while we will be shoveling your patio, we need your help in ensuring the area is free of miscellaneous items. Grills and outdoor patio furniture must be stored as far off the side of your patio as possible. Other items, including welcome mats, leashes, cords, and anything that could become entangled in snow removal equipment must be stored inside your home. If you need extra storage, please contact the Rental Office and ask about storage availability.

Remember that your patio is a common area of the property and should be maintained in a manner that is inoffensive and non-hazardous to other residents. You are welcome to decorate your patio for the holidays, but please remember to remove them in a timely manner.

Condor Solutions

We will do our best here at Promenade Oaks to handle all of your questions and concerns, but we recognize that sometimes our residents want to escalate issues to our corporate management team. That's okay! Our Condor Solutions team is here to offer additional support. Don't hesitate to reach out via the contact info below if that's ever the case. We look at these instances as opportunities to learn and improve!

solutions@condorliving.com
651-340-9705

WE'RE ALL EARS!

Filling out a website survey isn't the only way to submit your feedback. Please never hesitate to shoot us an email, phone call, or stop in and tell us how we're doing. We truly care about your opinion and want to ensure you feel at home. We also send surveys via email after maintenance requests and when you move in or out. Be on the lookout for more surveys from us this year as we continue to improve our service and community!

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.

Clubhouse



Let's have some 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 to work remotely or keep in touch with friends and family! You can also reserve the party room for your next private gathering. Contact us to ask about availability today!

Fitness Center



It's time to break a sweat!

The fitness center has a variety of equipment to help you meet your fitness goals, and it's open 24/7 for your convenience. You can work up a sweat on the elliptical, treadmills, multi-use weight machine, or free weights. The nearby paths also provide great scenery for a brisk winter walk.

New Year - New Records

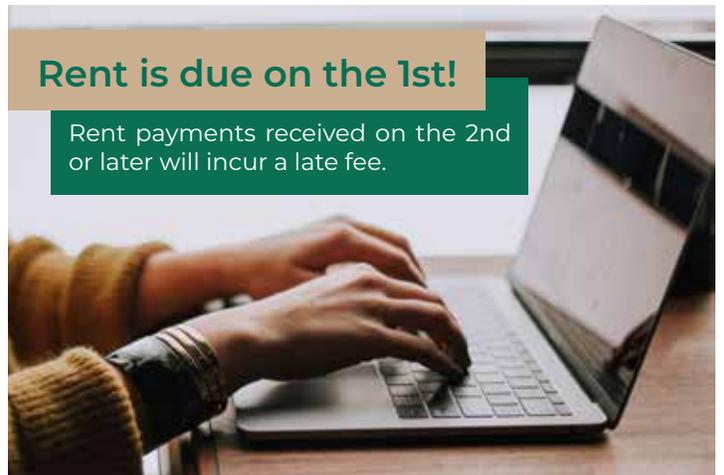
Remember to update your contact and vehicle information with the Rental Office so you don't miss out on important information. You can fill out a form on the website at condorliving.com > residents area > update contact info. Or shoot us an email or give us a call to let us know.

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 2nd or later will incur a late fee.



Please note that your lease requires you to pay rent online unless otherwise approved by management.

MAINTENANCE CHECK-UP

Disposal Use

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.



Don't put drain cleaner into the disposal. Call the Rental Office for clogged sinks.



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 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

Looking For Leaks

The usual suspects for water leaks include toilets, faucets, and sinks, but it's important to monitor your furnace and water heater 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

→ Residents Area

→ Maintenance

Fill out form and hit 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!



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:

- ◆ Set the systems controls in the heat and auto fan positions.
- ◆ Keep the thermostat at a comfortable setting (68-75 degrees).
- ◆ Do not set the heat below 50 degrees or turn the unit off during the winter.
- ◆ Close and latch all windows and check doors for any drafts.
- ◆ Change the air filters once a month for maximum efficiency (they can be picked up for free in the Rental Office).